

James Fisher

Marine Services



Communication & Stakeholder Management Plan

Version	Date	Changes	Author	Approved



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1 GENERAL

1.1 Purpose

This Communications and Stakeholder Plan identifies the framework within which The Authority and James Fisher Marine Services Ltd (JFMS) will communicate through the period of the contract. It is recognised that without effective communication between all the various stakeholders under the contract, it will not be possible to provide the high quality service that is desired.

James Fisher has extensive experience of working in partnership with a large number of organisations in both the Public and Private sectors to deliver high quality services to our customers. Whether in a joint venture arrangement, or acting in a prime contractor and sub-contractor relationship, James Fisher is experienced in acting both as a customer and a contractor within an outsourced contract and it is this which provides us with a clear understanding of the requirements and expectations of both parties.

The principal objectives are; improving quality and service standards, reducing costs, reducing waste, enhancing relationships between customers, buyers and suppliers, and providing a competitive advantage to all parties. However, the quality of the service provided will ultimately depend on the relationship that is fostered between the Customer and the Contractor.

2 COMMUNICATION

It has to be recognised that there are a significant number of Stakeholders involved in the Upkeep Management Services Contract who need to be considered at all times. It is probable that not all will be involved on all occasions, but it is certain that some will be involved on almost all occasions.

These include:

1. Commercially Supported Shipping (CSS) Team
2. Ship / Boat Repair Yard Personnel.
3. Vessel Crew
4. MCA (as appropriate)
5. Overseers
6. JFMS Management Team

Some or all of these Stakeholders may be invited by The Authority to participate in meetings.

3 PLANNING AND OPERATIONS

JFMS will participate in six monthly contract meetings with the MOD at the JFMS office. The contract performance would be reviewed and any issues discussed.

Every 6 months a Contract Progress Meeting will be chaired by the Authority. JFMS will be responsible for the taking and issuing of the minutes for approval by the Authority within 10 days of

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the meeting. JFMS shall provide the Authority with a progress report no less than 5 working days before the six monthly meeting. The meeting will:

- Provide governance and assurance i to The Authority Senior Responsible Officer
- Review operational and technical performance
- Establish and monitor effective Partnering behaviours in delivering the contract
- Establish and implement an effective communication strategy with all stakeholders
- Establish and implement a joint risk management strategy
- Review the following:
 - Statement of work
 - Performance Report
 - Pricing and Payment
 - Technical Surveys
 - Project Reports
 - WAF Authorisation
 - Health Safety and Environmental issues
 - Risk reviews
 - Periodic returns
 - Management Plans
 - Measures for continuous improvement in output delivery
 - Contract amendments

4 ACCIDENTS AND INCIDENTS

Accidents and incidents will be reported to The Authority as they occur and will be recorded within the Management System. Any accident and incident will be brought to the attention of all nominated persons without delay. Statutory and Company reporting and investigation will be conducted in accordance with the Safety Management Plan.