

# Operational Update:

6<sup>th</sup> November 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>
<p><b>Key points:</b> Yesterday's wild weather caused significant disruptions to POAL operations, affecting both ship side &amp; R&amp;D operations. Strong wind gusts over 40 knots forced ship side operations to cease at approx. 1330 hours. R&amp;D operations were suspended at approx. 1400 hours. Once the weather settled, we were able to resume operations in full just after 1700 hours and had no further delays.</p> <p>Friendly reminder that <b>'Hansa Freyburg 2027/2028'</b> will call at Multi Cargo:</p> <ul style="list-style-type: none"> <li>• Vessel operations: <u>receivals</u> (load) will be at Bledisloe North; <u>deliveries</u> (discharge) will be across both Freyberg and Bledisloe.</li> <li>• Import deliveries: <u>dry import containers</u> will be available via Multi Cargo R&amp;D (VBS is not required); <u>reefer import containers</u> will be available via Fergusson R&amp;D (VBS required). Please check PortConnect to ensure that your reefer has been transferred to Fergusson yard before making VBS booking.</li> <li>• R&amp;D hours for Multi Cargo: 0700 to 2300 Monday to Friday, 0700 to 1500 Saturday, Sunday Closed.</li> <li>• All R&amp;D transactions must be processed through the MC Road and Wallace Stevedores windows within the Multi-Cargo office. Please follow Wallace instruction for hoist servicing and especially the location. Drive on the common user roadway and wait in the loading lanes.</li> </ul> <p>During the upcoming weekend POAL will undertake two IT system updates that require outages. In both instances' outages will be during the off-peak times:</p> <ul style="list-style-type: none"> <li>• on <b>Saturday 7 November</b> IT Systems update will take place <b>from 1900 hours to 2100 hours</b>. During this time trucks will not be able to access Fergusson Terminal. Last truck will be processed at 1814 hours (1700 hours VBS bookings). Truck processing will recommence from 2100 hours.</li> <li>• on <b>Sunday 8 November</b> there will be a 1-Stop VBS update <b>from 1900 hours to 2000 hours</b>. During this time 1-Stop VBS Bookings system will be unavailable, however <u>trucks will be able to access</u> Fergusson Terminal. VBS bookings for this time will need to be confirmed prior to the start of the hour. <p>We wish to remind transport companies to continue checking POAL <a href="#">website</a> for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on <a href="#">Expected Arrivals</a> page. If you need to change your booking due to a change in vessel ETA's, please contact Driver Assist Team for assistance. This applies to all export cargo including DG and active reefers.</p> </li></ul>
<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> – Berth windows are suspended. Vessels will be worked based on their arrival. We estimate at the present time that the delays

to vessels berthing to commence work is averaging approx. 7-10 days. This could extend out with increasing demand for higher vessel exchanges.

Please see below the vessels scheduled to arrive over the next few days (note: this is an indication only and may change due to operations):

- **Currently alongside and working:** 'Cap Capricorn 039S' (PANZ) & TOUCAN HUNTER 071S' (NEASIA)
- **Berthing 08 November:** 'APL Denver 367S' (CNS)
- **Berthing 10 November:** 'OEL Badrinath 272' (NZS)

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

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

**Yard Capacity** – As of today, the main terminal is approx. 59% utilised and Automation yard at 37%

**Road Services** – Wednesday R&D run extremely well, however on Thursday we suffered delays the Terminal closure as a result of the weather. Over the course of two days we have delivered out 1373 import containers via road and 221 import containers via rail. Average truck turn times on Wednesday have been holding around 34 minutes. Thursday average was affected by the Terminal closure and subsequently jumped to 59.5 minutes.

To ease the pressure caused by the Terminal closer due to adverse weather on Thursday, we have extended demurrage free time for the following vessels:

Vessel	Last Free Day	Last Free Time
CSL ATLANTIC 187	06-11-2020	0600 07-11-2020
XIN ZHANG ZHOU 040S	07-11-2020	0600 08-11-2020
NEFELI 012S	08-11-2020	0600 09-11-2020

Today's R&D operations are busy but steady. There is some flexibility around VBS Bookings. We will be assisting with VBS for fully cleared import DG and reefer containers as well as export cut off. For Late Receival approvals please apply through Customer Service Team.

The upcoming weekend will be challenging with high volumes discharging into the Terminal. Road operators please ensure to target maximum import uplift to help relieve yard congestion that will continue to build over the weekend. Please expect delays to truck turn times on Monday–Wednesday next week and limitations in our ability to provide any additional VBS slots.

**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** - Jellicoe berths are currently 100% utilised today and Freyberg is at 100%. Container volumes are getting high with yard utilisation currently at 80%. This is expected to increase throughout the rest of the weekend as we receive containers and breakbulk cargo for 7 conventional vessels next week. Bulk operations remain steady at Freyberg Wharf. Bledisloe, Capt. Cook and the CHF are currently at 50% utilisation but expected to increase significantly during the weekend with five PCC vessels inbound over the weekend.

We wish to remind exporters and transport companies that shipping schedules for vessels calling Multi Cargo wharves is fluid and can change without advance notice. We urge you to liaise directly with the shipping lines for most up to date information on vessel receival & cut off times, arrivals and departures.

<b>Road Services</b> - Container and Breakbulk R&D expected to be busy for both receivals and deliveries. Bulk operations on Freyberg Wharf ease this weekend. Vehicle deliveries are currently moderate but will increase throughout the week as vessels arrive and discharge their cargo.	
<b>Other</b> - Regular testing does not replace the need for COVID-19 controls and related PPE. Continue to practice good hygiene and follow port safety and COVID-19 controls.	

**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).

Next update will be Monday 9<sup>th</sup> November 2020.