

# Operational Update:

11<sup>th</sup> November 2020

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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> R&amp;D Operations for Fergusson North (Automation) resumed from 1900 hours last night. We thank you for your co-operation and patience during this outage.</p> <p>Please be aware that our Multi-cargo operations are also experiencing significant demand and so please ensure that journeys are planned accordingly factoring in potential delays.</p> <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>	
<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 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"> <li>• <b>Currently alongside and working:</b> 'OEL Badrinath 727' (NZS)</li> <li>• <b>Berthing today:</b> 'Kota Ekspres 040S' (PANZ)</li> <li>• <b>Berthing 12 November:</b> 'Moana Chief 4243' (PACCOS)</li> <li>• <b>Berthing 13 November:</b> 'GH Zonda KE044A' (KEX)</li> </ul> <p>We will keep the <a href="#">website</a> updated with the most current information.</p>	
<b>Labour supply</b> – 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.	
<b>Yard Capacity</b> – As of today, the main terminal is approx. 95% utilised and Automation yard at 35%	
<b>Road Services</b> – We had a busy R&D on Monday and Tuesday. With A-Lanes out of operation, we had to concentrate on delivering as many import containers as possible through M-Lanes. Within the 48-hour period, we delivered out 1,143 import containers via road and 234 import containers via rail. On Monday, average truck turn times were sitting at 53 minutes. This can be attributed to high yard utilisation at approx. 97%. Once the yard utilisation decreased to 79%, we immediately saw an improvement to truck turn times. On Tuesday the average was 36 minutes.	

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 Receival approvals please apply through Customer Service Team.	
<b>Productivity</b> – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.	
<b>Rail Services</b> – working well	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> - Jellicoe and Freyberg berths are currently 100% utilised and will be throughout the week. Container volumes are high as is yard utilisation also at 100%. 'Hansa Freyberg' and 'Southern Trader' discharged at Bledisloe due to capacity issues. Bledisloe, Capt. Cook and the CHF are currently at 80% utilisation and we have two PCC vessels due in on Friday which will push this back up to 100%.  We wish to remind exporters and transport companies that shipping schedules for vessels calling Multi Cargo wharves are 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 will continue to be busy for both receivals and deliveries. Bulk R&D ongoing on Freyberg Wharf. Vehicle deliveries are currently steady and will remain throughout the week. Containers discharged from the 'Hansa Freyberg' on Friday and Saturday are on Freyberg wharf and units discharged Sunday / Monday today are split between Freyberg and Bledisloe.	
<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 Friday 13<sup>th</sup> November 2020.