

QE Supply Chain Operations Simulation # 2 NUW Industrial Dispute Results

Event		
Date:	26 Sep 08	
Start Time	05:00 am	
Effective Date	Item	Description
22/9/08		NUW has provided 72 hr notification for the following action on Friday 26 Sep 08
26/9/08	1	Following Action will take place in Melbourne QE Supply Chain stores 4 hour stop work between 5am and 9am
	2	Following Action will take place in Sydney QE Supply Chain stores 4 hour stop work between 5am and 9am
	3	Following Action will take place in Brisbane QE Supply Chain stores 4 hour stop work between 5am and 9am
Responses		



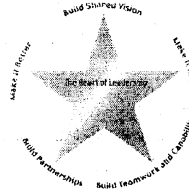
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Factors	
Item	Description
1	All deliveries will take SLA + 30 minutes for delivery unless prioritised, in ports where action is taking place

Sydney Events	
Time	Description
0200	DOM goes home urgently (family issue) no handover. NUW member says he will not relieve DB contacted BRC to advise phone diverted to LMRA whilst replacement DOM organised.
0210	MR contacted Syd & Melb LMRAs to advise of situation and confirm a/c at risk for first flight. Nil a/c at risk identified from 12am Ops conference call.
0230	BRC confirming Annual leave against Contingency staff roster.
0300	BRC confirmed Support Mgrs/Contingency Staff are assembled at nominated location



	Site Mgrs provided staff rosters to Support Mgrs.
0315	DB contacted BRC to provide regular update.
	Dematics onsite to fix MLCS and expected to be serviceable in next 30mins.
	Dem activity under control, 25 awaiting issue, nil critical. LMRAs informed.
	Sydney staff rosters sent to BRC.
0355	DB called BRC to advise 3 of 4 MLCS isles functioning. Dematics still working on 4 th .
	No Critical demands in system.
	BRC advised DB to inform staff to return to SDC for Behavioural & Expectations briefing prior to stop work meeting commencing.
0400	LMRA requires AOG for OGF departing 0600.
	LMRA contacted DOM to prioritise dems for AOG a/c for OGF.
0410	DB contacted BRC to advise all urgent dems for OGF issued. LMRA informed.
0445	DB provided status update, no change to MLCS demands under control.
	Staff from SDT/SIT/Base & Hazmat returned to SDC for briefing.
	All vehicles & keys from all sites back at SDC and accounted for.
	BRC advised Support Mgrs are deployed at gates ready to check off names as staff leave.
0520	DB called BRC to advise Contingency staff in place and dems under control.
	All staff but two have walked. DB advised the two staff are currently in Tearoom.
	HR/IR rep asked whether staff were NUW members or not.
	DB confirmed staff are not NUW members.
	HR/IR advised to ensure the two individuals are made aware of the various HR policies and that security measures are in place.
0530	Nose wheel needed urgently from SDC as nil stock at SDT. Required for first departure to MEL at 0600 (VIP on board).
0545	DB advised that wheel issued and being delivered using small truck. Forklift driver available.
	Delivery expected to take 6mins.
0552	DB confirmed wheel delivered at SDT.
0600	ATLAS require parts urgently at Base.
	DB contacted BRC to advise that Atlas part required urgently.
0605	DB advised that he has access to Customer Parts Database and has released part from S189.
	DB identified gap as other DOMs don't have access to the database.
	General update provided to BRC. 8 system demands only 1 AOG that's in the process of being issued. Dematics still working 4 th isle of MLCS.
0625	All NUW members march on terminals.
	BRC advised DB that staff are marching at the terminal.
	Support Mgrs at gate are informed and prepared should staff return.
	<u>Media escalation.</u> Awaiting advice from Corporate Comms should media presence at rally. Media updates from Corporate Comms to be distributed by BRC Comms Officer.
	<u>Security escalation.</u> Local law enforcement and Airport police briefed. If protest peaceful no action will be taken, if not police intervention. Security contractors at screening points briefed in the event that the march breaches the sterile area.
0630	DB advised BRC that MLCS fully functional.
0700	DB called BRC to advise staff wish to return early.
	BRC made decision to allow staff to return to work early.

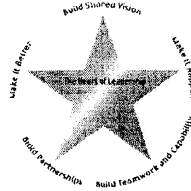


0710	Simulation Complete – SMS sent to Site Ops Mgrs
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Melbourne Events	
Time	Description
0330	DT contacted BRC to provide regular update. Dem activity under control, 35 dems in system, nil critical. LMRAs informed. Walk around facility carried out. All quiet at CST. Keys in place. Melbourne staff rosters sent to BRC.
0400	LMRA requires part from MDT calls but gets no answer. Walkaround identifies that no staff are at location.
0410	DT contacted BRC to advise short term solutions provided to ACS for release of urgent part out of MDT.
0417	DT confirmed that ACS engineer took part and left documentation as requested. Paperwork updated in Supply. Missing staff located who had left MDT urgently for a short toilet break without notifying anyone. All under control.
0430	DT responded to SMS sent and advised that MDT staff called back to CST for Behavioural & Expectations briefing prior to stop work meeting commencing.
0440	DT confirmed MDT staff arrived at CST and Contingency staff safe to be deployed to MDT.
0450	DT advised BRC that Contingency Mgrs forgot to take MDT keys and DT sending LMRA to MDT with keys. Some staff walked early. Staff used wash up time to walk early and missed briefing. BRC advised DT to note staff members names who walked early. Names to be given to IR. Line Mgr to record true times staff left with HR. BRC advised Support Mgrs are deployed at gates ready to check off names as staff leave.
0532	DT contacted BRC to advise Contingency staff deployed at all sites No issues. Demands under control. LMRAs advised to contact DT for any urgent requirements.
0550	Status update provided BRC. All OK.
0630	All NUW members march on terminals. BRC advised DT that staff are marching at the terminal. Support Mgrs at gate are informed and prepared should staff return. <u>Media escalation.</u> Awaiting advice from Corporate Comms should media presence at rally. Media updates from Corporate Comms to be distributed by BRC Comms Officer. <u>Security escalation.</u> Local law enforcement and Airport police briefed. If protest peaceful no action will be taken, if not police intervention. Security contractors at screening points briefed in the event that the march breaches the sterile area.
0710	Simulation Complete – SMS sent to Site Ops Mgrs

Brisbane Events	
Time	Description
0335	GP contacted BRC to provide regular update No issues noted. Main Store closed till 07:00. BIT/BDT activity continuing.

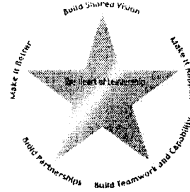




0350	GP called BRC to confirm SMS and advise no change in Bne.
0400	BIT store person goes home sick does not advise manager. No deliveries have happened to aircraft departing 0530.
	GP contacted BRC to advise BIT staff member gone home sick.
	Unsure at this point whether illness valid or ploy in relation to dispute.
0410	GP called BRC seeking guidance regarding situation. BRC advised to treat matter as per normal and contact staff to ensure he is OK and arrive home safely.
	BIT Closed and phone diverted to BDT to cover.
0430	GP confirmed that staff who left sick was genuine. GP responded to SMS sent and advised that BDT staff have been called back to BCS for Behavioural & Expectations briefing prior to stop work meeting commencing. BRC advised Support Mgrs are deployed at gates ready to check off names as staff leave.
0500	GP advised that staff have left the premises. GP raised concern around exit points and time taken to drive substores back to mainbase BCS.
0530	GP contacted BRC to advise Contingency staff deployed at BIT/BDT. No issues. Demands under control.
0540	GP called BRC to advise number of dems increasing in BCS due to HM O/T and requested guidance. BRC agreed to bring in Contingency staff early.
0555	GP called BRC with update. No issues and dems under control. No sign of any staff loitering around facility.
0630	All NUW members march on terminals. BRC advised GP that staff are marching at the terminal. Support Mgrs at gate are informed and prepared should staff return. <u>Media escalation.</u> Awaiting advice from Corporate Comms should media presence at rally. Media updates from Corporate Comms to be distributed by BRC Comms Officer. <u>Security escalation.</u> Local law enforcement and Airport police briefed. If protest peaceful no action will be taken, if not police intervention. Security contractors at screening points briefed in the event that the march breaches the sterile area.
0635	GP provided BRC with status update. No issues all under control. Supervisor (ASU) arrived at work. GP asked for guidance around what to do with the supervisor. BRC advised to brief supervisor and have him perform normal duties.
0700	GP called in to advise all going well. ASU staff have arrived at work and working as per normal.
0715	GP advise that 3 staff want to return early, GP seeking BRC guidance. BRC confirmed HR Support Mgr in place at gates to reiterate pay conditions to staff who wish to return early.
0710	Simulation Complete – SMS sent to Site Ops Mgrs

What Worked	
#	Description
1	30 minute updates from Site Ops Mgrs





2	Site Ops Mgrs monitoring demands in system
3	Checked Rosters vs Fatigue Management
4	Good contact between Site Ops Mgrs & BRC
5	Identified gaps around wheel movements
6	Single point of contact
7	Food & Coffees
8	SMS notification
9	Simulation coordination
10	Simulation timing
11	Dematic response time (0130 crane inop, 0210 Dematic onsite)
12	0215 - BRC checks with LMRA for urgent items
13	0300 - BRC checked to ensure Support Mgrs & Contingency Team in place
14	Lead Support Mgr checking off list
15	0330 – Site inductions & briefing sessions occurred.

I Wish	
#	Description
1	On –time communications
2	Timely response to acknowledge SMS (within 30 mins)
2	SMS message limit increase
3	Plan to deploy Contingency team to all Satellite Stores to cover urgent jobs. <ul style="list-style-type: none"> ✦ Security to drop Mgrs at Sub Store ✦ Keys (facility/vehicles) ✦ AREAs access for Sub Stores ✦ Computer Access (Supply, WIMS, Generic Sign in Password)
4	Briefing re staff who want to stay.
5	Atlas parts <ul style="list-style-type: none"> ✦ Customer Parts Database ✦ Get access for DOMs
6	Use Mobile # contact list if BRC phone in use.
7	O/T decision – who makes decision.
8	Position on staff returning to work early
9	Contingency staff evacuation plan.
10	BRC Checklist
11	Site Ops Mgr to provide shift roster to Support Mgr & BRC.