

Transport Committee
House of Commons
London
SW1A 0AA

Attention: Mr Huw Merriman MP, Chair

Email only: transcom@parliament.uk

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7 June 2022

Dear Chair

Re: Ex-Seafarers' Personal Belongings

I refer to your letter dated 27 May 2022.

I appreciate the frustration that a small number of our ex-seafarers are experiencing with regard to the return of their personal items. Rest assured that reuniting everyone with their possessions remains a top priority and we have a dedicated P&O Ferries team who are currently focused on this task.

Please also note the following:

- Our dedicated team has ensured priority was given to returning essential or sensitive items such as passports, seafarers' certifications and the like, which were delivered by registered post.
- As at the date of your letter, approximately 90% of our 786 ex-seafarers have received their personal belongings back.
- Approximately 100 of our 786 ex-seafarers have written to us in relation to specific possessions they believe are missing.
- Items that are still in our possession are being stored securely at our company offices, and as such they are covered by our company's standard insurance.

We are coming to the end of this process and our team continues to work hard to return the remaining items to everyone as quickly as possible.

Additionally, for those items that are or have been unfortunately damaged in-transit, and/or which we are unable to locate, we have a process in place for claims to be made that we have outlined to the satisfaction of the MCA. We intend to fairly compensate for all proven claims.

We trust this provides the detail and assurance the Chair is seeking on this matter.

Yours sincerely



Peter Hebblethwaite
Chief Executive Officer