

Operational Update:

31st May 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status		
<p>Key points: Challenging weekend at Fergusson Terminal. Adverse weather conditions have been causing ongoing delays through the weekend. In addition to that, on Saturday afternoon we experienced IT system issues that affected vessel and R&D operations across both manual and automated truck grids. The issue was identified and resolved at approximately 1800 hours. Our Drivers Assist Team was in contact with affected carriers. All No-Show charges for this period have been waived. We would like to thank affected carriers for patience and co-operation.</p> <p>Customers please be warned of potential delays to cargo intended for loading from Yantian Port, Shenzhen China as a consequence of COVID-19 outbreak suspending some operations and congestion. Please refer to this link to The Loadstar article dated 26th May 2021.</p>		
Marine Services		
All shifts covered. Pilot times may alter, but generally running to schedule.		
Container terminal vessels at anchor -		
'Bellavia 347SB' (CNS): arrived 30/05 departs 02/06		
Container Terminal Operations		
<p>Berth windows and vessel schedules – Berth windows are being phased back in between now and August. This is not an easy process, as we are working in an environment where supply chain is disrupted globally. We are continuing to work closely with Lines as we try to restore berth windows.</p> <p>For the week ending Sunday 30th May the average berthing delay time between Lines scheduled arrival and 'actual berthing time' (ABT) was 7 days and when comparing updated vessel ETA to ABT was 4.5 days. The last 4-week average to 30th May has been 5.7 days and 3.8 days respectively.</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: 'Hansa Bitburg 2107' (ANLTRZ) & 'Maersk Garonne 111S' (NEASIA) • Berthing 1 June: 'Maersk Nadi 119W' (SIRIUS) • Berthing 2 June: 'Bellavia 347SB' (CNS) <p>We will keep the website updated with the most current information.</p>		
Labour supply – Training and domestic recruitment is going well. International recruitment is on hold.		
Yard Capacity – As of today, the main terminal is approx. 95% utilised and Automation yard at 48%. Please note that the average container dwell times at the terminal (month to date) is 2.2 days for imports and 6.3 days for exports. The terminal is also suffering with a high number of long dwelling transhipment containers for connecting to vessels at Multi-cargo which have been delayed for a number of factors.		
Link/Ondock Empty Container Depot – Link facility is at approx. 57% 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 – between Friday and Sunday we delivered out 1,297 import containers via road and 246 import containers via rail. Average truck turn times ranged between 37 minutes on Friday and 30 minutes during the weekend. R&D operations today are heavy. There is no flexibility around VBS bookings during day shift, however there are VBS bookings available in the pool for after 2000hrs. During the day we will be assisting with VBS for fully cleared import DG & active reefers. For Late Reveal approvals please apply through Customer Service Team.	
Productivity – still lower than normal.	
Rail Services – no issues at Rail this week.	
Other –	
Multi-Cargo Operations	
Berth and Yard Capacity – Container/Bulk berths are at 100% utilisation today and will be until midweek. Jellicoe and Freyberg container and breakbulk yards are currently at 80%. Captain Cook, Marsden, Bledisloe yard and the Car Handling Facility are currently at 100% utilisation with 5 PCC vessels this week. There is a container vessel scheduled for Bledisloe Wharf later this week, so truck and heavy machinery movements through the area will increase throughout the week. Due to a number of Container vessel service delays, we are having to hold a high number of long dwelling transshipment containers which is adding to the congestion across the port.	
Road Services – Container and Breakbulk R&D is still extremely busy, along with bulk transporters continuing steadily this week and into the weekend. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas.	
Other - Jellicoe Wharf temporary roadway diversion in place – take care 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 Wednesday 2nd June 2021.