



Christchurch City Holdings Ltd extends a heart-felt thank you to the dedicated staff within its subsidiary businesses



“CCHL companies manage many key infrastructure assets and provide critical services that keep our city and region running.

Without the commitment shown in the immediate aftermath of the September 4 earthquake by the more than 2,000 people that work for these organisations, the impact of the earthquake could have been much greater.”

Bob Lineham, Chief Executive, CCHL.

Examples of the tremendous response from the staff at CCHL companies include:



By the end of September 4, **Orion** had restored power to 90% of the 150,000 properties that had suffered power outages, two days later only 1,600 properties were without power and by September 10 that number was down to only 50. This response was made possible by the many Orion staff who arrived at work unprompted on the morning of the earthquake and worked 14 hour days over the following week.



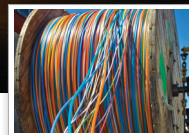
Open for business and full with early morning travellers at the time of the quake, **Christchurch International Airport** staff responded admirably enacting their well-practised crisis response plan. The airport was closed while the runway, terminal and other services were checked. By 1.30pm the airport had reopened – clearing the backlog of passengers and enabling essential support services from around the country to quickly arrive in Christchurch.



The **City Care** team mobilised quickly with many off-duty staff arriving at work on Saturday without being asked. Reports of damage to essential infrastructure such as roading, water supplies, and waste water grew quickly. The team worked around the clock for the next week to repair services.



Despite the **Lyttelton Port** sustaining damage in the earthquake, staff were loading logs only two hours after the event. The Port resumed full cargo operation by 3pm on Sunday, September 5. The team's priority has been keeping the port operational so that essential food, fuel and other supplies needed by Christchurch can get through.



The **Enable Network** team was busy checking and testing its fibre network within three hours of the earthquake. They quickly assessed that there was no loss of customer service due to network damage – the network did not break. This is a testament to the design and quality of Enable's network. The team also worked closely with customers who had suffered damage to their buildings to ensure they had access to vital communication services.



Red Bus drivers were ready to deliver services on the day of the earthquake and were operating as normal from Tuesday, September 7 – once the roads were cleared. Delivering these services required considerable alternate route planning – with some road closures and traffic delays still impacting routes.

About CCHL

CCHL is the investment arm of Christchurch City Council charged with supporting the Council to make the city world class through investing in infrastructural assets. Today, CCHL owns or has majority holdings in Orion, Christchurch International Airport, Lyttelton Port Company, Enable Networks, Red Bus and City Care, and monitors Vbase.

Over the past 10 years, effective governance of these assets by CCHL has returned \$635 million in dividends and capital repayments to the Council. In 2010 alone, \$114 million in ordinary and special dividends have been paid to the Council. The ordinary dividend income received from CCHL and its companies helps the Council to keep rates down by as much as 15 percent.