

Our Charter:

- Sets out how we will provide the highest quality customer experience for everyone
- Has clear standards on how we expect our employees and partners to behave
- Helps our customers to understand how our values underpin everything we do and achieve

Welcome to Our Place



We are committed to your safety

Safety is our number one priority. Our terminal, aerodrome and airport precinct will be a safe place to work, shop, eat and play.

We identify and follow up on all hazards, and report all incidents, no matter how big or small.

We train our staff to prioritise their safety and make their workplace and airport safe for everyone.



We welcome you as part of our family

We're one big family, and now you're a part of it too! Share the spirit and welcome everyone, customers and co-workers, as part of our family.

Create a memorable experience with all people you come into contact with



We take pride in our place

It's our place and we're proud. Take pride in your airport, in your place.

We care about our place, and so do our maintenance teams, cleaning teams, contractors and customers! Make our place a special place to be.



We care about your comfort

Customer Care and comfort is always on offer at Darwin International Airport.

We want you to feel comfortable at your place.



We aim to be number 1

We want to be the number one airport in Australia. It's these little extra things that add up to first place; gratitude, pride, cleanliness and comfort.

Being safe, welcoming, proud & offering a comfortable environment, will get us there.

This all forms part of our customer experience charter, and part of every day at Darwin International Airport.

Let's work together to give the best airport experience possible, strive to be the number one Australian airport and welcome each and every one to **Our Place**.