

Response from Solent Stevedores

Thank you for the recent e-mail I received from your colleague [REDACTED] and I have responded accordingly below.

Should you have any other queries, please do not hesitate me.

Q1 What are the most important services provided to you at Jersey's harbour and / or marinas?

- PoJ are landlord of our rented offices and mess rooms.
- PoJ own and maintain the port assets essential to our business a) cranes b) linkspans c) gangways d) vessel mooring facilities e) Operational areas of New North Quay and West of Albert berths.

Q2 What are the most important aspects of the quality and delivery of those services?

- Assets are appropriately serviced and maintained, to ensure continued availability and efficiency.
- PoJ plan ahead financially for asset depreciation and replacement, to ensure continued availability and efficiency.
- Regular communication and access to POJ staff.

Q3 What aspects of the quality and delivery of those services should be monitored / measured on a regular basis?

- Asset availability and breakdowns, and the downtime to vessel loading and unloading operations caused by such (which can ultimately then be associated to a financial cost to both service providers and customers). Capture of downtime information for interrogation and to better understand problems and the ramifications of these. Regular liaison with asset users to assist in problem solving.
- Delivery of planned asset servicing and maintenance, against a transparent scheduled planned maintenance program.

Q4 What specific performance or quality of service measures should POJL put in place?

- Published records of the delivery of planned asset servicing and maintenance, measured against a transparent scheduled planned maintenance program.
- Published PoJ financial plan for asset depreciation and replacement, to ensure continued availability and efficiency.

Q5 In your view, how should POJL communicate its performance standards and the results of performance measurement to you? Would you, for example, prefer to receive feedback through bilateral discussions or to see information regularly published on a website? (or some combination of the two or another approach entirely?)

- We would like access to TABSFM, the maintenance software used by PoJ to record defects and planned maintenance, and to authorise, allocate works and close out when complete.
- Monthly harbour performance statistics, published and/or sent out automatically by email to business partners such as ourselves.
- Regular Operations meetings with business partners and commercial port users.
- Strategy meetings with POJ staff working in line with the masterplan.

Q6 Do you have experience of other suppliers or service providers where there are approaches that in your view represent good practice that could usefully be applied to the provision of services by POJL? If so, what are they and why do you consider these specific practices are useful comparators or benchmarks?

Working with Associated British Ports, we have experience of the following,

- Regular Operational review meetings, encompassing Compliance and Health & Safety issues.
- Regular asset maintenance meetings.
- Regular strategy meetings

Q7 Should there be guaranteed minimum standards of service? - If so, what should they be?

- Minimise downtime of port assets.
- Plan for successional asset replacement.

Q8 What is the appropriate remedy in the event minimum standards are not met?

- Regular dialogue with POJ senior management, where required.
- In very extreme cases some form of third party review.

Yours sincerely

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