

Operational Update:

2nd November 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status
<p>Key points: We have come out of a busy weekend with the Terminal yard heavily congested due to ongoing strong volume demand and closure of R&D on Sunday due to the Auckland Marathon. Vessels are continuing to be delayed due to the back to back nature of the ship arrivals and our inability to provide any more labour resource to lift capacity to service this demand. This mode of operation is expected to continue for the remainder of the year as volume demands hold up.</p> <p>We fully appreciate the urgent need for goods to connect to/from vessels, but these delays are now unavoidable and the flow on effects need to be carefully managed by all.</p> <p>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 is available on our web-site on Expected Arrivals page. If you need to change your booking due to a change in vessel ETA's, 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 are suspended. Vessels will be worked based on their arrival. We estimate at the present time that the delays to vessels berthing to commence work is averaging approx. 8-10 days. This could extend out with increasing demand for higher vessel exchanges.</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: 'Xin Zhang Zhou 040S' (CNS) & 'Seasmile 034S' (NZS). • Berthing 3 November: 'Nefeli 012S' (ANL TTZ) • Berthing 5 November: 'Cap Capricorn 039S' (PANZ) • Berthing 6 November: 'Toucan Hunter 071' (NEAsia) <p>We will keep the website updated with the most current information.</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.
Yard Capacity – As of today, the main terminal is approx. 104% utilised and Automation yard at 68%.
Road Services – Considering the closure of R&D Sunday due to the Auckland Marathon the road has operated well over the weekend moving just under 620 containers and around 180 import containers via Rail. Average truck turn times have been holding around 30 minutes.

Today's R&D operations are running well. All VBS slots have been picked up for today and tomorrow, however where we can, we will assist 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.	
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 - Jellicoe berths are currently 100% utilised today and Freyberg is at 50%. Container volumes are moderate with yard utilisation currently at 50%. Bledisloe, Capt. Cook and the CHF are currently at 20% utilisation but expected to increase during the week with five vessels inbound.	
Road Services - Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Bulk R&D ongoing on Freyberg Wharf. Vehicle deliveries are currently minimal but will increase throughout the week as vessels arrive and discharge their cargo.	
Other - COVID controls, including social distancing and masks (PPE) are expected. Observations will continue by POAL staff, coaching will be undertaken if expectations are not met.	

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.

Next update will be Wednesday 4th November 2020.