



Port for the Future

The months of 2012 so far have been our busiest ever. The continued growth story has justified our significant investment programme, which will enable us to grow our capacity at a prudent pace.

The large and unexpected peaks associated with the Auckland industrial action tested our resources at the beginning of the year and certainly stretched us to the absolute limit.

I am immensely proud of the way our people stepped up. Despite being pushed well beyond their usual limits, our staff, and equipment, admirably withstood the strain. Our service partners too, exceeded our expectations with their tireless efforts to keep cargo moving.

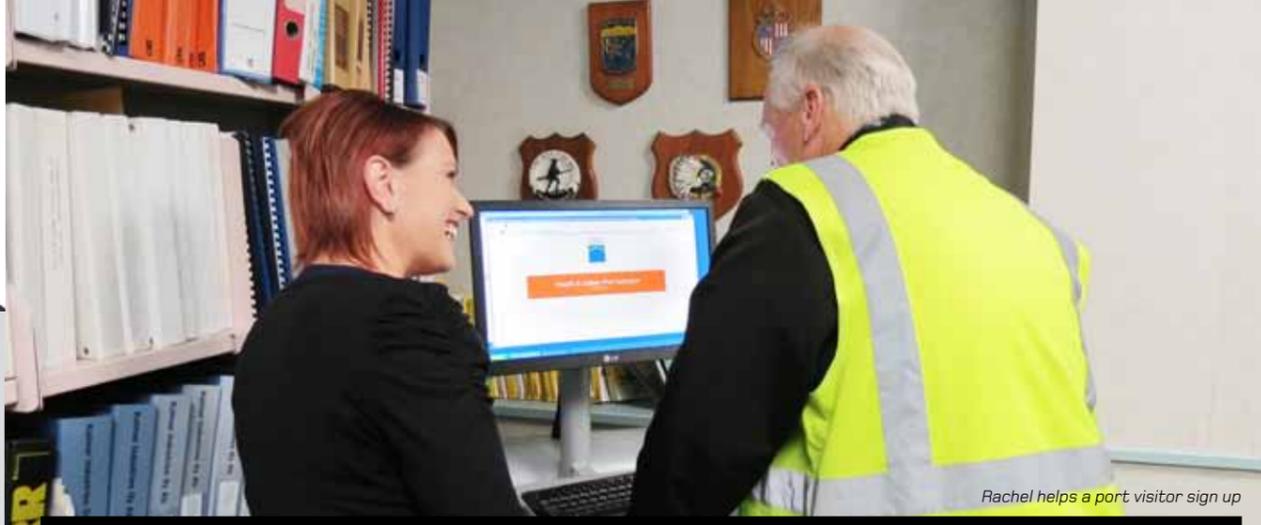
And to you, our customers and colleagues, thank you. We are very grateful for your understanding, patience and goodwill.

We've taken the lessons learned and will use them as we embark on our expansion plans.

In other news, I am really happy with the progress we are making on improving health and safety practices. Again, the commitment of our staff and service partners is helping us towards our goal of being a zero harm workplace for everybody on site. We expect you to go home to your family in the same condition as you entered the port.

Mark Cairns

MARK CAIRNS
CHIEF EXECUTIVE



Rachel helps a port visitor sign up

New rules encourage all port users to be safety conscious

Port of Tauranga's new Receptionist, Rachel Roberts, was thrown in the deep end when her arrival coincided with the introduction of a new safety training programme for all port users

Nearly 6,000 people have completed the new programme since it was introduced in mid-June.

"At times we have had queues of people at Reception, but people have been very patient," says Rachel.

All port employees, contractors, agents and visitors must now complete an online safety induction before entering Port premises.

Computers have been set up at the Mount Maunganui office and the Tauranga Container Terminal for visitors who have not completed the safety course pre-arrival.

The induction highlights rules including speed limits, restricted areas and safety equipment. Those who seldom visit the port and have not been issued with a port security card, must now show their

induction certificate as well as photo identification at security gates prior to being permitted onto the port.

Health and Safety Advisor, Pat Kirk, says the system is a relatively new one in the New Zealand port sector and other ports have expressed an interest in the model.



Pat Kirk

Health and Safety integration gets a hand

A coordinated push to fully integrate health and safety practices at Port of Tauranga is being assisted by Pat Kirk in his role as Health and Safety Advisor

The initiative follows a strategic review of health and safety undertaken by the organisation a year ago. The review identified some areas for improvement and Pat recently came on board to help coordinate the company-wide response over the next 12 months.

"There is a lot happening across the business and I can help by making sure our efforts are aligned, plugging any gaps that

open up along the way," says Pat, who brings 30 years of health and safety experience to the role.

He says Port of Tauranga's commitment to safety is a strength that will help progress.

"There have been pockets of excellence around the place and plenty of champions of the safety cause, but not a lot of coordination," says Pat. "That's partly due

to the phenomenal growth at the moment. We've got to make sure that standards don't drop because of it."

Some of the initiatives under way include the new health and safety induction programme for all port users, standardisation of operating protocols and the imbedding of consistent safety processes into all operational activities across the port.

Phil Julian, new Manager Operations

Phil Julian first took to sea at Mount Maunganui as a 17-year-old deck cadet. Twenty three years later he's in the control room as Port of Tauranga's new Manager Operations

Phil's appointment, taking over from long-serving manager Nigel Drake early this year, coincided with the busiest time in the port's history.

"I don't think it could have been any busier in the first few months," says Phil. "It was a tough time to take over,

Phil Julian

but everybody was in the same boat and we all pulled together."

Phil is now looking towards some of the projects he would like to progress in his new role, including a new tug, the plans for dredging and wharf reorganisation to cope with growth.

"It's also important to me that our processes are robust and transparent and our communications are continually improved," he says.

"The environment that we work in has changed, with a much greater emphasis on Health and Safety."

Phil had his eye on the operations role since joining Port of Tauranga nine years ago as a trainee pilot and tug master, after spending more than 13 years at sea.

"It's a great company undergoing a lot of expansion and development. So far I've really enjoyed having a broader view of what's going on and interacting with customers and staff."

Customer profile: Gull New Zealand

Gull Petroleum is expanding its national bulk terminal at Port of Tauranga as its North Island network reaches 51 service stations



Dave Bodger, General Manager of Gull New Zealand, says a new, sixth bulk tank is nearing completion at the Hewletts Road terminal, adding an additional 10 million litres of capacity.

Gull established the terminal, distribution centre and service station when it entered the New Zealand market 13 years ago.

The independent, family-owned Australian oil company sought a central location for its only terminal and Port of Tauranga fitted the bill. The terminal opened in 1999, connected to the tanker berth by a 1.5 kilometre pipeline.

"Gull and Port of Tauranga saw an opportunity to work together and create new business," says Dave.

"We wouldn't be in New Zealand if it wasn't for Port of Tauranga. We have similar approaches to business – we're action-oriented, and we can have open and frank discussions about the future."

Dave says Gull strives to operate a state-of-the-art facility, with continual upgrades ensuring the site meets stringent earthquake, fire and stormwater standards.

"We believe that good site management is very

important for the people around us at the port, the wider Tauranga community, and also for the oil industry," says Dave.

The terminal services Gull's service station network, which spreads from Masterton to Whangarei. The company also supplies commercial and marine customers.

Dave Bodger



The new tank under construction



Port profile raised in the Waikato at Fieldays

Port of Tauranga's position as the port of choice for Waikato importers and exporters received a boost at the National Fieldays in June

The Port participated in the Southern Hemisphere's largest agribusiness show after an absence of many years.

The Company's stand proved an extremely popular drawcard for the more than 120,000 visitors to the four-day show. The large model of the port complex, usually on display in the Port's administration building in Mount Maunganui, was carefully transported across the Kaimai Ranges to the Fieldays site near Hamilton.

Port of Tauranga's Mark Whitworth says the model attracted plenty of attention from customers, shareholders and the

general public, and raised awareness of the scale of operations at Tauranga.

"People were surprised at how large the port is and it gave us the opportunity to talk about the strong link between the port and the Waikato region, as well as our plans for the future," he says.

Mark praised the efforts of all involved: "especially staff member, Brent Clinton, who has painstakingly built the model over many years in his spare time and was brave enough to pack it up and take it to Hamilton for us."



Port of Tauranga at Fieldays

Port of Tauranga Rescue Winch in action

The Port of Tauranga Rescue Winch has helped the TrustPower TECT Rescue Helicopter in three missions so far

In the latest rescue, a forestry worker had fallen 120 metres down a steep ravine while planting pine trees. He had suffered multiple broken bones and lacerations and the new winch was used in a very careful and technical extraction during high winds.

Pilot and Manager, Liam Brett Kelly, is thrilled with the performance of the winch and the newly-trained crew.

"I am rapt with the winch. It's a brilliant piece of equipment that has greatly enhanced our ability to do our work," says Liam.

Port of Tauranga has made a \$250,000 commitment over four years to enable the installation and operation of the winch.

Winch training

