

COVID-19 Lockdown Operational Update:

20th 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 have been operating well the last few days.</p> <p>We have now handed back the northern part of the terminal yard to the Automation project which means our yard capacity will be constrained for the next several weeks or more as we work towards Automation Go Live. We will therefore need to manage flows carefully and ask all key stakeholders to maximise efforts to move import laden containers off port during evenings and in particular weekends. There is no more VBS capacity to allocate during the Monday-Wednesday daytime periods as this is already fully allocated.</p> <p>Unfortunately, there have been a few teething issues with 'Text 2 Queue' for the Fergusson Terminal truck grid. Thanks to drivers for your patience and we will reconfirm when this is back online.</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. ANL TTZ Service running slightly late this week ETA Friday morning and another heavy weekend expected ahead. Please continue to closely monitor vessel arrival details via POAL website www.poal.co.nz	
Labour supply - still meeting demand.	
Yard Capacity – yard capacity at Terminal approx. 51% this morning. FN – northern terminal returned to Automation project from today.	
Road Services – road has been operating well the last few days, helped by timely completion of vessels and we have been able to add more VBS capacity. Over 750 import containers moved off the terminal in last 24 hours. Truck turn times in last 48 hours has averaged 21 minutes.	

Productivity – working well	
Rail Services – working well	
Other – nothing to add	
Multi-Cargo Operations	
Berth and Yard Capacity – Bulk Vessel receivals continue on Freyberg Wharf. Available yard capacity at Freyberg is around 70%. Jellicoe yard capacity is currently around 80%, consisting mainly of receivals for vessels due to load this week and early next. Bledisloe will continue to have conventional container vessel operations today. The rest of the week will see PCC vessels at Capt. Cook and Bledisloe. Available capacity remains at approx. 70% available.	
Road Services - Container and Breakbulk R&D is steady today. Bulk truck movements are fairly busy through Freyberg. PCC trucking remains very low but expect this to increase towards the end of this week. There will be PCC and Container Ops adjacent to each other on Bledisloe Wharf.	
Other – COVID-19 controls remain the same under alert level 2, please continue to maintain social distancing, trace close contacts and don PPE where required.	
Other – Nothing further to report.	

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. 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 if waiting outside the Road Office, Kiosks and Multi-Cargo. Thanks for your patience as we get 'Text 2 Queue' reinstated.

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 is now re-opened for controlled return of import de hires. Allocations have been advised to the Shipping Lines.

Remember please only essential visitors to the port and you must adhere to our protocols to ensure safe hygiene. Next update Friday 22nd May 2020.