Diagrammatic representation showing the proposed relationship between Isle of Sark Shipping Company Limited and Sark Chief Pleas

Shipping Committee



or a committee delegated by Sark Chief Pleas

- Licensing and licensing issues.
- Agreement of SLA conditions and criteria.
- Operational and Safety issues.
- To act as a sounding board for changes in operations, schedule, pricing etc.
- To hold the company to account for operational shortcomings.
- To act as contact and liaison between the Company and other Committees of Sark Chief Pleas with regard to operational matters.

Sark Chief Pleas



Finance and Resources Committee

or a committee delegated by Sark Chief Pleas



Isle of Sark Shipping Company Board of Directors & Management



Tourism Committee

or a committee delegated by Sark Chief Pleas

- Regular liaison and communication between the Committee/body and the Company with a view to aligning the sales and marketing strategy of the Company and the Committee/body for the year.
- Regular communications should be undertaken to align all tactical promotions and products throughout the season.
- Customer Service Performance and Feedback.
- Hospitality Industry liaison and feedback.

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Appendix 2

The Committee & Company Directors

- Responsible for developing the medium/long term Strategy/Plan.
- Setting the goals and objectives of the Company
- Agree the Key performance metrics and reporting frequency.
- Agree/Approve Business Plan.
- Agree/Approve Operating Budget and CAPEX Budget.
- Monitor performance against the agreed strategy, goals, and objectives.
- Set or agree remuneration and incentivisation principles to ensure shareholder and management interests are aligned.
- Establish the financial, operational and strategic parameters within which the company can operate with and without