

# HELPING WELLINGTON TAKE OFF

CORPORATE SOCIAL RESPONSIBILITY







# Welcome

## COMMUNITY

Community Support and Engagement  
Economic Contribution

## ENVIRONMENT

Sustainable and Smart Design  
Operational Resilience  
Air Noise Management & Quieter Homes  
Carbon and Energy Management  
Energy Management  
Wildlife Management  
Waste and Water

## SAFETY AND SECURITY

A Safe Workplace  
Dedicated Safety Teams  
Managing Airport Risk

## EXPERIENCE

A World-Class Customer Experience

## OUR PEOPLE

People and Culture  
Diversity and Inclusion

## OUR CORPORATE SOCIAL RESPONSIBILITY

05 We aim to manage our operations  
05 efficiently, to care for our environment,  
our people, support the local economy  
and to give back to the community

07 At Wellington Airport we are proud of our team spirit  
07 and passion for promoting New Zealand's capital city and  
08 the region.

09 Equally important is our contribution to the Wellington  
11 community and New Zealand economy, the people we  
11 employ and environmental sustainability.

11 As the gateway to Central New Zealand, Wellington Airport  
helps businesses to prosper and tourism to flourish, as well  
as generating employment for at least 1,500 people on the  
13 airport precinct, a further 9,900 in the local economy and  
13 is a proud supporter of Wellington events and community  
13 organisations.

Airport activities do however contribute to traffic congestion,  
noise and carbon emissions. We understand our corporate  
responsibility to manage a sustainable operation that delivers  
15 exceptional growth and enhances customer experience  
whilst doing everything we can to care for our people, our  
community and the environment.

17 The following report outlines our activities and contributions  
17 across these core areas and our priorities for the future.





# Our Priorities 2017/18

We understand that the operation and development of Wellington Airport has environmental impacts.

That's why we take seriously our responsibility to manage the airport in a sustainable and environmentally responsible manner and with a commitment to the following environmental principles:

- Adopting best practice environmental procedures where practicable
- Compliance with all applicable environmental legislation and regulations
- Continuous environmental improvement and prevention of adverse environmental effects
- Respect for the environment and the efficient use of natural resources in building, construction and operations.
- Understanding environmental issues and risks in the airport's development, operation and maintenance and taking these into account in decision making
- Establishing an environment that stimulates innovation in efficiencies by our staff and other airport users
- Monitoring, reporting and review of environmental objectives, targets and programmes
- Ensuring commitment and support from all TEAM WLG.

## WHAT WE DO

### Greenhouse gas reduction

Measurement of our GHG emissions to international standards and maintaining an active programme of awareness, reduction and management

### Energy and resource efficiency

Integrating environmental considerations in the design, construction and upgrade of all future airport infrastructure

### Noise mitigation

Mitigating the impact of noise from airport activities by agreement with government, airport partners and the Wellington Airport Noise Management Committee

### Wildlife management

Controlling the risk of bird strike using friendly deterrents and the development of migratory bird habitats away from the airport

### Water

Reducing the risk of adverse environmental impacts from discharges to the environment through effective design and maintenance of pollution control and storm water systems

### Waste and recycling

Reducing waste-to-landfill from the airport facilities and recycling of old or unused technology for eco-friendly disposal or re-purposing.

» We take seriously our responsibility to manage the airport in a sustainable and environmentally responsible manner.

Leanne Gibson General Manager Facilities and IT



# Community

## COMMUNITY SUPPORT AND ENGAGEMENT

Wellington Airport is proud to play a supporting role in ensuring the region's events and community endeavours thrive.

We also honour and celebrate the contribution of community group volunteers with the Wellington Airport Regional Community Awards, which this year attracted 236 nominations from volunteer organisations from across the region. The Supreme Award was taken out by CubaDupa, Wellington's vibrant street arts festival. In March this year, more than 1,000 performers entertained over 110,000 people.

Wellington's recreational activities are of significant value to the community. This year, we contributed funding to the Makara Peak Mountain Bike Park, an award-winning community built bike park set in 250 hectares of bird filled native bush. Funds helped build a 66m long suspension bridge across a gully to reach the summit of Makara Peak. The bridge is set to become an iconic feature for the region's riders.

Closer to home, Lyall Bay Surf Life Saving Club has voluntarily patrolled the beach for over 100 years and construction of their new clubhouse has begun. Wellington Airport has contributed towards the build that will meet the needs of a modern club for both lifeguarding and sports.

Wellington Airport is a major supporter of New Zealand's most successful innovative performing arts and design event, the World of WearableArt, which this year attracted a record audience to Wellington. We are also a long-term leader partner of the biannual New Zealand Festival, which brings the best performances from all over the globe to Wellington over February and March.

## WE ARE PROUD TO SUPPORT:

- Wellington Airport Regional Community Awards
- Wild at Heart Spirit Awards
- World of WearableArt
- Wellington Phoenix
- Makara Peak Mountain Bike Park
- CubaDupa
- Miramar Golf Club
- Lifeflight Trust
- Wellington on a Plate
- Beervana

- Cystic Fibrosis Christmas Tree Festival
- New Zealand Festival
- New Zealand Fringe Festival
- Wellington Lux Festival
- Wellington Jazz Festival
- Marine Education Centre
- Lyall Bay Surf Life Saving Club
- Victoria University Tourism scholarship
- Wellington Export Awards
- Miramar Events Trust

## STRENGTHENING OUR ECONOMIC CONTRIBUTION

Airports play a major role in improving a region's connectivity and deliver substantial direct economic benefits. International tourism, business passenger productivity, international students, freight and aviation growth enhance the prosperity of cities and regions.

Wellington Airport has a vital role to play in central New Zealand's success as a modern and sustainable economy. We are a gateway to our region for millions of residents, visitors and businesses every year, connecting our capital city to all parts of New Zealand and to Australia, the Pacific and the rest of the world.

The airport is also a generator of economic growth, providing business and employment opportunities on site as well as in the city and the wider Wellington region. It's a role we're proud to play – and we're passionate about continuing, and growing, our contribution for many years to come. Wellington Airport has a great future and is planning to invest around \$300m in capital developments over the next five years to cater for growth in travel and tourism.

From our current masterplan, we expect to see around 10 million passengers every year by 2030. We'll also generate about 11,500 new jobs in the region, sustaining 21,000 full-time-equivalent positions. This growth will require further investment of more than \$450 million in aviation and community infrastructure in the next 20 years. Through that investment, we'll increase our contribution to the regional economy to \$1.6 billion a year, with flow-on impacts of \$3.1 billion.

» We are privileged to recognise hundreds of volunteer organisations across the region each year at the Wellington Airport Community Awards.





# Environment

## SUSTAINABLE AND SMART DESIGN FOR PASSENGER GROWTH

In addition to creating a memorable experience for travellers and visitors, a key focus for the development of Wellington Airport's terminal buildings is efficiency. Our construction is creative in the use of standardised and economical building components and we are committed to recycling, refurbishing and salvaging to minimise the embedded carbon emissions from construction materials. This includes:

- The incorporation of plywood and fibre-cement in the fabric of the building
- Aluminum windows with plywood reveals / reuse of mechanical plant
- Reuse and salvaging of ceiling tiles, security cameras, PA, lights, phones and gate signs
- Reupholstering of furniture
- Refurbishing of existing aerobridges, doubling lifecycle.

Strong environmental design features include:

- Ramps instead of escalators or lifts where possible
- Energy efficiency and saving features such as double and laminated glazing, sun protection louvres, natural daylight via skylights and low flow bathroom fittings
- Environmental range paint specifications
- Low velocity mechanical thermal plant – a more efficient way of air conditioning which meant a larger plant area required to achieve it
- Energy efficient lighting.

We have an ongoing investment programme designed to maintain, improve and develop world-class customer facilities, services and infrastructure. The Rock international terminal is consistently ranked as one of the top 10 terminals in the world, winning the Transport category at the prestigious World Architecture Festival in Barcelona.

In 2016, we completed our new domestic terminal extension, creating a seamless and enjoyable experience for visitors – an investment that includes timber cross-bracing, more toilets outfitted with water, energy efficient systems and more space for visitors and travellers. The terminal uses natural resources efficiently, incorporates the work of local artists and maximises the use of natural light to reduce energy use. Visitors are offered spectacular ceiling to floor views of Wellington's wild coast and city.

Future proof and consistent with the existing terminal, the main terminal will integrate with our long-term expansion proposals which include:

- Eight-storey Multi-Level Transport Hub and Carpark with electric car charging stations, undercover public transport area and bicycle parking
- Rydges Wellington Airport Hotel with 134 beds, restaurant and bar
- Main terminal building optimisation to create more space and better food & beverage offerings
- International Terminal Enhancement to ensure better flows through customs and primary industries processing and more space
- Taxiway Overlay required for long-term maintenance of aircraft movement
- Proposed runway Extension to enable direct long haul services to Asia and North America.

## OPERATIONAL RESILIENCE

Wellington Airport is a member of Lifeline as it is vital infrastructure for the region. The airport buildings are some of the most resilient in Wellington and built to Importance Level Three. The airport is required under the Civil Defence Emergency Management Act to return to a level of safe operations as soon as possible, even if only to assist with a regional recovery effort. The Airport has been working with the Wellington Regional Emergency Management Office (WREMO) and leading GNS scientists to review the Tsunami threat to the airport and response procedures that are appropriate. The Lifelines group undertake the following initiatives:

- Learn from each other and co-ordinate activities
- Facilitate discussion, particularly on hazard understanding and risk reduction measures on the Wellington Region's infrastructure
- Identify the effects of hazards on infrastructure, and to mitigate against those effects
- Facilitate increased understanding of the interdependencies between infrastructure organisations
- Develop best practice approaches to risk reduction, readiness, response and recovery for lifelines
- Maintain awareness of the importance of lifelines, and of reducing their vulnerabilities.

» Creating a memorable experience for travellers and visitors that is also efficient, uses natural resources and minimises carbon emissions from construction materials.

AIR NOISE MANAGEMENT AND QUIETER HOMES

Few cities in the world benefit from an airport as conveniently located as Wellington Airport. This accessibility and proximity to residential properties means that we have to carefully monitor and manage the effects of airport noise on our neighbours.

The Wellington City Council District Plan strictly governs the total noise for aircraft movements at the airport, controls the hours of flight with a night curfew in place, controls engine testing and other land based activities and improvements to the airport layout and equipment to reduce ground noise. The Wellington Air Noise Management Committee (ANMC) was formed in 1997, allowing community and industry representatives to advise on the airport’s Noise Management Plan. The Noise Management Plan is implemented by Wellington Airport and includes methods and processes for remedying and mitigating adverse effects of airport noise.

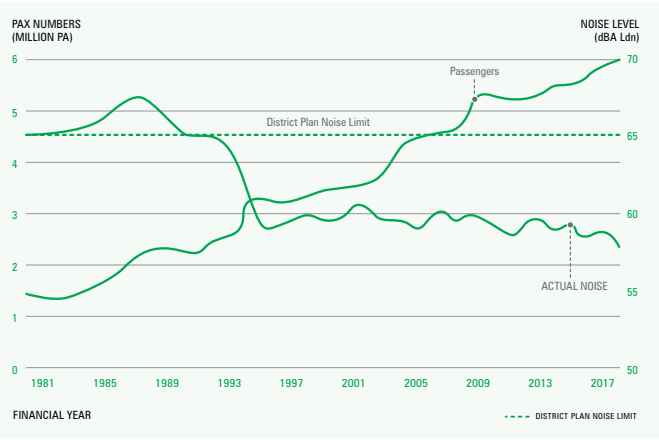
Wellington Airport currently operates well within the noise limits set by the Wellington City Council District Plan. Over the last 20 years, as airport activity has increased, the overall noise generated has significantly declined. This is a direct result of substantial investment in new technology by the airlines and the airport, which has meant that noise has been kept to levels considerably less than its historic peak in 1988.

These include:

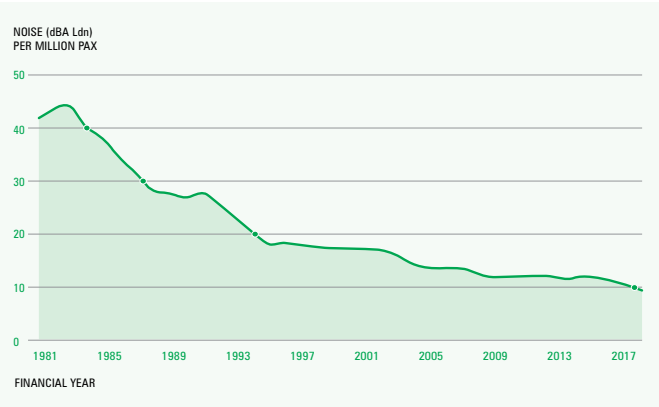
- Changes in aircraft technology have produced new generations of aircraft that are up to 30% quieter and this trend is expected to continue
- The implementation of the airport’s curfew that has significantly reduced airport noise between midnight and 6.a.m.
- Noise abatement procedures specific to Wellington Airport relating to flight routes set by the Civil Aviation Authority
- Improvements to the airport layout to reduce ground noise
- Investment in quieter ground service equipment and engine testing controls.

As part of the ongoing Noise Management Plan, the ANMC has supported implementing a range of noise mitigation measures for homes and early childhood centres located within the airport’s Air Noise Boundary (ANB), including our Quieter Homes package. These measures are based on a comprehensive study of what’s needed to manage the effects of aircraft noise. The Quieter Homes package offers almost 700 home owners a specifically tailored package of acoustic mitigation treatment designed to reduce aircraft noise, and is currently being rolled out across the Air Noise Boundary.

PASSENGER GROWTH VS NOISE LEVEL



NOISE PER PASSENGER



‘On behalf of me and my family I’d like to say thanks to you and wellington airport for everything you have done for us. When we moved to Bridge Street ten years ago we knew that we would be living next to the runway and we were aware of the noises that would come our way.

With the noise proofing work that’s been done it’s much quieter my kids are even sleeping in.

We are very fortunate.’

CARBON AND ENERGY MANAGEMENT

Consideration of GHG emissions is now accepted as an aviation industry standard amongst airports, and can yield substantial benefit in assessing the impact of future airport plans.

For Wellington Airport, emissions-based decision-making is particularly relevant as we look ahead to the development of major infrastructure projects and growth.

Based on comprehensive research in 2016/17, emissions produced by Wellington Airport are significantly lower on a per-passenger basis than other airports assessed which generated between 14.45% and 327.5% more.

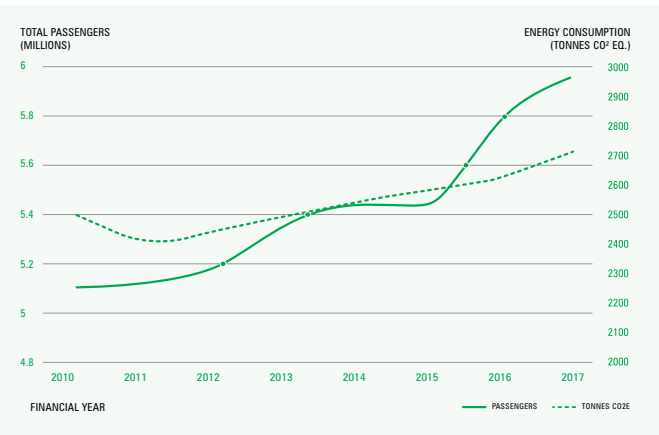
Furthermore, in FY 2016-17, external sources of emissions, relating to aircraft landing-take-off cycle operation, aircraft auxiliary power unit operations and passenger surface access were the leading sources of emissions, generating a cumulative 95.26% of Wellington Airport’s total operational emissions. Internal company-related sources were responsible for only 3.26% of airport-wide emissions.

We understand that addressing GHG is a collaborative process working with stakeholders and the airline community. We have established emissions baselines and calculation models intended to support future emissions-based decision making by management and as a template for which future emissions inventorying may occur.

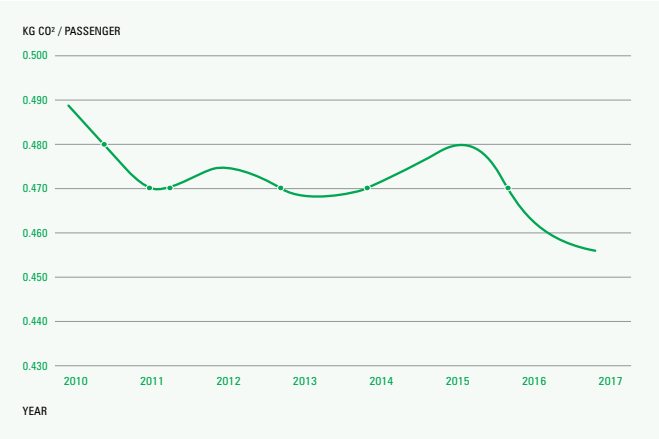
As Wellington Airport’s operations continue to grow, it is necessary to acknowledge the risks associated with the escalated growth of emissions. We’re exploring a range of solutions across key areas to mitigate that risk including:

- Aircraft emissions growth/solution
- APU/Ground Power Units
- Ground Service Units/Electric GSU
- Installation of solar PV system.

GREEN HOUSE GAS EMISSIONS VS PASSENGER NUMBERS



GREEN HOUSE GAS EMISSIONS







» Our role is to ensure the safe arrival and departure of 100,000 aircraft each year.

Matt Palliser, Manager Airfield and Air Fire Services

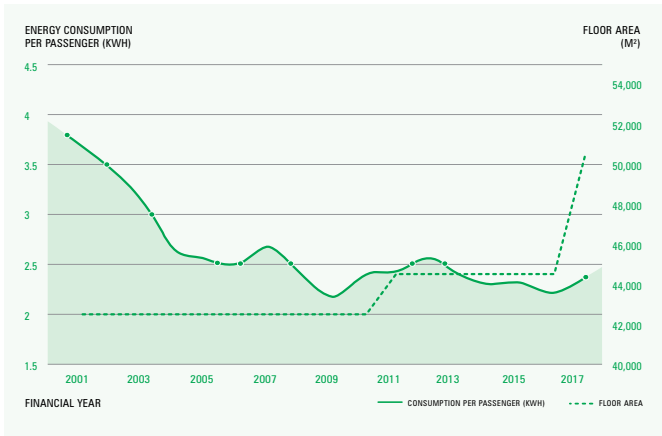
### ENERGY MANAGEMENT

Effective management of building energy consumption is essential to achieving our commitment to environmental sustainability. Energy consumption by the airport has remained relatively flat in total however has reduced in terms of the overall floor area which has increased by 6,000sqm with the Domestic Terminal expansion.

To reduce the total consumption and further reduce energy use on a passenger basis, we have:

1. Set a five year energy savings target which includes a 10% improvement by FY18 per m2 of floor area and a 25% improvement by the end of FY21.
2. Undertake energy efficient projects including implementing identified opportunities.
3. Improving energy management processes.

### CONSUMPTION PER PASSENGER (KWH) VS TERMINAL FLOOR AREA



An energy policy sets out our goals and annual savings targets which are:

YEAR	SAVINGS TARGET	TARGET ENPI (KWH/M2)	ANNUAL AVOIDED ENERGY		CUMULATIVE AVOIDED ENERGY	
			kWh/yr	T CO <sub>2</sub> -e/yr	kWh	T CO <sub>2</sub> -e
FY17	5%	313	700,000	110	700,000	110
FY18	10%	297	1,400,000	210	2,100,000	320
FY19	15%	280	2,100,000	320	4,200,000	340
FY20	20%	264	2,790,000	420	6,990,000	1,060
FY21	25%	247	3,490,000	530	10,480,000	1,590

### WILDLIFE MANAGEMENT

Wellington Airport invests around \$100,000 per year and uses a range of long and short term measures including ecological surveying and black-backed gull monitoring to lower the risk of bird strike. We also contribute \$10,000 a year to the Department of Conservation to invest in maintaining bird sanctuaries and monitoring gull nesting, breeding and replanting of Somes and Ward Island in the harbour.

In 2012, Avanex Grass was introduced to runway and taxiway areas to repel birds. Since the new grass has been installed, bird activity has reduced significantly. The Avian grass is a world-first New Zealand-made product. The grass contains an endophyte that does not harm, but deters birds and insects making the grass unattractive.

Coupled with Avanex Grass, a bio-acoustic distress call system has been installed in airside vehicles to repel birds along with an ultrasonic bird scaring system on the roof of the Main Terminal.

### WASTE AND WATER

Around 30% of waste from Wellington Airport facilities is recycled each year with a focus on continuing to reduce the amount of waste-to-landfill. We are also committed to reducing the risk of adverse environmental impacts from water discharges to the environment, particularly groundwater and the coastal marine area, through effective design and maintenance of pollution control, hazardous substance management and storm water systems.

We send all our old unused technology to an ISO14001 certified company – Remarkit. They ensure eco-friendly disposal of CRT monitors which can contain up to 3Kg of lead, which if disposed of in landfill, could leach into the soil. They also re-purpose IT equipment and extend its life for up to six further years. Much of the re-purposed second-hand equipment is shared with those in need such as schools.





# Safety and security

Safety is and will always be a key priority for Wellington Airport. Everything we do is designed with the safety and security of our customers, employees, contractors, community, and country in mind.

## A SAFE WORKPLACE

Health and safety is an essential part of everything we do. The introduction of the Health and Safety at Work Act 2015 has been an opportunity to review and continually improve on our commitment to ensuring each and every one of our employees can go home safe and well.

Safety and health practices are fully integrated into the airport's operations. All employees have clearly defined accountabilities, understand their responsibilities and requirement to demonstrate leadership and a commitment to health and safety. Achievement of annual Health and Safety objectives and targets is a component of all annual Key Performance Indicators as part of an employee's annual review.

A strong focus is on people being able to identify hazards, act to eliminate them undertake risk assessments each month.

## DEDICATED SAFETY TEAMS

Half of Wellington International Airport's employees work in official safety roles. Our teams follow strict safety procedures for all activities at the airport. All employees complete an Airport Safety Induction course before starting work at the airport.

Incidents and accidents are reported and followed up in accordance with WorkSafe New Zealand guidelines to isolate, minimise and eliminate hazards or potentially dangerous practices.

## MANAGING AIRPORT RISK

The airport undertakes a number of key initiatives to achieve our safety goals. This includes setting objectives and targets along with a review of performance by the safety risk committee, which has representatives from across the organisation. The safety management system shows the designated responsibilities, resources, timeframes and procedures for reviewing and reporting on progress. Risk assessments are undertaken for all airside and landside tasks, activities and developments.

The Civil Aviation Authority's Part 100 safety rules require the airport to achieve and maintain a Safety Management System, which aligns with the HSW Act 2015. In addition to CAA and WorkSafe audits and inspections, an internal team of qualified auditors carry out regular checks to ensure both compliance and identify areas to improve. Wellington Airport also meet all safety standards in line with CAA regulations.

- » Health and safety is an essential part of everything we do and our *Safety Wingman* programme is embedded throughout all our major construction projects.

Joeli Nagera, Project Safety Coordinator





# Experience

## A WORLD-CLASS CUSTOMER EXPERIENCE

Our goal is to deliver a consistently high level of service quality for all our passengers. We are committed to operating a world-class airport that provides travellers with a safe, efficient and enjoyable experience.

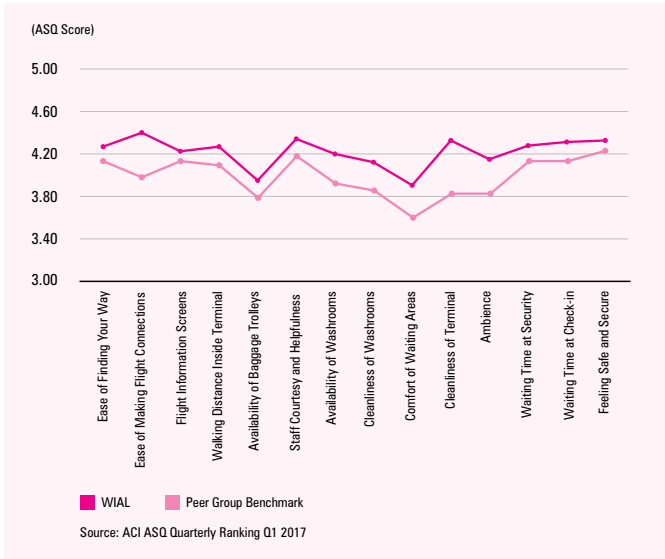
We are passionate about understanding the needs and expectations of our customers and continually seeking to enhance the experience through ongoing investment in services and facilities.

As an award-winning airport, we have consistently strong Airport Service Quality ratings across all key service indicators. In the year to March 2017, we increased our overall score from 4.0 to 4.3 and were ranked second in Australasia.

Where many other airports are moving to interactive kiosks, we are fortunate to have 55 dedicated, volunteer ambassadors. The ambassadors provide a friendly face to travellers and assist them with their needs.

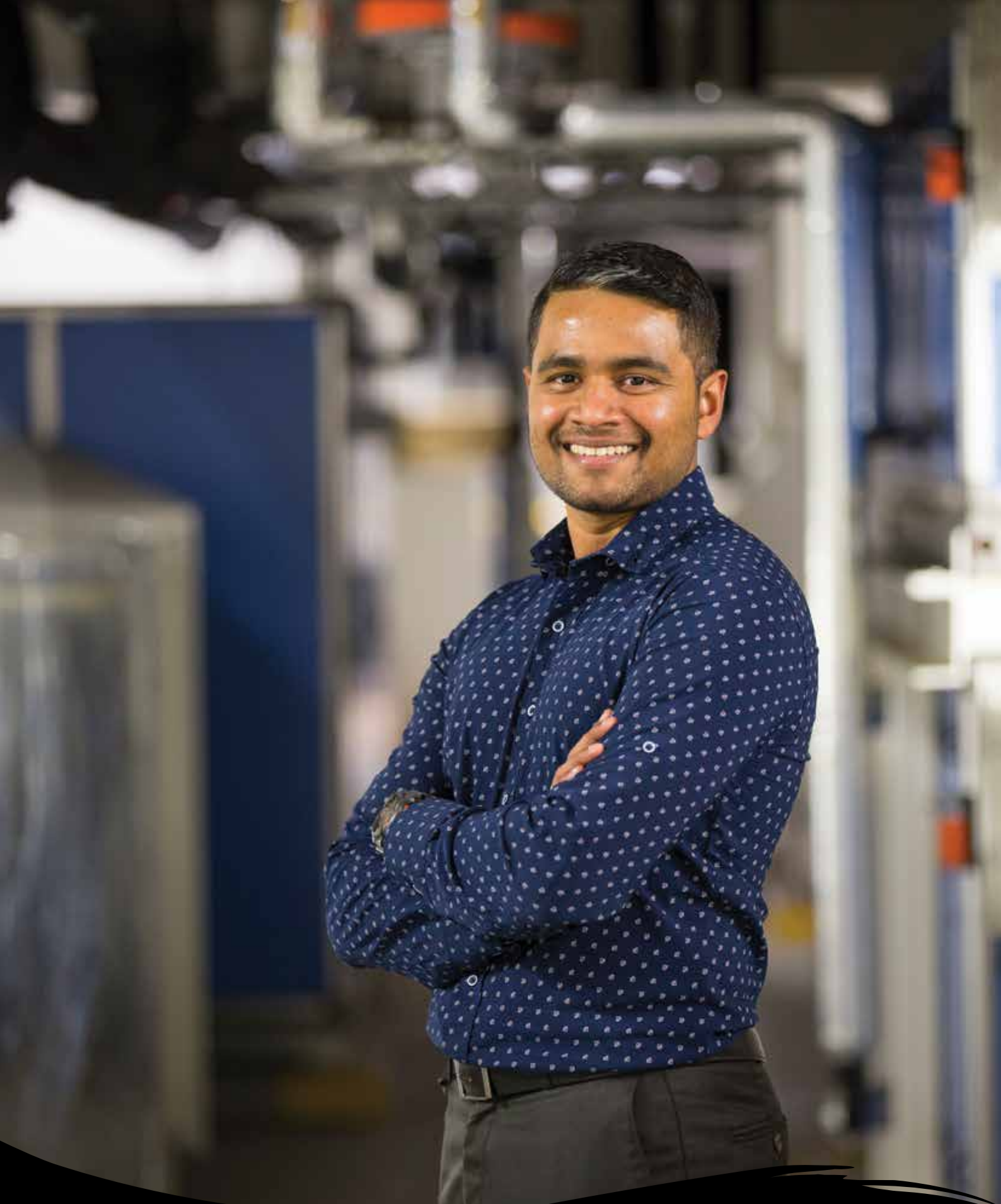
On top of all of this is the occasional live Jazz band playing in the terminal to provide that little something special when waiting for a flight.

### AIRPORT SERVICE QUALITY SCORE VS PEER GROUP BENCHMARK 2017



» We are fortunate to have 55 dedicated, volunteer ambassadors who provide a friendly face to travellers and assist them with their needs.





# People

## PEOPLE AND CULTURE

Our people come first. Wellington Airport recruits and retains people who share a common set of values that guide our decisions, inform how we behave and that enable us to perform to our best. Our values behaviours include:

- Inspirational leadership
- Innovation
- Energy
- External focus
- Exceptional results
- High performance

We offer a competitive market salary to all of our staff. To drive high performance, we also offer incentives to staff in senior management positions based on individual and company targets. A range of other staff benefits and programmes including a wellness, discounts and team-based activities are offered. We provide our people with safe work environment and invest in a range of learning and development activities that seek to develop and grow our employees' skills and experience in areas relevant to the business, their role and their career aspirations.

## DIVERSITY AND INCLUSION

Wellington Airport employs a diverse range of people that bring broadinsights and knowledge to our company. A Diversity and Inclusion committee has been formed to ensure we continue on with this path. The committee will seek to educate and identify new ideas and perspectives on attracting, recruiting retaining and developing top talent. Work is currently underway to commence the collection of relevant data when staff are employed so additional benchmarking and measurement can take place and to improve the understanding of Diversity and Inclusion via education and discussion.

The committee will seek to identify new ways to ensure everybody at the airport feels connected and included and part of the family/team.

Diversity and inclusion is a critical imperative as it ensures we continue to hold our competitive advantage as a 'great place to work'.

» As a member on the energy committee, I'm focused on a continual improvement and reduction in our energy use.

Rasaduna Perera, Accountant Fixed Assets





WELLINGTON  
AIRPORT