



Dear Customers,

The novel coronavirus (COVID-19) is a rapidly developing issue that we are following closely.

We are taking a precautionary approach to safeguard the health and safety of our employees, crew, business partners, customers and members of the public. To that end we have activated strict health and safety routines in line with the recommendations of the World Health Organization (WHO) and our operations across the Pacific are following governmental advice to minimize risk of exposure as well as operational impact.

The spread of the coronavirus is causing disruptions along all parts of our supply chain, and we are committed to working together with you to find the best possible solutions in these difficult times.

Our Vessels

Normal trade volumes into the Pacific Islands are being disrupted by the impact of coronavirus. In response, we have made some schedule adjustments with the aim of minimizing the impact on supply chains. We understand that delivery of cargo is an essential service. In these uncertain times, it is important that risk assessment and risk mitigation practices and procedures are implemented and followed. For crew on our vessels we have put in place rigorous biosecurity processes that meet the regulatory requirement at each of the ports we service. This includes daily monitoring of crew health by recording temperatures, adjusting crew changes to minimize the possibility of contact with others that may have transited high risk countries, cancelling shore leave and minimising interpersonal exchanges. Enhanced personal hygiene has also been mandated.

Ports & Terminals

All our terminals are currently operating as normal with strict access and health controls in place. Similarly, the ports we call at are fully operational, though we see supply chain disturbances in the form of stricter routines that mean entering the port may take more time than usual.

Our offices

We are taking every precaution to ensure safe working environments across all of our offices. Our customer service and operations teams have contingency arrangements to allow for remote operations. Our depot and warehouse businesses remain open, with employees taking added bio security risk mitigation measures to ensure business continuity.

We will continue to monitor developments and proactively do our best to mitigate risk and disruption across our services. Should circumstances change we will inform you. We will be as proactive and transparent as possible in communicating any impacts to operations.

Your local contact will keep you updated on any specific changes that may concern you.

Further information on the Novel Coronavirus COVID-19 can be found on the [WHO website](#).

Kind Regards
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President

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