

# Operational Update: COVID-Level 3

10<sup>th</sup> November 2021

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status:</b>	
<b>Key points:</b> Fergusson terminal operations have been busy but have running okay. There was a short period of delay last night on the road as we had some sign offs however the queue was cleared relatively quickly.	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter but running to schedule.	
<b>Container terminal vessels at anchor</b>	
None	
<b>Shipping</b>	
Most berth windows suspended, vessels berthing on arrival.	
Vessels scheduled to arrive over the next few days (note: times may change): <ul style="list-style-type: none"> <li>• <b>Currently alongside &amp; working:</b> 'Kota Lembah LEM197' (NZS)</li> <li>• <b>Berthing later today:</b> 'Xin Zhang Zhou 047S' (CNS)</li> <li>• <b>Berthing 11 November:</b> 'Moana Chief 4345' (PACCOS)</li> <li>• <b>Berthing 11 November:</b> 'Hansa Bitburg 2121' (ANL TTZ)</li> </ul>	
We will keep the <a href="#">website</a> updated with the most current information.	
<b>Labour supply</b> – no issues.	
<b>Yard Capacity</b> – The terminal is 93% utilised today.	
<b>Link/On-dock Empty Container Depot</b> – Link facility is at 65% utilisation. Export empty demand remains high. Capacity will continue to be managed tightly.	
<b>Road Services</b> – Fergusson R&D operations have been running well. On Monday and Tuesday, we delivered out 1,158 import containers by road and just under 250 import containers by rail. Average truck turn times across both days remained under 30 minutes. A friendly reminder to contact Customer Service Team for Late Receival approvals.	
<b>Productivity</b> – still lower and subject to yard utilisation	
<b>Rail Services</b> – Rail operations have been running as expected.	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Container/Bulk berths are at 80% utilisation, yard utilisation will reach 100% shortly with vessels having large exchange volumes. MC Ops are still experiencing issues allocating yard space for export volumes. Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility will be at full capacity with 1 x large PCC vessel discharge from tomorrow 11/11.  Congestion is set to continue with large container volumes being presented @ R&D. MC is expected to remain under pressure for at least the next two weeks. We encourage carriers to continue to liaise with shipping lines on receivals and operating hours please.  Shed 6 surfacing works project is ongoing, please exercise caution.	

<p>POAL/MC Ops team request all efforts for key stakeholders to resource for the swift delivery of cargo within its permitted free time. Extensions for free time and any additional storage will not be considered.</p>	
<p><b>Road Services</b> – Container and Breakbulk R&amp;D are busy. The Bledisloe Truck-grid continues to have congestion during busy periods but is being managed accordingly, R&amp;D service issues must be directed to the Shipping Line and their nominated stevedore directly keeping our MC team in copy. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas and any subsequent issues.</p>	
<p><b>Other</b> – COVID-19 controls remain in place. Masks <b>must</b> be worn on port and all visitors should use N95 masks if available as they are more effective against the Delta variant. Always stay two metres away from all other people. Do not physically approach Ports of Auckland staff or people from other organisations, please respect and maintain safe social distancing.</p>	

**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 5360**. 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 please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Next update will be on Friday 12<sup>th</sup> November 2021.