

Operational Update:

9th December 2020

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: On Monday 7th December Automated operations at FN were put through a full stress test with 3 cranes working a vessel with high demand also from R&D. Although it didn't go as smooth as one would have hoped for, we have learned some valuable lessons and identified areas for further improvement. These stress tests are a critical part of the overall process for preparing for Go Live and are required for fine tuning Automated operations to a steady state. As a consequence, some of the congestion resulting from the loading up of the operation negatively impacted R&D on the truck grid which unfortunately resulted in truck delays and turn times reaching an average 64 minutes. Due to yard capacity pressure on the main terminal (manual operations) we couldn't divert volume into the main terminal. We apologise for the inconvenience, especially at this time of the year, but it's one of the many challenges we are facing in trying to handle the continuous volume demand and back to back nature of vessels coming through the Port whilst we also continue to trial and test Automation.</p> <p>Please be aware that our Multi Cargo operations continue to experience significant berth, yard and labour demand and we expect this to increase as we reach the end of the year, especially with traditional multi-cargo customers seeking to position vessels in before Xmas. Please ensure that journeys are planned accordingly factoring in potential delays.</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 we 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: 'Kota Lembah LEM185' (NZS) & 'Northern Guild 327S' (CNS) • Berthing 10 December: 'Moana Chief 4251' (PACCOS) • Berthing 11 December: 'Kota Lestari LES107' (CNS) • Berthing 13 December: 'Synergy Keelung 044S' (PANZ) <p>We will keep the website updated with the most current information.</p>		
Labour supply – This remains tight and we are continuing to make every effort to employ and train additional staff. This however is not a quick process. 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. 85% utilised and Automation yard at 28%.	
Road Services – busy couple of days for Fergusson R&D operations. On Monday and Tuesday combined, we delivered out 1,304 import containers via road and 264 import containers via rail. We experienced high turn times via the A-grids on Monday which resulted in delays and truck turn times of 60 minutes. On Tuesday situation has improved and average truck turn times reduced to 50 minutes. Today's R&D operations are running well. 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 Reveal approvals please apply through Customer Service Team.	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Freyberg berths are at 100% utilised and will be for the foreseeable future, Jellicoe berths are also at 100%. Container volumes are high with yard utilisation currently also at 95%. The usual busy MC volumes are being put under further pressure with an additional Fergusson container vessel inbound 10/12. Bledisloe, Capt. Cook and the Car Handling Facility are currently at 70% utilisation with one PCC vessel currently discharging. 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 receipt & cut off times, arrivals and departures.	
Road Services - Container and Breakbulk R&D will continue to be busy for both receipts and deliveries. Bulk R&D ongoing on Freyberg Wharf. Vehicle deliveries are currently steady and will remain throughout the week.	
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 Friday 11th December 2020.