

Operational Update: Level 2.5

16th September 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: Yesterday we had a system outage which caused significant delays to our R&D and shipside operations. We wish to thank those carriers that worked with us during the outage. As a result, we were able to resume normal operations from 1900 and managed to deliver a good volume of import containers. All No Shows incurred as a result of the outage have been waived.</p> <p>Overall Terminal yard capacity remains heavily congested which is affecting productivity and vessel schedules. We are pulling all possible levers to help alleviate the situation including stopping other Ports unplanned discharges at Auckland which has been compounding our congestion. Vessel schedules are very fluid at present due to delays being incurred in Auckland but also at other Ports prior to Auckland arrival. Lines are having to juggle port calls to help manage their overall network schedule requirements.</p> <p>An ongoing reminder:</p> <ul style="list-style-type: none"> If you have an export DG container to come into the port, please check POAL website prior to delivery to the port. This is to ensure you're your current VBS booking is still within the allowable receival time appropriate for your DG class. If you need to change your booking due to a change in vessel ETA, please contact Driver Assist Team for assistance. 	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
<p>Berth windows and vessel schedules – Berth windows remain suspended until we can clear the backlog. Vessels will be worked based on their arrival.</p> <p>Please see below the vessels scheduled to arrive over the next few days (note: this is an indication only and may change due to the current productivity levels):</p> <ul style="list-style-type: none"> Currently alongside and working: 'Toucan Hunter 070S' (NEASIA) & 'APL Denver 361S' (CNS) Arriving 18 September: 'Moana Chief 4233' (PACCOS) & 'Sagitta KE037A' (KEX), will be worked at Fergusson North Arriving 19 September: 'Hansa Offenburg 2025' (ANL TTZ) <p>We will keep the website updated with the most current information.</p>	
<p>Labour supply - today we are operating with 4 cranes for most of the day. Shifts are being planned for 3 day time crane operations and 2 night time to</p>	

ensure we can maintain a 24/7 operation. The ability to 'flex' on this roster is very limited due to hours of work and staff fatigue.

Yard Capacity – yard capacity utilisation at Terminal approx. 107% and will continue to be under pressure due to heavy import discharges.

Empty Depot Link facility remains suspended for import empty returns.

Road Services – yesterday R&D operations were running well until 1500 hours when the system outage occurred. As a result, we were not able to service trucks for 3 hours. R&D operations resumed at 1800 hours and we there were no further delays. Average truck turn times have not exceeded 41 minute and we have delivered 575 import containers via road.

Yard congestion remains an ongoing issue as we continue to stack containers 3-high.

Please note that we have extended demurrage free time for the following vessels:

Vessel	Last Free Day	Last Free Time
ANL EMORA 2023 (Fergusson)	18-09-2020	0600 19-09-2020
ATHENS GLORY 54	18-09-2020	0600 19-09-2020
CSL ATLANTIC 185	18-09-2020	0600 19-09-2020

HAZ Storage is not covered by these extensions, as these containers must be prioritised for delivery. If you have a DG import container that has no pending clearances, please URGENTLY contact Driver Assist Team for assistance.

Please note that today we are at capacity with R&D labour. We will not be able to assist with the last-minute bookings for Import containers as well as early or late receivals. We will only be assisting with VBS for fully cleared import DG and reefer containers as well as export cut off.

Productivity – still operating at lower productivity levels. The main impact is yard congestion. Due to the back to back nature of demand and tight labour supply our ability to complete housekeeping moves is restricted.

Rail Services – working well

Other –

Multi-Cargo Operations

Berth and Yard Capacity – Jellicoe berths are 50% utilised throughout the week. Freyberg berth is currently at 50% but will be back to 100% utilisation with 2 bulk vessels discharging by the weekend.

Freyberg yard capacity is approx. 90% utilised. Jellicoe yard capacity is 60% utilised which will increase as we receive for vessels over the week. Bledisloe is currently 80% occupied with containers. Utilisation will be at 100% by Friday. We currently have the 2nd PCC vessel for the week commencing her discharge today, this will increase Bledisloe yard utilization to 100%. Bledisloe wharf utilization will begin to decrease for container operations from today with a container vessel finishing the load and the import containers departing by road which will increase the available yard capacity.

Road Services - Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Vehicle deliveries are quiet but expected to increase later in the week following the PCC discharge operation.

Other - COVID controls, including social distancing and masks (PPE) are expected. Observations will continue by POAL staff, coaching will be undertaken if expectations are not met.

Friendly reminders: A reminder - Customer Services enquiries should continue to be directed to CustomerServiceC@poal.co.nz The team can be reached via their normal phone number: **09 348 5100 ext.1**. Hours of work: 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, hazardous, active reefers or late running export containers please email driverassist@poal.co.nz.

Please remember – under Level 2.5

- a. Keep a 2-metre physical distance and wear a mask when in public when you can't distance.
- b. Stay home if you're sick, wash your hands, cough or sneeze into your elbow, clean surfaces
- c. Keep a record of where you have been, use the NZ COVID app
- d. If you have cold or flu like symptoms call your GP or Healthline to book a free COVID-19 test, and get tested if asked
- e. The latest information can be found on www.covid19.govt.nz or the Unite Against Covid social media channels

Thank you once again for your ongoing patience and support as we continue to work through the Terminal backlog and congestion.

Next update will be Thursday 17th September 2020.