

Operational Update: Level 3

5th March 2021

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
Overall status					
<p>Key points: A busy week for all. Ongoing import volume demand and pressure to maximise empty evacuations. Yard capacity constantly under strain especially as we have to balance between manual terminal and automated terminal. This also means trying to balance the demand through the respective truck grids. Level 3 lockdown in Auckland has added to our challenges with extended shift changeover periods as we have had to deep clean facilities and try to manage team bubbles. In addition, we have had a number of staff affected by having visited places of interest and therefore having to self-isolate.</p> <p>Yard utilisation throughout the week has ranged from over 85-101% in the Manual terminal and the Automation yard 30-40%.</p> <p>Truck turn times have averaged 43.7 min this week across both manual and automated grids. Manual (due to demand) was 45.15 mins and Automation 30.97 mins average.</p> <p>At time of preparing this update we had to close Port operations due to the possible impact of Tsunami surges as a consequence of the earthquake off the Kermadec Islands experienced this morning. Operations are resuming at 2pm but we have lost valuable labour operating hours which will delay vessels on the berth.</p> <p>A reminder to everyone – Please use your COVID-19 tracer APP. This enables the authorities to register if you have been at a place of interest and alert you! It's in our collective interests to ensure we are all using this.</p>					
Marine Services					
All shifts covered. Pilot times may alter, but generally running to schedule.					
Container terminal vessels at anchor					
'Bellavia 341S' (CNS) – arrived 04/03 berthing 09/03					
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: 'Maine Trader 027' (NZZ), 'Majd KE105A' (KEX) & 'Moana Chief 4273' (PACCOS) • Berthing 05 March: 'Navious Miami 157S' (NEASIA) • Berthing 09 March: 'Bellavia 341S' (CNS) <p>We will keep the website updated with the most current information.</p>					
<p>Labour supply – Training and recruitment is going well and as planned. COVID lockdown has had an impact on staff availability and delays at shift change over times and but we are managing this as best as we can.</p>					
<p>Yard Capacity – As of today, the main terminal is approx. 86% utilised and Automation yard at 28%.</p>					

Link/Ondock Empty Container Depot – Link facility is at approx. 77% utilisation. There is ongoing heavy demand for export empty evacuations. We are sending out regular updates to Empty Carriers regarding receival instructions. Link also continues to see a steady flow of import returns. Please continue to monitor any customer advisories we send with updates as space is at critical levels.	
Road Services – On Wednesday and Thursday we have delivered out a combined total of 1266 import containers via road and 172 import containers via rail. Average truck turn times have not exceeded 55 minutes. Today R&D operations are running well. There is limited 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 Looking ahead to the weekend and beginning of next week, road operators please ensure to target maximum import uplift to help relieve yard congestion that will continue to build over the weekend. At this stage there are plenty VBS bookings outside of the peak hours on Saturday and across all hours on Sunday. VBS bookings for Monday 8 March have been picked up already, so please continue to monitor the pool for the last minute relists.	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Jellicoe and Bledisloe berths are at 100% utilisation, Freyberg wharf will be @ 100% again from next Monday - Container and breakbulk volumes are very high with yard utilisation currently at 100%. Bledisloe yard and the Car Handling Facility are at 50% utilisation but will increase to 100% again throughout the weekend and into next week. 2 x PCC vessels are expected this weekend. 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 deliveries remain steady. PCC Transporters are busy.	
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.

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 8th March 2021.