

*AIR NEW ZEALAND* 

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ELITE  
PRIORITY  
ONE

# Service Standards

January 2020

## Objective

The purpose of this procedures document is to provide instruction of how to deliver an exceptional customer experience, both on the ground and in-flight for Elite Priority One members (EP1).

Every time an EP1 travels they should be recognised appropriately based on their customer preferences. Success is making them feel valued and special by staff with delivery of the Elite Priority One customer experience being consistent.

Discretion and Privacy are imperative for the success of the programme and the comfort of the members at each point of the customer's journey.

## General Guidelines

1. Elite Priority One members have been identified as the most valuable customers to Air New Zealand and when Air New Zealand staff engage with customers they will offer every assistance and pre-empt their requests.
2. Invitations are approved by the Air New Zealand Executive Team and managed by the Loyalty HVC Team.
3. Elite Priority One is managed by Susan Willoughby-Graham, Senior Manager Loyalty HVC and Airline Partnerships.
4. General enquires relating to membership of this programme should be directed to Susan in the first instance: [susan.willoughby-graham@airnz.co.nz](mailto:susan.willoughby-graham@airnz.co.nz).
5. Enquires from existing Elite Priority One members asking to speak to a member of the Customer Value team should be directed to the Concierge Team: Sabri Kaafar, Cheryll Durston, Louise Nugent & Nataleah Temata.

Email: EP1Concierge@airnz.co.nz

Extn: 69801

Free phone: 0800 847 930

International: + 64 9 356 8216

SITA address: AKLWJNZ

6. Elite Priority One members hold an annual membership based on a calendar year.
7. Each year members will receive a bespoke invitation pack including personalised luggage tags.

**SECTION 1: Domestic & Regional  
Airports**

**SECTION 2: International Airports**

**SECTION 3: Valet & Lounges**

**SECTION 4: Inflight**

**SECTION 5: Contact Centre (Booking  
related)**

**SECTION 1:**  
**Domestic & Regional**  
**Airports**

# **Elite Priority One Customer Experience**

## **Pre-flight**

1. The Concierge team will ensure all travel requirements are in place at least 24 hours ahead of departure.
2. Up to two space available upgrades will be extended to each EP1 member during their 12 month membership. Each upgrade will be provided to the highest available cabin/product type and will be confirmed 48 hours from travel. These apply to Tasman and Pacific Island short-haul flights only. These upgrades are in addition to three Recognition Upgrades received as part of their tier membership.
3. The space available upgrade is an un-published benefit and will be controlled and monitored by the Concierge Team who will determine if the upgrade can take place. A ZSPH code will be placed in the booking confirming cabin movement 48 hours before travel commences where possible. The Concierge will call the contact centre Premium Team to update the booking and reissue the ticket. The ticket will be sent to the EP1 member and the Concierge will be advised so a call can be made or an email sent to the customer supporting the reason for the upgrade. Space available upgrades apply to the EP1 member and their travelling party.
4. Concierges have the authority to facilitate the overbooking of R and A class and confirm Recognition Upgrades at the time of booking through the Premium Teams at the Contact Centre. This also applies if the Recognition Upgrades have been gifted regardless of whether the EP1 is travelling. When travelling with a guest on the same flight we will also confirm their own Recognition Upgrade. If there are less than five seats available in the cabin the Concierge will send a courtesy email to Revenue Management when the upgrade is processed.
5. The Concierge will check that the correct seat assignment is in place. This will include a move to paid seating if available and not already assigned. Once allocated in their preferred seat EP1 members should not be moved from that seat unless confirmed with the member or a Concierge first. At no time will other customers be moved from a requested seat to accommodate an EP1.
6. The Concierge Team will liaise with revenue management to oversell flights for the EP1 and one guest in economy class. An additional fare collection will be taken up to full Y class.

## Pre-departure Report

1. A pre-departure report showing individual member preferences and a profile photo will be available to view in advance of travel through a secure reporting system. This is updated with real time changes and should be checked regularly.
2. The report link can be saved as a favourite on the internet browser and referred to at any time.
3. Recipients of this report are required to share the information with team members who have direct contact with EP1s during their journey.
4. Staff who have access to Worx via smartphones or other mobile devices can review customer profile information and share this with key team members prior to the EP1 member's expected arrival at the airport.
5. Privacy laws dictate that under no circumstances should the preference report be printed or widely circulated. This is sensitive information.
6. If an EP1 member books within 24 hours or their booking is changed, an alert is sent to the Concierge Team who will prompt check-in, lounge and flight crew to check their reports for updates.
7. Any changes to travel made in DCS does not generate an alert so the Concierge Team should be called to advise of changes.

## Valet Parking

1. Unlimited use of Air New Zealand's Valet Parking facility is available to EP1 members at Auckland and Christchurch Airports when travelling on Air New Zealand operated services.
2. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
3. The registration card will be completed ahead of each EP1's arrival at Valet ready for immediate check-in.
4. EP1 members can check-in at Auckland domestic Valet. Valet Parking Agents will check-in EP1 members, weigh baggage and ask required security and dangerous goods questions.
5. Check-in and bag drop for EP1 customers travelling on a domestic jet or regional service must be completed no later than 30 minutes prior to departure. This applies to all EP1 customers & guests, including those travelling without checked baggage.
6. The Valet Parking Team will tag all EP1 checked bags and take it to the oversize and fragile belt for a ground staff member to process and facilitate to back of house. This includes those bags belonging to all members of their travelling party.

7. If Valet Agents are not free they will call a member of staff from the Customer Service Team on extn 66017 to collect and bag drop on behalf of the Elite Priority One member. If there is no response the Valet Agent will call the regional gates on extn 67020.
8. If an EP1 is transferred to another flight or a member's Airpoints number is entered into a booking by a Valet agent the Concierge Team will be contacted with urgency on extn 69801 so they can communicate the change to all other touchpoints.
9. While waiting for staff to arrive and collect tagged bags these will be held in the secure EP1 baggage room. Bags will be dispatched as soon as possible to ensure the customer's bag is loaded to their departing flight.
10. Once an EP1 has checked in at Valet a call is placed to the Lounge advising them to expect the member.
11. EP1 members who have Valet parked can proceed to the Air New Zealand premium check-in counters at Auckland International, Christchurch Domestic and International and drop their car keys directly with the Customer Service Agent (CSA) as part of the check-in process.
12. The CSA will be responsible for safe handing the keys to the agent at the Valet parking Desk.
13. Valet team will confirm payment as electronic voucher payment unless otherwise informed.
14. For travel that involves departure or arrival on another airline other than Air New Zealand or alliance members, parking fees are covered for three days with the balance to be collected from the member at the standard daily rate.
15. Auckland and Christchurch Valet Parking team will apply best endeavours to notify the Lounge after each member has arrived, parked their car and left the facility.
16. Arriving EP1 members will have their vehicle parked as conveniently as possible from the Airport Terminal.
17. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
18. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 17.- still applies).

## Check-in

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. The link can be saved on selected

devices as a favourite for ease of access. This is updated with real time changes and should be checked regularly.

2. All staff will be made aware of EP1 travel by their manager prior to commencement of their shift.
3. EP1 members can choose to check-in at the kiosk or approach the check-in counter.
4. When welcoming EP1 members, staff will always address them by their title and surname or as specified in their profile.
5. When an EP1 member is travelling with guests the entire travelling party should receive the same EP1 service standards.
6. CSAs responsible for the premium check-in area will facially recognise EP1 members as they approach the area and welcome them by title and surname or as specified in their profile.
7. CSAs responsible for general kiosk check-in will endeavour to recognise EP1 members and approach them to offer further assistance if identified within the kiosk area. This also includes the bag drop area. Staff will address EP1 members by title and surname or as specified in their profile.
8. Check-in and bag drop for EP1 customers travelling on a domestic jet or regional service must be completed no later than 30 minutes prior to departure. This applies to all EP1 customers & guests, including those travelling without checked baggage.
9. When a staff member identifies an EP1 member at a kiosk or at the bag drop EP1 swing tags will be attached to the member's checked bags.
10. If an EP1 is transferred to another flight the Concierge Team will be contacted on extn 69801 or +64 9 356 8216 so they can communicate the change to all other touchpoints.
11. The CSA will ensure that all bags belonging to the EP1 and travelling party are checked in against the EP1 member to allow ease of handling.
12. Check in staff will ensure that all counter checked bags have an EP1 swing tag attached to allow ease of identification for BOH teams.
13. Bag tag and drop will be the responsibility of the check-in agent or host with efficiency in providing the EP1 member and party with their boarding cards as quickly as possible.
14. The CSA will call a front of house team manager to safe hand any EP1 checked bags to back of house.
15. A call will be placed to the Lounge team advising them to expect the member in the Lounge shortly.
16. If the EP1 member has valet parked and is checking in Christchurch or Internationally in Auckland the CSA will arrange for car key collection by their manager for delivery to the Valet Parking team. This will be within 15 minutes of the member checking in.
17. If an EP1 misses their confirmed flight they will be moved to the next flight with no charge. If this flight is full then our commitment to guarantee a seat will remain even if this means displacing confirmed customers prior to them being checked in.

18. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
19. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 18.- still applies).

## Lounge

### General

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
2. The Lounge Host at the front desk will be aware of the arriving EP1 member and will greet them by title and surname, or as specified in their profile, upon arrival at the Lounge.
3. Check-in and bag drop for EP1 customers travelling on a domestic jet or regional service must be completed no later than 30 minutes prior to departure. This applies to all EP1 customers & guests, including those travelling without checked baggage.
4. When an EP1 member is travelling with guests on the same flight the entire travelling party should receive the same EP1 service standards.
5. If guests travelling on a different flight arrive ahead of the member and unannounced, a call will be made to the Concierge Team on extn 69801 to clarify their entitlement before allowing access to the Lounge. Every effort will be made by the Concierge Team to advise of any special guest arrangements prior to travel.
6. When an EP1 enters the lounge they must be welcomed and offered a choice of either using the EP1 rooms/lounges (where applicable) or welcomed into the main lounge area.
7. If the EP1 member has scanned and entered the lounge without receiving a personalised welcome the Lounge Leader or Host will seek them out, introduce themselves and provide further assistance.
8. A first drink will be offered and delivered to EP1 members and their guests.
9. Lounge staff will call the gate prior to the commencement of boarding to confirm the names of EP1 members travelling on this flight and their boarding preference.
10. Boarding preferences should reflect "early" or "towards the end" rather than "first" or "last" so as not to create unrealistic expectations

11. If an EP1 is transferred to an earlier or later flight by Lounge Staff they must communicate this via the gate agent to the FA1 on the new flight as well as notifying the Concierges by phone on extn 69801.
12. Lounge access will not be extended to EP1 members and their guests who are not flying on Air New Zealand, a Star Alliance flight & Revenue Alliance Partners.
13. EP1 members are invited to use Air New Zealand Domestic Lounges as an arrivals lounge for themselves and up to five guests when arriving from an eligible Air New Zealand domestic or international flight. Their inbound boarding card will be scanned with the lounge agent overriding the lounge entry system and extending access.
14. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
15. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 14.- still applies).

## **Departure Gate**

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
2. All Gate Agents will be made aware of EP1 travel by their manager prior to commencement of their shift.
3. The Gate Agent will confirm the names of EP1 members on each flight to the FA1 prior to boarding.
4. Check-in and bag drop for EP1 customers travelling on a domestic jet or regional service must be completed no later than 30 minutes prior to departure. This applies to all EP1 customers & guests, including those travelling without checked baggage.
5. EP1 members have the option of presenting themselves to the Gate Agent at the departure desk for immediate boarding.
6. When greeting EP1 members, staff will always address them by their title and surname or as specified in their profile.
7. Upon arrival at the desk, each agent will scan the EP1 member's boarding card and arrange for swift entry to the air bridge or walkway without them joining any queue.
8. Should a queue form on the air bridge a Gate Agent will escort the EP1 member and their travelling party down the air bridge and introduce them to

the FA1. This will be best endeavours and dependent on port and gate resource available.

9. EP1 members travelling on a domestic flight who arrive at the gate after minus 10 minutes but before door close, should be allowed to travel. Ultimately this will be the FOH Team Manager's or Ops Manager's call if escalated.
10. Flights will not be delayed waiting for an EP1 member.

## **Baggage**

### **Baggage - Departure**

1. All EP1 counter checked bags will display dedicated EP1 swing tags. This includes those bags belonging to all members of their travelling party.
2. All kiosk checked bags are identified with a large "EP" under the name at the end of the tag. In addition every effort will be made for kiosk checked bags to be identified by BOH and a swing tag attached for easy identification by the arrival port.
3. Load teams will scan and load all EP1 bags last within the priority ULD. For bulk loaded aircraft, EP1 baggage should be positioned just inside the forward aft door.
4. The priority ULD containing EP1 baggage should be the last priority ULD positioned on the aircraft so the arrival airport can expedite on arrival.
5. The Load Controller at the departure port will note on the LDM/CPM to the arrival port whether EP1 baggage is located in the bulk or within a ULD.
6. Departure airport will ensure this information is communicated to Load Control during the read back process confirming the LDM/CPM is annotated accordingly so the arrival airport is aware and can retrieve from the bulk hold or ULD to expedite on arrival.
7. The LDM/CPM will communicate EP1 bag information including the number of EP1 swing tags sighted and total EP1 bags.
8. Each port will confirm via email with the arrival port successful loading of EP1 baggage.

### **Baggage - Arrival**

1. On arrival, EP1 bags will be placed on the carousel first.
2. The placing of Priority bags on the carousel should not be delayed when EP1 bags cannot be immediately located.

## Mishandled Bags

1. If an EP1's checked bag has been missed, the Baggage Tracing Unit will notify the Concierge and send a message to the arriving airport for the Duty Operations Manager or Airport Manager to meet the inbound aircraft and EP1 member.
2. Upon aircraft arrival the Airport Manager or Duty Manager will meet the EP1 member and complete paperwork. Should delayed baggage not arrive within 24 hours then Air New Zealand will cover costs as set out within current procedures for missing/delayed baggage.
3. The Concierge will liaise with Baggage Tracing Unit and manage all further communications to the EP1 member.
4. The Concierge will SMS EP1 member advising of situation and steps taken to reunite them with their bags.
5. If an EP1 bag has missed and an EP1 luggage tag is looped on the bag there is a telephone number to call when the bag is found. The telephone number displayed is: +64 (0)9 356 8216 and will be answered by the Concierge.

## Arrival

EP1 members are permitted to use Air New Zealand Domestic Lounges as an arrivals lounge for themselves and up to five guests when arriving from an eligible Air New Zealand domestic or international flight. Their inbound boarding card will be scanned with the lounge agent overriding the lounge entry system and extending access.

## Delays and Disrupts

### Regional Delay and Disrupt (30 Minute Delay)

EP1 customers are our highest priority and should be dealt with first.

#### **Situations involving an EP1 prior to them arriving at the Airport:**

1. In a delay/disruption that is more than 30 minutes, the Airport Manager (or Duty Ops Manager) will receive notice of the issue and call the

Concierge Team on 0800 847 930 to advise them of the situation and offer alternatives.

2. The Concierge will place a call directly to the EP1 regarding the situation and steps put in place for alternative flights. Once the EP1 has confirmed their preference, the Concierge will contact the Airport Manager to confirm flight changes.

### **Situations involving an EP1 who is located at the Airport:**

1. If a delay/disrupt occurs and the EP1 is located at the Airport, the Airport Manager (Duty Ops Manager) will speak with the EP1 Member to inform them of the situation and ascertain their preference. Contact will then be made with the Concierge advising of the situation and the actions put in place to recover.

The following steps will then take place for both of the above scenarios.

1. The Concierge will send an email update advising the arrival & departure ports of the new flight details.
2. When EP1 members have their bags checked in, their bags will be reconciled with a K:Edit entry that does not require the member to go back to check-in or carousel to collect their luggage for the new flight booking. This is the responsibility of the Team Manager on shift.
3. Best endeavours should be made by Airport staff to notify the gate agent to brief the crew.
4. In situations where EP1 members are requesting assistance beyond the standard operating handling of a delay or disrupt, a call will need to be placed to the Premium Customer Concierge on: 0800 847 930 or +64 9 356 8216
5. Should a situation arise when the Concierge cannot be reached the request needs to be placed with the most senior manager on duty at the Airport who will confirm if the request can happen.

## **Domestic (Jet) Delay & Disrupt (30 Minute Delay)**

Elite Priority One customers are our highest priority and should be dealt with first.

### **Situations involving and EP1 prior to arriving at the Airport:**

1. The Check In Team Manager should place a call immediately on the 0800 847 930 to the Concierge Team. The reason for the delay & flight alternatives should be advised for the Concierge to relay to the EP1.
2. The Concierge will place a call directly to the EP1 advising them of the situation and steps put in place for alternative flights. Once the EP1 has confirmed their preference, the Concierge will contact Check In Team Manager to confirm flight changes.

### **Situations involving an EP1 who is located in the Lounge:**

1. The Lounge Leader will speak with the EP1 Member to inform them of the situation and ascertain their preference. Contact will then be made with the Concierge advising of the situation and the steps put in place to recover.
2. If an EP1 is already at the airport and approaches a team member, they will be dealt with as a priority and re protected on the next available flight. Arrangements for rebooking also includes transferring an EP1 & 1 travelling companion onto a full flight. Contact will then be made with the Concierge advising of the situation and the steps put in place to recover.

### **Situations involving an EP1 who is in-flight:**

1. The Concierge will liaise with the Check In Experience teams to find the best alternatives. Concierge will then send an ACARS message to the EP1 in flight advising them of the alternatives put in place.
2. Once a reply has been received from the EP1, Check In Experience will be advised of the EP1's request and will confirm flight changes with the Concierge.

The following steps will then take place after establishing the location of the EP1.

1. The Concierge will send an email update advising the arrival & departure ports of the new flight details.
2. When EP1 members have their bags checked in, their bags will be reconciled with a K>Edit entry that does not require the member to go back to check-in or carousel to collect their luggage for the new flight booking. This is the responsibility of the Team Manager on shift.
3. The Lounge Leader must ensure the gate agent is informed of the change and they in turn are to brief the FA1.
4. In situations where EP1 members are requesting assistance beyond the standard operating handling of a delay or disrupt, a call will need to be placed to the Concierge Team on 0800 847 930 or +64 9 356 8216
5. Should a situation arise when the Concierge cannot be reached the request needs to be placed with the most senior manager on duty who will confirm if the request can happen.

### **Additional disrupt information:**

1. In a situation where the aircraft has been grounded and all passengers are required to overnight, EP1 members are confirmed in the premium hotel (where offered). When transportation to/from this hotel is required EP1 members will receive separate transportation – this is arranged by the senior manager on duty (including ground handling team). Payment of transportation will be covered by Air New Zealand.

## **MEDA**

1. Should an EP1 be declared not fit to travel due to medical reasons and is required to be denied boarding, one nights accommodation where applicable will be paid for by Air New Zealand. Ground staff will contact the Premium Customer Concierge to determine next steps who in turn will liaise with the local airport manager and EP1 member.

**SECTION 2:**  
**International**  
**Airports**

# **Elite Priority One Customer Experience**

## **Pre-flight**

1. The Concierge team will ensure all travel requirements are in place at least 24 hours ahead of departure.
2. Up to two space available upgrades will be extended to each EP1 member during their 12 month membership. Each upgrade will be provided to the highest available cabin/product type and will be confirmed 48 hours from travel. These apply to Tasman and Pacific Island short-haul flights only. These upgrades are in addition to three Recognition Upgrades received as part of their tier membership.
3. The space available upgrade is an un-published benefit and will be controlled and monitored by the Concierge Team who will determine if the upgrade can take place. A ZSPH code will be placed in the booking confirming cabin movement 48 hours before travel commences where possible. The Concierge will call the contact centre Premium Team to update the booking and reissue the ticket. The ticket will be sent to the EP1 member and the Concierge will be advised so a call can be made or an email sent to the customer supporting the reason for the upgrade. Space available upgrades apply to the EP1 member and their travelling party.
4. Concierges have the authority to facilitate the overbooking of R and A class and confirm Recognition Upgrades at the time of booking through the Premium Teams at the Contact Centre. This also applies if the Recognition Upgrades have been gifted regardless of whether the EP1 is travelling. When travelling with a guest on the same flight we will also confirm their own Recognition Upgrade. If there are less than five seats available in the cabin the Concierge will send a courtesy email to Revenue Management when the upgrade is processed.
5. The Concierge will check that the correct seat assignment is in place. This will include a move to paid seating if available and not already assigned. Once allocated in their preferred seat EP1 members should not be moved from that seat unless confirmed with the member or a Concierge first. At no time will other customers be moved from a requested seat to accommodate an EP1.
6. The Concierge Team will liaise with revenue management to oversell flights for the EP1 and one guest in economy class. An additional fare collection will be taken up to full Y class.

## Pre-departure Report

1. A pre-departure report showing individual member preferences and a profile photo will be available to view in advance of travel through a secure reporting system. This is updated with real time changes and should be checked regularly.
2. The report link can be saved as a favourite on the internet browser and referred to at any time.
3. Recipients of this report are required to share the information with team members who have direct contact with EP1s during their journey.
4. Staff who have access to Worx via smartphones or other mobile devices can review customer profile information and share this with key team members prior to the EP1 member's expected arrival at the airport.
5. Privacy laws dictate that under no circumstances should the preference report be printed or widely circulated. This is sensitive information.
6. If an EP1 member books within 24hrs or their booking is changed, an alert is sent to the Concierge Team who will prompt check-in, lounge and flight crew to check their reports for updates.
7. Any changes to travel made in DCS does not generate an alert so the Concierge Team should be called to advise of changes.

## Check-in

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. The link can be saved on selected devices as a favourite for ease of access. This is updated with real time changes and should be checked regularly.
2. All staff will be made aware of EP1 travel by their manager prior to commencement of their shift.
3. EP1 members can choose to check-in at the kiosk or approach the check-in counter.
4. When welcoming EP1 members, staff will always address them by their title and surname or as specified in their profile.
5. When an EP1 member is travelling with guests the entire travelling party should receive the same EP1 service standards.
6. CSAs responsible for the premium check-in area will facially recognise EP1 members as they approach the area and welcome them by title and surname or as specified in their profile.
7. CSAs responsible for general kiosk check-in will endeavour to recognise EP1 members and approach them to offer further assistance if identified within the kiosk area. This also includes the bag drop area. Staff will address EP1 members by title and surname or as specified in their profile.

8. When a staff member identifies an EP1 member at a kiosk or at the bag drop EP1 swing tags will be attached to the member's checked bags.
9. If an EP1 is transferred to another flight the Concierge Team will be contacted on extn 69801 or +64 9 356 8216 so they can communicate the change to all other touchpoints.
10. The CSA will ensure that all bags belonging to the EP1 and travelling party are checked in against the EP1 member to allow ease of handling.
11. Check in staff will ensure that all counter checked bags have an EP1 swing tag attached to allow ease of identification for BOH teams.
12. Bag tag and drop will be the responsibility of the check-in agent or host with efficiency in providing the EP1 member and party with their boarding cards as quickly as possible.
13. The CSA will call a front of house team manager to safe hand any EP1 checked bags to back of house.
14. A call will be placed to the Lounge team advising them to expect the member in the Lounge shortly.
15. If the EP1 member has valet parked and is checking in Christchurch or Internationally in Auckland the CSA will arrange for car key collection by their manager for delivery to the Valet Parking team. This will be within 15 minutes of the member checking in.
16. If an EP1 misses their confirmed flight they will be moved to the next flight with no charge. If this flight is full then our commitment to guarantee a seat will remain even if this means displacing confirmed customers prior to them being checked in.
17. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
18. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 17.- still applies).

## **Lounge**

### **General**

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
2. The Lounge Host at the front desk will be aware of the arriving EP1 member and will greet them by title and surname, or as specified in their profile, upon arrival at the Lounge.

3. When an EP1 member is travelling with guests on the same flight the entire travelling party should receive the same EP1 service standards.
4. If guests travelling on a different flight arrive ahead of the member and unannounced, a call will be made to the Concierge Team on extn 69801 to clarify their entitlement before allowing access to the Lounge. Every effort will be made by the Concierge Team to advise of any special guest arrangements prior to travel.
5. When an EP1 enters the lounge they must be welcomed and offered a choice of either using the EP1 rooms/lounges (where applicable) or welcomed into the main lounge area.
6. If the EP1 member has scanned and entered the lounge without receiving a personalised welcome the Lounge Leader or Host will seek them out, introduce themselves and provide further assistance.
7. A first drink will be offered and delivered to EP1 members and their guests.
8. When travelling from or through Los Angeles, EP1 members and one guest are invited to use the First Class Lounge when departing on an NZ flight or Star Alliance flight. Access to the First Class Lounge does not extend to the use of private rooms. EP1 members and one guest can also use the Business Class Lounge when departing on other Star Alliance Carriers in line with their standard Elite access benefits.
9. Lounge staff will call the gate prior to the commencement of boarding to confirm the names of EP1 members travelling on this flight and their boarding preference.
10. Boarding preferences should reflect “early” or “towards the end” rather than “first” or “last” so as not to create unrealistic expectations
11. If an EP1 is transferred to an earlier or later flight by Lounge Staff they must communicate this via the gate agent to the FA1 on the new flight as well as notifying the Concierges by phone on extn 69801.
12. EP1 members are invited to use Air New Zealand Domestic Lounges as an arrivals lounge for themselves and up to five guests when arriving from an eligible Air New Zealand domestic or international flight. Their inbound boarding card will be scanned with the lounge agent overriding the lounge entry system and extending access.
13. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
14. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 13.- still applies).

### **Travelling on Other Airlines**

1. EP1 members and their guests will be entitled to use the EP1 dedicated lounges when travelling on a Star Alliance flight or Revenue Alliance Partners (SQ, CX, UA & CA and including TN and SB).

2. Lounge access will not be extended to EP1 members and their guests who are not flying on Air New Zealand & Revenue Alliance Partners.

## **EP1 Rooms/Lounges**

1. Within 20 minutes of a member entering the EP1 room/lounge a staff member will service the room leaving it clean and orderly.
2. When an EP1 leaves the room, a waiter and a cleaner will clean the room and ensure it is immaculate. The Lounge Leader will also check the room before the next EP1 arrives. Where there is a short time frame, the Lounge team will endeavour to facilitate the quickest turnaround while still maintaining a high standard of presentation.
3. When the EP1 room is not in use a check will be made every hour to ensure the standard of presentation of the room remains high.
4. The EP1 rooms at Wellington and Auckland Domestic Lounges and EP1 Lounges in Auckland and Sydney are available solely for EP1 members and their travelling party. The only exception to this is for the Prime Minister (PM) and Deputy Prime Minister (DPM) when they travel domestically and want a space for media interviews.
5. Should an EP1 member arrive in the lounge unexpectedly or prefers not to join the PM in the EP1 room guaranteed seating is made available for them and one guest in the main lounge area.  
Note: The PM/DPM are aware they will be sharing this room with EP1 members and cannot solely reserve for use if EP1 members are travelling.
6. A call will be made to the Concierge Team on extn 69801 prior to approaching unexpected guests using the EP1 room or lounge if they are not recognised by the Lounge team. It must be firstly assumed they are entitled to use the room whilst an investigation is made. Guests should not be challenged without first consulting the Concierge.

## **Departure Gate**

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
2. All Gate Agents will be made aware of EP1 travel by their manager prior to commencement of their shift.
3. The Gate Agent will confirm the names of EP1 members on each flight to the FA1 prior to boarding.
4. EP1 members have the option of presenting themselves to the Gate Agent at the departure desk for immediate boarding.

5. When greeting EP1 members, staff will always address them by their title and surname or as specified in their profile.
6. Upon arrival at the desk, each agent will scan the EP1 member's boarding card and arrange for swift entry to the air bridge or walkway without them joining any queue.
7. Should a queue form on the air bridge a Gate Agent will escort the EP1 member and their travelling party down the air bridge and introduce them to the FA1. This will be best endeavours and dependent on port and gate resource available.
8. EP1 members travelling on a domestic flight who arrive at the gate after minus 10 minutes but before door close, should be allowed to travel. Ultimately this will be the FOH Team Manager's or Ops Manager's call if escalated.
9. Flights will not be delayed waiting for an EP1 member.

## **Baggage**

### **Baggage - Departure**

1. All EP1 counter checked bags will display dedicated EP1 swing tags. This includes those bags belonging to all members of their travelling party.
2. All kiosk checked bags are identified with a large "EP" under the name at the end of the tag. In addition every effort will be made for kiosk checked bags to be identified by BOH and a swing tag attached for easy identification by the arrival port.
3. Load teams will scan and load all EP1 bags last within the priority ULD. For bulk loaded aircraft, EP1 baggage should be positioned just inside the forward aft door.
4. The priority ULD containing EP1 baggage should be the last priority ULD positioned on the aircraft so the arrival airport can expedite on arrival.
5. The Load Controller at the departure port will note on the LDM/CPM to the arrival port whether EP1 baggage is located in the bulk or within a ULD.
6. Departure airport will ensure this information is communicated to Load Control during the read back process confirming the LDM/CPM is annotated accordingly so the arrival airport is aware and can retrieve from the bulk hold or ULD to expedite on arrival.
7. The LDM/CPM will communicate EP1 bag information including the number of EP1 swing tags sighted and total EP1 bags.
8. Each port will confirm via email with the arrival port successful loading of EP1 baggage.

### **Baggage - Arrival**

1. On arrival, EP1 bags will be placed on the carousel first.
2. The placing of Priority bags on the carousel should not be delayed when EP1 bags cannot be immediately located.

## Mishandled Bags

1. If an EP1's checked bag has been missed, the Baggage Tracing Unit will notify the Concierge and send a message to the arriving airport for the Duty Operations Manager or Airport Manager to meet the inbound aircraft and EP1 member.
2. Upon aircraft arrival the Airport Manager or Duty Manager will meet the EP1 member and complete paperwork. Should delayed baggage not arrive within 24 hours then Air New Zealand will cover costs as set out within current procedures for missing/delayed baggage.
3. The Concierge will liaise with Baggage Tracing Unit and manage all further communications to the EP1 member.
4. The Concierge will ACARS international flights to advise FSM of information that will be relayed to the EP1 member.
5. In addition, the Concierge will SMS EP1 member advising of situation and steps taken to reunite them with their bags.
6. If an EP1 bag has missed and an EP1 luggage tag is looped on the bag there is a telephone number to call when the bag is found. The telephone number displayed is: +64 (0)9 356 8216 and will be answered by the Concierge.

## Arrival

1. At all International ports, with the exception of those in Australia, a staff member will be assigned to meet EP1 members at the aircraft door on arrival.
2. It is important that members are given a choice of service delivery: an offer will be made to accompany them through to the Baggage Hall or meet up with them again at the baggage carousel, assist them with the collection of their bags and escort them through the remainder of the arrivals process (this is customs and MPI processing in Auckland) using the Priority clearance lane where applicable.
3. If a member declines the offer of assistance from the aircraft door a further offer should be made to meet up in the baggage hall to help with bags and customs processing where applicable.
4. Teams will advise via email to !EP1Concierge when an EP1 has had to wait longer than five minutes for their checked bags to appear on the carousel.
5. The staff member assigned to meet and greet the EP1 on arrival at Auckland International will attach EP1 swing tags to any bags continuing on to a Domestic flight and place these on the fragile and oversize belt where they will be directed to Lateral 1 for collection by the AKLD team.
6. If the member is then continuing onto a Domestic flight, an earlier connection should be offered where appropriate. At times this may require the member

to take their bags across to the Domestic terminal instead of using the Domestic transfer process. A call will be made to the Concierge Team on extn 69801 to advise of any changes.

7. EP1 members are permitted to use Air New Zealand Domestic Lounges as an arrivals lounge for themselves and up to five guests when arriving from an eligible Air New Zealand domestic or international flight. Their inbound boarding card will be scanned with the lounge agent overriding the lounge entry system and extending access.

## **Delays and Disrupts**

Elite Priority One customers are our highest priority and should be dealt with first.

### **Situations involving an EP1 prior to check in:**

In a delay/disruption that is more than 30 minutes, one of two scenarios will take place.

Paxco will call the Concierge team to advise the situation and offer alternatives. The Concierge will then contact the EP1 to inform them of the cause of the delay and provide the alternatives put in place.

OR

The Premium Team Manager/Senior Manager will be notified of the delay and should place a call immediately on 0800 847 930 to EP1 Concierge. The reason for the delay & flight alternatives should be advised for the Concierge to relay to the EP1. The Concierge will contact the EP1 to advise of the situation and provide that alternatives put in place. Once the EP1 has made a decision on their alternative flight, the Concierge will communicate the EP1's preferences back to Paxco and the Premium Team Manager/most senior Manager on shift.

### **Situations involving an EP1 who is checked in and at the Airport:**

In a delay/disruption that is more than 30 minutes, one of two scenarios will take place.

Paxco will call the Concierge to advise the situation and offer alternatives. The Concierge will then locate the EP1 and provided they are in the Lounge, contact the Lounge Leader to advise of the situation and provide alternatives put in place which they can relay the EP1 in person. If the EP1 is not located in the lounge, Concierge will call the EP1 directly to advise of the situation and the alternatives put in place.

OR

Team Manager/most senior Manager on shift will be notified of the delay and should place a call immediately on the 0800 847 930 to EP1 Concierge. The reason for the delay & flight alternatives should be advised for Concierge to relay to the EP1. The concierge will then locate the EP1 and provided they are in the Lounge, contact the Lounge Leader to advise of the situation and provide alternatives put in place which they can relay the EP1 in person. If the EP1 is not located in the lounge, Concierge will call the EP1 directly to advise of the situation and the alternatives put in place.

### **Situations involving an EP1 who is in flight:**

1. The Concierge will liaise with the Check In Experience teams to find the best alternatives. Concierge will then send an ACARS message to the EP1 in flight advising them of the alternatives put in place.
2. Once Concierge has had a reply from the EP1, they will confirm with Check In experience what the EP1 has requested and confirm flight changes.

The following steps will then take place after establishing the location of the EP1.

1. Concierge will send an email update advising the arrival & departure ports of the new flight details.
2. When EP1 members have their bags checked in, their bags will be reconciled with a K>Edit entry that does not require the member to go back to check-in or carousel to collect their luggage for the new flight booking. This is the responsibility of the Team Manager on shift.
3. The Lounge Leader must ensure the gate agent is informed of the change and they in turn are to brief the FA1.
4. In situations where EP1 members are requesting assistance beyond the standard operating handling of a delay or disrupt, a call will need to be placed to the Concierge Team on: 0800 847 930 or +64 9 356 8216
5. Should a situation arise when the Concierge cannot be reached the request needs to be placed with the most senior manager on duty who will confirm if the request can happen.

### **Additional disrupt information:**

2. If a missed connection occurs based on delayed departure, Paxco will make an onward reservation, then contact Concierge to notify of the booking updates, then continue to monitor the booking status from the onward carrier ensuring a HK status is received.
3. For long-haul flights should a HK status not be received at -4 hours prior to landing Paxco will secure confirmation on the next flight that shows a HK status. Paxco will ACARS the FSM confirming these flight details and alternative earlier flights that the EP1 member could standby for.
4. The exception to this rule will be when confirmation is not received for the last flight of the day. If Paxco believe there is a strong chance they will be accepted but no confirmation has been received for this flight the status will

- remain on waitlist and will be identified within the KI file. A message is sent through ACARS to the FSM.
5. Paxco will send KI file to arrival port as per current procedure and Duty Manager meeting the arriving aircraft/EP1 member will have a copy of onward travel arrangements made. Duty Manager will meet EP1 member and relay information – escort of EP1 member to onward carrier/terminal is not confirmed.
  6. Paxco will send KI file through ACARS to flight for FSM to speak with EP1 member and advise new travel details. Concierge will be sent the same information and will SMS EP1 member.
  7. EP1 will never be offloaded through re booking of a delayed or disrupted Air New Zealand flight and Paxco will provide like-for-like seating when an aircraft change occurs.
  8. Where no KI file is created a PAXACT (passenger action message) will be sent to the applicable airport.
  9. If an EP1 member does not make this flight the arriving port will secure overnight accommodation and assist with the rebooking of EP1 member for the following day. Notification is sent to the Concierge with an update of travel arrangements that have been made (responsibility of port and not Paxco).
  10. In a situation where the aircraft has been grounded and all passengers are required to overnight, EP1 members are confirmed in the premium hotel (where offered). When transportation to/from this hotel is required EP1 members will receive separate transportation – this is arranged by the senior manager on duty (including ground handling team). Payment of transportation will be covered by Air New Zealand.
  11. The Concierge team have a SITA Address and for urgent operational communications can be reached on: AKLWJNZ
  12. When customers are delayed in a port which has more than one Business Class Lounge the Concierge will establish which lounge the EP1 member is based in and a senior member of the NZ team will personally visit them. The Concierge will provide regular updates via phone and SMS, working collaboratively with APM and duty team.

## **MEDA**

Should an EP1 be declared not fit to travel due to medical reasons and is required to be denied boarding, one nights accommodation where applicable will be paid for by Air New Zealand. Ground staff will contact the Premium Customer Concierge to determine next steps who in turn will liaise with the local airport manager and EP1 member.

**SECTION 3:**  
**Valet & Lounges**

# **Elite Priority One Customer Experience**

## **Pre-flight**

1. The Concierge team will ensure all travel requirements are in place at least 24 hours ahead of departure.
2. Up to two space available upgrades will be extended to each EP1 member during their 12 month membership. Each upgrade will be provided to the highest available cabin/product type and will be confirmed 48 hours from travel. These apply to Tasman and Pacific Island short-haul flights only. These upgrades are in addition to three Recognition Upgrades received as part of their tier membership.
3. The space available upgrade is an un-published benefit and will be controlled and monitored by the Concierge Team who will determine if the upgrade can take place. A ZSPH code will be placed in the booking confirming cabin movement 48 hours before travel commences where possible. The Concierge will call the contact centre Premium Team to update the booking and reissue the ticket. The ticket will be sent to the EP1 member and the Concierge will be advised so a call can be made or an email sent to the customer supporting the reason for the upgrade. Space available upgrades apply to the EP1 member and their travelling party.
4. Concierges have the authority to facilitate the overbooking of R and A class and confirm Recognition Upgrades at the time of booking through the Premium Teams at the Contact Centre. This also applies if the Recognition Upgrades have been gifted regardless of whether the EP1 is travelling. When travelling with a guest on the same flight we will also confirm their own Recognition Upgrade. If there are less than five seats available in the cabin the Concierge will send a courtesy email to Revenue Management when the upgrade is processed.
5. The Concierge will check that the correct seat assignment is in place. This will include a move to paid seating if available and not already assigned. Once allocated in their preferred seat EP1 members should not be moved from that seat unless confirmed with the member or a Concierge first. At no time will other customers be moved from a requested seat to accommodate an EP1.
6. The Concierge Team will liaise with revenue management to oversell flights for the EP1 and one guest in economy class. An additional fare collection will be taken up to full Y class.

## Pre-departure Report

1. A pre-departure report showing individual member preferences and a profile photo will be available to view in advance of travel through a secure reporting system. This is updated with real time changes and should be checked regularly.
2. The report link can be saved as a favourite on the internet browser and referred to at any time.
3. Recipients of this report are required to share the information with team members who have direct contact with EP1s during their journey.
4. Staff who have access to Worx via smartphones or other mobile devices can review customer profile information and share this with key team members prior to the EP1 member's expected arrival at the airport.
5. Privacy laws dictate that under no circumstances should the preference report be printed or widely circulated. This is sensitive information.
6. If an EP1 member books within 24 hours or their booking is changed, an alert is sent to the Concierge Team who will prompt check-in, lounge and flight crew to check their reports for updates.
7. Any changes to travel made in DCS does not generate an alert so the Concierge Team should be called to advise of changes.

## Valet Parking

1. Unlimited use of Air New Zealand's Valet Parking facility is available to EP1 members at Auckland and Christchurch Airports when travelling on Air New Zealand operated services.
2. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
3. The registration card will be completed ahead of each EP1's arrival at Valet ready for immediate check-in.
4. EP1 members can check-in at Auckland domestic Valet. Valet Parking Agents will check-in EP1 members, weigh baggage and ask required security and dangerous goods questions.
5. The Valet Parking Team will tag all EP1 checked bags and take it to the oversize and fragile belt for a ground staff member to process and facilitate to back of house. This includes those bags belonging to all members of their travelling party.
6. If Valet Agents are not free they will call a member of staff from the Customer Service Team on extn 66017 to collect and bag drop on behalf of the Elite Priority One member. If there is no response the Valet Agent will call the regional gates on extn 67020.

7. If an EP1 is transferred to another flight or a member's Airpoints number is entered into a booking by a Valet agent the Concierge Team will be contacted with urgency on extn 69801 so they can communicate the change to all other touchpoints.
8. While waiting for staff to arrive and collect tagged bags these will be held in the secure EP1 baggage room. Bags will be dispatched as soon as possible to ensure the customer's bag is loaded to their departing flight.
9. Once an EP1 has checked in at Valet a call is placed to the Lounge advising them to expect the member.
10. EP1 members who have Valet parked can proceed to the Air New Zealand premium check-in counters at Auckland International, Christchurch Domestic and International and drop their car keys directly with the Customer Service Agent (CSA) as part of the check-in process.
11. The CSA will be responsible for safe handing the keys to the agent at the Valet parking Desk.
12. Valet team will confirm payment as electronic voucher payment unless otherwise informed.
13. For travel that involves departure or arrival on another airline other than Air New Zealand or alliance members, parking fees are covered for three days with the balance to be collected from the member at the standard daily rate.
14. Auckland and Christchurch Valet Parking team will apply best endeavours to notify the Lounge after each member has arrived, parked their car and left the facility.
15. Arriving EP1 members will have their vehicle parked as conveniently as possible from the Airport Terminal.
16. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
17. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 16.- still applies).

## **Lounge**

### **General**

1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.

2. The Lounge Host at the front desk will be aware of the arriving EP1 member and will greet them by title and surname, or as specified in their profile, upon arrival at the Lounge.
3. When an EP1 member is travelling with guests on the same flight the entire travelling party should receive the same EP1 service standards.
4. If guests travelling on a different flight arrive ahead of the member and unannounced, a call will be made to the Concierge Team on extn 69801 to clarify their entitlement before allowing access to the Lounge. Every effort will be made by the Concierge Team to advise of any special guest arrangements prior to travel.
5. When an EP1 enters the lounge they must be welcomed and offered a choice of either using the EP1 rooms/lounges (where applicable) or welcomed into the main lounge area.
6. If the EP1 member has scanned and entered the lounge without receiving a personalised welcome the Lounge Leader or Host will seek them out, introduce themselves and provide further assistance.
7. A first drink will be offered and delivered to EP1 members and their guests.
8. When travelling from or through Los Angeles, EP1 members and one guest are invited to use the First Class Lounge when departing on an NZ flight or Star Alliance flight. Access to the First Class Lounge does not extend to the use of private rooms. EP1 members and one guest can also use the Business Class Lounge when departing on other Star Alliance Carriers in line with their standard Elite access benefits.
9. Lounge staff will call the gate prior to the commencement of boarding to confirm the names of EP1 members travelling on this flight and their boarding preference.
10. Boarding preferences should reflect "early" or "towards the end" rather than "first" or "last" so as not to create unrealistic expectations
11. If an EP1 is transferred to an earlier or later flight by Lounge Staff they must communicate this via the gate agent to the FA1 on the new flight as well as notifying the Concierges by phone on extn 69801.
12. EP1 members are invited to use Air New Zealand Domestic Lounges as an arrivals lounge for themselves and up to five guests when arriving from an eligible Air New Zealand domestic. Their inbound boarding card will be scanned with the lounge agent overriding the lounge entry system and extending access.
13. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. An additional fare collection will be taken up to full Y class.
14. On the day of travel for Short Haul and Domestic flights, change fees and fare differences are waived for the EP1 and 5 companions when changing the departure time of a booked flight. ( procedure for a full flight- 13.- still applies).

## **Travelling on Other Airlines**

1. EP1 members and their guests will be entitled to use the EP1 dedicated lounges when travelling on a Star Alliance flight or Revenue Alliance Partners (SQ, CX, UA & CA and including TN and SB).
2. Lounge access will not be extended to EP1 members and their guests who are not flying on Air New Zealand & Revenue Alliance Partners.

### **EP1 Rooms/Lounges**

1. Within 20 minutes of a member entering the EP1 room/lounge a staff member will service the room leaving it clean and orderly.
2. When an EP1 leaves the room, a waiter and a cleaner will clean the room and ensure it is immaculate. The Lounge Leader will also check the room before the next EP1 arrives. Where there is a short time frame, the Lounge team will endeavour to facilitate the quickest turnaround while still maintaining a high standard of presentation.
3. When the EP1 room is not in use a check will be made every hour to ensure the standard of presentation of the room remains high.
4. The EP1 rooms at Wellington and Auckland Domestic Lounges and EP1 Lounges in Auckland and Sydney are available solely for EP1 members and their travelling party. The only exception to this is for the Prime Minister (PM) and Deputy Prime Minister (DPM) when they travel domestically and want a space for media interviews.
5. Should an EP1 member arrive in the lounge unexpectedly or prefers not to join the PM in the EP1 room guaranteed seating is made available for them and one guest in the main lounge area.  
Note: The PM/DPM are aware they will be sharing this room with EP1 members and cannot solely reserve for use if EP1 members are travelling.
6. A call will be made to the Concierge Team on extn 69801 prior to approaching unexpected guests using the EP1 room or lounge if they are not recognised by the Lounge team. It must be firstly assumed they are entitled to use the room whilst an investigation is made. Guests should not be challenged without first consulting the Concierge.

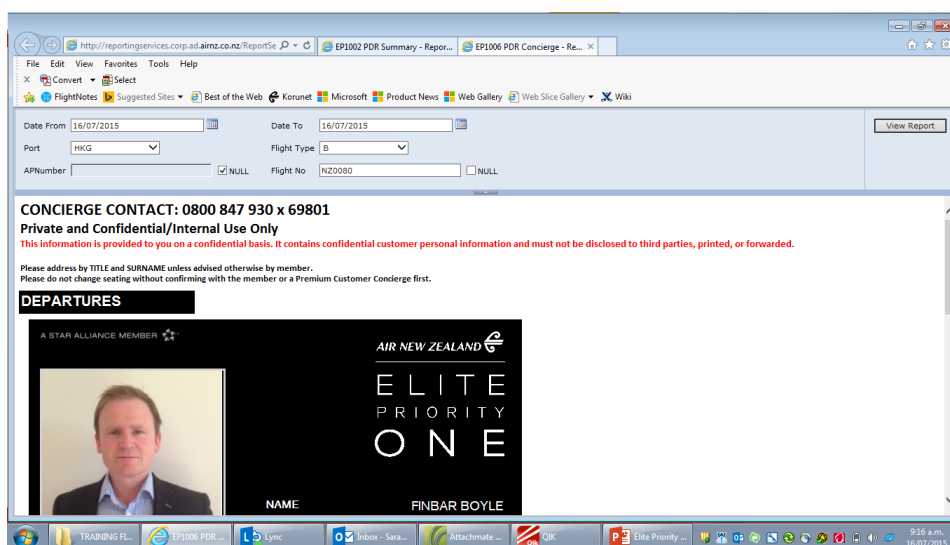
# SECTION 4:

## Inflight

## In-flight Customer Handling Procedures



1. A pre-departure report will be available by email link to view in advance of travel through the secure reporting system. This is updated with real time changes and should be checked regularly.
2. The FA1 will brief their team at the crew briefing, sharing information from the EP1 profile in the report (this cannot be printed).



3. The FA1 will meet each EP1 member at the door and welcome them back on board.
4. The EP1 member should be greeted by title and surname or as specified in their profile, by crew when interacting in-flight.
5. No reference should be made to the member of our reporting systems or any processes by crew. This is especially important when EP1 travel has been missed. A seamless experience should be presented at all times.
6. The Inflight focus will be on recognition, personalisation and knowing a member's preferences.

7. EP1 members and their travelling party are guaranteed their meal choice in all cabins – this choice is confirmed ahead of meal service commencing but served as part of the normal meal service.
8. Crew will find stowage for EP1 cabin baggage every time – this baggage must always travel in the cabin. Use of wardrobes and IFE locker space are permitted.
9. The Concierge team will ACARS the FA1 with urgent information directly relating to EP1 members travel or any special attention that needs communicating. The FA1 will confirm receipt of each message.
10. A sector report will be completed to share any information relating to an EP1 in flight. Alternatively, should crew wish to personally make a change to a member's profile or relay on board incidents involving EP1 members an email should be sent to [IEP1concierge@airnz.co.nz](mailto:IEP1concierge@airnz.co.nz)

**SECTION 5:**  
**Contact Centre**  
**(Booking related)**

## Premium Contact Centre

1. If the Concierge phones are not answered after 15 seconds, any call is diverted to the EP1 IVR system for Airpoints membership numbers to be entered and calls prioritised.
2. EP1 calls are placed ahead of all other pending calls.
3. Consultants will receive a screen alert and cc\_res\_ep1 displays on the phone turret prior to answering the call advising the next call is for Elite Priority One.
4. The caller could be either the member, their EA, a family member, a travel agent or an Air New Zealander and should receive the greeting "Kia ora, welcome to Elite Priority One.
5. Consultants will review the CTI screen and once established who they're speaking with they will address the caller by their preferred name as shown in AMPs. Otherwise if they introduce themselves using both names (first name, last name) the first name should be used.
6. The consultant will determine if the request can be dealt with quickly and manage the call accordingly. If this is not the case the consultant will try to reach the Concierge team again on extn. 69801. EP1 calls should not be transferred without introducing the call to the Concierge first. If the Concierge still cannot be contacted the consultant will take all details relating to the call and advise the member that a Concierge will be in contact shortly. The details of the call should then be emailed to !EP1Concierge for the team to action.
7. Should an EP1 wish to travel on a full flight an oversell can be arranged for the member and one travelling companion in Economy class. The seats should be waitlisted in Y class and a call placed to revenue management to confirm the waitlist. The booking should then be completed and charged at the full Y class level. Call centre Ops Spvr can overbook into Y class if revenue management is not available.
8. Fare flexibility with all Air New Zealand Domestic and Shorthaul bookings on the day of departure for the EP1 and up to 5 travelling companions on the same service – if amending departure time on day of departure, collection of fare difference is waived ( procedure for a full flight- 7.- still applies).
9. If an EP1 wishes to use their Recognition Upgrade at the time of booking the consultant will confirm these immediately into any unsold seat, regardless of booking class. To do this the consultant will overbook in R class or if not able to do this the best available class is booked and a member of the Premium Team, a Team Leader or an Ops Supervisor will confirm the upgrade into R class. If there are less than 5 seats available the Concierge Team will send a courtesy email to revenue management to inform them that the last seats are being used for EP1 upgrades (this is purely an FYI). This benefit can be extended to one travelling companion using their own Recognition Upgrade entitlement. This process also applies if the EP1 has chosen to gift their Recognition Upgrade regardless of whether the person is travelling with the member or not.
10. The Concierge Team can choose to apply up to two discretionary upgrades to each EP1 member during their 12 month membership. **This should not be**

**disclosed to the member under any circumstances.** Each upgrade will be provided to the highest available cabin and will be confirmed 48 hours from travel for Tasman and Pacific Island short-haul flights only.

11. A ZSPH code will be placed in the booking confirming cabin movement 48 hours before travel commences. The Concierge will call the premium team to confirm the booking into R class and reissue the ticket. This includes overbooking into R class if necessary. The ticket will be sent to the EP1 member and the Concierge will be advised so a call can be made to the customer. Space available upgrades apply to the EP1 member and their travelling party.
12. When allocating seating for an EP1 and up to 5 travelling companions any paid preferred seating is complimentary. A consultant will waive all fees using an authority code "EP1/sine code" and authority reason "elite priority one".
13. Every time a booking is made or altered for an EP1 the consultant will check that the Airpoints number is displayed correctly.
14. Every time a booking is divided the consultant will remove and re-enter the Airpoints number to ensure accurate EP1 travel reporting.
15. Consultants will amend EP1 bookings and no service, cancellation or penalty fees will be collected. Based on each Airpoints number placed in the booking the fare calculation will automatically update and show zero collection. Any fare difference will be collected. After the call has finished each booking will be queued to the Concierge team (queue AMZ900) for an authority number to be added. The Concierge team will check this queue on a regular basis.
16. The Concierge team will have access to 'Verint' and can listen to recorded calls between EP1 members and consultants to assist in improving customer experience.
17. Each Concierge will call extension 62966 to reach the Premium Team. This is a dedicated extension that will identify that a Concierge is calling and will appear within the contact centre call reporting.