

Fiji Feeder schedules adjusting to the new normal

20th November 2020

Dear Valued Customers,

We understand that the ongoing disruption to your supply chain caused by port congestion and schedule disruption is having a negative impact on your business. From our perspective there are multiple factors at play.

In Fiji ports we have covid clearance, and increased bio security protocols delaying the commencement and or disrupting port operations. In Auckland there is severe port congestion with up to 10 days delay that is having a knock-on impact at Tauranga. In Sydney and Melbourne ports there is ongoing industrial disruption. At all main ports in Australia and New Zealand fixed berthing windows have been cancelled and our vessels now join the queue of ships.

With the objective of improving our schedule reliability we have taken the decisions to build additional buffer time into the schedule. As a temporary measure we are cancelling the fixed day weekly New Zealand to Fiji service and with immediate effect will operate the Capitaine Tasman and Dampier on an 18-day rotation (instead of 14) and provide a frequency of every 9 days instead of every 7 days. Further, we have adjusted the scheduled frequency of the New Zealand to Tonga, Samoa and American Samoa service from 16 days to 18 days.

On both services we are not sailing any slower, rather we have had increase our port times, and buffer, by more than 25% to cover the expected and ongoing delays

Unfortunately, we do not see any improvement in the near future so we fully expect the revised schedule to be in effect until at the very least the end of the 1st Quarter, 2021. We will of course be monitoring and will keep you updated.

We appreciate your understanding. If you have any questions please contact your local representative.

Thank you for your continued support.

Yours sincerely,

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