



18 December 2018

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November 2018 highlights

Group traffic summary	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	1,377	1,322	4.2%	7,128	6,837	5.1%
Revenue Passenger Kilometres(m)	2,780	2,677	3.8%	15,317	14,594	5.8%
Available Seat Kilometres (m)	3,385	3,233	4.7%	18,391	17,738	4.5%
Passenger Load Factor (%)	82.1%	82.8%	(0.7 pts)	83.3%	82.3%	1.0 pts

Year-to-date RASK ¹	% change in reported RASK (incl. FX)	% change in underlying RASK (excl. FX)
Group	3.1%	1.7%
Short Haul	1.1%	0.6%
Long Haul	4.4%	1.8%

* % change is based on numbers prior to rounding

+ The year to date percentage movements have been adjusted on a daily weighted average basis. The adjustment takes into account the difference in days for the accounting month of July 2018 (29 days) compared with July 2017 (30 days).

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



Operating statistics table

Group	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	1,377	1,322	4.2%	7,128	6,837	5.1%
Revenue Passenger Kilometres(m)	2,780	2,677	3.8%	15,317	14,594	5.8%
Available Seat Kilometres (m)	3,385	3,233	4.7%	18,391	17,738	4.5%
Passenger Load Factor (%)	82.1%	82.8%	(0.7 pts)	83.3%	82.3%	1.0 pts
Short Haul Total	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	1,225	1,171	4.6%	6,288	6,020	5.3%
Revenue Passenger Kilometres(m)	1,300	1,211	7.3%	7,104	6,622	8.2%
Available Seat Kilometres (m)	1,550	1,447	7.2%	8,577	8,068	7.2%
Passenger Load Factor (%)	83.9%	83.8%	0.1 pts	82.8%	82.1%	0.7 pts
Domestic	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	921	892	3.3%	4,618	4,461	4.4%
Revenue Passenger Kilometres(m)	479	454	5.3%	2,367	2,271	5.1%
Available Seat Kilometres (m)	576	549	4.9%	2,865	2,798	3.2%
Passenger Load Factor (%)	83.1%	82.8%	0.3 pts	82.6%	81.2%	1.4 pts
Tasman / Pacific	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	304	279	8.9%	1,670	1,559	8.0%
Revenue Passenger Kilometres(m)	822	757	8.5%	4,737	4,351	9.8%
Available Seat Kilometres (m)	974	898	8.6%	5,713	5,270	9.3%
Passenger Load Factor (%)	84.3%	84.4%	(0.1 pts)	82.9%	82.6%	0.3 pts
Long Haul Total	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	153	151	1.1%	840	817	3.7%
Revenue Passenger Kilometres(m)	1,479	1,466	0.9%	8,213	7,972	3.9%
Available Seat Kilometres (m)	1,834	1,786	2.7%	9,813	9,670	2.3%
Passenger Load Factor (%)	80.7%	82.1%	(1.4 pts)	83.7%	82.4%	1.3 pts
Asia / Japan / Singapore	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	68	66	3.3%	341	333	3.3%
Revenue Passenger Kilometres(m)	607	586	3.5%	3,037	2,970	3.1%
Available Seat Kilometres (m)	767	733	4.6%	3,731	3,749	0.3%
Passenger Load Factor (%)	79.1%	79.9%	(0.8 pts)	81.4%	79.2%	2.2 pts
Americas / UK	NOVEMBER			FINANCIAL YTD		
	2018	2017	% *	2019	2018	% *+
Passengers carried (000)	85	85	(0.6%)	499	484	4.0%
Revenue Passenger Kilometres(m)	873	880	(0.8%)	5,176	5,002	4.3%
Available Seat Kilometres (m)	1,067	1,053	1.3%	6,082	5,921	3.6%
Passenger Load Factor (%)	81.8%	83.5%	(1.7 pts)	85.1%	84.5%	0.6 pts

+ The year to date percentage movements have been adjusted on a daily weighted average basis. The adjustment takes into account the difference in days for the accounting month of July 2018 (29 days) compared with July 2017 (30 days).

* % 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.



Media Releases

(during the period 29 November to 17 December 2018)

First ever service between Invercargill and Auckland

14 December 2018

Air New Zealand is set to trial a direct service between Invercargill and Auckland using its Airbus A320 jet aircraft from the second half of 2019.

The trial service will operate five days a week, departing Invercargill at 6am and arriving in Auckland at 7:55am. The Auckland-Invercargill service will depart at 7:35pm. With a flight time of approximately two hours, the new service will be the longest domestic Air New Zealand flight.

Air New Zealand Head of Regional Affairs Reuben Levermore says the airline is excited to launch a direct Invercargill-Auckland service next year using its A320 jet aircraft.

“The Southland community has told us a direct Invercargill-Auckland service is important and we’ve been working closely with stakeholders to achieve this. The challenge will be for the community to support the trial of a direct service to ensure it’s sustainable, and we’re confident they’ll do so.”

Air New Zealand will announce the commencement date for the new service when tickets go on sale in January.

Air New Zealand opens new lounge in Tauranga

14 December 2018

Air New Zealand has opened its new regional lounge at Tauranga Airport. The lounge will cater for around 90 customers, which is nearly double the seating offered previously.

The significantly larger lounge is located on the upper floor of the airport terminal with windows overlooking the runway. It has a number of different zones to meet the needs of customers, including a café, buffet and light refreshments, a self-service drinks station, as well as business, lounge and quiet areas.

Air New Zealand General Manager Customer Experience Anita Hawthorne says it’s fantastic to have a new space for travellers out of Tauranga.

“Tauranga is a popular port on the airline’s domestic network. Just last month we announced 10 additional one-way services a week on both our Tauranga-Auckland and Tauranga-Wellington routes, so we look forward to welcoming customers to our new lounge before they fly.”

The new lounge is part of a \$60 million investment in lounges throughout New Zealand over the next two years. This includes the construction of a new, much larger regional lounge at Auckland Airport and a refurbishment of the airline’s domestic lounges at Auckland and Wellington airports. Plans are also underway for new regional lounges in Christchurch, Nelson and New Plymouth.



Air New Zealand to operate Christchurch – Singapore services

7 December 2018

Air New Zealand and Singapore Airlines will deliver South Island travellers greater choice and increased frequency as part of their joint venture alliance, with Air New Zealand to operate flights between Christchurch and Singapore from December 2019.

The airline will operate a five times weekly seasonal service between Christchurch and Singapore from 1 December 2019 to 22 February 2020 using new configuration Boeing 787-9 Dreamliner aircraft. Up to now, Singapore Airlines has been operating the seasonal service three times a week, in addition to its daily service between Christchurch and Singapore.

The increase in seasonal services to Christchurch follows approval for the two airlines to extend their alliance for a further five years until March 2024.

Air New Zealand Chief Strategy, Networks and Alliances Officer Nick Judd says the changes have been introduced to meet growing demand for alliance services.

“We’re deploying our larger Boeing 787-9 Dreamliner aircraft on the route which will increase capacity as well as add more premium seating to the route. With the growth in frequency of the seasonal service to five times weekly, these changes will ultimately deliver greater choice, great connectivity beyond Singapore and increased connections into the domestic New Zealand network.

“We’d also like to acknowledge our partners in Christchurch – ChristchurchNZ and Christchurch Airport – for their support as we’ve gone about establishing these services,” says Mr Judd.

Summer of free Wi-Fi for Air New Zealand customers

3 December 2018

Air New Zealand will offer complimentary Wi-Fi to customers on all Wi-Fi enabled flights this summer.

The airline is rolling out Wi-Fi across its international network, with the service now available on four of its Boeing 777-300 aircraft and five of its Boeing 777-200 aircraft. These aircraft predominantly operate the airline’s trans-Tasman, US and London routes.

Air New Zealand Chief Revenue Officer Cam Wallace says the airline will spread some good cheer this Christmas with free Wi-Fi from 1 December to 28 February next year.

“We’ve had great customer interest in our inflight Wi-Fi product since we first started rolling it out on our international jet fleet in October last year. Offering free Wi-Fi over the summer period is a great way for our customers to be able to stay connected with friends and family.”

Standard Wi-Fi on Air New Zealand services is charged at \$30 NZD for a full flight to Australia and the Pacific Islands and \$40 for the duration of a flight to North America, Europe and Asia destinations. There is also a 1-hour pass available for \$9 on North America, Europe and Asia services.



First non-stop air service between New Zealand and Chicago takes flight

30 November 2018

Air New Zealand's inaugural flight between Auckland and Chicago departed from Auckland International Airport in late November.

Air New Zealand Chief Executive Officer Christopher Luxon, who travelled on the inaugural service, said the airline's new Auckland-Chicago service means exciting new opportunities for travellers to explore the United States' third biggest city, along with more of the East Coast of the US and Canada.

"We're excited to offer our customers a direct link between New Zealand and Chicago. With our alliance partner United operating more flights out of its hub of O'Hare International Airport than any other airline, the new service to Chicago will provide customers with convenient one-stop codeshare connections to around 100 destinations across the US.

"New Zealand already welcomes around 340,000 visitors annually from the US and we anticipate this number will grow with the introduction of this new service. We expect the route will contribute around NZD\$70 million annually to our economy – and we know 50 percent of spending by US visitors is done outside the main centres," says Mr Luxon.

Chicago is an exciting destination with a lot to offer from its fascinating history, world-class museums and stunning architecture to internationally-renowned jazz and blues scene, and famous dishes including the iconic deep dish pizza.

Air New Zealand's direct Auckland-Chicago service, operated by its Boeing 787-9 Dreamliner aircraft, will depart Auckland on Wednesday, Friday and Sunday.

Lonely Planet recently named the new nonstop service one of the most exciting new airline routes of 2019 in its [Where to fly in 2019? The 10 most exciting new flight routes](#) list.