

Stock exchange listings: New Zealand (NZX: AIR) / Australia (ASX: AIZ)

MARKET ANNOUNCEMENT

18 September 2017

Update: Auckland fuel supply issue

Please see the attached release related to the fuel supply disruption.

Mike Tod
Chief Marketing and Customer Officer

Ends.

Media Release

Media release
18 September 2017

Update: Auckland fuel supply issue

Air New Zealand is continuing to experience disruption to its operations following a temporary shut-down of Refining New Zealand's pipeline into Auckland.

The shut-down is currently impacting all airlines operating into and out of Auckland Airport and limiting the volume of jet fuel able to be uplifted to 30% of normal usage. It's estimated around 2,000 Air New Zealand customers will be affected by flight cancellations today as the airline works to consolidate passenger loads and minimise fuel usage.

In addition to the cancellations, some long-haul services to and from Asia and North America will undertake refueling stops at selected Pacific or Australian airports. To date, three North America services have refueled in Nadi, Fiji. Today flight NZ99 from Auckland to Narita, Tokyo will make a refueling stop in Brisbane, Australia.

The airline is also ensuring domestic jet services uplift maximum fuel limits when operating out of Wellington or Christchurch to limit refueling in Auckland.

Air New Zealand Chief Operations Integrity & Standards Officer Captain David Morgan says the refueling stops completed overnight went well and the practice will continue to alleviate pressure on fuel supplies in Auckland.

"Aviation is a critical transport industry and the lifeblood for tourism and we are naturally extremely disappointed with this infrastructure failure," Captain Morgan says.

Based on information available at this stage, Air New Zealand believes the fuel supply issue is unlikely to have a material impact on the FY18 annual result.

Any necessary schedule changes are being communicated to affected customers directly. A full list of flight cancellations is available on the Air New Zealand [Travel Alerts](#) page and will be updated regularly.

The following flights have been cancelled for today, Monday 18 September:

- NZ722 – Melbourne to Auckland
- NZ543 – Auckland to Christchurch
- NZ550 – Christchurch to Auckland
- NZ413 – Auckland to Wellington
- NZ420 – Wellington to Auckland
- NZ437 – Auckland to Wellington
- NZ444 – Wellington to Auckland

Customers currently booked to travel into or out of Auckland over the coming week are advised to keep an eye on the [Travel Alerts](#) page of the Air New Zealand website for the latest information.

Ends

Issued by Air New Zealand Public Affairs ph +64 21 747 320

About Star Alliance:

The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognized by numerous awards, including the Air Transport World Market Leadership Award and Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Avianca, Avianca Brasil, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Portugal, Turkish Airlines, THAI and United. Overall, the Star Alliance network currently offers more than 18,400 daily flights to 1,300 airports in 191 countries. Further connecting flights are offered by Star Alliance Connecting Partner, Juneyao Airlines.

For more information about Air New Zealand visit www.airnewzealand.com and for more information about Star Alliance visit www.staralliance.com and/or follow Star Alliance on [Facebook](#), [Twitter](#), [Youtube](#), [LinkedIn](#) or [Instagram](#).