

Ad hoc Working Group Corvid 19 - Business Continuity Action List

Topic	Action	By who	By when
Communication			
Staff dealing with ships crew	Harbor Master has already briefed LC & Pilots in person and has provided detailed briefing materials to all including guidance for Ports and on board ships. See Teams Group		Completed
General staff awareness	Display posters for public offices as provided by the DOH in canteens, toilets, at hand sanitisers stations etc. https://www.hsa.ie/eng/news_events_media/news/news_and_articles/dept-of-health_covid-19-poster_for-public-offices_5_.pdf		Now
Customers Bulk, Lo-Lo & Refinery	All customers informed of the change working arrangements and the possible reduction on port service levels.		DONE 12/03
Travel			
Business travel	Cancel all non essential business travel		Completed
Business travel – critical	All employees travelling for critical business critical to be approved by CEO		Completed
Business travel	All employees travelling for critical business abroad to be briefed by a qualified professional (e.g. health professional, health care provider etc.)		Ongoing
Staff travel – non business related	Ask all employees to consult national travel advice before departing for holidays https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/#travel-advice		Ongoing
Staff travel – non business related	Ask all returning employee to refer to HSE travel return advice https://www2.hse.ie/conditions/coronavirus/advice-for-people-returning-from-affected-areas.html		Ongoing
Briefings & information			
Toolbox talks	Agreed script to be used on current general HSE guidance (“yellow notice”)		

Issue briefing note to all Terminal users	Print and issue HSE “yellow notice” to all Port users at Terminal access points / gates for the next 7 days		Terminal managers
Web site	Update PoCC website with links to Public Health Information		ASAP
Brief cruise team on dealing with the public	Agreed script to be used on HSE guidance (“yellow notice”) & briefing already given to LC & Pilots by Harbor Master ...		ASAP
Brief ferry team on dealing with the public	Agreed script to be used on HSE guidance (“yellow notice”) & briefing already given to LC & Pilots by Harbor Master ...		ASAP
Review large gatherings / meetings / groups	Postpone / consider alternatives to large meetings utilizing technology if appropriate		Now
Topic			
Action		By when	
Update contacts /. Diary	Consider retaining the names and contact details of meetings / contacts to assist “tracing” (14 days min)		Now
Hygiene			
Hand washing	Arrange for briefing on correct hand washing procedure for all to avoid infection using the HSE video https://www2.hse.ie/wellbeing/how-to-wash-your-hands.html		Ongoing
Surfaces	Issue sanitizing wipes for use on all surfaces, keyboards and in all shared vehicles / machines etc.		ASAP
Towels	Remove towels from toilets and replace with paper towels		ASAP
Personal sanitizers	Issues wipes / hand sanitizer / mask if requested to Pilots / LC and others as required		ASAP
Essential IT access			
Confirm remote IT access	All essential remote users to test system		Now
Arrange 365 briefing note for users	365 users – file access and management		Wed 11 th

Topic	Action	By who	By when
Nominate essential remote users	New remote users to be added to list	Managers	Requested 5/3/20
Other			
Suppliers	Consider essential suppliers list and make contact to assess their resilience to supply interruption	All	Ongoing
Payroll	Contact payroll supplier to assess their resilience	DC/POS	Done
Medical support	Source and retain ad hoc medical support for potential future escalation	POS	Ongoing
Operations			
	Critical skills to be prioritized in all areas. "Critical skill" is area of knowledge that we cannot train to full proficiency 21 days.		
HM/DHM/HSE	Toolbox talks given in all areas by the safety officer		Done
HM & DHM/AHM	Rotate weekly on home working. If all are required at work the DHM/AHM will work from Cobh. All remote ICT to be tested		ASAP/ Monday 16th
Terminal Manager	Rotate home working. All remote ICT to be tested		ASAP/ Monday 16th
Terminal Information Officer	Upskill 3 additional resources. The TIO to work primarily from home. Critical linkage with finance dept to be tested for remote working.		NOW
Topic	Action	By who	By when
TIA's	Signage on office doors to restrict entry. Communicate only via intercoms with HGV drivers. TIA to change working routine to week about.		NOW
Tivoli Shift Team	Split teams to allow for a scaled down number of staff on and off terminal. Consider all options to re-structure working arrangements (14 days on 14 days off).		Monday 16th

	Reduce service levels accordingly		
Ringaskiddy Team	Split teams to allow for a scaled down number of staff on and off terminal. Consider all options to re-structure working arrangements. Prioritise key skill sets. Reduce service levels as appropriate. No work, staff stay home.		Monday 16th
Port Operations VTS	Min handover contacts. Source additional trained operators, retired employees.		Now
Pilots	Consider withdrawing Pilots from Port operations. Pilots to work directly from home if a member of the watch becomes ill		ASAP
Pilot Launch Crew	Remote handovers. Resource additional trained staff to support the permanent crew if necessary. All 3 rd party launch trips must be assessed on a case by case basis. No more than two passengers carried on PoC launches in all cases. Remote handovers. Resource additional trained staff to support the permanent crew if necessary		ASAP
Tug	Remote handovers, all areas to be cleaned onboard prior to handovers. Resource additional trained staff to support the permanent crew if necessary. No external passenger onboard.		DONE
Port Service Providers	All service providers requested to put similar contingency plans in place. All have indicated compliance		DONE
Topic	Action	By who	By when
Cruise Sector	Full plan to be agreed with HSE		Friday 13th

HR			
Communications	HR to prepare and issue CEO briefing note to all staff		Completed
	HR to prepare and issue FAQ's to all staff		Completed
	HR to prepare document outlining – support for employees and issue to all staff		Completed
	HR to brief TU's on communications issued to all staff		Completed
	HR to manage the IR implication of the reorganization, local meetings etc		Ongoing
Cross skilling	Cross skilling between TA & SO'C to be prioritized in all areas.		Completed
Social distancing / core work	Personnel Manager will work on steady state matters (Pension, pay increases etc.) work remotely until further notice.		Done / agreed
HR support	HR officer to attend CH to support the HOHR – off peak / non core hours		Done /agreed
Crisis management	HR & HOHR to provide a responsive transactional end to end HR service as required including advice & guidance to management		Agreed
	Ongoing crisis management communications to be prepared as required		
Finance			
Topic	Action	By who	By when
Payroll	Organise with CEL that a Basic week can be paid to everyone in the event of a lock down.		Done
Invoicing	Check home IT to assess if invoices can issue from home – this should be ok.		Done
Purchasing	Review increasing the limit on purchasing card to ensure that urgent spare parts can be paid for.		
Creditors	BAM invoices can be paid manually.		Done
Topic	Action	By who	By when

Hygiene	Door lock to be taken off so the door can be pushed open with elbow without touching the handle.		
	STOP sign to be put on accounts door to request people entering to firstly observe hand hygiene, use of alcohol gel at the door and cough etiquette.		
	Door handle to be removed from Canteen side to have only one entry to Finance.		
	Plastic gloves to be put at photocopier to reduce touching photocopier.		
Social distancing / core work	Move seating arrangements / continue to cancel meetings.		
Delegates	Identify delegates and backups to ensure core functions can be run		

Commercial			
	Please complete a summary of your arrangements		
PR	Arrange for IT update and test of a pilot run of home working for marketing		Ongoing
Admin	Arrange for IT update and test of a pilot run of home working for Admin		Ongoing
Support	Additional PR support to be sourced and out it place		Complete
Cruise	Customer contacts & communication updates to be prioritized		Ongoing
	Respond to media queries as required		
Engineering			
	Please complete a summary of your arrangements		

- Next steps
- Develop and agree a response plan in case someone becomes ill with symptoms of COVID-19 at work / not at work.
 - Review plans for business continuity in case of escalation.