

Economic Affairs Scrutiny Panel
Scrutiny Office
Morier House
Halkett Place
St. Helier
Jersey
JE1 1DD

By email to - scrutiny@gov.je

12 September 2018

Dear Economic Affairs Scrutiny Panel

Retail Review

Condor Ferries received a letter on the 4th September 2018 from the Economic Affairs Scrutiny Panel inviting a submission, relevant to the stated 'terms of reference' therein, in relation to the Retail Review currently being undertaken within Jersey on behalf of the States of Jersey.

Although not directly involved in the retail sector on-island, Condor does operate a ferry service which provides an essential all year-round shipping service, prioritising three principal service areas; freight, tourism and islander sea connectivity.

All Year-Round Freight Shipping:-

Condor Ferries celebrated its 70th anniversary of serving the Channel Islands with an all year-round freight and cargo shipping service last year in 2017. The company originated in Guernsey as a family concern and remains a registered Channel Island company today, with Port operations across the route network in - Jersey, Guernsey, Portsmouth, Poole and St. Malo.

Condor carries both imported cargo into Jersey and exports from Jersey - notably seasonal Jersey Royal crops destined for the UK supermarket chains - and with empty freight trailers being repatriated back to the UK on a daily basis. There is also a daily inter-island freight movement service, enabling cargo and goods to move freely and frequently between both Jersey and Guernsey.

Over 98% of all goods used, or consumed on-island, are imported by sea with total freight volumes shipped by Condor of circa 80%. The modern JIT (Just in Time) supply chain has increased the demands and pressures on the island's supply chain, as more goods and cargo have become even more time sensitive, as fewer on-island storage facilities now exist for on hand local storage of goods.

Condor's daily freight service covers all cargo category types, including:-

- fresh foods
- chilled foods
- ambient foods
- retail non-foods
- general consumer goods
- medicinal
- hardware and homeware
- post and newspapers/magazines
- agricultural
- building supplies
- plant & equipment
- construction
- new and used motor vehicles
- specialist cargo loads
- fuel
- hazardous materials
- sundry other cargo

Within the fleet, our two HSCs provide a relatively small amount of 'light freight' cargo movements, both on the Poole/CI's and St. Malo/CI's routes. The majority of freight cargo is shipped daily in from Portsmouth aboard our two conventional vessels - Goodwill a RoRo (roll on roll off freight only) ship and Clipper a RoPax (roll on roll off freight and passenger) ship.

RoRo Goodwill operates a standard year round daily service, carrying unaccompanied freight trailers, specifically time sensitive cargo such as fresh and chilled foods, along with post and medicines, and also accompanied trade vehicles, such as furniture removal vans etc. and trade cars, leaving Portsmouth at 7.30pm arriving into Jersey (via Guernsey) at 6am, then departing at 8am, returning to arrive in Portsmouth at 4.30pm ready for her next daily rotation departing again at 7.30pm.

RoPax Clipper operates a standard year round daily service carrying freight as above but more commodity cargo types, which are not as time sensitive for island needs as the overnight service, leaving Portsmouth at 9am arriving into Jersey (via Guernsey) at 7.20pm, then departing at 9.20pm returning to arrive in Portsmouth at 6.30am, ready for her next daily rotation again at 9am. Clipper scheduling is occasionally amended to reflect a change in routing when she serves Jersey first and Guernsey second, to accommodate either Jersey Harbour tidal restrictions or operational requirements.

Conventional vessels dry dock for 4/5 weeks every two years, both by regulation and good practice, for major refurbishment and proactive maintenance works. MV Arrow, a third party owned RoRo, is chartered in by Condor to cover these dry dock periods to maintain the freight shipping service, albeit with a revised schedule for these periods relevant to her capability on the route network.

Condor also offers a weekly (on Saturdays) freight shipping service between Jersey and St. Malo, enabling both exports of Jersey manufactured products to Europe and the import of French and wider European products back into Jersey. These volumes are relatively small comparative to the overall import of goods from Jersey's main UK supply route but are nonetheless an important 'bridge' for this secondary supply route.

Condor's direct B2B clients are principally the local on-island Logistic Operators who provide the 'final mile delivery' service to retailers and businesses, and who present trailers and cargo at Portsmouth Port (or Jersey Port for export trailers and empty returning trailers) for shipment to Jersey on a daily basis, whether for the essential Goodwill night sailing, or Clipper day sailing, along with a variety of other direct B2B clients.

On- Island Retail Offering for Tourists;-

Condor carries between 25-30% of all passenger arrivals and departures between Jersey and the two core markets of the UK and France, with the majority of passenger movements being made by airlines serving Jersey residents and inbound tourists, both leisure and business based.

Passenger survey feedback and direct marketing analysis over many recent years, shows that tourists visiting Jersey expect, and enjoy, a vibrant shopping experience as part of their holiday or visit. Both in terms of town centre and out of town shopping opportunities, linked to attractions and places of interest, as part of their 'things to do' experience, but also for the enjoyment of purist retail shopping opportunities too in St. Helier.

A vibrant retail offering, especially in St. Helier, offering both a wide choice of national high street brands and locally orientated branded goods shops, is therefore important to the overall destination appeal of the destination consumer tourist for most visitors.

Yours faithfully



Paul Luxon
Chief Executive Officer
Condor Ferries