

Operational Update:

16th December 2020

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: 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: 'Hope Island KE048A' (KEX) & 'Seaspan Fraser 085S' (NEASIA) • Berthing 17 December: 'Moana Chief 4253' (PACCOS) • Berthing 18 December: 'CSL Atlantic 189' (NZS) <p>We will keep the website updated with the most current information.</p>		
<p>Labour supply – 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>Yard Capacity – As of today, the main terminal is approx. 79% utilised and Automation yard at 18%.</p>		
<p>Road Services – Within the 48-hour period, we delivered out 932 import containers via road and 231 import containers via rail. Average truck turn times on both days have not exceeded 39 minutes.</p> <p>Today's R&D operations are running well. There is 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.</p>		
<p>Productivity – still operating at lower than normal productivity levels.</p>		
<p>Rail Services – working well</p>		
<p>Other –</p>		
Multi-Cargo Operations		
<p>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 90%. Bledisloe, Capt. Cook and the Car Handling</p>		

Facility are currently at 60% utilisation with a conventional container vessel operating and 7 PCCs inbound 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 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 low but will increase significantly throughout the week and weekend.

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 18th December 2020.