



Peters & May continues to deliver high levels of customer services despite the new market challenges

May 25, 2022 08:56 BST

## Customer Service Remains Key as Peters & May Addresses New Market Challenges

**Southampton, UK, Wednesday 25<sup>th</sup> May 2022** – Global marine transport and logistics provider Peters & May gives an update on how the company is responding to new market challenges, resulting from the war in Ukraine, and the impact they are having on the company’s operations. CEO Simon Judson comments on the current developments:

“While the long-term effects of COVID are still having an influence on the transportation market, the situation has improved after the easing of some

restrictions imposed by the pandemic. Most countries worldwide have opened their ports and stevedores have been able to resume their usual work, although port congestion, vessel quarantining, labour shortages and cargo supply are just some of the few difficulties that continue to affect vessel scheduling. While many cities in Asia are still in lockdown, ports are operating, so with careful planning, we have been able to ship in and out of Asian ports. For smaller groups of yachts and commercial craft, we have managed to find pockets of space on vessels departing Asia approximately once a month this year. With windmill cargo dominating the market at the moment, taking the full deck of a vessel is rarely economically viable from this region."

"Understandably, the war in Ukraine has had an impact on the access to ports, space aboard ships and recruitment of crews. There is currently a lack of availability of containers worldwide and ports are overstretched. There are port closures and ship seizures due to the global sanctions imposed on Russia. As a result of these circumstances, freight rates are still at very high levels however we envisage a slight easing as we approach the end of 2022."

Simon Judson comments on how the company is working to meet customer needs during uncertain times: "We are naturally eager to continue delivering the same degree of punctuality that we are known to provide to our customers. High levels of customer service, which are within our control, have not changed. However, with fewer ships available and less space, it is not always possible to meet customer requirements at short notice."

"We are doing our utmost to explore all shipping options, but due to the current circumstances, our schedules may vary. Flexibility around dates is advised and we have been recommending that our customers book their shipments and transports early to avoid disappointment or risk fully booked ships if they make their inquiries closer to their preferred shipping date."

Peters & May supplies freight and logistics services by road, air, sea, and courier to the recreational and commercial marine sector. For further information about Peters & May shipping routes and schedules, see: [www.petersandmay.com/en/sailing-schedules](http://www.petersandmay.com/en/sailing-schedules)

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**Notes for Editors**

**For further information or to arrange an interview with Peters & May principals, please contact:**

Kristina Webster

Peters & May

[kristina.webster@petersandmay.com](mailto:kristina.webster@petersandmay.com)

[www.petersandmay.com](http://www.petersandmay.com)

Karen Bartlett

Saltwater Stone

[k.bartlett@saltwater-stone.com](mailto:k.bartlett@saltwater-stone.com)

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**Peters & May** has over forty years' experience delivering world-class international logistics services. It specialises in the global shipping of commercial and private vessels, as well as offering transport solutions for a wide range of cargo by air, land, and sea. <https://www.petersandmay.com/en/>