



PORTRAIL

MARCH 2017

Photo: Emma Hatch

INDEX

- Up front
- Moving with the times
- Customers at heart of new role
- Long journey stops in Taranaki
- App to give delegates the good oil
- Port key player in district's future
- Port busy on and off the water
- Pelican digs in for final job
- Port hits a new high

UP FRONT

The magnitude 7.8 earthquake that struck near Kaikoura just after midnight on 14 November not only shook the land, it also sent a tremor through New Zealand's transport industry.

While road, rail and port shipping services were physically disrupted, particularly around the crucial transport axis of Cook Strait, the earthquake and its impact rocked the industry's thinking.

The earthquake has forced us to consider and investigate new and alternative methods and routes for moving freight throughout New Zealand and offshore – not solely relying on well-worn paths that are valuable, yet vulnerable to unforeseen events such as a natural disaster.

The road and rail lines from Picton to Christchurch were severed in the quake and are in the long, slow process of being reinstated. The State Highway One road access south of Kaikoura was opened before Christmas, but the highway north is likely to stay closed until the end of the year. It is likely the rail link will take even longer to repair.

Wellington's CentrePort is still not fully operational after its gantry cranes were made inoperable by the quake. It may be six months until the port can resume modified crane operations.

With the exporting of goods and services worth more than \$70b a year to the New Zealand economy, a reliable transport system is crucial to sustaining and growing overseas markets. International customers expect their goods to reach their destination on time, whatever the circumstances, and we believe Port Taranaki can play a big part in that.



Guy Roper Chief Executive

Since the quake, our leadership team has been working hard to offer the port as an alternative stop for shipping companies and importers and exporters. We have made it clear we have the facilities and expertise to resume container trade immediately – pushing the point that a coastal shipping service that includes New Zealand's most well-equipped west coast port is a practical and sensible long-term strategic alternative to the onshore transport system.

We will continue to do this as it aligns with our three pillars of maximum asset utilisation, customer intimacy and service excellence.

The earthquake has also emphasised the importance of being prepared for a disaster. We have a robust emergency response plan to help us deal with specific emergencies. Key members of our response team are trained in the Coordinated Incident Management System (CIMS), which is the same system used by Civil Defence and the emergency services. We also have a business continuity plan that identifies all of our key processes and the work-arounds we can put in place if needed.

Overlaying both of these is a crisis management process to control the wider implications on operations at the port should any emergency occur.

We are confident our people and our business are prepared for whatever nature has in store.

Guy Roper
Chief Executive



MOVING WITH THE TIMES

When Guy Roper looks out across Port Taranaki's shoreline he sees a lot more than sand, sea and ships.

"We've got it all here, really," says the port's chief executive. "Port Taranaki is now a multifaceted business that covers everything from providing transport and storage services, through to using our network of contacts to facilitate connections between customers – it's a one-stop logistics shop."

The drive to provide world-class logistics solutions for customers – regionally, nationally and internationally – is a company-wide focus.

"Our aim is to put customers and their business first in everything we do, by listening, being proactive, price competitive and providing the facilities, services and expertise they need to ensure they run efficiently and profitably. This all comes under our three company pillars of customer intimacy, maximum asset utilisation and service excellence."

Recently the port employed Chris Dillon as customer relationship manager (see story Customers at the heart of new role) to build on the customer intimacy pillar by ensuring the needs of the port's customers are being met, developing new contacts, and providing one point of contact for customers across the operational and commercial areas.

"We have a lot of contacts through the range of customers and partnerships we have in oil and gas, forestry, dry goods, trucking and shipping, and the Government agencies that share our

building – Customs, the Ministry for Primary Industries, and Maritime New Zealand," says Port Taranaki CFO and head of commercial Allan Melhuish. "We can use those connections to help bring parties together and enhance their businesses."

"We are also flexible and open to any discussions on price competitive solutions and new business logistics solutions to ensure our customers and prospective customers are operating efficiently and profitably."

In line with its second pillar, the port is maximising the use of its assets. Part of the former Contact Energy power station is now used as a dry bulk hub, where customers can store product close to the berths, and the former Fitzroy Yachts building, on 1.2 hectares at the eastern side of harbour land, is available for port-related development.

"We also have about seven hectares of land still available for development,



so we are keen to talk with businesses who have the need for design-and-build facilities within the port gates and close to the shipping berths," Guy says.

"Although we do not have an import-export container service at port at the moment, we continue to work hard to bring it back and have the cranes and mobile plant ready to use."

The third pillar, service excellence, is an inherent part of the Port Taranaki culture.

"We have very experienced staff throughout who can help with logistics solutions and offer onshore and offshore support. Being New Zealand's key oil and gas port, we also have industry-leading health and safety procedures and stringent security, so our staff are well trained for handling customers' products and goods."

"As I said, we really do have it all here."

Looking down from atop the Chimney, the regions largest man made structure.

INDEX

- Up front
- Moving with the times
- Customers at heart of new role

- Long journey stops in Taranaki
- App to give delegates the good oil
- Port key player in district's future

- Port busy on and off the water
- Pelican digs in for final job
- Port hits a new high

CUSTOMERS AT HEART OF NEW ROLE

Chris Dillon believes being a good listener is the key to building strong and beneficial relationships.

And in the newly created role of Port Taranaki customer relationship manager, he has been doing plenty of listening during his first few weeks on the job.

"The port is such a diverse and multi-dimensional business – there are a lot of moving parts. It has a large customer base so listening to their concerns and ensuring their needs are being met is important. The success of our business is through the success of our customers," Chris says.

A survey of port customers last year revealed that rather than communicating with multiple people across the operational and commercial areas of Port Taranaki, there was a preference for just one point of contact.

"One of our three company pillars is 'customer intimacy', and we wanted to build on that," Port Taranaki CFO and head of commercial Allan Melhuish says. "Through this new role we want to get closer to our customers, ensure their needs are being met before issues arise, and also be proactive by getting into the market place, growing our business and attracting new customers through promoting what the port can offer."

Having worked in the banking industry for close to 25 years in commercial and

customer relationship management roles and, more recently, at Taranakipine as the markets manager for New Zealand and the United States, Chris has a wealth of experience.

Along with wife Sarah and sons Connor 13, and Ronan, 11, Chris moved from Christchurch to Taranaki in 2011 – post the earthquakes. While their home was not damaged, the disaster "gave us the opportunity to do something different". He believes there is plenty of room for customer growth at Port Taranaki and is initially targeting further development of the company's log trade and greater utilisation of the dry bulk hub.



Chris Dillon

There will also be a lot of focus on growing the relationships with existing customers.

"We want our forestry business to stretch further afield, to the likes of Whanganui and north into the Waitomo area, so it means getting out and talking to potential customers and telling them what we have to offer," Chris says. "There's also the opportunity to attract new business through enhancing our relationship with existing customers."

"Ultimately, it would be nice to look back in 12-18 months and see that we have further strengthened our customer survey result."

LONG JOURNEY STOPS IN TARANAKI

Neville Fox reckons the stork made a mistake when it dropped him in South Africa.

"I've always wanted to live in New Zealand and when I came here for the first time I felt at home – it felt like I should have been born here," says Port Taranaki's new head of marine services.

Having finally arrived at his 'spiritual home', he is determined to stay put. But it has been a circuitous route for the Durban-born father of four, who first went to sea as a 17-year-old engineering cadet.

Cape Town, Mombasa, the Seychelles, Perth, Sydney, Brisbane and Singapore have all been ports of call as Neville has moved from offshore engineering work to onshore management roles.

He worked for marine services provider MMA Offshore Ltd for the past 10 years, the last five as the general manager international fleet operations in Singapore. He was responsible for the operations of 36 vessels providing marine logistics services to the oil and gas industry. Having decided to pack up, move to New Zealand, settle down and possibly do some consulting work, serendipity occurred.

"My wife and I travelled New Zealand looking for a place to live. I found a patch of land at Opunake and felt right about it straight away. We bought it in February last year and then the stars aligned and this role at Port Taranaki came up."

Neville believes Port Taranaki is in a great position to grow and develop as a viable business entity.

"It has a lot more to offer than purely a ship in-ship out operation and I'm really excited about the challenges it provides. I believe the oil and gas sector is going to pick up in the next 12 months and we need to be proactive and have the marine services available to support that offshore work."

Keen to be hands-on, Neville divides his time between office-based management and getting out alongside the 28 staff he manages – from pilots and masters of tugs and launches, to marine engineers and support personnel.

Among his goals are improving communication between management and staff, streamlining and improving the use of ShoreTension™, ensuring the most efficient use of port vessels, and building on the personal responsibility safety culture.

"We have a CEO who is bringing a new outlook to the business and changing the culture, which I am excited to be a part of."



Neville Fox

INDEX

- Up front
- Moving with the times
- Customers at heart of new role
- Long journey stops in Taranaki
- App to give delegates the good oil
- Port key player in district's future
- Port busy on and off the water
- Pelican digs in for final job
- Port hits a new high

APP TO GIVE DELEGATES THE GOOD OIL

The world is coming to New Plymouth and Port Taranaki will be helping people stay connected and informed while they're here.

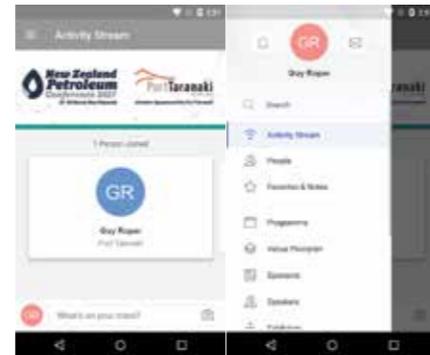
The region is hosting the annual New Zealand Petroleum Conference from 21-23 March, the country's major oil and gas event, with experts and executives from New Zealand and the world in the city to discuss the industry.

Port Taranaki, as New Zealand's premier oil and gas port, is taking an active part in the conference by sponsoring the official conference app.

The app is designed to give delegates quick access to the event programme, and speaker, sponsor and exhibitor profiles, allow them to keep up to date with all conference information, give delegates the ability to connect with others at the event through direct messaging, and enable them to create their own event schedule and reminders.

As well as the Government's launch of Block Offer 2017 – the tender for exploration permits – the conference will feature international speakers, political representatives, industry experts,

technical and scientific updates, and updates from regulators.



New Zealand Petroleum Conference App

PORT A KEY PLAYER IN DISTRICT'S FUTURE

Port Taranaki's importance to the growth and prosperity of the region has been highlighted by the New Plymouth District Council as it draws up its blueprint for the future.

The port, and the development of it, has been listed as one of 10 areas the New Plymouth district's governance team wishes to focus on when determining the next Long Term Plan (2018-2028).

The council says it wants to "work with Port Taranaki on its future plan for development and how this links into

the district's transport network and community infrastructure".

The business is also a key part of the Draft New Plymouth District Plan, in which it is included as part of a proposed 'major facility zone' – designed to recognise the national or regional importance of significant infrastructure in the district.

Feedback has now been received on the Draft District Plan and this will be used to confirm and refine proposals before the council publicly notifies the Proposed District Plan in mid-2017. Consultation

on the Proposed District Plan will be held late this year.

"The port and the industries and activities that use it account for 43% of regional GDP, so it is an important asset for the community," Port Taranaki chief executive Guy Roper says. "We understand the public has an interest in the activities and developments at the port and we welcome the community's views and suggestions."

Guy says Port Taranaki will participate fully in the District Plan submission process and the Long Term Plan.

PORT BUSY ON AND OFF THE WATER

The New Plymouth Yacht Club is sailing smoothly into the future with a healthy membership and a bunch of keen youngsters, maybe with dreams of Olympic glory.

Sailing is one of a number of activities that make use of the facilities at Port Taranaki. While the port is a busy work environment it is also a place to play – outside the operations area it is a hive of activity through service, community and environmental groups, sports clubs and events, commercial and recreational fishermen, swimmers, fairs, markets, walkers and runners.

Port Taranaki supports a number of these activities, whether it be financially through sponsorship and donations, subsidised rentals, or through providing logistical support.

"The port has been supporting the New Plymouth Yacht Club for more than 30 years, initially sponsoring our juniors, and more recently becoming our principal sponsor," New Plymouth Yacht Club commodore Jason Holdt says.

With close to 250 members, including about 50 juniors aged from 8-18, the club has blossomed in recent years.

"The port's support has been awesome. We use the sponsorship for our juniors and our learn-to-sail classes. It helps us discount the fees for the kids and it allows us to pay coaches to train them. Keeping fees down means we have been able to attract new people to sailing as well."

With the port getting onboard as the principal sponsor, the fuel and maintenance costs of the club's patrol boats is also now covered.

"We have about ten patrol boats out for events so there are always things that need to be fixed and the fuel costs are expensive."

The port also offers logistical support for large regattas, opening up the eastern reclamation area for the competitors' yachts.

Logistical support is also key to the running of the annual ITU Triathlon World Cup race, which will be held for the sixth time at the port on 2 April, and the Weet-bix Kids' TRYathlon on 29 March.

With thousands of competitors and spectators at the port, a lot of work goes into limiting road closures, shipping and vehicle movements and ensuring port customers and the public are aware of the changes.

The port also supports, among others, the annual Flannagan Cup open water swim, Surf Life Saving Taranaki, Project Hotspot and Seaweek, and has provided parking permits to community groups, such as the University of the Third Age (U3A) and Probus.



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INDEX

- Up front
- Long journey stops in Taranaki
- Port busy on and off the water
- Moving with the times
- App to give delegates the good oil
- Pelican digs in for final job
- Customers at heart of new role
- Port key player in district's future
- Port hits a new high

PELICAN DIGS IN FOR FINAL JOB

The Pelican is scooping up its last mouthfuls of sand before it leaves Taranaki's shores for the final time.

The dredge, which has kept Port Taranaki's shipping channels clear for the past 30 years, will be replaced as part of a new five-port maintenance dredging contract.

Peter Atkinson, who worked for 20 years as chief engineer at Port Taranaki and another 14 as a consultant to the port, has led or been a part of every dredging operation during that time. Although now retired, fittingly he has been asked to project manage the Pelican's final stint of biennial maintenance dredging – a 12 to 14-week project expected to finish in early April. "It's hard to get too emotional about a dredge, but it has served us well and has delivered great benefits to the three New Zealand ports it has serviced," he says.

In the mid-1980s the management of the ports at Taranaki, Timaru and Tauranga joined forces to cut costs by sharing the use of a dredge.

The resultant contract with New Zealand Dredging and General Works, owned by Dutch company Van Oord, has proved a success. However, with Van Oord concentrating on bigger, capital works projects, and the Pelican reaching the end of its life, the contract will end in October 2017.

Another Dutch company, Dutch Dredging, has signed a 10-year contract with Port Taranaki and the ports at Napier, Tauranga, Lyttelton and Timaru. One of the company's trailing suction hopper dredges, the Albatros, will be assigned to New Zealand for the duration of the contract.

By the completion of this year's dredging at Port Taranaki, about 385,000m³ of sand

will have been moved to two drop zones – an offshore site and an inshore site – about 2km off the coast.

"Much of the sand that is removed comes from the coast, west of the port, which is fed in part by the sediment discharge from the Stony River. The sand is driven into the port by the wave climate that hits the main breakwater."

The inshore drop site was chosen specifically to help keep sand on the city's beaches.

"In the 1990s, in response to the introduction of the Resource Management Act and concerns about coastal erosion, the port undertook research to find the best spot to deposit clean sand dredged from the harbour. The chosen drop zone increased the amount of sand reaching the city's eastern beaches, improving the community's enjoyment of them," Peter says.

PORT HITS A NEW HIGH

Years of planning, investment and hard work were recognised late last year when Port Taranaki earned the Taranaki Regional Council's highest environmental performance rating.

What's more, the company's improved environmental practices were used as a case study in the TRC's Consents and Regulatory Committee agenda, acknowledging the work that has been done to lift Port Taranaki from a rating of "improvement needed" just five years ago, to 'good' in 2015 and 'high' in 2016.

The rating means there were no breaches of Port Taranaki's resource consents for the 2015-16 year, and harbour water samples taken as part of routine tests were all clear of contaminants.

"We are thrilled with the result, and it shows our hard work is paying off," Port Taranaki environmental manager Bridget Harrison says.

"Our aim is to protect and enhance the harbour's marine ecology, continually

improving our operations to reduce our impact on the environment."

Since 2012, among initiatives that have led to the high rating have been the paving of two log yards, a better cleaning regime of the yards, and the installation of 13 vortex separators to improve the stormwater quality coming from the port.

With the increased log trade at the port, the paved yards have reduced the amount of silt being washed into the harbour. The vortex separators on

each log yard drain capture the solid particles so dirty water goes in and clean water comes out.

"We now also incinerate quarantine grain waste, removing the environmental risk of accidental germination," Bridget says.

"Other New Zealand ports are now investigating the lead we have taken in setting these standards.

"We will never stop looking to improve our practices as we aim to keep the harbour clean."



Bridget Harrison



TWO THUMBS UP!

Port Taranaki is now on Facebook, keeping you up-to-date with the latest happenings on, in and off the water.

So spread the word, invite your workmates, friends and family to 'like' the page, and help get our busy port thriving online.



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INDEX

- Up front
- Moving with the times
- Customers at heart of new role
- Long journey stops in Taranaki
- App to give delegates the good oil
- Port key player in district's future
- Port busy on and off the water
- Pelican digs in for final job
- Port hits a new high