

Operational Update: COVID-Level 3

17th November 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status:		
<p>Key points: Fergusson terminal operations have been operating well. Labour supply continues to be a challenge at times, but we are managing.</p> <p>Multi-cargo yard continues to be under pressure due to the volume demand and bunching of vessel schedules.</p>		
Marine Services		
All shifts covered. Pilot times may alter but running to schedule.		
Container terminal vessels at anchor		
'Antwerp Bridge 201' (NZS): arrived 16/11 berthing 19/11		
Shipping		
Most berth windows suspended, vessels berthing on arrival.		
<p>Vessels scheduled to arrive over the next few days (note: times may change):</p> <ul style="list-style-type: none"> • Currently alongside & working: 'Kalliroe 016S' (BAE), 'Nefeli 2121' (ANL TTZ) & 'CMA CGM Dutch Harbour 363S' (CNS) • Berthing 18 November: 'Warnow Chief KI144A' (CAP) & "Moana Chief 4347" (PACCOS) • Berthing 19 November: 'Antwerp Bridge 201' (NZS) <p>We will keep the website updated with the most current information.</p>		
Labour supply – no major issues other than continuing to manage a tight labour supply due to ongoing COVID close contacts and the usual last minute sign offs.		
Yard Capacity – The terminal is 86% utilised today and building.		
Link/On-dock Empty Container Depot – Link facility is at 83% utilisation. Export empty demand remains high. Capacity will continue to be managed tightly.		
Road Services – Fergusson R&D operations have been running well. On Monday and Tuesday, we delivered out 1,182 import containers by road and 197 import containers by rail. Average truck turn times across both days remained under 25 minutes.		
A friendly reminder to contact Customer Service Team for Late Receival approvals.		
Productivity – still lower and subject to yard utilisation		
Rail Services – Rail operations have been running as expected.		
Other –		
Multi-Cargo Operations		
<p>Berth and Yard Capacity – Container/Bulk berths are at 100% utilisation and yard utilisation is at capacity due to vessels having large exchange volumes.</p> <p>Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility will be full of cars/vehicles by the weekend.</p> <p>Congestion is set to continue with large container volumes being presented @ R&D, and MC will remain under pressure at least for the next 2 weeks so we encourage carriers to continue to liaise with the shipping lines on receivals and operating hours.</p> <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>Road Services – Container and Breakbulk R&D are busy. The Bledisloe Truck-grid continues to have congestion during busy periods but is being managed accordingly, R&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>	
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<p>A reminder that the 0800 number remains in place for Container Gate transactions at both the Container Terminal and Multi-cargo. This will remain in place throughout and when we move into the new COVID traffic light levels.</p>	
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<p>Other – COVID-19 controls remain in place. Masks must 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>	
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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 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.

Next update will be on Friday 19th November 2021.