

FREQUENTLY ASKED QUESTIONS

Subject: Service to Anticosti Island and the Lower North Shore
Frequently asked questions - service for the rest of the season (breakage of the NM Bella Desgagnés)

Date: December 31, 2020

Frequently Asked Questions	
Maritime service - Freight	
Will all communities be served?	<p>RNI's goal is to visit each community at least once per trip.</p> <p>There may, however, be route changes when the weather and navigation conditions do not allow safe docking in a port.</p> <p>If a port cannot be visited due to weather conditions, merchandise that can be delivered by air will be sent as soon as possible when the ship returns to Sept-Îles.</p>
Will food (perishables) be delivered?	<p>Yes, thanks to the winter road and air access program. It has been in operation since December 24, according to the usual parameters. The first deliveries will take place during the week of January 4.</p> <p>In addition, although we strongly recommend that customers use this service as much as possible, Relais Nordik continues to receive and deliver perishable goods until January 18.</p>
Will merchandise that is currently in storage or that will be delivered by the end of the regular service season be fully distributed?	<p>As far as possible, yes.</p> <p>If one of the trips cannot be made for reasons beyond our control, essential goods will be delivered by road or by plane by the STQ.</p>
How many trips are left in the season?	<p>As it is, we plan to complete all regular-season trips. If one of the trips cannot be made for reasons beyond our control, essential goods will be delivered by road or by air.</p> <p>It is very important to respect the reception deadlines. All general merchandise must be received in the warehouses by January 15 at the latest, and perishables by January 18, before 10 a.m. in Rimouski and before noon in Sept-Îles.</p>
Can I continue to order goods?	<p>Yes, general merchandise will be received in warehouses until January 15th, but we recommend that customers limit themselves to orders that cannot be postponed. Perishable goods that cannot be transported by the winter access program can be received in warehouses until January 18 before 10 a.m. in Rimouski and before noon in Sept-Îles.</p>
Where will the ship leave from?	<p>The ship will leave from Sept-Îles. Whenever possible, we ask customers to deliver goods to Sept-Îles. However, customers can continue to have their merchandise delivered to Rimouski. All containerizable goods delivered to Rimouski will be transported by truck to Sept-Îles.</p>
Can I send goods to another community on the Lower North Shore or to Anticosti Island?	<p>Yes, these goods will be loaded during the stops of the MV Bella Desgagnés. As the ship will only make one stop per port per trip, they will be delivered no later than the next trip.</p>

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<p>If there is merchandise left in warehouses at the end of the season, what will happen?</p>	<p>Currently, there is no reason to believe that any goods would remain in the warehouses at the end of the season. But, if for some reason beyond our control this situation arose, food and essential goods would be transported by air and the others (large furniture, appliances, vehicles) which could not be transported by air, will be transported at the beginning of the next season (April).</p>
<p>I ordered essential merchandise that is not covered by the Nutrition North Program (e.g., baby diapers). Will I have them?</p>	<p>All essential goods received to date in Relais Nordik warehouses will be delivered.</p> <p>Diapers are included in the Nutrition North list and are therefore eligible for the winter access program.</p>
<p>Will I have my Christmas presents?</p>	<p>As far as possible, yes.</p>
<p>How can I follow the progress of the ship? How will I know if it will dock in my community?</p>	<p>Customers will be able to follow the progress of the NM Bella Desgagnés by visiting the company's website http://position.desgagnes.com/rni.asp which will be updated regularly.</p> <p>RNI also invites customers waiting for goods to check with their local agent to find out when they can pick it up.</p>
<p>What have you done to ensure the best possible service?</p>	<ul style="list-style-type: none"> • Transport by plane and truck of over 75 tonnes of perishable goods that were on board the vessel at the time of the first breakage. • Advancement of the winter road and air access program. • Special delivery of bread and medical products by air. • After risk analysis, resumption of the service with only one engine. • Addition of a tug to assist the Bella Desgagnés in its approach maneuvers in ports. • Return to service of the Nordik Express is assessed and pending Transport Canada approvals.
<p>I was to receive perishable goods on the December 28 trip. When will I receive them?</p>	<p>To ensure freshness, perishable goods will be received in the warehouses on January 4. Customers are requested to advise their suppliers.</p>
<p>Will there be compensation for expired products?</p>	<p>Yes according to Relais Nordik's usual claims process. Expired goods must be declared upon receipt and left with the agent.</p>
<p>What goods are currently on board the vessel and in what condition?</p>	<p>On board the ship now, for delivery in the next few days, are the general cargo from Voyage 37 (received until December 11) and perishable cargo from Voyage 38 (received December 22).</p>
<p>When will my vehicle be transported?</p>	<p>The priority at the moment is to deliver food, baby diapers and other essential goods as quickly as possible. Vehicles received will be delivered as soon as space and container availability permit.</p>
<p>Will the ship be repaired by the end of the season?</p>	<p>No, the engine that has suffered a breakdown and the spare engine that was certified by the supplier but that broke down will need to be repaired and tested before it can be used again. These repairs will take several weeks. That being said,</p>

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	for the time being, given the absence of ice, the Bella Desgagnés continues to sail with one engine.
Could you put the Nordik Express back into service?	RNI employees are already busy preparing the vessel to be ready to operate as quickly as possible, but the Company is still awaiting mandatory clearances from Transport Canada.
Maritime service - Passengers	
I had a reservation to travel over the next few weeks. Will I benefit from the alternative transport service?	Yes, the alternative transport service is offered under the usual parameters for customers who had already booked and paid for a sea passage. The alternative transport service has been triggered for all customers who had a reservation for travel before January 4, and they have already received an email communication explaining how to book their flight. The alternative transport will be activated on January 4 for all customers who had a reservation for a trip with a departure date from January 4 onward and clients will receive a communication regarding this.
My trip was not booked, but I want to travel in the next few weeks. Will I be entitled to air access?	No, no new reservations are possible given the many contingencies.
How can I get around?	From now on, people are encouraged to visit the Department of Transportation website for information related to the Air Fare Reduction Program.
Winter Road and Air Access Program	
Is the program running?	Yes, activated since December 24th. The first delivery will take place in the week of January 4.
What goods are eligible?	Eligible foods provided for in the Nutrition North Canada Program are covered by this winter access service.
As the service has been modified due to the breakage, will other goods be eligible?	We are evaluating this possibility.
When to order	According to the usual parameters. For the duration of the opening-up service, orders must be placed before Thursday 4 p.m. to be delivered the following week by plane or by road. The first order must therefore be placed before Thursday, December 31, 2020, by customers in order to receive the goods during the week of January 4, 2021.