







KŌRERO

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Telling our Stories

Kia ora katou

As my time at QAC draws to a close, it's nearly time to say goodbye.

It has been a sincere privilege to lead the QAC team and work with you all as part of the wider airport community over the past five years. We've achieved a lot together during that time—the introduction of after-dark domestic and trans-Tasman flights, major upgrades to the airfield, terminal and landside infrastructure, developing a long-term strategic plan and beginning our journey to a net zero-carbon future come to mind as major highlights—and all with an exceptional safety record.

COVID-19 has created a particularly challenging environment for us over the past year and half. While we have confronted many difficult times during the pandemic, it has been heartening (but not surprising) to see the whole airport community at both Queenstown and Wānaka come together so closely to support each other and get through together. So it was a real milestone in our recovery when quarantine-free travel with Australia finally recommenced on 19 April—hope is well on the horizon as all signs point to a busy winter season ahead. Looking forward, it remains our collective responsibility to protect the health and wellbeing of our customers and ourselves in order to keep New Zealand—its communities and borders—safe. Thanks to everyone for your ongoing efforts on this front.

While I'll shortly be moving north, I'm looking forward to travelling back to Queenstown and the broader region regularly, seeing what's new and different around the airport, as well as seeing many friendly faces and reflecting on many fond memories.

Until then, stay safe and well.

Ngā mihi

Colin Keel | Chief Executive



Trans-Tasman Travel Bubble

As a trans-Tasman only international airport, Queenstown Airport accepts 'green zone' travel flights and has the approved protocols and procedures in place to safely manage direct flights to and from Australia.

We've added a handy guide to the Queenstown Airport website with everything you now need to know if you're flying across the ditch. It includes tips for check-in, screening, Customs, and arrivals information so before you, your whānau, friends or colleagues fly with us, please check it out and share the link below with anyone who's travelling.

[Queenstown Airport Quarantine-Free Travel Hub](#)

Temperature Checks at ZQN

All trans-Tasman passengers arriving at Queenstown Airport are now undergoing temperature scanning as an additional COVID-19 safety measure to protect our border and the health of our people.

QAC and the Southern District Health Board worked together to introduce thermal temperature scanning equipment which identifies passengers with elevated temperatures in a non-intrusive way.



LUMA at the Airport

If you missed this year's outstanding LUMA21 event, you can still get a taster for a limited time only when visiting Queenstown Airport.

The stunning **Pou Arahi o Tāhuna installation**, which framed the main entry point to the beach on Marine Parade, is relocating to the airport's forecourt during winter. Created by Jay Wiremu Davis, the two Pou symbolise the kaitiakitanga (guardianship) of this area.

The installation is part of the LUMA Emerging Artist Programme which develops new works specifically commissioned for LUMA by artists who are exhibiting

for the first time at a major art event. QAC supports the programme, partnering this year with the Mana Tāhuna Charitable Trust.

Whilst at the airport, the Pou Arahi o Tāhuna installation will be watched over by our three Māori chiefs ("Haere mai e te manuhiri tuarangi"/ Welcome O Visitor from Afar).

Did you know? Our three chiefs sculpture was created by local artist Mark Hill to welcome our visitors to the airport. It was unveiled at a special dawn ceremony in 2007.

ZQN Planespotters Kids Club

A keen planespotter, 12-year old Queenstown local Jackson Nolan loves hanging out at ZQN and our team recently took him on a special behind-the-scenes tour to show him how the airport works.



Love planes too? Follow Jackson on Insta (@NZQNspotting). He's also set up a ZQN Planespotters Kids Club—if you know kids who might be keen to join, here are the details...

Join the club [here](#)



James Holman capturing Air New Zealand A320 take-off.

Young Planespotter Club



Young aviation enthusiasts are invited to join the Young Planespotters Club.

Open to any children aged 5–13 years.

Complete the form online and we'll be in contact.

Disclaimer: the club is run by Jackson Nolan and friends with the support of Queenstown Airport.

Through the ZQN Lens

The Southern Lakes region is renowned for its captivating scenery and locations and ability to cater to production companies, large or small.

Shots of Queenstown Airport are also popular and you may spot us occasionally on TV (check out Air New Zealand's new 'We Fly for You' ad and Rebecca Gibney's upcoming series 'Under the Vines!') or in a movie.

Our team appreciates the value the film industry delivers to the region, so we welcome the opportunity, where operationally feasible, to offer the airport as a potential location. Visit the [Queenstown Airport website](#) to find out more details.



Behind the scenes with Shotover Media.



They're Back! Manaia Lounge Reopens

From 28 June, departing international passengers will once again have the option of relaxing, working or dining in the airport's Manaia Lounge while waiting for their flights.

The lounge closed in March 2020 when all international flights in and out of Queenstown were halted to help stop the spread of COVID-19.

Now, with the trans-Tasman bubble in place and more travellers moving between Australia and New Zealand, lounge owner and aviation ground-handling company PlaneBiz has made the decision to resume its service for international passengers looking for extra space and comfort.

Located on the first floor in the International Departure Terminal with views out to the Remarkables, the Manaia Lounge caters for up to 150 guests and can be accessed with a Priority Pass, Lounge Key, Plaza Lounge or Dragon Pass.

A 'pay in' option is also offered to all international passengers travelling on any airline. Access charges are \$55 per adult and \$30 per child for up to three hours. A family of 4 pass is available for \$140.

Lounge facilities include a business centre with free Wi-Fi and desktop computers as well as TV and reading areas, dining areas and dedicated bathrooms. There is also a wide range buffet of gourmet food and beverage selection featuring premium local wines and hot and cold food freshly prepared by on-site chefs.

The lounge is open daily from 11.30 to 5pm, two hours before the first international services are scheduled to depart or once International Security Screening opens.

PlaneBiz Station Manager Kellie Clarke (KC) says that the Manaia team is pumped and can't wait to welcome back guests.

"It's been a really tough year for everyone and I want to thank our team, the airport community and the public for their understanding and support while the lounge has

been closed. We're grateful to now be in a position to reopen and have strict COVID protocols in place to keep our staff and passengers safe, including regular deep cleaning, on-site food preparation, and relevant document checks."

For more information about the Manaia Lounge, please visit <https://www.queenstownairport.co.nz/travelling/airport-guide/lounges/manaia-lounge>.



THANKS QUEENSTOWN LAKES

WIN a free double pass to the Manaia Lounge!

To thank the community for its support, the Manaia team wants you to visit the lounge on them.

They're giving away a double pass to the lounge so that you can kick back, relax and let them look after you when you're travelling to Australia next.

To enter, simply email zqnmanaia@planebiz.co.nz with 'Manaia competition' in the subject line and include your name, address, email, and phone number.

Entries close Thursday 8 July at 5pm and the winner will be notified by phone the next day.



Winter Flight Schedule

The flight schedule is still a bit of a moving feast (thanks COVID!) but it's great to see three of our four airlines back for winter.

- Air New Zealand is flying domestically to/from Auckland, Wellington and Christchurch and has restarted its Sydney, Melbourne and Brisbane services. If you're flying AKL-ZQN you may be on the new A321neo which has extra seating, inflight entertainment and WiFi!
- Jetstar has a domestic service between Auckland and Queenstown and is planning to restart its trans-Tasman services in June and July (Melbourne then Gold Coast route).

- Qantas restarted its Sydney and Melbourne service to/from Queenstown after the trans-Tasman bubble opened.
- Virgin Australia will not return to Queenstown this winter but has indicated that it will restart a trans-Tasman service in October.

Photo: With more flights and travellers and airport businesses recalling staff, it's great to welcome back some familiar faces! From left: Kevin Skoropada and Christa Miller (MPI) with Lynda Cook and Craig Allan (Customs)



Trans-Tasman Passengers Welcomed Queenstown-Style

When QF121 touched down at 2:31pm on 19 April, 387 loooong days after the last international flight, trans-Tasman travellers certainly felt the love.

After the aircraft passed through the traditional water arch, passengers were greeted in the terminal with a Māori welcome, live music, entertainment, and prizes from more than 95 Queenstown and Wānaka businesses. One of the offers was a quintessential Queenstown experience from AJ Hackett Bungy...a free bungy jump which a number of passengers took them up on!



Advanced Imaging Technology
body scanners at Dunedin Airport

Upgrading the Terminal

Construction kicked off in the terminal building last month to complete a range of improvements to the Departures processing area which will ultimately enhance the passenger screening process and airport security.

It also aims to improve the resilience of our existing terminal infrastructure in terms of seismic performance, regulatory compliance and sustainability.

What's Happening?

Construction is due to be completed in early 2022 and temporary hoardings are being used to block off construction areas while works are underway to ensure public safety and security.

The overall footprint and flow of the terminal won't change but the Departures processing area will be noticeably larger, featuring:

- New and improved Aviation Security technology — screening lanes and body scanners (the body scanners are expected to be operational by 31 December 2021)
- Expanded passenger screening area queue space and an improved environment for passengers
- Refreshed Customs (Emigration) area
- Refreshed Duty Free Departures store
- Seismic strengthening — as a Civil Defence Lifeline utility, we have made an ongoing commitment to maintain a high-level of resilience and preparedness in case of a major seismic event
- A new, more energy-efficient heating, cooling and ventilation system.

Enhanced Security

A major component of the project is making space to accommodate the Aviation Security Service's (AVSEC) new aviation security technology and process improvements.

AVSEC has been rolling out Advanced Imaging Technology body scanners at airports nationwide to comply with new Civil Aviation Authority regulatory requirements which ensure we are taking the most effective action against emerging civil aviation threats. The improvements will align New Zealand's aviation security with global best-practice and ensure the best possible security is available to our passengers, partners and staff.

AVSEC has been working closely with QAC, which is responsible for Queenstown Airport's overall management and development, on a plan to design and build the required space whilst minimising disruption to passengers and staff.

How do Body Scanners Work?

Body scanners provide a less intrusive method of screening passengers. They use low intensity waves instead of x-rays and ionising radiation, which enables AVSEC to safely and quickly detect prohibited items worn or carried on a person's body. The new technology also identifies the exact location of any item, reducing the number of times AVSEC staff need to do a full body search.

For more information about the body scanners visit the [AVSEC website](#).



We Don't Mean to Keep **Droning** on But...

Drones are becoming more and more common within the community — they're affordable and fun! But they come with some real responsibilities. Help keep our community safe by understanding the rules before you take flight...

- Drone flights within 4km of Queenstown Airport or in controlled airspace must have permission from Air Traffic Control (Airways). Permission for flights in a controlled airspace is only given through the Airshare website www.airshare.co.nz with a minimum of 24hr notice required. Any drone flights within 4km of Wānaka Airport must receive permission from Wānaka Airport Operations. Please email admin@wanakaairport.com with your request.
- Drone flights must be below 400ft (120m), during daylight hours only and within the visual line of sight.
- Drone operators must have permission from the owner of the property they are flying over. Any people the drone flies over must have also given their permission.
- **If a drone presents an immediate danger, contact 111 > Police.**

Did you know the Airshare website has a lot of helpful information including maps that outline the 4km radius and controlled airspace.



New **Civil Defence** Tool Helps Otago Get Ready

In an emergency, knowledge is key and working together is crucial.

That's why Emergency Management Otago has launched 'Otago Gets Ready', a proven two-way communication tool that can send Otago residents real-time localised email/text alerts during emergencies and help people prepare to be part of a co-ordinated community response.

- Do you have skills, resources or aid you can offer others in an emergency like first aid training, a 4WD, generator or language skills?
- Do you have whānau who may need extra assistance in an emergency?

Help yourself and others by signing up to Gets Ready now — visit www.getsready.net to register your contact details. Once you receive the activation email (check your Junk Mail if it doesn't come through) and click on the link to activate your profile. All information is held privately and securely and is only accessible to authorised Civil Defence staff.

Warning — **Roadworks** Ahead!

If you're travelling or working in/around the airport please factor in extra commuting time over the next few months as the Frankton stormwater system upgrade is expected to cause some disruption.

The project, which runs from June to early November, involves upgrading 600m of stormwater pipe along Lucas Place, between the Sir Henry Wigley Drive and Hawthorne Drive roundabouts.

The upgrade will improve the district's stormwater network resilience — particularly localised flooding — to meet the needs of current residents as well as the projected growth in the area. It will also result in better treatment of stormwater before it enters the lake.

For updates, visit the [QLDC website](#) and follow them on social media.



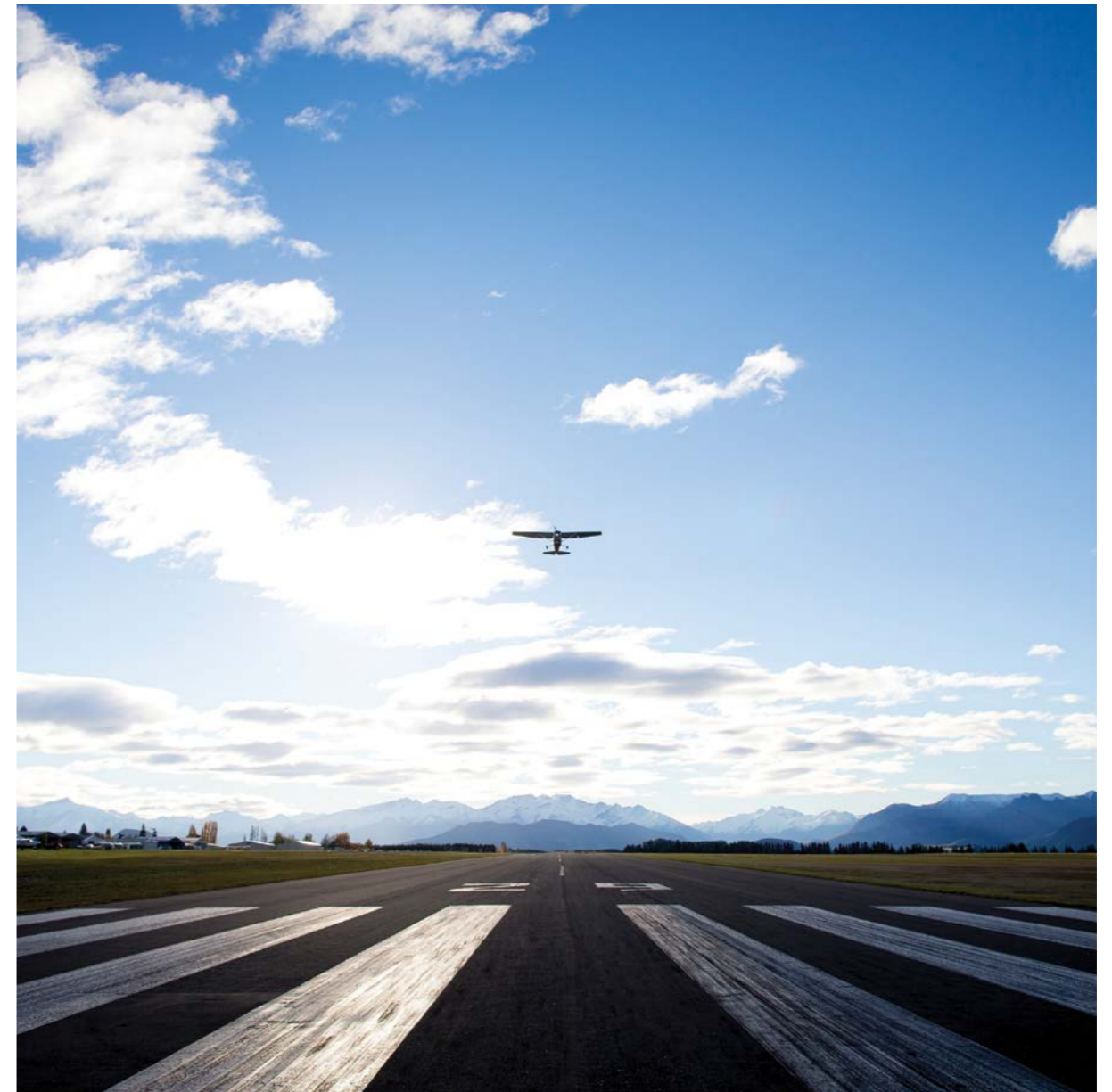


Wānaka Airport Lease

Queenstown Lakes District Council (QLDC) has confirmed that it will not appeal the recent High Court decision regarding the Wānaka Airport lease. The QAC board of directors has also confirmed that QAC will not appeal the decision.

As of 21 April 2021, the Wānaka Airport lease was voided. Both QAC and QLDC are committed to ensuring continuity for the many operators at Wānaka Airport.

To ensure the airport continues to operate safely, QLDC has put an interim arrangement in place with QAC to continue managing the airport's day-to-day operations. This will allow QLDC to consider longer term options and consult with the community.



QAC Now Certified Toitū Carbonreduce

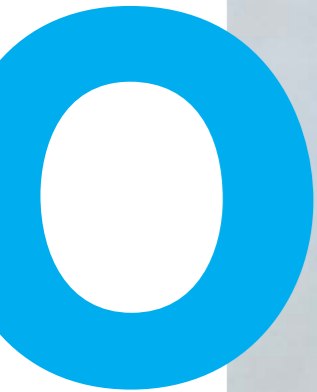
What does this mean?

As part of the framework we've developed to help guide our sustainability journey, the QAC team has been working hard on understanding and working to reduce its carbon footprint and emissions. These have now been independently audited and certified by Toitū Envirocare, which is the first important step in tracking and reporting on our emissions.

Where to next?

Establishing QAC's carbon footprint has helped us to benchmark, identify key areas of focus (energy, waste, and transport) and set science-based targets to reduce the environmental impact of our business operations. Each year we'll measure our progress through independent auditing and certification to ensure we're on track to achieve carbon neutrality before 2050, or earlier.

Want to calculate and track emissions from your travels, household activities or small business? Check out the free tools on the [Toitū website](#).



USAF B-52 Bomber
The USAF B-52 bomber due to display at the 2020 airshow (cancelled due to COVID).



WOW and RNZAF combine forces for **Easter 2022**

The Royal New Zealand Air Force (RNZAF) is set to wing its way south next Easter for a very special occasion.

The RNZAF has confirmed it will be celebrating its 85th anniversary at next Easter's Warbirds Over Wanaka (WOW) International Airshow, the largest airshow of its type in the Southern Hemisphere.



Four RAAF F-18 fighter jets performing at the 2010 show.

WOW hosted the RNZAF's 75th birthday back in 2012 and they're looking forward to putting on another big party.

"We normally attract around 55,000 visitors over the three-day event so it's going to be a great celebration," said WOW General Manager Ed Taylor.



Along with a stellar RNZAF aircraft line-up, invitations are going out to a number of international air forces including the Australian, US and French, to come and join the celebrations.

The final line-up is still to be confirmed but if the COVID-cancelled 2020 airshow, which included F-18 fighter jets and a B-52 bomber, is anything to go by, it'll be outstanding.



As well as modern military aircraft, there'll be a range of classic Warbirds and other aircraft, stunning pyrotechnics, and awesome ground displays, including a glimpse into the future of aviation.

For more information and tickets visit the [WOW website](#).

Meet Elli Giddings QAC Operations

Known around the terminal for her big personality, infectious laugh and southern (English) accent...

Like most other people, my experience of airports was limited to travelling through them until one of my friends, who was working at ZQN, encouraged me to apply for a job. I was intrigued at the thought of getting to see behind the scenes so thought I'd give it a go.

She was right. Three-and-a-half years on, I haven't looked back.



As part of QAC's Operations team, my job is to help make sure everything runs smoothly. This involves anything from controlling passenger flows and making sure the terminal is kept clean and tidy to working airside managing passenger crossovers and escorting pilots to their planes. I also make sure that I make at least four or five people laugh a day!

The people and the diversity of my role means that every day is different and I'm always learning and gaining more experience, which I absolutely love. I get at least 20,000 steps in a day and my favourite times are sunrises and sunsets — the view we get never ceases to amaze me.



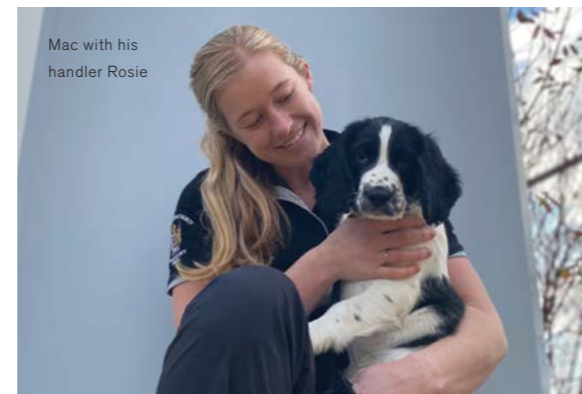
She was right. Three-and-a-half years on, I haven't looked back.

My most memorable moment (and I have a lot) is when I got my visa approved so I knew that I could stay and work in this wonderful country. Another is being lucky enough to cross paths with gorgeous Andi Rapley who we sadly lost two-and-a-half years ago. If I hadn't worked here I would never have had the pleasure of meeting such a beautiful soul.

PUPPY ALERT!

Mac is the newest recruit for Aviation Security Service Explosive Detector Dogs. At just 12-weeks old, Mac is undertaking his foundation training by becoming familiar with the busy nature of an airport environment to help him prepare for the future work he might do.

Good luck with your training Mac! And a very warm welcome to our airport community.





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