



Contents

19 February 2018

- January 2018 traffic highlights
- Operating statistics table
- Recent market announcements and media releases

January 2018 highlights

Group traffic summary	JANUARY			FINANCIAL YTD		
	2018	2017	%*	2018	2017	%*
Passengers carried (000)	1,254	1,182	6.0%	9,783	9,267	5.6%
Revenue Passenger Kilometres(m)	3,026	2,954	2.5%	21,299	20,744	2.7%
Available Seat Kilometres (m)	3,663	3,575	2.5%	25,801	24,982	3.3%
Passenger Load Factor (%)	82.6%	82.6%	-	82.5%	83.0%	(0.5 pts)

Year-to-date RASK ¹	% change in reported RASK (incl. FX)	% change in underlying RASK (excl. FX)
Group	2.0%	2.2%
Short Haul	5.2%	4.9%
Long Haul	(3.1%)	(2.3%)

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

* % change is based on numbers prior to rounding.



Operating statistics table

Group	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	1,254	1,182	6.0%	9,783	9,267	5.6%
Revenue Passenger Kilometres(m)	3,026	2,954	2.5%	21,299	20,744	2.7%
Available Seat Kilometres (m)	3,663	3,575	2.5%	25,801	24,982	3.3%
Passenger Load Factor (%)	82.6%	82.6%	-	82.5%	83.0%	(0.5 pts)
Short Haul Total	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	1,076	1,003	7.2%	8,577	8,063	6.4%
Revenue Passenger Kilometres(m)	1,275	1,185	7.6%	9,511	8,939	6.4%
Available Seat Kilometres (m)	1,582	1,503	5.3%	11,626	11,086	4.9%
Passenger Load Factor (%)	80.6%	78.8%	1.8 pts	81.8%	80.6%	1.2 pts
Domestic	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	764	708	7.8%	6,327	5,915	7.0%
Revenue Passenger Kilometres(m)	412	378	9.1%	3,263	3,028	7.8%
Available Seat Kilometres (m)	498	478	4.3%	3,988	3,796	5.1%
Passenger Load Factor (%)	82.8%	79.2%	3.6 pts	81.8%	79.7%	2.1 pts
Tasman / Pacific	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	312	295	5.8%	2,250	2,148	4.7%
Revenue Passenger Kilometres(m)	863	807	6.9%	6,248	5,911	5.7%
Available Seat Kilometres (m)	1,084	1,025	5.7%	7,638	7,290	4.8%
Passenger Load Factor (%)	79.6%	78.7%	0.9 pts	81.8%	81.1%	0.7 pts
Long Haul Total	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	178	179	(0.6%)	1,206	1,204	0.2%
Revenue Passenger Kilometres(m)	1,751	1,769	(1.0%)	11,788	11,805	(0.1%)
Available Seat Kilometres (m)	2,081	2,072	0.4%	14,175	13,896	2.0%
Passenger Load Factor (%)	84.1%	85.4%	(1.3 pts)	83.2%	85.0%	(1.8 pts)
Asia / Japan / Singapore	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	72	74	(3.3%)	493	491	0.4%
Revenue Passenger Kilometres(m)	639	664	(3.6%)	4,393	4,386	0.2%
Available Seat Kilometres (m)	776	800	(2.9%)	5,437	5,281	3.0%
Passenger Load Factor (%)	82.4%	83.0%	(0.6 pts)	80.8%	83.1%	(2.3 pts)
Americas / UK	JANUARY			FINANCIAL YTD		
	2018	2017	% *	2018	2017	% *
Passengers carried (000)	106	105	1.3%	713	713	0.0%
Revenue Passenger Kilometres(m)	1,112	1,105	0.6%	7,395	7,419	(0.3%)
Available Seat Kilometres (m)	1,305	1,272	2.5%	8,738	8,615	1.4%
Passenger Load Factor (%)	85.2%	86.9%	(1.7 pts)	84.6%	86.1%	(1.5 pts)

* % change is based on numbers prior to rounding

Air New Zealand operates primarily in one segment, its primary business being the transportation of passengers and cargo on an integrated network of scheduled airline services to, from and within New Zealand. The following operational data and statistics is additional supplementary information only.



Market announcements

(during the period 27 January 2018 to 16 February 2018)

[Air New Zealand Notice of 2018 Interim Results Announcement Date and Analyst Presentation Webcast Details](#)

9 February 2018

Air New Zealand's 2018 interim results will be announced before NZX trading begins on Thursday 22 February 2018.

A conference call for investors and analysts will be hosted by Christopher Luxon (Chief Executive Officer) and Jeff McDowall (Chief Financial Officer) at 11:00am NZDT on the same day and can be accessed in the following ways:

- Live via webcast: [Click here](#) for link to the analyst webcast.
- Live via telephone (for "listen-only" participants and those who would like to ask a question):

Conference ID:	957100
New Zealand Toll Free:	0800 453 055
NZ Local (Auckland):	09 929 1687
NZ Local (Wellington):	04 974 7738
NZ Local (Christchurch):	03 974 2632
Australia Toll Free:	1 800 558 698
Alternate Australia Toll Free:	1 800 809 971
Australia Local:	02 9007 3187
United States:	(855) 881 1339
United Kingdom:	0800 051 8245
China Wide:	4001 200 659
Hong Kong:	800 966 806
Japan:	0053 116 1281
Singapore:	800 101 2785
- Replay via webcast – can be accessed through the "Results Centre" link on the Investor Centre section of Air New Zealand's website:
<https://www.airnewzealand.co.nz/investor-centre>

Media releases

(during the period 27 January 2018 to 16 February 2018)

[Air New Zealand's chatterbot Oscar turns one](#)

2 February 2018

Air New Zealand's chatbot Oscar was first introduced in February 2017 on the airline's website to answer commonly asked flight, baggage, lounge and Airpoints™ queries. As with other Artificial Intelligence (AI) technology, his performance has steadily improved with every customer interaction and today he has conversations on more than 380 different topics, and is able to successfully answer close to 75 percent of questions, up from seven percent on day one.

Monthly **investor update**



Air New Zealand Chief Digital Officer Avi Golan says it's been great to see customers increasingly turning to Oscar for information, and playing a role in training him up.

"Artificial intelligence has not only given our customers another quick and convenient way for them to interact with us and get travel information, but Oscar has also freed up our customer service agents to focus on handling more complex queries. Releasing new tech like Oscar so early in the development process was a first for us and allowed our customers to help teach him about the topics most important to them.

Mr Golan says the company's first foray into AI has been a learning experience.

"We've spent considerable time developing Oscar in-house rather than purchase an off-the-shelf bot which often tend to specialise in a smaller number of topics and can be challenging to customise. As a result, we now have a bot with his own unique tone and personality who covers a wide range of subject matter, which has been a much better outcome for our customers," says Mr Golan.

The airline has also introduced Oscar to customers in Australia as well as to users of its mobile app and has integrated the technology that powers him with in-home digital assistants like Google Home and Amazon Alexa. There are further plans for Oscar, including integration with other chat platforms and adding more self-service functionality so he can help customers manage even more aspects of their bookings.

Antarctica to feature in Air New Zealand's next safety video

22 January 2018

Air New Zealand's next safety video, due for release in March, will highlight the fundamental importance of Antarctica in understanding global climate change.

The upcoming video, and associated content profiling the work of scientists on the frozen continent, builds on Air New Zealand's partnership with Antarctica New Zealand, which has supported climate and environmental research in the Ross Sea area since 2012.

Air New Zealand General Manager Global Brand and Content Marketing Jodi Williams says the video is a glimpse into a part of the world few experience, but which has the greatest potential impact on the planet's future.

"Air New Zealand's safety videos have a phenomenal worldwide following, and have collectively attracted more than 110 million views online, as well as coverage across the world's top news outlets.

"We hope this video, together with the educational content we've filmed, will draw attention to the important research underway to better understand and prepare for a warming world."

Antarctica New Zealand Chief Executive Officer Peter Beggs says Air New Zealand is a natural partner, and has impressed by confronting its sustainability challenges head-on.

"Rather than shying away from issues, Air New Zealand is working to minimise the impact of its operations. Part of this includes its long-running support of the New Zealand scientific community in Antarctica, and using this safety video to share our research with new audiences."

The Antarctica themed safety video will be rolled out across the airline's fleet from March this year.