

# COVID-19 Lockdown Operational Update:

7 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, and we are still clearing import units off the Port after a busy weekend.</p> <p>Port wide operations all operating well however yesterday we had a major congestion at the Terminal truck grid due to the high number of 3 TEU empty carrier trucks arriving en-mass as well as a number of trucks turning up early for their VBS slots and waiting on the grid. This is causing significant congestion and preventing those Carriers who are timing their arrivals to meet their windows from being able to access the Port. <u>All</u> trucks should only be at the Port if they have a VBS booking and please manage arrivals in a timely manner to coincide with no more than 15 minutes before the VBS window opens. If trucks are sitting on the grid and are out of their window, or Empty Carriers are delivering containers outside their allocated time and volume they will be turned away.</p> <p><b>Important:</b> Please continue to plan for the Easter weekend (10-13<sup>th</sup> April) and identify how we can keep import containers moving over the long weekend to limit build-up of containers and yard congestion over that period into the week following.</p> <p><b>Please note:</b> 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.</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><b>Reminder:</b> the LINK is closed to empty de hires.</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> – Vessels have been worked to their windows satisfactorily. The line up at the end of the week is changing with a few vessels being delayed at other Ports. We are expecting a reasonably heavy import weekend with some larger discharge volumes. Please continue to monitor via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a> .	
<b>Labour supply</b> - still meeting demand.	
<b>Yard Capacity</b> – Yard capacity utilisation sitting at approx. 69% this morning. Focus remains on clearing out the yard and preparing for the Easter weekend. It's important please we move as many of the import containers off Port by COB Thursday 9 <sup>th</sup> April.	
<b>Road Services</b> – a good number of import containers were delivered off Port in the last 24 hours, almost 700 units. Truck grid congestion is a problem for the reasons stated above. With less congestion on public roads some trucks are parking up early for booking windows to open. <u>Do not come to the Port</u> if you are earlier than 15 minutes before the window is due to open, by parking up early Companies are preventing others from access for their VBS slots. <b>Please note</b> next week is going to be very busy on the road and we encourage Carriers to make every effort to maximise the slot capacity on Good Friday, throughout the weekend and Easter Monday. Please keep on trying to target night-time and weekend VBS slots and avoid the standard business day working hours from 0500-1500.	
<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 is @ 50% across Multi Cargo today. Delays to PCC's (Car vessels) yesterday see the yard capacity fluctuate, discharging continues and transporters are also delivering cargo. Car capacity is approx. 80%. Container / Breakbulk yard capacity is at approx. 90% occupied with over 400 containers due to load onto vessels today for export. Capacity will vary throughout the week as we deliver imports but receive exports for four vessels to work on Saturday 11 <sup>th</sup> .	
<b>Road Services</b> - Container and Breakbulk R&D will be busy today uplifting the weekend imports and delivering exports for load on next weekend's vessels.	
<b>Other</b> - social distancing, hygiene and PPE remain essential. Keep up the good work!	
<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.