

# Operational Update: Level 2

25<sup>th</sup> September 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
-------------------------	--	-------------------------------	--	---	--

<b>Overall status</b>	
<p><b>Key points:</b> Terminal yard utilisation as of this morning was sitting at approx. 95%. Berth windows remain suspended and likely to continue for some time until we can recover operations to a level of BAU.</p> <p>Our Multi Cargo wharfs are currently under significant pressure caused by delayed vessel schedules and sizeable container vessel exchanges. Please refer to the Multi Cargo Operations for detail update.</p> <p>An ongoing reminder:</p> <ul style="list-style-type: none"> <li>We request that trucking companies remind their drivers, when booking in at the pre-gate kiosk to choose correct door direction for import and export containers as well as position on the truck. Incorrect information will cause delays at the grid.</li> <li>If you have an export DG container to come into the port, please check POAL <a href="#">website</a> prior to delivery to the port. This is to ensure 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.</li> </ul>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<p><b>Berth windows and vessel schedules</b> – Berth windows remain suspended until we can clear the backlog. Vessels will be worked based on their arrival. This is an ongoing process until we can get to a point of reinstating the berth windows. Our berth plans are only updated for a 2-week horizon, so for Lines please note when reviewing further out.</p> <p>A number of services are being affected by industrial and congestion delays in Australian Ports so for importers and exporters please be mindful of overall impacts to schedules when planning.</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"> <li><b>Currently alongside and working:</b> 'NYK Futago 071S' (NEASIA) &amp; 'OEL Badrinath 725' (NZS), Fergusson North</li> <li><b>Arriving 26 September:</b> 'Spirit of Auckland 037N' (OC1)</li> </ul>	

- **Arriving 28 September:** 'Maersk Garonne 035S' (NEASIA) & 'Moana Chief 4235' (PACCOS)

Please note that '**Olga Maersk 038N' (OC1)**, initially scheduled to arrive 4 October, will now omit Auckland.

We will keep the [website](#) updated with the most current information.

**Labour supply** – remains one of the constraining factors for Terminal Operations. We are managing a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night and where we can supplement additional capacity relative to the hours of work and fatigue risk management. This is as well as providing suitable coverage for road, rail and yard ancillary work.

**Yard Capacity** – yard capacity is a strong influencer on overall terminal productivity. As of today, the main terminal is approx. 95% utilised. Majority of containers in the yard are laden exports and tranships. Yard utilisation will continue to be under pressure and is expected to exceed 100% over the weekend. Empty Depot Link facility remains suspended for import empty returns. We need to see how the next 7 days progress in terms of managing demand before we can consider turning this service back on again.

**Road Services** – yesterday R&D operations ran smoothly. We had no delays across M-Lanes and A-Lanes lanes. Average truck turn times have not exceeded 27 minutes and we have delivered out 527 import containers. Additional 83 import containers have left the port on rail.

Today's R&D operations are expected to run well and we have some flexibility for last-minute VBS bookings. Driver Assist Team is helping transport companies with VBS bookings for fully cleared DG and reefer containers. For Late Reveal approvals please apply through Customer Service Team.

Another tough weekend is ahead of us. Road operators please ensure to target maximum import uplift to help relieve yard congestion that will continue to build over the weekend. Looking at the VBS pool, majority of VBS bookings have been picked up by the carriers. We will be regularly assessing our operations through the weekend and releasing extra slots where possible. Please expect delays to truck turn times on Monday–Wednesday next week and limitations in our ability to provide any additional VBS slots. All Customers please note and be forewarned if expecting priority import cargoes. Please monitor vessel schedule arrivals closely and cut off times for exports.

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

Vessel	Last Free Day	Last Free Time
ANL WARRNAMBOOL 033S	05-10-2020	0600 06-10-2020
BELLAVIA 323S	07-10-2020	0600 08-10-2020

*Please note that there will be no extra free time for DG containers and reefer containers – including power charges. If you have a DG import container that has no pending clearances, please URGENTLY contact Driver Assist Team for assistance.*

**Productivity** – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.

**Rail Services** – working well

**Other** –

**Multi-Cargo Operations**

**Berth and Yard Capacity** – Freyberg and Jellicoe berths are 100% utilised today, with the operation of bulk and conventional container vessels. Freyberg and Jellicoe yard capacity are approx. 95% utilised which will further increase while we receive for vessels. The higher utilisation of all areas of Multi Cargo does lead to cargo being staged in non-traditional areas. Please be aware of the increase in traffic and particularly hoist movements. The PCC footprint is currently at 100% utilisation and vehicles are being discharged as space becomes available. We still have 2 more vessels looking to discharge over the course of today and tomorrow. Transporters are doing a fantastic job of clearing vehicles; this has been essential in continuing to service vessels. The consequence is a very congested yard with limited space for the staging of deliveries.

**Road Services** - Jellicoe and Freyberg congestion is unique and is driving delays in the processing of container and breakbulk trucks. Please exercise patience with truck grid and R&D area traffic. Please liaise with the associated shipping line for their stevedores operating hours, and please touch base with MC OPS on 09 348 5346 for updates on truck congestion prior to dispatch if necessary.

Vehicle deliveries are busy following the PCC discharge operations, please liaise with MC Ops on 09 348 5346 when space is required for staging cargo

**Other** - Truck drivers must stay in the cabs until they are in the truck grid. And must stay in their cabs when on Jellicoe and Freyberg.

**Friendly reminders:** A reminder - Customer Services enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto: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](mailto:driverassist@poal.co.nz).

#### Please remember – under Level 2

- 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](http://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 congestion.

Next update will be Monday 28<sup>th</sup> September 2020.