

COVID-19 Lockdown Operational Update:

8th May 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: Port operations running well – all services continue to be operating in the GREEN.</p> <p>Busy weekend ahead for the Terminal with heavy import volume through to Monday. VBS slots will be maximised Monday/Tuesday daytime. Weekend night-time slots are available.</p>	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
Berth windows and vessel schedules – Vessel operations all running as planned. Please continue to closely monitor vessel arrival details via POAL website www.poal.co.nz	
Labour supply - still meeting demand, team are working well.	
Yard Capacity – Yard capacity at Terminal approx. 51% 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.	
Road Services – road continuing to operate well. Last 24 hours moved over 700 import containers off Terminal and truck turn times have remained under 20 minutes on average. VBS slots on Monday and early next week have been fully released. Carriers please continue to focus on weekend, Saturday and Sunday daytime slots are filling but we have open slots in the evenings and early hours Monday morning.	
Productivity – working well	
Rail Services - working well	
Other – nothing to add	

Multi-Cargo Operations	
Berth and Yard Capacity – Berth capacity is at 50% with vessels across Freyberg, Jellicoe and Bledisloe. Container and Breakbulk available yard capacity are approx. 55%. Available Yard capacity for cars now at 60% and reducing over the next 2 days.	
Road Services - Container and Breakbulk R&D is steady today. There will be an increase in car transporters and bulk trucks over the weekend.	
Other – please remember distancing protocols.	
Other – 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. 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. Whilst we are still all operating under constrained circumstances with Level 3, we will extend these demurrage terms to the 31st 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.**

We hope you have a safe and relaxing weekend. Our next update will be Monday 11th May 2020.