

COVID-19 UPDATE

Dear customer,

Firstly, we hope you and those dear to you are keeping safe and staying healthy.

We are all processing the magnitude of the threat of COVID-19 and hopefully are all following the latest Government advice on how we can all help to avoid the spread of this virus.

If you are not familiar with the details, we suggest you refer to Ministry of Health website for update per following link:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

Pacifica Shipping is deemed an essential business by the NZ Govt. and we will continue to operate during the Level 4 shut down period; and beyond.

We appreciate that many of our customers will be impacted by the ability to manufacture goods, pack containers or receive/deliver cargo during the lock-down period.

Please keep us informed of changes to your existing booking and forecasted activity, or if any assistance required to support your supply chain.

Our primary concerns is everyone's well-being and we will be as flexible as possible to alleviate stress and pressure during these unprecedented times. **For example, with immediate effect Pacifica will suspend booking cancellation fees until further notice.**

Whilst our staff will now mainly be working from home please continue to communicate through the usual channels with your team at Pacifica and refer to our website for further updates :

www.pacship.co.nz

Main line: 09 3045044

0800 818 238

Stay safe and look out for each other.



01 April 2020

COVID-19 Notice : Container Detention Free Time

Dear Valued Customers

Pacifica wishes to announce that during the period under which the New Zealand Government enforces a Level 4 COVID alert that container detention will be waived for Pacifica owned/leased equipment. This provision does not apply to reefer equipment or third party supplied containers.

Regrettably, we will be unable to provide any further extensions and that our standard free time conditions will recommence from the date that the level of alert is reduced.

Pacifica has no control or influence charges imposed by Port Authorities in New Zealand. For concerns regarding port storage or demurrage, these should be directed to the relevant Port Authority.

The Pacifica team in New Zealand remain committed to assisting with solutions as we collectively work through this difficult period together. We appreciate your on-going support during these challenging times.

Please contact your local Pacifica representative if any questions.

Keep safe & stay healthy