

Operational Update: Level 2.5

2nd September 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status
<p>Key points: Yesterday continued to be slow in the Terminal as operations got underway. We are seeing progress towards operational stability as we move forward but it will still take several days to get back to a steady state of operations.</p> <p>Road and rail services were operating well, whilst we continue to work with a heavily congested yard. As of this morning yard utilisation in the main Terminal is sitting around 102%.</p> <p>Please expect delays in truck turn times and our limited ability to release additional VBS slots. Vessel schedules are also being affected due to the lower productivity and reduced staffing capacity.</p>
Marine Services
All shifts covered. Pilot times may alter, but generally running to schedule.
Container Terminal Operations
<p>Berth windows and vessel schedules – Berth windows remain suspended until we can clear the backlog. Vessels will be worked based on their arrival.</p> <p>Please see below the vessels scheduled to arrive to in the next 48 hours (note: this is an indication only and may change due to the current productivity levels):</p> <ul style="list-style-type: none"> • Currently alongside and working: MP 'The Belichick KE030A' (KEX) 'Kota Ekspres 031S' (PANZ) 'MSC Margarita KE034A' (KEX) • Thursday 3 September: 'Kota Loceng LCG131' (NZS/KIX) and Maersk Innoshima 034N' (OC1) • Saturday 5 September: 'Maersk Innoshima 034N' (OC1) & 'Moana Chief 4231' (PACCOS) <p>We will keep the website updated with the most current information.</p>
Labour supply - Over the next few days labour supply will continue to be impacted. As we work our way through day shift and night shift teams over the coming days, we are confident of more staff returning to work. Due now to the back to back nature of the volume demand we will be required to

manage hours of work carefully. As of this morning's shift start, we commenced operations with 5 crane gangs.	
Yard Capacity – yard capacity at Terminal approx. 102% utilised and increasing as we have heavy discharges off the current shipping and vessels over the next few days.	
<p>Road Services – R&D operations have been running well although we have encountered some delays along the way due to the reduced number of staff able to work and the heavily congested yard. In the last 24 hours we have delivered 731 import containers via road and 121 containers have been railed out. Average truck turn times have been sitting around 70 minutes.</p> <p>We would like to acknowledge all Carriers for their patience during this time and in particular thanks to the Empty Carriers that have accommodated changed delivery time requirements of export empty containers to the port. This allowed us to maintain workable capacity in the yard and avoid creating more congestion.</p> <p>Please note that that we are at capacity for VBS slots and will not be able to assist with the last-minute bookings. Driver Assist Team is assisting transport companies with VBS bookings for fully cleared DG and reefer containers. If you have an export container that needs to be delivered to the port after the cut off, please apply for Late Receiving approval through Customer Service Team. Please note that we will only be able to accommodate requests for delivery in the late afternoon today.</p> <p>To assist with releasing some pressure to the industry, we have extended demurrage free time for containers discharged off <u>'Constantinos P 313'</u> until 3 September (last free time will be 0600 on 4 September). <i>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 URGENTLY contact Driver Assist Team for assistance.</i></p> <p>We are continuing to use both manual and A-Strad truck grids.</p>	
Productivity – we are operating under reduced productivity levels as a consequence of staff adjusting to the situation and yard congestion.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Jellicoe berths will be 75% utilised throughout the rest of the week. Freyberg is currently 100% utilised with a bulk vessel on FD and conventional container vessel on FB. Freyberg yard capacity is approx. 90% utilised, as we continue to receive for 2 vessels. Jellicoe yard capacity is 80% utilised. Two PCC vessels are scheduled to arrive 04/09. Yard utilization is currently low with the majority of cargo having been delivered from last week's vessels. Yard utilisation is expected to increase from Friday 04 September.	
Road Services - Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Car transporters are working to deliver remaining vehicles off port.	

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. If you work on or around foreign vessel's, please ensure to undertake a COVID-19 re-test prior to midnight Sunday 06/09.

Friendly reminders: A reminder - Customer Services enquiries should continue to be directed to 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.

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 or the Unite Against Covid social media channels

Next update will be Thursday 3rd September 2020.