

# Operational Update: Level 2.5

31<sup>st</sup> August 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></p> <p>First of all, we wish to thank you for your expressions of support and for your patience and understanding over the past 24 hours as we have worked through the repercussions of the accident that occurred at the Container Terminal early Sunday morning. We are doing everything we can to support the family, those who were on shift at the time of the incident and our wider team. Victim support and EAP are on site.</p> <p>We wish to advise that tonight 1800 hours shift changeover will take longer as we need to brief the teams and ensure that they are all supported.</p> <p>Terminal operations have now recommenced with reduced staff numbers. Yesterday we had a couple of straddles operating on the night shift to help manage urgent moves. We have not been able to move any rail containers off the port yesterday however today rail operations have been reinstated.</p> <p><b>'Constantinos P 325S'</b> (ANZEX) had only a partial discharge done hence there will be some containers that stayed on board. The vessel will not complete its exchange at Auckland. Please liaise with your shipping line for details and further updates on your containers. No discharge moves had been done on <b>'Hansa Offenbug 2023'</b> (ANL TTZ). She has now sailed, and Auckland cargo is planned for discharge in Tauranga. We do expect Shipping schedules to continue to change over the next few days. We will keep the <a href="#">website</a> updated with the most current information.</p> <p>Our Terminal yard is heavily congested sitting at 108% utilisation. Please expect delays in truck turn times and our limited ability to release additional VBS slots.</p>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<p><b>Berth windows and vessel schedules</b> – Please note that we have suspended the Terminal berth windows until we can clear the backlog. Vessels will be worked based on their arrival. We will keep the <a href="#">website</a> updated with the most current information.</p>	

<p>Please see below the vessels scheduled to arrive to POAL in the next 48 hours:</p> <ul style="list-style-type: none"> <li>• Currently alongside and working: 'Tianjin Bridge 141' (<b>NZS/KIX</b>)</li> <li>• Tuesday 01 September: 'MP The Belchick KE030A' (<b>KEX</b>) and 'Kota Ekspres 031S' (<b>PANZ</b>).</li> <li>• Wednesday 2 September: 'Kota Loceng LCG131' (<b>NZS/KIX</b>), 'MSC Margarita KE034A' (<b>KEX</b>) and 'Maersk Innoshima 034N' (<b>OC1</b>).</li> </ul> <p>Please note that 'MSC Margarita KE034A' will be working at Fergusson North.</p>	
<p><b>Labour supply</b> - Over the next few days labour supply will be impacted as we work our way back to a steady state whilst our workforce adjusts to the tragedy from yesterday.</p>	
<p><b>Yard Capacity</b> – yard capacity at Terminal approx. 108% <b>utilised</b> and increasing as we have heavy discharges off the current shipping and vessels over the next few days.</p>	
<p><b>Road Services</b> – in the last 48 hours we have delivered just under 800 import containers via road and 80 containers have been railed out. Average truck turn times have been sitting around 61 minutes.</p> <p>To assist with releasing some pressure to the industry, we have extended demurrage free time for containers discharged off '<u>Safmarine Mulanje 031S</u>' until 3 September (last free time will be 0600 on 4 September).</p> <p>Please note HAZ Storage is not covered by the extension, as these containers must be prioritised for delivery. If you have a DG import container that has no pending clearances, please <b>URGENTLY</b> contact Driver Assist Team for assistance.</p> <p>We are continuing to use both manual and A-Strad truck grids.</p>	
<p><b>Productivity</b> – we are operating under reduced productivity levels as a consequence of staff adjusting to the situation. This will take a few days as well as the heavy yard utilisation.</p>	
<p><b>Rail Services</b> – working well</p>	
<p><b>Other</b> –</p>	
<p><b>Multi-Cargo Operations</b></p>	
<p><b>Berth and Yard Capacity</b> – Jellicoe berths will be 50% utilised from Tuesday and throughout the rest of the week. Freyberg is currently 50% utilised with a bulk vessel on FD and increases to 100% utilisation from Wednesday. Vessels berthing at FB are undertaking conventional container operations. Freyberg yard capacity is approx. 90% utilised, as we continue to receive for 2 vessels. Jellicoe yard capacity is 80% utilised. PCC available berth utilization is at approx. 50%, which is expected to increase with two PCC vessels due later this week. Yard utilization is currently low with the majority of cargo having been delivered from last week's vessels. Yard utilisation is expected to increase dramatically from Thursday 03/09.</p>	
<p><b>Road Services</b> - Container and Breakbulk R&amp;D will continue to be busy for both receivals and deliveries. Car transporters are working to deliver remaining vehicles off port.</p>	

**Other** - COVID controls, including social distancing and masks (PPE) are expected. Observations will continue by POAL staff, coaching will be undertaken if expectations are not met.

**Friendly reminders:** A reminder - Customer Services enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto:CustomerServiceC@poal.co.nz) The team can be reached via their normal phone number: **09 348 5100 ext.1**. Hours of work: 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, hazardous, active reefers or late running export containers please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Please remember – under Level 2.5

- a. Keep a 2-metre physical distance and wear a mask when in public when you can't distance.
- b. Stay home if you're sick, wash your hands, cough or sneeze into your elbow, clean surfaces
- c. Keep a record of where you have been, use the NZ COVID app
- d. If you have cold or flu like symptoms call your GP or Healthline to book a free COVID-19 test, and get tested if asked
- e. The latest information can be found on [www.covid19.govt.nz](http://www.covid19.govt.nz) or the Unite Against Covid social media channels

Given current Terminal challenges, next update will be Tuesday 1<sup>st</sup> September 2020.