

RALPH NORRIS

Ralph Norris has been Chief Executive Officer and Managing Director of Air New Zealand Limited since February 2002. He has served as a Director on the company's Board since August 1998.

Prior to his appointment at Air New Zealand, Mr Norris had a 30-year career in banking. He was Chief Executive Officer of ASB Bank Limited from March 1991 until September 2001 and Head of International Financial Services for the Commonwealth Bank from August 1999 until September 2001.



During Mr Norris tenure as CEO of ASB Bank, the Bank expanded nationally, grew its profitability six-fold and increased market share by 60%. By 2001, ASB Bank was represented across New Zealand, with 120 branches, 3,000 staff and an asset base of \$NZ 21 billion. Other key developments during the period were:

- 1991 Start of nationwide expansion program
- 1994 Westland Bank merged into ASB
- 1996 Launch Fastnet internet banking service
- 1997 Launch BankDirect virtual bank
ASB Bank first bank in Australasia to win Arthur Andersen Quality Service Award
- 1998 Acquisition Sovereign Limited
ASB Bank identified as best bank in New Zealand in providing customer satisfaction
- 1999 Creation of first internet broking service in New Zealand
- 2000 Merger Colonial Insurance NZ Limited with Sovereign Limited

At the time of his appointment as CEO of Air New Zealand, the company was in the process of being recapitalised by the New Zealand Government following the Ansett collapse. The company returned to profitability within twelve months and was named New Zealand Corporate of the Year by British Banker Magazine in 2003. The following year, Air New Zealand received the Air Transport World's Phoenix Award for achieving 'a commercial rebirth through life-changing transformation'.

Mr Norris was judged New Zealand Executive of the Year in 1997 (while at ASB Bank) and in 2004 (while at Air New Zealand). In 2001, he was the National Business Review's New Zealander of the Year. He received a similar accolade from the New Zealand Herald the following year.

In addition to his current role as Air New Zealand CEO, Mr Norris is a director of Fletcher Building Limited. He is also a trustee of the Starship Foundation, linked to the Starship children's hospital in Auckland, NZ, the Northern Lifeguard Services, the Woolf Fisher Trust, which supports general and scientific education in New Zealand. Mr Norris is also a Member of the Auckland Grammar Headmaster's Council.

Previously, he chaired the New Zealand Bankers Association, Tourism Auckland, the New Zealand Business Roundtable and Sovereign Assurance Limited.

Ralph Norris, 56, was born in Auckland and educated at Lynfield College. He is married, with three children.

(ENDS)