

2021 Stakeholder Engagement Report DARWIN INTERNATIONAL AIRPORT



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Darwin International Airport

Darwin International Airport Pty Ltd (DIA) has a 50 year lease plus 49 year option over the Darwin International Airport from the Commonwealth of Australia under the *Airports Act 1996.* DIA is also a joint-user airport under the *Airports Act 1996* and a joint-user deed with the Australian Government Department of Defence governs the co-located operation of DIA and Royal Australian Air Force (RAAF) Base Darwin.

The airport is a key commercial, personal travel, essential services and military transport facility for northern Australia. In addition to this, DIA plays a vital role in sustaining remote communities across northern Australia through the utilisation of the large general aviation capability at the airport.

Location

DIA is located around 13 kilometres by road northeast of the Darwin Central Business District, on a 311 hectare leased site plus the 215 hectare joint-user (civil plus military use) area. DIA is a curfew free gateway to the Northern Territory, providing international, domestic and general aviation services.



DIA is ideally located as part of the regional transport system as it is approximately halfway between major Australian cities and South East Asian capitals.



Airport Ownership

Darwin International Airport is ultimately owned by Airport Development Group Pty Ltd (ADG) who also own Alice Springs Airport and Tennant Creek Airport. ADG is proudly 100% Australian owned by IFM Investors (77.4%) and Palisade Investment Partners Limited (22.6%).

Community Consultation Group

Context

It is Commonwealth Government Policy that privatised airports subject to the *Airports Act 1996* have a Community Aviation Consultation Group. This is outlined in the Aviation White Paper published in December 2009.

The Guidelines issued by the Department for Infrastructure and Transport (February 2011) highlight that the purpose of a Community Aviation Consultation Group is:

- "to enable airport operators, residents affected by airport operations, local authorities, airport users, and other interested parties to exchange information on issues relating to the airport operations and their impacts;
- to allow concerns to be raised and taken into account by the airport operator, with a genuine desire to resolve issues that may emerge; and
- to complement and support the consultative requirements already established for Master Plans, Airport Environment Strategies and Major Development Plans."

The Guidelines also outline that the Consultation Group is "... just one avenue through which concerns can be raised and does not replace other forums and complaints handling mechanisms established by the airport operator or other authorities (such as the handling of aircraft noise complaints by Airservices Australia). The Group is not an arbitration or decision making body."

Darwin is a joint-user airport with both civil and military aircraft operations. A joint-user deed governs planning and operation of the co-located RAAF Base Darwin and Darwin International Airport aviation activities. The Department of Defence is hence integral to the functioning of the Community Consultation Group.

Consultation Group Role

The overall role of the Darwin International Airport (DIA) Community Consultation Group is to consult on community issues arising from Airport operations and developments.

Specifically, the work of the Consultation Group will include:

- Existing and proposed airport development and operations.
- Steps being taken to implement or develop the airport's Master Plan.
- Noise (including aircraft noise) and environmental issues.
- Ground transport and access issues.
- Improvements or changes to airport facilities.
- Relevant activities from the RAAF/Department of Defence, Airservices Australia and Civil Aviation Safety Authority where such activities may change or affect airport operations that in turn, would also be of community interest.
- The contribution of the airport to the local, regional and national economy.

The Community Consultation Group is not there to resolve airport or aircraft related complaints or resolve aviation related commercial disputes.

Membership

The following membership reflects the Community Consultation Group role:

- Independent Chair
- general community member (2 positions)
- environment / landcare group
- aviation industry / airport business representatives (2 positions)
- tourism sector
- business community
- Department of Defence / RAAF Base Darwin
- Darwin International Airport CEO.

The Department of Infrastructure, Transport, Regional Development and Communications (DITRDC), Airservices Australia and Civil Aviation Safety Authority will participate in Community Consultation Group meetings as required.

The Independent Chair is appointed for 3 years. Members are appointed for 2 years.

Operating Model

The following principles/practices shall govern the internal workings of the Consultation Group:

- Positions taken by the Group are arrived at by consensus. However, that does not mean every member must agree in order for the Group to arrive at a position. Any member who wants their view recorded on a Group position is entitled to do so.
- The Group will function in a collegiate atmosphere under the guidance of the Independent Chair.
- Group confidentiality and external solidarity will be respected in order to be conducive to the free flow of information and frank exchange of views.

Role of All Members

All members are expected to:

- Actively participate in the business of the Group including being well prepared for meetings.
- Maintain external solidarity as far as possible.
- Be forthright yet courteous in expressing their views.
- Play a positive role in the working of the Group.
- Contribute their personal expertise to Group business.

Role of the Independent Chair

The role of Independent Chair, in addition to the expectations of all members, is to:

- Provide leadership to the Group, including providing guidance to members as required.
- Chair meetings and settle agendas.
- Communicate externally and with the media on Consultation Group matters, including speaking publicly.
- Undertake stakeholder liaison on behalf of the Group between meetings as required.
- Be a point of reference for the Airport between Group meetings.
- Settle the Summary Record of each meeting.
- Appoint members in consultation with the Airport.
- Terminate a member whose conduct is disruptive to the effective working of the Group.

Secretariat

DIA will provide the Community Consultation Group secretariat plus administrative and technical support to the Independent Chair.

Meeting Frequency

The Community Consultation Group will normally meet 3 times per year.

Record of Meetings

A Summary Record and Web Report of each meeting will be endorsed by the Independent Chair and Community Consultation Group Members, with the Web Report published on the Darwin International Airport website.

Annual Report

DIA produces an Annual Report (this report) of Community Consultation Group activities for the year ending 30 June each year which is provided to the to the Department of Infrastructure, Transport, Regional Development and Communications.

Planning Coordination Forum (PCF)

In addition to the Community Consultation Group meetings, Northern Territory Airports facilitates a Planning Coordination Forum (PCF), held three times per year. PCFs are a mechanism to foster high level strategic discussions between the airport, and Commonwealth, state/territory and local government representatives to improve the coordination of planning for the airport site and surrounding areas.

The Government requires all major capital city leased airports to establish and maintain a Planning Coordination Forum (PCF). Other airports are encouraged to adopt this model as well. As the majority of planning resources of both the Northern Territory Government and Northern Territory Airports are located in Darwin, it is sensible for one Planning Coordination Forum to cover both Darwin International Airport and Alice Springs Airport. As Darwin is a joint-user airport with both civil and military aircraft operations, the Department of Defence and RAAF are hence integral to the functioning of the Planning Coordination Forum.

The role and function of the Northern Territory Airports Planning Coordination Forum is to provide a mechanism for information exchange, discussion and resolution of issues relating to all aspects of aviation and non-aviation activity and developments.

Specifically, the work of the Planning Coordination Forum includes:

- Planning and development issues, including local planning integration.
- Development and implementation of airport master plans.
- Road access issues including ground transport and public transport services.
- Environmental impacts from airport operations.
- The role of the airports as a major consumer and employment centre in the urban and regional planning context, as well as the wider economic role of the airports as transport centres.
- Measures to address the impacts of airport operations, including aircraft noise.
- Land use planning issues in the vicinity of the airport, including planning measures to safeguard airport operations, amenity of neighbouring properties, and future development on- and off-airport.
- Government regulatory and policy issues.

The following membership reflects the role of the Planning Coordination Forum:

- NT Government Department of Infrastructure, Planning and Logistics (Lands Planning)
- NT Government Department of Infrastructure, Planning and Logistics (Transport Infrastructure Planning Division)
- City of Darwin
- Australian Government Department of Infrastructure, Transport, Regional Development and Communications
- Australian Government Department of Defence and RAAF (RAAF Base Darwin, Defence Support NT and Estate Planning Canberra)
- Northern Territory Airports.

2020-21 Community Consultation Group

COVID-19

It has been a challenging year for Darwin International Airport and the aviation industry as we navigate the impacts of the COVID-19 pandemic. The impact of COVID-19 due to border restrictions, both international and domestic, resulted in passenger volumes falling to extraordinarily low levels.

The wellbeing and safety of our employees, contractors and visitors remains our top priority, and we have worked hard to ensure people feel safe and protected at our airport.

Meetings Undertaken

	Location	Date
DIA Community Consultation Group – Meeting 31	Darwin	30 July 2020
DIA Community Consultation Group – Meeting 32	Darwin	5 November 2020
DIA Community Consultation Group – Meeting 33	Darwin	4 March 2021

CCG Meeting Outcomes

Below is a summary of the highlights of each meeting. Details of each of the items can be found in the Summary Record of the meeting, or the corresponding Web Report published to the Darwin International Airport website (<u>www.darwinairport.com.au</u>).

Highlights from the 30 July 2020 meeting included:

- The aviation industry has been one of the most impacted industries globally by the COVID-19 pandemic. This was the major theme of the meeting.
- The impact and challenges of COVID-19 to date at Darwin Airport, including passenger numbers plummeting by 97%; border closures; declared COVID-19 hotspots; heightened cleaning regime and safety measures; COVID-19 communications; rental relief for tenants.
- As a result of COVID-19, no air traffic control was provided between 10pm-6am in April/May/June 2020, and instead common traffic advisory frequency (CTAF) procedures were in place during these time periods.
- DITRDC's Airports Branch has been delivering COVID-19 funding programs and working on other support measures.

Highlights from the 5 November 2020 meeting included:

- There has been a progressive return of domestic passengers across NT Airports' three airports (Darwin, Alice Springs, Tennant Creek), reaching almost 80,000 passengers in September. This equates to 35% of usual traffic.
- Darwin Airport is optimistic of a strong passenger recovery in the dry season 2021, with domestic travel substituting international outbound travel.

- COVID-19 international repatriation flights arriving in Darwin are being managed through the RAAF side of the airport to maintain separation.
- The proposed Dan Murphy's development has been further delayed. Darwin Airport would prefer the project not be built on the Bagot Rd site, and instead be positioned further away from Bagot Community.
- Airservices has recently released its Flight Path Design Principles, directly shaped by feedback received during national consultation held earlier this year.
- The freight and cold storage facility is now operational, having been completed 3 weeks ahead of schedule.
- DITRDC continues to be heavily involved in aviation assistance measures and financial relief as a result of COVID-19.
- A comprehensive presentation was given by Lendlease on the construction of the new air traffic control tower at Darwin Airport.

Highlights from the 4 March 2021 meeting included:

- Passenger numbers have continued to increase and are currently at 70% of usual domestic traffic.
- Airport Development Group (parent company of Darwin Airport) plans to create a world class destination resort in Darwin, with the redevelopment of the Mercure Darwin Airport Resort and Novotel Darwin Airport Hotel.
- The proposed Bagot Road Development has been relocated to the intersection of Sabine Road / McMillans Rd / Osgood Dve. This move follows thorough consultation with community and indigenous groups.
- Airport Development Group's recently established Investment Division is preparing a proposal for a large scale mixed product fuel storage facility at East Arm.
- Darwin Airport has recently received accreditation from Airports Council International for health measures and practices in place at the airport to combat COVID-19.
- DIA and Defence have commenced work on a very complex project to relocate the hook cable pits for the main runway.
- Darwin Airport's Disability Access Facilitation Plan has recently been rewritten: <u>https://www.darwinairport.com.au/when-you-arrive#special-assistance</u>
- The Australian Government continues to monitor the impact of COVID-19 on the aviation industry and its longer-term sustainability, including opportunities for reform.
- On 31 March 2021, the RAAF will mark 100 years of service to Australia.
- In total there were 8 individual noise complaints received by Airservices in 2020, an increase from 4 in 2019. In comparison to other Australian capital city airports, this number is very low.
- It is proposed to hold the Community Consultation Group and Planning Coordination Forum meetings concurrently (rather than as two separate meetings held over two days).

2020-21 Stakeholder Engagement

Darwin International Airport remains committed to genuine consultation and engagement with stakeholders. DIA's overarching objective is to foster community engagement, however it is also about engaging with the community at a broader, grass roots level in support of industry, social welfare, sporting endeavour and participation.

Listed on the following pages are a range of key stakeholder engagements DIA has undertaken over the past twelve months.

COVID-19

Health in focus



Hon Natasha Fyles MLA visiting the Darwin International Airport terminal to meet staff and see the area where passenger processing takes place

Across our three airports in Darwin, Alice Springs and Tennant Creek, we have been working hard with stakeholders to ensure visitors to our terminals feel safe and secure.

Darwin International Airport would like to thank all of the stakeholders, especially the Australian Federal Police, the Northern Territory Government and Department of Health for their outstanding efforts and dedication to helping make the arrivals procedure for interstate guests seamless and focused on the health and wellbeing of passengers and staff.

Airport Stakeholder Updates

Regular stakeholder updates for tenants, retailers, partners and other airport stakeholders are sent out on a regular basis to more than 500 recipients. These updates are also published to the Darwin International Airport website.

COVID-19 Airport Stakeholder Updates

From the start of the COVID-19 pandemic, Darwin Airport has sent out regular updates for tenants, retailers, partners and other airport stakeholders to more than 780 recipients. These updates are also published to the Darwin International Airport website.

Social Media



Regular COVID-19 updates are posted to the Darwin International Airport facebook page.

COVID-19

ACI Airport Health Accreditation



In late January 2021, Darwin International Airport was one of only a handful of airports Australia-wide to have been recently recognised with an International Accreditation from ACI World, for the stringent health measures we have in place, to ensure the safety of all passengers, visitors and staff.

This international accreditation demonstrates that our procedures meet or exceed global industry best practices, which we are sure is very reassuring for anyone choosing to travel from or into Darwin International Airport.

Darwin International Airport has a range of safety and sanitary measures in place including regular deep cleaning of the terminal to hand sanitising stations, touchless taps in restrooms and social distancing processes.

Passenger education

HELP STOP THE SPREAD OF COVID-19



COVID-19 poster displayed in terminal

Darwin International Airport created a range of COVID-19 messages to help guide passengers passing through the airport terminal. These included posters, signs, decals, digital messages and a short video.

Industry & Business Engagement

Spotlight on Aviation



Tom Ganley, CFO Darwin International Airport, speaking at the launch

A feasibility report for a proposed aviation training academy in Darwin was released to the public in July 2020, and launched at an industry event at Darwin Airport's Catalina Lounge.

The report summarises findings from Deloitte and Industry Skills Advisory Council Northern Territory (ISACNT)'s 2019 feasibility study for an aviation training academy and presents a scalable approach to the establishment of an academy in the Northern Territory.

The launch – which was live streamed to interstate industry colleagues – garnered a huge amount of support and enthusiasm. We look forward to reporting on more about this exciting project.

Quarterly Aviation Report



Quarterly aviation report data

In September 2020, Northern Territory Airports released an informative and easy to read new quarterly report on all things aviation across its three airports – Darwin International Airport, Alice Springs Airport and Tennant Creek Airport.

Subscribe here: http://eepurl.com/hrakMf

CASA Smoking Ceremony



CASA Smoking Ceremony

Darwin Airport staff were invited by the Civil Aviation Safety Authority's (CASA) Darwin office to join their traditional Smoking Ceremony held in March 2021. The ceremony formed part of CASA's Reconciliation Action Plan.

Industry & Business Engagement

Airport Safety Week



Airport Safety Week is a safety campaign that is specifically tailored to engage with employees and contractors working on an aerodrome. It is a collaboration between the Australian Airports Association (AAA) and the NZ Airports Association (NZ Airports).

This year COVID-19 meant a slightly different program for Airport Safety Week at Darwin International Airport, with the focus squarely on the pandemic and health and safety around managing these challenges.

Airport Safety Week ran from 19-23 October 2020 and as usual had a variety of activities and forums focused on the safety of staff, our stakeholders and the broader community. Activities included the annual FOD walk, mental health and wellness during COVID-19, and heat & stress management.

Recognition



Spotless staff recognition

Darwin International Airport commended the exceptional work of Spotless cleaning staff who went above and beyond during the rapid emergence of COVID-19 to ensure Darwin Airport was kept impeccably clean and help minimise the risk of exposure for staff, stakeholders, contractors and passengers.

Environmental Initiatives

Larrakia Rangers



Larrakia Ranger partnership

Hundreds of trees have been planted along Rapid Creek within Darwin International Airport's lease area, as part of a community partnership program with Larrakia Nation.

The community partnership with the Larrakia Nation sees the Larrakia Rangers undertaking environmental management activities to support the ongoing work of maintaining the health of Rapid Creek Reserve.

In addition to tree planting, the Larrakia Rangers have undertaken various other activities including weed management and environmental monitoring. The project also provides a platform for cultural knowledge transfer between the Larrakia people, Darwin International Airport and the local community.

NT Field Naturalists Society



Black Footed Tree Rat at Rapid Creek

The Gurambai walking trail (which moves through part of the Darwin Airport precinct) is not only beautiful, it has significant cultural values, particularly for the Larrakia people, the traditional owners of the area. Gurambai is the Larrakia name for Darwin's largest freshwater stream, Rapid Creek, and means 'elbow', referring to the shape of the creek at its mouth.

In mid-2020, the NT Field Naturalists Society took a tour along the Gurambai trail and many marvelled at this natural habitat, rich with flora and fauna, located in an urban area.

Rapid Creek is home to endangered species, the Black Footed Tree Rat. During the walk, the group were able to witness the release of this native fauna back into the catchment area, thanks to the ongoing care and maintenance of airport stakeholder, Mercure Hotel.

Environmental Initiatives

Media



ABC Radio Darwin airside tour at Darwin Airport

In April 2021, Darwin Airport staff hosted an airside ride for ABC Radio Darwin. We explained that the effective management of birdlife at the airport was critical to ensuring the safety of flights and passengers travelling through the airport.



BUSHFIRE PROTECTION BEGINS

COMMERCIAL and community stakeholders of the Rapid Creek Reserve met to prepare for the upcoming fire season to ensure the reserve is protected. Darwin Apport Group, weed maintenance business Ecor. Darwin council representatives o help establish a fire u b gement plan for the reserve. b Fire and Rescue Service h to force Sean Ranie said it moortant to meet ahead of en y to prepare for the mining year. g iven the size of the wet b n we're expecting quite a b

NT News article, 23 May 2021

Darwin International Airport, EcOz, Darwin Council representatives and NT Fire and Rescue Service met to help establish a fire management plan for the Rapid Creek reserve.

Sustainability reporting

Darwin International Airport (as part of Airport Development Group) published its second annual sustainability report 2019-20. Darwin International Airport views corporate sustainability as conducting business to create value for present stakeholders while protecting the rights of future stakeholders.

Not only is sustainability good for the environment and the communities we work across, it also represents good business. Sustainability is incorporated across our business operations, our staff, our community and our environment.

Adopting corporate sustainability across our airport operations delivers value to our business through:

- maintaining our social licence to operate
- growing investor confidence
- driving efficiency improvements in the use of natural resources
- minimising waste
- providing safe work environments
- supporting employee learning and development
- driving innovation within our projects
- managing risk.

The sustainability data demonstrates our sustainability performance in the following areas:

- approach to sustainability reporting
- stakeholder engagement processes
- workforce profile
- work health and safety systems
- resource use, emissions and waste.

Corporate Giving

Corporate Giving Committee

The Corporate Giving Committee at Darwin International Airport continues to give back to the community through a range of activities.

The committee, which meets monthly, supports the purchase of tangible items that help improve the lives of Top End community organisations and individuals.

Workplace giving



Workplace giving presentation to Orange Sky

Darwin International Airport's workplace giving program has been in place now for more than ten years. Under the program, staff contribute to NT-based charities through payroll deductions, which the company matches dollar for dollar.

In early 2021, CEO Tony Edmondstone and Executive General Manager Leanne Coburn presented a donation of \$16,000 to Orange Sky Australia.

Orange Sky has been operating in the Northern Territory for nearly three years, providing a regular laundry and shower service for disadvantaged Territorians through its van, 'Betsy'.

Drive-in cinema



Drive-in cinema at Darwin Airport

Darwin International Airport transformed its Short Stay car park into a drive-in cinema for a unique dry season event, in partnership with Deckchair Cinema and Foodbank NT.

The drive-in event (which sold out in 24 hours) was held on Friday 26, Saturday 27 and Sunday 28 June from 6pm and featured two fantastic family-friendly movies.

Almost 600 people attended over the weekend, and the event raised \$9600— \$4800 each for the Darwin International Film Festival and Foodbank NT to go towards their community causes.

Darwin International Airport thanks its sponsors that helped raise these muchneeded funds: National Critical Care and Trauma Response Centre (NCCTRC), Santos, Rimfire Energy Royal Wolf and Origin Energy.

Community Engagement

Online retail store



NT Airports' online retail store

In November 2020, Northern Territory Airports launched 'On Sale at NT Airports' a new online retail offering developed to support airport retailers and tenants who have been suffering as a result of the COVID-19 pandemic.

The online store provides one click access to all products currently sold at airport retail stores at discounted prices.

There are plans to grow the on-line store, with Territory influenced products including Indigenous art, designs, and locally sourced and made products.

To start shopping, go to: https://onsale.ntairports.com.au/

Chinese New Year Lion Dance



Lion dance performed in the terminal

On February 13 2021, Darwin International Airport welcomed in the Year of the Ox with the help of the Chung Wah Society. Passengers and staff were treated to an exciting performance throughout the terminal.

April Fool's Day

Sniffer crocs on patrol

Darwin Airport introduces new line of defence



Darwin Airport released a 'Croc Sniffer' story published in the NT News to mark April Fool's Day. The airport announced that crocodiles would soon be welcoming tourists and returning residents into the Top End, with a new sniffer croc biosecurity service on patrol to detect illegal items. The April Fool's story was created in collaboration with Crocodylus Park. A short video was made as well, published to the airport's facebook page.

Community Engagement

Funbus On Tour



Funbus On Tour at Darwin International Airport

City of Darwin's beloved Funbus is a touring activity and learning centre around Darwin which provides entertainment for the youngest and most precious community members in the Top End -1-5 year olds.

COVID-19 meant a shift away from its traditional program (for a period) and greater engagement online, including online story time. Darwin Airport was chuffed to take part in a Funbus On Tour story time session which featured a reading by local author, Lisa Louden of her book, The Pipey Fairy.

Media Publications



Territory Q – April 2021

Darwin Airport has undertaken a range of media engagement throughout the past year, including radio interviews, television, newspaper and magazine articles. Topics have included COVID-19, commercial and property developments, aviation development and environmental management.

Supporting the Arts

Sponsorship

Darwin International Airport is proud to invest in the cultural vitality of communities in Darwin and supports many local arts organisations.

Due to COVID-19 many events didn't go ahead in 2020. ADG continued to offer support for events that were able to take place, including:

- The Green Room (our arts / performance activation space in the terminal)
- Darwin Festival
- Tracks Dance Company
- Browns Mart Theatre
- Off the Leash
- Darwin Symphony Orchestra
- Darwin International Film Festival
- NT Travelling Film Festival
- Spun Story Projects.

Education

Due to COVID-19 some of the arranged educational work placements at Darwin International Airport were unable to go ahead in 2020-21.

Charles Darwin University scholarship

Our Charles Darwin University environmental management scholarship student from 2019-20 continued their placement with Darwin International Airport's environment team during 2020-21.

2021-22 Stakeholder Engagement

In line with the 2020-21 activities described in this report, Darwin International Airport looks forward to continuing with many of the actions noted above, facilitating and participating in Community Consultation Group and Planning Coordination Forum meetings, and continuing broader community engagement and consultation activities including:

- Meetings and briefings with Federal and State/Territory Ministers and Shadow Ministers, NT Government CEOs and local councils
- Media engagement including radio, television, newspapers and magazine articles, as well as ongoing website updates and information sharing through social media channels
- Continued corporate giving fundraising
- Continued membership on collaborative groups such as Rapid Creek Water Advisory Committee and the PFAS Interagency Working Group
- Environmental conservation initiatives such as tree planting, toad bust events and Clean Up Australia Day
- Ongoing support of the arts
- Continue fostering relationships with education institutions like CDU and local schools
- Continued involvement with industry, business and the community

2021-22 Meeting Schedule

	Location	Date
DIA CCG Meeting	Darwin	29 July 2021
DIA CCG Meeting	Darwin	4 November 2021
DIA CCG Meeting	Darwin	3 March 2022
CCG Annual Chairs Meeting	Online	October 2021