

Name	Date	Content2
Ferry commuters provided with free reusable face masks ahead of Alert Level 2 weekend	9/25/2020 12:58:41 PM	<p>To kick off the school holidays, Fullers360 is thrilled to announce it will be giving out 200 free, reusable MEO face masks to its commuters this afternoon. Between 4pm and 5pm, Fullers360 and MEO representative will be stationed at the Downtown Ferry Terminal offering free face masks to commuters catching the 4pm ferry to Waiheke and 4.30pm to Devonport. Fullers360 CEO Mike Horne says Fullers360 collaborated with MEO to surprise its regular customers with the hypoallergenic, reusable face masks. "Wearing face masks continues to be mandatory for all travellers on public transport throughout Auckland, including Fullers360 vessels. We want to acknowledge our loyal customers and thank them for quickly adjusting to the new requirement over the last few weeks, particularly with our Devonport service experiencing higher volumes due to work on the Auckland Harbour Bridge. "We anticipate our services may be busier as Auckland approaches our first weekend in Alert Level 2 since the second lockdown and wanted to offer MEO masks to commuters who may be using our service for the first time since the requirement for masks was put in place." MEO face masks are designed and manufactured in New Zealand by Healthy Breath Ltd. Founder and CEO Kenneth Leong, said he was happy to support Fullers360, as a local company who provide an essential service transporting people to and from Island communities in the Hauraki Gulf. "We are excited by the opportunity to support a local business, and hope that our specially designed MEO Lite face masks will make the daily commute a bit more enjoyable for Fullers360's customers." Healthy Breath operates an end-to-end management process out of the New Zealand headquarters, from manufacturing to distribution. Its flagship MEO Lite and MEO Kids face masks are made with a New Zealand wool filter made from sheep specially bred in Wanaka. ENDS Further information: Chloe OgilvieM +64 021 292 0252 E Chloe.Ogilvie@fullers.co.nz</p>
Fullers360 puts on additional sailings to Devonport to support with Auckland congestion	9/23/2020 1:32:36 PM	<p>To help ease the travel challenges for people travelling from and to the North Shore, caused by damage to Auckland's Harbour Bridge, Fullers360 is bringing back 30-minute off-peak sailings on its Devonport route - almost doubling the frequency of this service throughout the day. From Wednesday 23 September, the increased frequency means services will run at a 30-minute frequency from 5.45am to 12.00am on weekdays. This is in addition to the current 15-minute frequency available from 7.30am to 8.30am during the peak commute hour on weekdays. As an immediate response to the situation on the Harbour Bridge, additional frequency and services were added to the Devonport route and have been running since Monday 21st September. The timetable change will provide 14 more services to and from the Auckland CBD each day, generating additional capacity for commuters and those visiting Devonport and the North Shore. The added frequency will be a temporary measure for at least the next two weeks and reassessed as the situation evolves. Fullers360 Chief Executive Officer, Mike Horne, says the timetable changes are a measure to urgently support the Devonport and neighbouring communities and hopes the move will provide certainty for travel planning over the coming weeks. "We recognise our role is crucial to the wider public transport network, particularly now, where there are added challenges for all North Shore communities trying to get in and out of the City." Fullers360 is committed to, and uniquely positioned, to adapt our service and respond to unexpected levels of customer demand. We hope these additional services will encourage more people to travel on the ferry and lighten the number of vehicles commuting across the Harbour Bridge. "Mr Horne says that as Auckland prepares to move to COVID-19 Alert Level-2 at midnight on Wednesday, added frequency to the Devonport service will allow commuters more flexibility in travel times, and supports those passengers who may wish to travel off-peak in response to physical distancing. The use of face coverings will continue to be mandatory on Fullers360 services while at Alert Level 2. "Reintroducing the 30-minute sailings was the next step in our recovery plan for Devonport. We are confident that this timetable accommodates to the increasing passenger numbers we are seeing and look forward to seeing new faces on our services as more commuters opt for catching the ferry to get to the CBD - a short 15minute journey from Devonport!" For those customers looking to commute with Fullers360 for the next few weeks while the bridge is being repaired, purchasing a monthly or flexi pass is a cost-effective option for transport and regular commuters. The 15-minute and 30-minute scheduling timetable is an interim measure, as Fullers360 works with Auckland Transport and the Devonport - Takapuna Local Board to establish a resilient, longer-term service plan for Devonport. As early as January 2021, Fullers360 is proposing to introduce a 20-minute peak ferry cycle to the Devonport service. Mr Horne believes a 20-minute ferry cycle during peak times, is the optimal outcome to ensure the sustainability of the Devonport service and will provide a more effective and resilient service, both for the ferry service and connecting transport services. "A 20-minute peak cycle would keep step with consumer trends which has seen an increase in customer use of bicycles, e-bikes and e-scooters, and requires additional time to manage loading in peak travel times." ENDS Editor's Note: Please note the timetables on the Fullers360 website will be updated within the next 24hours however the additional Devonport timetabled services will be in place effective immediately. Media contact: Chloe Ogilvie Fullers360 Chloe.ogilvie@fullers.co.nz 0212920252</p>

Fullers360 and Auckland Transport celebrate Zero Emissions Day, confirming arrival of Waiheke's first electric buses

9/21/2020 12:33:15 PM

In recognition of Zero Emissions Day, 21 September, Fullers360 and Auckland Transport are delighted to announce the first of its electric buses will take to the roads on Waiheke Island in November. Six of the eight electric buses purchased by Fullers360 will go into service by Waiheke Bus Company, by early November, making the Island the first suburb in Auckland to operate an electric bus fleet as the company commences replacing its diesel buses currently in service. The other two electric buses will join the fleet in December and the remaining nine diesel buses in the 17 strong fleet will be replaced as they reach their end of life. Auckland Mayor Phil Goff said, "Vehicle emissions make up more than 40 per cent of Auckland's carbon emissions, so electrifying the Waiheke Island bus fleet to create a more sustainable public transport network will help us reduce overall emissions and further progress our climate change goals." Earlier this month Auckland Council also rolled out the first electric recycling collection vehicle on Waiheke, so it's great to see the island taking another step forward in its goal to becoming all electric by 2030. Fullers360 Chief Executive Officer Mike Horne says with the first six electric buses coming to Waiheke, we will see a reduction of approximately 538 tCO₂e of Green House Gas emissions per year on Waiheke. This potential reduction is equivalent to 718 typical New Zealand homes' electricity use for one year. "We are very excited to confirm, following an announcement last year, that plans to introduce electric buses for Waiheke is on track and that residents and visitors to the island will be able to enjoy a cleaner, quieter travel experience in little over a month. We are thrilled to contribute to the Island's aspiration for a "greener" future. "Despite the impacts of COVID-19, Fullers360 remains steadfast in our ambition to grow a larger, more effective, and sustainable transport network. Our investment in the electric buses is part of our vision to operate an environmentally-friendly transport service on and off the water," says Mr Horne. The electric buses each carry 37 passengers and will go into service on the existing Auckland Transport Island route and can travel up to 400km on a single charge. They produce zero emissions and are very quiet in comparison to diesel buses. Darek Koper, manager of bus services for Auckland Transport, says this is an exciting milestone for Waiheke Island. "Auckland Transport, together with Fullers360, is proud to be ushering in a new era of green bus transportation on the Island - marking a significant step in our acceleration of the Low Emission Bus Roadmap and working towards the goals of Auckland's Climate Action Plan." To celebrate the arrival of Waiheke Island's first electric buses, Fullers360 and Auckland Transport are launching a youth art competition, calling for local kids and teens to illustrate a zero emissions future on the island. The winning entries will be displayed on the back of the electric buses for all to enjoy when they go into service. "At Fullers360, we are proud to be working with Auckland Transport to contribute to a sustainable future in the Hauraki Gulf. The shift to electric is a significant milestone for Waiheke Island residents and we can't think of a better way to mark the occasion than encouraging budding young artists to literally paint a greener future for us through this competition," adds Mr Horne. The school art competition is open to all Waiheke Island children aged between 5 and 18. Director of the Waiheke Community Art Gallery, will judge the entries and select the winning artwork. Competition entries close at 5pm on Friday 16 October 2020, so the school holidays will be a great time for children to work on their entries. Competition details and entry criteria can be found here. Visit <https://www.fullers.co.nz/careers/bus-careers/> for more details about the electric buses back art competition. ENDS For further information or comment contact: Chloe Ogilvie Fullers360 Chloe.ogilvie@fullers.co.nz 021 292 0252 Natalie Polley Auckland Transport Natalie.Polley@at.govt.nz 021 569 194

Fullers360 Composting Programme 9/20/2018 12:23:01 PM

In celebration of Conservation Week, Auckland's leading ferry company delivers on promise to reduce reliance on plastics and single-use waste Auckland's largest ferry network is introducing a compost programme across its fleet this week. Fullers360, the new collaboration between sister companies Fullers and 360 Discovery Cruises, is stepping up to further protect the Hauraki Gulf – where they operate each day. Organics bins and new waste stations will be set up on vessels beginning 17 September, timed with Conservation Week. Earlier this year, Fullers and 360 Discovery made a significant sustainability commitment, promising to reduce the use of plastic products at their onboard cafés. As key partners to the Department of Conservation (DOC), Fullers360 set a goal to introduce compost in celebration of Conservation Week 2018 – working diligently to replace all plastic items with eco-friendly, compostable alternatives. Previously, to mark Earth Day in April, they removed all plastic straws from every vessel in the fleet. "We feel a strong responsibility for protecting the Hauraki Gulf environment, and all the shorebirds and marine life that call it home. We're so lucky to be out on the water each day and want to make sure we're doing our best to look after the area, including all the conservation islands we travel to," said Fullers360 Chief Executive Officer Mike Horne. Getting on board with compost All drinkware and tableware items available at the ferries' onboard cafés are now commercially compostable. Based on an audit by waste management partners Rubbish Direct, Fullers360 estimates that nearly 85% of what was previously sent to landfill can now go to the organics bin. Compostable packaging from onboard cafés accounted for 80%, while food waste made up the other 5%. The fleet has long been using Altura coffee cups and lids, which are compostable, but will now have the optimal collection point to maximise their eco-friendly benefits. The café also uses a range of EcoWare products, including clear cups for water and wine, utensils, plates, bowls and serviettes – all commercially compostable. With nearly 20 vessels to complete, the introduction of Organics bins across the fleet is expected to take several weeks, through October. Crew are being trained to help customers understand the correct bin for their waste, and vessels are being stocked with signage offering clear instructions. "Thanks in advance to our customers for supporting us through this change. We're proud of our customers for their passion for eco-friendly alternatives. Ultimately, we'll rely on them to ensure coffee cups and other tableware ends up in the correct bin," said Horne. Fullers360 also encourages customers to bring their own reusable coffee cups onboard, to reduce single-use waste altogether. Working with Method Recycling and Rubbish Direct Fullers360 thanks its waste management partners Rubbish Direct and Method Recycling for guiding them through this change. "We've been working closely with Rubbish Direct and have seen a massive improvement in our waste management processes. We use their premium hand-sorting service to ensure none of our recycling or compost is compromised," said Horne. "Combined with use of Method Recycling's organics bins and their best-practice instructions for customers, we expect to see a significant decrease in the amount of waste we send to landfill, shifting most of our non-recyclable waste to compost." "The team at Fullers360 are so passionate about ensuring the customer experience on their vessels is exceptional. Rubbish Direct were approached in 2016 to help the team at Fullers360 to meet their sustainability goals, which they are also as passionate about," said Rubbish Direct Sales Manager Shon Smith. "Compostable packaging has been introduced on the vessels, which means the next step for Rubbish Direct and Fullers360 is adding a food waste / composting service. All items put into the food waste bins will be brought back to our depot, sorted for contamination and then taken out to be commercial composted."

Waiheke bus network gets electrified 7/24/2019 10:45:00 AM

The Waiheke community will see new electric buses on the islands' roads from the middle of next year. Auckland Transport and Fullers360's Waiheke Bus Company have announced today plans for a fleet of electric buses on the island. This will start with six new electric buses in mid-2020, with an additional five to arrive later. The new buses will be like those which have been successfully trialled by AT since April 2018 on a number of bus routes across the city. AT Chief Executive Shane Ellison says that this is a positive step forward in lowering AT's emissions. "We're really excited and grateful that the Waiheke Bus Company has decided to make its new fleet of buses electric. Road transport is Auckland's largest source of emissions, so this is a great step in tackling this." This initiative also demonstrates the new way of engagement between the Waiheke Local Board and AT, since the signing of a recent Memorandum of Understanding, says Mr Ellison. "It's great to be working with the local board and already delivering better outcomes for those on the island." Fullers360 Chief Executive Officer Mike Horne also welcomes the news. "With Auckland Transport's support, Fullers360 and Waiheke Bus Company are proud to lead a significant reduction in road emissions on Waiheke Island. As we revamp our fleet with new electric vehicles, the buses will continue to play an important role in connecting the Waiheke community to Matiatia Wharf and destinations across the island." In 2017 Auckland Council signed the C40 Fossil Fuel-Free Streets Declaration at the "Together4Climate" event in Paris. C40 Cities is a network of the world's megacities committed to addressing climate change, of which Auckland is now a member. The declaration commits Auckland to procuring only zero emission buses from 2025. The news was announced after the successful Low Emission Bus forum which was held yesterday. The forum, hosted by AT included contracted operators like Waiheke Bus Company, local and international bus builders, NZTA and the Ministry of Transport. It discussed the opportunities and challenges in progressing the Auckland Transport Low Emission bus roadmap. While 2025 is the target for only zero emission buses to be bought, the forum talked about how AT can work with operators and bus manufacturers to speed up this process, while also looking at alternatives such as hydrogen fuel cell or interim solutions to improve air quality. Notes: The Waiheke Local Board has a formal carbon neutral goal and is working with community group Electric Island Waiheke whose aim is to achieve an all-electric island by 2030. Prior to the introduction of the electric buses in mid-2020, Waiheke Island will be getting a new bus network from 13 October 2019. Visit AT.govt.nz/NewNetworkWaiheke for details.

<p>New agreements a step-change to future-proof Devonport and Waiheke ferry services</p>	<p>7/15/2022 12:25:13 PM</p> <p>Auckland Transport (AT) and Fullers360 have today announced a new public-private partnership that will secure long-term investment and commitment to Auckland’s ferry network and will accelerate the decarbonising of Auckland’s ferry fleet. The agreements signed today signal the beginning of a new era for Auckland’s ferry network where 850,000 customer journeys, more than half of Auckland’s ferry passengers (on the Devonport, Hobsonville Point, Half Moon Bay and Gulf Harbour services), will benefit from the new AT business operating model for delivery of Auckland ferry services. This also signals and enables a significant step-change in public investment in those services in-line with AT and Fullers360’s shared vision for a modern and enhanced future ferry network. Auckland Transport Interim Chief Executive Mark Lambert says the renewed partnership between AT and Fullers360 represents a shift in the way AT procures its ferry services. “Through this successful joint negotiation for a public-private partnership, we’re moving to a model of public ownership of Auckland’s strategic ferry assets with its ferry fleet to be increasingly owned by Aucklanders, for Aucklanders, which is 12 years earlier than previously anticipated as a result of the negotiations” Mr Lambert says. One key component of the agreements signed today is the full integration of the Devonport to downtown Auckland route into AT’s ferry network, meaning the service will no longer be a privately operated route exempt from New Zealand’s regulatory Public Transport Operating Model (PTOM). Contracts for Fullers360-operated services between downtown Auckland and Hobsonville Point, Half Moon Bay and Gulf Harbour have also been renewed. The agreements include immediate benefits for the Waiheke Island to downtown Auckland service. A Quality Partnership Agreement (QPA) has been signed between AT and Fullers360, aimed at enhancing the reliability, fare affordability and sustainability of services to and from Waiheke Island. Agreements to help accelerate the decarbonisation of Auckland’s ferry fleet The agreements announced today will see Auckland Transport take the ownership and lead the procurement and delivery of five new electric-hybrid ferries, supported by funding enabled through the Climate Action Targeted Rate (CATR). Utilising its knowledge and expertise, Fullers360 will manage the research and development, design and delivery of the new vessels, while the ownership of four existing Auckland ferries will also transfer from Fullers360 to Auckland Transport. Fullers360 CEO Mike Horne says green ferry transport is the future, with the company’s ongoing partnership with AT helping to accelerate the transition. “Public private partnerships are one of the many ways we can unlock solutions to the climate change crisis and move towards solutions that deliver a lower carbon transport network for Auckland and New Zealand,” Mr Horne says. “Following the impact of COVID-19 on our business, solidifying a long-term partnership with AT means that we can continue to invest and pursue other new innovative solutions such as hydrogen powered technology.” Auckland Transport Group Manager Metro Services Darek Koper says the move to AT procuring the new electric ferries will help increase the pace of Auckland’s transition to an all-electric and electric-hybrid ferry fleet. “The plug-in hybrid ferries utilising design and innovation developed by Fullers360, Incat Crowther and HamiltonJet are in addition to the two EV Maritime fully electric ferries recently announced, increasing the government and Council investment in new electric or electric-hybrid vessels to seven, which will allow us to significantly reduce our emissions,” Mr Koper says. Q West will be builders for the first of these vessels. “Passengers travelling on services like the Devonport route will be some of the first to travel on the new electric and plug-in electric-hybrid ferries, which will be comfortable, quiet and will deliver a fantastic experience for our passengers. The new partnership leverages the significant investment made to date by Fullers360 in design and development of new vessels for Auckland. “The four existing fleet ferries are needed to maintain services while we build and transition to the new electric fleet, requiring investment to refurbish and retrofit with lower emission engines to help ensure that we are reducing our emissions and improving vessel reliability in the immediate term.” Quality Partnership Agreement to provide greater certainty for Waiheke passengers Fullers360’s passenger ferry services between downtown Auckland and Waiheke Island will continue to be exempt from contract regulation, but subject to new minimum service levels and extended legal minimum service withdrawal notice period. Under the QPA, Waiheke residents will also be able to access a new AT HOP adult monthly pass which includes same-zone bus and train connections at either end of the ferry journey. The pass will be priced the same as the equivalent existing Gulf Harbour and Pine Harbour ferry monthly passes, providing a saving of 14% for commuters and will be available in the coming months. AT’s Mark Lambert says that although Waiheke services will remain outside the regulated Public Transport Operating Model (PTOM), which means continued exemption from a contracted status with AT, there will now be much greater accountability as these services will be measured against AT’s service standards. “AT recognises that the QPA for the Waiheke service does not involve removing the exempt status. But, as a negotiated outcome, provides immediate interim benefits for service levels, service certainty and fare prices, as we now step through the exemption review process led by government”. Fullers360 CEO Mike Horne says the agreements have secured the company’s Auckland operations and will help ensure regular, quality services are provided for the Waiheke community. “We have long signalled our commitment to improving the Waiheke Island service and reaching a value proposition that meets the needs of the island community. Fullers360 invests significantly into Waiheke, which would not be possible under a PTOM model,” Mr Horne says. “The QPA enables Fullers360 to continue providing enduring and strategic support to the island community through collaboration with local businesses, sponsorships, support for events and initiatives on the Island, and ongoing conservation efforts.” The new agreements between AT and Fullers360 were signed on 15 July and take effect from 18 July. Waiheke passengers will be able to access the discounted AT HOP adult monthly pass in the coming months, with an exact date to be announced to customers shortly.</p>
<p>Recent communication shared by manager to our staff</p>	<p>6/30/2020 9:06:45 PM</p> <p>“Fullers360’s Board and leadership are disappointed by the recent communication shared by one of our managers to our staff, as it was not aligned with our values and culture. We are working to resolve the situation and provide the appropriate support. We recognise that our entire team has been operating under significant pressure during the COVID-19 pandemic. Our people have worked exceptionally hard throughout the COVID-19 pandemic and have maintained great courage and passion for their roles at an unprecedented time. The dedication of our staff has enabled Fullers360 to continue to deliver services through all alert levels, despite the inherent risk this posed to their own personal health, and we applaud them for that. There is a desire for us to return our services to pre-COVID levels, however, an instant return to pre-COVID services would put our recovery, and the ferry network we provide, at risk. It is critical to plan for a long-term, sustainable service, which includes bringing services back on stream as passenger numbers make them viable. We want to assure our customers that our team is unwavering in their pursuit to deliver a frequent and resilient service to island communities.” - Mike Horne, CEO, Fullers360</p>

Fullers360 set to turn Hauraki Gulf pink	5/18/2022 10:03:16 AM	<p>Free coffee up for grabs for first 500 passengers wearing pink onboard this Friday! This Friday 20 May, Fullers360 is encouraging all staff and customers to wear pink and support Pink Shirt Day to Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying! This is the first year Fullers360 is actively supporting Pink Shirt Day both internally and with customers and signifies the businesses commitment to prioritising mental health and wellbeing. In support of Pink Shirt Day, Fullers360 is pleased to offer the first 500 customers who are wearing a pink shirt onboard on Friday, 20 May a free coffee voucher* to say thanks for supporting this great initiative. Pink Shirt Day's kaupapa ties in brilliantly with Fullers360's Fair Treatment Policy which outlines behaviours simply not tolerated in the workplace. Fullers360 CEO, Mike Horne, says, "We recognise the importance of creating a workplace that fosters positive mental health and wellbeing for our people and our customers alike. In a large organisation like Fullers360 there are plenty of ways to consider the impact mental health has on our people – we aren't perfect, but we're working to ensure our people have a safe working environment where they feel they can come to work and do the incredible job they do every day." "At Fullers360 we don't tolerate any form of bullying and discrimination in the workplace and we're incredibly proud to be turning the Hauraki Gulf pink to actively demonstrate our support for Pink Shirt Day and this important kaupapa." Shaun Robinson, Chief Executive at the Mental Health Foundation says those who are bullied are far more likely to experience mental health issues. "Research shows that 1 in 10 workers feels discriminated against or bullied at work. By wearing a pink t-shirt on Friday 20 May, you're showing a commitment to creating a kinder, more inclusive Aotearoa where everyone feels safe, valued, and respected regardless of gender identity, sexual orientation, age, ability, religion or cultural background", says Mr Robinson. To find out more about Fullers360's involvement in Pink Shirt Day visit: fullers.co.nz. *Free coffee vouchers will be handed out to customers who are wearing a pink shirt on Pink Shirt Day (Friday, 20 May) while boarding. Vouchers are redeemable for any one coffee at a Fullers360 onboard café and expire on 29 May 2022.</p>
Taking Steps to Protect the Hauraki Gulf's Marine Environment	4/19/2018 8:45:58 AM	<p>In time for Earth Day, the Auckland ferry group no longer offers plastic straws as first step to reduce waste and reliance on plastics Auckland, 19 April 2018 To recognise Earth Day 2018, Fullers and 360 Discovery Cruises announced a stronger commitment to looking after the Hauraki Gulf's marine environment. Across the world, this year's Earth Day theme is 'End Plastic Pollution' – an effort directly in line with Fullers Group's business strategy and action across their entire fleet. Fullers vessels operate in the Hauraki Gulf Marine Park, which is 1.2 million hectares of ocean and more than 50 islands – a protected area home to thousands of species. "We're out on the Gulf every day, and feel it's our responsibility to help keep the waterways clean," said Fullers Group Chief Executive Officer Mike Horne. "Plastics are one of the most harmful materials to sea life, and we're making a big effort to reduce our reliance on plastic at our onboard cafés." In March, Fullers Group began an audit across all vessels – looking at what products currently stocked at cafés and noting any unnecessary plastics and landfill items they can eliminate or replace with eco-friendly, plant-based alternatives. While the company has committed to an overhaul of cutlery, cups and other café items in the coming months, one easy first step was to eliminate all plastic drinking straws. Monty Bailey, an eight-year-old Waiheke resident, delivered a presentation to Horne about the harmful effect of straws, encouraging Fullers to stop stocking them. "Monty's presentation was perfectly timed, as we were already in the middle of planning our plastics audit," said Horne. "His points were the catalyst to decide what item to remove first to mark our commitment to a reduction of single-use plastics. Thank you, Monty, for your passion and taking the time to share it with our business." While there are other plastics to be removed down the track, for most, straws are not necessary to enjoy a beverage. Plastic straws are among the top 10 items found during beach clean-ups, and ultimately end up in waterways. That's because they're small and lightweight, and often don't make it into recycling bins. Once in the water, their size makes them easy for marine life to accidentally digest. Next steps for Fullers include encouraging customers to use their own coffee mugs at onboard cafés. While all vessels already have compostable coffee cups, they are being stocked with biodegradable cutlery, wine and water cups. In the coming months, there will be dedicated compost bins on board to maximise the company's environmental impact. "We want to encourage customers to consider the environment and think twice about any single-use item they use on our services," said Horne. "Thanks to all our customers for your support of our sustainability efforts. We'll keep you posted as more products change over and we continue to increase our efforts to protect the Hauraki Gulf." --Ends--</p>
Tick Rangitoto Island off the bucket list with Fullers360	3/30/2021 11:08:28 AM	<p>Fullers360 is thrilled to announce the return of its popular Auckland-to-Rangitoto Island special starting this March. From next Tuesday, 30 March Kiwis can snap up a special deal to visit the jewel of the Hauraki Gulf: two adults and two children return ferry for \$99! Rangitoto Island, the jewel of Auckland's crown, is an untouched paradise. Not only is Rangitoto the highest natural point in Auckland, it is also a predator-free sanctuary teeming with native and endangered wildlife, including forest birds such as kererū, korimako, tūī, piwakawaka, tauhou/silvereye and ruru/morepork, an ideal day out for the family. Recent research shows many Aucklanders haven't yet experienced the wonder of Rangitoto Island but have probably always intended to. Two thirds of Aucklanders have not set foot on the iconic Rangitoto Island for more than 10 years, and almost 40 per cent have never visited at all! "This is a great opportunity for Kiwis to support New Zealand experiences and destinations, by exploring one of our famous natural landmarks and take in the views of our largest city", says Fullers360 CEO, Mike Horne. From Tuesday, 30 March, Fullers360 will run three sailings to Rangitoto Island per day and is offering an exclusive opening special for families, who can purchase two adult and two child return passes for \$99.00*. Find out more here: www.fullers.co.nz/destinations/rangitoto-island</p>

Fullers360 continues 3/30/2021 11:04:58 AM
to keep Hauraki Gulf
communities
connected during
visitor off-peak
season

From Tuesday 6 April, Fullers360 will move to its visitor off-peak season timetable for some ferry services, starting with Waiheke sailings, which will revert to the same frequency operated during the cooler months of 2020. Additional seasonal changes will move islands such as Rangitoto and Tiritiri Matangi sailings to off-peak timetables in May. Fullers360 CEO, Mike Horne, says the season changeover marks the end of a busy summer despite the lack of international visitors this season. However, he assured the changed timetables would continue to provide passengers with adequate frequency, including Waiheke's regular 30-minute sailing during the peak commuter period between 7am - 9am from Waiheke to Auckland. "We always knew this summer was going to be quieter than previous years, and while that has certainly been the case, when we compare to the 2019-20 summer season, we have experienced a 30 per cent drop in passengers across all our destinations. These numbers do represent an overall drop compared to previous summers, but it's a true reflection that Kiwis have been getting out and about to explore our beautiful Hauraki Gulf and supporting local tourism operators." Horne says the drop in passenger numbers generally continued to be felt across key destinations and organisations, including Fullers360. "We take the role we play in providing a lifeline to island communities very seriously and continue to actively encourage visitation to Hauraki Gulf islands to stimulate domestic tourism. This has positive knock-on effects for local businesses and demonstrates our commitment to the recovery of the tourism industry throughout COVID-19 and in time for a post-Covid era," Horne says. Fullers360 is one of New Zealand's leading tourism operators. Passenger data shows Kiwis have continued to make use of its services, with domestic visitation up on previous years, following a focused effort to encourage locals to explore the Hauraki Gulf. However, the recorded increase does not match the same demand as when international visitors are on our shores. "Obviously there have been additional factors to consider in moving to off-peak timetables this year and we continue to adapt and make decisions to ensure we continue to keep communities across the Hauraki Gulf well-connected. We remain committed to enabling residents to get where they need to be - the frequency of sailings in our seasonal timetables suits the demand in the visitor off-peak period based on our experience throughout 2020," says Horne. The prospect of a trans-Tasman bubble is encouraging for Fullers360 and is being incorporated into future planning, adds Horne. "We're closely following the prospects of a trans-Tasman bubble, and will be ready to respond should demand dramatically increase. Since COVID-19 emerged in New Zealand we have been focused on our own domestic tourism recovery to ensure we're able to respond appropriately when international borders reopen. For example, we've retained our marine workforce, so we continue to keep treasured destinations open, as well as being able to scale up as and when demand returns." Full changes to timetabling and effective dates can be viewed in this update.

Fullers Releases Winter Timetable for Waiheke Island Ferry Service	3/15/2018 9:59:28 AM	<p>Fullers Releases Winter Timetable for Waiheke Island Ferry Service - effective 9 April 2018</p> <p>Performance statistics show increased reliability over summer, with operational improvements to continue through winter. Auckland, 15 March 2018</p> <p>Fullers Group today published the Winter 2018 timetable for the Waiheke Island ferry service, which will go in to effect on 9 April. The new schedule continues the half-hour timetable during peak commute times, but moves to an hourly service when demand tapers. This decision was based on historical passenger data and key performance statistics through summer, which revealed significant improvements in reliability. This will allow Fullers to maximise investment in further improvements over summer, when more capacity and frequency is needed.</p> <p>Operational Improvements Proved Successful through Summer Season</p> <p>At the close of the busy summer season, Fullers shares its key performance statistics for the Waiheke service. While a new operational plan effectively managed the influx of visitors over the peak season, Fullers asks for feedback from island residents to plan further improvements for next summer. "Fullers made some big promises to improve the end-to-end travel experience for the Summer 2017-2018 season, drawing on learnings from last year. For the most part, we've hit the mark. We've put new processes in place, and in the instances when things didn't work as expected, we made even more changes," said Fullers Group Chief Executive Officer Mike Horne. "Beyond continuing the half-hour timetable, we increased capacity with an additional vessel and bigger boats in rotation. We introduced Locals Lane and a vessel movement sequence that allowed more time for boarding. This meant vessels departed as scheduled – not as they filled up – keeping to the published timetable," Horne continued.</p> <p>Performance statistics reveal that the new operational structure increased reliability of the Waiheke Island ferry service: Over the past 12 months (March 2017 to February 2018), Fullers has maintained a 99.8% reliability rate, meaning only 35 sailings were cancelled of nearly 23,000 on the timetable. This rate remained constant from last summer to this summer. The punctuality rate for the Waiheke Island services during the peak summer season (December 2017 to February 2018) was 99.2%, meaning the percentage of sailings that left within 5 minutes of the scheduled departure time. For comparison, this increased from 87.7% over the same three months last summer. We installed tablets on our fleet to capture customer feedback and aggregate our Net Promoter Score (NPS). NPS is an international benchmark used by tourism providers, using a scale of -100 to 100. Based on customers' answers to the question, "how likely are you to recommend Fullers to a friend or colleague?" we scored 57, which is notably high. Via the same tablets, across all vessels our Customer Experience score is 8.6 on a scale of 1 to 10. "While we've made big strides and are very proud of our improvements, we acknowledge there are other areas that still need some work," said Horne. "We really want to engage the local Waiheke Island community. To drive continuous improvement, we want to maintain an open conversation with residents year-round to understand what they value, and will take that feedback to heart."</p> <p>Winter Timetable Begins 9 April 2018</p> <p>When planning for the Winter 2018 timetable, Fullers used historical data to review the peak travel times. While a half-hour timetable ran throughout Winter 2017, the majority of sailings outside of traditional commuter hours reached only 20% capacity. Throughout Winter 2018, Fullers will maintain the half-hour timetable during peak commuter hours on weekdays – providing a frequent service to get to the city on time for work or appointments, and home again. However, on weekends, and between 9.00am and 4.00pm on weekdays, Waiheke Island services will operate on the hour. In response to customer feedback, the evening sailings maintain a high frequency schedule through 8.45pm. "Seeing all the empty seats last winter was a sign that we overcommitted. We weren't being effective with our resources," said Horne. "We need to focus our resources on when more capacity is needed – adding higher frequency, and putting on extra boats when seats are predicted to be scarce. This is fundamental to our ability to protect the core commuter service, managing the influx of visitors across the summer peak." The Winter 2018 Timetable is effective 9 April to 14 October 2018. As an important part of collecting feedback across all routes, Fullers encourages the Waiheke Island community to weigh in as we plan for next summer. To share what aspects of the service you value, please email WaihekeSummer@fullers.co.nz. --Ends--</p>
--	----------------------	--

Fullers360 announces
Auckland's first high
speed plug-in electric
hybrid ferry, coming
soon

12/21/2021 11:18:44 AM

Today, Fullers360 announced it has reached a critical milestone in its decarbonisation journey with Auckland's first electric hybrid fast ferry for the Hauraki Gulf ferry network. This first critical step in decarbonising Fullers360's Auckland ferry fleet will reduce carbon emissions by 750,000kg per year on the Devonport route alone. The new electric vessel with hybrid capabilities is anticipated to be completed in 2023. It will have capacity to transport approximately 300 passengers servicing the company's Devonport route, with capacity to travel to other destinations as needed. Designed by industry leader Incat Crowther, the vessel is a modular metro-level with overflow to the upper deck optimised to be up to 100% electric on the Devonport route. Fullers360's CEO, Mike Horne, says the business recognises the compounding contribution traditional modes of transport, such as diesel vehicles, make to New Zealand's carbon emissions. "Our vision is to provide New Zealand with the opportunity to build and operate the world's first large-scale fast ferry fleet, supported by a fleet of hydrogen-ready electric vessels. The move to green ferry technology is a significant milestone in realising our long-held vision and commitment to delivering sustainable marine transport for Auckland and other regions." In a first for our country, the new electric hybrid vessel is being completely built in New Zealand by Q-West and is set to support 30 jobs to the Whanganui region where boat builders Q-West are based. The vessel has been designed for safe, comfortable, and highly reliable commercial rapid transit ferry services. It will feature a world leading electric-hybrid propulsion control system from HamiltonJet, allowing it to operate at higher speeds, with enhanced manoeuvrability all while using less energy and delivering greater operational resilience. In 2018, Fullers360 launched its Gulf2025 strategy that set out an ambition to grow a larger, more effective, and sustainable ferry network. The strategy provided the catalyst for research and development into electric ferries into which the company has invested over \$1M in the design and feasibility of sustainable ferry technology. The research and design phase of the project has led to broad reaching cross sector collaboration, including with industry experts EV Maritime. Horne says this once-in-a-generation transition to green ferry technology will have multiple environmental, social, and economic benefits, adding this pivotal new era for the marine industry proves low emission vessels is now a commercial reality. "We are working and collaborating with passionate partners to combine ferry technology with environmental sustainability to reduce carbon emissions, provide world-class tourism and commuter services, and support the economic recovery for New Zealand." Q-West CEO, Colin Mitchell, says the team is excited to be part a new era of marine transport and thrilled with the job opportunities it brings to the Whanganui region. "We are proud to work with Fullers360 once again and to play a vital role in building New Zealand's first electric hybrid ferry. Whanganui has been at the forefront of commercial aluminium boatbuilding for over sixty years, and it feels appropriate this electric hybrid ferry is built here." Fullers360 has been working closely with Auckland Transport over the last 12 months on the alignment of vessel specifications across the whole of the Auckland ferry fleet and in identifying infrastructure requirements to bring this once in a lifetime technology shift to life for Auckland. Gareth Willis, Auckland Transport Manager Ferry Services, says the introduction of an electric hybrid ferry aligns with Auckland Transport's requirement to significantly reduce transport emissions across all public transport services. "This is an exciting milestone for Auckland, joining a range of other leading initiatives in progress by Auckland Transport that include New Zealand's first hydrogen bus trial and the recent placement of Australasia's biggest electric bus order through contract with the operator NZ Bus and increases to the electric train fleet." Incat Crowther's Technical Manager, Dan Mace, says the electric ferry configuration was conceptualised specifically for the Auckland operation. "We used vast network analysis experience from multiple global cities and applied this to realise the significant benefit of electric operation on the Devonport route, and the potential to bolster electric operation with hybrid power to extend the range for longer routes." Fullers360 says this is the first step in a broader plan to replace its ageing diesel fleet with electric vessels – a vision that responds to the climate crisis, supports the Government's climate reduction goals, and protects the environment the business operates within, and on, every day. "We take our responsibility seriously to conserve and protect the Hauraki Gulf and the natural life that lives on and within it. Green ferry technology ensures we uphold that responsibility, while offering unique economic benefits in significantly reducing operating and maintenance costs compared that come with traditional diesel vessels," Horne said. Fullers360's electric hybrid fast ferry is due to begin construction in April 2022.

Fullers360 prepares 12/14/2020 3:04:23 PM
for busiest day on the
water, Friday 18
December 2020

Ferry operator Fullers360 anticipates Friday 18 December 2020 will be its busiest day on the water since March 2020 and is encouraging anyone planning to travel on this day to be prepared. To minimise disruption and ensure the smooth running of services, Fullers360 is advising all customers who intend to travel on this date to expect an increased volume of travellers. The advice to travellers on this day is to allow extra time for your journey, including plenty of time at the ferry terminal, and to regularly check the Fullers360 and Auckland Transport websites and mobile apps to stay up to date with any changes to services. Important information about Friday 18 December includes: PRADA America's Cup World Series: Friday 18 December will be the second race day of the PRADA America's Cup World Series Auckland and the PRADA Christmas race sailing events, occurring from 17 – 20 December. Due to the busier water space, Fullers360 will be required to operate all services under speed restrictions from midday on race days. Services to Waiheke Island, Devonport, Hobsonville Point, Birkenhead, and Half Moon Bay will run on customised race day timetables and have longer journey times. These measures have been agreed with Auckland Transport and the Harbourmaster to ensure the safety of its passengers and crew travelling around the Hauraki Gulf and to ensure there are no disruptions to scheduled races. For more information about travelling on race days, visit: <https://www.fullers.co.nz/customer-updates/customer-updates/ferry-services-during-36th-america-s-cup> Home Free initiative: Fullers360 is supporting Auckland Transport's Home Free initiative in conjunction with New Zealand Police. The initiative provides a safe alternative home for customers as the festive season starts. From 4pm on Friday 18 December most ferry services, including Devonport will be free of charge to all customers. Services to Waiheke are excluded. For more information about Home Free day, visit: <https://at.govt.nz/about-us/campaigns/home-free/> Large number of groups travelling: It is anticipated that the largest volume of ferry passengers for group bookings will occur on this date, with a significant increase in groups travelling to Waiheke Island in particular. Fullers360 encourages all large groups to familiarise themselves with its race day timetable, to book online with Fullers360 before travelling, and to allow additional time at the ferry terminal. With large passenger volumes expected on this date, and congestion both on and off the water during race days and over the busy summer period, Fullers360 asks for patience from its customers as it operates its ferry services through a dynamic and changeable peak summer season.

Gulf 2025

11/14/2018 1:42:02 PM

Gulf 2025 was born out of NZIER report quantifying the value and potential of ferries; report reveals ferries save Auckland up to \$16.6 million per year through reduced congestion. Fullers360, the iconic Auckland ferry company, introduces Gulf 2025: a bold plan to encourage greater prioritisation of ferry planning. Gulf 2025 is outlined in Fullers360's report Unifying the Hauraki Gulf and calls for commercial and public collaboration and investment across the Hauraki Gulf to meet Auckland's exponential population and visitor growth. The report details the extensive benefits of ferry travel to Auckland as qualified by New Zealand Institute of Economic Research (NZIER): Ferries decrease road traffic congestion, reduce carbon emissions, increase productivity and contribute to the economy, boost tourism spending, and improve social and community connectivity and wellbeing. Auckland not equipped to cater for growing population. Auckland's population is anticipated to reach two million by 2029, and research from NZIER commissioned by Fullers360, found ferry passenger numbers are forecasted to reach 8.59 million by 2025 – this is up from the 6.16 million who travelled the Hauraki Gulf in the year to March 2018. Fullers360 Chief Executive Officer, Mike Horne, says growth in ferry patronage is exciting, but it means increased pressure on the fleet and wharf infrastructure across Auckland – and on commuters and visitors. "Currently, Auckland does not have the infrastructure to support the numbers expected in 2025 – nor the large-scale events we're hosting before then, such as America's Cup in 2021," Mr. Horne says. "We require more vessels, more routes and improved wharf infrastructure to cater to these numbers." Collaborative Gulf 2025 investment will expand Auckland's opportunities. To service this growth, Auckland will need to invest in developing new commuter and visitor routes and greater frequency on current routes in under-served, high-growth areas, such as Hobsonville Point. Gulf 2025 also calls for a tourist-style hub for ferries in the Wynyard Quarter area, increased servicing areas for commercial craft and more innovative, custom-built vessels. "Our ambition is to invest in a larger, more effective water-based transport network that expands the commuter offering and supports the Auckland tourism sector," says Mr. Horne. "With our vision for Gulf 2025, the forecast passenger numbers could be much, much bigger, and benefit many more Aucklanders living and working around the Gulf in high growth areas who currently don't have access to water-based travel, because it doesn't exist." Fullers360 is committed to developing a strategy with partners and competitors who have a shared interest in actively shaping the future use of the Hauraki Gulf. Catering to forecasted growth is a complex challenge, calling for investment into Auckland beyond central and local government spending. "Auckland leaders engaging in Gulf 2025 working group. Fullers360 has gained general support for forming a working group around Gulf 2025 ideas and has shared early views of the strategy with key Auckland decision makers including Auckland Tourism, Events & Economic Development (ATEED), HLC, Panuku, Tourism NZ, Chambers of Commerce, and McMullen & Wing. ATEED Chief Executive, Nick Hill, says: "The Hauraki Gulf is a jewel in Auckland's crown and its integral role in Auckland's visitor economy, as well as its consistent ranking as a top tourism experience, confirms investment in its future is, without doubt, essential. "It is pleasing to see Fullers360 is taking its role in Auckland so seriously and as Auckland grows, the ferry network needs to grow with it. The best way to manage this growth is through collaboration with all involved, including government, private sector and Gulf communities. We welcome the opportunity to be part of this process, which supports the positive and sustainable vision for Auckland's visitor economy outlined in the recently launched Destination AKL 2025 strategy." NZIER research validates collective focus needed to maximise the untapped potential of ferries. Gulf 2025 is informed by NZIER's findings that reveal the value of Auckland's ferry network – quantifying ferries' role in improving the accessibility of one of the world's most congested cities. NZIER research reveals: Auckland ferries enable transport and reduce congestion, worth \$16.6 million to the Auckland economy: This is equivalent to nearly 300,000 hours saved each year for Auckland road commuters. Compared to road travel, on average across Fullers360's key routes, distance by ferry is 10.3 km less and saves 20.2 minutes. Auckland ferries reduce transport's carbon emissions by nearly 5,640 tonnes for the year to March 2018: The reduction is as a result of people taking Fullers360 ferries instead of driving their cars – ferries provide a more environmentally friendly way to travel. Auckland ferries drive tourism spend within Hauraki Gulf: It's estimated that international visitors who took a ferry spent an average of \$1,400 more on their trip compared to those who stayed on the mainland. This equates to a total increased spending of \$684 million. Fullers360 contributes \$13.5 million directly to Auckland's economy in the year ending March 2018: Beyond its service output, Fullers360 supports growth in other sectors, through the goods and services it uses – approximately \$44.3 million in the same year. The full report includes key statistics and case studies around ferries' benefit to Auckland, including time and emissions savings, bolstering the economy and boosting tourism – as well as Fullers360's support of local communities and environmental programmes to protect the Hauraki Gulf. To download the full report, Unifying the Hauraki Gulf, visit gulf2025.co.nz.

<p>Reimagining domestic tourism: Fullers360 launches suite of 'summer ready' products and services tailored to domestic market, in time for Labour weekend</p>	<p>10/19/2020 11:47:20 AM</p>	<p>Reimagining domestic tourism: Fullers360 launches suite of 'summer ready' products and services tailored to domestic market, in time for Labour weekend. In preparation for a summer without international visitors, Fullers360 is launching a set of new and improved products and services, specifically tailored to the local, domestic market. The move signals the development of the business's long-term strategy to reignite Auckland tourism, as it pivots from the international tourism market to focus on domestic visitors. Mike Horne, Fullers360 Chief Executive Officer says that summer is the perfect opportunity to reignite domestic tourism and to bring Fullers360's recovery strategy for the Hauraki Gulf to life. "Given the current limitations on international travel, our focus this year has been on reinvigorating our products and services to appeal to the domestic market and to make the Hauraki Gulf as accessible as possible. "Summer is typically an incredibly busy period of the year for the tourism sector. However, with the decline in international tourism this year, we are hopeful these initiatives will support local economies around the Gulf and give retailers and tourism operators a well needed boost." Fullers360's new summer initiatives include: Rotoroa Island and Coromandel services back on stream for the first time since COVID-19 level-4 lockdown. From Friday 23 October, Fullers360 will resume its popular Auckland-to-Coromandel and Auckland-to-Rotoroa Island services for the first time since 23 March. Rotoroa Island is a popular tourism destination and wildlife sanctuary in Auckland's Hauraki Gulf, and Fullers360 anticipates it could transport approximately five thousand passengers to the island between 1 November and 31 January. New products on Waiheke Island Residents and visitors to Waiheke Island will benefit from a variety of new products, designed to make the island and its tourism hot spots more accessible. This includes three specially priced Summer Wine & Dine offers, as well as re-packing the ever-popular Explorer Hop-on-Hop-off island-wide bus service, with 'Explorer Plus' added to the Waiheke suite of products. Digital transformation Alongside its other ticketing options, Fullers360 will be trialling self-service kiosks on Pier 2 of the Auckland Downtown Ferry Terminal until the end of January 2021. The kiosks will provide self-service technology which seeks to reduce and prevent queuing on the wharf at peak times and give passengers more choice when planning their island visits. Fullers360 is also launching a brand-new booking engine on the website that will assist in extending the average stay of visitors to Waiheke Island. The booking engine will enable customers with the option to purchase ferry tickets and Waiheke accommodation combined as a 'sail and stay' package on the Fullers360 website. The booking engine is a pilot project and its success will be reviewed in March 2021. This activity is in addition to the already announced, and operational, Waiheke Summer timetable where an extra 86 services are operating. Auckland Tourism, Events and Economic Development (ATEED) General Manager Destination, Steve Armitage, says it's encouraging to see a local transport operator thinking strategically about opportunities that exist in Auckland for a domestic market. "As a region, we are gearing up for an exciting summer of major events, with three months of racing of the 36th America's Cup series kicking off in December as well as a host of other events and festivals. At the same time, it's fantastic to see operators launching products into market that will further incentivise Kiwis to spend some of their summer break enjoying what's on offer here in Auckland," says Mr Armitage. "The Hauraki Gulf, and its many stunning islands and locations, will be Auckland's key tourism asset to attract locals and visitors this summer. We are excited to launch our new products and services and remain committed to bringing more back on stream as the economy recovers" says Mr Horne. Find out more about Fullers360's summer ready offerings: www.fullers.co.nz ENDS Media contact: Charlotte Jackson charlottej@anthem.co.nz 0212072267"</p>
<p>Fullers360 Waiheke Island fare changes effective 1 November 2019</p>	<p>10/14/2019 9:37:27 AM</p>	<p>Auckland, 14 October 2019 - Fullers360 Experience & Cruises today announced changes to Waiheke Island ferry fares in line with the start of summer season. From 1 November, Waiheke Island adult commuter fares will increase by no more than 2% and visitor fares will increase by 5%. There will be no changes to child commuter fares, after careful consideration of the impact on family budgets. Commuter tickets and passes will be held at discounts between 25% and 50% off the standard visitor return ticket. After Waiheke Island commuter fares remained steady for five years, the decision was made in 2018 to assess fare prices annually, in line with increasing operational costs. This model will ensure a sustainable ferry network for Auckland's growing patronage. The operational cost of running Auckland's ferry service has increased materially since October 2018. Fullers360 is absorbing as much as possible to avoid passing the full cost on to its customers, limiting the impact to adult commuters in line with CPI inflation of nearly 2%. "We understand that our Waiheke Island ferry service is a lifeline to the community, and we will continue to work hard to absorb increasing operational costs so as to pass only a limited amount to residents and commuters," says Fullers360 CEO Mike Horne. "We've assessed all options to align fare prices to increasing operational costs, while providing a frequent timetable for the high summer season and peak commuter times through winter." Significant increases to operating costs over the past 12 months were driven largely by legislative labour law changes, which have been felt across the public transportation industry. A general fare increase is required for Fullers360 to maintain a sustainable service and to continue to invest in the ferry network and our people. Annual ferry patronage is forecasted to rise by nearly 40% to 8.59 million by March 2025, based on expectations of population growth and continuation in trend growth in ferry uptake in Auckland. This will require further ongoing investment in the fleet and ferry operations, as more people choose to travel by ferry. "Growth in ferry patronage is positive but it means increased pressure on the fleet and wharf infrastructure across Auckland – and on commuters and visitors," says Horne. Fullers360 has recently invested \$15 million in Kekeno and Ika Kākahi, two four-engine jet propulsion vessels for to provide resiliency to the entire fleet – and specifically the Waiheke and Devonport routes. Fullers360 has also committed to research and development of electric vessels and investigation into alternative fuel options for a more environmentally responsible ferry service. "These investments are a demonstration of commitment to improving the ferry service and developing an integrated network in line with the Gulf 2025 vision," says Horne. Customers can also look forward to more information around the improved Waiheke Residents Lane boarding queue and updates to the MyFerry App available in late October. For more information and to see all new fares, visit fullers.co.nz/farechanges</p>

Fullers360 prepares for Summer by introducing 86 additional services to its Waiheke service 10/13/2020 10:40:12 AM Fullers360 is pleased to announce that from Monday 19th October, services to and from Waiheke Island will run on a new Summer timetable. The additional frequency adds 86 extra services on the route throughout the weekdays and weekends, allowing capacity for significantly more additional travellers to the Island per week (at Alert Level-1). Mike Horne, Fullers360 Chief Executive Officer, says Fullers360's transition to a Summer timetable is a positive move all round, both for the commuter community and local businesses on the Island, as well as for those who plan on visiting. "We are thrilled that growing passenger demand has allowed us to provide a timetable with additional frequency for the Summer months. Waiheke Island offers an experience for all ages and I strongly encourage all New Zealanders to make the most of the Island's beautiful sites and rich tourism offering." Mr Horne acknowledges that Summer will be different this year without international tourists and says that Fullers360's Summer timetable has been thoughtfully positioned to encourage higher levels of domestic visitation. The additional services in the summer timetable also includes higher frequency during peak travel times to cater for the Island's resident community. "It's been a dynamic and challenging year for many companies that previously operated in the international tourism market. While we are expecting lower levels of visitation to the Island this summer overall due to the current border restrictions, we are well positioned to respond to increased demand if needed." Fullers360's service has often been referred to as a lifeline for many communities to the city, notably Waiheke. Our recovery approach is to rebuild our products and services responsibly and provide frequency to support the needs of the community, while also making the Island as accessible as possible for visitors." Waiheke Tourism Inc. Chair, Christina Hyde, says that Summer is a marvellous opportunity for Aucklanders and visitors to make the most of current tourism products on the market that have been specially tailored to the local market. "With additional frequency in the Fullers360 Waiheke timetable for summer providing more options for travel, we look forward to welcoming more locals and domestic visitors to come and experience our paradise island. Only 35 minutes by ferry – it's the perfect destination for anyone looking to head overseas!" ENDS Media Contact: Chloe Ogilvie Chloe.ogilvie@fullers.co.nz 0212920252

The importance of health and safety during cruise ship berthing 1/28/2020 10:04:31 AM Fullers backs its decision not to operate in unsafe conditions, calling for a restriction to cruise ship movements in the Ferry Basin after 6am Fullers360 CEO Mike Horne says the company will not compromise on the health and safety of its customers and people, in response to criticism for the decision to cancel services when cruise ships are thrusting in the harbour. "It is fundamental for the safety of our customers and staff that we have a standard operating procedure that restricts ferry movements in and out of the basin while cruise ships are thrusting and while the water is still turbulent due to cruise ship berthing. Ferry movements during this time can result in extreme and unpredictable movement of the vessel which puts our customers and our staff at risk." Fullers360 has released video footage demonstrating the unpredictable and potentially damaging effect of 'wash' from cruise ship thrusters. "Cruise ships are getting bigger and, as a result, their thrusting power is increasing. The new breakwater constructed near Queens Wharf has materially changed tidal wave flow and there are 40 metres of construction activity along Queens Wharf that is reducing navigable water space," says Horne. He says that Fullers360 is supportive of the initiative requested by the Mayor for a working group to be formed to find a solution to cruise ship movements impacting ferry services. "Like ferry transport, the cruise ship industry is critical to Auckland's economy and as we share the water space, it is imperative we find a solution that caters for both of our high-value sectors without compromising our stringent health and safety standards. "Our primary focus is the safety of our passengers and our crew. The expectation that we should be able to drive our ferries while wake and thrust from a cruise ship is still active, is unacceptable. If one of our ferries was to drive through this wake and the thrust from a cruise ship was to impact another vessel or structure, or suffer some sort of violent movement, the results could be catastrophic." Fullers360, along with other parties at the meeting on Wednesday, has proposed an immediate solution of restricting ship movements in the Ferry Basin to Princes wharf to 6am (currently the restriction is 7.30am) to ensure there is no conflict between Auckland ferry users and cruise ships. "The limited water space means that without restricting cruise ships into the harbour no later than 6am, disruption will continue for the early morning ferry passengers. The cruise ship arrival times published by Ports of Auckland refer to the mooring time of the vessel at the pilot buoy off Rangitoto, not to the times that they are moving and berthing in the ferry basin. It is the movement in the basin that is unpredictable and disruptive to ferry sailings." He says that Fullers 360 has made a number of efforts to signal these issues over the past 18 months, in attempt to collaborate and find a solution. As a matter of safety, Fullers360 has altered its Standard Operating Procedures for all of Fullers360 ferries over the last 12-18 months to reflect the changing operating environment. These have been designed based on a risk assessment exercise undertaken, incorporating guidance and learnings from the pre-construction risk group, and in compliance with maritime law. Fullers360 has commissioned Sydney-based Thompson-Clark Shipping to do an independent review of the operating environment and to assess Fullers360's decision not to operate while cruise ships are thrusting. "Our decision not to operate when cruise ships are thrusting is based on protecting our customers and protecting our people. We welcome a third-party review of this, to strengthen our position on operating services in this environment," says Horne. For more information contact: Chloe.Ogilvie@fullers.co.nz | 0212920252 Effect of cruise ship movements: <https://www.facebook.com/Binnenvaartlog.nl/videos/2435717523217033/> <https://www.facebook.com/seaman.guide/videos/442714889260812/>

Fullers360 applauds Government investment in e-ferries pilot	<p>5/10/2022 11:52 Today's Government announcement of \$27 million grant funding towards two electric fast ferries for Auckland's Waitematā Harbour has been applauded by Fullers360, who together with EV Maritime and Vector, made a submission for the funding as part of the Government's Shovel-Ready programme in 2020. Fullers360 CEO Mike Horne says the investment in two electric ferries is a further crucial step in decarbonising Auckland's ferry network. "Our shovel ready submission with EV Maritime and Vector was the catalyst for this funding and something that we are proud of. We are thrilled to see this collective vision come to fruition providing Tāmaki Makaurau with low carbon transport options." The new vessels support Fullers360's vision for New Zealand to build and operate the world's first large-scale fast ferry network, supported by a fleet of hydrogen-ready hybrid vessels. It follows Fullers360's announcement late last year that it is funding Auckland's first electric hybrid high-speed ferry, which is on track to be in the water by the end of 2023. "Fullers360 has long pioneered that decarbonised ferry transport is a pivotal part of New Zealand's future transport system. Our vision aligns ferry technology to environmental sustainability and supports Auckland Transport's goal to reduce emissions by 50 per cent by 2030." Fullers360 and EV Maritime worked together over the last three years to develop the design, application, and business case for a new generation of sustainable marine transportation in the form of locally designed and built electric fast ferries, supported by over \$500,000 of investment into R&D by Fullers360. The submission included modelling that shows applying EV Maritime's electric vessels to Auckland Transport's inner and mid-harbour services alone can save Auckland more than \$200m (including accounting for capital costs and charging infrastructure) and reduce Auckland's greenhouse gas emissions by approximately 500,000 tonnes over 20 years. Horne says the benefits of decarbonising the ferry network go beyond Auckland, supporting the broader New Zealand boat building and maritime industry. "This project helps protect, sustain, and develop the New Zealand boat building industry and will create new highly skill jobs across several regions in New Zealand with the retention of skilled jobs in Whangarei, Auckland, Tauranga, Whanganui and Christchurch. New Zealand has an opportunity to be world-leading in a high-profile green technology niche, and Fullers360 is committed to playing a leading role in this."</p>
Explore the islands for less this April with Fullers360	<p>5/10/2022 11:41 Just in time for school holidays - this April you don't have to go far to tick the islands off your family's bucket list! Fullers360 is encouraging Aucklanders and visitors to the region to get out and about and explore the beautiful Hauraki Gulf with an all-new special family deal. Take the kids to Waiheke Island, Rangitoto Island, Rotoroa Island or Coromandel for just \$10 per child with each family return ticket purchased. *Whether you're seeking adventure, nature or relaxation the Hauraki Gulf has something for every family. Waiheke Island: Explore everything this island of wine has to offer pristine beaches, bush walk and bike trails, adventure tours and, of course, world-class family-friendly vineyards. Whether it's a day trip or spending the night, a trip to Waiheke has never been easier for the whole family. Sailings depart daily from downtown Auckland. Rangitoto Island: If you haven't ticked Rangitoto off the list yet, then now's the time. After just a 25-minute sailing from downtown Auckland, you can begin the easy climb to the summit of Rangitoto and enjoy spectacular views of Auckland's city scape. Remember to bring a torch to explore the ancient lava caves! Sailings depart daily from downtown Auckland. Rotoroa Island: Book a guided tour with an expert island guide - or explore at your pace and spot endangered species in the wild, while learning about the island's fascinating social history. Sailings depart from downtown Auckland every weekend. Coromandel: Skip the traffic and take the ferry to the Coromandel over Easter or ANZAC Day long weekends - a life hack you'll wish you tried earlier! Sailings depart from downtown Auckland over Easter or ANZAC Day long weekend only. "This is a great opportunity for families to get out and about to explore. After just a short ferry ride away from New Zealand's largest city, in no time at all you'll feel a whole world away", says Fullers360 CEO, Mike Horne. The kids go for \$10 family package is available to book until 30 April with travel dates open until October 2022. To find out more and to book ferry tickets visit: fullers.co.nz/auckland-school-holidays-and-easter-activities/.</p>
Set sail before dawn this ANZAC Day	<p>5/10/2022 10:22 This ANZAC Day, Monday 25 April, Fullers360 is offering free travel for everyone on a 5am sailing from Devonport to Auckland Downtown Ferry Terminal to help passengers attending the commemorative service at Auckland War Memorial Museum. *Additionally, all uniformed and retired services personnel with RSA membership cards in full uniform will have access to free ferry travel all day on ANZAC Day. "ANZAC Day is a significant day for many and one we're proud to support. Enabling people to participate in commemorative services in-person is something we're thrilled to be able to support with free travel on this important day", says Fullers360 CEO, Mike Horne. Passengers will not be required to tag on with their AT HOP card or pay for the 5am service from Devonport. We kindly ask passengers to wear a face mask on their sailing. At the going down of the sun, and in the morning, we will remember them. See you on the water. Find out more here: www.fullers.co.nz/anzac-day</p>

Set sail to Sculpture on the Gulf with Fullers360

5/10/2022 10:19 Art lovers rejoice as the ultimate outdoor installation is due to return to Waiheke Island this March. Sculpture on the Gulf will transform the Matiatia Coastal Walkway into an artscape like no other with impressive sculptures and works like you've never seen before. Sculpture on the Gulf makes for the perfect day outdoors, just a relaxing 35 minute ferry sailing with Fullers360 from downtown Auckland. Start the experience early and enjoy an onboard immersive audio experience which pairs with a companion sculpture to be found along the trail. Scan the QR code on posters on your ferry to stream the audio. As you disembark your Fullers360 ferry the experience begins with a series of walkways and stairs along a 2km coastal walk, taking between 1.5 – 2.5 hours to enjoy at a leisurely pace*. Meander along, take selfies and soak in the incredible views along the way. As the official transport sponsor Fullers360 is pleased to see this locally run event come to life. "In a time where we're seeing lots of events be postponed or cancelled due to COVID-19 restrictions, we're proud to be able to continue our support with this opportunity for families to get out and about and explore in a safe outdoor environment", says Fullers360 CEO, Mike Horne. For added convenience catch the shuttle bus to the start of the walkway from the information tent located at Matiatia, a short walk from the ferry terminal. Once you've completed the sculpture walk, shuttle buses collect visitors from the end of the walkway and return to Matiatia via the Waiheke Community Art Gallery/Oneroa. This outdoor event is able to run safely at the Red phase of the Traffic Light System**. As per Government guidelines, all event attendees will be asked to show a current NZ My Vaccine Pass in their name before being allowed to enter the Sculpture on the Gulf 2022 site. Children aged under 12 years do not need to provide a My Vaccine Pass to enter. If you're unwell please stay home. Adult ferry, shuttle and entry ticket: \$62 Child (5-15 years) ferry, shuttle and entry ticket: \$21 Adult entry: \$15pp (children 15 and under are free of charge). Adult shuttle bus tickets: \$5pp (children 15 and under are free of charge) Event times: Monday to Thursday: 10am – 4pm Friday and Saturday: 9am – 6pm Sunday: 9am – 4pm Sculpture of the Gulf runs from 4-27 March To buy tickets and learn more about the event visit: fullers.co.nz/whats-on/sculpture-on-the-gulf

Fullers360 announces new partnership with Seachange to bring world-first premium zero-emission tourism offering to the Hauraki Gulf

12/07/2022 9:26 Fullers360, the country's largest ferry operator, has partnered with Auckland-based sustainable boating designers, Seachange, to bring a premium 10-seater zero-emission hydrofoiling F8 vessel to the Hauraki Gulf from September 2023. Designed to deliver high-value sustainable tourism experiences to Tāmaki Makaurau Auckland, the partnership will see Fullers360 become the first operator to commercialise a vessel of this kind globally. Mike Horne, Fullers360 CEO, says the collaboration is a significant milestone in the business's decarbonisation journey and marks a new era in high-end tourism for New Zealand. "This partnership is a sign of our commitment to accelerate the adoption of zero-emission vessels right across our business. We've previously signalled this for our public transport services, and now we're pleased to announce a new high-end tourism experience to the Hauraki Gulf. "New Zealand tourism operators need to provide innovative, sustainable, climate friendly options to inspire our local and overseas visitors, in a way that also delivers better outcomes for our environment. Our partnership with Seachange will deliver exactly that." This is travel like Kiwis have never seen before. Customers will be able to glide across the Hauraki Gulf with quiet electric engines in pure comfort while enjoying the beauty of the marine environment. Intimate groups who board the F8 vessel will immediately feel a sense of luxury as they travel to their destination. "Founded in 2018, Seachange designs and builds zero-emission hydrofoiling vessels for tourism and transport operators. The start-up's advanced hydrofoiling technology allows it to deliver vessels which meet both the speed and range demands of commercial operators, while also providing a more comfortable journey for passengers than comparable non-hydrofoiling boats. The F8 will be eight metres in length, seat up to 10 passengers, and be able to reach a top speed of 30 knots (around 55 km) per hour. Max Olson, Seachange Founder and CEO, says the business has bold ambitions to unlock significant emissions reductions in the commercial maritime sectors, and is delighted to be kicking off their first commercial partnership with Fullers360. "A shared respect of and connection to the ocean, commitment to green technology, and ambition for New Zealand to lead in the future of water transport, was the instigator for this partnership. We're immensely proud that our vision and values align so closely with Fullers360 and that together, we will bring a truly unique tourism service to New Zealand", he says. With construction of the F8 vessel already underway, the vessel will be available for the public to book from September 2023 onwards, in time for next summer. The partnership supports commitment and investment by Fullers360 to deliver electric hybrid vessels to Auckland's public transport ferry network - the first which will arrive in Auckland and commence public transport services in 2024. Horne says, "Fullers360 and key partners believe green ferry transport and tourism offerings are the future. Together we are pioneering a new era in sustainable maritime travel for Auckland through research and development that will see the delivery and execution of a decarbonised ferry fleet, and new energy sources powering vessels on the water."

Fullers360 set to transition to peak summer timetable; asks travelers to plan ahead as skills shortage continues to impact the business

10/06/2022 16:26 On Monday 17 October 2022, Fullers360 will make the annual transition to its peak summer timetable for services to Waiheke Island, Rangitoto Island and Rotoroa Island – bolstering Auckland’s ferry network with additional sailings to island destinations. If Waiheke Island is on your to do list this summer, get ready to enjoy an additional 32 return sailings to-and-from the island on weekends. *Fullers360 CEO Mike Horne says the business is delighted to be able to provide more sailings across the Hauraki Gulf this summer as the number of visitors is expected increase. “The last few summers were challenging for our business with tourism numbers down. We’re thrilled to once again welcome international visitors onboard our vessels and hope to continue to see the number of Kiwis travelling domestically and supporting local increase.” Despite being an exciting time for the business, Horne says it is also “bittersweet” due to a critical industry-wide skills shortage that continues to impact Fullers360’s workforce, with the ferry operator currently 15 crews (60 qualified positions) short to run its optimal peak summer timetable and without the workforce capacity to operate back up contingency vessels. “Our business has been grappling with skills shortage issues for over a year, alongside many other transport and tourism operators in New Zealand. We are working hard to resolve this including launching a domestic and international recruitment campaign, increasing pay for our employees, investing in training and development and partnering with competitors to sustain our summer timetable. We are also actively engaging skilled workers from other markets including Manila, South Africa, Australia and the US; however there is no quick fix.” Fullers360’s skills shortage includes a requirement for skilled people with specific marine qualifications, as set out by Maritime New Zealand, which take many months/years to achieve from an entry level position. “We appreciate the frustrations our customers may feel as we anticipate travel delays over summer, particularly during peak times. And we acknowledge that many businesses on Waiheke Island rely on our services for patronage. Unfortunately, it’s a matter of people, not vessels - we have the boats, but not the crews to operate more services that we would so love to deliver. To manage demand and incentivise travelling off peak, Fullers360 has introduced a special ‘2 for \$60’ fare for visitors to Waiheke Island. The fare provides customers travelling off peak with a 35% discount to the standard return fare. “We are actively encouraging customers to arrive at their departure pier at least an hour early, travel off peak where possible and to be patient with our teams who are working incredibly hard to get everyone where they need to go.” To support Waiheke Island commuters, Fullers360 will be maximising its Residents’ Lane programme, which ensures Waiheke residents can travel on-and-off the island without added disruption where possible. “Our focus is to protect resident accessibility through this programme and we will make necessary improvements where possible,” says Horne. Fullers360 will continue to communicate with and work alongside local government and businesses on Waiheke Island to seek collaborative solutions where possible, in preparation for the peak summer season. ENDS *Waiheke Island summer timetable 2022/23

HOME Got your period? Fullers360 has got you

2/04/2022 14:38 ""

Think you've done
Waiheke? Think again

12/01/2022 13:33 If you haven't yet seen the eastern end of Waiheke Island, then this summer is the perfect time to tick it off the bucket list with the launch of Fullers360's new products. From 10 December 2022 two new island tours will set sail across the Hauraki Gulf from downtown Auckland. Simply show up on the day and enjoy a day trip to remember with Fullers360 sorting the admin for you. For the first time you'll be able to tick off two islands in one trip with the Taste of Two Islands tour – spend the morning exploring beautiful pest-free Rotoroa Island, home to native wildlife, pristine white sand beaches, gentle walking trails and art installations. Then sail to Orapiu for a two-course lunch and glass of wine at award-winning Passage Rock Winery before heading to Waiheke Distilling Co for gin tastings and incredible views. If wining and dining is more up your alley the Waiheke Untapped tour is perfect for you – this tour begins with a direct ferry to Orapiu rather than going to Rotoroa Island first, but still includes a delicious two-course lunch and glass of wine at Passage Rock Winery and gin tasting at Waiheke Distilling Co. Fullers360 Chief Executive Officer, Mike Horne, says this summer is the perfect opportunity to reignite domestic tourism and showcase the accessibility of the two islands while opening the lesser travelled end of Waiheke Island and its incredible wineries and eateries. "We continue to review our product offering and look at ways we can boost tourism to support communities in the Hauraki Gulf. We're thrilled to offer these new tours accessing Waiheke at Orapiu wharf, and provide Kiwis and visitors alike with a new Waiheke experience while providing local businesses with increased patronage this summer," he says. Waiheke Distilling Co Director Liz Scott says the new Fullers360 tours are welcome news for its business. "We are thrilled that Fullers360 is bringing visitor experiences to the eastern end of Waiheke Island via Orapiu. These two new tours are incredibly exciting and we're so looking forward to working together with Fullers360 to welcome people to Waiheke Distilling Co this summer", she says. Angela Bishop from Rotoroa Island Trust is delighted that the new services will provide an assortment of possibilities to Aucklanders and tourists who want to experience Rotoroa Island. "These new Fullers360 services to Rotoroa Island provide incredible opportunities for more visitors to come and experience our gorgeous island paradise. It makes perfect sense, given the close proximity between Rotoroa Island and Waiheke Island's eastern end, that customers can experience the best of both worlds," she says. Fullers360's new summer offerings include: Taste of Two Islands experience to Rotoroa Island and Waiheke Island A new day trip to explore both Rotoroa Island and Waiheke Island's eastern end. Begin your day on the historic wildlife sanctuary of Rotoroa Island in the morning and then catch a ferry to Waiheke Island's Orapiu to spend the afternoon enjoying a two-course lunch and glass of wine at Passage Rock Winery and a gin tasting at Waiheke Distilling Co before returning to Auckland city that afternoon. All-inclusive tour is \$265 per person. Full day tour, 8am to 5:15pm from Auckland's Downtown Ferry Terminal. <https://www.fullers.co.nz/experiences-tours/wine-food-tours/taste-of-two-islands> Waiheke Untapped experience Similar to the above, but more for the foodies. If nature isn't for you then Waiheke Untapped is your go-to this summer. This slightly shorter day trip goes directly from downtown Auckland to Orapiu on Waiheke's eastern side. You'll spend the afternoon enjoying a two-course lunch and glass of wine at Passage Rock Winery and a gin tasting at Waiheke Distilling Co before returning to Auckland city that afternoon. All-inclusive tour is \$249 per person. Half day tour, 11:30am to 5:15pm from Auckland's Downtown Ferry Terminal. <https://www.fullers.co.nz/experiences-tours/wine-food-tours/waiheke-untapped> Direct sailings to Orapiu From Saturday 10 December, Fullers360 will commence its services from downtown Auckland direct to Orapiu, disembarking at Orapiu wharf. This will run in addition to the current services Fullers360 provides to Matiatia Ferry Terminal which is located on the western part of the island. Rotoroa Island half day sailings As part of its vision to provide customers with visitor tours offering flexibility and options, Fullers360 will be launching a new half-day experience to Rotoroa Island. Customers will now be able to visit in the morning or afternoon and experience the island's stunning walks, storied history, and native flora and fauna. Taste of Two Islands and Waiheke Untapped bookings are open now to end of April 2023. Bookings are essential and available every Saturday and Sunday. Both tours are inclusive of return ferry from downtown Auckland, all on-island transport, a two-course lunch and glass of wine at Passage Rock Winery and gin tasting at Waiheke Distilling Co. To find out more and to book visit, www.fullers.co.nz.

Got your period?
Fullers360 has got
you

2/01/2022 16:23 ""

Take the family to Rotoroa Island and feel a world away with Fullers360 this winter

11/10/2021 12:54 Recent research shows a staggering 78% of Kiwis haven't yet visited Rotoroa Island in the Hauraki Gulf and only 26% of Aucklanders have explored the beautiful island in their own backyard! Fullers360, in collaboration with Rotoroa Island Trust, is encouraging Aucklanders and visitors to the region to get out and about and explore a hidden gem, Rotoroa Island, with an all-new special family deal! Take the kids to Rotoroa Island for just \$10 per child with each family return ticket purchased. *Rotoroa Island, a 75-minute ferry ride from downtown Auckland is a unique wildlife sanctuary with a fascinating social history, paradise for spotting endangered species in the wild and learn about the ongoing efforts to protect them. Bring your walking shoes to explore the island's network of trails, lookouts and historic sites – a great day out for the family just in time for school holidays! "This is a great opportunity for families to get out and about to explore this hidden treasure just a short ferry ride away from New Zealand's largest city, in just over an hour it seems like you're in a whole other world", says Fullers360 CEO, Mike Horne. Fullers360 run sailings to Rotoroa Island every Saturday and Sunday from downtown Auckland. Find out more here: www.fullers.co.nz ENDS Media contact: Alex Dudley, External Communications Advisor - Fullers360 Phone: 027 5399 555 Email: Alex.Dudley@fullers.co.nz *The Kids Go For \$10 deal is only valid for purchases placed online and in ticket offices from Thursday, 1 July 2021 through to Sunday, 17 October 2021, and will not apply to purchases made after Sunday 17 October 2021. Travel dates for the Kids Go For \$10 deal purchased during this time extend from Thursday, 1 July 2021 through to Sunday, 29 May 2022. Deal is automatically applied to the Family Ticket – Hot Deal, two adults and two kids same day return ticket, add two additional children online or up to six by calling the customer care team, additional child tickets are \$10 per child. Child fare is 5-15 years inclusive. Under 5's travel free when accompanied by a fare paying customer.

Fullers360 resumes sailings to Hauraki Gulf conservation islands this week

11/10/2021 12:51 From Friday, 12 November, Aucklanders can once again take day trips to the Hauraki Gulf conservation islands with sailings set to resume after nearly three months on hold. Coinciding with Auckland's move to step 2 of alert level 3, Fullers360 - in partnership with the Department of Conservation (DOC) and Rotoroa Island Trust – is pleased to welcome Kiwis back to Rangitoto, Tiritiri Matangi and Rotoroa Island. Fullers360 CEO, Mike Horne, says the business is thrilled to safely resume sailings to and from Auckland's conservation islands. "After nearly three months of only providing essential travel to those who needed it at alert levels three and four, it's pleasing to once again welcome passengers on board for recreational travel to the beautiful conservation islands. "The DOC protected islands are teeming with native wildlife for Aucklanders to spot on their next day trip. We're proud of the role we have in providing essential services for Aucklanders, and now being able to reopen island destinations for safe recreational travel", says Horne. DOC Operations Manager Kat Lane says DOC is delighted to support the reopening of the islands where DOC staff have been living and working to keep the islands pest-free and protect native and endangered species. "We welcome and encourage Aucklanders to experience the beautiful conservation we have right on our doorstep while respecting the rules of no dogs and checking and cleaning gear when coming on and off the island." Andrew Poole, Chair at Rotoroa Island Trust, adds "With stunning coastal walks, sandy swimming beaches, fascinating island history and native wildlife, Rotoroa Island is a place to truly feel restored." Horne says sailings will be operating with reduced capacity to enable physical distancing onboard. "The health and safety of our people and customers is our number one priority. Passengers must follow government guidelines for travelling on public transport including wearing a face covering onboard and inside ferry terminals, scanning in using the NZ COVID Tracer app, and maintaining physical distance onboard. Fullers360 sailings to Rangitoto, Tiritiri Matangi and Rotoroa Island will recommence from Friday, 12 November*. To find out more about ferry travel, to view timetables and to book your ticket visit: fullers.co.nz. ENDS Media contact Alex Dudley, External Communications Advisor Alex.Dudley@fullers.co.nz 0275399555 NOTES TO THE EDITOR *Terms and conditions apply, view them online at fullers.co.nz/terms-and-conditions."

Fullers360 celebrates International Women's Day 3/10/2021 13:37 Fullers360 celebrates International Women's Day by hitting an impressive milestone, with nearly 50% of its marine crew being women following years of focused effort to ensure equal opportunities are available to women at Fullers360. Each year the percentage of women hired continues to grow: in 2018, 30% of all new hires were women; in 2019, that number grew to 35% and last year in 2020 a huge 48% of all new hires were female. The statistics are impressive in context of the wider marine industry throughout the world, where according to the International Marine Organisation, only 2% of seafarers worldwide are female. Fullers360 is proudly leading the way in exceeding the industry standard year on year. Fullers360 CEO Mike Horne is proud of the progress the organisation has made towards creating a more equitable environment for women and challenging the status quo in the marine industry. "The marine industry at large has been historically dominated by men as the statistics show. This year's international women's day theme is 'Choose to Challenge' and we have been proudly opting to challenge the marine industry status quo when it comes to gender equality for years; in fact, nearly half of our deck crew are women. "In total we have 50 people working towards or who have already gained their master qualification and half of those are women. Importantly, COVID-19 has not slowed down our commitment to progress within the organisation, with the most recent pre-summer season hiring intake achieving a 50:50 gender split", says Mike. Natasha Colville, a recently appointed Crew Development Manager at Fullers360 says the opportunities for women at Fullers360 are endless. "I first started at Fullers360 five years ago in an entry level role as an onboard service crew member. Since then, I've gained multiple qualifications to become a certified Master meaning I can now lead a crew on any vessel at Fullers360. Being able to learn on the job has been amazing, there aren't many places in the marine industry where you can walk into an entry level role and climb the ladder so quickly. "If I could give one piece of advice to women thinking about getting into the marine world it'd be to just go for it! The days of the industry being male dominated are well and truly gone particularly with an organisation like Fullers360 breaking the mould, there are so many avenues and opportunities to try out, who knows where you will end up!" At the end of 2020 I was appointed as a Crew Development Manager (CDM) which means I manage 25 crew and support them in their day-to-day. Out of the 4 CDMs, 2 of us are female – it's great to see women in leadership roles, particularly for our young entry level mariners joining this industry – it gives our younger female crew a tangible aspiration with leaders to look up to. "Traditionally the marine industry is very male dominated. For a long time being out on the water was a man's world. Boats have always been called 'she' and that's because they historically were seen to 'belong' to men, but those days are long gone now; in my time at Fullers360 I've seen more and more women start their marine careers and successfully gain qualifications. It's amazing to see!", says Natasha. Mike Horne says the business is committed to continuing the trajectory towards ensuring equal opportunities for women and celebrating their achievements. "We've seen many women progress through the ranks. Some start with us in an entry level onboard service crew role and can work their way up to a deckhand, or master position. The most recent statistics position Fullers360 as a leader in the marine industry working towards a more inclusive marine environment for women. Within our organisation we have plenty of scope and opportunity to further our ongoing commitment to supporting women in the marine industry and will continue to seek ways to ensure equal opportunities are available to women in our organisation." Find out more about some of the women behind Fullers360 here: <https://www.fullers.co.nz/careers/females-of-fullers360/#ChooseToChallenge #IWD2021>

Fullers360 supports quarantine-free trans-Tasman travel bubble 4/09/2021 13:10 Fullers360 supports Prime Minister Jacinda Ardern's announcement today indicating that a quarantine-free trans-Tasman bubble will open between New Zealand and Australia from 11.59pm on Sunday, 18 April. We are thrilled to welcome Australian's back to our shores. As one of Auckland's largest tourism operators, Fullers360 has seen overall passenger numbers reduce by approximately 30 per cent since the halt of international visitors, brought about by the closing of our borders in March 2020. Australia has always been a key tourism market for New Zealand, with a significant number of international visitors arriving from Australia, and critically for our business has represented a large percentage of international passengers pre-COVID. The staggered reopening of our border is uncharted territory for all tourism businesses across the country. Our plan is for Fullers360's focus to shift from a purely domestic market, to a market that comprises New Zealanders, as well as a potentially increasing number of international visitors from this point onwards. We will continue to adapt our services to cater for increases in passenger demand.

New integrated
Devonport-Auckland
CBD ferry-bus service
to provide increased
frequency and
reliability

2/09/2021 15:27

From Monday, 25 January 2021, North Shore commuters who travel on the Devonport to Auckland CBD ferry network will experience a new and improved 20-minute extended peak commuter schedule with extra services. The new timetable introduced by Fullers360 will provide a more resilient service that will increase current capacity by 30% and includes an extended peak window which spans 7 hours across the morning and afternoon. The new 20-minute ferry timetable aligns with Auckland Transport's revised Devonport Bus Timetable, meaning North Shore communities who rely on the service will benefit from the best possible customer experience from a network perspective. Developed in collaboration with Auckland Transport and the Devonport – Takapuna Local Board, Fullers360's new 20-minute frequency will operate with an extended commuter window from 7am – 10am and 4pm – 8pm on weekdays and replaces the temporary mixed 15-minute and 30-minute service in service since July last year. Fullers360 CEO Mike Horne says planning for a 20-minute ferry cycle began mid last year, involving consultation with and input from local authorities and the community, and is the optimal outcome as passenger numbers continue to recover following the impacts of COVID-19. "We are committed to providing Devonport with a world-class ferry service and the 20-minute timetable with an extended window for peak commute times will contribute to an effective and resilient transport network. This will give our customers greater certainty and efficiency for both the ferry and connecting transport services. The timetable factors in changing commuter travel patterns and trends due to COVID-19, the evolving water space and increased congestion, and ongoing construction in the Downtown Auckland ferry basin," says Horne. The 20-minute schedule also keeps step with consumer trends which has seen an increase in use of bicycles, e-bikes and e-scooters, which require additional time to manage loading and unloading vessels in peak travel times. "Equally, we must plan well for the future as the economy continues to recover - the new timetable future proofs the service. As the local population grows and commuter volumes increase, this timetable provides for a seamless transition to a 10-minute frequency, without changing the service structure. A 15-minute schedule doesn't allow for this," says Horne. Gareth Willis, Auckland Transport's manager of ferry services, says the increased ferry frequency is great to see. "The addition of these extra services, operated by Fullers360, are an important step towards helping public transport and the city continue its recovery from COVID-19. Along with the introduction of Ferry Fare Integration in 2020, these services will provide additional choices for people to travel to and from Devonport, from the City Centre and beyond. We encourage everyone to try public transport over the coming weeks, and to experience the many things that Auckland has to offer over this summer period." "Delivering exemplary reliability and punctuality levels is a critical measure for our team, and we strongly believe the 20-minute timetable allows us to do this within a dynamic operating environment. Despite COVID-19, we are striving to deliver on our vision for the Hauraki Gulf - to scale up our services for treasured destinations such as Devonport, for Aucklanders and visitors alike," adds Horne. The timetable changes will become operational on Monday 25th January to align with additional changes to ferry services across the network as announced by Auckland Transport in 2020. The new Fullers360 Devonport-Auckland CBD timetable can be viewed here: <https://fullers.co.nz/customer-updates/customer-updates/smooth-sailing-for-devonport-service-in-2021-with-more-sailings-added/>

Fullers360 custom 'race day' ferry timetables remain in place for PRADA Cup round robin racing	<p>2/09/2021 15:19 Following the successful America's Cup World Series presented by PRADA and Christmas Cup in December, Fullers360 is reminding customers of details for the customised ferry timetables, which will remain in place on race days during the PRADA Cup round robin racing from 15th January and throughout the remaining weekends in January. The timetables have been designed to accommodate the mandatory speed restrictions on the harbour that will occur from midday on race days to increase safety on the water. The same 'race day' timetables for Devonport and Waiheke as what was operating for Christmas Cup in December will remain in place and there are minor changes to Auckland Transport services. Fullers360 will operate a 45-minute service frequency for its Waiheke Island service from 2pm, and provide additional services for Devonport with a 20-minute frequency for its Devonport service over this time. While network wide there may be longer journey times and possible delays, some of the selected courses have more of an impact on ferry destinations where the racecourse intercepts the usual ferry routes. Mike Horne, Fullers360 Chief Executive Officer, says Fullers360 had some great learnings through the December World Series racing, and has continued to work closely with Auckland Transport and the Harbourmaster to deliver an appropriate race day timetable that reflects the required limits and restrictions in place for vessels travelling in the harbour on race days, while prioritising its customers' needs. "The first round of America's Cup racing in December was a great opportunity for Fullers360 to test our extensive race day planning and operationalise the customised race day schedules. We found the previous America's Cup World Series and Christmas Cup a dynamic and exciting marine environment. As part of the dynamic nature of the event, there were last minute changes to selected racecourses, as well as changes to the way the speed restrictions were applied. For the upcoming PRADA Cup commencing this weekend, we will be operating with the same published race day timetables. We are confident that our planning and race day operations incorporates this variability. The current published sailing times are approximate and anticipate what we predict as the longest possible travel time. It's been great out on the water where our passengers have been able to get up close to the racing during their travel as a result of the transit lanes being so close to the courses and the reduced speeds. It makes for spectacular viewing!" Fullers360 recognises that these race day timetable changes will have a flow on effect to local communities. In advocating for its customers, the ferry operator is focussed on achieving sailing times that are viable while also prioritising safety on the water, and believes that the race day timetable will minimise the inevitable disruptions of a busy America's Cup racing schedule. With over 200,000 visitors expected in the Auckland CBD over the America's Cup period, Auckland Transport and Fullers360 are advising all Aucklanders and visitors to plan their journeys in advance, expect longer travel times and allow extra time for navigating foot traffic in downtown Auckland. Horne recognises Fullers360's crucial role to provide a functional, reliable transport service to destinations in the Hauraki Gulf for commuters and visitors and has a final message for customers. "Each of the America's Cup events are a fantastic opportunity to boost Auckland's economy, as well as support macro-economies around the Gulf that are expecting higher levels of visitation over this period. We are well positioned to deliver a resilient, frequent service despite the inevitable disruption of navigating in a more crowded water space and under speed restrictions." "With expected large passenger volumes, and congestion both on and off the water during race days, we ask for patience from our customers as we navigate our ferry services through a dynamic and changeable environment," says Horne. For all the relevant information relating to the 36th America's Cup presented by PRADA, including race day timetables, visit Fullers360's AC36 Hub on the website which includes race day timetable information: https://www.fullers.co.nz/destinations/americas-cup-hub/ For information on ferry services during America's Cup visit: https://at.govt.nz/bus-train-ferry/service-announcements/ferry-changes-due-to-the-americas-cup/</p>
Winter Wine & Dine	<p>6/01/2021 15:52 The official first day of winter could only mean one thing... Fullers360 announces the return of Winter Wine & Dine, the ultimate Waiheke Island dining experience. Food and wine lovers rejoice as the ultimate dining experience you've been waiting for is back for its third year. Winter Wine & Dine makes premium dining easy; and with four participating Waiheke Island wineries there's a vino for everyone. Head to Batch Winery and enjoy seafood risotto with a glass of Thomas Blanc De Gris. Mudbrick, for an antipasto platter and vino of your choosing. Cable Bay, for seafood tortellini with lobster bisque and calvoro nero and a glass of Cinders Vineyard Organic Sauvignon Blanc; or Stonyridge for a gram-worthy platter and a glass of Stonyridge Sryah. Chef's kiss. Despite a year of lockdowns and restricted travel in 2020 the number of Kiwis supporting local with Winter Wine & Dine increased by 51% when compared to the previous year, showing that no fuss travel packages like this are a great way to support domestic tourism. Mike Horne, Fullers360 CEO, says the return of Winter Wine & Dine is just one of the many ways Fullers360 continues to support tourism recovery efforts across the Hauraki Gulf. "We're proud to be working together with local wineries on Waiheke Island to bring Winter Wine & Dine to life once again. Any way we can work together with local businesses is something we're fully behind and by removing the fuss of organising travel to, and on the island, we've made a great day out on Waiheke Island that much easier". Winter Wine & Dine bookings are open now through to October 2021. Bookings are essential and available every Friday, Saturday and Sunday. For \$112 per person you receive return ferry from Auckland, a multi-course lunch and glass of wine at a participating winery of your choosing and on-island transport. To find out more about Winter Wine & Dine and to book your next ultimate on-island lunch visit: www.fullers.co.nz/winter-wine-and-dine</p>

Auckland Transport and Fullers360 announce custom 'race day' ferry timetables for Christmas Cup

12/10/2020 17:30 Auckland Transport and Fullers360 have today announced the details of customised ferry timetables, which will be in service on race days during the America's Cup World Series Auckland and PRADA Christmas Race from 17th – 20th December. The timetables have been designed to accommodate the mandatory speed restrictions on the harbour that will occur from midday on race days to increase safety on the water. Fullers360 will operate a 45-minute service frequency for its Waiheke Island service and a 20-minute frequency for its Devonport service over this time. While network wide there may be longer journey times and possible delays, some of the selected courses have more of an impact on ferry destinations where the racecourse intercepts the usual ferry routes. Gareth Willis, Ferry Services Manager at Auckland Transport, says that the race day timetables for ferry services are in keeping with prior announcements made by Auckland Transport with regards to how transport will run in and around the city and Hauraki Gulf on race days. "We look forward to welcoming America's Cup racing back to the city and have worked closely with Fullers360 to create timetables that work around races while causing the least amount of disruption for customers as possible," Willis says. "We do realise that there will be disruption on race days though and we appreciate everyone's understanding and patience during these events. With each race that passes, we will continue to evaluate and refine our plans in order to minimize the impact to our customers as best we can." Mike Horne, Fullers360 Chief Executive Officer, says Fullers360 has worked closely with Auckland Transport and the Harbourmaster to deliver an appropriate race day timetable that reflects the required limits and restrictions in place for vessels travelling in the harbour on race days, while prioritising its customers' needs. "Fullers360 has been planning for the busy America's Cup racing schedule with the relevant transport and maritime authorities to ensure we provide consistent and reliable services to Aucklanders and visitors. We have designed a bespoke race day schedule to accommodate the longer sailing times that are a result of the lower speed restrictions advised by the Harbourmaster. We recognise that these race day timetable changes will have a flow on effect on local communities. In advocating for our customers, we have been focussed on achieving sailing times that are viable while also prioritising safety on the water. We believe our race day timetable will minimise the inevitable disruptions of a busy America's Cup racing schedule on the water. "The upcoming Christmas Cup and America's Cup events are a fantastic opportunity to boost Auckland's economy, as well as support macro-economies around the Gulf that are expecting higher levels of visitation over this period. We are well positioned to deliver a resilient, frequent service despite the inevitable disruption of navigating in a more crowded water space and under speed restrictions. "With over 200,000 visitors expected in the Auckland CBD over the America's Cup period, Auckland Transport and Fullers360 are advising all Aucklanders and visitors to plan their journeys in advance, expect longer travel times and allow extra time for navigating foot traffic in downtown Auckland. Horne recognises Fullers360's crucial role to provide a functional, reliable transport service to destinations in the Hauraki Gulf for commuters and visitors and has a final message for customers. "With expected large passenger volumes, and congestion both on and off the water during race days, we ask for patience from our customers as we navigate our ferry services through a dynamic and changeable environment," says Horne. For Fullers360's race day timetable visit: <https://www.fullers.co.nz/customer-updates/customer-updates/ferry-services-during-36th-america-s-cup/>. For information on ferry services during America's Cup visit: <https://at.govt.nz/bus-train-ferry/service-announcements/ferry-changes-due-to-the-americas-cup-world-series-regatta-and-christmas-race/>. ENDS

Fullers360 supports New Zealand Government's Climate Emergency announcement

12/10/2020 17:17 A note from Mike Horne, CEO, Fullers360 "Fullers360 supports Prime Minister Jacinda Ardern's announcement yesterday indicating the declaration of a climate emergency in New Zealand. As Auckland's largest ferry provider, Fullers360 recognises the compounding contribution traditional modes of transport, such as diesel vehicles, makes to our country's carbon emissions. Transporting millions of passengers across the Hauraki Gulf each year, we understand the critical role and responsibility Fullers360 has. Fullers360 believes that electric ferry transport is the future. We take our responsibility seriously to keep the Hauraki Gulf / water environments clean and green, to conserve and protect the environment and ultimately the regeneration of natural life that lives on and within it. The move to electric ferries alone will avoid importing up to 750m litres of diesel by 2050, equating to 1.5-2.0m tonnes of avoided CO2 emissions nationally. Already, travel by ferry around the Hauraki Gulf reduces carbon emissions by more than 5.6 tonnes each year through people choosing to travel over water with Fullers360 and out of their cars, according to data by NZIER. Earlier this year, we submitted, with New Zealand boat builder EV Maritime and Vector, a proposal to the Government's shovel-ready infrastructure scheme outlining the business case for a new generation of sustainable marine transportation in the form of locally designed and built e-ferries and hybrid vessels. We are encouraged by the Government's motion to address climate change and remain eager to work with the relevant authorities, including Auckland Transport, to advance this process. We know the public-private-partnership investment approach works. Through an established partnership with Auckland Transport, we celebrated this month the launch of a progressive programme to replace our diesel buses on Waiheke Island with electric buses, making the Island Auckland's first suburb to have an electric bus fleet. The move to electric will not only provide economic stimulus locally through high quality sustainable employment but will establish New Zealand as a world leader in a high-profile green technology niche, creating a new exporting opportunity for our electric ferry intellectual property offshore. This year, COVID-19 has shown us the benefits to the environment of reduced emissions locally, and around the world. We are hopeful that the Government's position on climate change will enable our business and our strategic partners to fast track the move to electric ferries, so that we can futureproof our ferry fleet to futureproof our environment for generations to come."

Auckland Transport and Fullers360 launch Auckland's first electric bus fleet on Waiheke Island

11/10/2020 17:13 Winners of Waiheke local kids' bus-back art competition announced Today, Auckland Transport and Fullers360 officially welcomed the first of Waiheke Island's new, fully electric bus fleet, with nearly a third of the buses taking to the Island's streets. Six of the eight electric buses purchased by Fullers360 went into service by Waiheke Bus Company late October, making Waiheke Island the first suburb in Auckland to operate an electric bus fleet. The other two electric buses will join the fleet in December and the remaining nine buses in the 17-strong fleet will be replaced for electric as they reach their end of life. Auckland Mayor Phil Goff, who attended the launch event at Wild Estate on Waiheke Island, says it was great to see the first zero-emission electric buses on Waiheke enter service. "This is a real milestone for Waiheke, and a big step forward in Auckland's plan to create a greener and more sustainable city," he says. "Transport accounts for over 40 per cent of Auckland's overall carbon emissions. Working towards a low-emissions public transport network and providing alternatives to private vehicles is an essential part of reducing our impact on global warming and heading off a climate change disaster." To commemorate the Island's first emissions free buses, Auckland Central MP Chlöe Swarbrick had the honour of revealing the winners of Fullers360 and Auckland Transport's youth art competition, which called for local children and teens to illustrate a zero emissions future on the island. The competition received over 60 entries and the six winning artworks are now being displayed on the back of each of the new electric buses. "Cutting carbon emissions is about creating a better future for our kids, so it's important that we involve them in producing a more sustainable world," Phil Goff says. Shane Ellison, Chief Executive Officer of Auckland Transport, says this is a significant milestone for Waiheke Island. "Auckland Transport was proud to join Fullers360 today to welcome in this new era of electric transport for Waiheke. "We know that Waiheke residents share our goal of a greener future. At Auckland Transport, we recognise that how we get around day to day can have significant impacts on our environment and community. This is why we are working with our partners like Fullers360 to deliver safe, innovative and sustainable transport for Auckland. Sustainability is already at the core of our business. As part of the Low Emissions Roadmap, Auckland Transport plans to only procure low emission buses from 2025 and have a full low emission fleet by 2040," Mr Ellison says. Fullers360 Chief Executive Officer Mike Horne says the delivery of electric buses to Waiheke Island is a tangible example of Fullers360's commitment to green transportation and its vision for a sustainable transport network for Auckland. "Despite the impacts of COVID-19, Fullers360 remains steadfast in our ambition to grow a larger, more effective, and sustainable transport network. Our investment in the electric buses is part of our vision to operate an environmentally friendly transport service on and off the water. "With the first six electric buses coming to Waiheke, we will see a reduction of approximately 538 tCO₂e of Green House Gas emissions per year on Waiheke, which is equivalent to 718 typical New Zealand homes' electricity use for one year," says Mr Horne. The electric buses each carry 37 passengers and service the existing Auckland Transport Waiheke Island route. The buses produce zero emissions and can travel up to 400km on a single charge. The buses will be charged and stored at the Waiheke bus depot. ENDS For further information or comment contact: Chloe Ogilvie Fullers360 Chloe.ogilvie@fullers.co.nz 0212920252"

Fullers360 reintroduces extra morning sailing on Devonport route, plans for robust long-term service

7/09/2020 13:55 Fullers360 reintroduces extra morning sailing on Devonport route, plans for robust long-term service. Fullers360 is pleased to reintroduce an additional morning sailing to its Devonport ferry service. From Monday 20 July services will run at a 15-minute frequency from 7.30am to 8.30am on weekdays. The move to 15-minute sailings during the peak morning period, is an interim measure, as Fullers360 works with Auckland Transport and the Devonport – Takapuna Local Board to establish a resilient, longer-term service plan for Devonport. To achieve the 15-minute frequency during this period, Fullers360 will welcome back the 7.45am Devonport to Auckland service. As early as January 2021, Fullers360 is proposing to introduce a 20-minute ferry cycle to the Devonport service. The integration of ferry and bus is critical and Fullers360 will continue collaborating with Auckland Transport to ensure a new schedule is supported by the Devonport Bus Timetable, providing a reliable, integrated transport network to North Shore communities. Fullers360 CEO Mike Horne believes a 20-minute ferry cycle is the optimal outcome to ensure the sustainability of the Devonport service, as passenger numbers increase following the move to COVID-19 alert Level 1. "The proposal for a 20-minute cycle for peak commuter time plans to provide a more effective and resilient service, giving a higher level of certainty for our customers, for both the ferry service and connecting transport services," said Horne. "It also factors in the changing water space, congestion and ongoing construction in the Downtown Auckland ferry basin to ensure we plan well for the future." In addition, a 20-minute cycle would keep step with consumer trends which has seen an increase in customer use of bicycles, e-bikes and e-scooters, and requires additional time to manage loading in peak travel times. It has become increasingly difficult for any vessel to load, unload and transit between the City and Devonport on a 15-minute cycle. "Equally, and in line with a reasonable urban development, this structural change could allow a seamless transition to a 10-minute frequency when demand requires it, without changing the service structure, should the demand and public transport intermodal network require this." Horne says the extra service has been added after careful consideration of current passenger trends during the morning peak, and that it is committed to and uniquely positioned to pivot quickly and respond as customer demand recovers. Horne adds "This approach is in line with our recovery strategy. We recently reintroduced the 8.15am and 2.30pm service, as well as put on extra services for major events such as The Blues game and the Black Lives Matter march. Despite COVID-19, we are striving to continue to deliver on our vision for the Hauraki Gulf, to scale up our services and open treasured destinations, such as Devonport, to Aucklanders and visitors reintroduce services incrementally. "Currently, our Devonport patronage is 75 percent of the passenger volumes we carried the same time last year due to the impacts of COVID-19, and we are operating twice as many services to Devonport than the average number of services across the ferry network." Devonport-Takapuna Local Board chair Aidan Bennett is encouraged by the recent engagement he and other board members have had with Fullers360. This was an opportunity to meet face-to-face, discuss concerns, and hear long term plans that Fullers360 has for the ferry network. "The entire board had a very collaborative and informative session with Fullers360 in late June. The discussions around the newly proposed Fullers360 Devonport schedule were very productive. We appreciated the opportunity for consultation on behalf of the community and went away supportive of their long-term plans to add resilience and integration to the service." "There is no doubt that Fullers360 have been through a very challenging period due to the COVID-19 problem. Like all of us they have challenges to overcome. It is good to see that in the interim they have reinstated a 15-minute commuter window in the mornings and are focused on bringing back a full service as passengers return. \ENDS For more information visit: fullers.co.nz/customer-updates/customer-updates/745-am-sailing-from-devonport-to-auckland-is-back-commencing-monday-20-july-2020/ Media Contact: Charlotte Jacksoncharlottej@anthem.co.nz0212072267"

A great journey through maritime history

1/11/2019 14:16 Article by Sophie Boladeras for Waiheke Gulf News. If you're a subscriber, you can also access the full 10 January edition.

Kids enjoy an ice night out with Jassy Dean Trust

8/09/2019 10:22 Article in Waiheke Gulf News.

KEKENO AND IKA KĀKAHI	10/04/2019 14:04	<p>Fullers360 and Mayor Phil Goff officially launch two new vessels adding resilience to Auckland’s ferry network 4th October 2019 – In a commissioning ceremony held Thursday 3rd October, Fullers360 officially welcomed two fully refurbished vessels, Kekeno and Ika Kākahi — a \$15 million investment in the resilience of its fleet. Auckland Mayor, Phil Goff, formally commissioned the vessels on board Ika Kākahi, where he spoke to more than 50 guests including local government representatives, key partners, and transport and tourism stakeholders about his vision for the future of Auckland transport and Fullers360’s role in keeping the city moving. Mayor Phil Goff said that Fullers360’s investment in the new vessels is a substantial commitment and that ferries are playing an increasing role in the provision of public transport. “For those who take the ferry to work, there is one less car on the road. This helps address carbon emissions and I welcome that Fullers are looking to the future, including e-ferries, to provide a better and more sustainable service.” Fullers360 CEO, Mike Horne said the new vessels will provide a more sustainable network for its commuter customers and demonstrate the company’s investment strategy, committed to a better and more reliable service. “These new vessels will primarily service Devonport and Waiheke Island and our \$15 million investment will add resilience to our entire network of ferry destinations across Auckland. We know that particularly this year, issues have been expressed by members of our commuter communities and we are committed to investing in our fleet to address these.” The two four-engine sister vessels have a capacity of 400 customers and wide side doors for quick boarding. They each feature four new engines for added reliability, plus luggage and bike racks, tables and canopies. The introduction of these vessels help Fullers360 move closer to achieving a level of standardisation. In celebrating the new vessels, Horne acknowledged the need for collaboration to keep Auckland moving for visitors and commuters, particularly in periods of high demand. “2021 is an opportunity for all of us who care about keeping this city moving, to showcase the best of the waterfront to the world, while showing the commitment to our loyal customers through continuing to deliver a reliable transport service, even in periods of high demand.” Taiaha Hawke, Pou Taki, Ngāti Whātua Ōrākei opened the event with a karakia. Ngāti Whātua Ōrākei also blessed both Kekeno and Ika Kākahi earlier in the day. As the Department of Conservation collaborated with Fullers360 to name the vessels after Hauraki Gulf marine mammals, Kirsty Prior, Operations Manager, Auckland Mainland also spoke on the longstanding partnership between the two organisations. For more information about Kekeno and Ika Kākahi, please visit: https://www.fullers.co.nz/customer-updates/customer-updates/introducing-two-new-fullers360-vessels/</p>
Incident update - Quick Cat ferry	11/01/2019 16:10	<p>A Fullers360 ferry service from Waiheke to Auckland downtown terminal experienced a small fire in the starboard engine room. With a proactive response from our professionally trained crew, the fire was quickly identified and extinguished. Customers and crew were moved to the upper deck for their safety and comfort in accordance with our incident response plan. Emergency services were called and assisted with the response. We can confirm two crew members have suffered from smoke inhalation and are being treated. The ferry has safely arrived in Auckland where the passengers have disembarked. We apologise to customers on board for any distress and disruption caused by this incident. Safety is our number one priority, ensuring customer and crew wellbeing onboard. This is an isolated event and we are now fully investigating the cause of the fire. We recommend customers keep an eye on their MyFerry app and our website for updates on our scheduled ferry services. We would like to thank emergency services for their quick response and assistance.</p>

Waiheke Island adult commuter fares	10/08/2018 10:39	<p>Auckland ferry company, Fullers360, needs to raise adult commuter fares due to rising operational costs, but there will be no change to prices of child, tertiary and family tickets for Waiheke Island locals. A new simplified FlexiPass ticketing structure will offset the necessary increase to current commuter fares. Auckland, 8 October 2018 - Fullers360 Experiences & Cruises, the new collaboration between Auckland's leading ferry companies, is increasing its visitor and tour fares, as well as adult commuter fares for Waiheke Island due to a significant rise in operating costs. From 1 November, Waiheke Island adult commuter fares are increasing after remaining stable since 2011. Over this time, the company has invested more than \$34 million in fleet and service improvements. Fullers360 considered all options to keep prices low and competitive. As Auckland's cost of living is increasing, so are costs to local businesses. On top of inflation, Fullers360 has incurred significant increases to operating costs over the past five years, including berthing, labour, fuel, licences and fees. This means that a general fare increase is required for Fullers360 to maintain a sustainable service and continue to invest in its ferry network. "We're sympathetic to the rising cost of living across Auckland. But Fullers360 is also looking at the realities of Auckland's future. Based on current growth trends, ferry passenger numbers are forecasted to reach 8.59 million by 2025. That's a lot of pressure on our network, and we need to future-proof to make sure ferry customers get the sustainable and reliable service they deserve. We sought to strike a fair balance with a new pricing strategy for Waiheke Island -- holding fares for children and local families and introducing more choices for how to travel with us," said Fullers360 CEO Mike Horne. New prices designed to protect Waiheke Island local and family travel needs. Recognising its role as one of the lifeline services to the Waiheke Island community, Fullers360 will not increase commuter fares for children, tertiary students or Off-Island family passes. Commuter tickets and passes will be held at discounts between 25% and 52% off the standard visitor return ticket. The existing Off-Island ticket remains an option for residents -- with child and family tickets held at existing prices. Changes to Waiheke Island adult visitor ticket and Monthly Pass prices. The Waiheke Island adult visitor return ticket will increase from \$38.00 to \$40.00, effective 15 October, which is in line with the seasonal timetable change. New commuter ticket pricing will take effect 1 November, including the adult Monthly Pass at a new price of \$365. Despite the increase, the Monthly Pass remains high-value, held at a 50% discount as compared to the price of a return visitor ticket. The pass remains at a competitive market price, in line with other Auckland ferry operators. FlexiPass: New simplified ticketing system for Waiheke Island commuters. To offset the necessary increase to Waiheke Island adult Monthly Pass fares, Fullers360 is introducing a simplified ticketing system called FlexiPass. Customer feedback revealed that many commuters would like an alternative to the Monthly Pass to provide them with more flexibility. FlexiPass allows commuters and frequent travellers to purchase in 10-trip increments as they go. Customers will be able to manage their trip purchases and top up their pass via their MyFerry App or on the Fullers360 website. While not as steep as a discount per trip as compared to the Monthly Pass, trips on a FlexiPass equate to a 25% discount off visitor fares. FlexiPass and price changes for Waiheke Island commuter tickets will take effect on 1 November. Some former ticket types will no longer be available for purchase, including the 10-Trip, 20-Trip, 30-Trip tickets and the 30-Day pass, but can be used until the listed validity date. The 40-Trip ticket will remain for the time being, at a new adult fare of \$520, saving commuters 35% of the visitor fare. As part of the new flexible ticketing system, Fullers360 plans to unveil a new programme to reward frequent travellers. More information will be available soon.</p>
Fullers invests \$16M in faster passenger ferries	11/01/2017 8:47	<p>Fullers, who boast more than 25 years of investment in maritime transport and operate as part of the InMotion group of transport assets, provide the most reliable and comprehensive timetable for the Waiheke crossing with peak commuter services starting at Auckland from 5:35am and the last late night service departing Waiheke at 12:30am.</p>
Fullers launches new Waiheke Island vessel	11/01/2017 8:17	<p>Fullers announced today that the build of its newest vessel commissioned for Waiheke Island is nearing completion. Named Tōrea, meaning 'Oystercatcher,' the vessel is the second of two modern ferries purpose-built for the island -- a replica of Kororā which launched in late 2016.</p>
New leadership strategy	11/01/2017 8:05	<p>Fullers Group Ltd. today announced a shift in its leadership structure to support a new business strategy.</p>
Torea Commissioning Ceremony	11/01/2017 7:47	<p>Fullers Holds Commissioning Ceremony for New Vessel, Tōrea, Featuring Dignitary from Department of Conservation. Fullers Group Ltd. today announced the commissioning of Tōrea, the newest vessel to enter the fleet. On Tuesday, 29 August, Fullers' key partners and guests from the tourism and maritime industry will welcome Tōrea before she begins servicing Waiheke Island and the wider Hauraki Gulf.</p>