

# Welcome TO OUR PLACE

Kia ora and welcome to Christchurch Airport! We're thrilled you've joined the airport team.

Christchurch Airport is a bustling hub for travellers and a huge contributor to the New Zealand economy. We believe we live in the best place on earth, so we want to see it prosper.

We champion Te Waipounamu the South Island and Aotearoa New Zealand, for today and tomorrow, to help change the lives of residents and visitors for the better, forever.

Our mission is ambitious. We want to be recognised for three areas of focus: enhancing people's lives (our team, customers, partners and communities), fuelling the economic prosperity of the South Island and New Zealand, and being great Kaitiaki of our planet (guardians of safety, security and sustainability).

Christchurch Airport is New Zealand's second largest airport. As the international gateway for Ōtautahi Christchurch and the South Island, we are the busiest and most strategic air connection to the world's trade and tourism markets.

More than 7,000 people are employed on the airport campus in full time, part time or casual roles, making it the largest single centre of employment in the South Island, so you've joined a big family!

In this information pack you'll find everything you need to know about operating at Christchurch Airport.

# Key Contacts

**EMERGENCY SERVICES**

111

**WENDY DOESBURG**

STAKEHOLDER MANAGER

027 813 9644

[wendy.doesburg@cial.co.nz](mailto:wendy.doesburg@cial.co.nz)**INTEGRATED OPERATIONS  
CENTRE (IOC)**

03 353 7777

0508 77 8888 (in an emergency)

**AIRPORT SERVICES**

AIRPORT SERVICES SHIFT LEADER

021 226 0168

[GRP\\_AS\\_SENIORS@cial.co.nz](mailto:GRP_AS_SENIORS@cial.co.nz)

PARK TO PLANE SUPPORT TEAM

03 353 7749

[supportdesk@cial.co.nz](mailto:supportdesk@cial.co.nz)



# Meet OUR TEAM

---

Our team is known for going above and beyond, working collaboratively and tirelessly for Ōtautahi Christchurch, Canterbury and the South Island. We pride ourselves on being incredibly welcoming, relentlessly positive, extremely knowledgeable and genuinely approachable. We're proud to work at the airport and be an active part of the community.

---

## COMMERCIAL

The Commercial team is based at the Christchurch Airport Offices on level 4 of Express Park (the multi-storey car park building).

Led by Nic Sullivan (Commercial Manager), together with Wendy Doesburg (Stakeholder Manager) and Malcolm Barker (Revenue Manager) the Commercial team is responsible for tenant management, sales and marketing, financial management and contract negotiation for all new and existing commercial leases.

Wendy is your first point of contact and provides guidance on all operational requirements for your store. You can contact Wendy by email [wendy.doesburg@cial.co.nz](mailto:wendy.doesburg@cial.co.nz) or phone 027 813 9644.

## AIRPORT SERVICES

The Airport Services team works on a 24/7 roster to manage the day-to-day operations of the terminal, assisting passengers and terminal stakeholders. Team members are available to answer questions travellers may have, help with directions, complete terminal checks, assist with unattended items, and provide first response during medical emergencies and terminal evacuations.

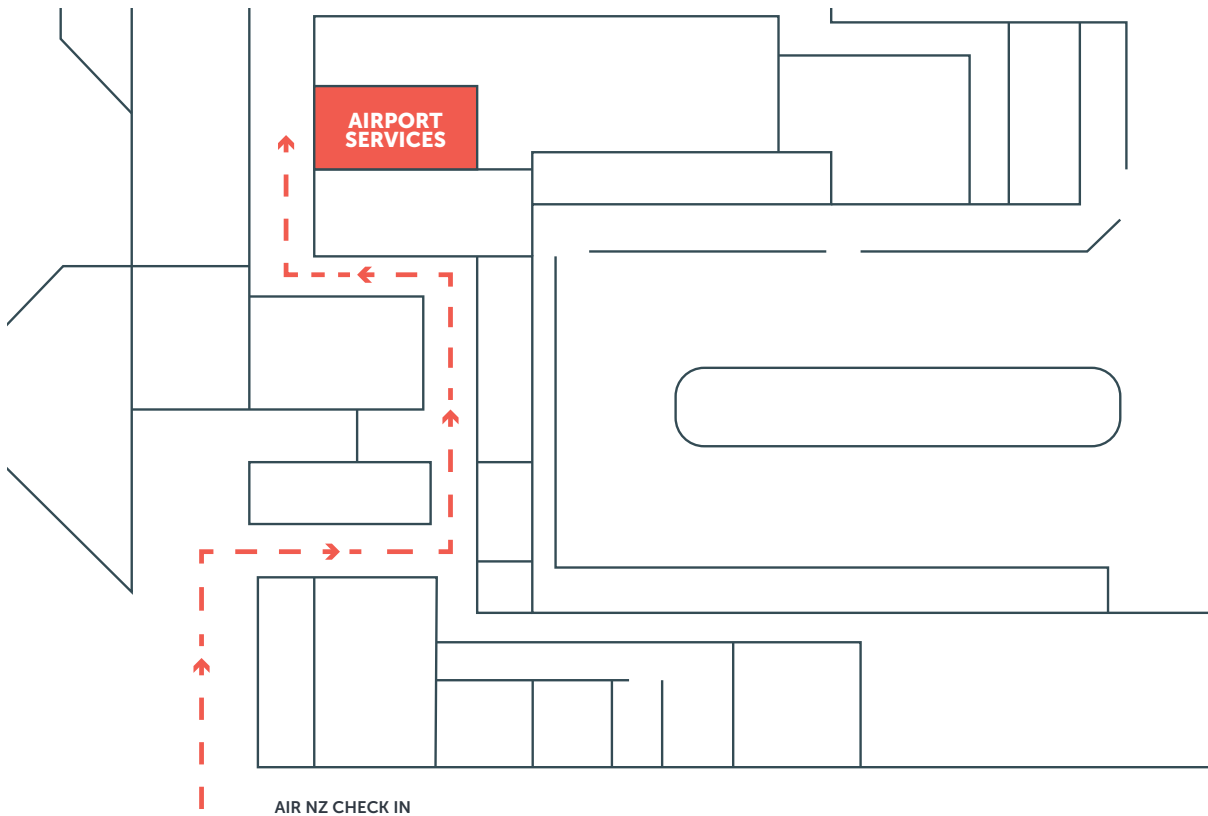
During terminal evacuations, Airport Services teams are trained to clear the area, act as the Building Warden and Deputy Building Warden, and liaise with passengers and tenants.

## PARK TO PLANE (P2P) SUPPORT TEAM

Located in the Airport Services Office

The Park to Plane Support team assists airport staff with terminal and staff car park access cards, lost and found items, sunflower lanyards, and general passenger or stakeholder enquiries.

Located in the Airport Services Office on the ground floor behind the Air New Zealand check-in area, the P2P Support team is available Monday to Friday 8.30am – 4.30pm (excluding public holidays).



## GROUND TRANSPORT

The Ground Transport team works on a roster and manages the day-to-day operations of the car parks and ground transport network. Teams are available to answer questions travellers may have, help with directions, and complete car park checks to ensure the safe and efficient movement and parking of land transport vehicles around the terminal and airport campus.



## INTEGRATED OPERATIONS CENTRE (IOC)

Our IOC team works on a 24/7 roster to monitor and oversee the operations of the airport, including the terminal, car parks and airfield. IOC is located at 151 Grays Road (adjacent to the Airport Fire Service).

The team receives calls for emergency assistance on the airport campus (including calls made from emergency phones located airside and landside), car park assistance calls, general enquiries, Christchurch Airport's Corporate Office and IT after hours, and Citycare after hours (for all urgent faults).

The Emergency Alerting System, Access Control System, CCTV Cameras, Fire Alarm System, Weather Systems, Christchurch Airport seismographs (located around the campus), Car Parking System, Swing Gate and Exit Races are all monitored by Integrated Operations Centre (IOC).

IOC coordinates emergency and incident responses, liaising with emergency response agencies, air traffic control and airport stakeholders, send a variety of txt notifications to terminal tenants, airlines, and agencies, should operations be affected.

## AIRFIELD OPERATIONS

The Airfield Operations team is responsible for the day-to-day management of the airfield. Those responsibilities include airside safety and compliance, wildlife hazard management, apron operations, emergency management, airfield pavement maintenance works (APMW), and airfield projects (including runway, taxiway, and other construction projects).

## WILDLIFE CONTROL

Our Wildlife team maintains the airfield, patrols for hazards and helps deter pest populations. Various methods and equipment types are used to disperse, harass, or eliminate the presence of wildlife on the airfield to ensure a safe flight path for all aircraft arriving and here. A robust reporting system ensures we're tracking and monitoring wildlife activity and habits daily to mitigate risk.

## INCIDENT MANAGEMENT TEAM

We have a trained and experienced Incident Management Team (IMT) and support crew ready and able to respond to any incident or accident that may occur on, or in the vicinity of, Christchurch Airport.

The IMT works to the nationally recognised Coordinated Incident Management System (CIMS) framework, in conjunction with all emergency responders (Fire and Emergency New Zealand, New Zealand Police, Hato Hone St John, various welfare agencies and our own Airport Fire Service) and maintains close relationships with all airport stakeholders, including border agencies, aviation regulators, airlines and ground handlers.

Emergency response practical exercises and desktop sessions are regularly planned and implemented to ensure operational readiness and compliance at all times.

## APRON OPERATIONS

The Apron Operations team is responsible for managing daily apron operations for all airport stakeholders. This includes management of:

- Aircraft parking in coordination with maintaining essential apron infrastructure, including pavement and ground support equipment
- Airside safety incidents and subsequent investigations
- Airside driving practices and procedures.

## AIRPORT FIRE SERVICE (AFS)

The Airport Fire Service team works on a 24/7 roster and is trained in emergency response. Our firefighters are also first responders for medical emergencies on the campus, as well as aircraft and fire emergencies.

## HEALTH, SAFETY AND WELLBEING

At Christchurch Airport, great Kaitiaki – guardians of safety, security and sustainability – is a key pillar of our business. We're committed to protecting our people and working with our stakeholders and campus community to achieve a safe environment for everyone.

One of our values, 'Look after each other', guides the way we do business and supports our approach for maintaining the health, safety and wellness of all people who work and play on the airport campus, including you and your team.

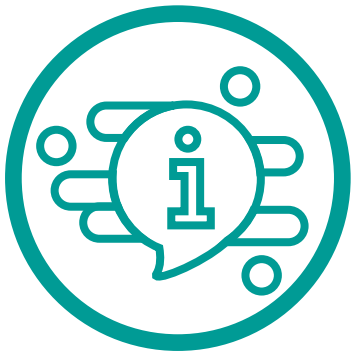
By being positive, communicating openly and doing the right thing, we can look after each other, so if you see or hear anything that might cause harm, or might be an opportunity for improvement, please call our Airport Services Shift Leader.

## AIRPORT AMBASSADORS

Our Airport Ambassadors volunteer their time and play an important role here, providing visitors with information about the airport's services and facilities.

They're here to help visitors every day and you'll find them at one of our information desks located throughout the terminal.

If passengers have questions you or your staff can't answer, please direct them to either a member of the Airport Services team or one of the Airport Ambassadors.



# Terminal INFORMATION

---

A range of helpful information and services to help you on your way. From access cards to terminal opening hours and special assistance for passengers.

---

## ACCESS CARDS

All staff working in the terminal require a door access card and if applicable a staff car parking card, and MUST wear as a form of identification, either a Civil Aviation Authority (CAA) Permanent Airport Identity Card (AIC) or a Tenant Photo Identification Card.

If your work takes you airside (area between Aviation Security screening point and boarding gates), you will require a CAA card. You can apply for your CAA card here: [aviation.govt.nz/permanent-airport-identity-cards](https://aviation.govt.nz/permanent-airport-identity-cards)

Before any terminal access cards can be issued, it's mandatory for all staff to complete the Christchurch Airport induction training module. To access the online campus training, email your full name and email address to [supportdesk@cial.co.nz](mailto:supportdesk@cial.co.nz). Please note Managers may prefer to use their email address so they receive campus training logins on behalf of staff.

To start the application process for access and car parking cards, staff will need to complete a CS13 form. Once you've completed the CS13 and online campus training, you'll need to take the completed paperwork to the Park to Plane Support team in the Airport Services office where your access card will be issued. At this time your photo will be taken and this will be electronically added to your access card. Staff car park cards can be issued from your commencement date and this request should be noted on the CS13 form.

It is the employer's responsibility to recover access and car park cards from employees at the termination of their employment and return the cards to the Airport Services office as soon as possible. A fee may be charged for any cards not recovered and returned. Any lost access or car parking cards must be reported immediately to the Park to Plane Support team.

## ADVERTISING

If you have a promotion you'd like to advertise, we can assist with advertising spaces in the terminal and on the Christchurch Airport website. Please email the Marketing team [marketing@christchurchairport.co.nz](mailto:marketing@christchurchairport.co.nz) for more information and to submit a request.

## AIRLINES

With regular services to 15 airports throughout New Zealand and more than 140 international arrivals and departures every week, we're proud to connect travellers to their destinations at home and abroad.

Airline contact information can be found on our website: [christchurchairport.co.nz/airline-contacts](http://christchurchairport.co.nz/airline-contacts)





## AIRLINE LOUNGES

### AIR NEW ZEALAND DOMESTIC LOUNGE

- Located in Domestic Departures
- Open daily, from one hour before the first flight until the last departure

### AIR NEW ZEALAND REGIONAL LOUNGE

- Located on the ground floor of the airport terminal, behind Fly Thru Cafe and next to Gates 2-14
- Open daily, from 5.30am until the last departure

### AIR NEW ZEALAND INTERNATIONAL LOUNGE

- Located in International Departures within Aelia Duty Free
- Open daily, from 2.5 hours prior to departure

### MANAIA LOUNGE

- Located in International Departures opposite Gate 29
- Opening hours vary, so please check out [prioritypass.com/airport-lounges](https://prioritypass.com/airport-lounges)
- Travellers may be able to pay at the door to enter, subject to availability

## ANIMALS

Animals at our airport can be a threat to the safety of aircraft operations and our trained Aviation Security Service (AVSEC) dogs.

To ensure ongoing safety for all, animals are not permitted here unless they are approved working assistance dogs or secured in an appropriate crate that complies with airline regulations.

## BATHROOMS

There are several bathroom facilities in the terminal, and all toilets throughout the terminal have mobility access.

Shower facilities are available at Check-in, International Departures and International Arrivals. Anyone using the shower facilities will need to provide their own toiletries.

All gender toilets are located on the Ground Floor by Domestic Bag Claim and in International Departures.

## CARRYING OUT WORK IN THE TERMINAL

No works can be undertaken without prior approval by the Stakeholder Manager.

This includes removal of any fixtures or fittings, or any remedial works.

Tenants are responsible for their employees, subcontractors, agents and other contractors involved in any work being undertaken, and tenants are also responsible for the consequences of a failure by any of its employees, subcontractors and agents.

Due to their knowledge of the airport, Citycare are Christchurch Airport's preferred contractor. If you require a quote for work to be undertaken within your tenancy, please contact Citycare direct on 0508 CITYCARE (248922).

## CCTV CAMERAS AND DATA CAPTURE

The installation of CCTV cameras inside your outlet is permitted, however these must face into your outlet only and must not capture any public area.

Any other solution for data capture must also not extend beyond your tenancy boundary into a public area. Depending on the solution, it may need to be reviewed to ensure it doesn't interfere with airport systems.

Please contact the Stakeholder Manager prior to installation.

## CHRISTCHURCH AIRPORT VOUCHERS

If you've agreed to accept the Christchurch Airport food and beverage vouchers, there's a process you'll need to follow for payment of these. The receipt for the transaction must be stapled onto the voucher.

- Each voucher has a unique number on the back.
- Vouchers have no cash value, cannot be exchanged for a cash refund and are non-refundable.
- Any unused balance cannot be transferred, and change cannot be given.
- If the transaction exceeds the voucher amount, the recipient must pay the remaining balance amount by cash, Eftpos or credit card.

Email your invoice (including vouchers and receipts) to [accounts@cial.co.nz](mailto:accounts@cial.co.nz). Please ensure both the front and back of the voucher, along with the receipt, are scanned.

Please note Christchurch Airport vouchers are different to airline vouchers. Don't accept any airline vouchers unless you've contacted individual airlines and had approval for acceptance and payment. Please contact the Stakeholder Manager for airline details.

## CURRENCY EXCHANGE AND ATMS

There's a range of places to withdraw cash or take care of passengers' international currency needs in the airport terminal.

### CURRENCY EXCHANGE

Travellex has three stores – Check-in, International Departures and International Arrivals. Open 365 days of the year, passengers can purchase or exchange more than 60 major foreign currencies. Travellex ATMs are located throughout the terminal, with selected ATMs dispensing New Zealand Dollars, Australian Dollars, US Dollars and Euro.

### ATMs

There's an ANZ ATM located in the Food Court on Level One.

## DELIVERY OF GOODS

Goods can be delivered to the Southern Loading Bay located at the southern end of the terminal. As entry to this area is restricted, anyone wishing to deliver goods must have an access card to swipe at the barrier arms and roller doors. Entry will be denied to any drivers turning up at the barrier arm without an access card.

Access cards can be obtained from the Airport Services office.

Please note to avoid overcrowding in this multi-use area, our preference is that deliveries are made straight to your store and not left in the Southern Loading Bay.

To enable the safe movement of vehicles and people in this area, please ensure staff use the pedestrian walkways and not the vehicle access areas.

## DEPARTURE GATES

### DOMESTIC DEPARTURE GATES 2 – 15

Flights departing from Gates 2-15 are to smaller towns around New Zealand.

Gates 2-14 are located at the south end of the terminal, on the Ground Floor.

Gates 15 A, B and C are located on Level One.

### DOMESTIC DEPARTURE GATES 16 – 22A

Flights departing from Gates 16-22A are to towns and cities around New Zealand, and depart from Domestic Departures on level one.

Anyone entering Domestic Departures must go through security screening. If you enter this security enhanced area it must be for work purposes only and you must be wearing the required CAA (Civil Aviation Authority) card.

### INTERNATIONAL DEPARTURE GATES 23 – 34

International Departure Gates 23-34 are located on level one at the northern end of the terminal in International Departures. Anyone entering International Departures needs to go through security screening. Please use the staff lane.

If you enter this security enhanced area it must be for work purposes only and you must be wearing the required CAA (Civil Aviation Authority) card.



# FIRST AID COURSES

First aid courses are available through our Airport Fire Service team. Courses are assessed against NZQA standards and can be delivered onsite at your premises or at the Christchurch Airport offices.

## BASIC FIRST AID

4 hours

Covers NZQA Unit Standard 6402:

- Scene and hazard management
- Patient positioning and assessment
- CPR (adults, children, infants)
- Defibrillator (AED) use
- Choking (adults, children, infants)

## ESSENTIAL FIRST AID

8 hours

Covers NZQA Unit Standards 6401 and 6402:

- Scene and hazard management
- Patient positioning and assessment
- CPR (adults, children, infants)
- Defibrillator (AED) use
- Choking (adults, children, infants)
- Bleeding and shock
- Burns
- Poisoning
- Heart attacks and chest pain
- Strokes
- Seizures
- Fractures and dislocations
- Soft tissues injuries
- Allergic reactions (anaphylaxis)
- Asthma
- Diabetes

## DEFIBRILLATOR (AED) TRAINING

90 minutes

## STOP THE BLEED TRAINING

90 minutes

## FIRE EXTINGUISHER TRAINING

2 hours

Covers:

- Understanding the various types of fire extinguishers
- How to respond to a workplace fire
- How to operate a fire extinguisher
- Hands-on use of a fire extinguisher.

## FIRE WARDEN TRAINING

1 hour

Learn how a Building Evacuation Plan is managed as the result of an emergency or trial evacuation.

For bookings and enquiries contact Cam Kenyon by email [cam.kenyon@cial.co.nz](mailto:cam.kenyon@cial.co.nz) or phone 027 201 6276.

## FLIGHT INFORMATION DISPLAY (FID) SCREENS

## GOVERNMENT AGENCIES

There are FID screens throughout the terminal.

FID screens display real-time flight information supplied by airlines for passengers, and they also play a crucial function in managing messaging in the event of terminal evacuations.

### AVIATION SECURITY SERVICE (AVSEC)

AVSEC has four main activities at Christchurch Airport:

- Screening passengers and their carry-on luggage
- Screening checked luggage and airport access controls
- Screening airport workers
- Managing the Airport Identity Card system for restricted areas.

The AVSEC team operate at the Domestic Departures and International Departures screening points.

### NEW ZEALAND CUSTOMS SERVICE

The New Zealand Customs Service is a government agency which protects and promotes New Zealand through world class border management.

Its Māori name, Te Mana Ārai o Aotearoa, means “the authority that screens and protects New Zealand”.

Its goal is to protect New Zealand and advance our economy. Activities include:

- Promoting New Zealand’s international trade
- Collecting Crown revenue
- Enforcing the law by identifying and seizing prohibited imports and exports.

Customs Officers at the airport ensure lawful travellers and items can move across our border as smoothly and efficiently as possible.

The Customs team operates in International Departures and International Arrivals.

### MINISTRY FOR PRIMARY INDUSTRIES (MPI)

Aircraft bring both passengers and cargo to the airport, but the aircraft themselves can bring unwanted pests and diseases in.

MPI’s role is to help aircraft operators and pilots meet our biosecurity requirements.

MPI provides inspectors at our border who manage potential risks from people, planes and goods coming into Christchurch.

The MPI team operates in International Departures.

### IMMIGRATION NEW ZEALAND (INZ)

Immigration New Zealand works with international organisations and industry partners to improve border security and make immigration easy. Their teams lead government strategy designed to help migrants settle in New Zealand.

INZ collects two types of information:

- Advance Passenger Processing (APP) information — collected when a passenger checks in
- Passenger Name Record (PNR) data — information airlines and travel agents collect about a passenger booking

The Immigration New Zealand team operates in International Arrivals.

## CHRISTCHURCH AIRPORT



## INTERNET CONNECTIVITY

Christchurch Airport enables all internet providers to operate on the campus.

Within the terminal building we must manage the connectivity to ensure everything continues to work for all terminal stakeholders. If you require an internet or network connection for your tenancy, please request the desired service from your preferred internet provider, advising them they will need to make arrangements with Christchurch Airport for the 'last mile' connection by contacting [cabling@cial.co.nz](mailto:cabling@cial.co.nz). Please note the 'last mile' connection does come with a commercial cost to your provider.

You may also use your own wireless network within your tenancy. Signal strength however must be managed and no stronger than -90db at the tenancy edge. This is to ensure it doesn't interfere with anyone else operating in the terminal or critical airport systems.

## LOST AND FOUND

Any items lost and found within the airport terminal are stored with our Airport Services team.

They're open Monday – Friday, 8.30am – 4.30pm (excluding public holidays)

To ensure any lost items are reunited with their owner as quickly as possible, any items found by you, or your team, must be taken to Airport Services as soon as they are found. If for any reason you're unable to get there in a reasonable time, please call the Airport Services Park to Plane Support team to advise them you have the item.

Anything left on an aircraft goes to the relevant airline and enquiries for those items should be made to the airline.

## LUGGAGE STORAGE AND WRAPPING

Luggage wrapping and storage facilities are available for luggage, sports equipment, packed bicycles and travel related items at the Travel Store on the ground floor.

## LUGGAGE TROLLEYS

Trolleys are free of charge and available throughout the terminal, including in our car parks.

If you use an airport trolley for transportation of store goods, you must return this to a trolley bay as soon as you have finished with it.

## MEETING ROOMS

HMS Host operates a small meeting room, the Canterbury room, just outside South Bar and Café. Please direct any enquiries regarding this room to the HMS Host team.

Alternatively, Novotel hotel, right outside International Arrivals offers flexible conference facilities and function spaces for meetings and events.

## P.A.W.S (PUPS ASSISTING WITH STRESS) PROGRAMME

We provide a team of furry helpers, in the form of pet therapy dogs. You'll see these four-legged friends in the terminal during peak periods, ready to help calm nervous travellers. If you see them, don't be afraid to give the Hato Hone St John pet therapy dogs a pat or a 'paw-five'.

## PHARMACY

There isn't a pharmacy in the terminal. If anyone needs prescription medication, they'll find the closest pharmacy is Unichem at Spitfire Square, just a short walk from the terminal. Relay hosts a small selection of pharmacy products.

## PHONE AND POSTAL SERVICES

Post boxes are located in the Food Court and International Departures. Stamps are sold at Relay (located in the Food Court, Domestic Departures and International Departures).

Spark payphones are located throughout the terminal on the Ground Floor (Check-in and International Arrivals) as well as on Level One (in both Domestic Arrivals and International Arrivals).

## POLICE ASSISTANCE

At Christchurch Airport you'll find Police regularly patrolling the terminal. They're here to keep passengers safe and provide you and your team with additional security and assistance if needed.

## PUBLIC WIFI

Christchurch Airport provides unlimited free WiFi access throughout the terminal. Any customer wishing to access WIFI must first:

Connect their device to the wireless network called FREE Unlimited Airport WiFi. If it has not popped up automatically on the device, look for it under 'available networks'.

Start internet browser. Christchurch Airport's wireless hotspot page will appear automatically.

Fill in the details required and accept terms and conditions.

## PRAYER ROOM

People of all faiths are welcome to spend some quiet time in our Prayer Room.

Located on the ground floor adjacent to domestic bag claim, the Prayer Room is open from the first flight of the day until the last domestic flight, seven days a week.

The Prayer Room offers a selection of holy books, in English and a range of languages, for visitors of all faiths to use during their visit.

## SIGNAGE

Handmade signage is not permitted. If you need assistance with point-of-sale or store signage please contact the Stakeholder Manager.

## SLEEPING FACILITIES

There are no sleeping facilities at the airport terminal.

There's a number of hotels and motels near the airport. The closest hotel is Novotel, located right outside International Arrivals. Sudima Airport Hotel is located five minutes' walk from the terminal and LyLo offers affordable accommodation just ten minutes' walk from the terminal.

## TERMINAL OPENING HOURS

The terminal opens at 3am each day and closes after the final scheduled flight.

## TIPPING

Tip jars and tipping on Eftpos machines is not permitted.

## UNATTENDED ITEMS

If you notice an item left unattended, you need to report this straight away to IOC who will radio the Airport Services team to attend.

Do not touch this item.

If the team is unable to find the owner, an established process will begin and may result in calling in the Aviation Security Service (AVSEC) dog to go over it before touching it. Once cleared, the Airport Services team will

attempt to identify the owner, before relocating the item to Lost Property.

## WORKING AIRSIDE

To ensure safety and security for all airport users, please be aware of the specific airport requirements for staff working in an airside environment.

Every staff member must have, and wear on the front of clothing, a valid CAA (Civil Aviation Authority) security card.

No staff member can enter an airside area, unless required to do so during the course of their work duties.

Staff are not permitted to meet or greet family or friends in the airside Domestic Departures or International Departures lounges, or the Customs Controlled/MPI International Arrivals area.

Staff must close and secure security gates and doors behind them.

Tailgating is not allowed. Staff must not allow any other person to enter or exit through an access-controlled gate or door with them, unless the other person swipes their own access card, or they are escorting a person has a Temporary Airside Identity Card (TAIC) issued by AVSEC (Aviation Security Service).

Staff must ensure the person they are escorting remains with them and obeys instructions. Responsibility for supervising a TAIC holder can be delegated to another permanent Airside Identity Card (AIC) holder.

Staff are not permitted to interact with passengers outside their official capacity (even if they know them), when working airside in a CCA area.



## SPECIAL ASSISTANCE

We're committed to providing assistance to all members of the community. Should you or someone in your team encounter a traveller who might require special assistance, please refer them to a member of the Airport Services team or one of our Airport Ambassadors.

### BRaille ATMs

There's an ANZ ATM located in the Food Court on Level One. Both machines feature a raised dot on the number five to help you locate the centre of the keypad.

### DOORS

Our airport doors are automatic and wide enough for wheelchair access.

### HIDDEN DISABILITIES SUNFLOWER LANYARD SCHEME

We're proud to participate in the Hidden Disabilities Sunflower Lanyard Scheme, a programme for travellers with non-visible disabilities who would like a little more assistance without having to ask for it.

Wearing a sunflower lanyard discreetly indicates to our staff the wearer may need additional support, assistance or just a little more time.

Sunflower lanyards are available free of charge and can be collected from the P2P Support team at the Airport Services Office.

You can find more information here: [christchurchairport.co.nz/sunflower](http://christchurchairport.co.nz/sunflower)

### LIFTS

Automatic lifts provide access to all levels of the terminal.

The lift located next to Door 5 has glass windows. If you have vertigo, visual access needs or balance

issues there are two alternative lifts located nearby on the Ground Floor. These will take you to Level One.

### MOBILITY CAR PARKS

All car parks at the airport offer mobility parks for vehicles with a valid mobility parking permit. The closest mobility parks to the terminal are located on the ground floor of the Express Park building. There is no time restriction on mobility car parks, however standard parking charges apply.

If someone is being picked up or dropped off, The Loop has dedicated mobility parks on the left-hand side as you exit.

### PARENT ROOMS

Parent rooms, equipped with changing facilities, are located throughout the terminal.

### TAXIS AND SHUTTLES

Super Shuttle and many different taxi operators have facilities for wheelchair users. Should someone require this service, please advise them to mention any special assistance they require when they book.

### WiFi ASSISTED HEARING

The WaveCAST Audio Receiver app enables audio to be heard on a WiFi connected mobile or tablet.





# Parking

---

There are two options for staff car parking at Christchurch Airport – Park and Ride or the Staff Car Park on Orchard Road.

Both car parks have a daily charge of \$5.50 (GST inclusive).

Your car park access card will work at both Park and Ride and the Staff Car Park on Orchard Road, so you can decide each day where you'd like to park.

If you're being collected by a friend or family member in The Loop (pick-up and drop-off area), please ensure you call/text them when you're actually there. This will avoid unnecessary wait time for your family and frees up space for customers picking up or dropping off travellers.

---

## PARK AND RIDE

Park and Ride is located on Ron Guthrey Road and operates as both a public and staff car park.

There's a free electric shuttle to and from the terminal. You'll need to allow 30 minutes when transferring to and from the terminal and you can see timetable information on our website [christchurchairport.co.nz/park-and-ride](http://christchurchairport.co.nz/park-and-ride)

The shuttle to the terminal departs from inside the car park (you're welcome to wait in the shelter just outside Park and Ride) and will drop you outside Door 1 of the terminal. The shuttle back to Park and Ride also departs from here.

If staff are required to pay for their own parking, they need to see the Airport Services Park to Plane Support team and complete the pre-paid staff car park application form. They will be given an access card (costs associated) that can then be used to load money onto, and instructions on how to recharge their card using the APS machines.

If a staff member leaves and their card is still in a good condition, they'll receive a refund and balance of any monies remaining on the card.

## STAFF CAR PARK ORCHARD ROAD – NEXT TO THE INTERNATIONAL ANTARCTIC CENTRE

If you park at the Staff Car Park on Orchard Road, you'll need to walk to and from the terminal. There is no bus or shuttle available in this car park.

When entering or exiting this car park you'll need to present your access card to the reader. Please note you also need to use your access card to exit and enter using the pedestrian gate.





# Processes & PROCEDURES

---

Please make sure you and your team are familiar with the following processes and procedures so you know what to do in the event of an emergency.

---

## EMERGENCY

In the unlikely event that you, or a member of your team, encounter a situation that makes you feel unsafe or afraid for your safety or safety of others, you need to call the Police emergency number 111.

## TERMINAL EVACUATIONS

In an evacuation, Airport Services will act as the Building Warden, with each area having a Fire Warden. Please follow the instructions of the Fire Warden for your area or follow the evacuation instructions on the Flight Information Display (FID) screens.

If an alarm sounds, it's important that you listen to the PA announcement. The nearest FID screen will also have information. It may not mean you need to evacuate but that you should prepare to evacuate.

## PREPARE TO EVACUATE

The following message will appear on the FID screens to advise you to prepare to evacuate:

THERE IS A SUSPECTED  
EMERGENCY  
**PREPARE TO EVACUATE**

**WHEN YOU SEE THIS MESSAGE:**

- Keep calm
- Standby in your premises to vacate
- Advise other staff
- Follow the instructions showing on the FID screens, this is the correct message for your zone.

## EVACUATE

The following message will appear on the FID screens during an evacuation:

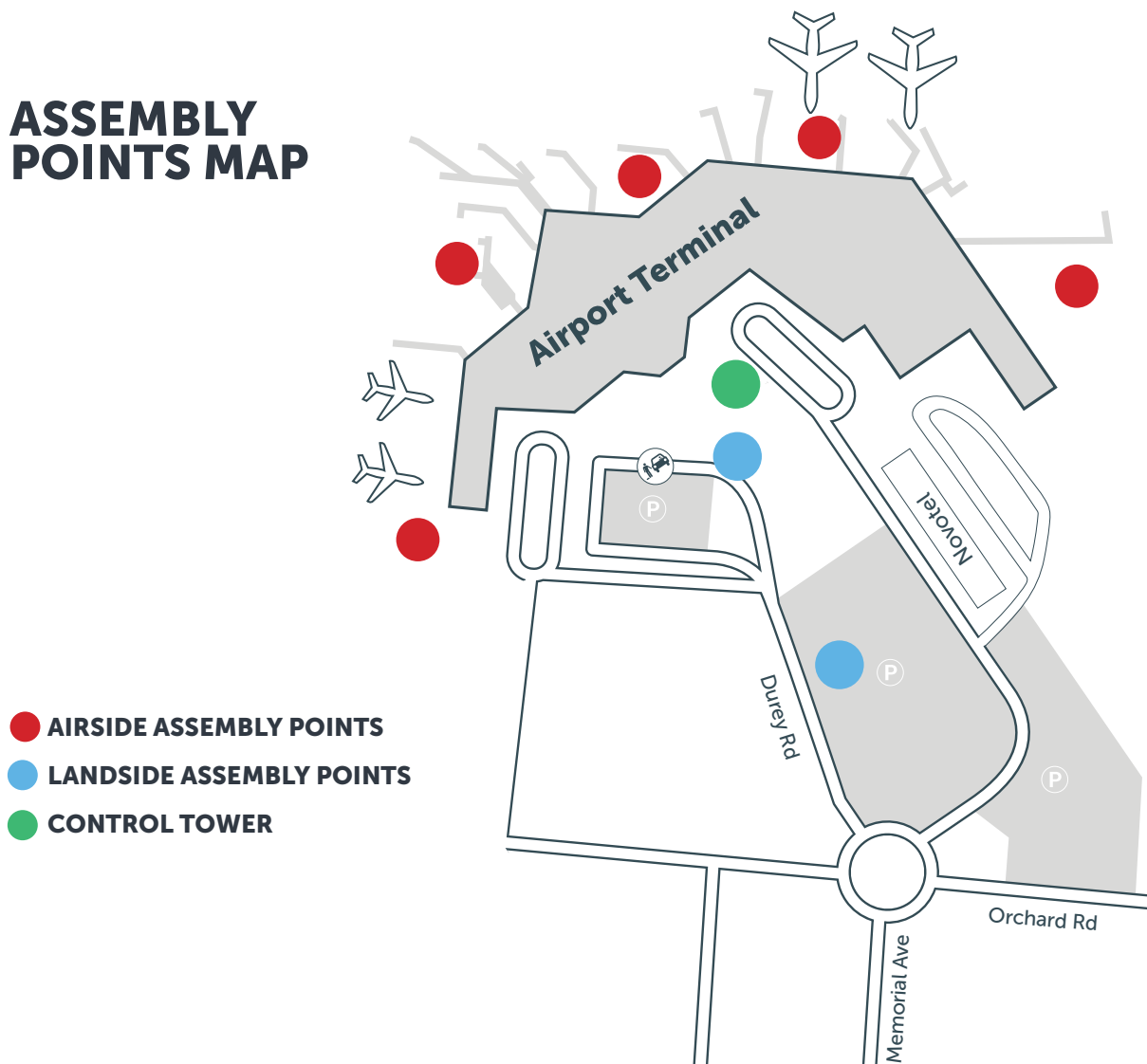
**EVACUATE NOW**



**WHEN YOU SEE THIS MESSAGE:**

- Ensure you vacate all customers out of your premises into the general area
- Once in the general area, follow the direction of Fire Warden
- Evacuate by the nearest safe preferred exit, and then to the designated assembly points
- Remain with your team.

## ASSEMBLY POINTS MAP



- AIRSIDE ASSEMBLY POINTS
- LANDSIDE ASSEMBLY POINTS
- CONTROL TOWER

## EARTHQUAKE

In the event of an earthquake, once the shaking has stopped and if there is no obvious building damage, OR the Fire Alarm sounds:

- Follow the direction of the Fire Warden, evacuate, and proceed to the assembly area
- Please **do not** return to your offices, tenancy, locker or lunchrooms to collect personal items.

## FIRE

Should your team see flames or smoke, or even smell smoke, in or around the airport campus and are concerned, please ask them to call the IOC emergency number so they can dispatch the Airport Fire Service to investigate. We recommend you familiarise yourself with the evacuation route map of your area.

In the event of a fire inside the terminal:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Operate the nearest manual call point</li> <li>• Remove yourself and others from immediate danger</li> <li>• Dial <b>111</b>, ask for Fire and give location. FENZ/AFS will respond</li> <li>• Evacuate area</li> <li>• Use the nearest, safest, preferred exit</li> <li>• Stay calm, walk, don't run</li> </ul> | <ul style="list-style-type: none"> <li>• Listen to announcements</li> <li>• Do not use the lifts</li> <li>• Do not panic</li> <li>• Do not re-enter building until all clear is given by the Building Warden (PA announcement will be made)</li> <li>• Doors do not release unless zone is in evacuation mode</li> </ul> |
|---|--|

## TERMINAL ENTRANCES

There are several entrances to the terminal. Each door is numbered 1-9, and you can enter or exit the terminal through any of these doors.

Please ensure you and your team members make yourself familiar with the location of these entrances, so in the unlikely event of an emergency you know where your closest exit door is.

## MEDICAL CALLS

Should you or someone nearby notice someone who requires medical assistance, please call the IOC emergency number with as much detail as possible. They will dispatch the Airport Fire Service team, who are trained to respond to medical calls.

If it is life threatening, please also call 111. They'll be able to talk you through what to do until emergency services arrive.

## SUSPICIOUS BEHAVIOUR

If you see any suspicious behaviour, please call IOC to arrange for the appropriate people to investigate.

## SPILLS

If spills are not cleaned up with urgency, it can lead to slips, falls and injuries to airport users. It's imperative that if you notice a spill outside your tenancy, you contact the Airport Services Shift Leader who will engage the team from OCS (our cleaning contractor) to attend to this.

Should a spill occur inside your tenancy, this needs to be cleaned up immediately by your team and a 'wet floor' sign placed over the area until it is dry.

As part of our ongoing commitment to health and safety, please ensure your store is always clutter free, with no items being placed in or around your store frontage.





# Sustainability

---

Our overarching approach to sustainability is best captured by the Māori concept of Kaitiakitanga. This refers to guardianship, conservation, and the connection humans have with the natural world.

It is everyone's responsibility to protect, preserve and foster the environment for future generations, in return for it nurturing us. As a tenant, there's lots of ways you can help us.

---

## ENERGY

Reducing energy use and migrating to cleaner sources of energy are core parts of our sustainability strategy. By minimising our energy use, we can reduce our carbon footprint, business costs and demand on the national grid. We urge our tenants to try and save energy whenever possible. No matter how small your action may seem, in a business as big as ours, it all adds up.

The air conditioning (HVAC) and lights in the public areas of the terminal are controlled by our centralised Building Management System (BMS) and operate based on real-time flight information.

Tenanted areas have individual air conditioning systems managed by the BMS and these can be adjusted according to your operating hours or to your temperature preference. To ensure these are set correctly, please advise the Stakeholder Manager of any changes to operating times or requirements.

You can assist us in reducing energy usage by:

- Choosing high efficiency appliances
- Reporting any areas that are too warm or too cold
- Ensuring lights are switched off when the last staff member leaves for the day
- Switching off lights in any unoccupied areas.

## WATER

Christchurch Airport sits above an alluvial fan and groundwater aquifer which supplies the city's drinking water. This groundwater system also provides the airport's water requirements, including public drinking water and an energy source for our air conditioning.

It's our highest environmental priority to protect the quality and quantity of this precious resource.

You can assist us in protecting this resource by:

- Choosing equipment that consumes less water
- Not letting water run unnecessarily
- Keeping your water usage to an acceptable minimum
- Attending to any dripping taps or leaking pipes.

### SINK STRAINERS

It's essential that all sinks have a strainer installed in them. Filtering food particles from entering our plumbing system prevents clogging that can lead to a system malfunction. When water and liquids pass through a strainer, the debris basket blocks troublesome items from going down the drain, offering an easy way for scraps to be discarded.





# WASTE

We're committed to working with you to reduce the amount of waste generated at the airport. We also need to ensure we reuse, recycle and compost everything we can.

## HOW DO WE DO THAT?

We educate, encourage and support everyone on our campus to transition to a low-waste, low-carbon, circular economy.

### So what can you do? Think twice – remember the 5 Rs

You can make better choices by:

**Refusing** unnecessary product packaging from vendors, and requesting reusable or returnable containers.

**Reducing** or avoiding the purchase of single-use products or packaging. For example, plastic food containers.

**Reusing** products to extend their lifespan. For example, choosing crockery over disposable food packaging.

**Recycling** everything you can as per Christchurch City Council's Recycling Guidelines.

**Recovering** waste that can be repurposed. For example, food scraps and coffee grounds can be made into compost.

## WHAT WASTE IS RECOVERED?

We take every opportunity to separate materials so they can be diverted into New Zealand's available recycling and recovery streams. We currently collect and separate dangerous goods and the following:

- Cans, plastics and paper
- Cardboard
- Organics, including food waste
- Glass
- Polystyrene
- Shrink wrap
- Cooking oil

## WHY?

All Christchurch residents and businesses are required to follow the Council's recycling guidelines which outline the types of bins, their colours, and what can go in each.

The table below shows what goes in each bin.

BIN COLOUR	 <b>YES - ACCEPTABLE</b>	 <b>NO - PUT IN LANDFILL (RED BIN)</b>
Mixed Recycling	<ul style="list-style-type: none"> <li>• Plastic bottles/containers #1, #2 and #5</li> <li>• Cans under 825g</li> <li>• Paper</li> <li>• Magazines (incl. glossy)</li> </ul>	<ul style="list-style-type: none"> <li>• Plastics #3, #4, #6 and #7 or unmarked plastics</li> <li>• Coffee cups/drink cartons</li> <li>• Food-stained paper</li> <li>• Receipts</li> <li>• Oversize cans &gt;825g (A10 size cans)</li> </ul>
Organic Composting	<ul style="list-style-type: none"> <li>• Food scraps (remove from packaging)</li> <li>• Coffee grinds and tea bags</li> <li>• Dirtied and clean serviettes</li> <li>• White paper towels and tissues</li> <li>• Liquid waste</li> </ul>	<ul style="list-style-type: none"> <li>• “Compostable/biodegradable” labels go to Landfill</li> <li>• Plastic wrap</li> <li>• Tinfoil</li> <li>• Waxed baking paper (muffin wraps)</li> </ul>
Glass Recycling	Clean glass bottles and jars	<ul style="list-style-type: none"> <li>• Lids go to Landfill</li> </ul>
Polystyrene	Clean, white and dry	
Shrink Wrap	Clean and clear	
Cardboard Recycling	Clean and flattened	
Landfill	Any material/item not accepted within the above waste streams, including coffee cups and all compostable food packaging	

### KEEP WASTE STREAMS CLEAN

- Mixed Recycling
  - Bottles and containers empty, rinsed clean and lids off
  - **No bin liners to be put into the recycling compactor** – items must be loose
- Organics Composting
  - Separate food and liquid waste from its packaging
- Glass Recycling
  - Empty bottles and jars, lids off
- Shrink-wrap
  - Clean and clear only
- Polystyrene
  - Clean, white and dry only
- Cardboard Recycling
  - Flatten cardboard and paper. Make sure it's dry and larger than an envelope
- Landfill
  - No cooking oil

### DON'T PUT WASTE ITEMS IN THE WRONG BIN

Putting waste items in the wrong bin causes contamination and has consequences. What seems like a harmless mistake can be costly to the environment and your business.

Most common examples:

- Coffee cups go in the Landfill bin – not recycling.
- Coffee grounds go in the Organic Composting bin – not Landfill.
- Cooking oils go to the collection point outside the Southern Waste Room roller door – not Landfill.
- Always separate food leftovers from their packaging – put the food into your Organic bin.
- Always wrap broken glass securely before placing it in your general waste (never put it in Glass Recycling).
- Never put bin liners into the recycling compactor.

**Please remember putting incorrect waste into the recycling compactor, can result in the entire load being rejected and sadly sent to landfill.**

Sometimes it can be unsafe to remove contamination from yellow or green bins (for example, if there is broken glass). That's okay, just place it all into a red bin.

### WHERE IS THE MATERIAL RECOVERY AREA?

It's located in the Southern Waste Room and loading bay, next to the regional bathrooms on the Ground Floor.

Chances are if you go there, you'll be:

1. Dropping a bin or bag off
2. Collecting and lining a new bin
3. Emptying bins into the recycling compacter
4. Dropping off materials for reuse or recycling, including cardboard, polystyrene and shrink wrap.

The cooking oil collection point and Glass Recycling bins are located outside the Southern Waste Room roller door.

**Health and Safety notice – pedestrian vs vehicle risk:** Please use the Southern Waste Room roller door. **Do not** shortcut through the loading bay roller door as this is a heavy vehicle zone.

## CHECK OUT OUR SORTATION STATION

Too much waste is put into the wrong bins. To rectify this, we've invested in a manned sortation station which is managed by our material recovery partner, EnviroNZ. This team is here to identify where the wrongly placed items are coming from and enable the airport to follow up on any issues. They're also here to help identify opportunities for improvement and education. Our sortation team pulls out all the recyclables, liquids, glass, and organic waste that have been wrongly put into Landfill (red bins). These are then put into the correct pathways for recycling and composting.

### HOURS OF OPERATION:

Monday to Saturday (six days a week)

4.00pm – 10.00pm

This time has been selected to cover the 'end of shift' for many terminal stores.

## WHAT YOU NEED TO DO

Be kind to your sortation colleagues and make sure your waste is in the correct bin before it reaches them. They'd really appreciate that!

If you have a question or idea, please let them know.

Two large waste compactors are in the Material Recovery Area.

- Red compactor – for Landfill waste
- Yellow compactor – for Mixed Recycling

If your position requires you to use the compactors, please contact Airport Services to arrange your compactor training.



## FOLLOW THE SIGNS

Clear signage in the loading bay and Southern Waste Room is there to guide you. If you have any difficulties reading these, please ask your employer.



We'll recover materials for recycling and composting.

No bins? Please empty a full one into the compactor and reuse.

## RED BIN AREA LANDFILL

Red bins are stored for the sortation team to sort in the evenings.

- Please leave your full bin in the 'FULL BINS' area
- Take a spare bin from the 'EMPTY BINS' area
- **If there are no empty red bins available, please empty your bin into the red compactor (if trained) and reuse it. If not trained, please call Airport Services (the number is on the wall)**
- If your landfill waste is in a bag, please put it in one of the bins in the 'FULL BINS' area



## YELLOW BIN AREA MIXED RECYCLING

**No bins? Please contact Airport Services.**

Empty your yellow bin into the Mixed Recycling compactor. Remember to check for contamination and remove your bin liner.

If your Mixed Recycling is in a bag, please add its contents to one of the spare bins in the Mixed Recycling 'EMPTY BINS' area.

If contamination is present and it is not safe to remove, please follow the red bin process.

Spare yellow bins are available in the Material Recovery Area.



## GLASS RECYCLING

▼ LIDS OFF, EMPTIED AND RINSED

### BLUE BIN AREA

GLASS RECYCLING

If you have glass to dispose of, please take it to the dedicated area outside the Southern Waste Room's roller door.

**Health and Safety notice – pedestrian vs vehicle risk:** Please use the Southern Waste Room roller door. **Do not** shortcut through the loading bay roller door as this is a heavy vehicle zone.

All broken glass must be securely wrapped and placed in the red bin for safety reasons.



## ORGANIC COMPOSTING

◀ FULL BINS      EMPTY BINS ▶

### GREEN BIN AREA

ORGANIC COMPOSTING

Take your green bin to the chilled storage room and leave it there. You can then take an empty green bin to replace it.

If your organic waste is in a bag, please place it in a partially filled green bin in the chilled storage room.

Empty green bins will be pre-lined with the required compostable liner. Please do not line the bin yourself. Contact Airport Services if you need it done.





## CARDBOARD RECYCLING

CLEANED AND FLATTENED



## SHRINK WRAP

CLEAN AND CLEAR ONLY



## POLYSTYRENE

CLEAN AND WHITE ONLY

## GREY AND ORANGE AREAS

CARDBOARD,  
POLYSTERENE  
AND SHRINK WRAP

These large bins are located within the loading bay. Please ensure you flatten clean cardboard and place it in the correct bin. Place clean polystyrene and shrink wrap in the correct bins.

## BREACHES

- Lending access card to another person
- Operating the compactors in an unsafe manner
- Not following the correct procedure for waste sortation as outlined
- Putting black or clear liner in the Mixed Recycling (yellow) and Glass Recycling (blue) bins.

## NEXT STEPS

- Work with your employer for on-the-job training in waste sortation
- Complete Compactor Training (so you can gain your access card to the compactors)
- Remember the 4Rs: Reduce, Reuse, Recycle and Recover
- Follow Christchurch City Council Recycling Guidelines. You can find more information here: [ccc.govt.nz/services/rubbish-and-recycling](http://ccc.govt.nz/services/rubbish-and-recycling)
- Put your waste into the correct waste recovery stream
- Ask questions if you need to.