

Operational Update: COVID-Level 3

20th October 2021

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| Normal or nearly normal | | Service degraded, some delays | | Service severely degraded, major delays | |
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| Overall status: | |
| <p>Key points: Fergusson terminal operations are busy with yard utilisation currently sitting at 106%. Despite the congestion, Fergusson R&D operations have been running well until about 1pm today when we had an IT outage on the Kiosks which have delayed some trucks. Until then average truck turn times were firmly at under 30 minutes.</p> <p>The outage is now resolved, and the Gate Ops team will work with Carriers to help get back on time slots.</p> <p>From this weekend we will have some much-needed capacity back in the terminal as the pavement remediation works for Automation restart will be completed.</p> <p>A reminder for our Multi-Cargo container customers that 0800# number for truck drivers to call when arriving at the Port is now operational. For customers collecting Sofrana & Swire import containers - please contact C3 R&D via AklContainerReceivals@c3.co.nz, to ascertain the availability of your container(s) prior to booking the import out via the POAL 0800 number.</p> | |
| Marine Services | |
| All shifts covered. Pilot times may alter but running to schedule. | |
| Container terminal vessels at anchor - | |
| None | |
| Container Terminal Operations | |
| <p>Berth windows and vessel schedules – No change. Most berth windows still suspended.</p> <p>For the week ending 17th October: The delay between ‘scheduled arrival’ and ‘actual berthing time’ (ABT) was 1.9 days (last week was 3.9 days). The delay between Updated Arrival and ABT was 0.1 days (last week was 0.8 days).</p> <p>Vessels scheduled to arrive over the next few days (note: times may change):</p> <ul style="list-style-type: none"> • Currently alongside & working: ‘CSL Atlantic 739’ (NZS) & ‘Conti Cordoba 130S’ (PANZ) • Berthing 21 October: ‘Maersk Nadi 135W’ (SIRIUS) & ‘Moana Chief 4339’ (PACCOS) • Berthing 22 October: ‘Seaspan Vancouver 355S’ (CNS) <p>We will keep the website updated with the most current information.</p> | |
| Labour supply – Currently no issues. | |
| Yard Capacity – The terminal is 106% utilised today. | |
| Link/On-dock Empty Container Depot – Link facility is at 64% utilisation. There are large numbers of empties to be delivered to the Port over the coming days which will add to the terminal peaking capacity. We having to manage empty flows carefully. | |
| <p>Road Services – after a slow demand weekend, approximately 55% on previous weekends, Fergusson R&D had a couple of productive days. Between Monday and Tuesday, we have delivered out a combined total of 1,213 import containers by road and 282 by rail. Average truck turn times remained under 25 minutes across both days.</p> <p>A friendly reminder to contact Customer Service Team for Late Receival approvals.</p> | |
| Productivity – still lower and subject to yard utilisation | |

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| Rail Services – Rail operations have been running as expected. | |
| Other – | |
| Multi-Cargo Operations | |
| <p>Berth and Yard Capacity – Container/Bulk berths will be at 100% utilisation. Jellicoe and Freyberg container and breakbulk yards are currently at 100% utilisation and will remain this way for some time.</p> <p>Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility are currently at 100% utilisation. A container vessel is working B3 North today till Friday PM, restricted access to B3 North.</p> <p>POAL/MC Ops team request all efforts for key stakeholders to resource for the swift delivery of cargo within its permitted free time. Extensions for free time and any additional storage will not be considered.</p> | |
| <p>Road Services – Container and Breakbulk R&D are extremely busy, with high volumes being delivered from Jellicoe wharf. The Bledisloe Truck-grid continues to have congestion at times but is being managed accordingly, please raise any issues with Multi Cargo directly. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas and any subsequent issues.</p> | |
| <p>Other – COVID-19 controls appropriate are in place. Masks must be worn on port and all visitors should use N95 masks if available as they are more effective against the Delta variant. Always stay two metres away from all other people. Do not physically approach Ports of Auckland staff or people from other organisations, please respect and maintain safe social distancing.</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 5360**. 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 please email driverassist@poal.co.nz.

Next update will be on Friday 22nd October 2021.