

COVID-19 Lockdown Operational Update:

6th May 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status	
<p>Key points: Port operations all good and operating in the GREEN!</p> <p>Another reminder to Empty Container Transport operators to please follow the agreed delivery plans with the Terminal for empty container deliveries. Sending more trucks down than agreed has a significant impact to the wider industry in terms of congestion on the outside truck grid.</p>	
Marine Services	
All shifts covered. Pilot times may alter, but generally running to schedule.	
Container Terminal Operations	
Berth windows and vessel schedules – Vessel operations all running to plan. Busy period from now on and into the weekend with heavy import volumes due Friday, Sunday and Monday. Please continue to closely monitor via POAL website www.poal.co.nz	
Labour supply - still meeting demand, team are working well.	
Yard Capacity – Yard capacity at Terminal approx. 42% this morning but Kota Lembah now discharging. Yard will be under a lot of pressure from Sunday and Monday and into early next week with more than 6,000 import containers to be discharged between today and Monday!	
Road Services – road operating well. We have used every opportunity to increase resource on the road in recent days. Last 24 hours moved almost 700 import containers off Terminal and truck turn times under 25 minutes on average. VBS slots on Monday and early next week will be very tight and so we ask Carriers to please focus on weekend and night - time collections. Overall the VBS capacity is there but unfortunately, we cannot cater for the majority of the demand in a standard business working day period.	
Productivity – working well	
Rail Services - working well	

Other – nothing to add	
Multi-Cargo Operations	
Berth and Yard Capacity – Berth capacity is at 30%. Container yard at Jellicoe is filling up. 40% full so far and filling quickly with expected discharges and a lot of exports. Sheds have cleared well after Southern Tiare departed yesterday. Available Yard capacity for cars is still 95%.	
Road Services - Container and Breakbulk R&D is steady today. There are very few car and bulk truck movements.	
Other – please remember distancing protocols.	
Other – nothing today	

Friendly reminders:

Port support services are working remotely during Level 3. 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.

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 31st May 2020. Please note, this excludes Hazardous and active Reefer import containers where the standard tariff charges apply and VBS slots will be prioritised via drivers assist.

The LINK remains closed to empty import de hires only.

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.**