

ANNUAL REVIEW & KAITIAKITANGA 2019

A WORLD FIRST  
AUTO-DOCKING SYSTEM

NEW ZEALAND'S FIRST  
TERMINAL CONNECTED HOTEL

FIRST CLASS ASSISTANCE  
FOR THE VISUALLY IMPAIRED

A FIRST CLASS

# Upgrade



WELLINGTON  
AIRPORT

A FIRST CLASS

# Upgrade

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A FIRST CLASS

# Upgrade

**Our role is delivering a great experience and excellent global connectivity for central New Zealand and it has been a year of firsts.**

The Rydges Wellington Airport Hotel opened in February 2019, the multi-level car park and transport hub opened in October 2018, the first part of the terminal upgrade was completed and a number of world-first innovations were introduced.

Wellington Airport reported a net profit of \$23.5 million with underlying earnings showing an EBITDAF before subvention payment of \$101.4 million, up 6.3% on last year.

	Audited year ended 31 March 19	Audited year ended 31 March 18	Variance
Passengers Domestic	5,488,013	5,249,081	238,932
Passengers International	929,457	895,369	34,088
Aeronautical income	\$81.5m	\$76.1m	\$5.4m
Passenger services income	\$43.5m	\$40.3m	\$3.2m
Property/other income	\$12.9m	\$12.2m	\$0.7m
Operating expenses	(\$36.5m)	(\$33.2m)	(\$3.3m)
EBITDAF before subvention payment <sup>1</sup>	\$101.4m	\$95.4m	\$6.0m
Net Profit After Tax	\$23.5m	\$24.7m	(\$1.2m)
Capital investment	\$72.5m	\$85.6m	(\$13.1m)

1. EBITDAF before subvention payment is a useful non-NZ GAAP measure of earnings which presents management's view of the underlying business operating performance. A reconciliation between WIAL's NPAT and EBITDAF before subvention payment is set out in the NZX announcement and Note A1 of the Annual Report for the year ended 31 March 2019.

**Steve Sanderson**  
Chief Executive

**Tim Brown**  
Chairman



KEY HIGHLIGHTS

**5.5m**

DOMESTIC PASSENGERS

**929,000**

INTERNATIONAL PASSENGERS

**\$101.4m**

EBITDA<sup>2</sup> - BEFORE SUBVENTION PAYMENT

**\$72.5m**

CAPITAL INVESTMENT

**92%**

CUSTOMER EFFORT  
SCORE

**0**

SERIOUS  
INJURIES

**25%**

INCREASE IN NUMBER  
OF WOMEN EMPLOYED

ONE OF THE TOP RATED AIRPORTS IN AUSTRALASIA FOR SERVICE QUALITY



NEW ZEALAND INSTITUTE OF BUILDING SAFETY EXCELLENCE AWARD

**\$2.5m<sup>2</sup>**

COMMUNITY INVESTMENT

**\$2.2b**

TOTAL ECONOMIC OUTPUT

**1,689t**

SCOPE 1 & 2 CO<sub>2</sub>E EMISSIONS

**\$100m**

11 YEAR RETAIL BOND ISSUED

2. Investment includes sponsorships, community awards and noise insulation programme for residents.

AIRLINE AND PASSENGER

# Growth



There are now 3,183 more passengers travelling per day than a decade ago. Domestic passenger numbers grew by 239,000 to reach 5.5m for the year which is the highest annual growth in the last decade. International passengers grew 3.8% to 929,000 over the year.

A great number of factors and people contribute to this growth especially WellingtonNZ, Tourism New Zealand and travel agencies. We also want to thank all our airline partners who are enabling the growth through great service and increased capacity.

Airlines have focused their efforts on improving loads with passenger numbers growing almost twice as fast as capacity. Jetstar has optimised its regional routes and relaunched services to Queenstown this year, while Air New Zealand increased capacity to Queenstown, Tauranga, Rotorua and Napier. This, alongside Wellington's emphasis on hosting major sporting and cultural events, has contributed to the growth.

The expansion of services between Wellington and popular tourist destinations such as Queenstown and Rotorua have encouraged more international travellers to include central New Zealand on their travel itineraries. When Jetstar increases its Queenstown

**New services such as Singapore Airlines' stimulate demand and enable regional dispersal of tourists throughout the country. Without the Singapore service these itineraries would not exist.**

service from three to six flights per week from October 2019, the route will be served by more than 350,000 seats a year, making it Wellington's fourth largest. Ten years ago, less than 40,000 seats were operated on the route. Spreading tourism throughout the country provides different experiences for visitors and helps overcome accommodation shortages during peak times of the year.

**A focus by the region to host major sporting and cultural events in Wellington is proving to be successful in attracting visitors. International visitor spend in Wellington region was \$825m YE Feb 19.**

An increase in international air capacity has resulted in more visitors using Wellington as the start and end of their New Zealand holiday. The last year has seen double digit increases from many Asian countries; Singapore 30%, Philippines 15%, India 15%, while from Europe Italian visitor numbers rose 9%, France 8% and Germany 6%.

Singapore Airlines' service between Wellington and Singapore was routed through Melbourne in May 2018. The Singapore service has made it easier for travellers from Europe and Asia to make Wellington their gateway to New Zealand and continues to be very successful. Increased capacity from Air New Zealand and Virgin Australia, and improved international connectivity to and from our Qantas services has also strongly contributed.

The alliance between Air New Zealand and Virgin Australia ended in 2018, with both airlines introducing new services between Wellington and Australia. Travellers are benefiting from lower fares in a more competitive airline environment.

The airport arranged for one of the world's latest wide-body aircraft, the A350-900 XB, to fly to Wellington from its base in France for testing in June. Airbus assessed the performance of the aircraft on Wellington Airport's grooved runway with a series of landings and take-offs in a variety of weather conditions. The results of this testing will add to the understanding of the operational capability of this aircraft on our runway, as Airbus increases its presence in the Asia Pacific region. We look forward to receiving the results of this trial later in 2019.

OUR INVESTMENT IN

# Better services

**The airport team is committed to operating and investing in a world-class facility that provides travellers with a safe, efficient and enjoyable experience.**

Wellington Airport has now concluded a five-year \$300 million investment programme, including the delivery of two major infrastructure projects; Rydges Wellington Airport Hotel and a multi-level car park and transport hub.

Rydges Wellington Airport became the first hotel in New Zealand with direct access from inside an airport terminal. Opening in February 2019, the hotel has already achieved full occupancy on a number of nights and has been well received. The hotel also has opened restaurant, bar and conference centre facilities. Further work is underway to

expand the conference centre offering and when fully completed later in 2019, it will offer six rooms accommodating up to 240 people.

Wellington Airport's nine-level car park and transport hub opened in October 2018, providing 1,000 covered parking spaces, electronic wayfinding, parking space availability displays and EV charging. We have also created dedicated spaces with weather protected waiting areas for bus passengers, cyclists and passengers being picked up by their family and friends.

The recent terminal extension to the south has significantly lifted the customer experience. We have brought Wellington's popular TJ Katsu Sushi brand and further improvements in the dining and retail areas for the northern

part of the terminal will be progressively taking place over the next year. We are proud to be consistently rated as one of the top airports in Australasia for service quality.

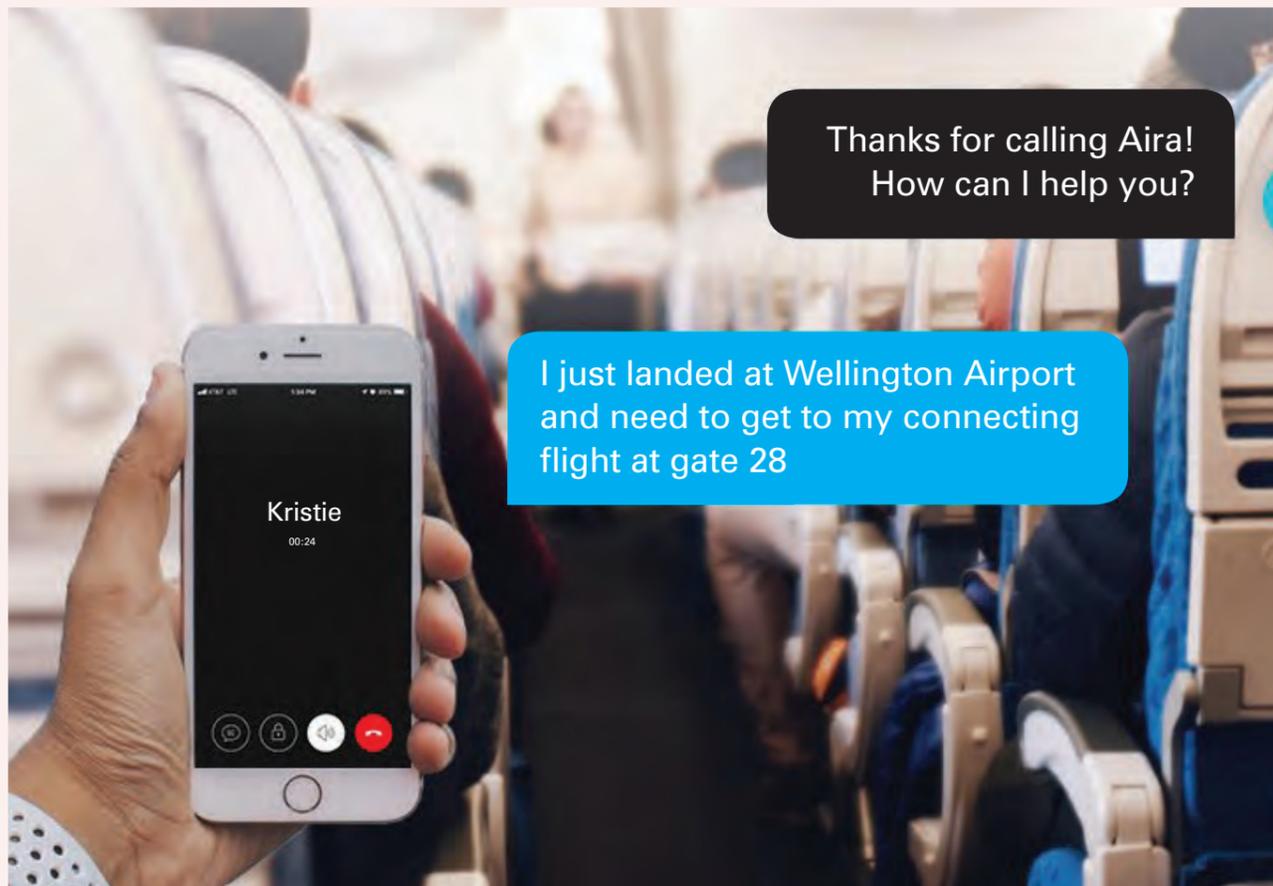
Looking to the future, the airport is currently developing its masterplan to address forecast growth and the challenges and opportunities that presents. The draft plan is currently being consulted on with airlines.

Right: Rydges Wellington Airport Hotel restaurant and bar, Whiskey Lima Golf.

Below: Free EV charging inside new multi-level car park.



CASE STUDY



## A virtual assistant for visually impaired passengers

**The Aira app enables visually impaired passengers the freedom to do what all passengers like to do, navigate their way comfortably through an airport, shop and eat and find what they need before a flight.**

We launched a partnership with United States organisation Aira, becoming the first business in New Zealand to offer free access to a virtual assistant for visually impaired travellers.

Accessed through an app, users are connected to specially-trained remote assistants who offer tailored advice on navigating through the airport. They assist with finding specific locations like gates, retail outlets, check-in counters and toilets. They can also provide live information on any aspects that may affect a passenger's journey, such as available seats in a waiting lounge or the price list on a restaurant's menu.

CASE STUDY



## Introducing the world's first automated air bridge

Wellington became the first airport in the world to install a fully automated air bridge docking system. This new system uses automated technology to scan an aircraft door, then automatically drives the bridge into position and locks in place.

This eliminates possible operator error, speeding up the arrivals process and ultimately resulting in a better and faster experience for passengers. The system is now part of normal operations and is being rolled out onto all jet gates in 2019.



BRINGING LONG HAUL AIR SERVICES TO CENTRAL

# New Zealand

**In April 2019, Wellington Airport withdrew the resource consent application for the runway extension from the Environment Court with re-application anticipated for early 2020. The decision was in light of delays to the process for re-consideration of the project's Runway End Safety Areas (RESA's).**

Following a Supreme Court decision in December 2017, the CAA were required to review how they applied the rules relating to the RESA configuration. While this process was underway, the Environment Court granted the airport adjournments until May 2019. This was the time the CAA indicated they would need to make a decision on the RESA configuration.

However in February 2019 the CAA advised Wellington Airport that an updated modelling tool for RESA configuration was emerging internationally and that it should consider applying that methodology to its RESA proposal. The need to update the airport's RESA proposal has further delayed the process, meaning the airport couldn't meet the Environment Court's deadline.

While a difficult decision to make, it has provided the airport, airline customers and decision makers with clarity and certainty. It is critical to get this vital safety feature right and ensure our application is robust.

Of course, it is disappointing as we have overwhelming support for direct long haul flights from Wellingtonians, the business community, tertiary and education institutes, tourism organisations and the creative and film sectors.

Growing Wellington's global connectivity is critical to the region and New Zealand's economic growth. We are working hard to bring this progressive project to fruition to deliver the benefits for the region and the country.



OUR COMMITMENT TO

# Community



**We are proud of our team spirit and passion for promoting New Zealand's capital city and the region. Equally important is our contribution to the Wellington community and this year we celebrated some memorable milestones.**

Above: Winners of the 2018 Community Awards.

The Wellington Airport Community Awards, organised in collaboration with Wellington Community Trust and the region's councils, marked 15 years of recognising the work of more than 500 community groups.

Wellington Airport also celebrated the 30th World of WearableArt's event in September 2018. This major annual event attracts more than 60,000 people into the Wellington region. This year, we showcased an impressive array of former World of WearableArt category winners in the terminal.

Each December, we partner with Cystic Fibrosis Wellington for the Christmas Tree Festival. Businesses and organisations sponsor and decorate trees which are showcased in the terminal with all funds raised supporting the valuable work of Cystic Fibrosis Wellington. Last Christmas, together we raised enough money to employ a Family Support Worker for the Central Region, and essential medical equipment used by people with cystic fibrosis in the region.

**"Incredible" would have to be the most apt word to describe the impact and opportunity Wellington Airport has provided for Cystic Fibrosis NZ and the CF community. The positive impact of that increased visibility, new individual and business supporters, and understanding of what CF is, can be felt across New Zealand and ultimately helps us to continue to provide important support.**

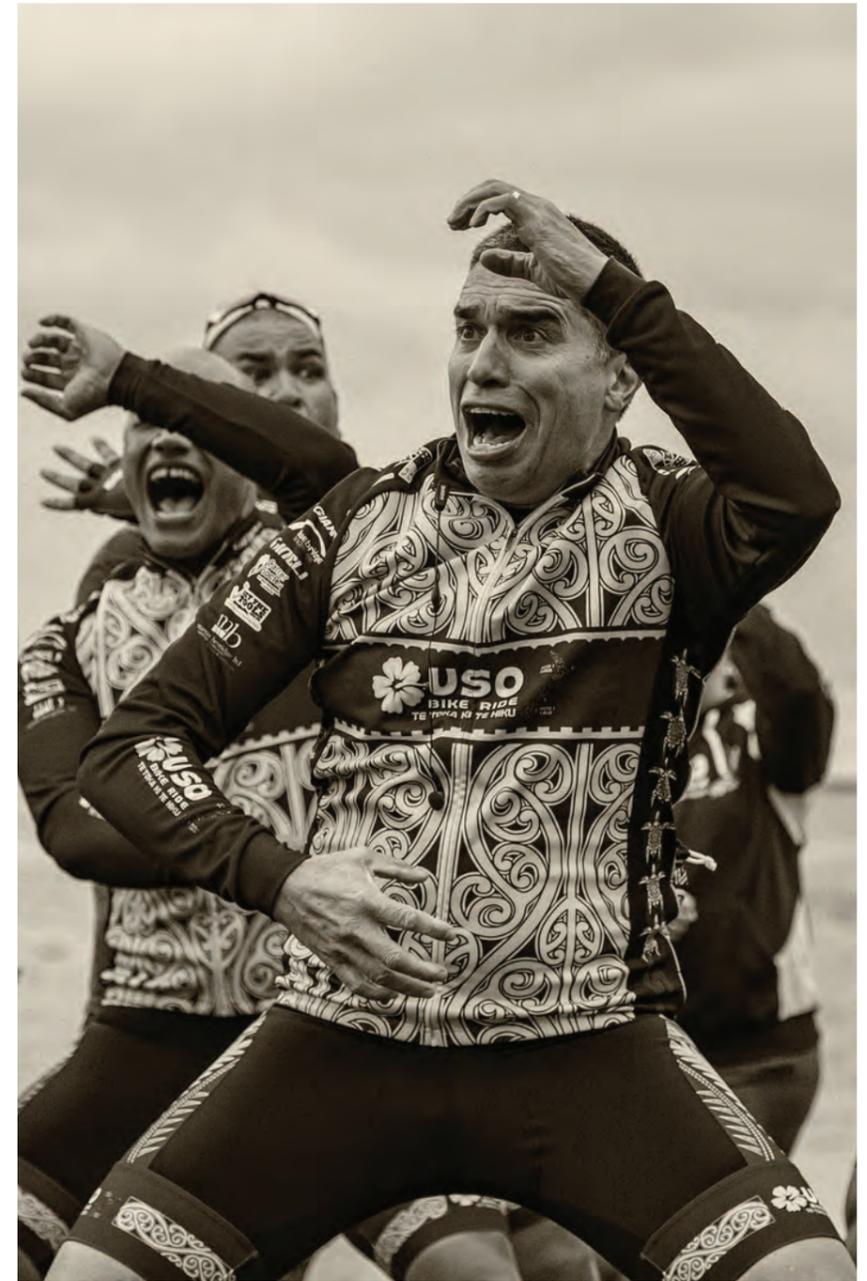
– JANE BOLLARD,  
CHIEF EXECUTIVE,  
CYSTIC FIBROSIS NZ

Looking forward, we continue to celebrate Wellington's unique arts culture and events that bring people to the city. Our support includes a new, immersive theatre experience Second Unit by Tawhiri and the 2020 New Zealand Festival, alongside our ongoing support of local events like CupaDupa, the New Zealand Fringe Festival and Beervana.

Wellington Airport also contributed to the ILGA World Conference along with painting a very large rainbow at the end of the runway to celebrate and support diversity.

It's important for the airport community to provide a city experience and everyone enjoyed the terminal performances as part of New Zealand's Kapa Haka festival, Te Matatini, and the Terracotta Warriors display and exhibition at Te Papa. While Eminem was unlikely to do a surprise performance in the terminal, it was great to see the huge number of fans arrive for the sell-out concert in Wellington.

Top right: Winners of the 2018 Community Awards: USO bike ride.  
Bottom right: World of WearableArt display in main terminal.



## OUR LEADERSHIP TEAM

We want to warmly thank our team at Wellington Airport and the many people who work within the wider airport community for their support during the year including our volunteer ambassadors and all our airlines: Air New Zealand, Jetstar, Qantas, Fiji Airways, Virgin Australia, Singapore Airlines, Sounds Air, Air Chathams & Golden Bay Air.

### From left to right:

**Matt Clarke**

Chief Commercial Officer

**John Howarth**

General Manager Infrastructure

**Jackie Holley**

General Manager People and Culture

**Steven Sanderson**

Chief Executive

**Greg Thomas**

General Manager Communication

**Ayolt Wiertsema**

General Manager Aeronautical Operations

**Leanne Gibson**

General Manager IT and Facilities

**Martin Harrington**

Chief Financial Officer



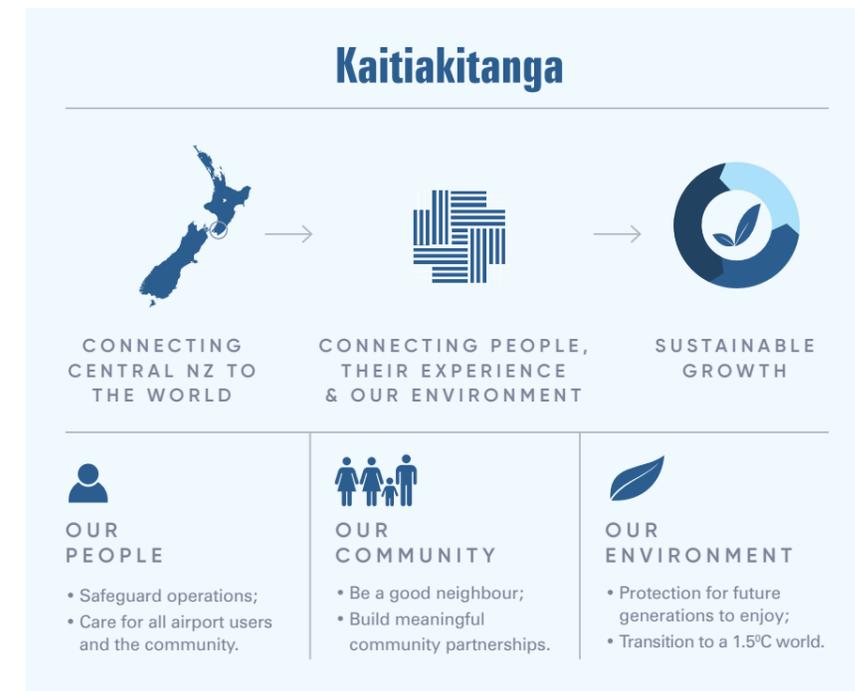


**Nicola Cordner**  
 Manager of Sustainability and Environment

# Kaitiakitanga

As the international gateway for Central New Zealand, Wellington Airport helps businesses to prosper and tourism to flourish, as well as generating employment for 11,000 people in the local economy. Airport activities do however contribute to traffic congestion, noise and carbon emissions.

We understand our responsibility to manage an efficient operation that delivers excellent connectivity and customer experience while doing everything we can to care for our people, our community and the environment. The following report outlines our activities and contributions across these core areas and our priorities for the future.



## WHAT IS THE AIRPORT'S OVERALL VISION IN REGARDS TO SUSTAINABILITY?

A kaitiaki is a guardian, and the process and practices of protecting and looking after the environment are referred to as kaitiakitanga. We are committed to embedding sustainability across everything we do. This includes who we partner with and how we design our future airport. We have outlined the vision we are working towards.



### WHAT GOALS HAS WELLINGTON AIRPORT SET IN REGARDS TO SUSTAINABILITY?

To summarise it would be to say that we are aiming for a 30% reduction in carbon emissions, electricity use and waste by 2030. It sounds simple enough, but it will require a step change in our operations to get there.

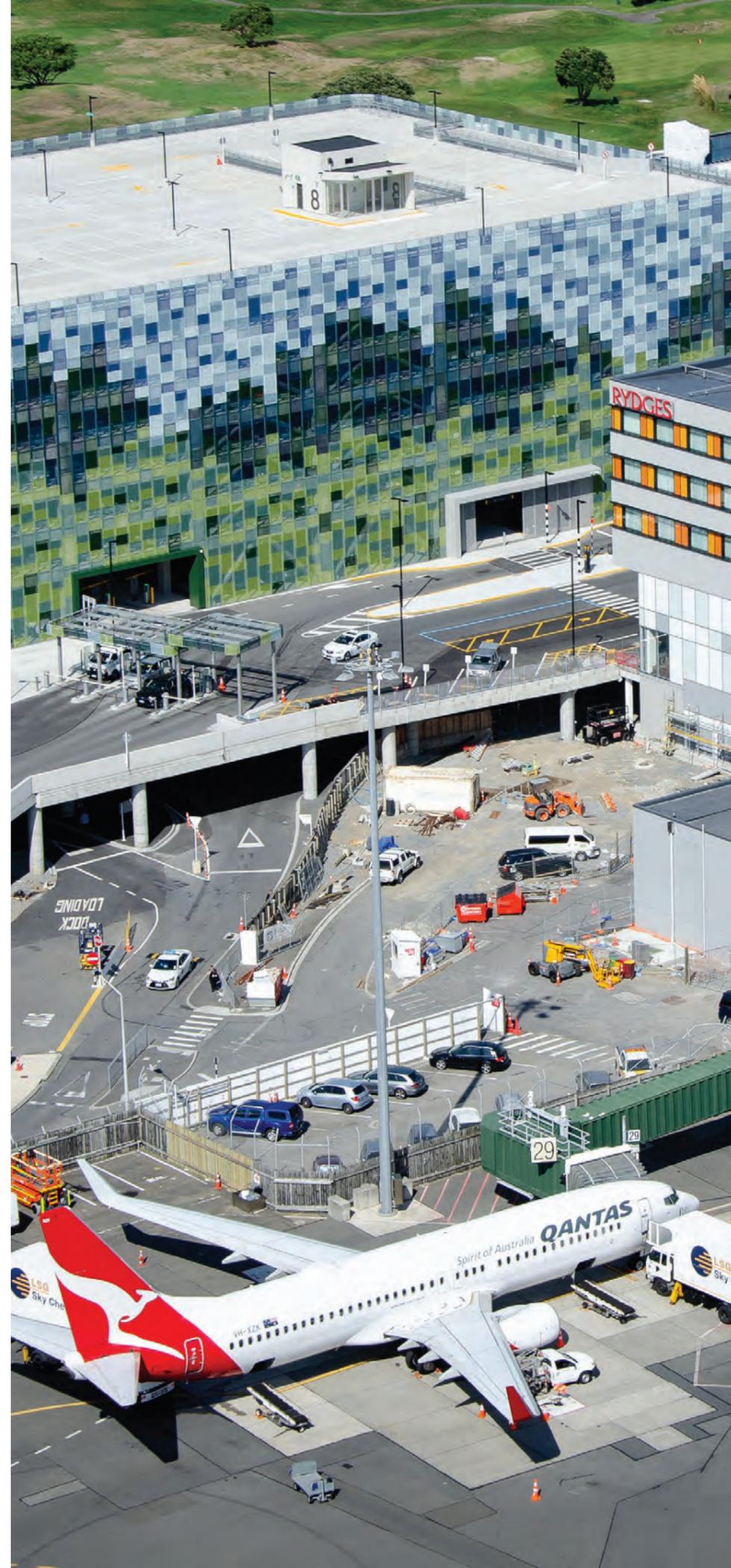
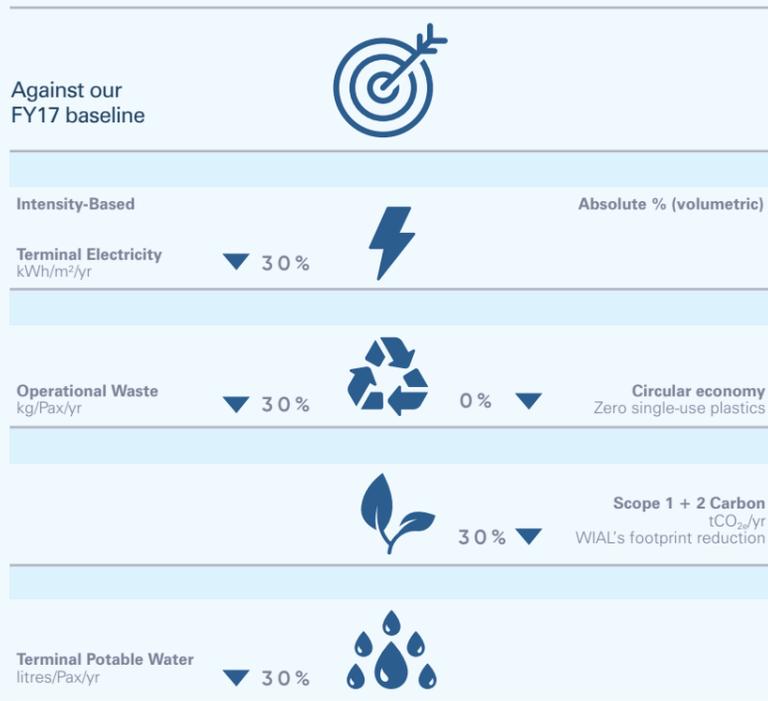
The United Nations' Sustainable Development Goals are a widely regarded international framework to achieve a better and more sustainable future for all – integrating economic, social and environmental aspects.

As the airport serving 'the most liveable city in the world', we have an important role to play and have identified the most appropriate goals for us. They are based on our ability to make or influence change and alignment with our values.

Tackling global climate change is a significant challenge but sitting on the fence isn't an option. The aviation industry is working hard to develop sustainable alternative fuels and new lower carbon technologies, and we are supporting our airline partners in initiatives to reduce their fuel consumption and carbon emissions.



### 2030 TARGET BOARD



### OUR 2030 SUSTAINABILITY FLIGHT PATH

The specific targets are ambitious and need to be considered as part of our daily decision making.

We're proud to have also signed up to the Climate Leaders Coalition – a group of New Zealand businesses that have joined forces to tackle climate change. As a member we're committed to measuring and reporting on our greenhouse gas emissions, setting targets and working with our suppliers to reduce emissions.

### WHAT DO YOU SEE AS THE CHALLENGES FOR THE AIRPORT TO REDUCE ITS ENVIRONMENTAL FOOTPRINT?

Sustainable choices and actions are firmly on New Zealanders radar and I'm excited by the challenge of meeting the expectations of our customers and our community. Everyone has part to play and the collective actions of many will see the greatest benefit.

Given the forecast growth and need for further development of the airport, the environmental targets will require a shift in energy efficient design and construction. Our sustainability programme aims to decouple this growth from increased resource consumption and emissions – this is definitely the biggest challenge. We will transparently report on our progress against our targets each year and it's been really positive to see our energy saving and waste minimisation initiatives already delivering benefits.

OUR

# People



**Our people come first. We recruit and retain people who share a common set of values that guide our decisions, inform how we work together and enable us to perform to our best.**

Above: The Wellington Airport team.  
Right: Scott Palmer, Manager of the Airport Fire Service.

This year we worked with representatives across our organisation to develop a refreshed set of values:

- Whānau Kotahi (one team)
- Diversity & Inclusion
- Be Exceptional
- Courage & Freedom
- Customer Obsessed

We provide our people with a safe and supportive work environment and invest in a range of learning and development initiatives to grow their experience and help reach career aspirations.

Diversity and inclusion is an imperative as it ensures we continue to attract and retain high performers and continue to be a great place to work. Our business adopts a variety of approaches to regularly review and look at new ways to ensure everyone contributes, feels connected and includes others as part of the team. Our gender diversity across the business is currently 22% female and 78% male, however within the corporate area the balance is more evenly split. The Diversity and Inclusion Committee are currently developing targets that will continue to improve understanding and gender diversity.



A SAFE

# Workplace



**Best practice safety and health practices are an integral part of the airport's operations and will always be the number one priority for Wellington Airport. Everything we do is designed with the safety and security of our customers, employees, contractors, community and the country in mind.**

Top: Joeli Nagera, Project and Safety Coordinator.

We were proud to be awarded the safety excellence award for the hotel construction project at the New Zealand Institute of Building award ceremony in August 2018. The institute commended Wellington Airport as leading the industry in the procurement of projects recognising health and safety as a key success element. They also acknowledged Wellington Airport's efforts to create an inspiring and effective health and safety environment.

The airport was recently recertified by the Civil Aviation Authority for the next five years. The CAA Part 100 safety rules require the airport to achieve and maintain a Safety Management System, which aligns with the HSW Act 2015 and meet all safety regulations. In addition to CAA and WorkSafe audits and inspections, an internal auditing team carry out continuous checks to ensure both compliance and identify areas for improvement.

CONTRIBUTING TO OUR REGION'S

# Economy



**Airports play a major role in improving a region's connectivity and providing business and employment opportunities within the airport community and the wider region. It's a role we're proud to play – and we're passionate about growing our contribution for many years to come.**

The total economic impact generated from Wellington Airport is \$1.12B of GDP, a total output of \$2.23B and the creation of close to 11,000 jobs. This impact includes operating and capital expenditure, the spending of international visitors and students, and the operation of businesses associated with the airport.

**6 million**

PASSENGERS

**\$2.23b**

OUTPUT

**10,984**

EMPLOYMENT – FTES

**\$1.12b**

GDP

EFFICIENT MANAGEMENT OF OUR

# Resources

Every year, providing services to meet the needs of millions of passengers relies on using resources like energy and results in the creation of waste. Moving to sustainable practises provides a challenge to do more and better with less.

This year, construction of a new refuse centre is being completed which will provide facilities and space for better sorting of waste streams to support increased recycling and diversion from landfill.

Our Energy Committee provides guidance on the effective management of energy consumption of our buildings. Optimisation of the terminal building management system since 2017 has seen a significant reduction (almost 35%) against the business as usual scenario for natural gas consumption. Other initiatives, including the replacement of existing halogen lightbulbs with LED lighting across the terminal has not only reduced electricity consumption

through energy efficiency, but extended the lifespan of every bulb, providing better luminosity and a natural light feel.

## CASE STUDY



### Turning coffee grounds into premium compost

Top: Pop up cafe, Superfino.

This year Wellington Airport began a partnership with not-for-profit organisation Zoo Doo, turning leftover coffee grounds from the consumption of coffee into a premium compost product. The sale of the compost through Zoo Doo supports efforts in the prevention of suicide and more than 30,000 kilograms of coffee grounds have been diverted from landfill and converted to compost.

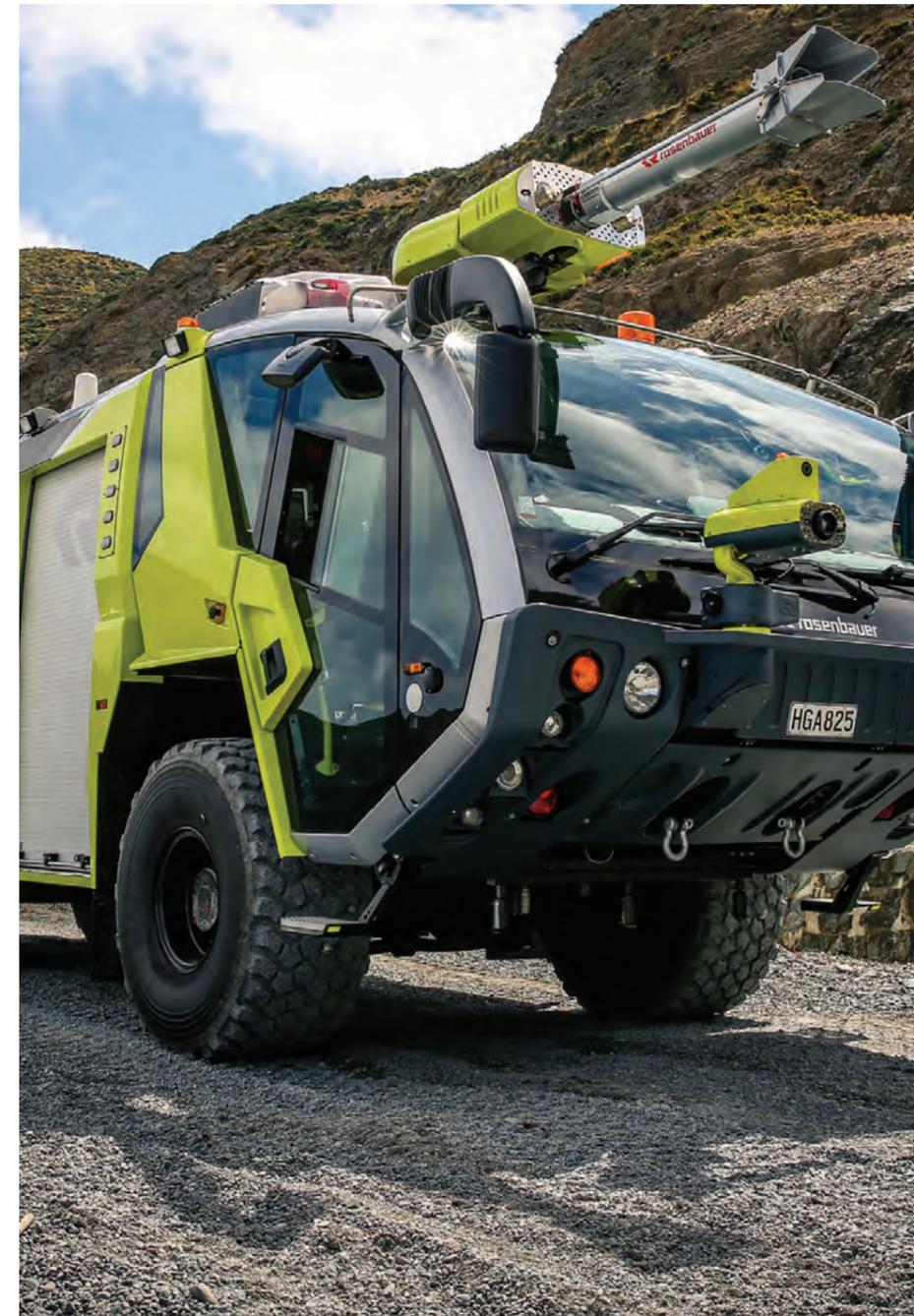
DISCHARGES TO LAND AND

# Water

We are committed to reducing the risk of adverse environmental impacts from discharges to the environment.

In particular the impacts on groundwater and the coastal marine area, through effective design and maintenance of pollution control, hazardous substance management and stormwater systems. Wellington Airport recently replaced the firefighting foam in all fire appliances to a fluorine free foam and no testing is done on site.

Right: Rosenbauer Panther Fire Appliance.





## Supporting the ecological restoration of Miramar Peninsula

Miramar Peninsula, once an island settled by descendants of Kupe, now stands as a prominent peak, welcoming visitors as they descend onto Wellington Airport. In recent years the peninsula has benefited from ecological regeneration thanks to committed volunteer groups such as Te Motu Kairangi and Predator Free Wellington.

This year, we partnered with Trees That Count and the community group, Te Motu Kairangi, to plant 2,000 native trees on the peninsula. The trees will aid the regeneration of biodiversity on the peninsula, improve the area for recreation and absorb some carbon from the atmosphere.

We have already purchased another 3,000 natives from Trees that Count to plant this year and have partnered with Weta Digital and Te Motu Kairangi to plant these trees on the peninsula.

We've also partnered with Predator Free Wellington to install 150 traps and bait stations around the perimeter of the airport. Installed over a six month period from July, the traps and bait stations will create a 'virtual barrier' to eradicate rats, stoats and weasels from entering nearby Miramar Peninsula, who pose a threat to native birds.

This initiative is part of a 10-year nationwide programme encouraging the revival of native New Zealand birds into native bush areas. If successful, it will result in Wellington being the first predator free airport in the world.



## Black-backed gull study

Wildlife management is an important part of airport operations. Wellington Airport's bird strike risk is regularly categorised as 'low' and we adopt a proactive approach to wildlife management using a range of long and short-term measures to prevent bird strike.

In late 2018, Wellington Airport partnered with the region's councils, Victoria University and the Department of Conservation to track the movements and migration patterns of the black-backed gull, a high priority species for bird strike.

Black-backed gulls are a species native to a number of countries including New Zealand however their numbers have been boosted artificially by their habit of scavenging on human scraps. The gulls are often considered a threat to other native seabirds and waders.

The study was the first of its kind in New Zealand and involved the GPS monitoring of five black-backed gulls, taking place over a 12-month period. Wellington Airport also initiated a four-week study involving the colour marking around 500 gulls with a non-toxic temporary dye at the region's landfills.



## Performance Based Navigation

Wellington Airport, Airways New Zealand, New Southern Sky and the Board of Airline Representatives New Zealand, commenced a Performance Based Navigation (PBN) flight path trial at Wellington in September 2018.

PBN flight paths use on-aircraft navigation technology to follow optimised flight paths that can reduce aircraft noise on descent and reduce carbon emissions by reducing the amount of fuel used by each aircraft. Over the first six months of the trial, 1400 aircraft flew the new routes and 107 tonnes of carbon and 14 hours flying time were saved.

# Management

**Few cities in the world benefit from an airport as conveniently located as Wellington's. 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 governs the total noise for aircraft movements and the hours of flight with a night curfew in place. Wellington Airport currently operates well within the noise limits and curfew conditions.

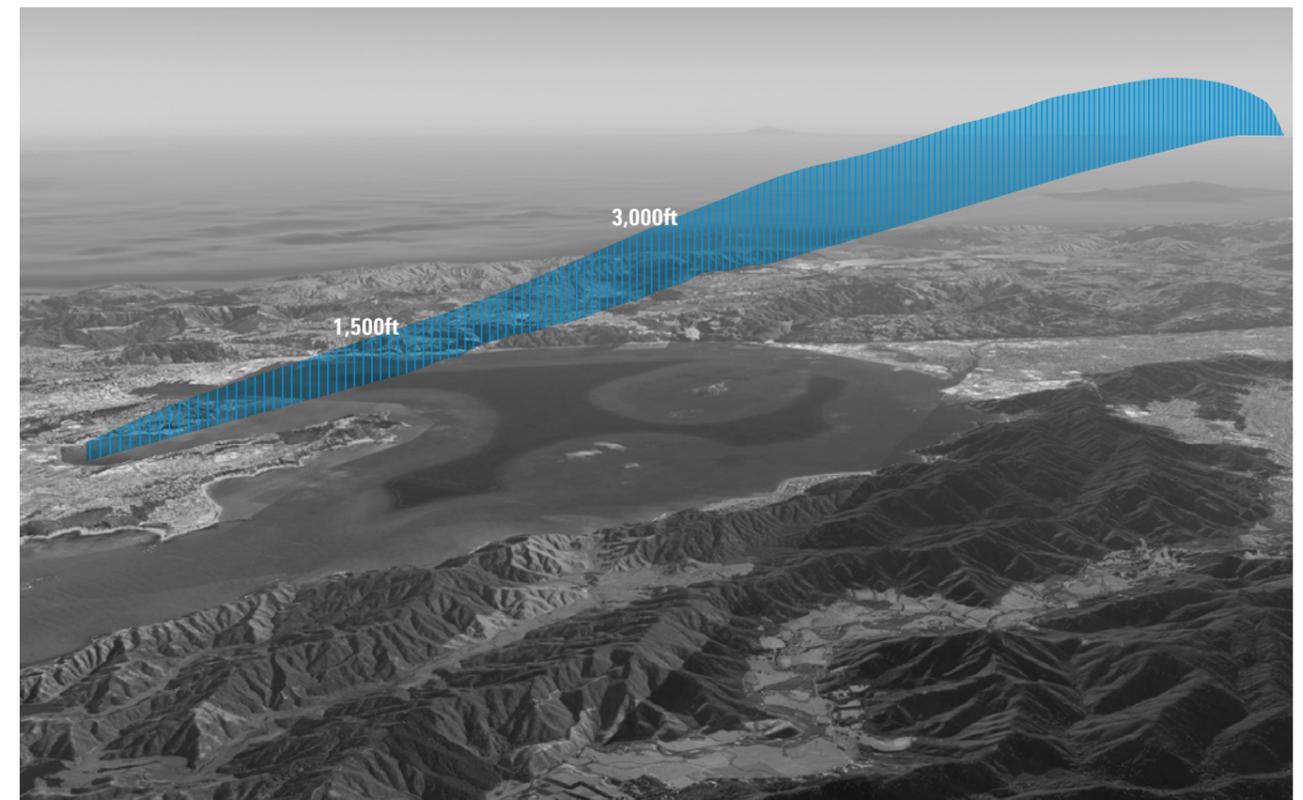
**I have really been impressed with the team. Without exception they were friendly and helpful which I really appreciated. The high standard of workmanship by all in what is a fairly old house was noted.**

– IAN MACDONALD

As part of our Noise Management Plan, which is overseen by the Wellington Air Noise Management Committee, a range of noise mitigation measures within the Air Noise Boundary have been implemented. This includes the

Quieter Homes package which offers almost 700 home owners a specifically tailored package of acoustic mitigation treatment designed to reduce aircraft noise. We are partway through the roll out of the programme for the properties most affected by air noise.

Operational constraints at the airport often require construction and maintenance works to be done during the flight curfew. We are mindful of the close proximity of our neighbours to Wellington Airport, and our procedures require noise mitigation measures to be planned and implemented for all projects.

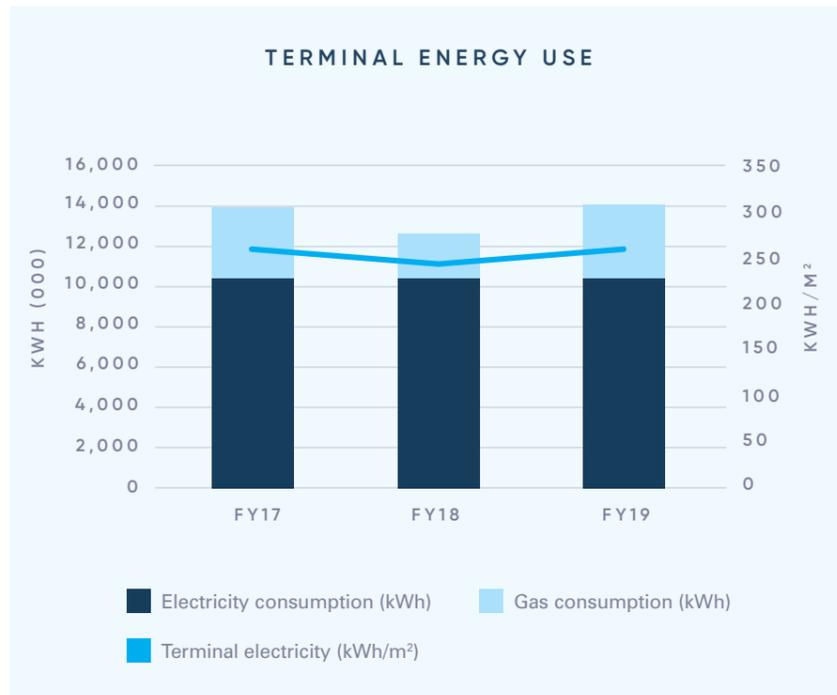


# OUR FY19 Results

## Energy

TOTAL GAS AND ELECTRICITY CONSUMPTION (KWH)  
TERMINAL ELECTRICITY  
KWH/M<sup>2</sup>/YR

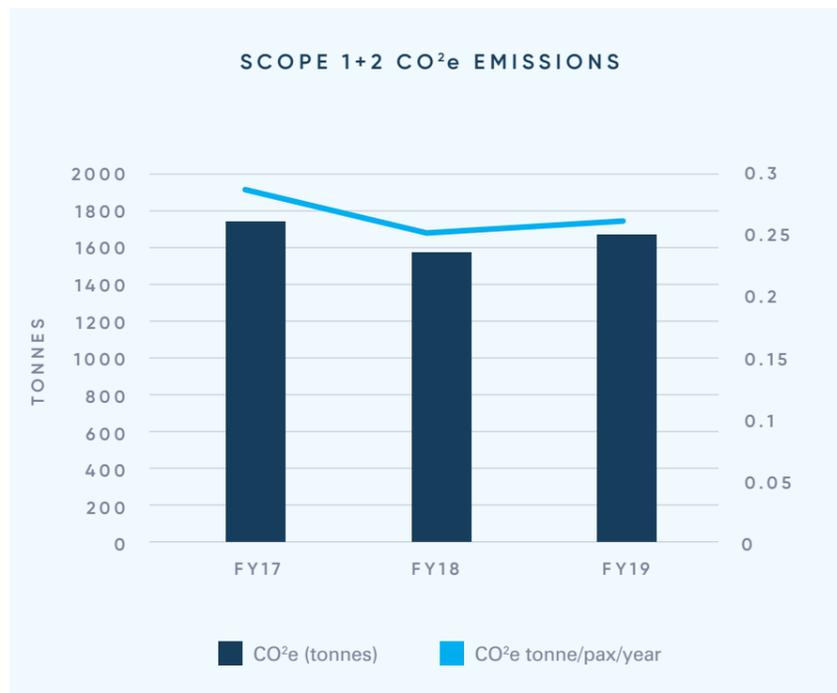
Terminal energy consumption is heavily influenced by weather conditions throughout the year, with the number of heating and cooling days influencing gas and electricity use respectively. Optimisation of the terminal building management system is resulting in improvements in overall energy efficiency, with average energy savings of 14% since FY17.



## Carbon

SCOPE 1 +2 CO<sup>2</sup>e EMISSIONS  
KG/YR | KG/PAX/YR

Our scope 1 (direct emissions from Wellington Airport-owned sources) and Scope 2 (indirect emissions from purchased energy used by our operations) have modestly decreased against FY17.



## Waste

OPERATIONAL SOLID MUNICIPAL WASTE  
KG/YR | KG/PAX/YR

Total waste has increased since FY17 as a result of growth within our terminal, however the volume of waste sent to landfill for every 100 passengers reduced from 8kg/100pax to 7kg/100pax.

We have also improved our diversion rates with 33% of waste being diverted from landfill in FY19, up from ~20% in FY17 and FY18. This is a result of improvements in our waste collection and sorting capacity.

Further changes to how we collect waste from the terminal are proposed for FY20, together with initiatives to increase composting of organic waste.



## Terminal potable water

LITRES/YR  
LITRES/PAX/YR

A target for potable water consumption is emerging. Our goal for FY20 is to establish an annual benchmark (baseline) for water use in the terminal and review water consumption across the business.

WELLINGTON  
AIRPORT