

# COVID-19 Lockdown Operational Update:

22 April 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>	
<p><b>Key points:</b> Port operations all going well.</p> <p>A reminder; POAL will be observing ANZAC Day and as a mark of respect will turn off of the Port lights on Saturday morning 25<sup>th</sup> April at 0600 hours.</p> <p>Monday 27<sup>th</sup> April is a public holiday, but the container Terminal and R&amp;D will be operating as per normal.</p>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<p><b>Berth windows and vessel schedules</b> – no further change to vessel schedules at this stage for the rest of this week. A reminder - CNS/ANZEX Service vessel ‘CMA CGM Eiffel’ is late and not arriving until 27<sup>th</sup> April and NZS/KIX Service vessel ‘Kota Lembah’ is delayed arrival until 5<sup>th</sup> May. This means that after Friday/Saturday vessels we won’t have any other ships due until Monday. Please continue to closely monitor via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a> as schedules could change.</p>	
<b>Labour supply</b> - still meeting demand, team are working well.	
<p><b>Yard Capacity</b> – Yard capacity utilisation at 47% with approx. still around 1300 import containers in the yard. Little less pressure this weekend with late ships but VBS demand expected to pick up from early next week due to public holiday on Monday 27<sup>th</sup> April. We are operating so please continue to uplift containers if you can over the weekend.</p>	
<p><b>Road Services</b> – road continues to operate well. Over 800 import containers off the Terminal in the last 24 hours and truck turn times over the last 24 hours has averaged about 26 minutes. A reminder - that we will have a small IT outage later today (Wednesday 22<sup>nd</sup> April) between 1835 and 1905 hours which will affect Port Connect and 1-Stop systems.</p>	

The outage should be minimal, if anything, intermittent internet connections. If you lose connection during this time, please re-try. Thanks	
<b>Productivity</b> – working well	
<b>Rail Services</b> - working well	
<b>Other</b> – nothing to add	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Jellicoe / Freyberg available yard capacity is down to 20%, with a large number of exports received. Available car yard capacity is at 70%.	
<b>Road Services</b> - Container and Breakbulk R&D continues to be busy for both receivals and deliveries, this will continue through the rest of the week. Car transporters continue to clear the car yard very well.	
<b>Other</b> – Robust risk controls for returning stakeholders under Level 3 next week are essential. We will be communicating separately the requirement for Access Permits in preparation for next Tuesday 28/04 at Multi-cargo.	
<b>Other</b> – nothing today	

#### **Friendly reminders:**

Port support services are working remotely during the lock down. For Customer Services: All enquiries should be directed to [CustomerServiceC@poal.co.nz](mailto:CustomerServiceC@poal.co.nz). Hours of work remain unchanged; Customer Service will monitor this email Monday to Friday 07:00hrs to 19:00hrs and Saturday 07:00hrs to 15:00hrs.

For Container Terminal VBS Bookings please refer to the bookings system in the first instance. For any essential cargo bookings, DG, hazardous, active reefers or late running export containers please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Please note: Only one driver at a time is allowed into the Fergusson Road Office. Drivers MUST always keep 2 metres apart when waiting outside the Road Office, Kiosks and Multi-Cargo.

The Container Terminal import container demurrage terms remain, applied 3 calendar days after the container has been discharged. To ease the burden, demurrage is now a flat daily rate of \$70 per TEU, effective from 26 March until 26 April 2020.

The LINK is closed to empty de hires.

Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene. **Our access protocols will not change moving from Alert 4 to Alert Level 3 at the Container Terminal, but further Access Permit controls will be required for contractors at Multi-cargo. This will be confirmed under separate communications.**