

Operational Update: Level 2

30th September 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: Throughout the month of September we have waived demurrage at Fergusson Terminal due to ongoing operational delays, however, import collection rates have been maintained and any export storage has been adjusted based on vessel schedules. As of Monday 28 September, we will revert to the standard 3 free days for imports as per normal. We will continue to regularly monitor import containers in the yard and if necessary, extending the demurrage free time on a vessel-by-vessel basis. Any changes will be updated in Road Services section of these advisories.</p> <p>An ongoing reminder:</p> <ul style="list-style-type: none"> We request that trucking companies remind their drivers, when booking in at the pre-gate kiosk to choose correct door direction for import and export containers as well as position on the truck. Incorrect information will cause delays at the grid. If you have an export DG container to come into the port, please check POAL website prior to delivery to the port. This is to ensure your current VBS booking is still within the allowable receival time appropriate for your DG class. If you need to change your booking due to a change in vessel ETA, please contact Driver Assist Team for assistance. 	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
<p>Berth windows and vessel schedules – Berth windows remain suspended. Vessels will be worked based on their arrival. This is an ongoing process until we can get to a point of reinstating the berth windows. Our berth plans are only updated for a 2-week horizon, so for Lines please note when reviewing further out.</p> <p>A number of services are being affected also by industrial and congestion delays in Australian Ports so for importers and exporters please be mindful of overall impacts to schedules when planning.</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 the current productivity levels):</p> <ul style="list-style-type: none"> Currently alongside and working: ‘Maersk Garonne 035S’ (NEASIA) & ‘Synergy Oakland 034S’ (PANZ) 	

<ul style="list-style-type: none"> • Arriving 01 October: 'Maine Trader 019' (NZS) • Arriving 02 October: 'OOCL Busan 382S' (CNS) <p>We will keep the website updated with the most current information.</p>	
<p>Labour supply –We are still working to a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night. Where we can supplement additional capacity relative to the hours of work and fatigue risk management we are. This is as well as providing suitable coverage for road, rail and yard ancillary work.</p>	
<p>Yard Capacity – As of today, the main terminal is approx. 81% utilised. Empty Depot Link facility remains suspended for import empty returns. We will be reinstating acceptance of Import empty returns from the arrival of the following vessels 'Hansa Freyburg', 'Northern Diamond' and 'NYK Furano' due to start work from Tuesday 6th October onwards. We will be monitoring the on dock empty yard capacity and if this starts to be oversubscribed, we may have to suspend same again.</p>	
<p>Road Services – R&D ran well on Tuesday. We have delivered out 632 import containers via road and 108 import containers were railed out. Average truck turn times have not exceeded 26 minutes.</p> <p>Today's R&D operations are running well. There is some flexibility around VBS Bookings. We will be assisting with VBS for fully cleared import DG and reefer containers as well as export cut off. For Late Receival approvals please apply through Customer Service Team.</p> <p><i>Please note that there will be no extra free time for DG containers and reefer containers – including power charges. If you have a DG import container that has no pending clearances, please URGENTLY contact Driver Assist Team for assistance.</i></p>	
<p>Productivity – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.</p>	
<p>Rail Services – working well</p>	
<p>Other –</p>	
<p>Multi-Cargo Operations</p>	
<p>Berth and Yard Capacity – Multi Cargo berths are 75% utilised today, with the operation of bulk and conventional vessels. Freyberg and Jellicoe yard capacity are approx. 60% utilised which will fluctuate slightly with current vessels alongside during their discharge and load operations. The Bledisloe yard is currently at 20% utilisation and currently has a conventional vessel discharging containers there to relieve some congestion at Jellicoe.</p>	
<p>Road Services - Jellicoe and Freyberg are both still moderately busy. However, R&D is relatively quiet today and we expect it to be steady throughout the rest of the week.</p>	
<p>Other -</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.

Please remember – under Level 2

- a. Keep a 2-metre physical distance and wear a mask when in public when you can't distance.
- b. Stay home if you're sick, wash your hands, cough or sneeze into your elbow, clean surfaces
- c. Keep a record of where you have been, use the NZ COVID app
- d. If you have cold or flu like symptoms call your GP or Healthline to book a free COVID-19 test, and get tested if asked
- e. The latest information can be found on www.covid19.govt.nz or the Unite Against Covid social media channels

Thank you once again for your ongoing patience and support as we continue to work through the congestion.

Next update will be Thursday 1st October 2020.