

COVID-19 Lockdown Operational Update:

21 April 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: Port operations continuing well with most vessels finishing ahead of scheduled operations. We have the 'APL Denver' on the Terminal completing her exchange today. For the rest of this week vessel schedules look manageable however with some delays expected – which please refer below for details.</p> <p>POAL will be observing ANZAC Day and as a mark of respect will turn off of the Port lights on Saturday morning 25th April at 0600 hours. VBS booking slots for 0500 and 0600 periods will be adjusted accordingly.</p> <p>Monday 27th April is a public holiday, but the container Terminal and R&D will be operating as per normal.</p>	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
<p>Berth windows and vessel schedules – for the rest of this week vessels are close to their normal windows, however CNS/ANZEX Service vessel 'CMA CGM Eiffel' is late and not arriving until 27th April and NZS/KIX Service vessel 'Kota Lembah' is delayed arrival until 5th May. Please continue to closely monitor via POAL website www.poal.co.nz as schedules could change.</p>	
Labour supply - still meeting demand, team are working well.	
<p>Yard Capacity – Yard capacity utilisation at 56% with approx. still around 2000 import containers in the yard as the APL Denver continues to discharge. As the vessels have finished earlier, we have managed to release more VBS slots at times over recent days. Little less pressure this weekend with late ships but VBS demand expected from early next week due to public holiday on Monday 27th April. We are operating so please continue to uplift containers if you can over the weekend.</p>	

Road Services – road continues to operate well. Over 700 import containers off the Terminal in the last 24 hours and truck turn times over the last 24 hours has averaged about 20 minutes. Please be aware that we will have a small IT outage tomorrow (Wednesday 22 nd April) between 1835 and 1905 hours which will affect Port Connect and 1-Stop systems. The outage should be minimal, if anything intermittent internet connections. If any impact it would be to ‘established’ connections so please re-try if you lose connection during this time. Thanks	
Productivity – working optimally relative to staff resource	
Rail Services - working well	
Other – nothing to add	
Multi-Cargo Operations	
Berth and Yard Capacity – Jellicoe / Freyberg available yard capacity is at 30%, with a large number of exports received, to load 23/04. Car terminal capacity is at 80% so no issues.	
Road Services - Container and Breakbulk R&D continues to be busy for both receivals and deliveries. Car transporters continue to clear the car terminal yard very well.	
Other – Robust risk controls for returning stakeholders under level 3 next week are essential.	
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.

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.

The LINK is closed to empty de hires.

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