

Operational Update:

9th November 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: We regret to advise that operations at the automated yard were stopped yesterday afternoon (Sunday 8th November) after an A-Strad software issue was identified. Operations in the yard will remain suspended until a software update can be implemented and tested. Currently, the planned timeline for completion of this process is tomorrow 08.30am Tuesday 10th November, at which time we will evaluate the testing results and make a decision on resuming R&D operations.</p> <p>This software update, which also includes several other significant software upgrades for the A-Strads, is currently being deployed for testing.</p> <p>Once it has been shown to work in the test environment, it will be applied to a number of A-Strads so we can test it in the automated yard. When that is successful, we will roll out the upgrades to the entire fleet and resume operations.</p> <p>Fortunately, we do not have a large number of bookings for import containers in the automated yard today. For those bookings we do have we are in the process of recovering those containers and moving them to the manual yard for collection. We will be in touch with you if you have one of these bookings. Other import boxes which have not already been booked will not be able to be accessed until the software update has been completed.</p> <p>The OEL Badrinath, which was due to work in the automated yard will now we worked in the manual yard. This is not expected to impact on its schedule.</p> <p>We sincerely apologise for the inconvenience we know this will cause those customers who cannot access their import boxes and we will provide an update tomorrow morning of container accessibility.</p> <p>Our Customer Services and Gate Ops teams will work with your carriers to prioritise collections once operations resume. Any demurrage charges will of course be waived for this period.</p> <p>Import containers off 'Hansa Freyburg 2027/2028' are available for uplift at both, Multi Cargo and Fergusson. Please see below for details:</p> <ul style="list-style-type: none"> • <u>dry import containers</u> are available via Multi Cargo R&D (VBS is not required); • <u>reefer import containers</u> are available via Fergusson R&D (VBS required). <p>Please check PortConnect to ensure that your reefer has been transferred to Fergusson yard before making VBS booking.</p> <p>R&D hours for Multi Cargo: 0700 to 2300 Monday to Friday, 0700 to 1500 Saturday, Sunday Closed. All R&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.</p> <p>We wish to remind transport companies to continue checking POAL website for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on Expected Arrivals page. If you need</p>	

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.										
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 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.</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 operations):</p> <ul style="list-style-type: none"> • Currently alongside and working: 'APL Denver 367S' (CNS) • Berthing 09 November: 'OEL Badrinath 272' (NZS) • Berthing 11 November: 'Kota Ekspres 040S' (PANZ) <p>We will keep the website updated with the most current information.</p>										
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. 97% utilised and Automation yard at 29%										
<p>Road Services – Weekend operations run reasonably well. We had an unplanned outage on Friday around 2000 hours. Friday evenings are off-peak times for Fergusson R&D; therefore the outage had no significant impact. The issue was fully resolved by 2130 hours and we had no further delays.</p> <p>Overall, between Friday and Sunday we have delivered out 1,220 import containers via road and 266 import containers via rail. Average truck turn times on Friday were at 49 minutes and weekend averages have not exceeded 24 minutes</p> <p>To ease the pressure caused by the Automated Terminal closure until 0700 hours on Tuesday 10 November, we have extended demurrage free time for the following vessels that were discharged at Fergusson North:</p> <table border="1"> <thead> <tr> <th>Vessel</th> <th>Last Free Day</th> <th>Last Free Time</th> </tr> </thead> <tbody> <tr> <td>NEFELI 012S</td> <td>10-11-2020</td> <td>0600 11-11-2020</td> </tr> <tr> <td>CAP CAPRICORN 039S</td> <td>12-11-2020</td> <td>0600 13-11-2020</td> </tr> </tbody> </table> <p>Today's R&D operations are heavy. 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 Reival approvals please apply through Customer Service Team.</p>	Vessel	Last Free Day	Last Free Time	NEFELI 012S	10-11-2020	0600 11-11-2020	CAP CAPRICORN 039S	12-11-2020	0600 13-11-2020	
Vessel	Last Free Day	Last Free Time								
NEFELI 012S	10-11-2020	0600 11-11-2020								
CAP CAPRICORN 039S	12-11-2020	0600 13-11-2020								
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										
<p>Berth and Yard Capacity - Jellicoe and Freyberg berths are currently 90% utilised from today and throughout the week. Container volumes are high with yard utilisation currently at 100%. Hansa Freyberg began discharging at Freyberg and moved over to Bledisloe once yard capacity reached 100%. Bledisloe, Capt. Cook and the CHF are currently at 90% utilisation.</p> <p>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.</p>										

We urge you to liaise directly with the shipping lines for most up to date information on vessel receipt & cut off times, arrivals and departures.

Road Services - Container and Breakbulk R&D will continue to be busy for both receipts and deliveries. Bulk R&D ongoing on Freyberg Wharf. Vehicle transporter deliveries will be busy clearing the weekends PCC discharges.

NOTE: Containers discharged from the Hansa Freyberg on Friday and Saturday are on Freyberg wharf and units discharged Sunday are split between Freyberg & Bledisloe wharves (reefers are located at Fergusson). Please see below R&D break times below and where possible avoid these times to help alleviate truck grid congestion at Multi Cargo. R&D break times are as follows:

- 09:30hrs till 10:00hrs
- 12:00hrs till 12:30hrs
- 18:00hrs till 18:30hrs
- 20:30hrs till 21:00hrs

Other - 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 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.

Next update will be Wednesday 11th November 2020.