





COVID-19 Lockdown Operational Update:

31 March 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<p>Overall status</p>	
<p>Key points: Still operating at close to normal levels, but the terminal and road grid is very busy at peak times.</p> <p>It remains a priority to move ALL import containers off-port to keep the port operating. Non-essential containers can – and must – be moved off port in accordance with Ministry of Transport guidelines.</p> <p>Non-essential containers can be unpacked if necessary, to make room for essential containers in the supply chain and to ensure the supply of empty containers for export.</p> <p>We have limited storage capacity on port, so 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> <p>The LINK is now closed to empty dehire to preserve space in case of a build-up of import containers on-port.</p> <p>Priority VBS Bookings CANCELLED. We are stopping priority VBS bookings immediately as we were overwhelmed with requests. All VBS bookings are now to be handled through the pool as per normal. We will release as many slots as we can and just keep all freight moving quickly. We will consider requests for emergency and/or medical services supplies. Send the request to customer services as per the earlier VBS booking process.</p> <p>Great response from truck drivers to our request for only one at a time in the Fergusson Road Office and to stand 2 metres apart when waiting outside the Road Office, Kiosks and Multi-Cargo. Thanks!</p>	

	
<p>Marine Services</p>	
<p>We have some crew unable to come to work, but all shifts are covered. Pilot times may alter, but generally running to schedule.</p>	
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<p>Container Terminal Operations</p>	
<p>Berth windows and vessel schedules - vessels being worked to windows however some delays to departures due to labour settling in their new shift processes to ensure people separation. Vessel schedules from Thursday of this week onwards are slipping as a consequence of delays at other ports before arriving POAL. Please continue to check schedules when planning export deliveries and import pick-ups.</p>	
<p>Labour supply - still meeting demands. Teams are settling into the new process for managing hygiene and working separately. We have had some sign offs which is more complicated to manage under the new separated teams process, but we are working around this. Labour is expected to be tight at times.</p>	
<p>Yard Capacity – this has improved due to the good work by the industry to move containers off Port. Yard utilisation this morning was sitting at approx. 58% down from 80% yesterday. Beyond the current vessel on the berth today our next Terminal vessels are due Thursday so should improve further.</p>	
<p>Road Services - working well. VBS slots will remain tight due to the pick-up demand Monday to Wednesday during working hours. This is no different from the normal profile due to the weekend discharge volumes. VBS Priority Slot process will be withdrawn as stated above, unless we have a request direct from one of the Emergency or Medical Services. Empty export containers and 3 TEU Empty Carrier Trucks causing congestion on the truck grid this morning which we will be addressing more controlled time slots for empty deliveries moving forward, this may take a few days to work through.</p>	
<p>Productivity – working optimally relative to staff resource</p>	
<p>Rail Services - working well</p>	
<p>Other - Internal wharf shuttles and movement of containers to rail working</p>	
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<p>Multi-Cargo Operations</p>	
<p>Berth and Yard Capacity</p>	
<p>Road Services</p>	
<p>Other</p>	

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 one driver at a time is allowed into the Fergusson Road Office. Drivers MUST always keep 2 metres apart when waiting outside the Road Office, Kiosks and Multi-Cargo.

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