

**Coronavirus (Covid-19) Customer Update**

**Customer Bulletin 3 25/03/2020**

This latest briefing is intended to keep you informed of the measures we are taking to deal with the challenges created by Coronavirus (COVID-19). We want to assure you that we are doing everything we can to minimise the disruption to the service we provide for all of our customers.

The UK government’s latest announcement (23/03/20) introduces strict enforcement to supress the COVID-19 pandemic, restricting all but essential work, which is critical to the COVID-19 response.

PD Ports’ operations, as a major UK port operator, remains a critical part of the national infrastructure and as such the business will continue to operate, supporting UK supply chains to ensure we keep the country supplied with essential items such as food, fuel and pharmaceuticals. Our operations continue to run as normal without disruption or revision to our services.

During these unprecedented times, our priorities remain taking care of the welfare of our people and maintaining service levels to our customers.

PD Ports falls within two ‘key worker’ categories:

**Food and other necessary goods**

This includes those involved in food production, processing, distribution, sale and delivery, as well as those essential to the provision of other key goods (for example hygienic and veterinary medicines).

**Transport**

This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

It is therefore critical that we are able to continue ‘business as usual’, whilst of course limiting unnecessary exposure.

**Steps that we are taking to minimise any potential impact:**

* We have invoked our established Business Continuity Management plans to ensure the Health and Safety of all employees, customers and visitors and to keep operations going
* Our Business Continuity Management team meets daily and is closely monitoring the situation, calmly considering the facts and medical advice, avoiding media speculation and misinformation
* We are communicating with our people on a daily basis reinforcing the official guidance and advice provided by the UK Government and Public Health England.
* Health declaration forms are mandatory for all vessels entering the port. Access will be denied if this information is not disclosed
* We have temporarily suspended onsite inductions, which are now to be completed online prior to visiting site
* A pre-visit questionnaire has been implemented for all visitors
* Some non-operational critical staff are working from home.
* We have introduced suitable break patterns for our people in operational roles, conforming with social distancing requirements
* Operational staff have access to personal hygiene provisions and are required to regularly wash their hands before, during and after they have finished their shift
* All plant and equipment used by operational staff is cleaned at the start and finish of each shift
* Deep clean provisions have been implemented for facilities and plant should they be required
* We have reinforced our existing dedicated welfare hotline for staff who may be feeling worried or anxious about Covid-19
* We are supporting colleagues in working from home for those able to do so
* Our dedicated Occupational Health team is supporting employees and triaging individual cases that may require self-isolation
* Provisions are in place for our people considered at heightened risk

We would like to thank you for your continued support and cooperation through these unprecedented times. We are confident in the resilience of our business and our ability to run operations and provide services to all of our customers, safeguarding health and wellbeing.

We recommend that you continue to follow updates and latest advice on how to protect yourself through Government announcements, Public Health England and the NHS.

You can find all of the COVID-19 customer bulletins on our website <https://www.pdports.co.uk/news-media/covid-19-updates/>. You can also follow us on Twitter @pdports for further updates.