

05

DEVELOPMENT OBJECTIVES

Overview	P105
Four Pillars of Focus	
- Growth Aviation Markets	P106
- Excellence in Customer Service	P107
- Supporting Business Growth	P108
- Driving Economic Prosperity	P109



OVERVIEW

SUPPORTING SUSTAINABLE GROWTH

Every day, Brisbane Airport connects the city of Brisbane, the state of Queensland and Australia overall to the rest of the world. As the numbers of destinations offered grows in line with the increasing number of passengers using the airport as a gateway to domestic and international cities, Brisbane Airport has become an increasingly vital contributor to both the Queensland economy and the future of the state.

Brisbane Airport Corporation (BAC) continues to invest in service enhancements, including improved accessibility to terminals, efficient passenger and bag screening services upgrades in visitor comforts and the introduction of smart technologies to help make journeys quicker and worry free.

A VISION FOR A WORLD CLASS AIRPORT

BAC's vision is to create a sustainable world-class airport, a distinctive place that visitors keep coming back to, and the best possible neighbour and business partner, building collaborative relationships, exploring opportunities for sustainable growth and acting with integrity in guiding the airport towards a brighter future for all.

Sustainability has been a recurring common theme in the development objectives of previous Brisbane Airport Master Plans, with each plan containing specific objectives designed to ensure sustainable outcomes in operational activities, in boosting economic prosperity in supporting our community and protecting our environment. In the 2020 Master Plan, consideration of sustainability and environmental responsibility remains at the heart of every investment and development project.

The last five years have seen a decline in Brisbane Airport Corporation's carbon emissions, reversing a previous trend. Proactive environmental initiatives have had a significant effect on increasing operational efficiency. A continued focus on sustainability will enable and support future growth.

FOUR PILLARS OF FOCUS

The Development Objectives of the 2020 Master Plan have been grouped into four pillars of focus, with each including supporting objectives to guide future development. The four pillars of focus, described in more detail on the following pages are;

- Growing Aviation Markets
- Excellence in Customer Satisfaction
- Supporting Business Growth
- Driving Economic Prosperity.

PILLAR ONE GROWING AVIATION MARKETS



INCREASING CONNECTIVITY

Brisbane Airport Corporation's focus is the creation of more frequent connections to a wider range of destinations in Australia and overseas.



DELIVERING CAPACITY TO MEET DEMAND

Investment in improved and extended operating capacity is essential to ensure business continuity and to sustainably meet growing demand for aviation services. In developing more frequent services and new destinations, priority will be given to ensuring that capacity is available to maintain the highest levels of services for passengers and aviation partners.

INVESTING IN COLLABORATIVE PARTNERSHIPS

Strong business partnerships with airlines and aviation partners underpin the continued growth of Brisbane Airport.

In an evolving aviation environment, BAC will continue to actively engage with our partners to explore opportunities for sustainable growth in passenger and air cargo business on domestic and international routes.



SECURE, SAFE AND EFFICIENT AIRPORT OPERATION

A secure and efficiently run airport is essential to meeting passenger needs, attracting investment from new airlines and new businesses and supporting existing partners. Investments in security initiatives and a continuous focus on safety to protect aircraft and passengers, on the ground and in the air, is a fundamental cornerstone of all development activity at Brisbane Airport.

PILLAR TWO EXCELLENCE IN CUSTOMER SATISFACTION



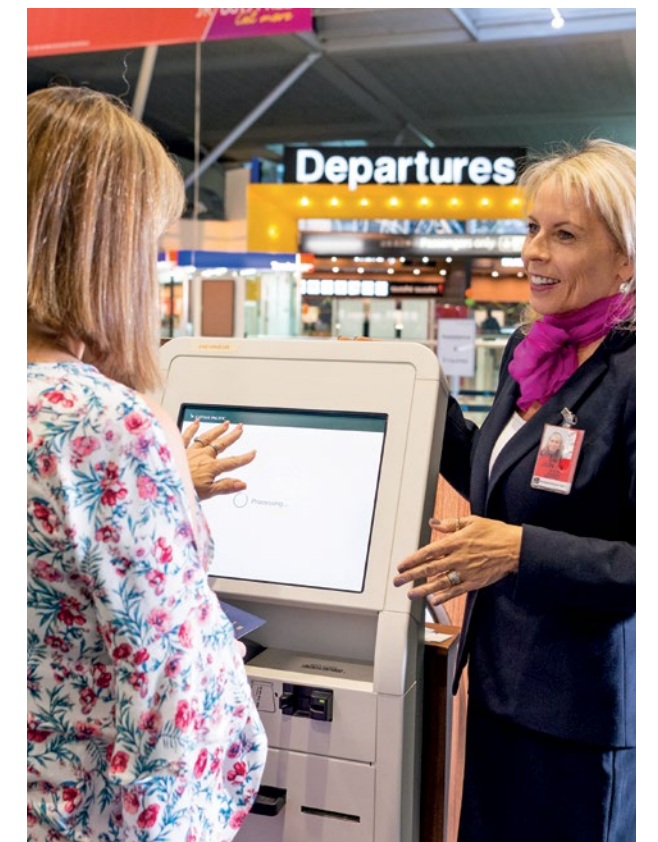
ACCESSIBILITY FOR ALL

As a guiding principle, BAC aims to provide facilities and services that are accessible to all members of the community, passengers, staff and visitors.

As part of ongoing collaboration with partners, accessibility needs are subject to constant review in consideration of opportunities to further improve the quality and range of assistance offered to all.

SMARTER JOURNEYS

BAC will continue to embrace opportunities for the deployment of new innovations and services to improve customer experience. From improvements in terminal and airfield design to increased automation of passenger and baggage handling services, opportunities for using technology to streamline operations, passenger processing, aviation support, and landside connectivity will form an important part of all future development plans.



BETTER JOURNEYS

A passenger's journey starts at home. BAC will continue to invest in better digital tools to help passengers enjoy simpler, faster and safer journeys to and through the airport.

Investment in more tailored and enjoyable leisure and retail experiences will ensure that time spent at the airport is stress free and rewarding.

PILLAR THREE SUPPORTING BUSINESS GROWTH



CREATING COLLABORATIVE BUSINESS NEIGHBOURHOODS

The growth of commercial operations at the airport, in both aviation and non aviation industries is a catalyst for the creation of vibrant business communities. The 2020 Master Plan plans to create collaborative neighbourhoods of businesses in similar industries, using similar support services.

Designed in line with Brisbane City Council's vision, the airport will become a vibrant cluster of connected business neighbourhoods, attracting further investment, creating new jobs and boosting economic prosperity for the region.



INVESTING IN SUSTAINABILITY

Sustainable approaches to future investment at Brisbane Airport have been a cornerstone of previous Master Plans and remain a key area of focus in the 2020 Master Plan. Airport tenants are bound by the Environmental Management Framework, requiring regular compliance audits.

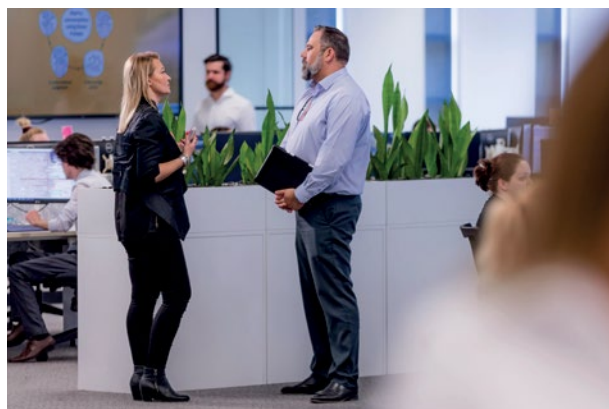
The Biodiversity Zone will continue to be actively managed to protect significant species and habitats. Whilst developing the airport continual evaluation of the broader impact on the surrounding environment over time will be key. Considerations will include the amount of energy and water consumed, the amount of waste and carbon generated and the quality of the surrounding environment.



MAXIMISING GROUND CONNECTIVITY

Brisbane Airport's unique location, with a network of motorways providing easy access to both the CBD and the Port of Brisbane is perfect for business operation. Traffic flow on airport is relatively uncongested and the large land size allows multiple opportunities for easy access to airside and maintenance operations.

To further improve connectivity, this Master Plan contains details of on and off airport initiatives across multiple modes of transport designed to boost connectivity. As the airport grows, the continual involvement of connectivity will be a key consideration in the development of new or expanded businesses or services and ability to meet increased demand and changing mode share.



CONNECTING BUSINESS

Putting local businesses in direct connection with markets across Australia and overseas will build our economy's foundations and create new opportunities across all economic sectors.

PILLAR FOUR DRIVING ECONOMIC PROSPERITY



ENABLING GROWTH IN ECONOMIC WEALTH

This Master Plan demonstrates the extent to which Brisbane Airport is established as a key driver in the medium and long-term growth of the Queensland and Australian economies. The opening of Brisbane's new runway represents a quantum leap in providing a significant and immediate increase in long term capacity. Future development will look to demonstrate a long term and sustainable vision to further boost economic wealth not just on airport, but for the city of Brisbane, state and Australia overall.

PROACTIVE COMMUNITY ENGAGEMENT

Brisbane Airport is an important member of the local community in which it operates. To ensure our neighbours are aware of our plans, a comprehensive and ongoing community engagement programme has been designed to generate informed discussions about subjects including airport development and potential impacts from increased aircraft operations. Ongoing and regular community engagement is a pivotal consideration of future planning activities.



ENABLING LONG TERM JOB CREATION

With more than 23,000 people employed on airport and a further 11,000 indirectly employed through airport business, future developments will be designed to enable additional job creation wherever possible, in particular in creating jobs for local workers. Investments in increased connectivity will make the airport an increasingly attractive place to work.

CONNECTING BRISBANE TO THE WORLD

Brisbane Airport supports the city of Brisbane in the achievement of its vision of Brisbane as a "New World City" that encourages growth and innovation while protecting the city's values and lifestyle. The global connection Brisbane Airport offers is a catalyst for Brisbane and surrounding regions to create business and tourism opportunities with the fastest growing economies in Asia and beyond.

