

# COVID-19 Lockdown Operational Update:

8 April 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>	
<p><b>Key points:</b> We are preparing for a busy weekend with Easter period looming.</p> <p>Port wide operations continuing well. We are communicating directly with empty carriers regarding delivery profiles of empties to the Port. Carriers must adhere to the agreed delivery profiles please. A reminder to all Carriers to plan your arrivals for the VBS booking windows. We are experiencing some lag times with the 1-Stop VBS bookings system which is causing some frustrations for all and working with 1-Stop to rectify as soon as possible.</p> <p><b>Important:</b> Please continue to plan for the Easter weekend (10-13<sup>th</sup> April) and identify how we can keep import containers moving over the long weekend. VBS bookings heavily utilised today and tomorrow including Saturday to around 2pm and Sunday to midday. We have slots <b>wide open</b> Friday, Saturday and Sunday PM and all of Monday. If these slots are not used, Tuesday/Wednesday next week will be very slow due to Terminal Yard capacity and there will be no additional slots to release.</p> <p><b>Please note:</b> The Container Terminal import container demurrage terms remain, applied 3 calendar days after the container has been discharged. 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><b>A BIG thanks to all for keeping the focus on moving containers off port, this is assisting with yard utilisation, but the pressure will come in the weekend and particularly so as it's a long weekend. The focus must remain to keep the containers flowing.</b></p> <p><b>Reminder:</b> the LINK is closed to empty de hires.</p>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	

<b>Container Terminal Operations</b>	
<b>Berth windows and vessel schedules</b> – Forthcoming vessels over the next several days and weekend are reasonably close to their proforma berth windows. One vessel is severely delayed due to delays at other NZ Ports and will need to be monitored. We are expecting a reasonably heavy import weekend with some larger discharge volumes. Please continue to monitor via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a> .	
<b>Labour supply</b> - still meeting demand, team are working well with the new BAU port entry process.	
<b>Yard Capacity</b> – Yard capacity utilisation sitting at approx. 50% this morning and we are preparing for the Easter weekend.	
<b>Road Services</b> – a good number of import containers were delivered off Port in the last 24 hours, approx. 850 units and export units delivered for vessels. Truck grid congestion remains a challenge, as stated above. To the trucking community, please <u>do not come to the Port</u> if you are earlier than 15 minutes before the window is due to open, and empty carriers please stick to the agreed delivery window profiles. <b>Please note</b> next week is going to be very busy on the road and we encourage Carriers to make every effort to maximise the slot capacity on Good Friday, Saturday and Sunday PM's Easter Monday. Please keep on trying to target night-time and weekend VBS slots and avoid the standard business day working hours from 0500-1500. For Truck Drivers; please continue to follow social distancing protocols when queuing for the Road Office, 4 Port-A-Loos have been set up near the Road office and please ensure to use the rubbish bins to dispose of any wipes used on the Kiosk's.	
<b>Productivity</b> – working optimally relative to staff resource	
<b>Rail Services</b> - working well	
<b>Other</b> – working well	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Berth occupancy is @ 50% across Multi Cargo today. PCC vessel berthing is being managed between Bledisloe and Capt. Cook; delays are still being experienced for vessels. Yard capacity for cars is bouncing back quickly from the ongoing discharges, due to very high delivery numbers. Car capacity is approx. 60%. Container / Breakbulk yard capacity is at approx. 50%, great breakbulk delivery volumes have been experienced. Container capacity is expected to decrease through the rest of this week as we receive exports for the long weekend.	
<b>Road Services</b> - Container and Breakbulk R&D will be busy today uplifting weekend imports and delivering exports for load on next weekend's vessels. Car deliveries are going very strong (1500+ yesterday), though are expected to drop drastically over the long weekend when most transporters halt operations.	
<b>Other</b> - social distancing, hygiene and PPE remain essential. Keep up the good work!	

**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](mailto: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](mailto: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.