

Operational Update: COVID-Level 3

5th November 2021

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
Overall status:		
<p>Key points: Several stevedoring staff have had to be stood down as a precaution, in line with our COVID-19 prevention protocols. This has reduced labour availability and made operations more difficult. We are balancing the road and shipside demand as best we can over the weekend and hope to be back to full strength by Monday.</p> <p>Please note the empty depot will be operating this Sunday 07 November between 0700 – 1500 hrs for receipt of export empties via the empty yard and Link returns.</p> <p>This weekend there are plenty of VBS bookings available in the pool with a good number of import and export bookings all day on Saturday and Sunday. On Monday there are plenty of export bookings available, however import bookings have been picked up to 1430.</p>		
Marine Services		
All shifts covered. Pilot times may alter but running to schedule.		
Container terminal vessels at anchor		
None		
Shipping		
<p>Most berth windows suspended, vessels berthing on arrival.</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: 'Navios Miami 161S' (NEASIA) & 'Tianjin Bridge 157' (NZS) • Berthing 04 November: 'Moana Chief 4343' (PACCOS) • Berthing 05 November: 'Louisa Schulte 029S' (BAE) & 'Seaspan Hannover 137W' (SIRIUS) <p>We will keep the website updated with the most current information.</p>		
Labour supply – See above.		
Yard Capacity – The terminal is 95% utilised today.		
Link/On-dock Empty Container Depot – Link facility is at 70% utilisation. We have planned a high number of export empties to be delivered to the Terminal over the coming days. Capacity will continue to be managed tightly.		
Road Services – We apologise for IT challenges experienced last evening with our connection between the Container Chain VBS System and our own system. We know this generated high frustration for our respective teams. Our IT Team is putting a fix in place tomorrow evening. <p>Fergusson R&D operations have been running well. On Wednesday and Thursday, we delivered out 1,197 import containers by road and just under 278 import containers by rail. Average truck turn times across both days remained under 40 minutes.</p> <p>A friendly reminder to contact Customer Service Team for Late Receipt approvals.</p>		
Productivity – still lower and subject to yard utilisation		
Rail Services – Rail operations have been running as expected.		
Other –		

Multi-Cargo Operations

Berth and Yard Capacity – Container/Bulk berths are at 10% utilisation. Jellicoe and Freyberg container and breakbulk yards are currently at 100% and will continue to be throughout the rest of the week & into next. We are experiencing shipping congestion currently.

Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility are currently at 600% utilisation but will increase to capacity by the end of the week & into the weekend, also noting that Bledisloe will have container deliveries to contend with.

Heavy container receival volumes to continue this week.

Shed 6 surfacing works project is ongoing, please exercise caution. 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.

Road Services – Container and Breakbulk R&D are busy. 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.

Other – COVID-19 controls remain 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.

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 Monday 8th November 2021.