
RESOURCES AND PERSONNEL

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VI.	THE COMPANY HAS APPOINTED THE SECOND OFFICER WHO CAN, ON A CONFIDENTIAL BASIS, PROVIDE SEAFARERS WITH IMPARTIAL ADVICE ON THEIR COMPLAINT AND OTHERWISE ASSIST THEM IN FOLLOWING THE COMPLAINT PROCEDURES AVAILABLE TO THEM ON BOARD THE SHIP. REFER TO QSMS MAIN MANUAL 3.6.4 SECOND OFFICER'S DUTIES & RESPONSIBILITIES.	10
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6. RESOURCES AND PERSONNEL

Please refer to the Crewing Manual, also STCW rules.

6.1 Familiarization and Basic Training

Whenever practicable, **RMS** will reappoint sea personnel to similar types of vessels. Before being assigned to shipboard duties, all seafarers should have received approved familiarization training in personal survival techniques as required by STCW'95, Section A-VI/1.

This familiarization to be undertaken by means of verbal instruction, written materials and visual/practical operations. These requirements are to be documented on the relevant checklists to be found in the QSMS-checklists/standing instructions/QSMS forms.

Prior departure of the vessel the newly joined crew member must demonstrate his knowledge in elementary safety matters.

References to be made to STCW'95 section A-VI/1

Masters are required to ensure that new joining crewmembers are allotted reasonable time and opportunity to become familiar with the vessel and acquainted with their job responsibilities.

It is recommended that a knowledgeable crewmember is designated to be responsible for ensuring that each newly employed seafarer receives essential information in a language the seafarer understands.

6.1.1 Responsibility of ReeferShip Marine Services LLC for sea going personnel

- That the vessel is manned with qualified, certificated and medically fit seafarers in accordance with national and international requirements.
- That the ship's complement can effectively co-ordinate their activities in an emergency situation and in performing functions vital to safety and to the prevention or limitation of pollution.

References to be made to regulation I/14 of the STCW convention, or as amended

6.1.2 Responsibilities of the Crewing Superintendent and Vessel's Master in relation to new joining crew members

- a) The **RMS** Crewing Superintendent is to inform the Master of any personnel being appointed to that class of vessel for the first time **prior** to them coming on board.
- b) Upon boarding each seafarer's passport and discharge book must be checked by the Master in order to ensure no person below the age of 18 is employed on board his vessel.
- c) The Master should verify each seafarer's ORIGINAL medical & vaccination, STCW and appropriate competency certificates for validity.
- d) Master is to enquire from all joining seafarers if they were required to pay a fee to the crewing agents for placement. If affirmative, **RMS** Crewing is to be notified immediately.
- e) The Master should ensure that a suitable period of supervision is provided for when there is any doubt that a newly employed seafarer may be unfamiliar with any aspect of his intended duties.

6.1.3 Responsibility of the "New" (First Time) joining crew member

Seafarers who are newly assigned to a ship should take full advantage of every opportunity provided to become familiar with equipment and operating procedures, which are essential for the proper performance of their duties.

6.1.4 Rest periods/Fitness for Duty and Record of these periods

RMS fleet personnel are to be given adequate rest periods to ensure fitness for watchkeeping duties. Requirements of *ILO Maritime Labour Convention (MLC 2006)* are to be complied with. Refer QSMS Check list "Shipboard Working Arrangements".

Watch schedules and Shipboard Working Arrangements are to be posted where they are easily accessible.

The Master is to maintain a record on a monthly basis of all Rest Periods for all crew assigned to the vessel, including his own. See QSMS: checklists/standing instructions (Rest Hour Record # 48). This record is to be endorsed by the Master and a copy given to the seafarer. For retention period of these records see Ch. 11.9

The minimum periods of rest may be overridden for emergencies, but related practice drills must allow for compensatory rest as necessary.

Master and senior department heads should always be wary of crew **fatigue** and its consequences and take timely measures to **avoid the same in the crew and themselves.**

6.1.5 Review of Work & Rest Hour Records, Corrective measures for violations

The monthly data file (from WRH application) of the record of Work & Rest Hours is to be sent to RMS at end of each month.

Master and Chief Engineer are to monitor the records for violations of rest hour periods on a regular basis, provide a feedback to respective DVMs and Crewing on corrective actions taken to correct persistent or occasional violations, and document same.

An annual review of Work & Rest Hour records, and corrective measures implemented is to be reported in the Master's Review as specified in that report.

6.1.6 Safety Familiarization (Officers and Ratings)

All crewmembers must complete the Safety Familiarization Form, apply their signatures and be prepared to respond to questions.

If there are any doubts about the questionnaire, the crewmember to contact the department heads immediately. This is to be done prior to vessel's departure from the Port.

6.1.7 Vessel Information/Descriptions

All **RMS** Manning Agents will be provided with a Photo Album, which contains details about the Vessel. This includes photographs of the deck, cargo gear, holds, engine room, Safety equipment, Navigation Bridge, control rooms and the accommodation. Vessel particulars are also included which are to be noted by the crew member.

It is the responsibility of the Manning Agent to ensure that the Crew member has seen all the information provided for the specific class of vessel he is to be assigned. The purpose is to familiarize the crewmember in advance about RMS, the fleet, the specific vessel and his job responsibilities. This will supplement the familiarization program on board in order to reduce the time required when joining the vessel. The crewmember to acknowledge this part of the program by his signature which is to be filed in his personal records.

RMS Fleet information is to be updated when necessary.

6.2 Communicating and Working Language

THE COMMUNICATION AND WORKING LANGUAGE WITHIN THE VESSEL AND THE MANAGEMENT OF RMS IS "ENGLISH"

6.3 On Board Manning Level

RMS vessels are to always comply with, the minimum safe manning levels as stipulated by the Flag State. Dispensation to enable the vessel to sail short-handed should be sought on Emergency basis only, and not for convenience.

Management may augment manning levels above minimum based on requirements of the trade, work load, rest hour reviews and/or feedback from vessel Master/Chief Engineer to ensure safe operation and maintenance of vessels at all times.

6.4 Director(s) Vessel Management Introduction to the Quality and Safety Management System Rules and Regulations

The Director(s) Vessel Management and CSO will continually update the Vessel's Master with any changes that may affect the Quality and Safety Management, and Security Systems. This will include all new changes in policies, working procedures and company decisions affecting Vessel management.

- a) Introducing latest Safety techniques/equipment and updating shore and shipboard emergency/contingency Plans.
- b) Verifying implementation and functioning of QSMS through regular Safety Audits. Review the plans for the same.
- c) Visiting the vessels to make sure safe practices are being observed and safety equipment is properly used and maintained.
- d) Receiving and compiling all relevant information on mandatory rules and regulations, with enforcement and implementation dates, applicable to the company fleet. He is to access this information through various agencies. These will be forwarded to all Vessels. ***New instructions / rules and changes received from the office will be defined for specific key personnel and will be documented to this effect.*** The Master is to circulate these instructions on board for understanding and implementation. The control of these documents is fully explained under chapter 11.

6.4.1 Training on QSMS

This training may take place ashore or on board the Company vessels. The training will be conducted by appointed company representative who has been trained on the QSMS and STCW 95.

The Master is responsible for the day to day training of his Officers and crew in the QSMS.

He is also responsible for the training of Officers and crew in the QSMS: SOLAS-Safety of Life at Sea Training Manual.

6.4.2 *Training and Certification of Ratings forming part of a Navigational Watch.*

See Appendix 2.

6.5 Shipboard Safety Committee and Safety meetings

6.5.1 *Safety Management Committee*

It is the responsibility of the Master to form and establish a Safety and antipollution management committee on board his vessel. The Master is the Chairman of this committee. The vessel's officers, petty officer and crew will be represented on the committee, which will meet at regular intervals **not exceeding one month**.

6.5.2 *Safety & Environmental Meetings and Documentation*

The Safety Meetings are to be headed by the Master. A detailed agenda should be prepared before each meeting. Meetings are to be documented and filed. The areas to be covered:

- Motivate the crew in the observation of the QSMS Policy
- Implementation of the QSMS.
- Any changes required to critical key operations, Checklists, work permits
- Feedback and Review of Safe working practice on board
- Deficiencies reported and action taken
- Accidents and Near Miss Reporting
- Analyzing the cause of the Accident or near-accident and applying preventive measures against repetition.
- Review of the Safety Equipment on board.
- Environmental and Pollution Prevention issues.
- Any other areas affecting the safe running of the vessel that require special attention.
- Summary of outstanding corrective actions and reasons thereof.
- Other issues.

6.5.3 *Accident/Incident, Non-conformities, Near Miss and Hazardous Occurrences*

Reference to be made to Chapter 9.

6.5.4 *Reporting of Safety Meetings*

A copy of each Safety Meeting Report is to be sent to the QSMS Analyst, Vessel DVM, DPA, and Vessel Mailbox as an email attachment.

Outstanding issues from previous reports are to be reported indicating follow up action or reason for pending status.

6.5.5 Safety Suggestion Box

A Suggestion box is to be placed on board all Company vessels. The officers and crew should be invited to post deficiencies observed and/or suggestions for improvement.

6.6 Company Dress Codes

In order to maintain uniformity and a sense of commitment and good co-ordination, it is important that a uniform dress code is established on board our vessels. Uniformity in apparel promotes to a sense of discipline, dedication and commitment, of sea personnel that they belong to the “*Reefership Team*”.

The Master is to ensure that the company dress codes are followed to acceptable levels though it is always *the responsibility of the individual Officer to clearly distinguish himself and maintain his presence on the vessel when he is on watch, be it at sea or in port, on deck or in the engine room in a presentable manner. He is to ensure that the crew and all third parties (stevedores, sub-contractors and visitors) accept his status as the person-in-control and in-charge.*

6.6.1 *Uniform Routines*

6.6.1.(a) *Uniform during Normal Vessel Operations.*

During normal operations of the Vessel (excluding major repairs and Dry-docking) it is expected that all Officers will be in company uniform for:

- Piloting and when in Ports.
- Meals in Officer’s Messroom when in Port.

6.6.1.(b) *Working Gear*

The company will provide onboard the following working gear for the officer/crew:
See also Crewing Manual Appendix 9.

- Overalls, Hard Hat, Dust masks, Eye Protectors, Safety Belts
- Parka jacket
- Rubber boots (pair)
- Oil Skins (set)

All working gear is the property of the company and it is the Master/Chief Officer’s responsibility to ensure that re-usable items such a rubber boots, parka jacket and oil skins are retained on board when crew members disembark for leave. Although the company will strive to ensure the safety of personnel, the individual himself has his own obligation to practice personal safety.

Additional requirements for safety working:

- Lifelines with safety clips.
- Leather and cotton working gloves.
- Ear Protectors/ear muffs.
- Safety Torches with batteries.

6.6.2 *Company Uniform*

6.6.2.(a) *Winter*

During the Vessel's trade in winter zones the uniform will be:

- Dark Blue or Black Trousers.
- White Shirt.
- Black Tie.
- Dark Blue or Black Battle Jacket/sweater with epaulette of rank.
- Black shoes.

6.6.2.(b) *Summer Uniform*

During the Vessel's trade in warm zones, the uniform applicable being:

- Khaki or White short sleeve shirt with the epaulette of rank.
- Khaki or Black Trousers.
- Black shoes.

6.6.2.(c) *Epaulettes*

All Officers are to wear the appropriate epaulettes applicable to their rank when in uniform.

6.7 Staff Handover Notes

- *The Chief Officer, First Assistant Engineer*, must prepare detailed Handing Over notes covering their areas of responsibility, specifying work in progress, requirements and objectives. This is in the interest of assisting the new member in taking over the job function and for the smooth and safe running of the vessel.
- *Second Officer, Second Assistant Engineer, Third Officer and Electrical Officer* may prepare Handover Notes whenever necessary, covering their areas of responsibility.

6.8 On Board Complaints Procedure

- i. The Company recognizes the seafarer's right to representation.
- ii. The procedures for filing complaints on board are outlined in *Crewing Annex 1 – Appendix 10*, a copy of which will be provided to each seafarer along with a copy of the SEA (*Seafarer Employment Agreement*).
- iii. The Company and the Master shall ensure that the seafarer is not subjected to any form of victimization as a result of his filing a complaint on board or to an external authority. Any claims of victimization should be investigated by the Master and the Company and where instances of victimization are found to occur; these will be dealt with under the Company's disciplinary procedures in the shortest possible time.
- iv. The Company has established time frames within which complaints by seafarers shall be addressed. *Refer to Appendix 10 in Crewing Annex 1.*
- v. The contact details of the external authorities can be found in Appendix 10 in Crewing Annex 1.
- vi. The Company has appointed the **SECOND OFFICER** who can, on a confidential basis, provide seafarers with impartial advice on their complaint and otherwise assist them in following the complaint procedures available to them on board the ship. *Refer to QSMS Main Manual 3.6.4 Second Officer's Duties & Responsibilities.*

6.8.1 *The Master is to post the name of the Second Officer under title of “Designate Appointed for Guidance on On-Board Complaints” in each mess room and ECR. The name should be updated when the Second Officer changes.*

- vii. In all cases seafarers have a right to file their complaints directly with the master, the Company or external competent authorities.
- viii. If the seafarer is in any doubt about presenting a complaint and considers that he/she will be victimized due to presenting a complaint, he/she shall have the right to contact the Director of Labour for guidance or he/she

may submit the complaint directly to the Director of Labour. For contact details refer to Crewing Manual Annex 1, Appendix 10, section 3.1

- ix. The seafarer may be represented in a labour grievance by a labour organization which is party to a labour contract entered pursuant to the laws of the Bahamas and which covers the seafarers. Seafarers should at all times have the right to be accompanied and to be represented by another seafarer of their choice on board the ship concerned.

6.8.2 Record Keeping

- a) In all cases a written report is to be completed onboard (*see Complaint Submission and Action Form at end of Crewing Annex 3- Appendix 10*) at the appropriate level and sent to the Company. The report shall contain details of the complaint, the actions taken and decisions agreed. A copy shall be given to the seafarer involved. Appropriate entries into the ship's official log book shall also be made.
- b) In cases where the complaint is dealt with by an external authority, a report containing the actions taken and decisions agreed should be made by the person dealing with the complaint. The report should be sent to the Company, with a copy given to the seafarer involved.