

# COVID-19 Lockdown Operational Update:

28 April 2020

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> Port operations have started Level 3 working well!</p> <p>Today marks the start of Level 3 which we hope all are coping with the subtle changes and managing their bubbles and those around them.</p> <p>A reminder: Any contractors who have not been at the port during Level 4 please ensure that you have arranged an access permit through the POAL point of contact requesting the work prior to arrival. COVID-19 controls are to be approved by POAL (through the Permit) prior to entering the port and may be audited by POAL to ensure compliance.</p> <p>It appears that Auckland Transport (AT) have closed off one of the lanes outside of the Port at Fergusson Terminal end to manage traffic flow and possibly protect social distancing for pedestrians and cyclists. This means some potential bottlenecks. Truck drivers please be extra careful around this area when accessing the Port. We are addressing this with AT.</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> – Weekend shipping worked well. This forthcoming week looks all okay with vessels planned at Terminal today already completed. The weekend will be busy with late arriving MSC vessel on Fri/Sat, ANZEX/CNS vessel not due until Sunday and NZS/KIX vessel 'blanked sailing' Sun/Monday. Please continue to closely 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.	
<b>Yard Capacity</b> – Yard capacity at Terminal in good position. 55% after a long weekend with approx. 1600 laden import containers in the yard.	

<b>Road Services</b> – road continues to operate well. Over 700 import containers off the Terminal from Friday-Monday. As vessels have finished early, we have been able to deploy more resource to the road so some additional slots will have been added today. Since last Friday until this morning truck turn times have been under 20 minutes.	
<b>Productivity</b> – working well	
<b>Rail Services</b> - working well	
<b>Other</b> – nothing to add	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Jellicoe / Freyberg available yard capacity is at approx. 70%. A lot of exports loaded over the weekend which has generated much needed capacity. We started out the week with plenty of yard capacity. Two vessels discharging today, the only two vessels for the week, bring the yard up to about 50% by COB.	
<b>Road Services</b> - Container and Breakbulk R&D will continue to be steady for both receivals and deliveries, this will ease over the rest of the week. Car deliveries will continue but at a reasonable rate given the moderate volumes.	
<b>Other</b> – Robust risk controls for returning stakeholders under level 3 next week are essential.	
<b>Other</b> – 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](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.

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. Whilst we are still all operating under constrained circumstances with Level 3, we will extend these demurrage terms to the 31<sup>st</sup> May 2020.

The LINK is closed to empty de hires.

Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene. **Our access protocols have not changed for Level 3. Access Permit controls are required for all contractors, who have not accessed the Port during Level 4. Please ensure to engage with the POAL party whom you would be reporting to before attempting to enter the Port.**