





# Operational Update:

14<sup>th</sup> July 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>	
<p><b>Key points:</b> Overall, port and terminal operations have been working well however there have been delays on the A-Strad truck grids over the last several days.</p> <p>We are constantly fine tuning and addressing technical challenges as they arise with the trialling of the Automation operation at the Terminal. Vessels that worked on the northern berth over the weekend have import containers that we need to deliver via the A-Strad truck grids. The trials are a critical part of the overall process for preparing for Go Live as this is where we experience systems, software, technical and process issues that may not have been identified in Lab testing. These need to be resolved thereby fine tuning the operation to a steady state that will provide a more consistent and reliable operation in the coming months. A recent pain point has related to wind affecting the electronic seals on the gates. When the electronic seal is broken the system shuts down from a safety perspective and we need to evaluate whether there is a person in the grid and then manage entry of POAL support personal into the area to reset the fault that was generated, as a result. This is but one example of some of the challenges we have faced but are working through them and is all part of the learning and improvement process. We believe we have fixed the gate issues that surfaced last week and are working with our technical suppliers to remedy some of the software challenges that we find. We have also increased the monitoring capability in our control room to increase visibility to automation controllers of truck wait times, so that a contingency can be co-ordinated through our road office if needed. There will be no further vessels worked on the northern berth until later in the week and we have already seen an improvement in the uptime of the A-Strad truck grids in recent days. We will however continue to deliver import containers through the A-Strad grids. We sincerely apologise for delays that are being incurred at times but please be assured we are working as quickly and safely as possible to remedy them.</p> <p>We have received a weather update advising that strong winds have been forecasted for Auckland today. Wind gusts are expected to reach 35 knots this evening. We will monitor the forecast and send an update should the weather conditions cause disruptions to Operations at Fergusson Terminal.</p>	

<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<p><b>Berth windows and vessel schedules</b> – Vessel schedules are very volatile at present due to weather and delays at other Ports. Several larger import services, ANZEX/CNS and Trans-Tasman will be arriving late on their proforma windows this week. This weekend we will have two ANZEX/CNS vessels – last week’s ‘Jackson Bay 307’ is expected to arrive on Sunday 19<sup>th</sup> July and this week’s ‘Xin Zhang Zhou 038S’ ETA is Saturday 18<sup>th</sup> July. Please note the NZX/KIX vessel ‘Kota Loceng LCG129’ is also running late and not due until mid-late the following week (approx. 23<sup>rd</sup> July – TBC).</p> <p>KEX Southbound vessel ‘MSC Banu KE026A’ will bypass POAL on the first call and discharge import containers on its second call to Auckland approx. 23<sup>rd</sup> July.</p> <p>We encourage all carriers to plan their deliveries in advance and to ensure that import clearances have been received in timely manner. Please continue to closely monitor arrival times via our website.</p>	
<b>Labour supply</b> - still meeting demand.	
<b>Yard Capacity</b> – yard capacity at Terminal approx. 80% this morning.	
<p><b>Road Services</b> – we had a reasonable run over the weekend at the main truck grid delivering out just over 750 import containers and averaging 28 minutes in truck turn times. We experienced some technical issues at the A-grid over Friday night and Saturday morning which caused some delays, however made a recovery towards afternoon and encountered no further delays. Thank you again to all Carriers for their patience and on-going cooperation as we work to bed down the automation operation.</p> <p>In the last 24 hours we have delivered 780 import containers and 50 more containers have been railed out. Although we have experienced unforeseen labour supply issues during the night shift, which caused delays at the main grid, overall, average truck turn times have been approx. 40 minutes. As of this morning, R&amp;D operations are running well, and we will be seeking to add extra VBS slots for the late evening depending upon vessel operations.</p> <p>We are continuing to use both manual and A-Strad truck grids and appreciate your ongoing support.</p>	
<b>Productivity</b> – working well	
<b>Rail Services</b> – working well	
<b>Other</b> – nothing to add	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Freyberg berth capacity is 50%, both berths are occupied with bulk operations. Jellicoe / Freyberg yard capacity is at approx. 25% available due to receiving cargo for upcoming vessels.	

Bledisloe yard capacity for cars is currently at 90% with a PCC vessel due in tomorrow.	
<b>Road Services</b> - Container and Breakbulk R&D is busy across Jellicoe / Freyberg and will continue to increase for R&D throughout the week. Car transporters have cleared the wharf well and there is only one PCC this week	
<b>Other</b> – Nothing further to report.	

**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 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](mailto:driverassist@poal.co.nz).

Next update Thursday 16<sup>th</sup> July 2020.