

Operational Update:

4th November 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
-------------------------	--	-------------------------------	--	---	--

Overall status
<p>Key points: Vessels are continuing to be worked at the Terminal, albeit, at lower productivity levels than we would wish for at this time. This is primarily due to the back to back demand of vessels and volume, balancing labour supply within fatigue risk parameters as well as continued trialling of vessels and truck moves through Automation as we work through the inevitable systems and process changes needed to bring the operation up to a steady state.</p> <p>All parties will know that vessels are being delayed, on average up to 7-10 days with a risk of further slippages as we continue through the rest of this month into December. We are in the process of creating a longer view of expected berthing times for vessels working at the Terminal to give customers an 'indication' of when goods might be required for export or imports coming off ships to better help plan cargo movements. Due to the dynamic and changing environment it is difficult for Lines and ourselves to ensure that our websites are 100% accurate all the time. We hope to have this overview completed by the end of this week and the intention is to send this out with this update 3 times per week thereafter.</p> <p>We fully appreciate the urgent need for goods to connect to/from vessels, but these delays are now unavoidable and the flow on effects need to be carefully managed by all.</p> <p>We wish to remind transport companies to continue checking POAL website for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on Expected Arrivals page. If you need to change your booking due to a change in vessel ETA's, please contact Driver Assist Team for assistance. This applies to all export cargo including DG and active reefers.</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 are suspended. Vessels will be worked based on their arrival. We estimate at the present time that the delays to vessels berthing to commence work is averaging approx. 7-10 days. This could extend out with increasing demand for higher vessel exchanges.</p> <p>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):</p> <ul style="list-style-type: none"> • Currently alongside and working: 'Seasmile 034S' (NZS) & Nefeli 012S (ANL TTS) • Berthing 5 November: 'Cap Capricorn 039S' (PANZ) • Berthing 6 November: 'Toucan Hunter 071' (NEAsia) • Berthing 7 November: 'APL Denver 367S/368N' (CNS)

We will keep the website updated with the most current information.	
Labour supply –We are still working to a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night. Where we can supplement additional capacity relative to the hours of work and fatigue risk management we are. This is as well as providing suitable coverage for road, rail and yard ancillary work.	
Yard Capacity – As of today, the main terminal is approx. 84% utilised and Automation yard at 47%.	
Road Services – There has been good volume of imports moved off the terminal over the last 48 hours, approx. 1550 units with an average truck turn time over the last 48 hours of 47 minutes and 39 minutes in the last 24 hours. Today's R&D operations are running well. Where we can, we will assist with VBS for fully cleared import DG and reefer containers as well as export cut off. For Late Receival approvals please apply through Customer Service Team.	
Productivity – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.	
Rail Services – working well over 300 units moved off terminal in last 48 hours.	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity - Jellicoe berths are currently 100% utilised today and Freyberg is at 100%. Container volumes are moderate with yard utilisation currently at 66%. This is expected to increase throughout the rest of the week as we receive containers and breakbulk cargo for 7 conventional vessels next week. Bulk operations remain steady at Freyberg Wharf. Bledisloe, Capt. Cook and the CHF are currently at 20% utilisation but expected to increase significantly during the week with five PCC vessels inbound from tomorrow and throughout the weekend.	
Road Services - Container and Breakbulk R&D expected to be busy for both receivals and deliveries. Bulk operations on Freyberg Wharf remain steady this week, with an expected increase tomorrow as we have two vessels alongside and working. Vehicle deliveries are currently minimal but will increase throughout the week as vessels arrive and discharge their cargo.	
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 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.

Next update will be Friday 6th November 2020.