

# Coronavirus Update (COVID-19)

23 April 2020

Circular Ref: 2020/020



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As the unparalleled action around the world to mitigate the health, social, economic and political impact of the COVID-19 pandemic continues, North remains committed to servicing the needs of our Members and policyholders worldwide.

With the continuing closure of North's and Sunderland Marine's offices in Newcastle, Hong Kong, Tokyo, Singapore, Piraeus, Dublin, New York, London, Australia and New Zealand all staff can be contacted via their mobile phones and by email to answer questions concerning claims, disputes and cover implications arising from the COVID-19 outbreak. Our main UK switchboard number, +44 191 232 5221, is operating as normal and full contact details for each team member can be found on the North and Sunderland Marine websites – [www.nepia.com](http://www.nepia.com) and [www.sunderlandmarine.com](http://www.sunderlandmarine.com).

Our Shanghai office began a phased return to work on 23 March, observing certain travel and office attendance restrictions as a precaution. This includes the team working alternate weeks in the office and at home but planning to return to normal working on 1 May.

Our emergency procedures remain unchanged. In an emergency, please get in touch with your usual contact via their mobile number and/or email address listed on the North and Sunderland Marine websites.

There are several online digital tools to help increase understanding and track the extent of COVID-19 worldwide. North's [GlobeView](#) tool helps shipowners, charterers, operators and others in the maritime sector track specific country and port COVID-19 advice. Earlier this month the International Group of P&I Clubs (the IG) launched its online [digital dashboard](#) to deliver up-to-date COVID-19 information. The dashboard sources data from North's GlobeView and other international sources and combines this with insights from all of the P&I club members of the IG.

In the volatile COVID-19 environment, the shipping industry has played a vital role, working tirelessly to ensure that the supply chains delivering essential goods to communities around the world remain open. We all owe a huge thank you to seafarers and all those others involved in the shipping and delivery of the goods we all rely upon every day. We are delighted to be supporting the Sailors' Society campaign to protect the mental and physical health of seafarers. More information on this very important campaign can be found [here](#).

If you have any questions about our response to COVID-19, please let me know or get in touch with your usual contact. The ongoing development of COVID-19 requires that we continually review our day-to-day operational practices, and we will provide regular updates through the [North](#) and [Sunderland Marine](#) websites.

On a personal note, I hope you and your families and loved ones stay safe.

PAUL JENNINGS

CHIEF EXECUTIVE / EXECUTIVE DIRECTOR

The North of England P&I Association Limited / North of England P&I DAC