

Operational Update: Level 1

7th May 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: For the week ending Sunday 2nd May the average vessel waiting time to berth at Fergusson Terminal has been 4-5 days based on the original ETA (comparing to NZSG 1 month ago) and latest ETA to actual berthing time.</p> <p>Average container import dwell time (measured from container landed to delivered from terminal) is 2.4 days month-to-date, 2.6 days for the month of April and 2.1 days for March. For Exports, the average is 6.8 days month-to-date, 6.4 days in April and 7.2 days in March. A large proportion of the Exports are related to empties.</p> <p>There is an increasing demand by Lines to evacuate more empty containers as external depots continue to fill on the back of ongoing strong import demand into the region. We are constantly looking for ways to assist. We cannot store more units as our own capacity is constrained and handling more empties in addition to standard proforma exchange moves extends vessel schedule times. It's a constant balancing act to manage the import demand, export demand, two terminal operating structure and yard capacity utilisation whilst also trying to lift productivity. We continue to train and recruit more staff, but this is limited by the training pipeline. Our 3rd additional crane team is now in operation and this morning we had 6 cranes operating. We cannot however maintain this level for consistent periods of time but as this capacity comes on-line we are using it as efficiently as possible.</p> <p>Pavement remediation in the manual terminal continues. We have now completed 40% of the work.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor -		
<p>'Bellavia 347S' (CNS): arrived 04/05 berthing 11/05 'Hansa Offenburg 2107' (ANZ TTZ): arrived 07/05 berthing 14/05 'Kalliroe 011S' (BAE): arrived 01/05 berthing 09/05 'Nefeli 2105' (ANZ TTZ): arrived 06/05 berthing 10/05 'Tianjin Bridge 151' (NZS): arrived 04/05 berthing 13/05</p>		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows remain suspended, with a phased reinstatement planned between May and August for selected few services. With the constant change to vessel arrival schedules, delays elsewhere and ongoing congestion at the Terminal then we are <u>all</u> continuing to work in a very dynamic environment.</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"> • Alongside and working: 'Majd KE112A' (KEX) & 'Rotterdam Bridge 385SB' (CNS) • Berthing 7 May: 'ANL Tongala 111S' (PANZ) 		

<ul style="list-style-type: none"> • Berthing 9 May: 'Kalliroe 011S' (BAE) • Berthing 10 May: 'Nefeli 2105' (ANL TTZ) <p>We will keep the website updated with the most current information.</p>	
<p>Labour supply – Training and domestic recruitment is going well, but international recruitment has hit a roadblock. We successfully recruited four overseas crane drivers and they are now in operations however the 5th candidate's Visa is now in question with Immigration as well as another 4 overseas crane drivers identified to give us some additional operational resilience, which is now under threat. We continue to work with authorities to understand what has changed.</p>	
<p>Yard Capacity – As of today, the main terminal is approx. 99% utilised and Automation yard at 33%.</p>	
<p>Link/Ondock Empty Container Depot – Link facility is at approx. 80% 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>	
<p>Road Services – over the course of Monday and Tuesday we have delivered out 971 import containers via road and 117 import containers via rail. Average truck turn times have not exceeded 35 minutes across both manual and automated grids.</p> <p>Today R&D operations today are running well and there are VBS booking available in the pool for today. We will be assisting with VBS for fully cleared import DG, active reefers. For Late Receipt approvals please apply through Customer Service Team.</p> <p>Looking ahead to the weekend, there are plenty of VBS bookings available through the weekend during off peak hours on Saturday and Sunday. Slots are available on Monday outside of peak times after 1400 hours.</p>	
<p>Productivity – still operating at lower than normal productivity levels.</p>	
<p>Rail Services – delays to rail services over the weekend has resulted in some backlog but should be cleared over the next 24 hours</p>	
<p>Other –</p>	
<p>Multi-Cargo Operations</p>	
<p>Berth and Yard Capacity – Container/Bulk berths are at 100% utilisation today. Jellicoe and Freyberg container and breakbulk yards are currently at 100%.</p> <p>Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are at 100% utilisation and will continue to be for the rest of this week.</p>	
<p>Road Services – Container and Breakbulk R&D is extremely busy and congested today, we expect this to continue throughout this week. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas.</p>	
<p>Other - Jellicoe Wharf temporary roadway diversion in place – take care when driving through this area.</p> <p>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.

Wishing **ALL 'Mothers'** a very special Mother's Day this Sunday. 😊

Next update will be Monday 10th May 2021.