

plane talk

Hobart Airport's Business Partner Update



Edition One

1.86 million
passengers
passed
through
Hobart
Airport in
2008-2009



Ceo's Word

Welcome to Plane Talk, Hobart International Airport's new business-to-business publication focused on updating our partners on developments on the Airport. This publication is intended to be released quarterly and is to provide you with an array of information that will assist in your understanding of the Airport's issues and developments. I would welcome feedback on the publication to ensure that it is targeted to your needs and provides you with the information that will assist you in growing your business.

I have recently clocked up six months in the position at Hobart Airport, the six months that I have been in the chair has 'flown' by and allowed us to make a number of changes to the business. Many of you would be well aware by now, that a new organisational structure supportive of a new direction has been implemented, and I am pleased to say that our final two new additions joined the team in late August.

One major item of significance for the Airport at the moment is the release of the Preliminary Draft Master Plan for public comment, this document is critical to the long term planning and development of the Airport and I would invite all interested parties to access the document and provide comment on the contents. The document is a twenty year strategic plan for the Airport of which we are legislatively

required to submit to our Federal Minister on a five year basis, it is a thorough and thoughtful piece of work that caters for ongoing growth of the Airport and its operations. To access the document, please go to our website www.hiapl.com.au and download a copy today.

As we approach the traditional busy season, I look forward to working with you all to achieve solid results and continue to grow the business.

Regards,
Brett.

Terminal News

1.86 million passengers passed through Hobart Airport in 2008-2009, this again represented good growth in passenger numbers for the business. In order to cater for the growth in passengers and passenger needs some changes have been made to the terminal offering.



Brett Reiss, Chief Executive Officer

An energy conservation trial has been running in the terminal since the onset of winter, this trial has proved to be extremely successful, not only significantly improving passenger and staff comfort, but also improving the energy consumption of the terminal. Hobart Airport will be working on developing an integrated sustainability policy over the coming period, trials such as the energy conservation one will continue to be implemented to deliver a more sustainable product. If anyone has any questions on this issue, please feel free to contact Manager Terminal Services, Russ Lowes, rlowes@hiapl.com.au.

Villa & Hut has also recently undergone an extension with additional tables and chairs and internet connectivity being added to their offering. This extension has been as a direct result of the level of patronage seen by the outlet since its introduction. As an Airport it is positive to see the landside facility being well received and we look forward to continuing to grow landside offerings into the future.

HIAPL has recently reopened its Board Room in the terminal for stakeholders to use, this room is perfect for internal or client meetings, it includes a large table, toilet facilities and a basic kitchenette for use. The room can comfortably accommodate approximately 12 people seated. For any partners who are interested in booking the facility, please call the HIAPL offices on **6216 1600**.



Hobart Airport currently ranks as the second fastest growing Airport in Australia

Business Development News

The area of Business Development is a new part of Hobart Airport's team, this area is focused on developing partnerships with key aviation stakeholders including airlines and airports. The area is also responsible for terminal retail, airport advertising and marketing and communications for the Airport.

Hobart Airport currently ranks as the second fastest growing Airport in Australia, it also sits as the ninth busiest airport in Australia in regard to passenger numbers.

Hobart Airport is focused on growing its aviation business by the introduction of new routes, expanding capacity on current routes and growing passenger numbers. The Airport has taken a proactive approach to better understanding its current supply and demand gaps and seeking cooperative partnerships with other airports to understand opportunities for new route development.

The winter months (particularly May-July) traditionally see a decrease in passenger numbers through Hobart, this year was no exception with the seasonal downturn having an impact, on a positive note we are seeing a turnaround now and like all partners

are working hard on marketing and promotional initiatives to attract new customers through the Airport.

Spring will also see the launch of Hobart Airport's new passenger publication – gateway – gateway named after the positioning of Hobart Airport as the 'Gateway to Tasmania.' The publication is targeted at passengers and promoting destinations and great holiday offerings. Gateway is also a quarterly publication. The publication is focused on stimulating passenger travel on some of Hobart's existing and potential new routes in order to increase demand and substantiate the need for capacity on those sectors. For more information on gateway and being a part of it, contact General Manager Business Development, Kathryn McCann, kmccann@hiapl.com.au.

Commercial News

The commercial area of Hobart Airport has a number of projects underway and in the pipeline. Many of you would be aware now that there has been an additional provider added to the car rental building, with Red Spot Car Rentals commencing trading on August 10 2009. To cater for this change, there has been work undertaken in that building to accommodate the sixth operator.

In addition to the rental car desks, the rental car bays have also been moved

to be a more practical and effective use of carpark space. The transition to the new parking bays has been smooth and Hobart Airport would like to thank all involved for their patience and perseverance during this time.

HIAPL would also like to welcome a number of new tenants to the family, Little Bee has recently moved into the childcare centre off Holyman Avenue and Stingray Seafoods will soon commence operations on the Airport. Tasmanian Campervan Rentals have also recently joined the family. Welcome to all!

As you may have noticed, the Airport Hotel is also undergoing some significant expansion with inclusion of a bungalow style product, this development will add a number of rooms to the accommodation product on the Airport and we wish them well as they launch this to the market.

Partners may also be aware that HIAPL has a range of short-term advertising opportunities currently available and would welcome any discussions on these opportunities, for more information contact General Manager Commercial Operations, Stuart Hurd, shurd@hiapl.com.au.

For more information on the commercial property strategic vision of Hobart Airport, please refer to the Preliminary Draft Master Plan'.

A reminder to all stakeholders of the utmost importance of safety and security on the Airport, it is everyone's responsibility



Safety and Security News

New speed limits have been implemented on a number of roads on the Airport, these new limits were introduced by HIAPL in conjunction with Tasmania Police and Australian Federal Police. From a safety perspective, these limits have been introduced to increase safety for all users of the Airport. In addition to the speed limits, No Standing signs have also been positioned along Holyman Avenue to assist in Airport user safety and to prevent any incidents and damage in the future.

A reminder to all stakeholders of the utmost importance of safety and security on the Airport, it is everyone's responsibility to be diligent and observant in this area, if you do see something that is out of the ordinary or in breach of requirements, please act accordingly.

Hobart Airport has recently welcomed Peter Bobar to the team in the role of Manager Operations Safety and Security Compliance, for any questions or an information refresh on any safety and security issues, please contact Peter on pbobar@hiapl.com.au.

Preliminary Draft Master Plan Launched

Hobart International Airport's Preliminary Draft Master Plan is currently open to the public to submit feedback. This is a very important document which outlines the Airport's planning for the coming twenty years, Airports are required to undertake this process every five years.

To view the document go to the website, www.hiapl.com.au, purchase one from the HIAPL offices at the Airport or alternatively see the copy located in the terminal (opposite Villa & Hut).

The document is available for public comment for a period of 60 working days, and any interested members of the community are invited to comment. Written comments are welcomed during the consultation period, which ends on Friday 16th October. All written comments can be sent to Box 1 Strachan St, Hobart International Airport, Cambridge 7170 or by email to hobartairportmasterplan@arup.com.



Infrastructure News

More exciting infrastructure developments are underway for HIAPL. In the very near future, HIAPL will be making some developments to the car park and the passenger drop off and collection areas. The developments are focused on reinstating the user drop off and collection areas and removing unnecessary traffic from the carpark. This improvement will provide a significantly safer and more user-friendly facility. In undertaking these improvements HIAPL will aim to minimise all disruptions to your operation, however we apologise in advance if disruption does occur.

Following the carpark road improvements, HIAPL will also be implementing new carpark equipment. This equipment will again be focused on providing a better customer experience and allowing passenger more options when using the carpark. HIAPL are currently working with providers to determine the best technology solution and are looking at implementing new equipment in the coming months. For further information on these issues, please contact General Manager Operations and Infrastructure, John Langford, jlangford@hiapl.com.au.

Other News

Hobart Airport recently farewelled a long term member of the family. John Bradford worked for Qantas for some 38 years, during this time undertaking a range of different roles. The Airport team said farewell to John during July and wish him all the very best for his future endeavours.

Simon Thomas has recently retired from HIAPL after serving 26 years with the Airport, the team farewelled Simon also during July and wished him all the very best as he embarked on a lifestyle change managing his agricultural property close by the Airport.



Deputy Premier Lara Giddings MHA and Deputy Mayor Doug Chipman with winning 'Name a Road' Competition students



Hobart Airport and Qantas Staff gather to celebrate John Bradford's farewell

Hobart Airport recently ran a competition to name four roads on the Airport, the competition was open to local primary school children and attracted over 600 entries. Deputy Premier Lara Giddings MHA unveiled the new road names in August to the delight of the local children. The road names all had strong aviation significance, with three of the four directly linked to Tasmanian aviation pioneers. The winning road names were – Elwick Drive, Hawkesford Road, Hinkler Road and Grueber Avenue.

The Airport recently welcomed volunteers from the Cancer Council Tasmania to the Airport in a fundraising bid for Daffodil Day. The Airport is proud to be associated with this initiative and would encourage all partners to support the worthy cause.

To add your name to our database for the mailing of Plane Talk, please email info@hiapl.com.au with the words 'Subscribe Plane Talk' in the subject line of the email. To unsubscribe to the publication, please email info@hiapl.com.au with the words 'Unsubscribe Plane Talk' in the subject line of the email.

Contact Us

For more information or to contact us about any of the content within this edition of Plane Talk, please call **6216 1600** or email info@hiapl.com.au