

plane talk

Hobart Airport's Business Partner Update



CEO's Word

Welcome to the summer edition of Plane Talk, I trust that you are now preparing yourself for what is the festive season, and I take this opportunity to thank you for being a valued partner to the Hobart Airport and I wish you and yours a very safe and prosperous festive season.

There continues to be a lot of action at Hobart Airport, and to see the end of another year approaching so rapidly we can reflect on our achievements and see why it seems like this year has flown. We are proud to announce that we continue to be the second fastest growing airport in Australia in respect to passenger numbers.

Hobart Airport has had a number of operational and infrastructure improvements made over recent times. The improvement of traffic conditions, car park works and car park equipment are just some of the initiatives that provide a much better experience for all users of the airport.

We are happy to welcome more commercial partners to the airport over the last quarter. Our commercial team are focused on providing targeted

commercial solutions for the airport, and I am confident that we will continue to see more positive growth in this area in 2010.

The HIAPL office opening hours over the Christmas period will be altered. The office will close at midday on Friday 18 December 2009 and will reopen at 9am on Monday 4 January 2010. During this time, if you have any issues and need to contact our staff, please phone 62 161 600 and we will respond to you accordingly.

Enjoy the remainder of 2009, and I look forward to achieving more success together in 2010.

Regards,
Brett Reiss
Chief Executive Officer

Terminal News

Since the last edition of Plane Talk a number of new initiatives have been implemented in the terminal.

Recently, the Tasmanian Tourism and Information Centre (TTIC) commenced operating at the northern end of the terminal in their new desk (previously

the TTIC were located in the car rental building). The new booking desk provides passengers with the opportunity to book all of their travel and accommodation needs before they leave the airport. The TTIC hosted a launch in late November with Tourism Tasmania and the Hobart City Council unveiling the new operation and celebrating with a number of terminal stakeholders and tourism industry members.

The terminal stakeholder group continues to be a great forum for communicating with the 'terminal family'. This group is now meeting regularly and is proving to be an excellent way of developing solutions to terminal-related issues, communicating upcoming events, dealing with operational and infrastructure issues and general networking.

Many terminal residents and users of the airport would have noticed the recent addition to the terminal, a life-size seal pup that greets passengers on the baggage belt at the northern end of the terminal. This innovative initiative is a result of a partnership between Hobart Airport and Bruny Island Cruises and Tasman Island Cruises.



Many terminal residents and users of the airport would have noticed the recent addition to the terminal ...

During November Hobart Airport opened the new traffic lane for the drop off and collection of passengers. This lane has been well received by all users and is a better solution for all passengers and motorists.

The terminal is coping well with the increased passenger numbers over the traditional busier months, we look forward to continued improvements that are currently in the planning stage.

For any terminal related questions, please contact Manager Terminal Services, Russ Lowes, rlowes@hiapl.com.au.

Business Development News

Hobart Airport's passenger numbers continue to hold up with predictions of approximately two million passengers travelling through the airport this financial year.

Passenger growth is not something that the Airport takes for granted, and it places a solid amount of emphasis on

measuring performance on all sectors, identifying new opportunities and undertaking targeted marketing activity. Hobart Airport works in partnership with a range of parties to encourage ongoing passenger growth.

Hobart Airport continues to work on developing more capacity on existing routes and targeting new services to ensure that both locals and visitors can directly access Tasmania from a range of destinations.

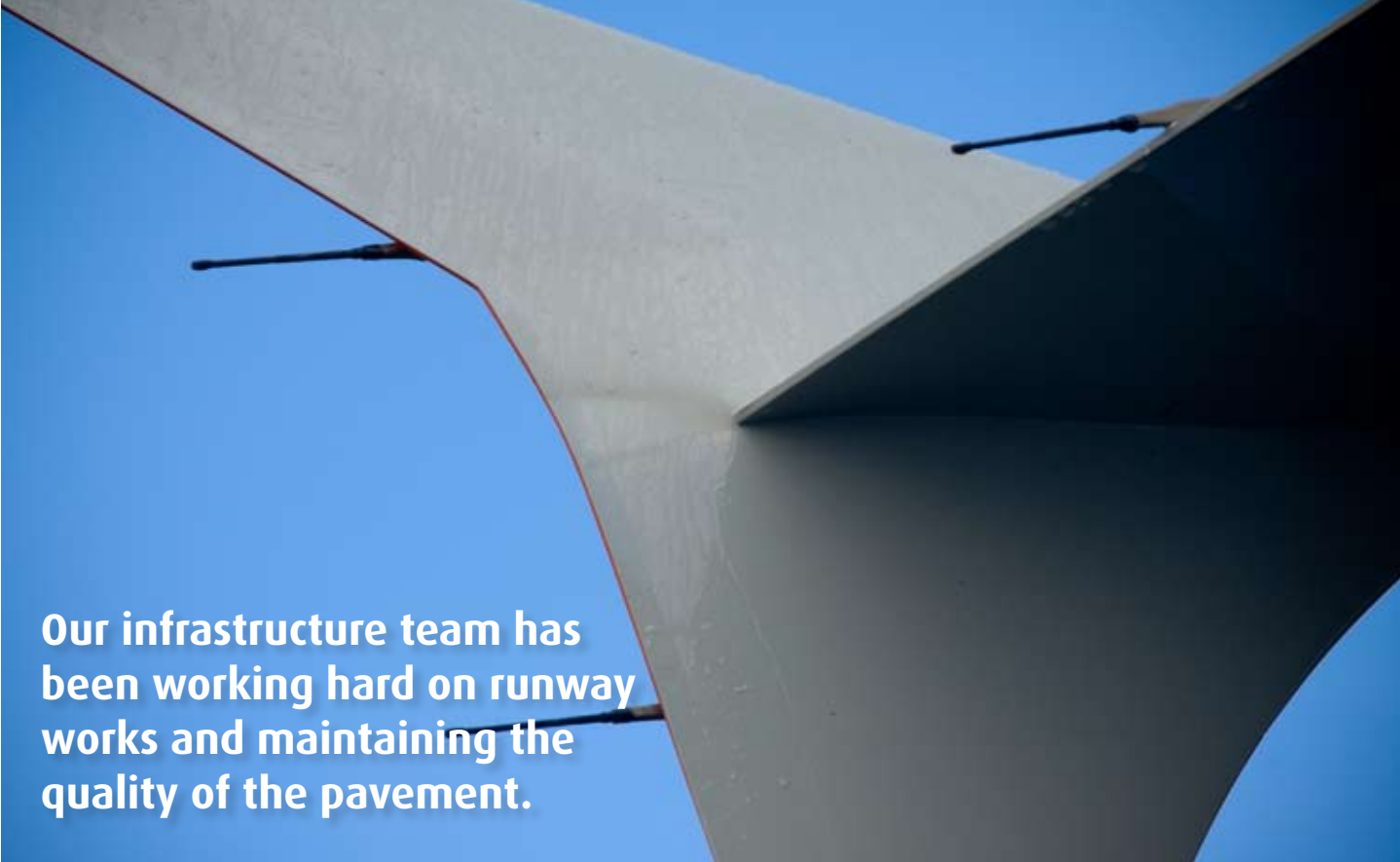
Hobart Airport launched the first edition of 'gateway' in spring. This is a passenger publication targeted at development of new air services and encouraging travellers to consider new destinations. gateway is a quarterly publication that will feature a range of local, interstate and international destination information. Good opportunities exist for stakeholders to advertise in gateway, for more information contact General Manager Business Development, Kathryn McCann, kmccann@hiapl.com.au.

At the airport we are currently reviewing our terminal offering and undertaking to develop a terminal master plan. The master plan will

focus on the short, mid and long-term development of the terminal and the offering that it provides to all passengers. We would like to grow the offering to be more reflective of Tasmania as a destination and present a range of options for passengers using the terminal. More updates on the terminal master plan will be provided in the next Plane Talk edition.

For any Business Development enquiries contact General Manager Business Development, Kathryn McCann, kmccann@hiapl.com.au.





Our infrastructure team has been working hard on runway works and maintaining the quality of the pavement.

Commercial News

The airport's commercial team has been busy with a number of new initiatives including working with a range of existing tenants on their current facilities and welcoming new tenants to the airport.

FCM have taken up residency in the Alpha Building, packing and processing fresh produce for a number of retail outlets throughout Tasmania. The team at Hobart Airport are happy to have FCM on board.

During the last quarter the Hobart Airport Tourist Park also opened, the Tourist Park is an exciting new development which is a caravan and cabin park providing a range of excellent facilities. The Tourist Park has opened at a great time ahead of the busy months and is expected to trade well.

On the car rental scene, it is pleasing to report that business has been strong with increased passenger numbers and increased business to our rental car providers. Strong bookings have created limited availability of rental cars from

Hobart Airport, booking in advance is the message to be sent to all partners.

To discuss commercial opportunities at Hobart Airport, please contact General Manager Commercial Services, Stuart Hurd, shurd@hiapl.com.au.

Safety and Security News

During the last quarter Hobart Airport has had a safety and security audit from the Federal Government. The audit focused on a range of issues and provided Hobart Airport with some action items, it is anticipated that a second audit will take place in early 2010 to measure improvements.

As we approach the traditional busiest time of the year, Hobart Airport urges all partners to take extra caution with safety and security, be diligent with your own behaviour and belongings and be observant of those around you. If you do have any safety and security concerns or queries, please contact Manager Operations, Safety and Security Compliance, Peter Bobar pbobar@hiapl.com.au.

Infrastructure News

As mentioned earlier, there has been a range of infrastructure improvements implemented over the last quarter. In addition to the ongoing maintenance of all infrastructure, some larger projects have also been completed.

Our infrastructure team has been working hard on runway works and maintaining the quality of the pavement. The weather has proved to be a challenge in undertaking works, however the team have persevered and managed to undertake the works.

Many partners would have used the new drop off and pick up lane at the airport, this new initiative is a smarter way for our passengers and commercial partners to use the terminal precinct and we are happy with the way in which this has been accepted by all users. The road works, recent car park works and upcoming car park automation all form part of the strategic development plan of the airport car park.



Hobart Airport has recently completed its Preliminary Draft Master Plan and in 2010 will now be embarking on the development of its Environment Strategy. This piece of work is critical to the airport and the way in which it moves forward in relation to a range of environmental issues. The development of the Environment Strategy will involve a stakeholder consultation process and feedback mechanism and we would invite interested parties to participate in this.

For any infrastructure enquiries please contact Manager Infrastructure Services, Josh Boots, jboots@hiapl.com.au.

Other News

Cambridge Primary Visit the Airport

On November 25 Cambridge Primary School students visited the airport as part of their winning entry in the 'Name a Road' competition. The visit was a huge success with the students learning more about airport operations and the importance of safety and security at the airport.

Virgin Blue Celebrates at Hobart Airport

In September Hobart Airport welcomed the celebration of Virgin Blue's one millionth carbon offset seat sector. This milestone is one that Hobart Airport can be proud to say was purchased by a Hobart passenger. Virgin Blue representatives were joined by Professor Tim Flannery in presenting a memento to the Hobart resident.

Board Room Hiring

Hobart Airport now has their Board Room for hire for partners looking for a suitable venue to host meetings or small events. For more information on hiring the Board Room please contact info@hiapl.com.au or 62 161 600.



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