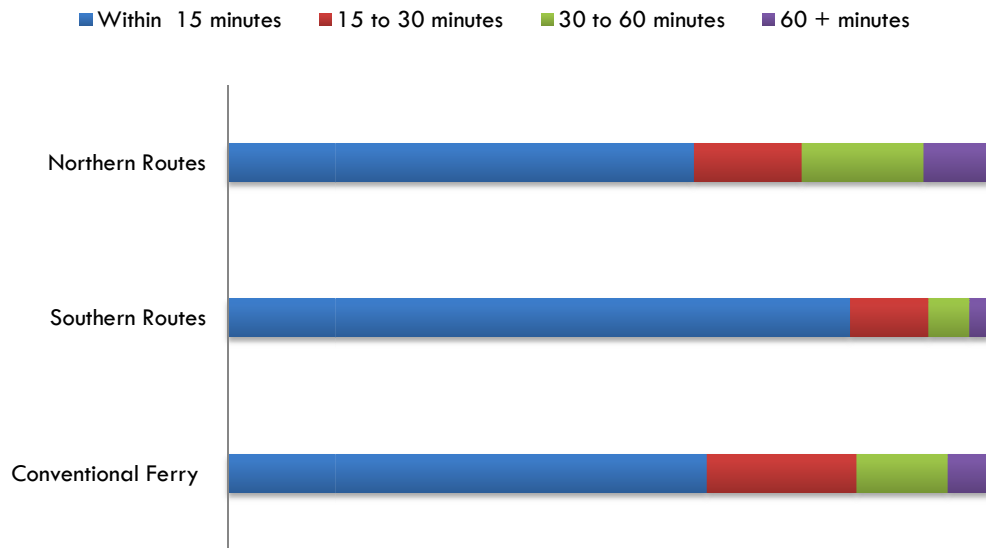


Customer Focus: July to September 2011¹

Punctuality

- In the third quarter of the year, Condor Ferries operated 1,570 sailings² between the Channel Islands, UK and France which equates to an average of 17 arrivals per day across all routes.
- More than 80% of sailings on the Southern routes³ arrived within 15 minutes of their scheduled arrival time during the busy summer holiday period.
- On the Northern³ routes the number of sailings increased by 44% and during this very busy period the number of sailings arriving within 15 minutes of scheduled arrival time was 61%. A significant cause of delay was berth congestion in Jersey, where tidal restrictions frequently require ships to berth in quick succession meaning a delay to one ship has knock-on effects to the punctuality of others.
- The overwhelming number of sailings operated to the planned schedule with only 6 rotations on 5 days affected by a partial or full reschedule. This is a significant improvement on the previous quarter with a 90% decrease in rescheduled sailing days.

Punctuality Update : Ferry arrivals



	Conventional Ferry	Southern Routes	Northern Routes
■ Within 15 minutes	63.0%	81.8%	61.3%
■ 15 to 30 minutes	19.6%	10.3%	14.2%
■ 30 to 60 minutes	12.0%	5.3%	16.0%
■ 60 + minutes	5.4%	2.6%	8.5%

Jul - Sep 2011

¹ The data period is 1 July 2011 – 30 September 2011 and reports on punctuality against scheduled arrival times, including rescheduled departures against the revised timings. Further information on the number of times a rotation was rescheduled is provided below.

² A sailing is one part of a rotation – between immediately connected ports of call

³ Northern routes are those between the Channel Islands and the UK, and Southern routes are those from the Channel Islands to France

Changes to schedule due to weather, technical or for other reasons

From time to time, Condor Ferries services are rescheduled for a variety of reasons. This may be because the forecast weather conditions exceed our operational limits at the scheduled time, as a result of technical problems or to accommodate exceptional traffic like cultural and sporting events in the Islands which are notified after the schedule has been published. Across the course of a year, all these factors will cause schedules to be amended.

There were 5 days in the quarter when 6 rotations⁴ were rescheduled for technical reasons equating to 5.4% of all sailing days. This is dramatic improvement on the previous quarter with a 90% decrease in rescheduled rotations.

Reliability⁵

- Condor Ferries passenger services were extremely reliable with almost 99% of all scheduled sailings on all routes and passenger ships taking place and there was no significant difference in reliability on the Northern or Southern routes.
- Over the busy three month period of high summer, Condor Ferries scheduled nearly 1,600 sailings of which 19 or 1.2% were cancelled. 12 sailings were cancelled due to weather conditions which exceeded safe operational limits and the remainder were cancelled due to technical problems. For the second successive quarter, no sailings of the conventional ferry were cancelled.

July - September 2011	Reliability Analysis ⁵			
	Northern Route	Southern Route	Conventional Ferry	All services, all routes
Scheduled sailings	766	507	316	1,589
Cancelled sailings	17	2	0	19
Additional sailings	0	0	0	0
Net sailings	749	505	316	1,570
Total Sailings	749	505	316	1,570
Overall reliability	97.7%	99.6%	100.0%	98.8%

⁴ A rotation is one completed sailing usually from a port of departure to intermediate ports and back.

⁵ Reliability is calculated as a measure of the number of sailings compared to total cancellations.