

HAERE MAI

ROTORUA AIRPORT LIMITED NEWSLETTER | AUTUMN 2021 | ISSUE 03

PROPERTY LEASING OPPORTUNITIES AVAILABLE!

AWARD WINNING

Rotorua Airport wins 'Essential Business of the Year' award at the regional business awards.

RESTORED CARVINGS

The old carvings located outside the terminals have been restored. The history and meaning of the carvings may surprise you!

ROTORUA AIRPORT



Raft AND Kayak ADVENTURES

River Rats Raft & Kayak have been offering quality adventures for almost 40 years and have received the Trip Advisor Hall of Fame and Qualmark Gold endorsement.

There's something for everyone, from a gentle grade 2 scenic raft trip suitable for participants as young as 5, through to full on grade 5 action featuring the World's highest commercially rafted waterfall. Kayaking is available as freedom hire or a guided tour. Paddle the local lakes to a secluded beach, or enjoy a hot water swim only accessible by boat.



Kia ora and welcome to the third edition of our airport newsletter, Haere Mai.



MARK GIBB, CHIEF EXECUTIVE

As we move into 2021, Covid-19 continues to provide challenges. Our current objective is to continue to preserve the core capabilities to operate our airport, which is vital infrastructure link for Rotorua and the Central North Island. In doing so we will maintain support from our airline partners, operators and other businesses relying on our airport.

I am extremely proud of how our small team continues to function through this challenging time. Our focus for the remainder of 2021 continues to be running an operationally and financially stable business and positioning ourselves well for the recovery and re-opening of New Zealand's international borders.

Since completion, the redeveloped terminal has continued to receive excellent feedback from our customers and the broader community. We have recently completed our full bilingual signage project and as covered within this edition of *Haere Mai* have opened a new parent's room and meeting room. We have also installed an ATM for those customers requiring this service. Our Business Hub continues to grow in popularity as does Terrace Airside, our wonderful new café. We have been privileged to host a number of community and school groups over the last six months. Please get in touch with our team if you would like to understand more about our business and the way in which our airport operates.

The growth of general aviation will be a focus for the team from mid-2021. We are pleased to include details of our new General Aviation precinct in this magazine, and further projects will be released in the near future. Thank you for your continued support, and please enjoy this issue of *Haere Mai*.

Ngā mihi

Mark Gibb

Mark Gibb | Chief Executive



Raft - Experience



Awesome & includes a 7m waterfall. Suitable for adventurous beginners.



A fun scenic trip which is great for the whole family



Adventurous & beautifully scenic.



Wild, full on action. Runs selected Sundays from September to May.

Sledge - Extreme



Seeing the river at eye level while lying on a board kicking with flippers is not for the faint hearted and is a great personal challenge.

Kayak - Explore



Paddle to Hot Pools right on the lake edge and only accessible by boat. Sunset trip with BBQ dinner and Glow Worms in summer.



WWW.RIVERRATS.CO.NZ

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Check us out on Facebook & Tripadvisor

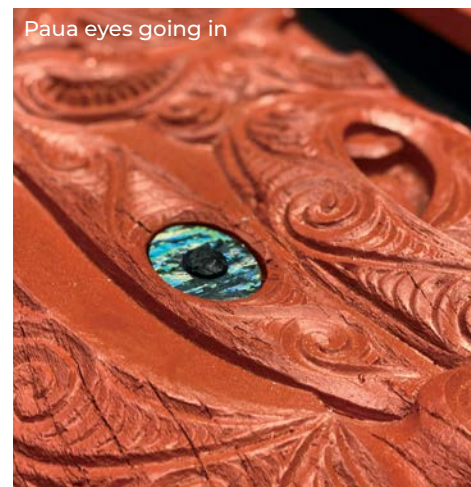
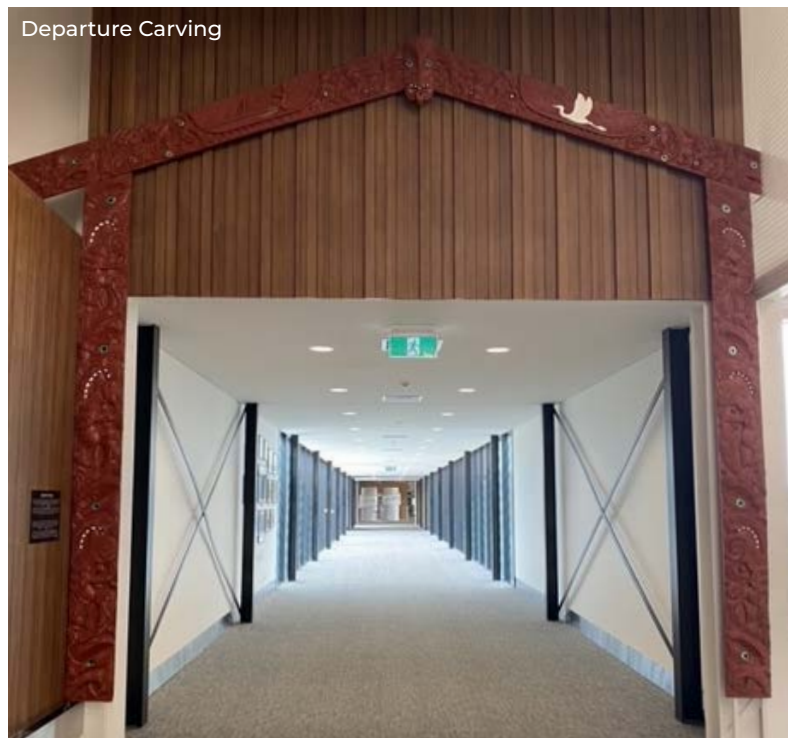
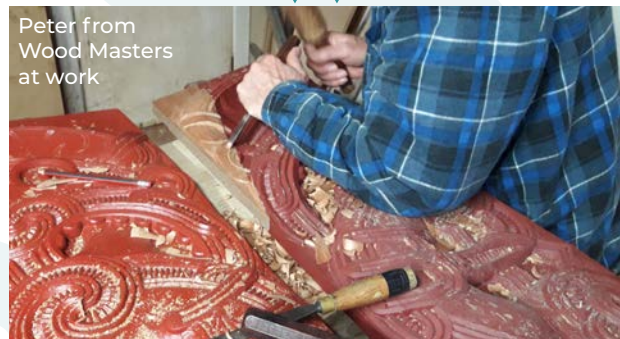




MICHELLE HERRICK, MARKETING + DIGITAL MANAGER

Restoring the exterior carvings turned out to be a project of passion and pride. Learning about the history and the love story behind the carvings, meant we were able to honour the past by documenting the meaning of these beautiful taonga.

Restoring these beautiful carvings, which were originally located at the exterior of the old terminal, was difficult as rot had taken hold. We found a local craftsman (Peter Bjarnesen from Wood Masters) to restore them back to their original beauty and strength, under the watchful eye of the original master carver who is now based at Te Puia. We also documented the story of the carvings in Te Reo Māori (thanks Anaha Hiini from Kōtihi Reo) and English. The new carvings received a dawn blessing by Uenukukōpako elders.



Arrivals Carving

This carving was originally made in the late 1980s by the Māori Arts and Crafts Institute Carving School for the Rotorua Airport and was located outside of the arrivals terminal. Time and harsh environmental factors caused major deterioration. Restoration back to its original state was completed in late 2020 with the new location offering protection from the elements. The carvings once again take pride of place at the southern entrance to the glass walkway in the arrivals terminal.

The centre piece signifies the people of Ngāti Uenukukōpako. The left ama shows the Māori Chief Whakaue at the top and the legendary Tūtānekai with his kōauau Murirangaranga underneath. The right ama shows Chief Umukaria at the top and his daughter Hinemoa with her six calabashes underneath. The love story of Hinemoa swimming across the lake to be with her lover Tūtānekai on Mokoia Island is legendary in Rotorua.

He mea tārai tēnei whakairo i te pito whakamutunga o ngā tau 1980 e NZMACI, arā, e te New Zealand Māori Arts and Crafts Institute kia tū ki waho atu i te wāhanga taenga o te Taunga Waka Rerenga o Rotorua. Nā wai rā ka pirau haere te whakairo nei i ngā āhuatanga o te huarere pēnei i te rā, i te mātao, i te ua me te hau. Ka whakahouhia ake te whakairo nei i te tau 2020 ka whakatūhia ai ki tēhē wāhi haumarua kia kore ai e tere pirau anō i te huarere. E tū whakahīhi nei ngā whakairo i te urunga tonga o ngā kūaha karaehe i te wāhanga taenga.

Ko te iwi o Ngāti Uenukukōpako te wāhanga o waenganui. Kei runga i te ama mau i te rangatira e kīia nei tōna ingoa ko Whakaue, ā, ko te toa horopū, ko Tūtānekai me tana kōauau a Murirangaranga kei raro iho. Kei runga i te ama katau ko te rangatira e kīia nei ko Umukaria, ā, ko tana tamāhine, ko Hinemoa me ana hū e ono kei raro iho. He whakahirahira te kōrero aroha i Rotorua nei mō te kauhoe a Hinemoa i te moana o Rotorua ki Mokoia kia tae ia ki tana makau, ki a Tūtānekai.

Departures Carving

This carving was originally made in the late 1980s by the Māori Arts and Crafts Institute Carving School for the Rotorua Airport and was located outside of the departures gate. Time and harsh environmental factors caused major deterioration. Restoration back to its original state was completed in late 2020 with the new location offering protection from the elements. The carvings once again take pride of place at the northern entrance to the glass walkway in the departures terminal.

The left maihi (mast) depicts a tauihu or canoe prow, this represents the Arawa canoe which brought the local people here from Hawaiki. Te Arawa, a replica, was the name of the war canoe which was used on lake Rotorua. The remains of which are still located at the rear of Saint Faiths Anglican Church at Ohinemutu. The right maihi includes a kōtuku or white heron, this represents that just as the kōtuku always returns to its nesting site, so do visitors leave and return home safely. Hence the saying, 'He kōtuku rerenga tahi'. The kōtuku is symbolic of safety and protection.

He mea tārai tēnei whakairo i te pito whakamutunga o ngā tau 1980 e NZMACI, arā, e te New Zealand Māori Arts and Crafts Institute kia tū ki waho atu i te wāhanga wehenga o te Taunga Waka Rerenga o Rotorua. Nā wai rā ka pirau haere te whakairo nei i ngā āhuatanga o te huarere pēnei i te rā, i te mātao, i te ua me te hau. Ka whakahouhia ake te whakairo nei i te tau 2020 ka whakatūhia ai ki tēhē wāhi haumarua kia kore ai e tere pirau anō i te huarere. E tū whakahīhi nei ngā whakairo i te urunga raki o ngā kūaha karaehe i te wāhanga wehenga.

Ko te tauihu o te waka o Te Arawa nāna nei te iwi i kawe i Hawaiki rā anō ki Aotearoa e whakatinanahia ana i te maihi mau. He tauira noa iho te waka tauā nei i tapaina ai ki te ingoa o Te Arawa i hoea hoki ai i te moana o Rotorua i ngā rautau. Kei muri tonu i te whare karakia Mihingare o St Faiths ki Ohinemutu tēhē wāhanga o taua waka rā. He kōtuku kei te maihi katau e whakatinana nei i te hokinga o ngā manuhiri ki o rātau kāinga, tōna rite ki tā te kōtuku hoki atu ki tōna kōhanga. Kia whakataukīhia ake rā, 'He kōtuku rerenga tahi'. Ko te kōtuku te tohu o te haumarua me te tiaki.



TERRACE AIRSIDE

CAFÉ & BAR

Terrace Airside (sister premise to Terrace Kitchen & Eastwood Cafe) is much more than your typical airport cafe, we're the east-side destination for those after the perfect brew and tasty treats set in a cool, casual atmosphere. Bring down your crew for an after-work bevy, or pack the kiddies and enjoy food from our home-baked cabinet selection while watching the planes land from front-row airside seats.

INSTAGRAM / FACEBOOK
@TERRACE_AIRSIDE



ROTORUA AIRPORT
DEPARTURES LOUNGE

1HR FREE PARKING | FULLY LICENSED | ATOMIC COFFEE | PRIVATE EVENT SPACE

Always working to make Rotorua Airport a better place for everyone, we've recently unveiled some new spaces for all.

Based on feedback from customers, we have created two new spaces for travellers, which are free to use and available to everyone.

Introducing the Kāramuramu Parents' Room, designed to offer a private space to feed, change or heat a bottle for your little one while on the go. There are toys for toddlers, a microwave, change table and comfy couch for feeding a baby. The other space is called the Mokoia Meeting Room and is located in the departures lounge. It is a free space for travellers needing somewhere to make a Zoom call or just needing to work in private while in transit or waiting for a flight.

Another little project we've recently finished is the Rotorua Airport History Wall. Take a browse through the history of the airport from 1964 to 2020. You may just recognise some local Rotorua heroes!

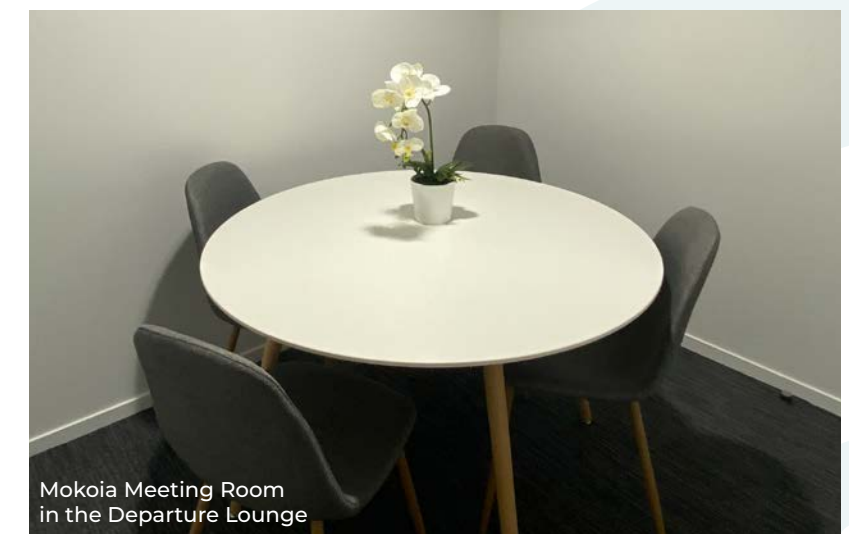


Kāramuramu Parents' Room NOW OPEN



Kāramuramu Parents' Room
in the Departure Lounge

Mokoia Meeting Room NOW OPEN



Mokoia Meeting Room
in the Departure Lounge



ESSENTIAL BUSINESS AWARD WINNER - ROTORUA AIRPORT

Rotorua Airport won the Rotorua Business Award's 'Essential Business of year' in 2020'. Well done to the team for facing the challenge of COVID-19 and staying productive, operational and maintaining essential life saving facilities for the Rotorua community.

OUR COVID-19 ACTION PLAN

Well before the impending possible lockdown our management team created Rotorua Airport's COVID-19 Action Plan. We lead NZ Airports in how we managed this. While our key goal was to keep the Airport open for the community we included ways to keep our essential fire and operations staff safe and utilize their time as best as possible. We also created projects for our management team to assist with future growth of the airport and surrounding areas. Our staff an attitudes were key.

We were ready, we were prepared

16 MAR 2020
Rotorua Airport Covid-19 Action Plan Created

25 MAR 2020
COVID-19 Alert Level 4 Starts in NZ

ROTORUA AIRPORT COVID-19 ACTION PLAN

- ✓ Airport must remain operational at all times
- ✓ Continuity of all key airport services
- ✓ Assist with essential, to community lifeline flights
- ✓ Ensure safe and secure public facilities
- ✓ Support and protect customers and community
- ✓ Retain all staff and adjust essential duties for safety
- ✓ Essential staff to access leave/annual leave
- ✓ Other staff to work where possible
- ✓ Implement security checks, joint meeting work
- ✓ Communicate to public with positive messaging
- ✓ Complete work on current Airport Masterplan
- ✓ Apply for Crown Infrastructure Project (CIP) funding
- ✓ Complete Safety Management System (SMS) audit

ROTORUA AIRPORT COVID-19 RESPONSE 2020

HOW WE MANAGED THE RISK TO COMMUNITY

Rotorua Airport has a robust cleaning, sanitisation and prevention protocol in place. We increased the frequency of thoroughly cleaning all public areas, in particular high-traffic areas and bathrooms. Hand sanitiser is available throughout the airport terminal for both staff and our customers. We have also placed Ministry of Health notices throughout the terminal to provide reminders about preventative hygiene measures.

Keeping the Airport clean and safe!

3x
We increased the frequency of our cleaning to keep the public safe.

☒ Ensure safe and secure public facilities

☒ Support and protect customers and community

ROTORUA AIRPORT COVID-19 RESPONSE 2020



OTHER CHALLENGES COVID-19 DELIVERED

Not long after COVID-19 sent NZ into lockdown Airways announced they were planning to close the Rotorua Air Traffic Control Tower. Our management and board worked tirelessly around the clock to oppose this decision which in the end resulted in us retaining the tower for the next 10 months at least. Our board had an 30+ extra calls, zooms, discussions about this situation.

We are an Airport with a tower

30+
Board meetings and zoom calls to help and assist with COVID-19 and Airways

☒ Board helped and assisted management through Covid-19

☒ We retained our Air Traffic Control Tower

ROTORUA AIRPORT COVID-19 RESPONSE 2020

IMPACT OF COVID-19 ON ROTORUA AIRPORT

The aviation industry in general has taken a huge turn since covid-19 and we are no different. We've had 60K in passenger numbers lost, a projected loss of over \$350K, our terminal development was halted. The impacts are far and wide. But we've come through stronger, we know our team's skill set is deep and we are in a fantastic position to move into the future to support Rotorua's wider community.

From record high to \$350K projected loss.

60K
We are down 60,000 passenger movements for this year

☒ Terminal development halted

☒ Projected loss of over \$350K

ROTORUA AIRPORT COVID-19 RESPONSE 2020

KEEPING STAFF SAFE AND EMPLOYED

Early on we knew we had to change our fire + operations team shift to cater for a our COVID-19 Action Plan. We went from a 3x3 to a 2x4 shift structure to keep our team safe and prepared for the unknown. All staff had flu injections, regular health checks, additional advice for preventative measures, increased cleaning of communal areas and updated PPE protocols.

Resilience and courage from our staff

ALL
Staff were supported and retained. Non essential service staff were able to work from home.

☒ Retain all staff and adjust essential duties for safety

☒ Other staff to work where possible

ROTORUA AIRPORT COVID-19 RESPONSE 2020

USING OUR TIME TO UPSKILL AND COMPLETE TASKS

Our fire and rescue team used their time to also complete over 50 tasks on our annual landside works programme which was accelerated as part of our COVID-19 Action Plan. They also trained and upskilled via remote learning.

We also completed 7800 lineal metres of runway cracks and joint sealing during lockdown.

Using our skills to save money!

7800
Lineal metres of runway crack and joint sealing completed

☒ Essential staff to access leave/annual leave

☒ Implement security checks, joint meeting work

ROTORUA AIRPORT COVID-19 RESPONSE 2020

OTHER KEY ACHIEVEMENTS DURING LOCKDOWN

We completed the Rotorua Airport's current Masterplan. This is 30 year plan for the airport and surround area's. We applied for two key Crown Infrastructure Project (CIP) funding applications. The General Aviation Precinct and the Eastern Business Park Roundabout. So far we know of one projects acceptance. In early April all remotely we completed an audit and were certified for our Safety Management Systems (SMS) audit.

3 projects which will create future jobs!

3
Key projects completed during lockdown

☒ Complete work on current Airport Masterplan

☒ Apply for Crown Infrastructure Project (CIP) funding

☒ Complete Safety Management System (SMS) audit

ROTORUA AIRPORT COVID-19 RESPONSE 2020

POSITIVE SOCIAL MEDIA MESSAGING

☒ Communicate to public with positive messaging

ROTORUA AIRPORT COVID-19 RESPONSE 2020

WHAT ROTORUA AIRPORT DID FOR OUR COMMUNITY

Our goal was to remain open and offer key airport services 24/7 to ensure community lifeline flights, essential worker travel and emergency services could continue.

We worked with the Rotorua Council and Lakes District Health Board and NZ Border Agencies to proactively manage the risk and keep our staff safe.

We were open to save lives!

35
Lifeline or essential service flights during lockdown

☒ Airport must remain operational at all times

☒ Assist with essential, to community lifeline flights

☒ Continuity of all key airport services

ROTORUA AIRPORT COVID-19 RESPONSE 2020



We've upgraded our **General Aviation** page to include all the information visiting pilots might need.

JAYNE MARSH, HEALTH + SAFETY MANAGEMENT SYSTEMS

ROTORUA AIRPORT

FLIGHTS PARKING & TRANSPORT FACILITIES CORPORATE COMMERCIAL SAFETY

Where to park your aircraft

Aeroplanes

The GA Aeroplane parking area is on the grass to the North of the main Apron.

- Follow the taxiway as shown in the photo.
- CAUTION taxiway edge marked yellow, this is a prop strike risk. Ensure you taxi to the end of the curb before turning into the parking area.
- Aircraft with a large wingspan use this taxiway. Please park well clear (park West of the white cones).
- Follow the same path in reverse to exit.
- DO NOT taxi between the Z fuel pump and open drain, marked with a red X.
- Parking on this grass area is free.
- Overnight parking is fine at your risk, we will take all due care but it is ultimately the pilot's responsibility to ensure the aircraft is appropriately secured against weather and locked.

Helicopters

- The GA Helicopter parking area is on the grass to the South of the main Apron.
- Parking on this grass area is free.
- Overnight parking is fine at your risk, we will take all due care but it is ultimately the pilot's responsibility to ensure the aircraft is appropriately secured against weather and locked.

Fuel

Rotorua Airport has both Z Fuel (Avgas 100) and Air BP (Avgas 100 / Jet A-1) available via swipe card. Airfuels is also on-site but this belongs to a private company and is not available for general use.

Please park your aircraft on the sealed area to the East of the pump when using Z Fuel, thank you!

High traffic area over Rotorua City

There's an area near Lynmore / Rotorua Racecourse / Lakefront Golf Course approximately 4nm SW of Rotorua Aerodrome. This area is the confluence point of several flight paths and is generally a high-traffic area. We advise extra vigilance with lookout in this area.



Introducing Rotorua's exciting new development - Rotorua Airport Air Park. As Gateway to the Central North Island, this is an ideal location for General Aviation and Aviation Related Businesses



- ✈ Direct Airside and Landside Access
- ✈ Close Proximity to Rotorua and Tauranga
- ✈ Off the Shelf or Bespoke Designs
- ✈ Flexible Leasing Options
- ✈ Limited Spaces - Act Fast!

Expressions of interest welcome

Blair Simm 0274 574 301
blair@rotorua-airport.co.nz
Commercial Manager
Rotorua Airport Limited



Latest google reviews and statistics from customers choosing to use Rotorua Airport - Gateway to the Central North Island.



Family friendly environment. Love the whanau room really handy for families with young children and disabled children with sensory needs.

- Taima Cameron



Well, what a light, bright and clean airport. 10/10 from me.

- Christine Harrison



Calm, great views, good place to wait for flight.

- Heather Kinsey



Brilliant experience. Clean, quiet airport. Very efficient boarding process.

- Tracey Raureti

168

Business Hub Customers Sign Up

49

Customers using the Rotorua App

4.3/5

average rating from 129 total reviews

101k

Views on Google My Business



The Long-term Plan is being developed based on Council’s key priorities and to reflect what the community has said is important to support a safe, thriving and prosperous Rotorua.

We have a lot of **hard mahi** to do.

- **He Papakāinga, He Hāpori Taurikura**
Housing and Thriving Communities
(including investment in the Rotorua Aquatic Centre)
- **Whanake Ōhanga**
Economic Development
- **Whakahaumaru Hāpori**
Community Safety
- **Panonitanga Āhuarangi**
Climate Change
- **Hangaroto**
Infrastructure

Have **your** say!





COLIN MACPHEE, ROTORUA AERO CLUB

Rotorua Aero Club Days: 18 April, 16 May and 20 June



At the January Club Day, the Club Committee and a number of club members met to discuss the future of the Club Cessna 172.

The club voted to overhaul the engine at a cost of \$50,000+gst.

An array of funding options and a bank loan will cover the cost of this. On

that note, the club extends its sincere gratitude and thanks to Barry and

Lorraine Vincent for a generous donation of \$5,000 to help kickstart the

engine restoration fund. If you would like to make a donation to the club,

please get in touch. Keep an eye on Facebook for all up and coming events

and club days. Dates may be subject to change based on flying conditions

and potentially Covid-19 Alert Levels.



Rotorua Young Eagles Programme



Bailey van den Broek has provided a comprehensive educational

programme for the Rotorua Young Eagles. Committed students

will be rewarded in due course with some flying time, following

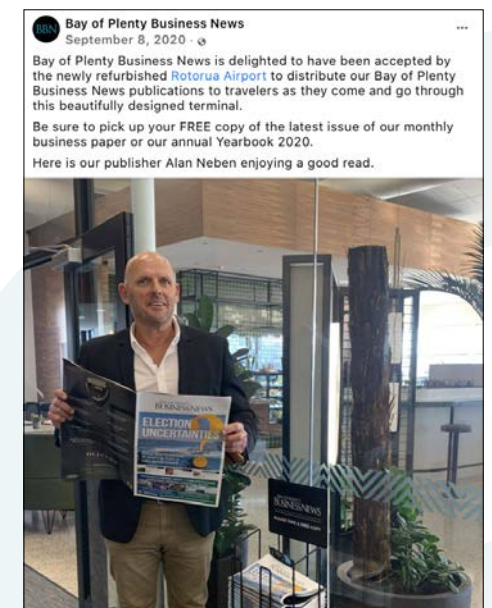
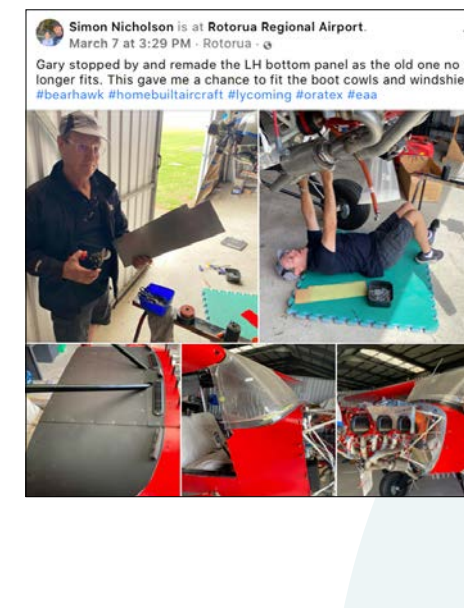
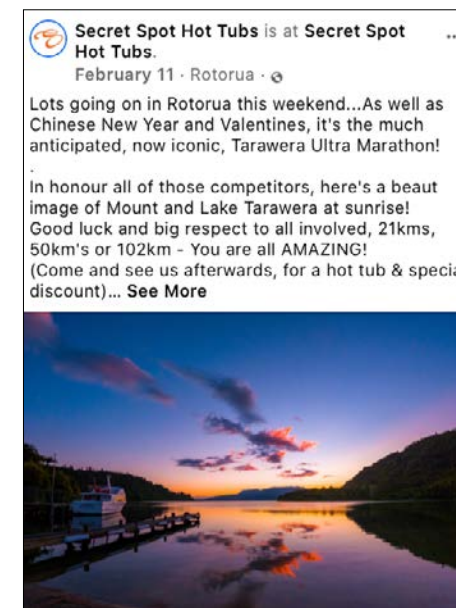
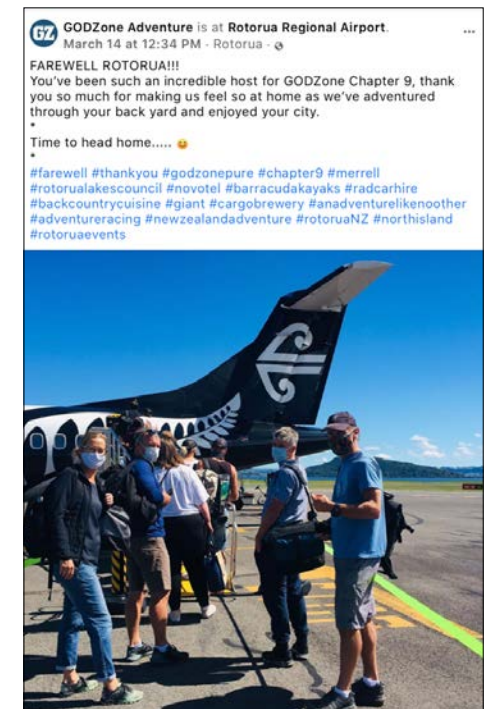
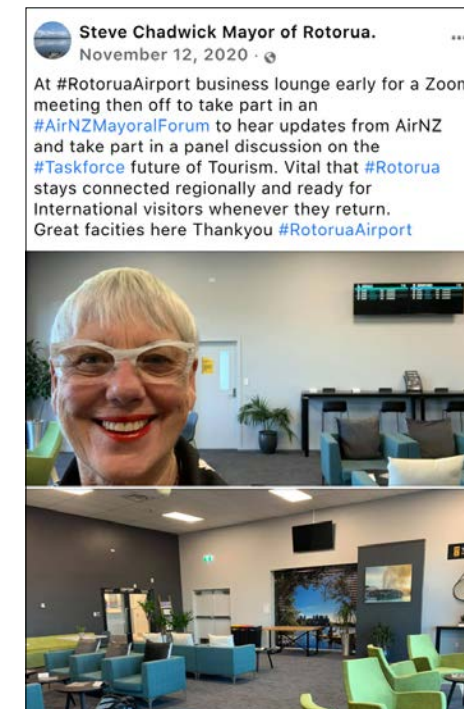
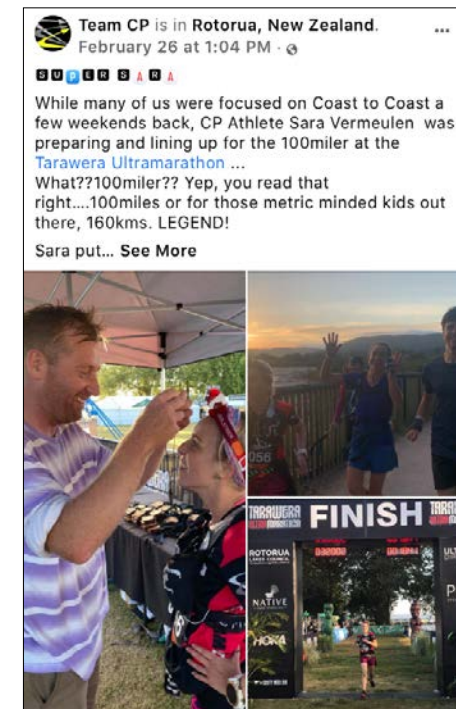
the grant received from the Rotorua Energy Charitable Trust. If

you'd like to join please contact Angela Drabble, Young Eagles

Coordinator on ange.drabble@yahoo.co.nz



There have been some amazing sporting, community and cultural events run lately in Rotorua, check out the media mentions.





POLYNESIAN SPA

GEOTHERMAL HOT SPRINGS
AND THERAPIES



POLYNESIAN SPA

Experience New Zealand's
most iconic geothermal
bathing hot spot

Polynesian Spa is nestled amongst the scenic shores of Lake Rotorua and has been a cornerstone of the city's reputation as a geothermal wonderland for over a century. The two geothermal springs that feed into the facilities 28 bathing pools were once regarded as miracle healing waters, and the source of the fountain of youth itself.

