

plane talk

Hobart Airport's Business Partner Update



The domestic and international aviation environment continues to be an interesting one ...

CEO's Word

It is hard to believe that autumn is upon us already. A number of projects and activities are underway on Airport and we are well and truly back into productivity mode after the holiday season.

The domestic and international aviation environment continues to be an interesting one, it appears that passenger numbers are recovering (as a general trend) from the global financial crisis. A number of new routes are continuing to open up internationally, and discounted airfares continue to be offered in the Australian market, we have to work hard to maintain our market share and grow Hobart's passenger numbers in this challenging environment.

Passenger numbers over the holiday season were not as strong as what we have experienced in previous years, we are working hard with our airline partners and Tourism Tasmania to address this issue and continue to grow Hobart as a destination.

We are pleased to have seen additional services from both Tiger Airways

(Melbourne twice daily) and Virgin Blue (Sydney three times daily) introduced in February and March, I would encourage you all to embrace these services and support our carriers in their Hobart business development.

We are excited to learn that Tourism Tasmania are this year undertaking a significant winter marketing campaign, we hope that this investment assists us all in mitigating our winter downturn as much as possible. We look forward to seeing the outcomes of this exciting program.

The commencement of 2010 has been very busy, with a number of large infrastructure projects underway or completed, namely the automation of our car park and runway works which are taking up a considerable amount of our attention.

Hobart International Airport maintains its focus and continual improvement program on occupational health and safety and working with our staff, contractors, service providers and customers. We look forward to continuing to deliver a safe facility to all users.

My team are here to work with you and assist in growing our businesses, I would invite you to make contact with them if you have any ideas or suggestions that you would like to put forward. I look forward to working with you all throughout the year.

Regards,
Brett Reiss

Chief Executive Officer

Terminal News

During the first half of 2010 there will be some improvement works done on the Abbott's food and beverage outlet inside the terminal, this work will offer significant improvements to the customer experience by improving the store and layout and also the product offering. The completed work will include a new, improved menu.

We are currently reviewing the signage inside the terminal and looking at making some improvements in this regard later in the year, we are working closely with our terminal partners to determine the most



appropriate approach to this.

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

Commercial News

During this period we have welcomed another new tenant to the Airport, John Holland Communications have commenced operations on the Airport. As per our other tenants, we welcome the newcomers to the Airport family and look forward to working with you into the future.

There are currently a number of infrastructure upgrades taking place with Airport tenants, these include upgrades and additions to existing property. We will continue to pursue commercial opportunities with all existing and new tenants, for any enquiries in this area, please contact Stuart Hurd, General Manager Commercial Development, shurd@hiapl.com.au.

Business Development News

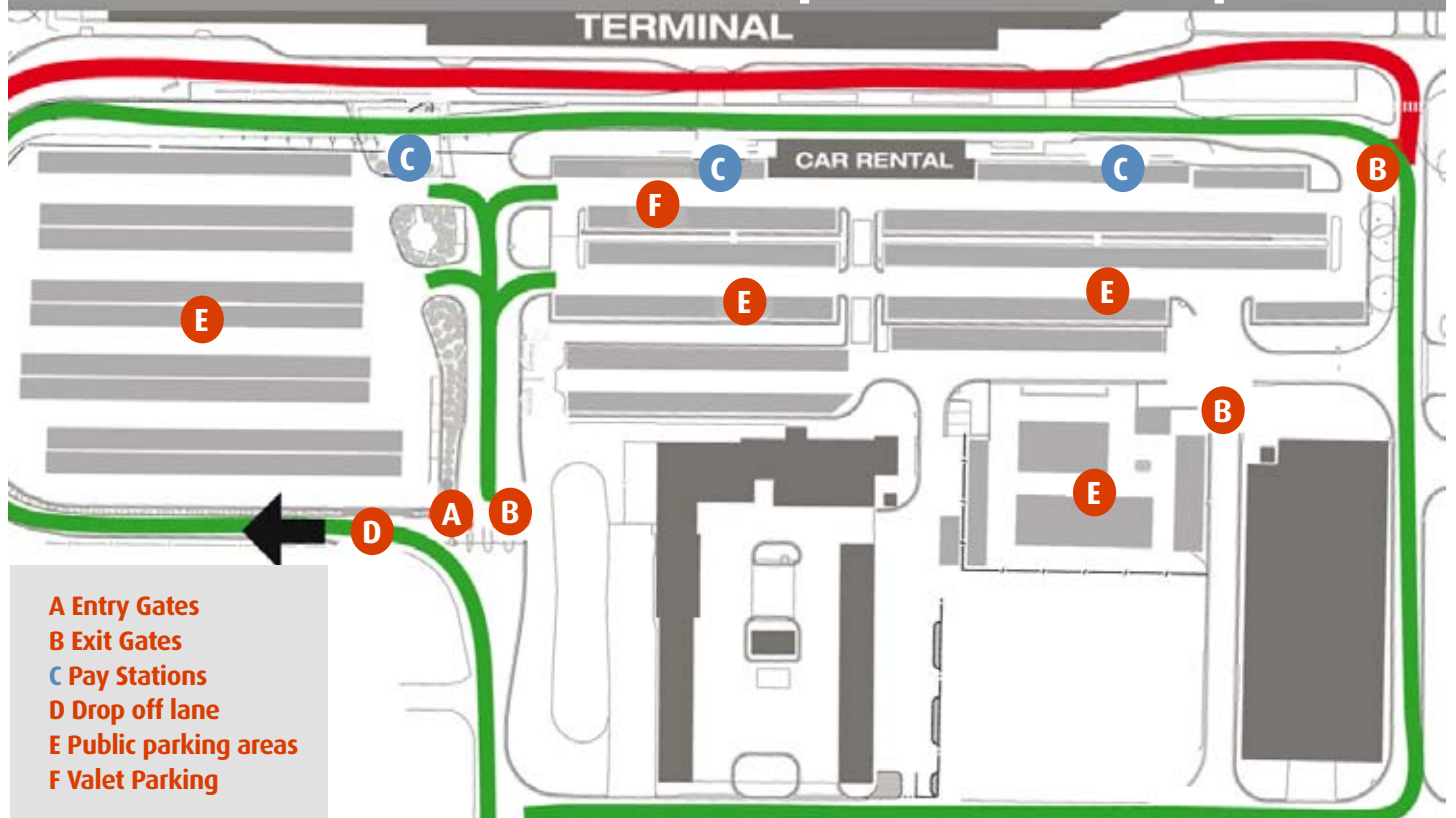
This quarter has seen the introduction of Tiger's second daily service to Melbourne and Virgin Blue's third daily service to Sydney. In addition to this Qantas placed additional capacity into Hobart over the holiday season which was well received by passengers.

A number of local and interstate promotions have been undertaken and will continue to happen over the coming months to assist our airline partners in filling their services, activity is scheduled in Adelaide, Melbourne, Sydney and Brisbane over the coming months.

There are a number of advertising opportunities available at the Airport (both indoor and outdoor). Hobart Airport invites any interested advertiser to contact them directly to discuss opportunities, contact Kathryn McCann, General Manager Business Development, kmccann@hiapl.com.au.



Hobart International Airport Car Park Map



- A Entry Gates**
- B Exit Gates**
- C Pay Stations**
- D Drop off lane**
- E Public parking areas**
- F Valet Parking**

Safety and Security News

Civil Aviation Safety Authority (CASA) visited Hobart International Airport during February to conduct an audit of safety and security procedures, policies and practices. Hobart International Airport continues to work with CASA and other groups to ensure that the facility meets all safety requirements. We again encourage our partners to continue to be diligent in this area and seek assistance if there are any questions or concerns that you may have.

Recent improvements to the security screening at Hobart Airport have resulted in more efficient passenger flow through the terminal. We will continue to work with the service providers to monitor this situation.

In relation to traffic management, we would again remind all partners to carefully observe and adhere to the speed limits on Airport. Limits are set to keep all users of the Airport safe, and we would encourage you all to pay extra attention in this area.

For all safety and security issues, contact Peter Bobar, Manager Operations Safety and Security Compliance, pbobar@hiapl.com.au.

Infrastructure News

There is currently significant works underway or completed in the infrastructure area. You may have seen our staff and/or contractors working tirelessly to complete these projects and we thank them for their hard work, particularly given a lot of the work has been undertaken outside standard work hours.

Hobart International Airport would like to thank their partners for their patience whilst we work through the infrastructure developments to benefit us all.

Many of you would now be aware that Hobart International Airport has recently introduced new automated car park equipment to the car park. This equipment provides car park users with more options to pay and a more efficient exit from the car park,

in addition to this, we have maintained the free drop off and pick up lane for all users.

Exiting the car park is easy, you have two payment options –

Pre Pay at a Pay Station

You can pay by cash or credit at one of the four pay stations located at the front of the terminal adjacent to the car park.

Upon paying for your parking, your ticket will be validated allowing you to exit through one of the four exit gates within ten minutes of paying.

Users can request a tax invoice at this payment point.

Pay by Credit Card at the Exit Gate

You can only pay by credit card at the exit gates.

When you get to one of the four exit gates, insert your ticket.

The amount to be paid will then be displayed.

Insert your credit card to complete the transaction.

Users can request a tax invoice at this payment point.



We have again had our Antarctic flights regularly departing Hobart Airport during this period...

In addition to the introduction of automated pay stations in the car park, closed circuit television has also been introduced and will increase user and property safety and security.

For more information on the car park works, contact Stuart Hurd, General Manager Commercial Services, shurd@hiapl.com.au.

The other major piece of infrastructure works that has occurred during the period is the runway treatment that was undertaken in mid-February. The runway work ensures that the runway maintains its functionality and improves the life of the pavement, further runway works are scheduled for the coming years.

For more information on the runway works, please contact John Langford, General Manager Operations, jlangford@hiapl.com.au.

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

Other News

The Federal Government has released their Aviation White Paper during this period, Hobart International Airport is working with the Government to ensure that we are working towards fulfilling the White Paper requirements.

David Horscroft from the Australian Federal Police has recently left his role at Hobart Airport to return to Brisbane. We wish David and his family all the very best and thank him for his contribution that he has made to Hobart International Airport.

You may have noticed the art exhibition currently being housed in the domestic check-in area. The work is by Gemma Lynch-Memory and is a combination of unique Australian landscapes and abstract art. We would encourage all Airport users to take the time to view the work.

The Flight Café Restaurant at the Hobart Airport Hotel continues to offer the \$10 all day hot breakfast, a great option for all Airport users.

We have again had our Antarctic flights regularly departing Hobart Airport during this period. Hobart International Airport values this service and looks

forward to continual growth of our Antarctic relations over the coming years. Hobart International Airport are excited to learn that Hobart will host the 35th Antarctic Treaty Consultative Meeting in 2012.

Hobart International Airport will be developing their Environment Strategy in 2010. 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 more information on the Environment Strategy, please contact John Langford, General Manager Operations, jlangford@hiapl.com.au.

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