

June 2012

The magazine for our customers

interconnect



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POAL focus

Throughout the recent period of high-profile industrial disruption, Ports of Auckland, with the backing of our customers and Port users, has not lost sight of our aspiration to become New Zealand's best-performing port, and a leader in the Asia-Pacific region.

Tony Gibson
CEO Ports Of
Auckland



I'm very pleased to announce in this edition that Auckland has won the 'Most Efficient Terminal Operation' award in the international Cruise Insight 2011 Awards. This is the second international cruise award won by the Port's cruise team in the last three years. In 2009 the team won the award for 'The Most Responsive Port' from Dream Cruise Destinations magazine.

Improving operational efficiency right across the business is the key to achieving our goal to be an internationally successful port and one which delivers on our customers' expectations. This is at the heart of our desire to achieve an agreement with the Maritime Union that delivers the flexibility we need in our container business to meet this challenge.

The Company has moved to get into facilitation to expedite the settlement of this dispute and that process is underway as I write.

The severe impact on the national supply chain which flowed from POAL's main Fergusson container terminal operating at around 40% capacity throughout the strikes highlighted the vital role Auckland plays as a gateway to New Zealand's imports and exports. The importance of having an efficient port at the heart of our largest city cannot be understated.

On that note, I would like to acknowledge and thank our customers, transport operators and all port users for their patience, cooperation and support over what have been difficult months for all in the supply chain impacted by the disruption.

The role of Auckland's Port in the future of Auckland's economic and social growth has also been highlighted by the Auckland Council in its draft Auckland Plan. The council noted the 'significant' role Ports of Auckland plays in the freight system creating economic value both for Auckland, the Upper North Island and New Zealand.

To that end the Auckland Council is undertaking a Ports Review under the Upper North Island

Strategic Alliance (UNISA) to look at future port and infrastructure planning and capacity. We welcome this review as we believe it will provide clarity and certainty over the Auckland Port's future. The review is due to start in June and should be completed later this year.

Finally a reminder (if one was needed) that we're not just a container terminal. One of the areas where significant gains for the business are being made is in our multi-cargo area, which is seeing more ship calls, increasing volumes and very good productivity. Our multi-cargo area demonstrated the advantages of operations that are flexible and responsive to changing customer demands during the dispute at the container port. The success of our multi-cargo and cruise operations shows just what is possible at this port. There is more to come.

Things are humming at Ports of Auckland's four-wharf Multi-Cargo operation where volumes continue to increase and to exceed forecasts and expectations.



Total volume through Multi-cargo in the financial year 2010-11 was 3.5M tonnes – nearly 1M tonnes higher than the previous year. In the first quarter 2012 volumes are already up to 782,000 tonnes exceeding the same period last year by 8% With forecasts for continued volume increases over the year, 2012 is shaping up to be a boomer for Ports of Auckland's Multi Cargo facility and its customers.

All things to all cargo

Embracing Marsden, Captain Cook, Freyberg, Jellicoe and Wynyard wharves and occasional use of Bledisloe, POAL's Multi-Cargo operation has broken records left right and centre over the last few months.

A record high volume for bulk cargo in March was followed by higher than expected vehicle import volumes for the first quarter 2012 – a result that contradicted all expectations for a used car import slump due to the January 2012 introduction of the new emissions regulations. "We budgeted for around 9,000 vehicle imports in April and instead we did 14,000 and that's pretty much in line with the gradual increase over budget that we've experienced each month this year with vehicle imports" says Multi-Cargo's Customer & Systems Support Manager, Justin Maddock. He believes the strong NZ exchange rate has enabled increased purchase of the next generation of emission-compliant used car imports and of new cars.

What this means is a lot more cars discharged at Multi-Cargo to be processed and cleared. Thanks to major upgrades in the port's electronic vehicle entry



system VENUS, processing is much faster than it used to be. "We're now seeing 8,000 vehicles arriving, processed and cleared through the port over a 12 day period". He says that converts to an average 12 hour clearance time for a vehicle compared with 24 hours under the old non-electronic system.

But Multi-Cargo is much more than cars; while vehicles are a major part of the Multi-Cargo mix, the facility has the versatility and flexibility to adapt to handling a wide variety of cargo from containers to breakbulk such as steel, paper and palletised bananas to bulk product like sand, gypsum and wheat. The vessels are as many and varied as the cargo they carry from car carriers to container ships to multi-purpose vessels, bulkers, roro ships and conventional reefer ships. A fleet of eight cargo handling units with fork hoists, a reach stacker and top-lift gantry trucks, caters for them all.



Justin Maddock

Ben Wilkinson

"While our volume foot print is relatively small, the Multi-Cargo space is totally versatile and readily adapted to customers' needs – containers one day, sand in the same place the next day" says Justin Maddock. The versatility of the operation has been spotlighted over the last six months when the challenges of the protracted industrial dispute prevented some vessels from being handled at POAL's Fergusson container terminal. During this time Multi-Cargo was able to assist in handling 19 vessels and some 13,000 TEU of additional volume over and above its every day volume.

Tight but flexible Multi-Cargo is run by just seven POAL staff jointly headed up by Justin Maddock and Ben Wilkinson. Four independent stevedoring contractors are licensed to work at Multi-Cargo. "I believe the Facility works so well because of the excellent relationships between ourselves and all our on-wharf contractors. Those successful relationships are key to the efficient management of big volumes through a relatively small area" confirms Justin Maddock.

Good News for NZ Trade in The Year of the Dragon

Every year some NZ\$28 billion worth of trade is handled at Ports of Auckland. Nearly half of that is export cargo being carried by POAL's major shipping line customers, to all corners of the world. POAL services upwards of 1,400 ship calls a year – three to four ships a day calling at its container, multi-cargo and cruise terminals. These services are a vital link for NZ companies looking to integrate more into global supply chains.

By value of trade handled, POAL is NZ's most significant port handling the equivalent of 13% of the country's GDP. In 2010/11 POAL handled NZ\$27.83 billion worth of NZ trade including over NZ\$10 billion worth of exports. As NZ's largest container port, POAL handles over 890,000 TEU pa representing 37% of NZ's total container trade. Additionally POAL's Multi-Cargo facility handles 3.5 million tonnes of bulk and breakbulk cargo pa including over 70% of the total vehicle imports into NZ.

A market economy, NZ is greatly dependent on international trade which accounts for some two thirds of total economic activity. Exports are primarily dairy, meat, forestry, fruit and vegetables, fish and wool and it imports petroleum and petroleum product, machinery, equipment, textiles and plastics. Main trading partners are Australia, China the EU, US and Japan. Largest export and import markets are Australia and China.



A Cosco vessel carrying import containers from Asia.

In the 1960s and 70s some 70% of NZ exports went to Europe – the majority of which were agricultural commodities. Since then the transformation in the NZ trading profile has been extraordinary. Today Europe represents just 11% of total NZ exports.

Praised by the World Bank as being 'the most business-friendly country in the world', NZ has used free trade agreements and closer economic partnerships to advance trade opportunities with other countries, to at best, provide free access for exports and imports or at least, to reduce tariffs. At his opening address to the 2012 NZ Customs Brokers & Freight Forwarders Federation Conference, NZ Trade Minister Tim Groser said that through the active FTA Agenda, some 46% of NZ exports today are covered by FTAs which enable 36% of NZ exports to enter markets duty free or zero-rated. The process began in 1980 with CER (Closer Economic Relationship), NZ's long-term relationship with its closest and biggest trading partner, Australia.

NZ Free Trade Agreements in force include:

- Australia – Closer Economic Relationship (CER)**
- China – the NZ/China Free Trade Agreement (FTA)**
- Malaysia – NZ/Malaysia FTA**
- Thailand – NZ/Thailand Closer Economic Partnership (CEP)**
- Hong Kong – NZ/Hong Kong CEP**
- Singapore – NZ/Singapore CEP (and a TransPacific Strategic Economic Partnership)**
- Brunei – TransPacific Strategic Economic Partnership**
- Chile – TransPacific Strategic Economic Partnership**
- ASEAN**

Others in negotiation include:

The US, Japan, South Korea, Gulf Cooperation Council, India, Russia, Belarus and Kazakhstan. With NZ's strong focus today on Asia Pacific trade, the commitment of others to the TransPacific Partnership is progressing: Vietnam is considering full participation alongside Singapore, Chile, Brunei, Australia, the US, Peru and NZ. Malaysia has also joined and Japan is considering.

In 2008, NZ became the first western country to sign an FTA with China. In 2012 – this auspicious Year of the Dragon, China has taken over from Australia as NZ's biggest import market. Trade figures from NZ Statistics show that at the same time, China became the fastest growing export market for NZ and while Australia continues to account for almost 25% of NZ exports, China now accounts for about 14% – double digit growth in three years.

In 2011 NZ also became the first country other than China, to conclude an FTA with Hong Kong, a vitally important launch-pad for NZ trade into China. Meanwhile Trade Minister Groser confirms that NZ has begun to look at the feasibility of an Economic Cooperation Agreement with Chinese Taipei.

At the same time as diversifying its export markets, NZ has also made essential advances in diversification of its export product base. While agriculture remains dominant – in 1964 agriculture was 93% of NZ exports reducing to 54% in 2010 – we now see other sectors like forestry, high value and hi-tech manufacturing and oil becoming high ForEx earners for NZ.

Many of NZ's successful exporters today are in these sectors, in commercial services and the IT industries. Temperzone, NZ's leading air-conditioning manufacturer, exports 80% of its production – mostly through POAL – to Australia, China and South East Asia. Services are on a growth curve – the NZ based Beca Group is now a global engineering company.

Rakon makes crystal oscillators for Smartphones and GPS devices; Buckley Systems (BSL) is a global leader in the manufacturing and supply of precision electromagnets used in such applications as computer chips and flat screen televisions; Fastmount makes removable panel mounting systems for superyachts and a wide range of architectural and design applications; and there are many successful software exporters such as Vista Entertainment Solutions, the largest supplier of cinema management software in the world and Orion Health, a major healthware IT company.

Looking ahead, HSBC in its Quarterly Global Connections, forecasts a 6% growth for NZ trade over the next five years despite the difficult economic climate.

Cruise boom for Auckland



Leigh Robbins



September and October 2011 saw what was arguably the biggest celebration of international rugby when the Rugby World Cup (RWC) came to New Zealand. Games were played all round the country but Auckland was the major venue for the event hosting many matches as well as the semi finals and final. Both Auckland City and Ports of Auckland rose to the occasion.

The port played a vital role in the success of the event on many fronts not least when it hosted four cruise ships at Princes Overseas Passenger Terminal and at Queens, Captain Cook and Bledisloe wharves. Based in port where they doubled as floating luxury hotels for the semi-finals and final weekends, the *Pacific Dawn* (P&O Cruises), the *Volendam* (Holland America Line), *Rhapsody of the Sea* (Royal Caribbean Line) and the *Orion* (on a RWC charter), made 10 calls to the port during the period, that were all solely related to the Rugby World Cup.

Their presence contributed significantly to an estimated NZ\$267M* in direct economic benefits to Auckland region during RWC 2011. Each cruise call generates around NZ\$1M for the local Auckland economy, which makes it excellent business for

the region. POAL manages all cruise ship visits to Auckland and provides pilotage and towing/tug services as well as setting up a Customs-controlled arrival terminal for cruise passengers.

Cruise operations are the responsibility of Wayne Mills, POAL General Manager Multi-Cargo and Marine. He reports 'tremendous growth' in the cruise industry over the last 20 years and says that most recently, POAL has been a major participant in that growth: "In 1991 Auckland hosted just one cruise ship. Fast forward 20 years and we are looking now at 100 cruise ships a year".

Looking back over the record 2011/2012 cruise season when POAL hosted 97 cruise ship calls, Wayne Mills says the success of the operation is reflected in the 'Most Efficient Cruise Terminal Award' recently awarded Ports of Auckland Cruise Terminal by international cruise industry magazine, Cruise Insight. The Awards recognise ports and destinations worldwide that have delivered their product and/or service commendably. "Servicing 97 visits from 30 cruise ships and processing over 200,000 passengers is no small task; it is a credit to the team we have here at the Port. The Award is a real accolade and a truly outstanding result".

As NZ's major cruise and premier exchange port, Auckland is the NZ port where most passengers either begin or end their cruise. With the exception of *The World* – the apartment cruise ship, cruise ships are generally in port for just one day. At the height of the cruise season POAL is likely to handle over 20 cruise ships per month – many with major passenger exchanges.

Today Cruise Operations Manager Leigh Robbins is working on bookings for the 2012/13 cruise season commencing 6 October 2012 with the *Dawn Princess*. "We've already got 100 visits booked and they include both repeat business and some new callers." She says that from October the *Carnival Spirit* will become Carnival Cruises' first vessel to be based Down Under where it will operate cruises between Australia, New Zealand and the South Pacific for up to 2,124 passengers. Carrying over 3,000 passengers, The *Celebrity Solstice* is another newcomer expected to be the largest passenger exchange of the 2012/13 cruise season at POAL.

With responsibility for the cruise operation, POAL's Marine Division also manages cruise calls at the Overseas Passenger Terminal. To date the luxurious Hilton Hotel and its exhibition and function halls at the end of Princes Wharf have transformed into a cruise terminal for the majority of POAL cruise ship visits and exchanges. Leigh Robbins reports that designs are currently being finalised for refurbishment of Waterfront Auckland's Shed 10 on Queens Wharf to Cruise Terminal specifications. "That's expected to be completed and operational by 2013. It will make Queens the prime Cruise Terminal with Princes Wharf then used as the secondary terminal".

* Ref: Auckland Tourism www.news.aucklandnz.com

There's little by way of shipping activity on the Waitemata Harbour that Ports of Auckland's eight Pilots don't have a hand in. On their 24 hour/365 days a year roster, these pilots are at the essential services epicentre of the port's operation.

Managing Directors of the Waitemata



of the Multi-Cargo wharves and there will probably be a container ship ready to depart Fergusson container wharf with a Pilot on board and calling for a tug. The cruise ship berths and the programme is orchestrated from there on by the Senior Pilot and Harbour Control and so it continues throughout the day with our Pilots providing top class service to our customers."

Exactly what constitutes a top class Pilot service at POAL is described by Senior Pilot David Payne: "At POAL we pride ourselves on a 99% on-time record which means being there at the Pilot Station to meet and board the vessel when it arrives which means minimal waiting time for the vessel". He explains that it is the Pilots' job to 'manage the risk' for every vessel that comes in: "To do that we make an independent risk assessment of the vessel (based on information we have to hand about that ship) and for the activity that ship will be carrying out in our port. That assessment will take into account the berthage requirement and allocation, the time frame, other traffic, other harbour users, weather, visibility, wind and tug resource availability. We do this to get that vessel safely from the Pilot Station to the berth without incident. We repeat the same procedure outbound following the stipulated criteria that is there to help us achieve best practice for the Ship's Master, his ship and the shipping line – the POAL customer."

Looking ahead, Nigel Meek and David Payne acknowledge that technology is advancing rapidly: "Newbuild ships will have no paper charts; navigation will all be electronic and our pilot service has to move in that same direction. We are already updating our systems in preparation; all our Pilots will have laptops with electronic charts; those laptops will be able to connect into and download the ship chart data and overlay that on ours to give the whole picture. It's all about embracing the technology to ensure we continue to provide the best service for our customers" says Nigel Meek.

In NZ's busiest harbour, Maritime regulations dictate that all ships over 500 gross tonnes entering Waitemata Harbour, require a Pilot on board to navigate them safely through to the port. They board the vessels one or two nautical miles north of Rangitoto Beacon at one of two pilot stations: 'Bravo' for the larger ships and 'A' Buoy for smaller vessels.

In 2011 POAL had 1,478 ship calls from a wide variety of commercial vessels including containerships, general cargo, bulk ships, conventional reefer vessels, RoRo ships, car carriers and cruise ships. The majority of those ships were brought in and taken out by a POAL Pilot.

With two teams of four, one team is always on duty working a four days on/four days off roster. They are led by two Senior Pilots, Captains David Payne and John Barker. "These Senior Pilots are both Pilots and Managers; they're managing their team and all that entails and liaising with Harbour Control, with

the Duty Officer and Marine Team Supervisor, to ensure that correct resources are in place to manage our customers as and when they want to berth" explains Nigel Meek a former POAL Senior Pilot who now heads up POAL's Marine Services Division as Shipping Operations Manager.

As the Pilots' point of communication and information, POAL Harbour Control manages all shipping traffic on the Waitemata Harbour where it uses the sophisticated Transis Naviharbour system in conjunction with the Automated Identification System (AIS) to simultaneously track the movement of all ships as they travel between Cape Reinga and Bay of Plenty which enables the communication of regular updates to the Pilots on ship position and ETA. There are two POAL pilot boats and four tugs. "Tug operators drive the tugs but each of our Pilots is a skilled tug operator which is important as often the Pilot will be instructing the tug operator.



Captain David Payne



Shipping Operations Manager – Nigel Meek

"Also too, a very strong point of difference at POAL from many other ports internationally is that both our Pilots and the tug operators are employed by POAL which makes for a seamless transition and that doesn't always happen when the two are employed by different parties" observes Nigel Meek.

He describes a typical morning for the Pilots on a typical late summer's day at POAL: "At 5am a cruise ship might be coming in to Princes or Queens Wharf. It has one Pilot on board and is coming up the Channel and calling for two tugs. Then a container ship will be looking to berth to start work at 7am. It will be slow-steaming with a Pilot on board and awaiting tugs. There may well be a general cargo vessel ready to come in to one

Frustrated by endless obstacles including government and ministerial changes, department reorganisations and most recently, expansion, MAF, now renamed Ministry for Primary Industries (MPI), has followed a circuitous route towards electronic border control procedures for clearances.

Light at end of electronic tunnel for biosecurity

Finally there would appear to be some sign of light at the end of the biosecurity border control electronic tunnel. It comes in the form of the Joint Border Management System (JBMS) which is designed to 'significantly improve' border processing for goods, craft and travellers across the NZ border and to make the border agencies more efficient. It brings together the two border processing systems previously run independently by Customs and MAF, now known as MPI.

Removing costly duplication, JBMS, through a Trade Single Window (TSW), will enable importers, exporters and supply chain participants, to complete all their border compliance requirements online, through a single point of electronic contact.

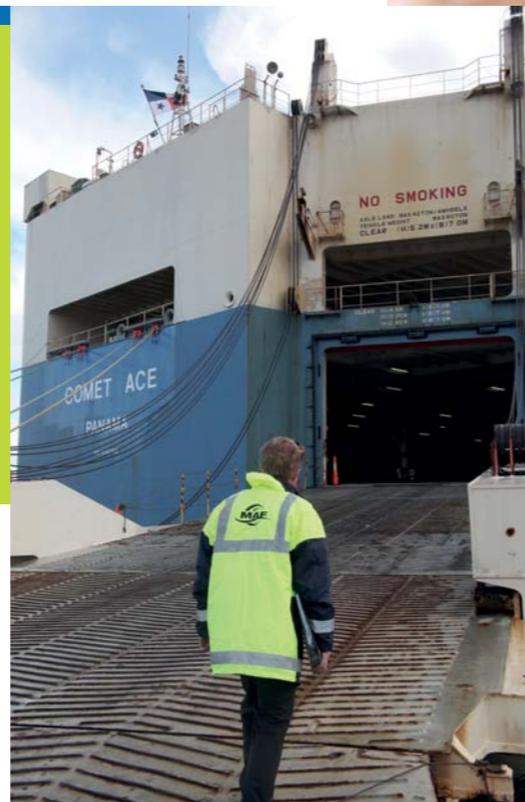
It will:

- **Receive and process enhanced electronic cargo and passenger information**
- **Simplify and better manage border clearance processes**

- **Target high risk and facilitate low risk people, goods and craft**
- **Enhance linkages to other government agency systems**
- **Improve co-ordination of resources across government agencies**
- **Contribute to improved logistics management in the supply chain.**

JBMS is being developed in two stages. Stage One – the Trade Single Window, is expected to go live in the first quarter of 2013. After an introductory trial period, the new electronic cargo reporting messaging will become mandatory around mid 2014.

While still to be finalised after consultation with industry, implementation of the JBMS will involve changes to the data required for the clearance of cargo and craft and to border processes. Changes are



likely to include an extension to the current time-frame for lodgement of import entries and the requirement for an electronic request to move transshipment seafreight to inland ports. While the Government Departments say JBMS will enable them to work smarter and faster to provide faster clearances for compliant cargo, it will also cost more with increases in cargo clearance fees.

Biosecurity & Border Control at Ports of Auckland



At NZ's busiest port, Ports of Auckland, the Ministry for Primary Industries (MPI) is represented by 13 Quarantine Inspectors, two Team Leaders and two Support Staff who report to North Ports Manager, Sharon Tohovaka who also oversees operations at Tauranga, Hamilton, Whangarei and Opuia.

She explains that at the port, MPI's main focus is on vessel clearance, container and general cargo inspections. From the import documentation submitted by agents/importers and shipping lines, MPI knows which containers and cargo will require further intervention. According to Sharon Tohovaka, the majority of full containers will be inspected off-wharf at an MPI approved Transitional Facility although containers imported from high risk countries or those with absent or invalid quarantine declarations, will require a six-sided inspection at

the port. She says the majority of full containers deemed low risk require no further intervention by MPI and are directed for an accredited person check at a Transitional Facility. Most high risk containerised cargo will require an off-wharf inspection by an MPI inspector.

If high levels of contamination or live organisms are found in or on the container/cargo by either an MPI inspector or Port worker, these are directed for treatment at one of the designated facilities at POAL.

Due to the high volumes of empty containers arriving at POAL every month, rather than base inspection requirement on Quarantine Declarations, for empties MPI works on a high/low risk assessment system based on the country of origin, to target those empty containers requiring a six-sided and internal inspection. The level of intervention is also influenced

MPI

Ministry for Primary Industries

A name change for the New Zealand Government Ministry of Agriculture & Forestry – commonly known as MAF, to the Ministry for Primary Industries (MPI), reflects the new functions of the department following mergers with the NZ Food Safety Authority and the Ministry of Fisheries.

The Department now encompasses agriculture, horticulture, aquaculture, fisheries, forestry, food sectors and biosecurity – the protection of NZ's primary industries from biological risk. It is headed by Director General Wayne McNee. The Government Minister for Primary Industries is David Carter.

Ministry for Primary Industries
Manatū Ahu Matua



by containers being managed through an approved offshore 'Sea Container Hygiene System' (SCHS).

General cargo including vehicles, machinery and fresh produce is all subjected to various levels of visual inspection. The MPI inspectors keep an eye out for the usual suspects: insect pests, soil, plant matter, ants, Giant African Snails, snails and other creatures.

In terms of timelines for container inspections, MPI at POAL works a seven day week from 6am to 6pm. Importers, agents and shipping lines are encouraged to submit correct documentation prior to vessel arrival to avoid clearance delays, demurrage costs and to assist with streamlining container movements at the Port. According to Sharon Tohovaka, a standard MAF clearance should be completed anytime between vessel discharge and up to three days.

News & Views on New Zealand Shipping Trades



Dole goes Bananas

A major supplier of fresh fruit to New Zealand, Dole celebrated its 500th shipment of bananas from the Philippines to New Zealand in early May. Dole's first and pioneering shipment of bananas into NZ was received back in 1993 on board the conventional reefer ship *Yoshino Reefer*. Dole these days is also bringing in Pineapples from the Philippines.

Operating a fortnightly service from Davao in the Philippines, Dole's first NZ discharge port is Auckland. The ships also call Wellington and Lyttelton before loading NZ perishable export cargo including Squash and Kiwifruit for Japan, China and Korea.

NZ agents Oceanic Navigation represent Fresh Carriers Co Tokyo (FCC), the owner of the vessels chartered by Dole for the NZ service. At Oceanic Dave Bishop says the 500th Dole banana shipment to NZ with over 3,000 pallets, came into Ports of Auckland Jellicoe Wharf on Sunday 6 May on the FCC conventional reefer *Cygnus*. Once the bananas are unloaded and biosecurity-cleared from the dry store at Jellicoe, they are then trucked off-port to the ripening rooms operated by Dole's NZ distributor MG Marketing. Dole rates NZ as a major market not least because New Zealanders are among the highest consumers per capita of bananas in the world.

Almost 99 years, **Maersk Mc-Kinney Moller** died in April leaving the legacy of the world's leading shipping line founded by his father. Mr Mc-Kinney Moller took over the Maersk helm from his father in 1965 and remained as Chairman until 2003.

ACIL (Auckland Council Investments Ltd) has appointed **Patrick Snedden** to the Board of POAL. He has previously held appointments at the Auckland District Health Board and Housing NZ. ACIL is the investment arm of Auckland Council and holds 100% of the shares in POAL.



Andy Tung has become CEO of OOCL succeeding Philip Chow who is retiring. Andy Tung is a grandson of OOCL's famous founder CY Tung.

Ports of Auckland has again been honoured for its Cruise operation. The most recent award was made by Cruise Insight Magazine for **Most Efficient (Cruise) Terminal Operation**. This is the second international award won by the port's Cruise Team over the last three years. In 2009 the Team won the Award for 'The Most Responsive Port' from Dream Cruise Destinations magazine. POAL is enjoying yet another record cruise season and is set once more, to break all records with over 100 bookings already taken for the 2012/13 season commencing October 2012.

After its container business plunged into net loss last year, AP Moller-Maersk (APM) is forecasting losses for its container business again this year when the key Far East/Europe trade continues to be the area of most suffering for Maersk and all major carriers. Meanwhile after its first six months in operation, Maersk's on-time delivery service **Daily Maersk**, has achieved 97% average reliability ratings on the major Asia-North Europe trade lane.

The Line says Daily Maersk has been used by over 900 customers for over 93,500 containers.

A Maersk spokesman said that based on the high customer rating the Line will introduce Daily Maersk on other routes in due course.

Business Awards

Once more this year POAL is a major sponsor in Westpac Bank's Auckland Central Business Awards.

This year POAL will again sponsor the Excellence in Business Award which was won last year by Temperzone Ltd, NZ's longest established and leading manufacturer and distributor of air conditioners and ventilation equipment. Temperzone exports over 80% of its production to Australia, China and South East Asia and much of it thorough Ports of Auckland. Last year's winner of the Excellence in Innovation Award as well as taking the Westpac Supreme Business Excellence Award, was won by another POAL customer Buckley Systems (BSL), a global leader in the manufacture and supply of precision electromagnets to over 80% of the world's markets. Its products are used in such every day applications as computer chips, flat screen TV's, whiteware and medical systems.

Entry for the 2012 Awards close on 29 June and the winners will be announced at an Awards dinner on 2 November 2012.

directory

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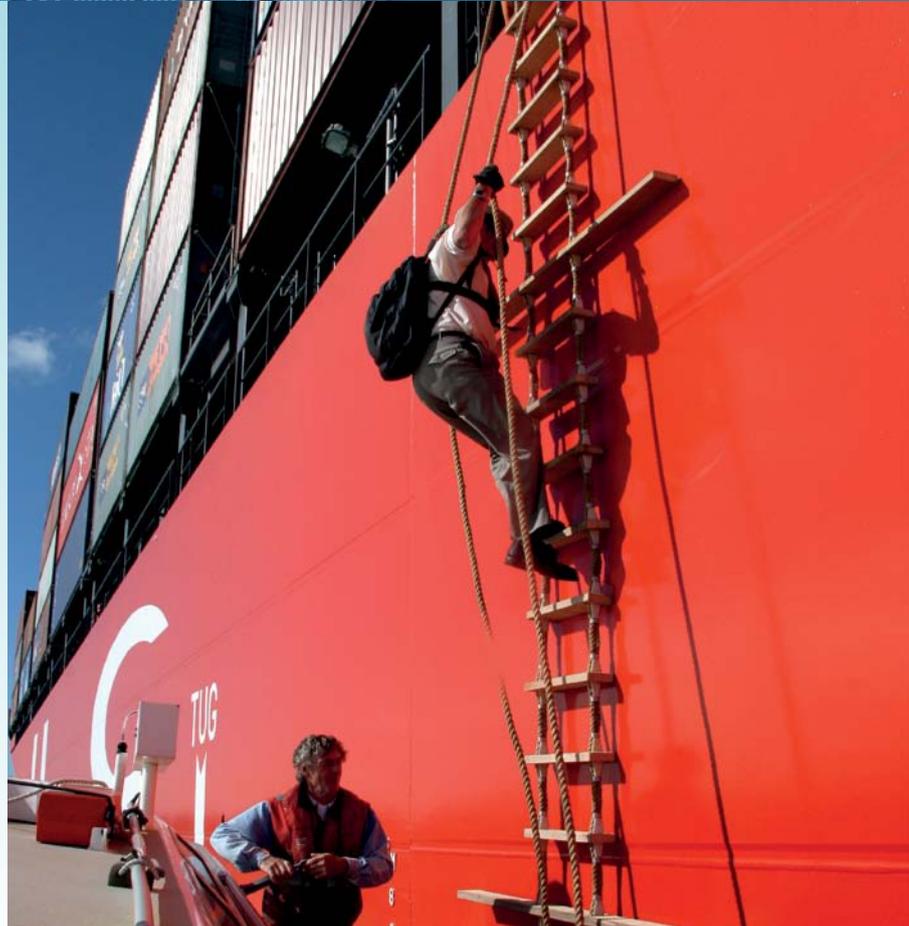
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Front Cover: The *Queen Mary 2* being guided into POAL.

Back Cover: A POAL Pilot climbing down the side of an outbound container ship.