



23rd September 2020

**Crew Changes – schedule integrity**

Dear Valued Customers,

We believe schedule integrity is core to providing valuable shipping services in the region. Due to the current travel & quarantine restrictions on a global scale, our shipping schedules are significantly affected, and we would like to communicate to you the reasons why.

The safety of our crew and the communities we service is always our first priority. To ensure we maintain covid free bubbles on board our vessels the management of crew changes to and from ships does require us to:

- Adjust port rotations to accommodate crew health checks.
- Make additional port calls to enable crew to return home.
- Amend scheduled crew changes due to travel & quarantine delays.
- Delay vessels in ports to allow for crew changes to be coordinated.

We would like to take this opportunity to thank our hard working crew members and staff that are making our business continuity program a reality by ensuring reliable shipping services to & from the Pacific Islands

Thank you for your patience during this period & your continued support.

Yours sincerely,

**Neptune Pacific Line**

**AUSTRALIA**

Neptune Pacific Agency Australia Pty Ltd  
ACN 128 149 280  
Level 12, 45-47 York Street,  
Sydney NSW 2000  
PO Box 3813 Sydney NSW 2001 Australia  
Phone +61 2 9235 2999  
Fax +61 2 9235 2912

**NEW ZEALAND**

Neptune Pacific Agency Australia Pty Ltd  
New Zealand Branch  
82 Richard Pearse Drive, Mangere 2022  
P O Box 53141 Auckland Airport 2150  
Phone +64 9 302 5360  
Fax +64 9 302 5361

**FIJI**

NPT Agency  
Level 3, Ra Marama House,  
91 Gordon Street, Suva  
PO Box 36 Suva Fiji  
Phone +670 3304 528  
Fax +679 330 0057 / 331 6360

[www.neptunepacific.com](http://www.neptunepacific.com)