

Operational Update: Level 1

24th February 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: COVID is again having a direct impact on our operations. When we were in Alert Levels 2 & 3 COVID-prevention measures - which are important for keeping the port operational in case of a wider outbreak – slowed down shift change times and ate into our productivity. Now we’re at Level 1, which is great, but the ongoing COVID-19 cases in the community are affecting our staff, with some having to self-isolate. COVID vaccinations have started, which again is great, but staff need an hour for their vaccination and observation time afterwards, which again hits our labour resource. We are doing our best to manage all these factors.</p> <p>Important reminder: ‘Round the Bays’ will be held on Sunday 28 February. We will use this time to carry out a disaster recovery test of our systems and important infrastructure work at Fergusson Terminal. On Sunday 28 February from 0500 hours to 1900 hours truck and vessel operations at the terminal will stop. If Round the Bays event is cancelled or postponed because of COVID-19 alert status change this outage will <u>still</u> proceed. We will extend import demurrage free time by one extra day for those vessels that will depart between 24 and 28 of February.</p> <p>Further details will be provided closer to the date of the event. Hazardous Storage allowable time remains the same. Fergusson R&D hours on Sunday 28 February can be found here.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor - Nil		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows remain suspended. This will continue into April, dependent on bringing in additional labour capacity.</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: ‘APL Denver 379S’ (CNS) & ‘Grasmere Maersk 053S’ (NEASIA) • Berthing 25 February: ‘Moana Chief 4271’ (PACCOS) • Berthing 26 February: ‘Nefeli 2101’ (TRZ), ‘Nord Margherita 024N’ (BAE) & ‘Northern Diamond KE104A’ (KEX) <p>We will keep the website updated with the most current information.</p>		
Labour supply – Still tight but making progress. Training is ongoing.		
Yard Capacity – As of today, the main terminal is approx. 90% utilised and Automation yard at 47%.		
Link/Ondock Empty Container Depot – Link facility is at approx. 97% utilisation. Very heavy export empty loads in the terminal and Link. Some volume will be loading over		

the next several days. We have had to communicate suspension of Link returns for several Lines who are over their capacity and we have no more to spare capacity to offer as we are filling ourselves. Please continue to monitor any customer advisories we send with updates as space is at critical levels.	
Road Services – Between Monday and Tuesday we have delivered out 1,224 import containers via road and 262 import containers via rail. Average truck turn times across both dates have not exceeded 48 minutes. Today's R&D operations are heavy. There is no flexibility around VBS bookings. We will be assisting with VBS for fully cleared import DG, reefers and export cut off. For Late Receival approvals please apply through Customer Service Team. Thank you to Drivers getting use to the new Lane Assignment. We have noticed in the last 24 hours an increased discipline in using the assigned lanes. We still need to fine tune the process and balance the container volumes in the yards so neither Automation or Manual grids become overloaded. Thank you for working with us on this change.	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – no specific issues – all services being maximised where possible	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Freyberg, Jellicoe, and Bledisloe berths are at 60% utilisation - Container and breakbulk volumes are very high with yard utilisation currently at 50%. Bledisloe yard, Capt. Cook and the CHF are at 100% utilisation, and will remain this way through to mid next week. 6 PCC vessels are expected over the next week. Lantern Festival will be utilising Capt. Cook and Marsden Wharves from 26/02 to 10/03.	
Road Services – Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Bulk deliveries remain steady. PCC Transporters will be extremely busy with R&D over the next 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.

COVID-19 Reminder:

- a. Keep a 2-metre physical distance and wear a mask when in public when you can't distance.
- b. Stay home if you're sick, wash your hands, cough or sneeze into your elbow, clean surfaces
- c. Keep a record of where you have been, use the NZ COVID app
- d. If you have cold or flu like symptoms call your GP or Healthline to book a free COVID-19 test, and get tested if asked
- e. The latest information can be found on www.covid19.govt.nz or the Unite Against COVID social media channels

Next update will be Friday 26th February 2021.