

# Monthly **investor update**



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8 February 2022

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## December 2021 highlights

Group traffic summary	DECEMBER			FINANCIAL YTD		
	2021	2020	% *	2022	2021	% *
Passengers carried (000)	672	881	(23.7%)	3,203	4,003	(20.0%)
Revenue Passenger Kilometres(m)	431	573	(24.8%)	2,166	2,678	(19.1%)
Available Seat Kilometres (m)	824	913	(9.7%)	3,704	4,991	(25.8%)
Passenger Load Factor (%)	52.3%	62.8%	(10.5 pts)	58.5%	53.7%	4.8 pts

Year-to-date RASK <sup>1</sup>	% change in reported RASK (incl. FX)	% change in underlying RASK (excl. FX)
Group	(0.5%)	(0.2%)
Short Haul	(6.5%)	(6.4%)
Long Haul	(13.3%)	(10.7%)

Please note that the available seat kilometre (capacity) numbers included in the tables within this disclosure do not include any cargo-only flights. This is because these capacity numbers are used to calculate passenger load factors and passenger RASK

\* % change is based on numbers prior to rounding.

<sup>1</sup> Reported RASK (unit passenger revenue per available seat kilometre) is inclusive of foreign currency impact, and underlying RASK excludes foreign currency impact.





## Market Announcements

(during the period 23 December 2021 to 4 February 2022)

### Air New Zealand announces timing of its interim results

3 February 2022

Air New Zealand's 2022 interim results will be announced before NZX trading begins on Thursday 24 February 2022.

A conference call for investors and analysts will be hosted by Chief Executive Officer Greg Foran and Chief Financial Officer Richard Thomson at 10:00 am NZST on the same day and can be accessed in the following ways:

- Live via webcast – [Click here](#) for a link to register for the investor and analyst webcast
- Live via telephone (for 'listen-only' participants and those who would like to ask a question) – [Click here](#) for a link to register for the conference call
  - *Please register in advance of the conference using the links provided. Upon registering you will be provided with participant dial-in numbers, Direct Event passcode and a unique registrant ID*
- Replay via webcast – The replay will be accessible through the [Financial Results section](#) of the [Investor Centre](#) on Air New Zealand's website following the live cast

### Air New Zealand announces two executive appointments

26 January 2022

- Alexandria Marren will join the company as Chief Operating Officer
- Mike Williams will take on the newly created role of Chief Transformation & Alliances Officer

Air New Zealand has made two appointments to its executive team to lead its operations and transformation activity as the airline prepares for the recovery of air travel.

Alexandria (Alex) Marren is expected to join the airline in late March as Chief Operating Officer, following a 36-year career in senior operations, customer, cabin crew and airport leadership roles at United Airlines and Hertz Corporation. Alex is currently the President of ABM Aviation in Atlanta, USA, where she has been leading a team of over 11,000 to help airlines at airports across the US, UK, Ireland and the Middle East navigate through the Covid pandemic.

Alex's extensive operations experience has ranged from responsibility for ground operations at 46 airports with oversight of 3500 flights per day to 260 cities, to leadership of 23,000 staff at Hertz's North American rental car operation. Alex replaces Air New Zealand's current COO Carrie Hurihanganui, who will take on the Chief Executive role at Auckland International Airport Limited in February.

Alex Marren holds a Bachelor of Arts, cum laude, in Liberal Arts and American History from Harvard College and has completed the Advanced Education Programme at The Northwestern University Kellogg School of Management.

From 1 February 2022, Mike Williams will take on the new role of Chief Transformation and Alliances Officer, which will lead delivery of the airline's strategy and be responsible for its alliance partner relationships.

Mike has been with Air New Zealand since 2016 in senior commercial and strategy roles and is currently Group General Manager Commercial, Alliances and Strategy. Before joining the airline, Mike worked with the Boston Consulting Group in Australia, Finland and the US working with clients in the aviation,



technology and retail sectors. He holds a Bachelor of Aerospace Engineering and a Bachelor of Business Management from RMIT University, Melbourne.

Air New Zealand Chief Executive Officer Greg Foran says both appointments further equip the airline's executive team with the skills and experience to help the airline emerge strongly from the pandemic and deliver improved results for customers and shareholders.

"Alex will bring first-hand experience of operations at scale in highly competitive markets across North America. She has a track record of delivering operational performance and results that delight customers and staff, and we look forward to welcoming her to Air New Zealand."

"Mike is one of our most talented senior leaders, has a deep understanding of our business and the sector, supported by a sharp strategic ability that served Air New Zealand well as it established key alliance partnerships. Having helped develop, and more recently led the review, of our Kia Mau (Get Ready) strategy, Mike will lead the transformation programme to look at our ways of working to support the delivery of our strategy."

Prior to Alex's arrival, the responsibilities of the Chief Operating Officer will be undertaken by members of the executive team.

"I want to share a huge thank you to Carrie who has shown such exceptional leadership over more than 20 years with the airline. It really is a win for Auckland International Airport, and we wish her all the best in her new role."

This announcement is made pursuant to Listing Rule 3.20.1

## Media Releases

(during the period 23 December to 4 February 2022)

[Air New Zealand ready to return Kiwis to Aotearoa](#)

[4 February 2022](#)

Air New Zealand is thrilled with the news that from 28 February, New Zealanders will be able to return home from Australia, and from 14 March Kiwis can return home from the rest of the world.

Air New Zealand Chief Customer and Sales Officer Leanne Geraghty says "Today's announcement is incredibly exciting news for New Zealanders overseas. Having the certainty they will be touching down on home soil and reuniting with friends and whānau in just over three weeks will come as a relief.

"We expect to have more than 300 flights available between New Zealand and Melbourne, Sydney, Brisbane and the Gold Coast for the month of March alone. Once we have a clearer view as to the level of demand, we will adjust the schedule accordingly, but we're confident there will be seats available for those who need them."

"As expected, we have seen strong demand following the announcement with our first flights on the 28 February almost sold out."

The airline's international vaccination policy came into effect on 1 February with all customers travelling on Air New Zealand's international network now required to show proof of full vaccination.

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In line with the Government's requirements announced this week, all customers will also need to provide evidence of a negative Covid-19 test prior to departure and must complete a period of home isolation on arrival into New Zealand.

The airline is working through the required changes to their international schedule to align with 14 March for New Zealanders who are wanting to return home from the rest of the world.

"We've kept our operation ready for this. In the last few months, it's been great to bring back some of our pilots, with some cabin crew returning to training from the 28 February, as we anticipate a return to global travel. We're looking forward to welcoming the tens of thousands of Kiwis who will be making plans to board our aircraft soon."

Those wanting to book to travel can do so now via the Air New Zealand website where customers with credits can also use them as a form of payment, or through their preferred travel agent.

Air New Zealand's international flying checklist:

- 1) You'll need to show your International Vaccine Certificate to board an Air New Zealand international flight. This is different to the My Vaccine Pass Kiwis use for domestic travel.
- 2) You may need a negative pre-departure test to enter your destination. Make sure you check the country entry requirements.
- 3) Travel declarations vary from country to country. Check what you need and fill these out.
- 4) Locate your passport and check the expiry date. You'll need at least six months before expiry to travel.
- 5) Allow plenty of time, we recommend around three hours, to check in and verify your travel documents.

## [Air New Zealand offers credit flexibility for domestic customers](#)

28 January 2022

Air New Zealand is offering customers travelling domestically through to the end of February the ability to opt into credit, following an increase in Omicron cases around the country.

Customers who had existing bookings as at 11:59pm 23 January 2022 that are scheduled to depart before 11:59pm 28 February, will have the option to opt into credit if they are no longer able to travel, or amend the date of their flight with change fees waived.

Air New Zealand Chief Customer and Sales Officer Leanne Geraghty says the airline is expecting to see disruption to the number of customers flying as Omicron takes hold further.

"Based on what we've seen happen to other airlines around the world, and the modelling we've seen here for New Zealand, we're anticipating Omicron will have a considerable impact on our customers and employees over the next few weeks.

"Providing the option for credits allows customers who are feeling unwell or are isolating, to change their booking to travel on an alternative date. They can do this using the Air NZ mobile app or by contacting their original booking agent.

"Doing what we can to protect our people and customers is our top priority and this helps to do just that, while reducing the spread of Covid.

"There may be thousands of our customers dealing with Omicron in the coming weeks, and we want them to know they don't need to worry about their flights.

"At this stage, we have turned the credit option back on for flights booked before 11:59pm 23 January and scheduled to depart up until 28 February 2022. As we get closer to that date, we'll reassess what's happening with Omicron and decide whether this timeframe needs to be extended."

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Customers who changed their flights between 24 January and 27 January and have paid a change fee are encouraged to call the Air New Zealand contact centre on 0800 737 000 to receive a refund for the change fee paid. The rest of the fare will be placed into credit.

## Air New Zealand continues to operate domestic services

23 January 2022

Following the New Zealand Government's announcement that the country will move to the red traffic light, the airline will continue to keep the country connected.

Chief Executive Officer Greg Foran says like all businesses, Air New Zealand is preparing for the impact Omicron will have on its customers and employees.

"Our priority has always been and continues to be, keeping our employees, customers and New Zealand safe. The great news is, you can continue to fly during the red setting and there are no regional borders in place. However, we do expect to see some impact to our operation."

"As a result of one of our employees testing positive for Omicron, subsequently, around 15 aircrew have been stood down as close contacts. They are well and are testing and isolating in accordance with Ministry of Health guidelines."

"What this does mean is that while we will continue to do all we can to keep Aotearoa connected, we expect to see some schedule changes and cancellations over the coming weeks due to Covid".

"To our customers, thank you for standing by us and please be patient with us as we work to keep you moving, while first and foremost, ensuring everyone's safety and wellbeing."

Air New Zealand has significant precautions in place for crew set out by the Ministry of Health and the airline's medical team including wearing PPE and regular surveillance testing.

All Air New Zealand operating aircrew and customer-facing employees are fully vaccinated. All customers over the age of 12 travelling with Air New Zealand domestically need to show either proof of vaccination or proof of a recent negative test result and vaccination requirement for all international passengers comes into effect from 1 February.

As an added precaution, Air New Zealand paused inflight food and beverage service from 1 January 2022 to enable customers to keep their masks on for the duration of domestic flights.

Air New Zealand is advising customers to save time at the airport by checking in online using the AirNZ app and uploading their vaccine pass to their Airpoints profile.

Air New Zealand lounges will be open as usual, however social distancing practices are in place. Face coverings continue to be required when not eating and drinking.

Customers are reminded to stay home and not to fly if they feel sick, are experiencing Covid-19 symptoms, are awaiting test results, or have been asked to isolate.

For the latest information, customers can check the [Air New Zealand Covid-19 Hub](#) and [travel alerts page](#).

## A year in the air at 35,000ft

20 January 2022

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Before 2022 starts to fly by, Air New Zealand has been crunching the numbers from the past 12 months to reveal all that's been carried, eaten and sipped onboard our flights.

Air New Zealand carried almost 8 million customers (7,919,929 to be exact) and operated 118,721 flights around Aotearoa and the world in 2021.

Air New Zealand Chief Customer and Sales Officer Leanne Geraghty says if the year has taught the airline anything, it was that Kiwis absolutely love to travel around Aotearoa.

"7.4 million customers travelled on our domestic network last year, up from 6.7 million in 2020, which is just fantastic to see."

The increase is despite Auckland, which accounts for a significant percentage of domestic travellers, being in lockdown for several months.

One of the airline's busiest days on the domestic network was not long after Auckland's borders opened, with more than 30,000 customers taking to the skies on 23 December.

"We also welcomed many frequent flyers, with our most frequent flyer taking 230 flights in 2021, clocking up a staggering 96,121 kilometres in the air."

Air New Zealand crew also helped quench customers' thirst and handed out almost 4.5 million Cookie Time cookies, 8 million famous Air New Zealand lollies, and 1.3 million savoury snacks.

Among the other things customers enjoyed was:

- 176,796 litres of juice
- 96,632 litres of soft drink
- 123,922 litres of beer
- 40,095 litres of red wine
- 21,182 litres of Chardonnay
- 23,050 litres of Sauvignon Blanc
- 2,142 litres of whiskey
- 591,280 crackers

And it's not just a cookie and a cuppa tea that's a match made in heaven, so too is the airline's continued partnership with the Department of Conservation, helping protect New Zealand's native species.

In 2021, Air New Zealand helped relocate more than 600 threatened species and flew 73 conversation dogs around the country.

We also donated more than 720,800 goods including blankets, pillows, and cookies to support a range of charities, such as Women's Refuge.

Keeping our customers, employees and communities safe, as always, was front of mind and in 2021, the airline was responsible for using and giving out 5,653 litres of hand sanitiser.

Air New Zealand also helped some 300 people get vaccinated, after transforming a 787-9 aircraft into a special "Jabaseat" vaccination clinic.

Shipments of vaccines and other medical supplies were carried by the airline into New Zealand, as well as Samoa, Fiji, Tonga, Rarotonga, Niue and Australia.

It was a busy year, especially for the airline's cargo operation, carrying 121,000 tonnes of cargo across New Zealand and the world.

This includes:

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- 12,200 tonnes of fresh produce (largest quantities being capsicums, blueberries, avocados and tomatoes)
- 6,300 tonnes of chilled meat (lamb, beef and chicken)
- 2,700 tonnes of chilled salmon
- 1,600 tonnes of lobsters
- 6,400 tonnes of other seafood (fish, clams, tuna, mussels, oysters)

Last year Air New Zealand also welcomed three new aircraft into its fleet, including two new A320neo aircraft and one ATR72-600 to help connect Kiwis to the regions, across the Tasman and beyond.

Ms Geraghty says despite lockdowns and continued restrictions on travel caused by the global pandemic, Air New Zealand achieved a phenomenal amount in 2021.

“I’m incredibly proud of the Air New Zealand team and all that’s been achieved last year.

Things are certainly looking up for 2022, with borders expected to open in the months ahead. We’re looking forward to carrying more Kiwis to where they need to be, relocating native wildlife, transporting cargo and everything in between!”

## Kiwis start 2022 in the Rarotongan sunshine

14 January 2022

New Zealanders are rejoicing with travel to the Cook Islands resuming from 14 January.

Flight NZ946 is scheduled to depart Auckland at 8.45am NZT bound for Rarotonga with Kiwis keen for some R&R, helping give a much-needed boost to the local economy where tourism makes up 75% of Cook Islands GDP.

Air New Zealand Chief Operational Integrity and Safety Officer David Morgan says the airline has seen strong bookings during January.

“We’re really excited to help Kiwis start 2022 off with some relaxing island time, with strong demand for these flights in January and some seat availability in late January and February for travellers looking for an island escape.

“Also, for our customers travelling between 20-23 January, we’re trialling our new Economy Works and Works Deluxe breakfast offerings. Customers can expect some tasty delights like fresh pastries, vegetarian frittatas and breakfast wraps all served in sustainable bagasse serviceware.

In 2019, almost 110,000 New Zealanders headed to Rarotonga. With New Zealanders comprising two-thirds of all visitors to the Cook Islands and tourism being the mainstay of the economy, the resumption of quarantine free travel between the nations is a welcome sight.

Air New Zealand is offering a daily service between Auckland and Rarotonga. Flights are on sale at [www.airnz.co.nz](http://www.airnz.co.nz). Air New Zealand will continue to monitor demand and adjust the schedule where possible.

Per Cook Islands Government requirements, New Zealand travellers must be fully vaccinated.