

Operational Update: Level 1

10th May 2021

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status

Key points: A very challenging few days at Fergusson Terminal. Over the past weekend operations have been impacted by IT system issues which affected all aspects of POAL operations – vessel, road and rail. Our IT Team was finally able to identify and rectify the issue on Sunday afternoon which was ultimately traced to a faulty cable. Our ability to service R&D has been affected which we apologise for and will now be in a catch-up mode for the next few days.

As a result of the delays, yard utilisation has peaked at 107% this morning. In order to take some pressure off the industry, we have adjusted the Last Free Day for the following vessels:

Vessel	New Last Free Day	New Last Free Time
MAERSK NADI 115W	10-05-2021	0600 11-05-2021
SYNERGY OAKLAND 109S	11-05-2021	0600 12-05-2021
MOANA CHIEF 4291	11-05-2021	0600 12-05-2021
MAJD KE112A	12-05-2021	0600 13-05-2021

We have also extended export cut off for **TIANJIN BRIDGE 152** to 1900 Thursday 13th May.

Yard congestion will continue to be the main challenge over the coming days and into next week with high import volume expected to discharge over the coming days. There could be delays to truck turn times as straddles take longer to locate and deliver containers to trucks due to the volume of laden imports in the yard. We are maximising the number of truck slots where we can and continuing to seek carrier's assistance to use night time capacity as much as possible.

Marine Services

All shifts covered. Pilot times may alter, but generally running to schedule.

Container terminal vessels at anchor -

'Bellavia 347S' (CNS): arrived 04/05 berthing 11/05
 'Hansa Offenburg 2107' (ANZ TTZ): arrived 07/05 berthing 14/05
 'OOCL Busan 438S' (CNS): arrived 08/05 berthing 22/05
 'Tianjin Bridge 151' (NZS): arrived 04/05 berthing 12/05

Container Terminal Operations

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 all continuing to work in a very dynamic environment.

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):

- **Alongside and working:** 'Kalliroe 011S' (BAE) & 'Nefeli 2105' (ANL TTZ)
- **Berthing 11 May:** 'Bellavia 347S' (CNS)

<ul style="list-style-type: none"> • Berthing 12 May: 'Tianjin Bridge 151' (NZS) • Berthing 13 May: 'Moana Chief 4293' (PACCOS) <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. 107% utilised and Automation yard at 33%.</p>	
<p>Link/Ondock Empty Container Depot – Link facility is at approx. 66% 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 – between Friday and Sunday, we delivered out 775 import containers via road and 77 import containers via rail. Average truck turn times reflect the delays experienced over the weekend with the highest average being 55 minutes on Saturday 8th May.</p> <p>Today R&D operations today are running well and there is no flexibility around VBS bookings during peak times. However, we will be assisting with VBS for fully cleared import DG and active reefers.</p> <p>For Late Reveal approvals please apply through Customer Service Team.</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>'Trinidad Trader' is due into tonight, discharging to Triangle tomorrow 11/05 – all import cargo needs to be removed from wharf within the free period.</p> <p>Lines have requested export space on the wharf for 'Cape Citius', but this is still under discussion. Receiving Export is TBA.</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.

Next update will be Wednesday 12th May 2021.