

Operational Update: COVID-Level 3

15th November 2021

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays		
Overall status:						
Key points: Fergusson terminal operations have been operating as well as can be expected whilst also managing the challenges of availability staff and tight labour supply due to close contacts and other unrelated illnesses. This is also a challenge for some of our contractors.						
Multi-cargo continues to be busy with heavy demand across most commodity segments. We urge Carriers to maintain close contact with Shipping Lines and Stevedores directly regarding R&D demand and times.						
Marine Services						
All shifts covered. Pilot times may alter but running to schedule.						
Container terminal vessels at anchor						
None						
Shipping						
Most berth windows suspended, vessels berthing on arrival.						
Vessels scheduled to arrive over the next few days (note: times may change):						
<ul style="list-style-type: none"> • Currently alongside & working: 'Louise 365S' (CNS) • Berthing 15 November: 'Kalliroe 016S' (BAE) • Berthing 16 November: 'Nefeli 2121' (ANL TTZ) • Berthing 17 November: "CMA CGM Dutch Harbour 363S' (CNS) 						
We will keep the website updated with the most current information.						
Labour supply – no major issues other than continuing to manage a tight labour supply due to ongoing COVID close contacts and the usual last minute sign offs.						
Yard Capacity – The terminal is 93% utilised today and building.						
Link/On-dock Empty Container Depot – Link facility is at 70% utilisation. Export empty demand remains high. Capacity will continue to be managed tightly.						
Road Services – between Friday and Sunday, we delivered out over 1,338 import containers from the port. 695 imports have been uplifted by trucks on Friday with average truck turn times not exceeding 25 minutes. During the weekend 643 import containers were uplifted by trucks with average truck turn times remaining under 25 minutes.						
A friendly reminder to contact Customer Service Team for Late Receival approvals.						
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 90% utilisation, however, yard utilisation is still close to capacity due to vessels having large exchange volumes. MC Ops are still experiencing some issues with allocating space for export volumes.						
Captain Cook, Marsden, Bledisloe yards and the Car Handling Facility will have capacity available early this week but will be filled by end of the week.						
Congestion is set to continue with large container volumes being presented @ R&D, and MC will remain under pressure at least for the next 2 weeks so we encourage carriers to continue to liaise with the shipping lines on receivals and operating hours.						

<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 busy. The Bledisloe Truck-grid continues to have congestion during busy periods but is being managed accordingly, R&D service issues must be directed to the Shipping Line and their nominated stevedore directly keeping our MC team in copy. Vehicle Transporters are encouraged to communicate with Multi Cargo Ops for staging areas and any subsequent issues.</p>	
<p>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.</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 Wednesday 17th November 2021.