

# Operational Update: Level 2

24<sup>th</sup> September 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> As per NZ Government instruction, Auckland has now moved to Alert Level 2. This does not change the way we operate in terms of COVID controls.</p> <p>Last night we have experienced issues in the Automation area that caused delays to the trucks in the A-Lanes. We kept dispatchers of the affected trucks updated while we worked on resolving the issues. Once the cause was identified and remediated, we were able to resume operations as per normal and had no further delays.</p> <p>Terminal yard utilisation as of this morning was sitting at approx. 80%. We are pushing more vessels through FN (Automation) which is assisting in balancing the yard utilisation across the terminal and builds our experience and ongoing trialling of the operations via automation.</p> <p>An ongoing reminder:</p> <ul style="list-style-type: none"> <li>We request that trucking companies remind their drivers, when booking in at the pre-gate kiosk to choose correct door direction for import and export containers as well as position on the truck. Incorrect information will cause delays at the grid.</li> <li>If you have an export DG container to come into the port, please check POAL <a href="#">website</a> prior to delivery to the port. This is to ensure your current VBS booking is still within the allowable receival time appropriate for your DG class. If you need to change your booking due to a change in vessel ETA, please contact Driver Assist Team for assistance.</li> </ul>	
<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> – Berth windows remain suspended until we can clear the backlog. Vessels will be worked based on their arrival. This is an ongoing process and we are working on how we can get to a point of reinstating the berth windows. Our berth plans are only updated for a 2-week horizon, so for Lines please note when reviewing further out.</p> <p>A number of services are being affected by industrial and congestion delays in Australian Ports as well as the Typhoon season now in North Asia so for</p>	

importers and exporters please be mindful of overall impacts to schedules when planning.

Please see below the vessels scheduled to arrive over the next few days (note: this is an indication only and may change due to the current productivity levels):

- **Currently alongside and working:** Bellavia 323S' (CSN) at Fergusson West & 'NYK Futago 071S' (NEASIA) at Fergusson North
- **Arriving 25 September:** 'OEL Badrinath 725' (NZS)
- **Arriving 26 September:** 'Spirit of Auckland 037N' (OC1)

Current ETA for '**Moana Chief 4235' (PACCOS)** is Monday 28 September. Please note that '**Olga Maersk 038N' (OC1)**, initially scheduled to arrive 4 October, will now omit Auckland.

We will keep the [website](#) updated with the most current information.

**Labour supply** - today we are operating with 3 cranes. Shifts are being planned for 3-day time crane operations and 2-nighttime to ensure we can maintain a 24/7 operation. The ability to 'flex' on this roster is very limited due to hours of work and staff fatigue.

**Yard Capacity** – yard capacity utilisation at Terminal approx. 80%. Majority of containers in the yard are laden exports and tranships. We expect the yard to continue to be under pressure due to heavy import discharges over the next few days. Empty Depot Link facility remains suspended for import empty returns. We need to see how the next 7 days progress in terms of managing demand before we can consider turning this service back on again.

**Road Services** – yesterday day shift R&D operations ran well. We have experienced some delays in A-lanes during the night shift, but despite the delays, average truck turn times stayed at 20 minutes. Overall, yesterday we have delivered out 373 import containers via road and 90 import containers railed out. The lower number of delivered import containers can be attributed to the delayed arrival of vessels.

Today's R&D operations are running well, and we have some flexibility for last-minute VBS bookings. Driver Assist Team is helping 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 Reveal approval through Customer Service Team.

Please note that we have extended demurrage free time for the following vessels:

Vessel	Last Free Day	Last Free Time
HANSA OFFENBURG 2025	04-10-2020	0600 05-10-2020
SAGITTA KE037A	04-10-2020	0600 05-10-2020
ANL WARRNAMBOOL 033S	05-10-2020	0600 06-10-2020

*Please note that there will be no extra free time for DG containers and reefer containers – including power charges. If you have a DG import container that has no pending clearances, please URGENTLY contact Driver Assist Team for assistance.*

**Productivity** – still operating at lower than normal productivity levels. The main impact is yard congestion.

**Rail Services** – working well

**Other** –

## Multi-Cargo Operations

**Berth and Yard Capacity** – Freyberg and Jellicoe berths are 100% utilised today, throughout the weekend.

Freyberg and Jellicoe yard capacity is approx. 95% utilised which will further increase while we receive for conventional and bulk vessels.

The PCC footprint is currently at 100% capacity and vehicles are being discharged as space becomes available. We still have 2 more vessels looking to discharge by tomorrow afternoon.

**Road Services** - Container and Breakbulk R&D will be extremely congested for both receivals and deliveries. Wait times are expected to increase significantly today and tomorrow. Vehicle deliveries are busy following the PCC discharge operations.

**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

- 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

Thank you once again for your ongoing patience and support as we continue to work through the Terminal backlog and congestion.

Next update will be Friday 25<sup>th</sup> September 2020.