

COVID-19 Lockdown Operational Update:

27 March 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Commentary: Overall, we are operating at close to normal levels. There are some areas where we are facing resource shortages, but this is being managed.</p> <p>It remains a priority for importers to collect their containers to keep the port moving. Non-essential containers can – and must – be moved off port. This is in accordance with Ministry of Transport guidelines.</p> <p>MoT have also made it clear that non-essential containers can be unpacked by logistics companies designated as essential services, if this is needed to make room for essential containers in the supply chain and to ensure the supply of empty containers for the export market.</p> <p>Other importers should find off-port storage capacity. We will continue to charge demurrage for containers that stay on port longer than the free time. To ease the burden, demurrage is now a flat daily rate of \$70 per TEU, effective from 26 March until 26 April 2020.</p>	
Marine Services	
We have some crew unable to come to work, but all shifts are covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
Berth windows and vessel schedules - vessels being worked to windows however some delays to departures due to labour supply	
Labour supply - still meeting demands however team are getting use to the new process for managing hygiene and working separately in teams. We have had some sign offs. Labour expected to be tight this weekend.	
Yard Capacity - currently in good shape however will fill over the weekend with 3,000-4,000 laden import containers to be discharged.	
Road Services - working well. VBS slots will remain tight as per normal as we enter early next week. In the first 24 hours of lockdown we handled	

597 import containers across the road. Today up to 12:00 we handled 260 units.	
Productivity – working optimally relative to staff resource	
Rail Services - working well	
Other - Internal wharf shuttles and movement of containers to rail working	
Multi-Cargo Operations	
Berth and Yard Capacity	
Road Services	
Other	
Other – nothing today	

Friendly reminders:

Port support services are working remotely during the lock down.

For Customer Services: All enquiries should be directed to CustomerServiceC@poal.co.nz. Hours of work remain unchanged; Customer Service will monitor this email 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, DG, hazardous, active reefers or late running export containers please email driverassist@poal.co.nz.

Please note; only 3 Truck Drivers are allowed in the Road Office at any one time please.

Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene.