

Operational Update: Level 1

30th April 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: 'Hansa Bitburg 2105' (ANZ TTZ) is currently due to come alongside to complete her exchange on Saturday 1st of May. Please continue to monitor vessel schedules on POAL website for the updates.</p> <p>Manual yard utilisation throughout the week has been over 100%, however, as of this morning utilisation of the main yard is sitting under 73%. Automated yard has also been busy, with yard utilisation ranging between 45 – 65%.</p> <p>Truck turn times have averaged 33.28 mins over the past week. Over the last 3 days the average truck turn times have been 43.15 mins across both manual and automated grids. Higher turn times the past 3 days are direct result of higher yard utilisation.</p> <p>We wish to advise that we will be undertaking infrastructure work around Automation area on Saturday 1 May during off peak hours from 1500 to 2100 hours. We expect impact to the R&D to be minimal as those import containers that have confirmed VBS bookings, will be delivered via manual truck grids. Please contact Drivers Assist team if you have questions regarding location of your container.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor -		
'Maine Trader 029' (NZS): arrived 20/04 berthing 02/05 'Majd KE112A' (KEX): arrived 29/04 berthing 06/05		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows still suspended, with a phased reinstatement planned between May and August. The details of this plan are still being discussed with Lines, as we look to ensure we can provide windows but also manage the ongoing demand of vessels if any become delayed at other ports.</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"> • Alongside and working: 'Rotterdam Bridge 385S' (CNS) • Berthing 1 May: 'Hansa Bitburg 2105A' (ANL TTZ) • Berthing 2 May: 'Maine Trader 029' (NZS) <p>We will keep the website updated with the most current information.</p>		
<p>Labour supply – Training and domestic recruitment is going well, but international recruitment has hit a roadblock. We successfully recruited four overseas crane drivers, but the fifth recruit decided not to proceed with the move. We found a replacement candidate but had to resubmit the application for the new person and have just been advised it has been declined – even though five candidates were previously approved with the exact same application. We were hoping to employ another four overseas crane drivers to give us some additional operational resilience, but this is now under threat. We are working with authorities to understand what has changed.</p>		
<p>Yard Capacity – As of today, the main terminal is approx. 73% utilised and Automation yard at 52%.</p>		
<p>Link/Ondock Empty Container Depot – Link facility is at approx. 76% utilisation. We are balancing Terminal and Link yard capacity to optimise. Carriers, Lines and Depots</p>		

please continue to monitor separate advisories regarding delivery instructions with updates as space is at critical levels.	
<p>Road Services - between Tuesday and Thursday this week, we have delivered out just under 1,940 via road and 330 via rail. Over the last 3 days the average truck turn times have not exceeded 44 mins across both manual and automated grids.</p> <p>Today R&D operations are running well today. 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</p> <p>Today R&D operations are running well and there is flexibility around VBS bookings. We are assisting with VBS for fully cleared import DG and reefers. For Late Receival approvals please apply through Customer Service Team.</p> <p>There are VBS bookings available through the weekend during off peak hours on Saturday and Sunday. Bookings for Sunday during peak times have been collected. Slot available on Monday outside of peak times after 1500 hours.</p>	
Productivity – still operating at lower than normal productivity levels.	
Rail Services – working well	
Other –	
Multi-Cargo Operations	
<p>Berth and Yard Capacity – Container/Bulk berths are at 50% utilisation today. Jellicoe and Freyberg container and breakbulk yards are currently at 85% and Bledisloe has also been utilised this week for container vessel ops.</p> <p>Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are at around 30% utilisation but will increase again to approx. 50% tomorrow and back up to 100% over the weekend/early next week.</p>	
Road Services – Container and Breakbulk R&D will continue to be steady for both receivals and deliveries. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas.	
Other - 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.	

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 Monday 3rd May 2021.