

March 23, 2020

## **Customer Notice**

### **COVID-19 Update 1**

#### **The current situation:**

New Zealand now has 102 confirmed cases of COVID-19.

Most of these cases are travel-related but in at least two instances, no link to overseas travel has been ascertained and MOH cannot rule out a risk of community transmission. It is continuing to investigate.

NZ is now at **COVID-19 Alert Level 2 – Reduce Contact**.

#### **LPC's Response:**

With the evolving situation around Covid-19, we continue to work hard on business continuity and keeping the Port open. We take our role as critical lifeline infrastructure seriously and we remain focused on ensuring vital supplies can keep moving and making sure we support your businesses and the community.

We have already introduced some changes to the way we operate. The following measures have been introduced over recent days:

- From today, all non-essential LPC office staff are working from home
- We have isolated critical staff like our Marine Pilots
- We are creating separation between work groups to disrupt transmission of the virus
- We have stopped all non-essential visitors to the Port.

We are preparing more measures for implementation as the situation changes. These changes will be made progressively, and many of these changes will not impact our level of service.

Some changes, however, may impact service levels. There is the potential for a delay on berthing or a slower turnaround of your vessel. We would ask for your support and understanding as we navigate these challenging times, and ensure that the Port continues to operate.

#### **Keep in touch:**

Please keep us informed on what is happening in your business and how these changes may impact the demand for our services. This will help our team plan more effectively on our key objective of keeping LPC open.

Our teams will keep you updated with any developments, and we remain available as per normal to answer any questions you may have.

Kind regards

Simon Munt

LPC Marketing Manager