

Crew change related delays in November

6th November 2020

Dear Valued Customers,

Further to our recent communications around the difficulties changing crew as a result of covid-19 related travel and quarantine restrictions, we would like to provide an update on the situation.

Whilst we make best endeavours to manage schedule integrity and cargo capacity management to cater for the markets that we serve, we also have to manage the current priorities around responsible crew management and playing our part in ensuring that covid-19 does not become a further problem in these Pacific Island communities where exposure could be critical.

Since March, we have introduced very strict and thorough protocols on our ships for the crew on board and any visitors. Coupled with this, we must comply with each territory's own protocols around cargo handling, crew movements and quarantine. We see these tighter protocols and procedures being the new normal for the foreseeable future. As a result, we also expect our requirement to divert ships and delay port calls as a future necessity to ensure compliance with our own internal and external protocols which will sometimes have an impact on our schedules. Our support of the Fijian seafaring industry means that we are fortunate to be able to work with Fijian crew on all of our vessels for many of the positions on board and this allows us to work with Fiji on some of the logistics around regional crew management.

We will ensure that we are communicating these decisions and impacts with you promptly & we hope for your understanding as we navigate through this period with you. In our schedules released today, they will reflect the following:

Southern Pearl V1470 delayed loading in Auckland to have all the crew covid-19 tested before embarking new crew who have also been tested and appropriately quarantined, before she heads to Suva to exchange crew with Capitaine Quiros which is based on the Central Pacific trades.

Capitaine Quiros V091 delayed as she waits in Fiji to exchange & relieve crew from both Southern Pearl V1470 and Capitaine Dampier V174.

Southern Moana V028 calling back into Suva after Nuku'alofa to exchange & relieve crew before heading to Melbourne to resume schedule.

Thank you for your continued support.

Yours sincerely,

Pacific Direct Line

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