

# COVID-19 Lockdown Operational Update:

29<sup>th</sup> May 2020

Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
-------------------------	--	-------------------------------	--	---	--

<b>Overall status</b>	
<p><b>Key points:</b> Terminal operations working well, albeit we suffered a small IT outage earlier this morning operations are back up and running.</p> <p>Focus remains on managing demand and terminal yard congestion this long weekend ahead, with high export empty evacuations across several vessels and the normal import volume discharge, approx. 3,500 containers. We can already see with VBS demand over the weekend – Saturday, Sunday evenings and Monday daytime VBS bookings are very low which is only going to compound the higher yard utilisation leading into Tuesday and affect productivity all round.</p>	
<b>Marine Services</b>	
All shifts covered. Pilot times may alter, but generally running to schedule.	
<b>Container Terminal Operations</b>	
<b>Berth windows and vessel schedules</b> – Vessel operations all running as planned. Please continue to closely monitor vessel arrival details via POAL website <a href="http://www.poal.co.nz">www.poal.co.nz</a>	
<b>Labour supply</b> - still meeting demand.	
<b>Yard Capacity</b> – yard capacity at Terminal approx. 89% this morning, excluding FN yard due to Automation. This is a high utilisation factor to have heading into a heavy import period and long weekend. Numbers are up due to export empties also in the yard. It is critical import collections are focussed over the weekend.	
<b>Road Services</b> – road operating well with turn times under 20 minutes for the last 48 hours. Excellent work across all stakeholders to keep volumes moving constantly is helping to achieve good turn times. VBS bookings have been fully subscribed for Saturday/Sunday daytime period's but we are trying to find some additional resource to add a few more slots. Very little pick up in the evenings this weekend and Monday daytime. If we	

cannot move more import containers off Port Monday dayshift and nightshift then there will be delays with heavy yard congestion next Tuesday. We appreciate every effort to keep on top of this.	
<b>Productivity</b> – working well	
<b>Rail Services</b> – working well	
<b>Other</b> – nothing to add	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Bulk Vessel operations continue on Freyberg Wharf with import cargo being worked Freyberg East. Available yard capacity at Freyberg is around 40% however this will start filling up with export containers over the next few days. Jellicoe yard capacity is currently around 70%, consisting mainly of receipts for vessels due to load this weekend and early next week. The next 3 x PCC vessels are due 4 <sup>th</sup> and 5 <sup>th</sup> of June. Bledisloe available yard capacity will be at approx.90%.	
<b>Road Services</b> - Container and Breakbulk R&D is steady today. Bulk truck movements continue to be busy through Freyberg. PCC trucking expected to slow today and throughout weekend.	
<b>Other</b> – COVID-19 controls remain the same under alert level 2, please continue to maintain social distancing, trace close contacts and don PPE where required.	
<b>Other</b> – Nothing further to report.	

#### **Friendly reminders:**

Port support services will continue to work remotely during Level 2 for a period of time. Until further notice all enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto:CustomerServiceC@poal.co.nz) The team can now be reached via their normal phone number: **09 348 5100 ext.1**. Hours of work remain unchanged: 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, DG, hazardous, active reefers or late running export containers please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Please note: We allow two drivers at a time into the Fergusson Road Office. Drivers MUST always keep 2 metres apart if waiting outside the Road Office, Kiosks and Multi-Cargo. 'Text 2 Queue' on hold until advised.

The Container Terminal import container demurrage terms remain, applied 3 calendar days after the container has been discharged. To ease the burden, demurrage was set a flat daily rate of \$70 per TEU, excluding Hazardous and active Reefer import containers where the standard tariff charges apply and VBS slots will be prioritised via drivers assist. This was extended during Level 3 into Level 2 until 31<sup>st</sup> May 2020. Please note for any import container discharged from 1<sup>st</sup> June 2020 onwards, we will revert to our standard tiered tariff demurrage rates.

We hope you enjoy the long weekend!

Next update Tuesday, 2nd June 2020.