

Operational Update:

11th December 2020

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: After a very challenging start to the week have had a really good run on R&D operations in the Terminal through Wednesday and Thursday. Since Wednesday average truck turn times have been sitting at 30 minutes. Today's R&D is running well, and average truck times so far have not exceeded 20 minutes.</p> <p>Hansa Freyburg 2029 (ANL TTZ) has berthed at Bledisloe wharf (Multi Cargo) earlier this morning. For import discharged at <u>Multi Cargo</u>: dry containers will be available via Multi Cargo R&D (VBS not required) and reefer containers will be available via Fergusson R&D (VBS required). Please check PortConnect to ensure that your reefer has been transferred to Fergusson yard before making VBS booking. R&D hours for Multi Cargo: 0700 to 2300 Monday to Friday, 0700 to 1500 Saturday, Sunday Closed. All R&D transactions must be processed through the MC Road and Wallace Stevedores windows within the Multi-Cargo office. Please follow Wallace instruction for hoist servicing and especially the location. Drive on the common user roadway and wait in the loading lanes. R&D break times are as follows:</p> <ul style="list-style-type: none"> ○ 09:30hrs till 10:00hrs ○ 12:00hrs till 12:30hrs ○ 18:00hrs till 18:30hrs ○ 20:30hrs till 21:00hrs <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 into March.</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) & 'Moana Chief 4251' (PACCOS), 'Hansa Freyburg 2029' (ANL TTZ) at Multi Cargo. • Berthed this morning: 'Kota Lestari LES107' (CNS) • Berthing 13 December: 'Synergy Keelung 044S' (PANZ) • Berthing 14 December: 'Hope Island KE048A' (KEX) 		

We will keep the website updated with the most current information.	
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. 71% utilised and Automation yard at 24%.	
Road Services – Wednesday and Thursday R&D ran well. Over the course of two days we have delivered out 1,228 import containers via road and 169 import containers via rail. Average truck turn times across both days have been holding at 30 minutes. Today's R&D operations are running well. There is flexibility around VBS bookings across the entire day. We are 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. Looking to a weekend ahead, there is still plenty of VBS bookings available on Saturday and Sunday all the way through early Monday morning. Between Friday and Monday, we expect to receive approx. 2,500 import containers into our yard. Road operators, please ensure to target maximum import uplift to help keep yard utilisation at a workable level. We appreciate that there are other demands on capacity across the supply chain.	
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%. Bledisloe, Capt. Cook and the Car Handling Facility are currently at 80% utilisation with a Fergusson conventional vessel operating and a 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 receival & cut off times, arrivals and departures.	
Road Services - Container and Breakbulk R&D will continue to be busy for both receivals 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 Monday 14th December 2020.