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QAL has been operating key regional airports in Queensland for fourteen years and is 100 per cent Australian owned and operated.
Queensland Airports Limited (QAL) delivers value to shareholders, airport users and communities across Australia through the innovative development and management of regional airports and services.

QAL has been operating key regional airports in Queensland for fourteen years and is 100 per cent Australian owned and operated.

Queensland Airports Limited owns and operates Gold Coast Airport, Townsville Airport, Mount Isa Airport and Longreach Airport, as well as aviation-support businesses of Aviation Ground Handling (AVGH), AVIEX (an aircraft maintenance and repair company), and the Northern Australian Aerospace Centre of Excellence (NAACEX) at Townsville Airport.

Queensland Airports Limited’s principal shareholders are:

- QAL Investments No. 2 Pty Ltd as trustee for QAL Investments Trust
- Hastings Funds Management as trustee for Queensland-based Infrastructure Fund
- Perron Investments Pty Ltd
WE CONTINUE TO INVEST IN OUR PEOPLE AND TO PROVIDE A SAFE WORKPLACE WHICH DELIVERS MUTUAL BENEFITS FOR QAL, ITS PEOPLE AND THE COMMUNITY
Through the skills and commitment of our people, Queensland Airports Limited strives to be the benchmark for excellence in the delivery of safe and sustainable regional airport facilities and services in Australia.

- To achieve investment grade financial outcomes by 2015 whilst maintaining better than industry average returns to our shareholders
- Deliver continuous improvements in customer service levels across all of our business units
- To be the industry benchmark for environmental sustainability and community engagement
- To develop our people, our facilities and our services in a safe, secure and risk intelligent environment

STRATEGIES TO DELIVER OUR VISION

- Provide leadership within a risk intelligent organisation with a strong governance framework and behaviours consistent with the vision
- Continuous review of all systems, processes and policies to support the business units to provide exceptional customer service and to provide our staff with the tools for success
- To operate the group in a true partnership which is respected in the community and with all stakeholders and partners
- Optimise the capital and debt management of the QAL Group
- Continue to invest in our people and to provide a safe workplace which delivers mutual benefits for QAL, its people and the community
THE ‘QAL WAY’ IS AT THE HEART OF OUR ORGANISATION AND THE FOUNDATION OF VALUE CREATION THROUGHOUT OUR AIRPORT BUSINESSES

REGIONAL INVESTMENT FOCUS
Robust, size appropriate and cost effective processes with a focus on simplicity and access to expertise

SUSTAINABLE GROWTH
A sustainable, triple-bottom line reputation to operate only with the community’s consent

PARTNERSHIP APPROACH
Empowered local management who actively immerse themselves in the community they serve
PASSION FOR INNOVATION
A focus on challenging the common approach

PEOPLE
Investing in talent and providing a pathway for the development of our people and giving them opportunities to succeed
In what has been a challenging year for the Australian economy and the aviation industry in particular it is pleasing to see that our airports at Gold Coast and Mount Isa have achieved greater than 8.5% growth.

Given the incidence of inclement weather and the continued high Australian dollar, the performance at Gold Coast Airport was satisfying. Domestic traffic was up 7.3% whilst long-haul international travel to Singapore, Kuala Lumpur and Japan was up 32.3% and New Zealand up 1.9%.

Gold Coast Airport is the fifth busiest international airport in Australia and it is the sixth busiest overall. According to the Bureau of Infrastructure and Transport Economics (at the end of this financial year) the Gold Coast – Sydney route is the fourth busiest in the country, whilst Gold Coast – Melbourne is the ninth busiest. Gold Coast Airport is the only non-capital city airport that features in the top ten Australian domestic routes.

Townsville Airport however, experienced a 2% decline in passenger numbers. We attribute this to a slowdown in the resources sector and cost reduction initiatives at the state and federal government level. Longreach Airport was only under QAL operation for part of the year but its numbers are meeting expectations.

QAL has maintained its strong commitment to the communities serviced by its airports. Staff are heavily engaged within local industry organisations, community consultation programs and charity fundraising. Group business units actively sponsor worthwhile events such as:

- The Gold Coast Airport Marathon
- The North Queensland Tourism Awards
- Queensland Tourism Awards
- Outback Queensland Tourism Awards
- Mount Isa Rodeo

We look forward to the future with increasing optimism, building on the strong foundation established over the year under review and in prior years.

We would like to once again thank our many stakeholders and industry partners for their continued support over another challenging year. A special thanks also to our dedicated staff across all of our business units who continue to focus on the needs of their customers and our Directors for their guidance and support.
OVERALL THE 2013 FINANCIAL YEAR WAS A STRONG ONE FOR THE QAL GROUP, RECORDING PASSENGER GROWTH OF 6.8%.
Overall the 2013 financial year was a strong one for the QAL group, recording passenger growth of 6.8%. The first half of the year saw improved economic conditions which assisted passenger numbers, particularly through Gold Coast Airport. Early in 2013 the Federal election date was announced which impacted business travel and capped public spending, in particular Townsville Airport passenger numbers. Extreme weather conditions in January and subsequent weakened demand for inbound leisure travel through the second half of FY13 also affected Gold Coast Airport numbers.

Despite adverse conditions in the second half of the year, Queensland Airports delivered 7,755,574 passengers across all locations. Gold Coast Airport’s annual growth of 9.0% was the main contributor to this result, with contributions from both domestic and international long haul markets. Mount Isa Airport continued to reflect increased activity associated with the resources sector, finishing the year with 8.9% more passengers than last year, however Townsville Airport finished the year 2% down on prior year. Longreach Airport became part of the QAL group in October 2012, the acquisition of this asset increased QAL’s presence in regional QLD, and our commitment to support the region with the upgrade of the terminal and runway as part of the acquisition. The QAL group was also successful in gaining additional business in the ground handling and aviation maintenance units, therefore the operating costs in those business units increased to provide the appropriate resourcing.

QAL finished the financial year with a $77.95m EBITDA position, providing growth on FY12 of $1.32m (1.7%). The growth in profit was driven by revenues of $126.32m, up from the prior year of $120.75m.
JAMES LEONARD TOLHURST
Chairman
B. Comm, MBA, FCPA, FCIS, FAICD
Director of Adelaide Airport Limited, Blair Athol Coal Pty Ltd and Leichhardt Coal Pty Ltd.

ARTHUR DENNIS CHANT
B. Tech (Civil), MBA, MIEAust., RPEng, MAI CD
Executive Director. Managing Director for 14 years. 40 years’ experience in the aviation, maritime and tourism industries. Member of World Governing Board of Airports Council International (ACI) and Hon. Secretary/Treasurer for and member of the Board of ACI Asia Pacific Region. Board Member of the Gold Coast 2018 Commonwealth Games Corporation Board, member of the Tourism and Transport Forum’s (TTF) National Advisory Board. Member of the Gold Coast Light Rail Advisory Board.

ROBERT JAMES LETTE
FASFA MAIST MAICD MUDIA
As a former partner and current consultant to the law firm Mullins Lawyers, Mr Lette brings a significant level of legal expertise to the Board. Since his admission to the Supreme Court in 1966, he has specialised in commercial, corporate, liquor, construction, and industrial law, and is a trained mediator. Mr Lette is currently Chairman of BUSS(Q) – the building industry superannuation fund, The Private Capital Group and The Infrastructure Fund. His directorships include Queensland Airports Limited, North Queensland Airports Group, Envirogen Pty Ltd and Racing Queensland Limited. In addition, he is the President of Tattersall’s Club Brisbane and is a member of the Australian Institute of Company Directors. He is also a Fellow of Association Superannuation Funds of Australia.

MATTHEW CHRISTOPHER LORBACK
B Comm
Associate Director of Hastings Funds Management, responsible for asset management, portfolio construction and transaction execution. Director of a number of the entities which own and operate Cairns and Mackay Airports.
ASHLEY JOHN KILROY  
FAICD  
Non-Executive Director appointed 26 October 2012.  
Former Airline Executive, over 40 years Aviation Management experience with TAA / Australian Airlines and Qantas Airways.  
His experience includes Senior Executive roles in Commercial, Airport Management and Regional Airlines. He is also a non executive Director of Newcastle Airport Pty Limited, Mildura Airport Pty Limited and Aviation Australia Pty Limited.

ANDREW THOMAS AGNEW  
B.A.,B.Ec, MAICD  
Non- Executive Director appointed 5 March 2013.  
Former banker for 31 years.  
Now director of infrastructure fund manager, The Private Capital Company Group and a director of global tank terminal company, LBC Tank Terminals.

JEFF POLLOCK  
DACC  
A member of Hasting’s executive management team, holding the dual role of Head of Listed Infrastructure and Chief Executive Officer of Australian Infrastructure Fund. Also a Director for Perth Airport and Northern Territory Airports, resigned as a QAL Director 5 March 2013.

ALAN MULGREW  
BA (Mgmt), Dip Corp Fin, GRAICD, JPNon-  
Executive Director appointed 25 March 2013. Alan has had over 30 years as a senior executive heading up large capital intensive organizations, both in Australia and overseas – including Perth and Sydney Airports.

COMPANY SECRETARY

DAVID NEVILLE HEDGES  
LLB, Solicitor  
Appointed as Company Secretary 22 June 2012.
CORPORATE GOVERNANCE STATEMENT

Queensland Airports Limited (QAL) and the Board are committed to achieving the highest standards of corporate governance with an increased focus on individual responsibility at all levels of the business. QAL is committed to ensuring that appropriate governance practices are embedded within each business unit.

QAL aims to consistently deliver strong financial performance and to maximise long-term shareholder value. We believe that the implementation of appropriate and relevant corporate governance practices will enhance the performance of the Company and allow for stronger relationships with our shareholders, customers, the local community and other relevant stakeholders.

QAL recognises the benefits of best practice corporate governance principles as a benchmark guide for its corporate governance framework. The ASX Corporate Governance Council has developed a set of guidelines entitled Corporate Governance Principles and Recommendations with 2010 Amendments (2nd edition, ASX Corporate Governance Council) (Principles) which are considered in relation to the ongoing development of QAL’s corporate governance framework and policies. An overview of compliance with these Principles is listed below:

PRINCIPLE 1: LAY SOLID FOUNDATIONS FOR MANAGEMENT AND OVERSIGHT

Roles of the board and management

The Board is responsible for the overall corporate governance framework of the business including approving its strategic direction, reviewing policies for directors and senior executives, establishing and monitoring the achievement of management’s goals and reviewing the integrity of the risk management framework and internal control systems. It is also responsible for approving and monitoring financial and other reporting. The Board has adopted a Charter which details the role, composition and responsibilities of the Board. The Board Charter acts as a complementary document to the Shareholders’ Agreement.

PRINCIPLE 2: STRUCTURE THE BOARD TO ADD VALUE

The Board’s fundamental principle when considering board structure is that the board membership reflects an appropriate mix of skills, experience and expertise in relation to the requirements of the Shareholders’ Agreement.

Board Composition

Directors are appointed in accordance with the Shareholders’ Agreement by nomination of the shareholders.

The composition of the Board at the date of this report is set out below:

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<th>Name</th>
<th>Position</th>
<th>Appointed</th>
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<tr>
<td>Mr Jim Tolhurst</td>
<td>Non-Executive Chairman</td>
<td>19 March 2003</td>
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<tr>
<td>Mr Dennis Chant</td>
<td>Executive Director/Making Director</td>
<td>19 March 2003</td>
</tr>
<tr>
<td>Mr Robert Lette</td>
<td>Non-Executive Director</td>
<td>24 January 2005</td>
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<tr>
<td>Mr Matthew Lorback</td>
<td>Non-Executive Director</td>
<td>21 February 2008</td>
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<tr>
<td>Mr Jeff Pollock</td>
<td>Non-Executive Director</td>
<td>23 May 2008</td>
</tr>
<tr>
<td>Mr Ashley Kilroy</td>
<td>Non-Executive Director</td>
<td>26 October 2012</td>
</tr>
<tr>
<td>Mr Andrew Agnew</td>
<td>Non-Executive Director</td>
<td>5 March 2013</td>
</tr>
<tr>
<td>Mr Alan Mulgrew</td>
<td>Non-Executive Director</td>
<td>25 March 2013</td>
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The continued tenure of each individual director is subject to the Company’s Constitution and the Shareholders’ Agreement.

The Board recognises the importance of providing shareholders with assurance that the Board is appropriately fulfilling its role and is diligent in holding senior management accountable for their performance. The Board has delegated authority for the administration and operation of the business to the Managing Director.
Board Committees

To assist in the execution of its responsibilities, the Board has established certain sub-committees. These committees are governed by the duties and responsibilities outlined in the particular committee’s Charter, which are reviewed on a regular basis. Since the disbandment of the Finance Committee during FY10, the Board is responsible for Financial and Investment decision making which emphasises its commitment to this important business process.

The membership of each committee is summarised below.

Risk & Audit Committee
Mr Robert Lette, Chairman
Mr Matthew Lorback, Non-Executive Director
Mr Ashley Kilroy, Non-Executive Director

Remuneration Committee
Mr Jim Tolhurst, Chairman
Mr Andrew Agnew, Non-Executive Director
Mr Alan Mulgrew, Non-Executive Director
Mr Jeff Pollock, Non-Executive Director

PRINCIPLE 3: PROMOTE ETHICAL AND RESPONSIBLE DECISION MAKING

Code of conduct
The Company is committed to ensuring directors and personnel maintain a high level of ethical conduct. Directors and employees are required to conduct all business in accordance with all applicable laws and regulations, governance policies and procedures to safeguard the Company’s reputation whilst promoting shareholder confidence. All directors, executive and employees are expected to act with the utmost integrity and objectivity, striving at all times to enhance the reputation and performance of the Company. These requirements are reflected in the QAL Code of Conduct.

PRINCIPLE 4: SAFEGUARD INTEGRITY IN FINANCIAL REPORTING

The Risk & Audit Committee assists the Board to fulfill its responsibility for the integrity of the Company’s financial reporting, risk management and internal control function. The Committee oversees the financial reporting process, risk management and internal/external audit processes. The Committee’s duties and responsibilities are outlined in the Risk & Audit Committee Charter.

The external auditors, internal auditors, Managing Director and relevant senior executive are invited to committee meetings as required.

The Managing Director and the Chief Financial Officer have declared in writing to the Board that the financial records of the Company for the financial year have been properly maintained, the Company’s financial reports for the year ended 30 June 2013 comply with accounting standards and present a true and fair view of the Company’s financial condition and operational results. This statement is required annually.
**PRINCIPLE 5: MAKE TIMELY AND BALANCED DISCLOSURE**

QAL actively manages its operations and ensures the timely disclosure of appropriate information to both shareholders and key stakeholders.

In summary:
- quarterly updates are provided to shareholders in relation to the financial and operational performance of the business;
- statements are provided to shareholders in relation to interest and dividend payments;
- QAL’s Annual Report is made available to all shareholders;
- the Company Secretary is responsible for all communications with ASIC;
- QAL also welcomes open communication with its shareholders and other relevant stakeholders.

**PRINCIPLE 6: RESPECT THE RIGHTS OF SHAREHOLDERS**

QAL aims to ensure that shareholders are well informed of all major developments affecting the Group. To achieve this, we have implemented the following procedures:
- the Company operates and makes decisions in accordance with the Shareholders’ Agreement and the Constitution;
- shareholders can gain access to information about the Group, including media releases, financial reports and Charters pertaining to corporate governance and the Company’s board committees, via the Company’s website www.qldairports.com.au;
- meetings are held with shareholders as appropriate in relation to new business opportunities;
- the Company encourages full participation of shareholders at the Annual General Meeting and other shareholder meetings to ensure a high level of accountability and discussion of the items of business.

Notices of meetings are sent to shareholders in preparation for these meetings.

The Company recognises that it has obligations to a wide range of stakeholders in addition to the Company’s shareholders, such as employees, business partners and the wider community.
PRINCIPLE 7: RECOGNISE AND MANAGE RISK

QAL has developed a Risk Management Framework which is based on the international Risk Management Standard ISO31000. Accountability and responsibility for risk management is applicable at each level of the business.

The Board is responsible for the approval of the Risk Management Framework and the Executive Committee is responsible for ensuring that it is embedded in each business unit in relation to the assessment and mitigation of corporate, financial, operational and compliance risks. The Executive and Company Secretary are responsible for ensuring compliance with the Risk Management Framework throughout the Group.

PRINCIPLE 8: REMUNERATE FAIRLY AND RESPONSIBLY

The Remuneration Committee seeks to ensure that remuneration levels are competitively set to attract and retain the most qualified and experienced directors and senior executives whilst:

- motivating directors and senior personnel to pursue the long-term growth and success of the Company within the governance, risk management and internal control framework; and
- linking remuneration to performance.

The Remuneration Committee reviews and makes recommendations to the Board on remuneration packages and policies applicable to the directors and senior executives of the Company. The committee is also responsible for making recommendations regarding incentive performance packages.

Non-executive directors are paid an annual fee for their service to the Board and Board Committees. There are no termination payments to non-executive directors on their retirement from office other than payments accruing from superannuation contributions arising as part of their remuneration.
The four airports owned and operated by QAL collectively recorded just over 7.7 million passenger movements during the 2012/2013 financial year, an increase of 6.8% on the previous year.

With an international throughput for the year in excess of 911,995, Gold Coast Airport retained its position as the fifth busiest international airport in Australia. A total of 5,795,449 domestic and international passengers makes Gold Coast Airport Australia’s sixth busiest airport overall. International and domestic passenger growth increased by 9% on the previous year.

Townsville Airport has remained a largely business-driven market although the region’s growth as a tourist destination is continuing. Townsville recorded a 2% decline in passenger movements this year to 1,664,152.

Mount Isa Airport continued to enjoy strong growth during the 2012/2013 financial year, recording a significant 8.9% increase to 268,985 passenger movements.

Longreach Airport was only under QAL operation for part of the year but its numbers are meeting expectations.
QUEENSLAND AIRPORTS LIMITED (QAL) DELIVERS VALUE TO SHAREHOLDERS, AIRPORT USERS AND COMMUNITIES ACROSS AUSTRALIA THROUGH THE INNOVATIVE DEVELOPMENT AND MANAGEMENT OF REGIONAL AIRPORTS AND SERVICES.
ENVIRONMENTAL LEGISLATION

All QAL Group airports operate under the Airports Act 1996 and Airports (Environmental Protection) Regulations 1997 (administered by the Department of Infrastructure and Regional Development).

PLANNING AND DEVELOPMENT

The Airport Master Plan (MP) is a forward-thinking land use plan which covers a 20 year period with a mandate to review every five years in line with the Airports Act and must be submitted to the Federal Minister for approval. The current Gold Coast Airport MP was approved by the Minister in May 2012. The current Townsville MP was approved in June 2011.

COMMUNITY SUPPORT

QAL and its individual businesses continue to be recognised as responsible employers and community members through ongoing consultation, sponsorship and employee services.

In the 2012/2013 financial year QAL invested more than $750,000 in support of local community, business, environmental and tourism events in each of our regions, as well as Queensland-wide initiatives.

QUALITY OF SERVICE MONITORING

The QAL Group is committed to providing quality customer service at our airports. Gold Coast and Townsville Airports both take part in the Airports Council International (ACI) Airport Service Quality (ASQ) benchmarking program. In addition to this, QAL also conducts passenger surveys annually at Gold Coast, Townsville and Mount Isa airports.

OUR PEOPLE

QAL and our associated businesses pride ourselves on being an employer of choice in the communities we serve.

We are committed to investing in our talent by providing individual development pathways for our staff to expand their employment and development opportunities within the Group.

QAL provides a wide range of employment opportunities throughout the group from aviation operations through to commercial and asset management, property development, planning and engineering, environment, IT, finance, human resources, business development, research, communications and marketing. QAL is committed to a philosophy of strong corporate health, building our corporate culture and promoting a work-life balance.

Queensland Airports Limited directly employs 44 people. QAL Services employ an additional 10 staff.
GOLD COAST AIRPORT
As the gateway to Australia’s premier tourist destination, Gold Coast Airport is the fifth busiest international airport in Australia and sixth busiest airport overall. The largest of the QAL Group airports, Gold Coast Airport now welcomes in excess of 5.6 million passengers per year.

Gold Coast Airport boasts a host of domestic and international services to destinations including Sydney, Melbourne, Canberra, Adelaide, Newcastle, Perth, Hobart, Cairns, Mount Isa, Darwin, New Zealand (Auckland and Christchurch), Asia (Tokyo, Osaka, Kuala Lumpur and Singapore) and beyond.

CHAIR OPERATING OFFICER’S REVIEW

Paul Donovan

In what has been a challenging year for the Australian economy and the aviation industry in particular, it pleasing to report 9% growth in overall traffic for the 2012/13 financial year, resulting in a total of 5,795,449 passengers passing through our doors.

October 2012 saw Gold Coast Airport welcome the highly-anticipated return of Qantas to the Gold Coast, commencing three times daily Gold Coast-Sydney services. The service heralds a new era of business travel for the Gold Coast and is testament to Qantas’ support of the region. The business community of the Gold Coast expressed their desire to see Qantas return to the Gold Coast and we worked closely with Qantas for a positive result.

On the back of Qantas’ return to Gold Coast Airport the airline also took over the Jetstar Lounge in the terminal, returning to its original status as a Qantas Club.

Gold Coast Airport also welcomed three Cathay Pacific charter flights from Hong Kong with visitors from mainland China onboard to celebrate Chinese New Year in South East Queensland.

We have continued to support our community through our ongoing sponsorship of the Gold Coast Airport Marathon, Currumbin Wildlife Sanctuary Animal Hospital and the Swell Sculpture Festival to name just a few.

As always, I’d like to thank our airline partners, federal, state and local government, and all our stakeholders for their ongoing support.

Finally, thank you to my great team of staff. It’s been a challenging year that has seen us work closely together to achieve some significant business outcomes.
AVIATION
- Gold Coast Airport maintained its position as sixth busiest Australian airport overall and fifth busiest international airport in Australia
- Sydney - Gold Coast services – Up to 182 per week
- Melbourne - Gold Coast services – Up to 112 per week
- Gold Coast Airport established a mobile application platform for smart phones and tablets
- Chinese New Year saw Cathay Pacific operate 3 Chinese charters to the Gold Coast from Shanghai
- Air New Zealand confirmed that yearly scheduled maintenance in May and November on OOL-CHC route will cease and see scheduled services return for these months.

COMMERCIAL
- Qantas Lounge opened in December 2012
- Noodle Box opened in December 2012
- Tech2Go opened in December 2013
- Body Scanner commenced operations at International Security Screening point in December 2012
- New Fast exit from International arrivals (for passengers that are of no concern to the Government agencies) commenced in September 2012

PROPERTY
- Southern Cross University (SCU) has taken up the option to proceed with Stage 2 of the Gold Coast Airport campus. GCAPL and SCU are currently working through the MDP process
- Completion of the redevelopment of Chopperline facility in the General Aviation area
- 17 General Aviation tenants including flight training schools, charter flight operators, flight catering and rescue services
- 8 hire car operators
- 3 fuel operators

ENVIRONMENT
- Environment Management System for Gold Coast Airport Pty Ltd maintained certification to the ISO 14001:2004 standard
- Terminal One’s rainwater harvesting system has continued to deliver approximately 70% of the terminals water needs, reducing the draw on the town water supply by over 21ML
- Regular site visits from the Department of Infrastructure and Regional Development (Airport Environment Officer) to ensure compliance with environmental regulatory requirements
- Environmental inspections of airport tenants to promote environmental awareness and monitor compliance across Gold Coast Airport
Ongoing engagement of environmental consultants including Ecosure, Greening Australia, Arup, Parsons Brinkerhoff and Avisure to provide advice and assistance with environmental management requirements.

Bird and wildlife management plan to minimise aircraft strike risks.

Development of a formal Management Plan for GCAPL’s conservation precinct.

Construction Environment Management Plans prepared for relevant construction projects.

Involvement in the Ibis Management Coordination Group for southern Gold Coast and northern NSW area.

Ongoing management of weeds and pest species including rabbits, hares and foxes along with dedicated vegetation management staff maintaining natural bush land areas.

Regular liaison with local environmental and community groups.

Monitoring and management programs for surface and groundwater, flora, fauna, contaminated sites and natural resource consumption.

**PEOPLE**

- 80 staff directly employed by Gold Coast Airport Pty Ltd.
- Active staff participation in Clean Up Australia Day.
- Participation in various charity initiatives such as Cancer Council’s Australia’s Biggest Morning Tea.

**COMMUNITY**

- Gold Coast Airport established a social media strategy including Facebook and Twitter.
- Continued commitment to the Aviation Noise Abatement Consultative Committee (ANACC).
- Continued commitment to the Community Aviation Consultation Group (CACG).
- Presentations to various local community groups around the Gold Coast and Northern Rivers regions, such as Probus, Rotary and Chambers of Commerce.
- Continued to commit significant funds to local community-orientated sponsorships including:
  - Gold Coast Airport Marathon
  - Currumbin Wildlife Sanctuary Animal Hospital
  - Swell Sculpture Festival
  - Miami State High School’s aviation studies program
  - Gold Coast Business Excellence Awards
  - Surf Life Saving’s tourism education campaign
  - Careflight Rescue Helicopter Service
  - Gold Coast Festival of Cycling
  - Cooly Rocks On
  - Bleach Festival
  - Northern Rivers Symphony Orchestra.
THE LARGEST OF THE QAL GROUP AIRPORTS, GOLD COAST AIRPORT NOW WELCOMES IN EXCESS OF 5.6 MILLION PASSENGERS PER YEAR
TOWNSVILLE AIRPORT
Townsville Airport Pty Ltd (TAPL) is North Queensland’s regional hub, welcoming more than 1.6 million passengers annually. Townsville’s industry make-up is diverse, providing a sustainable economic environment for the region. The airport is a jointly shared facility with the Department of Defence.

Townsville Airport has played a significant role in the growth of the aviation sector in the North Queensland region, and is home to the Northern Australian Aerospace Centre for Excellence (NAACEX).

Townsville Airport has direct services to Brisbane, Melbourne, Sydney, Cairns, Darwin, Mackay, Mount Isa, Longreach and Rockhampton as well as various mining destinations.

CHIEF OPERATING OFFICER’S REVIEW

Kevin Gill

Townsville Airport saw a softening of passenger numbers this financial year, welcoming 1,664,152 passengers through our doors, a reduction of 2% on the previous year.

In what has been a challenging year for the Australian economy and the aviation industry in particular, we attribute our passenger number decline to a slowdown in the resources sector and cost reduction initiatives at the state and federal government level.

The Airnorth Townsville-Darwin service commenced as a twice weekly service last financial year and in response to demand Airnorth increased the service this year to four times per week.

In acknowledgement of the Townsville region’s rich military history and as a gesture of thanks to those currently serving, we created a welcome home greeting area in the terminal specifically for servicemen and women to greet their family and friends when returning home from a tour of duty.

Our team continues to embrace our various community-orientated sponsorships and fundraising activities, such as the Townsville 400, North Queensland Tourism Awards and Cancer Council Queensland.

Thank you to our airline partners, federal, state and local government, various industry stakeholders and the wider community, for your ongoing support throughout the year.
AVIATION
- Airnorth increased weekly services between Townsville and Darwin from twice weekly to four times weekly

COMMERCIAL
- Implemented a new initiative that saw a red carpet rolled out between customs and the welcome lounge, “Welcome Home Diggers” signage around the airport, and the provision of flags, chairs, and refreshments for family members awaiting the arrival of their returning heroes

PROPERTY
- 30 High Pressure Sodium 150watt light fittings were replaced with Dialight 75watt Street lights. This project alone is forecast to save TAPL 17.7mWh and reduce our carbon footprint by 22244 tonnes
- A number of trial LED fittings have been installed to assess their performance and lighting performance in the Terminal. The results of these various trial fittings will be used to determine effective LED substitutes to replace old lights with when they become unserviceable
ENVIRONMENT

- 2.11% decrease in energy consumption which equated to a 2.88% reduction in Carbon Footprint decrease of 34.7% in water consumption
- Townsville Airport in conjunction with a local contractor carried out vegetation slashing trials with a new amphibious swamp tractor in order to determine the machines effectiveness against Bulrushes (*Typha sp.*) and Paragrass (*Urochloa mutica*). The trials proved successful and with the development of a rake attachment for the swamp tractor, approximately 95% of the vegetative biomass was removed from the drain thus reducing flood risk
- TAPL has joined a stakeholder group known as the Common Interest Working group which is focused on the sustainable future of the neighbouring Townsville Town Common environmental park aimed at increasing both local usage and education-tourism opportunities within the Town Common

PEOPLE

- 35 staff directly employed by Townsville Airport Pty Ltd
- Participation in fundraising activities for a variety of charities including Cancer Council Queensland
- Community
- Ongoing community consultation through TAPL’s Community Aviation Consultation Group (CACG) in line with the Federal Government’s Airports Amendment Bill
- Committed significant funds to local community-orientated sponsorship programs including:
  » Townsville Enterprise Limited (TEL)
  » North Queensland Tourism Awards
  » V8 Supercar’s Townsville 400 Ambassador Program with Townsville City Council
  » Townsville Running Festival
TOWNSVILLE AIRPORT HAS PLAYED A SIGNIFICANT ROLE IN THE GROWTH OF THE AVIATION SECTOR IN THE NORTH QUEENSLAND REGION
MOUNT ISA AIRPORT
As the mining capital of North Queensland, Mount Isa Airport Pty Ltd (MIAPL) is a major source of the world’s lead, zinc, silver and copper and home to one of the world’s largest underground mines.

In recent years, Mount Isa Airport has serviced the huge growth in the local mining sector, as well as welcoming an increasing number of leisure travellers.

Mount Isa Airport provides services to and from Brisbane, Townsville, Cairns, Darwin and the Gold Coast as well as various outback ports.

AIRPORT MANAGER’S REVIEW

Angela Kennedy

Mount Isa’s passenger throughput grew by 8.9% this financial year to reach 268,985 passengers. This is particularly pleasing given the challenges faced by the wider aviation industry this year.

Some highlights for MIAPL this year included additional capacity on the Brisbane-Mount Isa route, with Virgin Australia introducing a five times weekly service.

Mount Isa Airport continued to support key initiatives within our region such as the North Queensland Helicopter Rescue Service and Mount Isa Rotary Rodeo.

We would like to thank our Mount Isa Airport staff for their ongoing commitment to the business, our airline partners and the federal, state and local governments for their continued support in the Mount Isa region.
AVIATION

- Virgin Australia commenced a service to Brisbane five times weekly
- Runway lighting upgrade completed

COMMERCIAL

- Stage One of Flight Information Display units underway
- Assessment of CCTV upgrade conducted
- Check in conveyor systems upgraded for Virgin Australia commencement of operations in August 2012
PROPERTY

■ Airside Logistics new freight facility and ground handling hangar construction completed
■ Harrison Grierson appointed to prepare MIAPL Land Use Precinct Plan

COMMUNITY

■ Mount Isa Airport committed significant funds this financial year to local, community-orientated sponsorship programs:
  » Mount Isa Rodeo
  » The North Queensland Helicopter Rescue Service
IN RECENT YEARS, MOUNT ISA AIRPORT HAS SERVICED THE HUGE GROWTH IN THE LOCAL MINING SECTOR, AS WELL AS WELCOMING AN INCREASING NUMBER OF LEISURE TRAVELERS.
LONGREACH AIRPORT
A condition of the lease was that LAPL assume full responsibility for the costs of developing and operating the airport for the period of the lease. The lease was granted to QAL after a public tender process conducted by the Longreach Regional Council and the Queensland Government.

QAL took over control and management of Longreach Airport in October 2012. A brand new terminal facility was officially opened 12 October 2012.

Longreach Airport provides services to and from Brisbane, Townsville, Winton, Barcaldine and Blackall.

Longreach Airport is the gateway to Outback Central Queensland and is located off the Landsborough Highway approximately 2 km from the centre of Longreach. The Airport largely services the central west region covering Longreach, Winton and Barcaldine townships.

Queensland Airports Limited-owned company Longreach Airport Pty Ltd (LAPL) acquired a 99 year lease over the airport from Longreach Regional Council.

CHIEF OPERATING OFFICER’S REVIEW

Kevin Gill

The 2012/13 financial year has been a fruitful one for Longreach Airport.

Queensland Airports Limited and Longreach Regional Council worked closely together on the design and construction of the new terminal facility, culminating in the official opening of the terminal in October 2012 to coincide with the change in ownership of the airport. Key features of the new terminal include the addition of passenger and baggage screening.

In line with Queensland Airports Limited’s commitment to community support, Longreach Airport proudly sponsored the Outback Queensland Tourism Awards held in Longreach.

We would like to thank Longreach Regional Council, our airline partners and the federal, state and local governments for their continued support in the Longreach region.
AVIATION

- Passenger and baggage screening was introduced
- New apron opened as part of the terminal redevelopment works
- Longreach Airport welcomed the Duke and Duchess of Cornwall visited Longreach in November 2012 as part of their Australian tour. Longreach Airport had the pleasure of welcoming the Duke and Duchess through the new airport facility

COMMERCIAL

- A Coffee cart opened in the terminal, offering beverages and snacks to departing and arriving passenger
**PROPERTY**
- The new terminal facility was officially opened in October 2012 by Longreach Regional Council and Queensland Airports Limited management.

**PEOPLE**
- 1 staff member directly employed by Longreach Airport Pty Ltd.

**COMMUNITY**
- Longreach Airport proudly sponsored the 2012 Outback Queensland Tourism Awards.
LONGREACH AIRPORT IS THE GATEWAY TO OUTBACK CENTRAL QUEENSLAND AND IS LOCATED OFF THE LANDSBOROUGH HIGHWAY APPROXIMATELY 2 KM FROM THE CENTRE OF LONGREACH.
AVIEX (Aviation Maintenance Excellence) is North Queensland’s premier aircraft and component maintenance, repair and overhaul business (MRO) with customers spanning Australia, Asia and South Africa.

AVIEX’s highly trained technicians perform maintenance duties from minor and major repairs to extensive aircraft rebuilds for key regional airlines, along with avionics repairs and installations, specialised engineering services and an extensive range of manufactured aircraft parts and accessories.

With a vision to be Australia’s premier regional aircraft maintenance facility providing personalised solutions to our aviation partners, we will deliver our customers measurable value by creating true partnerships that enhance growth, efficiencies and sustainability.

AVIEX’s key markets include full service and low cost carriers, emergency services, private jet and charter operations, regional airlines, government contracts and emergency services.

PEOPLE

- 23 full time staff employed by AVIEX
- Types of roles within the company include:
  - Licensed aircraft engineers
  - Aircraft maintenance engineers
  - Aircraft apprentices
  - Trade assistants

AVIEX SERVICES

Aircraft maintenance and repair overhaul services

AVIEX is a specialist provider of commercial and general aviation aircraft line maintenance, understanding the importance of punctuality, reliability and flight safety. These key components of maintenance are our top priority when providing a level of line service that is unprecedented.

AVIEX expertise extends to a wide variety of aircraft types including:

- Saab 340
- ATR72/42
- Hawker Beechcraft King Air series
- Hawker Beechcraft B1900
- Bombardier Dash 8

AVIEX capabilities include:

- All letter checks
- Structural repair
- Service bulletin incorporation and ageing aircraft modifications
- Lease aircraft reconfigurations and interior refurbishment
- Avionics system installations

OPERATIONAL HIGHLIGHTS

- AVIEX work hand in hand with fellow NAACEX tenant Flying Colours Aviation (aircraft painting specialists) to provide a fully-integrated support solution for customers
- Recently completed maintenance and repair work on a highly customised South African minerals exploration aircraft belonging to Anglo American
- Expanding customer base within Australia, Asia and South Africa including the Royal Flying Doctor’s Service, QantasLink, VARA (SkyWest), Rex, Curtain Brothers and Toll Aviation
WE WILL DELIVER OUR CUSTOMERS MEASURABLE VALUE BY CREATING TRUE PARTNERSHIPS THAT ENHANCE GROWTH, EFFICIENCIES AND SUSTAINABILITY.
Aviation Ground Handling (AVGH) is a leading aircraft ground handling company operating in Australia with operations at Gold Coast, Sunshine Coast, Rockhampton, Mackay and Townsville Airports.

As one of the leading ground handling companies in Australia, AVGH supplies a full range of ground support services for passenger, cargo and military aircraft in the Asia Pacific region.

Our success lies in our ability to consistently deliver services that are efficient, safe and on time. Our management team takes a ‘hands-on’ approach to the business and pride ourselves on promoting a partnership approach to our stakeholders, clients and suppliers.

PEOPLE

AVGH employs 144 staff across all locations who consistently deliver high quality ground handling services to our airline partners. Of these employees, 10 are employed at Longreach Airport as security screeners.

OPERATIONAL HIGHLIGHTS

GOLD COAST

- AVGH services at Gold Coast Airport account for 19 per cent of business, servicing seven Air New Zealand flights per week and approximately 350 hours per week controlling Gold Coast Airport’s baggage system

TOWNSVILLE

- AVGH services at Townsville Airport account for 12 per cent of the business, servicing between 16 and 21 Jetstar flights per week

MACKAY

- AVGH services at Mackay Airport account for 29 per cent of the business, servicing 76 Qantas services and 28 Jetstar services per week

ROCKHAMPTON

- AVGH services at Rockhampton Airport account for 22 per cent of the business, servicing 76 Qantas services

SUNSHINE COAST

- AVGH services at Sunshine Coast Airport account for 18 per cent of the business, servicing between 35 and 45 Jetstar flights per week, and two Air New Zealand seasonal services per week between July to September

AVGH SERVICES

- Aircraft handling
- Safety officer capability
- Airline ticketing services
- Passenger check-in
- Baggage and cargo loading and unloading
- Aircraft cleaning
- Toilet and water servicing
- Air charter operations
- Contract passenger and cargo charters
- Ground handling training
- Passenger and baggage screening
WE WILL DELIVER OUR CUSTOMERS MEASURABLE VALUE BY CREATING TRUE PARTNERSHIPS THAT ENHANCE GROWTH, EFFICIENCIES AND SUSTAINABILITY.