

COVID-19 Lockdown Operational Update:

27th May 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: Terminal operations working well. Focus is on proactively managing demand this weekend ahead, with vessel exchanges still changing there remains a need for importers and Carriers to maximise import collection rates over the weekend.</p> <p>There are a number of regular Carriers working the weekends and we want to shout out a BIG thank you to you all. The top 5 movers last weekend were Mondiale, Mainfreight, Tappers, Reliance, and Toptranz. Keep up the good work and let's see if we can exceed the 800 units moved last weekend!</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. Heavy demand again from Thursday of this week throughout the weekend, schedules could change. Please continue to closely monitor vessel arrival details via POAL website www.poal.co.nz	
Labour supply - still meeting demand.	
Yard Capacity – yard capacity at Terminal approx. 55% this morning, excluding FN yard due to Automation. Strong demand for empty evacuation over the weekend and with a long weekend (Public holiday Monday 1 st June) the yard will become more congested as the week progresses. It is critical import collections are focussed over the weekend.	
Road Services – road has continued to operate well, and we have been able to provide extra slots over the last few days. Over 750 imports collected in last 24 hours. Average turn times 21 minutes. Looking ahead, we need Carriers to maximise collection rates over the weekend, especially in light of Monday being a public holiday.	

Productivity – working well	
Rail Services – working well	
Other – nothing to add	
Multi-Cargo Operations	
Berth and Yard Capacity – Yard Capacity is looking good, receiving for vessels due over the weekend. Surveying is being undertaken of Jellicoe South today and tomorrow. Bledisloe Wharf will continue to have vehicle deliveries today from the weekend's vessels, a quieter week after this with the next PCC vessels due 04/06. Available yard capacity will be at approx. 80%.	
Road Services - Container and Breakbulk R&D is steady today. PCC trucking expected to be busy today.	
Other – COVID-19 controls remain the same under alert level 2, please continue to maintain social distancing, trace close contacts and don PPE where required.	
Other – Nothing further to report.	

Friendly reminders:

Port support services will continue to work remotely during Level 2 for a period of time. Until further notice all enquiries should continue to be directed to CustomerServiceC@poal.co.nz. The team can now be reached via their normal phone number: **09 348 5100 ext.1**. Hours of work remain unchanged: 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 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 was set a flat daily rate of \$70 per TEU, excluding Hazardous and active Reefer import containers where the standard tariff charges apply and VBS slots will be prioritised via drivers assist. This was extended during Level 3 into Level 2 until 31st May 2020. Please note however from 1st June 2020, we will revert to our standard tiered tariff demurrage rates.

Next update Friday 29th May 2020.