

# COVID-19 Lockdown Operational Update:

2 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> First official week in the lock down completed.</p> <p>Operations progressing well. Our new 'lockdown teams' system for terminal operations continues to bed in well and shift changes are settling into the new BAU. Resource levels are good. Starting from today we have a back to back run of 8 vessels due through until Tuesday of next week of which 6 are outside their proforma schedule berth windows.</p> <p><b>Getting ALL import containers off-port remains the key to keeping the port operating throughout the lockdown. We are now starting to review those long dwelling import containers from last weekend discharge to ascertain why there is no activity for collection. Thanks to everyone who has been helping with moving containers off port.</b></p> <p>Please note, 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><b>Reminder: the LINK is closed to empty dehire to preserve space in case of a build-up of import containers on-port.</b></p>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<b>Berth windows and vessel schedules</b> – There is a line-up of vessels back to back from today. Majority of vessels are off-window, so please ensure that your clearances and VBS bookings are aligned to the adjusted schedule times.	
<b>Labour supply</b> - still meeting demand. Teams are settling into the new process. Labour supply is expected to be tight at times.	

<b>Yard Capacity</b> – Yard utilisation now sitting at 49% as of this morning. Please keep up the good work moving import containers off port.	
<b>Road Services</b> - 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. We have delivered over 2000 imports containers off the Port in the last 3 days – well done to everyone! Note; we already expect early next week to be busy on the road due to late arriving vessels and build-up of volume over the weekend. Trucking companies please continue to return VBS slots to the pool if not being used.	
<b>Productivity</b> – working optimally relative to staff resource	
<b>Rail Services</b> - working well	
<b>Other</b> – nothing today	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – bulk vessels on berths and working, PCC vessels arriving from Saturday onwards	
<b>Road Services</b> - flowing well with build up of bulk trucks due to vessels discharging. Container R&D building ahead of weekend vessels.	
<b>Other</b> – nothing today	
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**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.

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