

1 March 2021

Dear Valued Customer,

We take great pride in being your preferred shipping and supply chain partner at PFL, and we remain steadfast in our commitments to offer greater service frequency, improved service reliability, and faster transit times. That said, our primary commitment is to the health and safety of our people. And we recognize that you may be experiencing scheduling delays as a result of certain new COVID-19 regulatory guidelines, many of which are beyond our control.

Please rest reassured: we are doing everything in our power to return to a more predictable schedule while keeping our vessels (and the Pacific) COVID-19 free. In the spirit of transparency, we would like to share the efforts we are undertaking to inform our path forward.

- Timely crew change is vital to keeping us on schedule. A key problem has been the impact of COVID-19 regulations on our ability to change crew.
- Through extensive efforts we have achieved a rule change from February that allows replacement crew for Pacific ships to first quarantine in New Zealand before joining a ship. This is critical to keeping our vessels COVID-19 free. Pending that decision we fought for, and obtained, one off quarantine exceptions.
- Most recently we secured allocated quarantine beds sufficient to support our crew change requirements starting in March.

These have been hard won changes requiring engagement with a range of government agencies and expert legal support. With these changes in place the risk of delay will be reduced.

- Our goal is to have all crew members vaccinated as soon as possible. We continue to advocate for our seafarers to receive the vaccine, as we recognize their work as essential to a vibrant economy.
- PFL's strict COVID-19 protocol and regulatory efforts has resulted in zero positive cases on our vessels. We will continue to mandate a 14-day quarantine, three negative PCR tests before boarding, isolation of all crewmembers while in port, and temperature checks for our crew so we can continue this track record of success.

We could not have anticipated the unprecedented challenges our businesses would face during these last 12 months. We must do our part to help ensure the health and safety of our crew and the customers we serve. We believe that doing so will help our industry get back to "business as usual" as soon as possible.

Thank you for your understanding and patience. On behalf of all of us at PFL, I appreciate your ongoing support as we navigate these historical challenges together.

Best Regards,

Greg Wilson

Chairman | Pacific Forum Line

