

# COVID-19 Lockdown Operational Update:

7<sup>th</sup> May 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>	
<b>Key points:</b> Port operations running well – services continue to be operating in the GREEN.	
<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> – Vessel operations all running as planned. Busy Friday and weekend period ahead with heavy import volumes. Please continue to closely monitor vessel arrival details via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a>	
<b>Labour supply</b> - still meeting demand, team are working well.	
<b>Yard Capacity</b> – Yard capacity at Terminal approx. 58% this morning. Yard is expected to be under a lot of pressure from Sunday and Monday and into early next week with more than 5,000 import containers discharging into the terminal from today to Monday!	
<b>Road Services</b> – road continuing to operate well. We are using every opportunity to increase resource on the road when we complete vessels early. Last 24 hours moved almost 500 import containers off Terminal and truck turn times under 20 minutes on average. VBS slots on Monday and early next week will be very tight. Carriers please focus on weekend and night time booking opportunities. Overall the VBS capacity is there but unfortunately, we cannot cater for the majority of the demand in a standard business working day period.	
<b>Productivity</b> – working well	

<b>Rail Services</b> - working well	
<b>Other</b> – nothing to add	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Berth capacity is at 80% with only one bulk vessel working on Freyberg. Container yard at Jellicoe is filling up and at 50%. Available yard capacity for cars is still 95%, with car carriers discharging Friday and Saturday this week.	
<b>Road Services</b> - Container and Breakbulk R&D is steady today. There are very few car transporters but bulk trucks will now be accessing Freyberg for the next four days.	
<b>Other</b> – please remember distancing protocols.	
<b>Other</b> – nothing today	

**Friendly reminders:**

Port support services are working remotely during Level 3. 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.

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. Whilst we are still all operating under constrained circumstances with Level 3, we will extend these demurrage terms to the 31<sup>st</sup> May 2020. Please note, this excludes Hazardous and active Reefer import containers where the standard tariff charges apply and VBS slots will be prioritised via drivers assist.

The LINK remains closed to empty import de hires only.

Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene. **Our access protocols have not changed for Level 3. Access Permit controls are required for all contractors, who have not accessed the Port during Level 4. Please ensure to engage with the POAL party whom you would be reporting to before attempting to enter the Port.**