

15 March 2021

Bill Osborne  
Chair  
Ports of Auckland Limited

**By email:** [bill@rangitira.nz](mailto:bill@rangitira.nz)

Tēnā koe Bill

### **Performance and Accountability issues**

I am writing to formally express my concern with POAL's continuing poor performance in areas of financial and non-financial performance, health and safety, and accountability and responsiveness to council as sole shareholder.

Areas of specific concern are:

1. POAL's slow response to the CHASNZ review.

The time being taken by POAL to provide feedback to the draft CHASNZ review is unreasonably delaying the finalisation of the report. More importantly, it is delaying POAL taking positive steps to address the findings of the report.

2. POAL's reluctance to attend the CCO Oversight committee.

Attendance at the CCO Oversight committee is a fundamental aspect of POAL's accountability to its shareholder. Given the financial and non-financial performance of POAL, I welcome the fact the Chief Executive and Board members will now attend the 23 March committee meeting.

3. Unsatisfactory response to Council concerns regarding the Statement of Corporate Intent.

POAL's reluctance to accept council's requirement for a post-implementation review of the automation project, and the cursory response to our requirement for a Maori outcomes plan, demonstrate a lack of responsiveness to council's concerns.

4. Lack of responsiveness to a councillor's request for information

Last year a Councillor requested some information from POAL. It took over 6 weeks to receive a response that the information would not be supplied as it was "commercially sensitive". No explanation was given as to why the information requested was commercially sensitive, no consideration was given to how else POAL could address the councillor's concerns, and the time it took to get a response was not acceptable.

In my view, the matters outlined above illustrate a culture at POAL that is not responsive to Auckland Council (and by extension Aucklanders), and does not show a willingness to be accountable for its performance.

We have a shared goal of a successful port, however the POAL's current performance is not acceptable. As a consequence of the issues outlined in this letter, I have a very low level of confidence that POALs in on course to improve this performance.

I expect this letter to be shared with the POAL board, and I am seeking an urgent meeting to discuss the matters outlined above. I look forward to receiving a timely response.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'Phil Goff'.

Phil Goff  
**MAYOR OF AUCKLAND**

**Copy to:** Jim Stabback, Chief Executive