

# Operational Update:

19<sup>th</sup> October 2020

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Normal or nearly normal		Service degraded, some delays		Service severely degraded, major delays	
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<b>Overall status</b>	
<p><b>Key points:</b> The past weekend has been challenging for both - Manual and Automated Terminals.</p> <p>The weekend started with utilisation of the main Terminal sitting at 92%. This was further exacerbated by the lack of available resources due to sign offs. One of the side effects was our limited ability to efficiently move export containers from the Rail side to the wharf and as a result, caused delays to the vessel operations.</p> <p>We have also experienced delays in the Automated Terminal which were caused by IT issues. Our IT Team worked on resolving these as the highest priority but the productivity on the Northern berth has been affected and took some time to recover. However, delays only affected ship side operations. Servicing of trucks in the A-lanes continued as per normal.</p> <p>On Sunday afternoon we have experienced issues with 1-Stop VBS which prevented dispatchers from securing VBS slots or swapping VBS bookings. However, our Driver Assist Team was on hand to assist those who wanted to make new VBS bookings and/or do a swap. We would like to thank dispatchers for their patience and understanding.</p> <p>Despite all the challenges, R&amp;D operations have performed well. Over 24hrs on Saturday we have delivered 500 import containers via road which was significantly higher than the previous weekends and assisted with maintaining yard utilisation under 100%.</p> <p>'Hansa Offenburg 2027' (ANL TTZ) arrival has been delayed until 22 October.</p> <p>On <b>Tuesday 20 October</b> we will be undertaking an IT Systems update during an off-peak time <b>from 1800 hours to 1900 hours</b>. During this time trucks will not be able to access Fergusson Terminal. Last truck will be processed at 1714 hours (1600 hours VBS bookings). Trucks processing at Fergusson Road Office will recommence from 1900 hours.</p> <p>We wish to remind transport companies to continue checking POAL <a href="#">website</a> for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on <a href="#">Expected Arrivals</a> page. If you need to change your booking due to a change in vessel ETA's, please contact Driver Assist Team for assistance. This applies to all export cargo including DG and active reefers.</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> – Berth windows remain suspended. Vessels will be worked based on their arrival. Our berth plans are only updated for a 2-week horizon, so for Lines please note when reviewing further out.	

<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 the current productivity levels):</p> <ul style="list-style-type: none"> <li>• <b>Currently alongside and working:</b> 'Debussy 037S' (PANZ) &amp; 'Constantinos P 319S' (CNS)</li> <li>• <b>Arriving 20 October:</b> 'MSC Alabama KE042A' (KEX)</li> <li>• <b>Arriving 22 October:</b> 'Hansa Offenburg 2027' (ANL TTZ) &amp; "Majd KE039A' (KEX)</li> </ul> <p>We will keep the <a href="#">website</a> updated with the most current information.</p>	
<p><b>Labour supply</b> –We are still working to a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night. Where we can supplement additional capacity relative to the hours of work and fatigue risk management we are. This is as well as providing suitable coverage for road, rail and yard ancillary work.</p>	
<p><b>Yard Capacity</b> – As of today, the main terminal is approx. 84% utilised.</p>	
<p><b>Road Services</b> – We had a busy R&amp;D during the weekend, however overall it was a good run. Overall, Friday to Sunday 1,531 import containers have been delivered out via road and 242 import containers were railed out. Average truck turn times on Friday were at 50 minutes and weekend averages have not exceeded 43 minutes.</p> <p>Today's R&amp;D operations are running well. There is limited flexibility around VBS Bookings. We will be assisting with VBS for fully cleared import DG and reefer containers as well as export cut off. For Late Receival approvals please apply through Customer Service Team.</p>	
<p><b>Productivity</b> – still operating at lower than normal productivity levels. The main impact is yard congestion and labour.</p>	
<p><b>Rail Services</b> – working well</p>	
<p><b>Other</b> –</p>	
<p><b>Multi-Cargo Operations</b></p>	
<p><b>Berth and Yard Capacity</b> – Jellicoe berths are currently 50% utilised but will be 100% utilised from Tuesday through to mid next week. Freyberg berths are currently at 50% utilised but will be 100% utilised from the Tuesday through to late next week. Container volumes are high with yard utilisation increasing from 70% today through to 100% by the weekend.</p> <p><b>PCC:</b> Bledisloe is currently at 80% capacity. We had a vessel arrive this morning which will discharge into Capt. Cook, Marsden and the CHF, which will be at 100%capacity by Wednesday. We have 5 vessels due in between Thursday and Sunday.</p>	
<p><b>Road Services</b> - Container and Breakbulk R&amp;D will continue to be busy for both receivals and deliveries. Vehicle deliveries are currently minimal but due to increase later in the week following the PCC discharge operations.</p>	
<p><b>Other</b> – Auckland Regional Public Health Service (ARPHS) / MOH have confirmed there is one case of COVID-19 in the Auckland community. The individual worked as a contractor at Ports of Auckland and Port of Taranaki recently. You will be contacted directly by ARPHS if you are considered as close contact.</p> <p>Regular testing does not replace the need for COVID-19 controls and related PPE. Continue to practice good hygiene and follow port safety and COVID-19 controls.</p>	

**Friendly reminders:** A reminder - Customer Services enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto: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](mailto:driverassist@poal.co.nz).

Next update will be Wednesday 21<sup>st</sup> October 2020.