

Implementation of load priorities during COVID-19

The COVID-19 outbreak continues to challenge all of us. Marine Atlantic's operational decisions are currently focused around two main principles; protecting the health and safety of our customers and employees and maintaining the essential ferry service link.

On a day-to-day basis our team works to ensure each commercial unit arrives at its destination as quickly as possible. Currently, due to the international health crisis, there is additional pressure to ensure the continued supply of food and medical products. Effective today, Marine Atlantic will be prioritizing the following commercial loads for transport, including:

- Fresh fish and meats
- Perishable produce
- Medical supplies, including pharmaceuticals
- Live products
- Food (dry provisions)
- Milk and dairy products

This protocol will remain in place throughout our response to the COVID-19 pandemic. This load priority will be in effect on the Gulf ferry service.

Frequently asked questions

1. Is the list of commodities in order of importance?

Units carrying anything on the priority list will be loaded in booking order, as far as operationally feasible.

2. Will Marine Atlantic continue to accept premium bookings?

Marine Atlantic is suspending the premium booking service until further notice. Premium bookings that are already in place will be honoured.

3. Will there be a difference in how drop trailers and live commercial units will be treated?

Units carrying anything on the priority list will be loaded in booking order as far as operationally feasible.

4. What about priority goods that require Single R crossings?

In the short term, the MV *Leif Ericson* will be utilized to accommodate required shipments of priority goods that require a restricted dangerous goods crossing. Moving forward, we will continue to evaluate these shipments and ensure the continued movement of these commodities.

5. How do commercial carriers let us know they have a priority load?

Load information will be taken at ticketing upon arrival at the terminal. The load manifest will confirm the load matches the priority list. No advance notice is required.

Thank you for your understanding during these difficult times.