

Marketing Initiatives Kit 2024

**MELBOURNE** AIRPORT

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The Marketing Initiatives Kit outlines the assets utilised by Melbourne Airport to support our retailers commercial and marketing needs throughout the year. This presents a significant opportunity for retailers to maximise average spend per passenger and revenue to their store.

### Retail Marketing Team

For further information about any opportunities in this guide, please contact:

#### **Retail Contacts**

#### Graeme Hill

Marketing Business Partner - Retail and Commercial Property graeme.hill@melair.com.au 0477 002 207

#### Kathryn Bracken

Retail Marketing Specialist kathryn.bracken@melair.com.au 0477 002 287

# An airport Melbourne is proud of

## Curfew-free operation



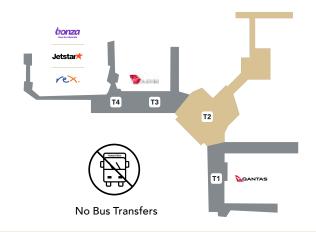
Capacity to grow to 100m passengers



30.8m total passengers FY23

Source: Melbourne Airport

### Single terminal precinct



## Award-winning airport

Best Airport Australia/Pacific 2020, 2021 & 2023



Best Airport Staff Australia/Pacific 2023



COVID-19 Airport Excellence Award 2021



Airport Health Accreditation 2021



Our airport site

3X Sydney Airport

2X Heathrow Airport

**OX** Melbourne CBD

# A global city

Melbourne is one of the world's great multicultural cities and boasts the tenth largest immigrant population of all global metropolitan areas. In greater Melbourne, 36% of residents were born outside of Australia<sup>4</sup>, with the most common countries of origin listed below:

China	Ireland	Scotland	Italy	India	Greece	Vietnam	Filipino	Others
8.8%	8.2%	6.9%	6.7%	5.5%	3.6%	2.5%	1.7%	8.2%
*1		×		(1)		*	*	

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<sup>&</sup>lt;sup>4</sup> Source: Australian Bureau of Statistics, 2021

# The growth capital

Melbourne is the capital of Victoria. Home to more than 5.2 million people<sup>2</sup>, it is the most populous city in Australia. Melbourne's strengths are centred on its liveability, economic vitality, world-class education, healthcare and cultural scene.

The Victorian economy is larger than most south-east Asian nations and in 2018-19 the state's \$455 billion Gross State Product (GSP) outstripped the national economies of Singapore, the Philippines and New Zealand.

These economic, social and cultural strengths are what makes Melbourne a prime place for tourism and business investment, and for people to call home.

<sup>&</sup>lt;sup>1</sup>Source: Benchmarking Melbourne, JLL 2022

<sup>&</sup>lt;sup>2</sup> Source: Australian Bureau of Statistics, 2023

# A city of livibility

Melbourne has been voted in the world's top 10 most livable cities every year for more than a decade.<sup>3</sup>

The city is recognised as the sports, events, cultural, culinary, fashion and arts capital of Australia, and has a calendar of major events that attracts visitors from across the globe.





<sup>3</sup> Source: Economist 2001 - 2020

Melbourne is the only city in the world that hosts both a Tennis Grand Slam and the Formula 1<sup>®</sup> Grand Prix.

In 2023, the Australian Open attracted 839,192 spectators over the two week tournament while the Melbourne Formula 1 Grand Prix attracted 444,631 fans across the four day event.

Melbourne is also home to Australia's largest spring horse racing carnival, which regularly draws more than a million people, including thousands of visitors from interstate and overseas.

The city regularly hosts major cultural events, while the National Gallery of Victoria is the most visited art gallery in the country, and one of the top 25 most visited in the world.



# Our Journey Begins Here

About Melbourne Airport and our travellers

# **Key features of Melbourne Airport**

A vast 2,663-hectare site, twice the size of Heathrow	Two runways with plans submitted for a third	A curfew-free environment allowing for a 24/7 operation	Four terminals, all connected under one roof
and three times the size of Sydney Airport	28,000 car spaces	600+	More than 100,000 daily passengers every day
Daily flights to 78 destinations	Served by 38 international airlines	daily flights	Home base for Jetstar Airways
Largest capital city hub for Virgin Australia	Largest jet hub for Rex Airlines	Only capital city hub for Bonza Airlines	Approximately 20,000 precinct jobs

Source: Melbourne Airport

International airline recovery
100% of capacity has returned,
15% from new routes & additional frequency



**78** Destinations Connected

38 International Carriers

40 International Routes





41

Domestic Routes



Home base for Jetstar Airways



Largest capital city hub for Virgin Australia



Largest jet hub for Rex Airlines



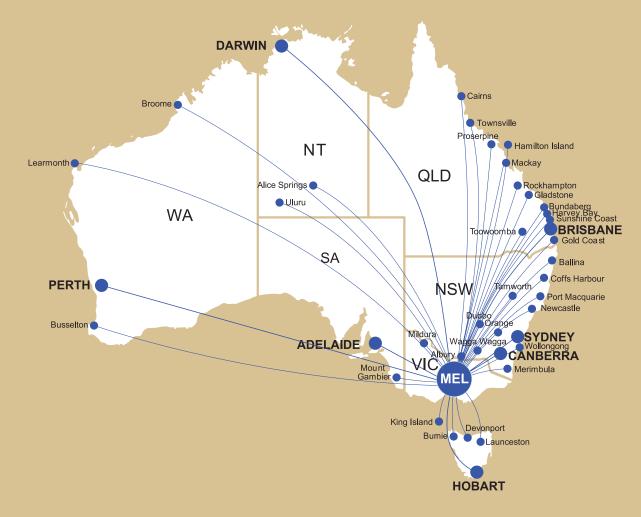
Only capital city for Bonza



Access Regional NSW via Link Airways

## Australia's largest domestic gateway in FY23

The airport welcomed 22 million domestic travellers





Source: Melbourne Airport

#### Who are our international travellers?

We have a diverse and growing mix of international passengers.

Just over half of our international traffic is Australians arriving from or departing to international destinations.

The rest of our passengers come from key international markets both in Asia-Pacific (e.g. New Zealand, China, India) and other global destinations (e.g. UK, USA).

#### What are our key travel lanes?

A large proportion of our international air traffic is to key destinations across Asia-Pacific including New Zealand, Singapore and China.

Noting that for key hubs such as Singapore and UAE, passengers often have connecting flights to their final destination.

# Country of residence – passenger arrival card

Country of Residence	% of Total (2023)
Australian Resident	57%
China & Hong Kong	5%
New Zealand	6%
India	5%
United Kingdom	3%
United States of America	2%
Singapore	2%
Other Asia / South-East Asia	11%
Other Non-Asia	9%

# Key travel lanes – Where are they flying to?

Travel Lane	% of Scheduled Seats (2023)				
New Zealand	17%				
Singapore	16%				
Indonesia	10%				
UAE	8%				
China	8%				
Thailand	6%				
Malaysia	6%				
United State of America	5%				
Hong Kong	5%				
Vietnam	4%				
Other Markets	16%				

#### Shop Duty Free at Melbourne Airport

Shopping Duty Free has never been easier. Welcome to the world of Lotte Duty Free inside Terminal 2. There has never been so much choice with a huge variety of products across all shopping categories.

Melbourne Airport now also offers Laneway, our dedicated Duty Free website loaded with special offers and exclusive deals. Laneway gives you the convenience of shopping 24/7 from wherever you are, with your goods ready for collection at either departures or arrivals.















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# New Retailer Marketing Support

We will endeavour to support your growth through our owned airport channels and work with you every step of the way

### New store opening

We are excited to welcome your store to the Melbourne Airport team. Upon your store opening, to create brand awareness for passengers and staff, we will organise for your store listing to go live on our website, organise a social post along with photos of your new site, or those provided by you, internal communications support and any other requested support that has been discussed and organised with our Retail Marketing Team.

#### Launch promotional support

- Store listing goes live on Melbourne Airport website upon opening
- Social media post
- eDM announcement
- Internal communications announcement
- Opportunity to share an opening offer with passengers and staff
- Coverage in Journey Magazine
- Promotional access to over 400 internal head office staff
- Promotional access to all ASIC holders with announcement of new business opening
- Workshop ideas for launch events
- Together with our new radio partnership on 3AW, we'll include your new store Opening within the script. This is a very limited run/scripts change weekly and include retailers across all terminals we can discuss this more in detail with you









#### Store listing on website

Please provide your Retail Marketing Team with the below assets:

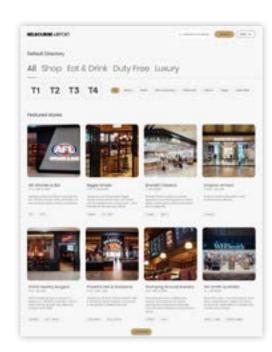
#### Two images

- Header image 3x4 format: 1200px x1800px
- Gallery images

#### Additional details

- Information on your store
- Store location details, for example, add: before/ after security; airside/ landside, near a specific gate etc.
- Opening hours
- Telephone number
- Optional: Provide link to menu and own website.



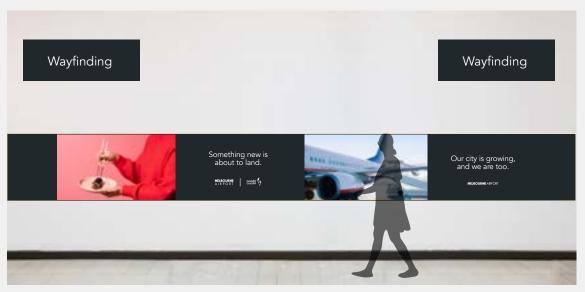


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## Hoarding

An integral part of creating hype prior to opening a store is through eye catching and informative hoarding. At Melbourne Airport, we provide three hoarding options below in line with our style guide.

# Partial skin design



# Full skin design



## Hoarding panel designs



Wominjeka, Welcome to the land of the Wurundjeri people.

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As our city is growing, we are growing too

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Our city is growing, and we are too.

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We're powering all four terminals with our own solar farm.

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Something new is about to land.

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sushi ()



As our city is growing, we are growing too

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Axil is getting a new look.

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As our city is growing, we are growing too

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# Ongoing Marketing Support

### Website & digital

#### Website

With more than 4.04 million visits annually, our airport website is one of the first places passengers and potential visitors search to find information about the airport and our retailers.

We can offer you the following opportunities on our airport website, to help customers discover your store and prompt a visit.

#### Individual store listing

Store listings appear in the relevant airport section on the website:

- Shop & Eat
- Shopping
- Duty Free
- Luxury

This allows customers to find out more about your brand, your contact details and location. Retailers are to contact the Retail Marketing Team with any changes required.

#### Store listing on website

Please provide your Retail Marketing Team with the below assets:

#### Two images

- Header image 3x4 format: 1200px x1800px
- Gallery images

#### Additional details

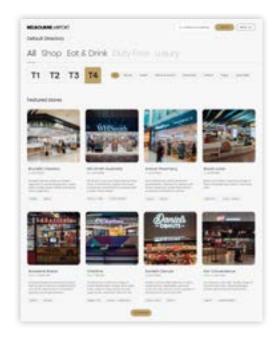
- Information on your store
- Store location details, for example, add: before/ after security; airside/ landside, near a specific gate etc.
- Opening hours
- Telephone number
- Optional: Provide link to menu and own website.

#### Ongoing photography

Our team provides ongoing photoshoot opportunities in-store to capture images of your retail space, store products or any upcoming promotions.

The photographs will also be used on your store listing 'gallery' section on our website.

The Retail Marketing Team will contact you to confirm photography booking date and time.





## **Email marketing initiatives**

The Melbourne Airport newsletters are shared monthly. Successful content includes engaging and enticing information to interest subscribers, such as an exclusive offer or story. Bookings are subject to space, availability and editorial approval.

#### **EDM Types**

#### Parking Deals

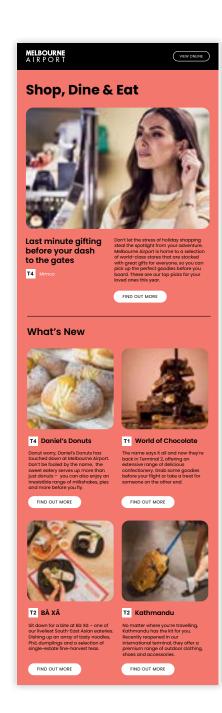
(Approx 1,025,823 recipients) Monthly eDM

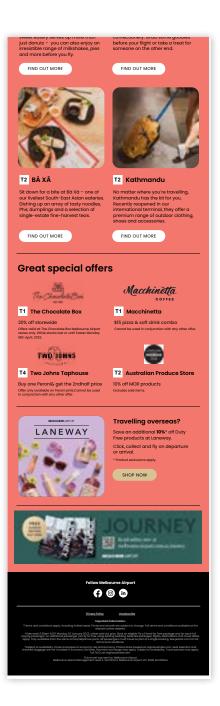
#### Flight Deals

(Approx 931,218 recipients) Monthly eDM

#### **Retailer News**

(Approx 484,026 recipients) Monthly eDM





#### Social media



#### Facebook @MelbourneAirport

With over 112,000 followers, Facebook is a great platform to share visually stimulating content, as well as exclusive offers. Our audience engages well with aviation focused and newsworthy content.



#### Instagram

#### @melbourneairportau

Our Instagram account has over 30,000 followers. We keep our accounts regularly updated with fresh and engaging content. We leverage our social media accounts to assist retailers with promotions, store awareness and airport products.



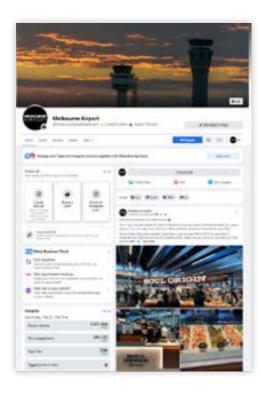
# X (Formally Twitter) @MelbourneAirport

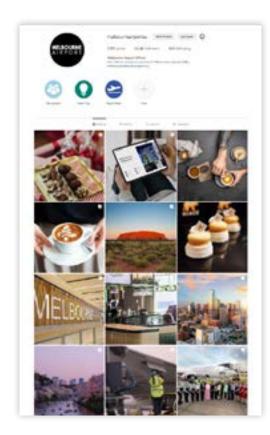
With over 28,200 followers we use Twitter to share newsworthy information, engage with media and to respond to our travellers. Twitter is a great place to engage with our community and we monitor interactions closely.



#### Linked In @melbourneairportau

Our LinkedIn account has 35,000 followers and we post relevant information that supports our partners, industry and team members. Our LinkedIn account is regularly in the top 10 corporate accounts in terms of audience engagement.





#### Broadcast media



#### 3AW

In 2024, we have a new broadcast radio partnership with 3AW. Across the year each retailer will be getting mentions within our scripting to assist promotion of your business and brand. This won't be exclusive to your business, other names will also be included within. We are more than happy to discuss how best this might work for you.

#### Internal communications

#### Retailer portal

Access everything you need to know at your fingertips with our Retailer Portal. Our Retailer Portal can be located via our Melbourne Airport website, Corporate section. Here you will find important Operational and Marketing information and quick access to document downloads to make applications, learning and reporting easier. If you're yet to gain access to your Retailer Portal, please reach out to your Retail Marketing Team.

#### **APAC News**

Known as our largest internal EDM, APAC News is published weekly. The team shares project updates from both Melbourne and Launceston Airport, upcoming events or initiatives as well as other engaging and enticing content. The EDM has approximately 600 subscribers.

#### Staff eDM

A monthly staff newsletter goes out to the airport estate. It includes key updates from across the month and is an opportunity for news to be shared by subscribers from the estate.

#### Albert

APAC's intranet serves as the 'go-to' platform for anything APAC. It includes company policies and procedures, staff benefits and project information.

#### Workplace

An internal social media platform connecting all head office staff to offers, news and information about anything to do with the airport.



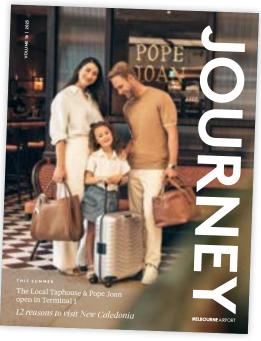




### Journey magazine

A seasonal magazine free to all passengers, Journey Magazine highlights our retailer offering, what's new at the Airport, destination articles and more! Passengers can pick up a hard copy of the magazine prior to entering Security or download online to read Journey eMag. The eMag is also distributed via our retailer eDM with approx. 484,026 distribution.

Airport retailers have a fantastic opportunity to be featured in the magazine weather it be editorial, product, promotion and offer. Speak to your Retail Marketing Team to get involved.



Would you visit any of the retailers featured in the magazine next time you're at the airport?

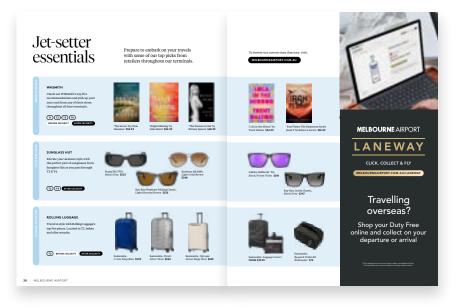
Answer Choices	Responses	Answered
YES	91.97%	481
NO	8.22%	43

Would you use any retail special offers within the magazine?

Answer Choices	Responses	Answered
YES	90.25%	472
NO	10.13%	53

From a recent Journey Magazine survey - February 2023





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### Activations & events

Attract passengers to your store and make a splash by activating instore or by being a part of our events. If you're interested to have an activation at your store, reach out to your Retail Marketing Team for more information.

















## Staff advertising opportunities

Melbourne Airport currently has over 20,000 staff members who would be exposed to the below advertising.



# Staff car park bus shelter window decal

The staff car park window shelter contains the opportunity to reach over 10,000 staff members daily.

Specs: 1856mm (w) x 4591mm (h)

Detailed specs available on request



#### Staff car park bus shelter

The staff car park bus shelter screen contains a television with scrolling retailer offers.

Specs: 1280 pixels (w) x 720 pixels (h)



#### Staff bathrooms posters T2

The staff bathroom posters contains the opportunity to reach over 10,000 staff members daily.

Specs: 420mm (w) x 600mm (h) Specs: 840mm (w) x 1200mm (h)

## Promotional assets in-terminal

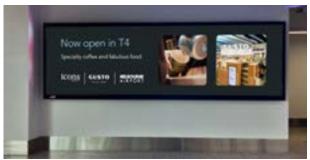
All airport assets are subject to content approval and availability.

#### A selection of Ooh!Media screens throughout the terminals

Specs: various sizes

Must contain at least 2 retailers assets









#### T2 - Luxury Mall Screen (After Security) Specs: 808 pixels (w) x 1080 pixels mm (h)

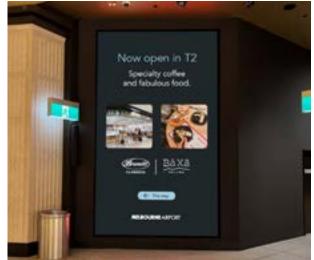
T2 - Luxury Mall Screen (After Security)

Specs: 1920 pixels (w) x 1080 pixels mm (h)

(without audio) or JPEG Format

Landscape orientation up to 30 seconds mp4

Portrait orientation up to 30 seconds mp4 (without audio) or JPEG Format



## T2 - Flight Information Display (FID) Screens (Before Security)

T2 Departures – Landside 1 Screen

Specs: 3840 pixels (w) x 3240 pixels (h) Landscape orientation 10 seconds mp4 (without audio) or JPEG Format



## oOh! Media paid opportunities

#### oOh! Media

oOh! Media manages internal and external large format advertising at Melbourne Airport. oOh! offers an extensive range of advertising formats in key areas of the airport such as ticketing, arrival and departure concourses, near business lounges and in baggage claim.

oOh! Media is specifically located in high-traffic areas to ensure maximum exposure. Media options range from digital networks offering flexibility and real-time messaging to high-impact billboards and light boxes and ambient executions

If you are interested in advertising opportunities please contact:

Jeynelle Leffanue Commercial Director Victoria Mobile +61 447 263 572 Email jeynelle.leffanue@oohmedia.com.au oohmedia.com.au



# Additional Marketing Support

# 'Nothing Beats' campaign

Melbourne Airport's overarching campaign - Nothing Beats - plays a major role across our whole portfolio, because nothing beats being at Melbourne Airport. In line with the current campaign, retailers are supported via digital screen promotion, specifically grouped and by terminal location with tailored messaging.



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# Super Value Deals – quarterly

Each quarter retailers are invited and encouraged to submit a special offer, promotion or discount. All retailer offers are collated under 'Super Value Deals' which is promoted via major touchpoints such as Retailer eDM (484,026 distribution), digital screens, social channels, Journey Magazine, promotional cards and more!







# Think big!

This document outlines your marketing opportunities at Melbourne Airport – although it need not stop there. If you have any ideas for activation or promotion please reach out to your Retail Marketing Team who are always available to workshop your ideas with you and help bring them to life.









# Key Victorian holiday dates 2024

Dec/Jan School Holidays	21 Dec 2022 (Wed) to 29 Jan (Sun)
New Year's Day	1 Jan (Mon)
Australia Day	26 Jan (Fri)
Labour Day	11 Mar (Mon)
April School Holidays	29 Mar (Fri) to 14 Apr (Sun)
Good Friday	29 Mar (Fri)
Easter Saturday	30 Mar (Sat)
Easter Sunday	31 Mar (Sun)
Easter Monday	1 Apr (Mon)
Anzac Day	25 Apr (Thur)
King's Birthday	8 Jun (Mon)
Winter School Holidays	29 Jun (Sat) to 14 Jul (Sun)
September School Holidays	21 Sep (Sat) to 6 Oct (Sun)
Melbourne Cup	5 Nov (Tue)
Christmas Day	25 Dec (Wed)
Boxing Day	26 Dec (Thur)

<sup>\*</sup> Dates are correct at time of printing, but may be subject to change.

# Marketing campaign opportunities

Social Media Marketing	Always on, across all touchpoints and platforms
APAC News	A daily news update - information/offers sent to all APAC staff via email and through Workplace
Staff eDM	A monthly eDM sent to our airport staff community promoting special offers
Journey Magazine	A seasonal magazine to support Melbourne Airport retailers. Four seasons in one year
Campaigns	Aligned with key events and key holiday times throughout the year.  New Year  Chinese New Year  Valentines Day  Easter  School Holidays  Footy Seasons Launch/Finals  Motor Racing  Grand Slam Tennis  City of Melbourne Events Calendar  Spring Racing Carnival  Christmas 2023
Research	Available on the retail hub via Melbourne Airport
The Laneway International	A great way to shop Duty Free online - Click Collect & Fly melbourneairport.com.au/laneway
Marketing Updates	Provided during the retailers forums





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