

# COVID-19 Lockdown Operational Update:

13<sup>th</sup> May 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 running well – and everything is in the green.</p> <p>A reminder: even though NZ will move to Level 2 from midnight tonight, access to the Port does not change in any way compared with how we have been operating through Levels 4 and 3. Please ensure all access protocols continue to be followed.</p> <p>The majority of our office staff will continue to work remotely, including Customer Services for the foreseeable future.</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> – Vessel operations all running as planned. ANZEX/CNS vessel late again this weekend and due next Sunday 17 <sup>th</sup> as opposed to 15 <sup>th</sup> May. Some vessel schedules are expected to change later in the week so please continue to closely monitor vessel arrival details 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 approx. 56% this morning. We will have a heavy weekend ahead with vessel bunching again, especially Sunday into Monday so please ensure to maximise import collections over the weekend.	
<b>Road Services</b> – road has been performing very well. Over 850 import containers moved off the Terminal in the last 24 hours and truck turn times averaging approx. 23 minutes. Please continue to focus on evening slot VBS opportunities.	
<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> – Bulk Vessel operations continue on Freyberg Wharf. Available yard capacity at Freyberg is around 25% with a lot of bulk import and export cargo being handled. Jellicoe yard capacity is currently around 50%, consisting mainly of receivals for vessels due to load later this week. Bledisloe North is being utilised for upcoming container vessel this week also. Available Car yard capacity is approx. 95%. A car carrier will be discharging tomorrow.	
<b>Road Services</b> - Container and Breakbulk R&D is steady today. Bulk truck movements are very busy through Freyberg.	
<b>Other</b> – nothing today.	
<b>Other</b> – COVID-19 controls remain the same and POAL continue to require full compliance.	

**Friendly reminders:**

Port support services will continue to work remotely during Level 2 for a period of time. Until further for Customer Services: All enquiries should continue to 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. 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.