

# COVID-19 Lockdown Operational Update:

9 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> Focus continues on preparing for a busy Easter weekend and Port wide operations are coping relatively well.</p> <p>There have been some issues with the N4 Terminal operating system which has impacted on some of the processing times. We thank the trucking industry for your patience as we work through these challenges.</p> <p>Empty container carriers please ensure to adhere to the agreed delivery times and trucks reporting to the Fergusson Terminal truck grid, please manage your arrivals for your VBS slots in a timely manner to reduce truck grid congestion.</p> <p><b>To import customers (Cargo owners/Freight Forwarders)</b> – regardless of the lock down, an ongoing challenge for the trucking industry and the Port remains that approx. 70-80% of our laden import volumes arrive into port Friday-Monday. Import cargo can be pre-cleared before the goods arrive and as soon as the vessel starts work containers can be uplifted from the terminal – this means night-time and weekend R&amp;D becomes critical to ensure ongoing flow of goods into/out of the market. It does not help however if trucking companies are not able to access customer yards to drop containers off during these out of normal operating hour times. Additionally, it costs to hub and re-handle containers, the same issue we have at the Port when we become congested and have to re-handle containers. We therefore continue to ask import customers to please consider all options and alternative ways to offer your transport providers 24/7 access.</p> <p><b>Important:</b> Easter weekend (10-13<sup>th</sup> April) VBS slots are filling on Saturday and Sunday mornings with some limited demand for Monday. Plenty of slot capacity is available Friday, Saturday PM and Sunday PM and Monday. Tuesday/Wednesday next week will be very slow due to Terminal Yard capacity and there will be no additional slots to release.</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>We are starting to focus on long standing import containers to ensure we can keep freight flowing. Thanks to those Shipping Companies who have assisted our Customer Services team to reach out to importers to move these units along. To other Lines, we would appreciate your Import Teams help to please follow up our queries with some urgency.</b></p> <p><b>Reminder:</b> the LINK is closed to empty de hires.</p>	
<p><b>Marine Services</b></p> <p>All shifts covered. Pilot times may alter, but generally running to schedule.</p>	
<p><b>Container Terminal Operations</b></p> <p><b>Berth windows and vessel schedules</b> – Most vessels holding schedule and proforma windows with exception of OC1 Service delayed in Napier due to swells and now not arriving until Sunday morning at this stage. ANZEX/CNS vessel arriving Saturday morning as opposed to Friday evening. Please continue to monitor via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a> .</p> <p><b>Labour supply</b> - still meeting demand, team are working well with the new BAU port entry process.</p> <p><b>Yard Capacity</b> – Yard capacity utilisation sitting at approx. 53% this morning and we are preparing for the Easter weekend.</p> <p><b>Road Services</b> – we continue to see good road transactions helping to reduce import containers in the yard ahead of a busy weekend. Approx. 765 units delivered out the gate in last 24 hours. Truck grid congestion remains a challenge, as stated above.</p> <p>We've said enough about the importance of moving containers off Port during the weekend to relief pressure on the road when normal business hours resume. We do not have more straddle capacity or resource to provide during the 'normal' business hours of 0700-1700 Monday and Tuesday's. Please continue to target night-time and weekend bookings.</p> <p><b>Productivity</b> – working optimally relative to staff resource</p> <p><b>Rail Services</b> - working well</p> <p><b>Other</b> – working well</p>	
<p><b>Multi-Cargo Operations</b></p> <p><b>Berth and Yard Capacity</b> – Berth occupancy is @ 50% across Multi Cargo today. Container / Breakbulk yard capacity is at approx. 40%. Today we will be continuing to receive exports prior to the 4 vessels working Jellicoe and Freyberg over the long weekend. Both Cook and Bledisloe berths are occupied today with car vessels. Car capacity is plentiful due to great service from car transporters.</p>	

<b>Road Services</b> - Container and Breakbulk R&D expected to be busy today delivering exports for load on this weekend's vessels. A new car delivery record with 1706 cars moved yesterday. Leaving only 460 (=10%) cars in the yard and plenty of space for the next 4 ships. Well done team!	
<b>Other</b> - Multi Cargo R&D will be closed on 10th, 12th and 13th April, but will open on Sat 11 <sup>th</sup> from 07:00 to 15:00, then business as usual from Tuesday 14 <sup>th</sup> 07:00.	
<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.

Our next POAL Port Daily Update will be on Tuesday 14<sup>th</sup> April 2020.

**Wishing everyone and their families a relaxing and happy Easter Holiday weekend. Protect your bubbles! Stay safe!**

**From the Team at Ports of Auckland!**