

Operational Update: Level 2

2nd October 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: We wish to remind transport companies to continue checking POAL website for any changes in shipping schedule with regards to export vessel receiving times. All vessel information including the Pacifica vessel 'Moana Chief' is available on our web-site on Expected Arrivals page. If you need to change your booking due to a change in vessel ETA, please contact Driver Assist Team for assistance. This applies to all export cargo including DG and active reefers.</p>	
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. 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: 'Maine Trader 019' (NZS) • Arriving later today: 'OOCL Busan 382S' (CNS) • Arriving 04 October: 'Synergy Keelung 035S' (PANZ), 'Kalliroe 006S' (BAE) & 'Northern Diamond KE037A' (KEX) <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. 82% 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 2025', 'Northern Diamond KE037A' and 'NYK Furano 069S' due to start work from Tuesday 6th October onwards. We will</p>	

be monitoring the on dock empty yard capacity and if this starts to be oversubscribed, we may have to suspend same again.	
<p>Road Services – R&D ran well on Thursday. We have delivered out 535 import containers via road and 55 import containers were railed out. Average truck turn times have not exceeded 23 minutes. The lower number of delivered import containers can be attributed to the delayed arrival and working of vessels.</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 Reveal approvals please apply through Customer Service Team.</p> <p>For the upcoming weekend, road operators please ensure to target maximum import uplift to help relieve yard congestion that will continue to build over the weekend. Please expect delays to truck turn times on Monday–Wednesday next week and limitations in our ability to provide any additional VBS slots.</p>	
Productivity – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Multi Cargo berths are 50% utilised today, with the operation of bulk, conventional and PCC 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 70% utilisation with both vehicles and containers utilising this space.	
Road Services - Jellicoe and Freyberg R&D is steady today. Bledisloe R&D will be busy throughout today and this weekend with PCC and container cargo being uplifted.	
Other -	

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 Monday 5th October 2020.