

COVID-19 Lockdown Operational Update:

11th 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 running well – although yard utilisation in the terminal is at high level and will be for the next few days.</p> <p>It has been a busy weekend, the Terminal has been working a 6-crane operation from yesterday into today. This is a first utilising 3 of the new cranes at FN and 3 on FX at the same time. The new cranes have been worked under manual operation.</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 as planned. Some vessel schedules are expected to change later in the week so please continue to closely monitor vessel arrival details via POAL website www.poal.co.nz	
Labour supply - still meeting demand, team are working well.	
Yard Capacity – yard capacity at Terminal approx. 90% this morning. Yard is under a lot of pressure with current vessels still discharging. As the yard fills this will have an impact to operational productivity. Close to 2,400 import containers in the yard and more coming off ships.	
Road Services – road has been performing well throughout the weekend. VBS slots fully committed today, tonight and tomorrow daytime. As resource comes off ships, we will redeploy to road so potential for limited additional slots throughout next 24 hours. Several carriers did a great job working Saturday and in particular the evening – over 400 import containers off the Terminal through Saturday – thank you! Sunday was particularly quiet which was disappointing given earlier advice that lack of activity would only compound the challenges as we are seeing now.	
Productivity – working well	

Rail Services - working well	
Other – nothing to add	
Multi-Cargo Operations	
Berth and Yard Capacity – 70% Berth capacity today and generally maintained at this level throughout the week. No car carriers in today and not until Thursday. Approx. 25%-yard capacity remains in the car yard along with containers being received on Bledisloe for a conventional vessel later in the week. Jellicoe / Freyberg yard capacity is currently around 40-50% with export units loading today and receivals expected to start today for vessels due later this week.	
Road Services - 1,200 vehicles discharged over the weekend and are now clearing steadily. Container and Breakbulk R&D is steady today, bulk truck volumes have increased today, accessing Freyberg throughout the week.	
Other – nothing today.	
Other – COVID-19 controls remain the same and POAL continue to require full compliance.	

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. If in doubt, please ensure to engage with the POAL party whom you would be reporting to before attempting to enter the Port.**