

COVID-19 Lockdown Operational Update:

30 March 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Commentary: Overall, we are operating at close to normal levels. There are some resource shortages, but this is being managed.</p> <p>It remains the priority to move ALL import containers off-port to keep the port operating. Non-essential containers can – and must – be moved off port. This is in accordance with Ministry of Transport guidelines.</p> <p>MoT have also made it clear that non-essential containers can be unpacked if necessary, to make room for essential containers in the supply chain and to ensure the supply of empty containers for the export market.</p> <p>We have limited storage room on port, so we will continue to charge demurrage for containers that stay on port longer than the free time. To ease the burden, demurrage is now a flat daily rate of \$70 per TEU, effective from 26 March until 26 April 2020.</p> <p>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.</p>	
Marine Services	
We have some crew unable to come to work, but all shifts are covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
Berth windows and vessel schedules - vessels being worked to windows however some delays to departures due to labour supply. It is vital that we complete the full planned exchange on vessels even if this causes a slight delay. This is so we can avoid clogging up the terminal, which is the most important goal at the moment.	

Labour supply - still meeting demands. Teams are settling into the new process for managing hygiene and working separately. We have had some sign offs which is more complicated to manage under the new separated teams process, but we are working around this. Labour is expected to be tight at times.	
Yard Capacity – under pressure due to a heavy weekend of vessel discharges. Due to high number of imports in the yard productivity will be slower. We are trying to provide additional straddle resource.	
Road Services - working well. VBS slots will remain tight. Priority VBS Slot process is now in place as communicated last Friday. Customer Services team managing with Gate Office team. Essential cargoes are defined as Food/Medical/Pharmaceuticals/Veterinary Supplies or as otherwise defined by the MoT. Requests must be processed as per the advisory and evidence of the goods provided to be considered.	
Productivity – working optimally relative to staff resource	
Rail Services - working well	
Other - Internal wharf shuttles and movement of containers to rail working	
Multi-Cargo Operations	
Berth and Yard Capacity	
Road Services	
Other	
Other – 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. 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.

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Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene.