

Student 4: High Achieved

NZQA Intended for teacher use only

This is a report about Air New Zealand Limited and them wanting to be a sustainable airline. It is important to all customers and businesses that airlines in the world are as environmentally sustainable as they can be. There is a global push for airlines and airports to be environmentally sustainable. Therefore, Air NZ has been working hard to be as environmentally sustainable as they can be and they have the goal 'to be the world's most environmentally sustainable airline'.

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When Air NZ plans the fuel purchasing for their fleet, they faced the decision about which fuel and what supplier they would want to buy it from. They make these decisions in advance. In March 2016 Air NZ, along with Virgin Australia, announced that they have decided to "investigate whether environmentally-friendly aviation biofuel can be produced locally to put in their planes' fuel tanks". *stuff.co.nz, March 14 2016* This shows that the need to be sustainable has impacted on Air NZ's decisions about the fuel to use in their planes.

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It is not just about the fuel that Air NZ use, they also have to plan and decide where their planes are going to fly to. When deciding on its routes around NZ and overseas, Air NZ has wanted to take in to account the fuel efficiency and therefore environmental sustainability. Using more fuel-efficient routes has meant that there are less emissions and also cheaper fuel costs.

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'We were the first carrier in the world to gain regulatory permission to use routes shorter and more fuel-efficient flight tracks'. <https://careers.airnz.co.nz/about-us/our-vision-and-principles/environment-and-sustainability>

Air NZ's fleet of airplanes is one of its largest costs so the decisions about what to have in that fleet are extremely important for the business. When deciding on updating their fleet in 2014, Air NZ took into account the more fuel-efficient aircraft that were available when deciding on what to purchase. In 2014 they purchased the revolutionary 787-9 Dreamliner, this aircraft is 20% more fuel efficient than previous aircraft. This has a large impact on Air NZ's environmental impact.

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When making decisions about their customer website and booking process, Air NZ would have taken in to account the impact on the environment. So when they updated their booking process they included an option for customers to pay to offset the carbon footprint of their flight.

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When Air NZ chose its electricity providers, they were influenced by environmental sustainability. Their choice of NZ electricity provider is based entirely on renewable

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sources; they will only use suppliers that generate their electricity using renewable sources.

Air NZ when deciding on the products to use in their aircrafts, have taken in to consideration the waste that is generated. Wanting to reduce waste has impacted on their purchasing decisions for what they use to serve the food and drink and even their uniforms. How they deal with their waste has been hugely impacted by their desire to recycle 70% of waste. <https://www.airnewzealand.co.nz/carbon>

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Overall it can be seen that sustainability has impacted on the decisions Air NZ makes about the fuel they use, the fleet of aircraft they have, the routes those aircraft go on, the customers they have on the planes and the waste this generates. They have taken in to account environmental sustainability when making big decisions about the running of their business.

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