

Performance Assurance Committee: Shipper meeting process

V0.2

November 2020

Contents

| | |
|------------------------------------|---|
| 1. Meeting type | 3 |
| 2. Invitation format | 3 |
| 3. Expectation of the Shipper..... | 3 |
| 4. Attendees from PAC..... | 4 |
| 5. Shipper attendees | 4 |
| 6. Administration | 4 |
| 7. Online meeting etiquette..... | 4 |
| 8. Post meeting updates | 5 |

1. Meeting type

As part of its performance improvement work there are circumstances under which the PAC may invite Shippers to present their performance improvement plans in more detail at a dedicated meeting.

These sessions may take two forms;

- as part of the escalation process as a 'call in' session or,
- to offer advice and support.

2. Invitation format

Should the PAC agree (by vote) to hold a Shipper meeting, PAFA will propose a date that allows the Shipper not less than 4 calendar weeks' notice of the event.

An electronic meeting invitation will be sent to all proposed participants and will include the following detail:

- Date and time of the meeting
- The reason for the invitation – 'Call in' or support/advice with detail of the performance that have prompted the meeting
- The PAC members that will be in attendance,
- The expected meeting format – online 'Teams' or in person,
- Expectation of the Shipper including the necessary presentation material and who should attend,
- Desired outcomes

3. Expectation of the Shipper

Those Shippers that are 'called in' to the PAC as part of the Performance improvement escalation process should provide to the PAC, no later than one calendar week in advance of the meeting date:

- A revised version of their performance improvement plan, addressing where relevant any comments from the PAC
- A presentation that should not last longer than 20 minutes, to summarise the key elements of the provided plan, the milestones planned, the date for issues resolution and any contingency plans
- The names of attendees from the Shipper organisation, who have the appropriate authority to make decisions on behalf of that organisation

Those Shippers attending a support session should provide, no later than one calendar week in advance of the meeting date;

- a revised version of their performance improvement plan, including addressing any comments made by the PAC,
- Option to provide a presentation to summarise their plan and highlight key improvement activities and expected outcomes.
- The name of Shipper organisation attendees who have the appropriate industry knowledge to participate in discussion

4. Attendees from PAC

The PAC is currently constituted of 12 members (9 Shipper and 3 Transporter members).

The PAC may determine that depending on the nature of the proposed meeting, that not all members should be present.

If the meeting is as part of an escalation process, a 'call in' meeting, a PAC member may cite a conflict if the Shipper organisation to be escalated is associated with them.

The PAC may also determine that a smaller group of the PAC can facilitate an advisory session, especially if there are specific subject matter experts available.

5. Shipper attendees

Shippers will be encouraged to ensure that the appropriate employees attend the PAC sessions.

For an escalation or 'call-in' the PAC would expect that the Shipper employees attending the meeting would be of an appropriate seniority to make decisions and commitments on behalf of their organisation and have sufficient industry knowledge to enable them to participate in relevant discussion and debate.

An advisory session should be attended by a member of the Shipper organisation that is sufficiently experienced or have the appropriate level of industry knowledge to both explain and communicate the proposed performance improvement plan and participate in discussion and debate.

6. Administration

The work of the PAC is focused on the analysis of the PARR reports, the PAC view of which includes confidential shipper specific performance data. It is expected that at the Shipper meetings, these reports as well as relevant performance improvement plans provided by the Shipper, will be discussed in more detail and it is likely that the identity of the Shipper (which in regular PAC meetings is protected) will be revealed.

As such to maintain confidentiality and to protect those Shippers in attendance, attendance at these meetings will be restricted to PAC members and the PAFA who will perform the role of an administrator.

7. Online meeting etiquette

To ensure that online meetings run smoothly, all attendees have the opportunity to speak and that the appropriate level of confidentiality is maintained, all meetings that are held online by 'Teams' or another digital meeting tool will be run, with attendees adhering to the following guidelines:

- The meeting administrator will provide no less than 2 attendees to the meeting, one of which may act as Chair of the session and a second as administrator of the meeting
- A roll call of attendees will take place at the beginning of each session, the meeting administrator will state the attendees full name, and their purpose at the meeting eg. Joe Bloggs, PAC Shipper Member, the member should then positively confirm their attendance

- The meeting agenda will always be on the screen, except for when presentations are being shared.
- The 'hands-up' facility should be used at all times, and the meeting administrator will be responsible for managing this facility
- The 'chat' facility may be used during the meeting, although attendees should be mindful that the content of the chat will be visible to all attendees and meeting invitees.
- The meeting administrator will monitor the chat and highlight any relevant comments to the main meeting
- Attendees should remain on-line for the duration of the meeting, to maintain continuity of discussion
- All attendees should be encouraged to remain fully present and focused on the meeting and the content being discussed to ensure that all participants experience the best possible outcome
- On conclusion of the meeting, the meeting administrator will remain connected to the on-line session until all other participants to have left and then close the meeting.

8. Post meeting updates

No later than 5 working days following the conclusion of the Shipper meeting, a meeting summary document will be provided to the Shipper which will include all recorded actions and recommendations.

A full set of minutes and actions from the meeting will also be provided to the PAC, via the Huddle platform.