

Operational Update: Level 1

19th April 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: As of this morning yard utilisation in the main yard is sitting at 121%. Please expect delays to truck turn times and limitations in our ability to provide any additional VBS slots.</p> <p>We have in recent weeks increased our level of vessel inspection ahead of container terminal operations as a ship berths to commence work. This has highlighted a number of deficiencies in ships gear and the onboard safety environment. We are working closely with the vessels and Lines concerned but it is resulting in longer inspection times and delays to cargo operations. We appreciate that this can be a frustration in terms of vessel operating times and goods to market. This is not an exhaustive process but a critical one in terms of our Strong foundations, Safe People program of work.</p> <p>We share this YouTube link to an article on the congestion being felt on the US West Coast and the implications for the supply chain. We hope this is of interest to better understand the implications of the congested supply chain beyond NZ.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor -		
'CSL Atlantic 733' (NZS): arrived 15/04 berthing 21/04 'Seaspan Hamburg 107S' (PANZ): arrived 16/04 berthing 23/04 'Northern Diamond KE111A' (KEX): arrived 17/04 berthing 24/04		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows remain suspended. Considerable effort is being made to identify how best to reinstate berth windows whilst also being able to support the ongoing demand of vessels if any become delayed at other Ports. As we prepare the terminal for 'full terminal roll out' of Automation, planned for July at this stage, it is likely we will only be able to achieve a phased reinstatement of the windows – a few services at a time as and when additional labour capacity comes into the operation. We expect this will start from early May and are currently evaluating options with a number of Lines to fix start up dates.</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: 'Xin Zhang Zhou 043S' (CNS) & 'Moana Chief 4285' (PACCOS) • Berthing 19 April: 'Seaspan Hannover 113W' (SIRIUS) • Berthing 21 April: 'CSL Atlantic 733' (NZS) <p>We will keep the website updated with the most current information.</p>		
Labour supply – 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.		
Yard Capacity – As of today, the main terminal is approx. 121% utilised and Automation yard at 53%.		
Link/Ondock Empty Container Depot – Link facility is at approx. 79% utilisation. 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>Road Services – between Wednesday and Thursday this week, we have delivered out 1,066 via road and 231 via rail. With 603 import containers delivered via road on Friday, average truck turn times remained under 37 minutes. Weekend turn around times didn't exceed 23 minutes.</p> <p>Today R&D operations today are heavy but running well. There is limited flexibility around VBS bookings. We will be assisting with VBS for fully cleared import DG and reefers. For Late Receival approvals please apply through Customer Service Team.</p>	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
<p>Berth and Yard Capacity – PCC berths are at 100% with Container/Bulk berths at 60% about utilisation. Jellicoe and Freyberg container and breakbulk yards are currently at 60% and is expected to increase to 80%.</p> <p>Captain Cook, Marsden, Bledisloe yard and the CHF are at 100% utilisation with 5 PCC vessels in this week.</p>	
<p>Road Services – Container and Breakbulk R&D will continue to be steady for both receivals and deliveries. Vehicle Transporters remain extremely busy for the foreseeable future – Transporters are encouraged to communicate with Multi Cargo Ops for staging area/s. Bulk R&D expected to increase over next fortnight with increased movements through the port.</p>	
<p>Other - 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.</p>	

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 21st April 2021.