

Operational Update: Level 1

26th February 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: It has been a challenging week with heavy import volumes, strong demand for evacuation of export empties and managing the dynamic implications of COVID on our operations. Ongoing COVID-19 places of interest in the community are affecting our staff, with some having to self-isolate. COVID vaccinations are underway, 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 are using this time to carry out a disaster recovery test of our back-up 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 at this stage dependent upon the additional labour capacity we can bring into the operation.</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: 'Moana Chief 4271' (PACCOS) & 'Northern Diamond KE104A' (KEX), 'Nefeli 2101' (TRZ) • Berthing 27 February: Nil • Berthing 28 February: 13 hr system outage - 'Nord Margherita 024S' (BAE) <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. 87% utilised and Automation yard at 43%.		
Link/Ondock Empty Container Depot – Link facility is at approx. 90% utilisation. Very heavy export empty loads in the terminal and Link. High empty volumes expected to be delivered through next week which will need targeting night time deliveries to remove pressure from the day time demand. We have had to communicate suspension of Link returns for several Lines who are over their capacity and we have no more to space		

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.	
<p>Road Services – Over the course of Wednesday and Thursday we have delivered out 1,297 import containers via road and 216 import containers via rail. Average truck turn times were 75 minutes across both days. This was excessive, which we apologise, not helped with staff constraints but also imbalanced demand on the manual terminal using lane assignment.</p> <p>Today's R&D operations are heavy and there is no flexibility around VBS bookings. We will be assisting with VBS for fully cleared import DG and reefers. For Late Receival approvals please apply through Customer Service Team.</p> <p>This weekend is expected to be busy. There are still VBS bookings available across Saturday off peak times. Sunday slots, there are slots available in the early hours of the morning until the Port closes. We reopen again at 1900, slots from this time have been booked but there are some bookings later in evening and through the night. Monday VBS bookings have been mostly picked up.</p>	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – no specific issues – all services being maximised where possible	
Other –	
Multi-Cargo Operations	
<p>Berth and Yard Capacity – Freyberg, Jellicoe, and Bledisloe berths are at 100% utilisation - Container and breakbulk volumes are very high with yard utilisation currently at 80%.</p> <p>Bledisloe yard and the CHF are at 70% utilisation but will increase to 100% over the weekend/early next week. 6 x PCC vessels are expected over the next week. Lantern Festival will be utilising Capt. Cook and Marsden Wharves from 26/02 to 10/03.</p>	
<p>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 weekend.</p>	
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 Monday 1st March 2021.