

Operational Update: Level 1

19th May 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: As per our release late yesterday regarding Automation full terminal roll out; a date will only be set once we have achieved 4 key deliverables;</p> <ul style="list-style-type: none"> The recent CHASNZ report on health and safety at Ports of Auckland recommended that we complete a safety assurance review for the automation project. While we are confident the automated system has been well built and is safe, the assurance review must be completed before FTR so that all our stakeholders can have the same level of confidence in the system. The automated part of the terminal must meet an agreed level of productivity. The automation software must meet an agreed level of stability; and We must make sure that our own people are ready for the change <p>We will share via these updates how we are tracking to these key deliverables ensuring that maximum notice is given to the market of the full terminal roll out date. We have previously given an indication of when automation would be switched on, but we also gave a commitment that we would not proceed until everything is ready. That's because we have to get this right. We cannot take a risk with the safety and wellbeing of our staff, or with the Auckland and New Zealand supply chain, just to meet a date.</p> <p>We're aware that some people don't fully understand how our automation works – it's a bit different from other automated operations as it uses both manual and automated straddles. Here's a short video by British YouTuber Tom Scott that explains it well.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor -		
'MSC Alabama KE118A' (KEX): arrived 12/05 berthing 20/05 'Neokastro 082S' (NEASIA): arrived 17/05 berthing 21/05 'OOCL Busan 438S' (CNS): arrived 08/05 berthing 23/05 'Kota Lembah LEM191' (NZS): arrived 17/05 berthing 24/05		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows are being phased back in between now and August. This will not be easy, as we are working in an environment where supply chain is disrupted globally. We will work closely with Lines as we try to restore berth windows.</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: 'GH Zonda FC115A' (CAP) & 'NYK Futago 076S' (NEASIA) Berthing 20 May: 'MSC Alabama KE118A' (KEX) & 'Moana Chief 4095' (PACCOS) Berthing 21 May: 'Neokastro 082S' (NEASIA) <p>We will keep the website updated with the most current information.</p>		

Labour supply – Training and domestic recruitment continuing to go well. We are talking to immigration officials about what we need to do to resume international recruitment.	
Yard Capacity – As of today, the main terminal is approx. 114% utilised and Automation yard at 38%.	
Link/Ondock Empty Container Depot – Link facility is at approx. 74% utilisation. We are balancing Terminal and Link yard capacity to optimise operations. 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 delivered out 1,237 import containers via road and 289 import containers via rail. Average truck turn times of 44 minutes across both grids, reflect busy R&D operations after a challenging weekend. Today R&D operations today are running well. We will be assisting with VBS for fully cleared import DG, active reefers and export cut off. For Late Reveal approvals please apply through Customer Service Team.	
Productivity – still lower than normal.	
Rail Services – delays to rail services over the weekend has resulted in some backlog but should be cleared over the next 24 hours	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Container/Bulk berths are at 100% utilisation today. Jellicoe and Freyberg container and breakbulk yards are currently at 100%. All 'Trinidad Trader' import cargo needs to be removed as soon as possible today please. Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are currently at 100% utilisation with 5 PCC vessels in this week.	
Road Services – Container and Breakbulk R&D is still extremely busy; we expect this to continue throughout this weekend. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging area.	
Other - Jellicoe Wharf temporary roadway diversion in place – take care when driving through this area. 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 Friday 21st May 2021.