

Operational Update:

24th December 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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Overall status

Key points: We take this opportunity to thank you all for your ongoing support. We know that it has been a very challenging year in many ways, and we are doing our best to recover the situation as quickly and safely as possible. On behalf of the team at POAL, we wish you and your families a happy, safe and relaxing Christmas and New Year holiday period. We will continue to be operating throughout this time and will provide regular updates over the next few weeks via these Port-wide advisories. Once again, our thanks and very best wishes to all for a brighter and prosperous 2021.

We will continue to run 24/7 vessel operations during Christmas holidays. Our R&D hours for this period are as per below:

Date	R&D Fergusson	R&D Multi-Cargo	R&D MTY Depot
Thursday 24 Dec 2020	00:00-19:00hrs	07:00–15:00	00:00–19:00
Friday 25 Dec 2020	Closed	Closed	Closed
Saturday 26 Dec 2020	07:00-24hrs	07:00–15:00	Closed
Sunday 27 Dec 2020	24hrs	Closed	Closed
Monday 28 Dec 2020	00:00 – 19:00	Closed	Closed
Tuesday 29 Dec 2020	07:00- 24hrs	07:00–23:00	07:00–24hrs

Further details on POAL Christmas & New Year operating hours 2020/2021 can be viewed [here](#).

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.

Marine Services

All shifts covered. Pilot times may alter, but generally running to schedule.

Container Terminal Operations

Berth windows and vessel schedules – Berth windows remain suspended. We estimate we will continue in this state through into March.

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):

- **Currently alongside and working:** 'Contship Ten KI046A' (KEX) & 'Navios Miami 156S' (NEASIA)
- **Berthing later on today:** 'Moana Chief 4255' (PACCOS) & 'Xin Zhang Zhou 041S' (CNS)
- **Berthing 26 December:** 'Kalliroe 008S' (BAE)
- **Berthing 27 December:** 'MSC Corinna KE052A' (KEX)

We will keep the [website](#) updated with the most current information.

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. Please note there will be shipside operations on Xmas day.

Yard Capacity – As of today, the main terminal is approx. 83% utilised and Automation yard at 53%.	
Road Services – R&D operations were heavy on Thursday. In the past 24 hours we have delivered out 767 import containers via road and 94 import containers were railed out. Average truck turn times have not exceeded 57 minutes. Today's R&D operations are heavy. There is no 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. Looking ahead to the Christmas weekend, we encourage transport operators to put every effort into collecting import containers over this weekend to avoid earlier arrived import containers to be overstowed by containers discharged at the later time and buried in the yard. Buried containers will require multiple moves to get to them, which will put our resources under considerable pressure and impact truck turn times earlier next week. There are plenty of VBS bookings available in the pool for 26 and 28 December. Please note that majority of VBS bookings for Tuesday 29 December have been picked up.	
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 50%. Container volumes are high with yard utilisation currently also at 75%. Bledisloe, Capt. Cook and the Car Handling Facility are currently at 80% utilisation with 4 PCCs inbound over the coming week- this will push capacity well over 100% from the 26/12 and possible delays to vessel discharges may occur. 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 average but will increase significantly throughout this 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 Tuesday 29th December 2020. We will continue to provide POAL wide updates during the Christmas and New Year holiday period with a reduced frequency twice a week.

