KEEPING OUR ISLANDS CONNECTED & SUPPLIED

CONDOR FERRIES CONTINGENCY PLANNING 2018/19





INTRODUCTION

MAINTENANCE AND CONTINGENCY PLANNING

All ships need regular maintenance as well as re-certification (similar to an MOT), to ensure they are able to sail safely and legally. This can only be done in dry dock.

- Condor's high speed craft have to be dry docked every year, and this has historically been done in the winter months, usually between January and March
- Commodore Clipper is dry docked once every two years, and Commodore Goodwill must be dry docked at least once every 5 years. Historically both conventional ships have been docked in the autumn, every other year. We re-fit Commodore Goodwill every two years, to maintain high levels of reliability.

We plan so that only one ship is out of service at a time.

When scheduling maintenance we have to consider:

 The need to avoid peak holiday travel periods - key island events, school holidays and half terms

- The importance of maintaining freight supplies at key times, such as potato season and the run-up to Christmas
- Likely prevailing weather conditions
- Dry dock availability
- Availability of suitable charter ships

WHAT'S DIFFERENT THIS YEAR?

For a number of years, we have published our long term plans for fleet maintenance. We think this will help our customers, and the wider communities In Jersey and Guernsey, to plan their travel needs.

As well as outlining our routine ship maintenance, this plan also takes into account the need to install new equipment and update systems to comply with changes in maritime regulation.

We normally dry dock one of our high speed ferries before and the other after Christmas.

This document is produced in good faith and sets out options for service modifications during maintenance and other periods. Actual plans may be adjusted to meet specific requirement.

FLEET MAINTENANCE PROGRAMME JAN 2018 - DEC 2018

		January 2018				February 2018				March 2018				April 2018					May 2018					June 2018				
	Clipper																											
	Goodwill																										Dry Doc	
Ship	Liberation																											
	Rapide			Dry	Do	ck																					Dry Dock	
	Charter																										Cover Good	

			July 2018					August 2018				September 2018					October 2018				November 2018				December 2018		
	Clipper																										
	Goodwill	D Dc	ry ock																								
Ship	Liberation																					Dr	y Do	ck			
	Rapide																										
	Charter	Cove	er for dwill																								

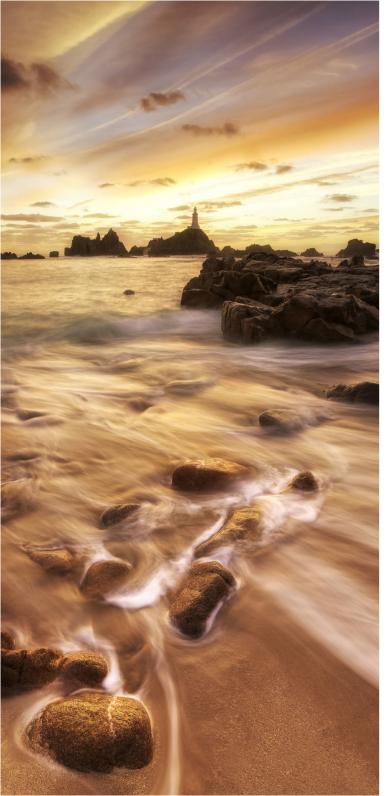
Dry Dock - Annual or biennial work undertaken to ensure statutory complianceOther Works - Maintenance, upgrade or other refit work which requires the ship to be taken out of service

FLEET MAINTENANCE PROGRAMME JAN 2019 - DEC 2019

			January 2019					February 2019			N	March 2019				April 2019					May 2019					June 2019		
	Clipper																											
	Goodwill																											
Ship	Liberation																											
	Rapide			Dr	y Doc	ck																						
	Charter		A	Arrow	v Stan	ndby	,																					

		July 2019					August 2019				September 2019					October 2019				Nov	/emb	er 2	019	December 2019			
	Clipper													Dr	y Do	ck											
	Goodwill																										
Ship	Liberation																				Dry [Dock					
	Rapide																										
	Charter												С	over	for C	Clipper				Arr	ow S	tanc	lby				

Dry Dock - Annual or biennial work undertaken to ensure statutory compliance **Other Works** - Maintenance, upgrade or other refit work which requires the ship to be taken out of service



CONTINGENCY PLANS

We plan our maintenance period at the same time as our schedules to minimise the impact they have on our freight customers and passengers. This can mean that we make changes to our usual timetables and/or charter a freight ship to reduce further any impact on customers.

But we also have plans in place to deal with short notice disruption, either because of weather or technical issues.

Contingency plans don't mean having a ship on permanent standby, that's just not practical or viable. Instead we have a **range of plans** to cover as many scenarios as possible.

When deciding which contingency to put in place, these are some of the things we have to consider:

- How long the bad weather will last/how long the repair will take
- The time of year, and therefore the balance of priorities between tourist and freight business, and between the Islands, UK and France
- The weather forecast
- Tides
- Freight volumes
- Passenger volumes
- Crew hours
- Special events in the Islands
- Other legislative compliance
- Maintenance schedule

This document is produced in good faith and sets out options for service modifications during maintenance and other periods. Actual plans may be adjusted to meet specific requirement.

CONVENTIONAL SHIP DRY DOCK CONTINGENCY PLAN

When Goodwill or Clipper are in dry dock a suitable vessel will be chartered to maintain a seamless freight service. Passenger services will continue to operate when Goodwill is in dry dock.

Passenaer services when Clipper is in dry dock. If Rapide or Liberation 2 choices for customers:unexpectedly out of Operate additional sailings • Transfer to next available service 1-2 days during as soon as ship is back in sailing Clipper dry dock, e.g. service. Full refund weather disruption. 2 choices for customers:-If Rapide or Liberation The remaining high speed unexpectedly out of ferry to operate a through • Transfer to the next suitable service 1-2 weeks during France-CI-UK-CI-France sailing Clipper dry dock. service. • Full refund

If Rapide or Liberation unexpectedly out of service more than 2 weeks during Clipper dry dock.

The remaining high speed ferry to operate a full France-CI-UK-CI-France service.

Investigate chartering a suitable ferry if out of service for a long time.

Return Clipper to service as soon as possible.

HIGH SPEED FERRY DRY DOCK CONTINGENCY PLAN

When one high speed ferry is in dry dock, the other will operate a special timetable serving UK-Channel Islands-France. Below are the arrangements when one high speed ferry is in dry dock and another is unexpectedly out of service.

Remaining high speed ferry is out of service **1-2 days**.

Add extra rotations to boost capacity on the relevant route.

Transfer disrupted passengers to conventional service.

Operate additional rotations as soon as back in service.

Remaining high speed ferry is out of service **1-2 weeks**.

Charter additional freight ship to allow Clipper to concentrate on passenger services. Reschedule Clipper to provide essential service

I likely to be PO-GU-JE-ST alternating daily with ST-JE-GU-PO.

The other high speed ferry to be taken out of dry dock as soon as possible.

Remaining high speed ferry is out of service more than **2 weeks**.

The other high speed ferry to be taken out of dry dock as soon as possible.

Investigate chartering a suitable ferry if out of service for a long time.

Clipper or Goodwill unexpectedly out of service while high speed ferry is in dry dock. Unlikely that a conventional ferry would be affected by weather for more than a day.

Very rare for weather or technical problems to prevent our conventional ferries from sailing. In the event, we could charter a suitable replacement.

To maintain a seamless freight supply, we would:

- Give essential supplies priority
- Provide other C.I. operator capacity
- Transfer light freight onto other HSC