

Operational Update: Level 1

24th March 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
Key points: Please be aware that our Multi Cargo operations continue to experience significant demand and so please ensure that journeys are planned accordingly factoring in potential delays.		
Marine Services All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor - 'Kalliroe 010S' (BAE): arrived 20/03 berthing 25/03 'Maersk Garonne 104A' (NZS): arrived 22/03 berthing 28/03 'Wieland KE107A' (KEX): arrived 22/03 berthing 26/03		
Container Terminal Operations Berth windows and vessel schedules – Berth windows remain suspended. This will continue through April as it is dependent upon the additional labour capacity we can bring into the operation. We are continuing to work on how we can phase in the berth windows as we build capacity whilst also managing changing vessel schedules. 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): <ul style="list-style-type: none"> • Currently alongside and working: 'Kota Lembah LEN189' (NZS) & 'OOCL Busan 424S' (CNS) • Berthing 25 March: 'Kalliroe 010S' (BAE) & 'Moana Chief 4279' (PACCOS) • Berthing 26 March: 'WEILAND KE107A' (KEX) We will keep the website updated with the most current information.		
Labour supply – Training and recruitment is ongoing as planned. Vaccination programs are continuing. We are still exposed to labour sign offs at various shift times as every business has to contend with. By building labour capacity will minimise these operational impacts. This work is ongoing.		
Yard Capacity – As of today, the main terminal is approx. 102% utilised and Automation yard at 25%.		
Link/Ondock Empty Container Depot – Link facility is at approx. 81% utilisation. We have multiple shipping services targeting high empty container evacuations which we need to stage receivals based on the order of vessels working. We are balancing Terminal and Link yard capacity to optimise. Carriers, Lines and Depots please continue to monitor separate advisories regarding delivery instructions with updates as space is at critical levels.		
Road Services – Overall, between Monday and Tuesday we have delivered out 1,312 import containers via road and just over 200 import containers via rail. Average truck turn times have not exceeded 46 minutes across both days. There is limited flexibility around VBS bookings. We will be assisting with VBS for fully cleared import DG, reefers and export cut offs. For Late Receival approvals please apply through Customer Service Team.		
Productivity – still operating at lower than normal productivity levels.		
Rail Services – working well		

Other –	
Multi-Cargo Operations	
<p>Berth and Yard Capacity – Captain Cook, Bledisloe, Jellicoe and Freyberg berths are at 60% utilisation. Container and breakbulk volumes remain very high with yard utilisation still currently at 80%. Export receivals are currently halted except for approved vessels – please check with MC Ops or the shipping line to confirm receival dates for upcoming vessels. Multi Cargo are currently receiving for vessels Capitaine Tasman and Soochow.</p> <p>Bledisloe yard and the Car Handling Facility are at 80% utilisation. Three PCC vessels are undertaking discharge operations today & tomorrow with several more PCC vessels due in this week. One of these vessels is discharging vehicles to Freyberg Wharf. All drivers are asked to be vigilant around this area due to increased vehicle movements.</p>	
<p>Road Services – Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Vehicle Transporters remain busy.</p>	
<p>Other - There are several infrastructure projects ongoing this week around Bledisloe and the Car Handling Facility. Please take care around this area.</p> <p>COVID controls, including social distancing and masks (PPE) are expected. Observations will continue by POAL staff, coaching will be undertaken if expectations are not met.</p>	

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 26th March 2021.