

COVID-19 Lockdown Operational Update:

1 April 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: So far, so good.</p> <p>Operations went well post-weekend. Our new 'lockdown teams' system for terminal operations is bedding in well and shift change is now smoother. Resource levels are good. It's foggy today, but there are no ships in, so the focus is on tidying up the yard and getting imports out to clear room for the next run of ships.</p> <p>Getting ALL import containers off-port remains the key to keeping the port operating throughout the lockdown. Thanks to everyone who has been helping with that, it's gone well so far.</p> <p>We have limited storage capacity 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>Reminder: the LINK is closed to empty dehire to preserve space in case of a build-up of import containers on-port.</p>	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
<p>Berth windows and vessel schedules – We have no vessels for the next 24 hours which gives us time to prepare for the next rush and focus on getting imports out and exports in for loading.</p> <p>From midday Thursday we are back-to-back with 8 vessels until late Tuesday. All vessels are off-window, so please ensure that your clearances and VBS bookings are aligned to the adjusted schedule times.</p>	

Labour supply - still meeting demand. Teams are settling into the new process. Labour good at the moment but is expected to be tight at times.	
Yard Capacity – Yard utilisation now sitting 47% as of this morning. We need to continue the focus on reducing this to ensure we’re ready for the demand that will hit us from Thursday onwards. Please keep up the good work moving import containers off port.	
Road Services - working well. VBS slots will continue to remain tight in the standard business day working periods: from 05:00 to 15:00 each day. There is capacity outside of these times – night-time and weekends in particular. Please use this capacity. Trucking companies please continue to return VBS slots to the pool if not being used.	
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 – currently a quiet period across wharves however we are expecting strong inbound volumes from 3 rd April to 11 th April	
Road Services - flowing well with the low volume period. Truck drivers are complying well with the managed process, thank you	
Other - yard audits will be undertaken to ensure Level 4, MoH requirements are upheld throughout Multi Cargo by all on wharf operators. “The social distancing and PPE requirements apply to everyone, including essential service workers”. If there is observed repetitive breaches, there could be an impact to peoples site access.	
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.

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.

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