






# COVID-19 Lockdown Operational Update:

3 April 2020

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> Operations progressing well.</p> <p>Port wide operations all operating okay and preparing for a busy weekend. Multi-cargo and Terminal operations will be busy with a lot of activity across the Port.</p> <p>Please start planning for Easter weekend (10-13<sup>th</sup> April) and identifying how we can keep import containers moving over the long weekend to limit build-up of containers and yard congestion over that period.</p> <p>We continue to fine tune our new operating procedures and processes and bed down the new BAU.</p> <p><b>Getting ALL import containers off-port remains the key to keeping the port operating throughout the lockdown. Focusing now on long dwelling containers. Thanks to everyone who has been helping with moving containers off the Port, keep up the good work.</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</b> to preserve space in case of a build-up of import containers on-port. Utilisation now down to 20%, thank you.</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> – We have a line-up of vessels back to back this weekend with some strong import volumes. Many of these vessels are not arriving within their ‘normal berth windows’ so please double check VBS bookings align with expected cargo discharge times.	
<b>Labour supply</b> - still meeting demand. Teams are settling into the new process. Labour good at the moment but is expected to be tight at times.	
<b>Yard Capacity</b> – Yard utilisation now sitting 58% as of this morning, slightly higher than where we were last Friday. Utilisation will increase over the weekend and into next week with vessels arriving and discharging. Emphasis needed on trying to clear out units over the weekend please.	
<b>Road Services</b> - working well. VBS slots are available today and throughout the weekend. Monday will be the usual high demand when the yard is full, and resource is stretched to the maximum. Continue to please move containers outside 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.  <b>Please also note</b> – next weekend is Easter, Friday and Monday are public holidays. We understand that a number of trucking companies are not intending to work on these days or with very limited capacity over the long weekend period. We are open and operating and will have the capacity to move containers off Port. We need containers to move. If units do not move, then Tuesday 14 <sup>th</sup> -Friday 17 <sup>th</sup> April is going to be very challenging with limited VBS slots and high yard utilisation, productivity is going to decline. <u>We would very much appreciate</u> all efforts to ‘stay ahead of the curve’.	
<b>Productivity</b> – working optimally relative to staff resource	
<b>Rail Services</b> - working well	
<b>Other</b> – working well	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – berth occupancy at 100% from Saturday with Yards to follow suit over the remainder of the weekend	
<b>Road Services</b> - steady R&D traffic with Tinley Street gate flowing well	
<b>Other</b> - social distancing, hygiene and PPE remain essential over the busy weekend. Thank you to all to ensure we collectively comply with these requirements to the maximum.	
<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.

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