

COVID-19 Lockdown Operational Update:

14 April 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status
<p>Key points: We hope everyone had a good Easter weekend. The weather played its part for most of the weekend and Port operations have coped well with the change in weather conditions over the last 2 days.</p> <p>Firstly, a BIG thank you to a number of road operators who continued to work over the long weekend collecting import containers and delivering exports. Between Friday and Monday, we had over 1100 import containers collected and approx. 300 exports delivered in addition to rail moves. Whilst the yard utilisation has lifted throughout the weekend this effort by a number of Carriers has helped to alleviate some of the pressure, we are seeing on the road today. Thank you!</p> <p>A reminder: Empty container carriers please ensure to adhere to the agreed delivery times and trucks reporting to the Fergusson Terminal truck grid, please manage your arrivals for your VBS slots in a timely manner to reduce truck grid congestion.</p> <p>Please note: 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>Focus is now on long standing import containers to ensure we can keep freight flowing. Thanks to those Shipping Companies who have assisted our Customer Services team to reach out to importers to move these units along. To other Lines, we would appreciate your Import Teams help to please follow up our queries with some urgency.</p> <p>Reminder: the LINK is closed to empty de hires.</p>
Marine Services

All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
Berth windows and vessel schedules – Currently scheduled vessels are on window however due to the weather could change. This forthcoming weekend the ANZEX/CNS service vessel is late, current ETA next Monday 20 th April. Please continue to monitor via POAL website www.poal.co.nz as schedules could change.	
Labour supply - still meeting demand, team are working well with the new BAU port entry process.	
Yard Capacity – Yard capacity utilisation sitting at approx. 66% this morning. Yard is reasonably full hence change in status but road demand strong today so hope this will reduce over next 48 hours.	
Road Services – road demand is heavy today, as expected. All VBS slots have been released. If we can add more capacity from vessels completing, we will. Focus on import active reefers and hazardous containers – please contact Transport Coordinators if needed.	
Productivity – working optimally relative to staff resource	
Rail Services - working well	
Other – working well	
Multi-Cargo Operations	
Berth and Yard Capacity – Jellicoe has no conventional vessels until this weekend. Container / Breakbulk yard capacity is at approx. 90%. Today we will be continuing to deliver out Imports from the long weekend vessels and receive exports for this weekend's vessels. We are expecting a quiet week for PCC vessels, with our next vessel ETA Sunday 19 th . Car yard capacity is currently 60-70% utilisation but decreasing to an empty yard before the next vessel.	
Road Services - Container and Breakbulk R&D expected to be busy today delivering imports for load on this weekend's vessels. Car deliveries slowed over the weekend due to the public holidays. We are expecting deliveries today and throughout the week to be steady.	
Other – nothing today	
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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.