

# Operational Update:

14<sup>th</sup> December 2020

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
<b>Overall status</b>		
<p><b>Key points:</b> Terminal operations are, as we have communicated over recent weeks and we are continuing to employ and train staff to help lift capacity throughput but this unfortunately is not a process that can be sped up and we are working as quickly as possible. Average vessel delay between 1<sup>st</sup> advised ETA of a vessel at POAL and actual berthing time for the last 3 weeks on average is just over 11 days. R&amp;D over the weekend was low as we suspect a number of Carriers were diverted to contend with collecting containers from Northport.</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 <a href="#">website</a> for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on <a href="#">Expected Arrivals</a> 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>		
<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. 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"> <li>• <b>Currently alongside and working:</b> 'Synergy Keelung 044S' (PANZ) &amp; 'Hope Island KE048A' (KEX)</li> <li>• <b>Berthing 15 December:</b> 'Seaspan Fraser 085S' (NEASIA)</li> <li>• <b>Berthing 17 December:</b> 'Moana Chief 4253' (PACCOS)</li> </ul> <p>We will keep the <a href="#">website</a> updated with the most current information.</p>		
<p><b>Labour supply</b> – This continues to be tight. We are still working to a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night, however due to sign offs (staff sicknesses, family emergencies etc) we suffer reductions in our capacity from time to time. 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.</p>		
<p><b>Yard Capacity</b> – As of today, the main terminal is approx. 74% utilised and Automation yard at 38%.</p>		
<p><b>Road Services</b> – quiet weekend at Fergusson Terminal. R&amp;D operations ran well. Between Friday and Sunday, we have delivered out 818 import containers via road and 220 import containers via rail. Average truck turn times have not exceeded 24 minutes.</p>		

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 Receival approvals please apply through Customer Service Team.	
<b>Productivity</b> – still operating at lower than normal productivity levels.	
<b>Rail Services</b> – working well	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – 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 80%. Bledisloe, Capt. Cook and the Car Handling Facility are currently at 80% utilisation with a Fergusson conventional vessel operating and 7 PCCs operating over the coming week.  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.	
<b>Road Services</b> - 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 increase significantly throughout the week.	
<b>Other</b> - 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](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).

Next update will be Wednesday 16<sup>th</sup> December 2020.