

# Operational Update: Level 1

14<sup>th</sup> April 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
<b>Overall status</b>		
<p><b>Key points:</b> Volumes and continuous vessel demand remains strong. We are balancing volumes between Automated yard and the Manual terminal yard to ensure we do not sacrifice productivity levels through congestion. We are still suffering staff sign offs each shift which is causing disruptions to intended work plans. Our labour capacity remains tight however we are on track for an additional crane gang to start operations towards the last week of April and another in late May.</p> <p>Pavement remediation in the manual terminal continues and is on track with us starting the 2<sup>nd</sup> phase of 13 phased upgrades this week.</p> <p>Empty gate VBS goes live from next Monday, 19<sup>th</sup> April 2021 which should help us to have improved visibility of what import empty Link return containers are due back into the Port.</p>		
<b>Marine Services</b>		
All shifts covered. Pilot times may alter, but generally running to schedule.		
<b>Container terminal vessels at anchor -</b>		
'Tejas KE110A' (KEX): arrived 10/04 berthing 15/04		
<b>Container Terminal Operations</b>		
<p><b>Berth windows and vessel schedules</b> – Berth windows remain suspended. This will continue through April and until we can implement full terminal roll out of Automation due to the impact to yard capacity. It is also dependent upon the additional labour capacity we can bring into the operation. We are continuing to work on how we can phase in the berth windows as we build capacity whilst also managing changing vessel schedules.</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> 'ANL Emora 2105' (ANL TTZ) &amp; 'Cap Capricorn 105S' (PANZ)</li> <li>• <b>Berthing 15 April:</b> 'Tejas KE110A' (KEX)</li> <li>• <b>Berthing 16 April:</b> 'Grasmere Maersk 107S' (NEASIA)</li> <li>• <b>Berthing 17 April:</b> 'Seaspan Hannover 113W' (SIRIUS)</li> </ul> <p>We will keep the <a href="#">website</a> updated with the most current information.</p>		
<b>Labour supply</b> – Training and recruitment is ongoing as planned. We are still exposed to labour sign offs at various shift times as every business has to contend with. By building labour capacity will minimise these operational impacts. This work is ongoing.		
<b>Yard Capacity</b> – As of today, the main terminal is approx. 92% utilised and Automation yard at 36%.		
<b>Link/Ondock Empty Container Depot</b> – Link facility is at approx. 92% utilisation. There is an ongoing 'wall' of empty containers coming back into the Link/Terminal. We are balancing Terminal and Link yard capacity to optimise. Carriers, Lines and Depots please continue to monitor separate advisories regarding delivery instructions with updates as space is at critical levels.		

<p><b>Road Services</b> – between Monday and Tuesday we have delivered out 1,298 import containers via road and just over 251 import containers via rail. Average truck turn times have not exceeded 41 minutes across both days.</p> <p>There is limited flexibility around VBS bookings. We will be assisting with VBS for fully cleared import DG, reefers and export cut offs.</p> <p>For Late Receival approvals please apply through Customer Service Team.</p>	
<b>Productivity</b> – still operating at lower than normal productivity levels.	
<b>Rail Services</b> – working well	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<p><b>Berth and Yard Capacity</b> – Captain Cook and Jellicoe berths are at 100% utilisation. Jellicoe and Freyberg container and breakbulk yard are currently at 80%.</p> <p>Export container receivals are currently being accepted for approved vessels only when yard capacity allows – please check with the shipping line to confirm receival dates for upcoming vessels.</p> <p>Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are at 70% utilisation with 5 PCC vessels expected during the week and weekend increasing the utilization to 100%.</p>	
<b>Road Services</b> – Container and Breakbulk R&D will continue to be steady for both receivals and deliveries. Vehicle Transporters remain busy.	
<b>Other</b> - 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](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 16<sup>th</sup> April 2021.