

# PAC Shipper sessions

14<sup>th</sup> December 2020



**Gemserve**

# PAC ESCALATION PROCESS

- PAC are proposing to formally use the escalation process as a performance improvement technique
  - Consider the potential for future appeal
- Define process to adapt to the 'new normal' of online meetings;
  - Type of meeting advice/call in
  - Expectations of the Shipper, including appropriate attendees
  - PAC attendees – full PAC or selected members
  - Meeting facilitator – who leads the session
  - How the session will be administered (JO or PAFA considering confidentiality)
  - Should the session be part of the PAC meeting or a separate session (potential issues with data protection concerns via Teams)
  - Should the Shipper case still be presented anonymously

Process document has been written and includes, consideration of some of the framework suggestions made within 0674

# MEETING TYPE

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- Escalation 'call in'
  - These sessions will be aimed at those Shippers who have not improved their performance to a sufficient level following the provision of a performance improvement plan
- Advice and support
  - If PAC members, on receipt of a Shippers performance improvement plan, still require further clarity of the detail provided, or believe they may be able to offer advice or suggest improvements to the plan.

To maintain an appropriate level of oversight and confidentiality all PAC/Shipper sessions will be held separately to the regular PAC meetings.

# INVITATION FORMAT

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

- Date and time of the meeting (allowing at least 3 weeks' notice)
  - 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,
  - Desired outcomes
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- One week prior to the meeting PAFA provide the PAC (via Huddle) the most currently available data available regarding the Shippers performance

# EXPECTATIONS 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

# 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.

# ATTENDEES FROM PAC

- Depending on the type of meeting being held, the PAC may consider limiting the number of PAC members in attendance
- Circumstances under which PAC attendance can be limited:
  - Not all PAC members available to attend (for call in sessions, minimum attendees linked to quoracy?)
  - Conflict of interest
  - Choose to limited attendance to subject matter experts (for advisory sessions)

# MEETING FACILITATION AND ADMINISTRATION

As these discussions will include the disclosure of both Shipper specific performance stats as provided by the PAFA, and potentially commercially sensitive information consideration needs to be given to how the meets are managed and administered;

- Meetings administered by PAFA, with only PAC members who have signed the relevant confidentiality documents in attendance
- Meetings may be chaired by the PAFA or a nominated member of the PAC
- Minutes of the meeting including any actions will be circulated to attendees and then published for the PAC on the secure Huddle platform



# ONLINE MEETING ETIQUETTE

- 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.



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