

Operational Update:

23rd November 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: Please be aware that our Multi Cargo operations continue to experience significant demand and so please ensure that journeys are planned accordingly factoring in potential delays.</p> <p>Terminal vessels are being worked in their order of arrival. Berth times will change depending upon operational dynamics. We are doing all we can to work vessels as timely as possible knowing that there are growing pressures across the supply chain. Average delays between vessels indicative ETA and actual berthing time remains in the 8-10-day range.</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 remain suspended. We estimate will continue in this state through to February if the current demand profile continues.</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 operations):</p> <ul style="list-style-type: none"> • Currently alongside and working: 'Maine Trader 021" (NZS) • Berthing 23 November: 'Northern Diamond KE046A' (KEX) • Berthing 24 November: 'Maersk Garonne 042S' (NEASIA) • Berthing 26 November: 'Moana Chief 4247' (PACCOS) <p>We will keep the website updated with the most current information.</p>
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. 96% utilised and Automation yard at 30%
Road Services – Weekend operations ran well. Overall, between Friday and Sunday we have delivered out 1,030 import containers via road and 146 import containers via rail. Majority of the road deliveries were handled on Friday – 550 import containers. Average truck turn times on Friday were at 21 minutes. Saturday and Sunday average truck turn times have not exceeded 19 minutes. Low import deliveries can be attributed to a lower than normal number of import containers in the yard due to vessel delays.

Today's R&D operations are heavy. There is limited flexibility around VBS bookings, so please continue to monitor the pool. We will be assisting 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	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity - Freyberg and Jellicoe berths are 100% utilised today. Freyberg and Jellicoe yard capacity are approx. 80% 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 3 vessels looking to discharge before Friday We wish to remind exporters and transport companies that shipping schedules for vessels calling Multi Cargo wharves are fluid and can change without advance notice. We urge you to liaise directly with the shipping lines for most up to date information on vessel receival & cut off times, arrivals and departures.	
Road Services - Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Vehicle deliveries are busy following the PCC discharge operations.	
Other - Regular testing does not replace the need for COVID-19 controls and related PPE. Continue to practice good hygiene and follow port safety and COVID-19 controls.	

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 Wednesday 25th November 2020.