

# COVID-19 Lockdown Operational Update:

25<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> We've come out of a busy weekend in the Terminal with very high yard utilisation. Truck turn times will be affected whilst we clear out import volumes over the next few days.	
<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. Heavy demand from Thursday of this week throughout the weekend, schedules could change. 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.	
<b>Yard Capacity</b> – yard capacity at Terminal approx. 92% this morning, measuring just the current operational terminal capacity. FN – northern terminal now under Automation project control. Over 2,000 import containers in the yard now.	
<b>Road Services</b> – road has been operating well over the weekend with average turn times of 21 minutes. Approx. 640 import containers collected over the weekend which again was low and will mean heavy demand over the next several days. All VBS slots have been released and depending upon vessel Ops completion times, we will be constantly evaluating if we can release more into the pool. Please continue to maximise use of evening slots.	
<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> – Bulk Vessel loading operations continue on Freyberg Wharf today with the last of the bulk export load outs completing this evening. Yard capacity is looking good today. Southern Trader export containers will load tomorrow morning, she is also discharging today which should clear out by the end of the week. Bledisloe Wharf will continue to have vehicle deliveries today from the weekends PCC vessels, a quieter week after this with the next PCC vessel due 02/06. Available yard capacity will be at approx. 40% after today's deliveries.	
<b>Road Services</b> - Container and Breakbulk R&D is steady today. Bulk truck movements continue to be busy through Freyberg. PCC trucking expected to be busy today.	
<b>Other</b> – COVID-19 controls remain the same under alert level 2, please continue to maintain social distancing, trace close contacts and don PPE where required.	
<b>Other</b> – Nothing further to report.	

**Friendly reminders:**

Port support services will continue to work remotely during Level 2 for a period of time. Until further for Customer Services: All enquiries should continue to 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 if waiting outside the Road Office, Kiosks and Multi-Cargo. 'Text 2 Queue' on hold until advised.

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.

Next update Wednesday 27th May 2020.