



Subject Area no. 13: Crew welfare			
Principle: The company has a programme to ensure the wellbeing of vessel personnel.			
Level	Expectations	Targets	Suggested objective evidence
Basic	<p>The company has a process to ensure that accommodation is safe, decent and regularly inspected.</p> <p>The company provides recreation facilities as required by Flag Administration.</p> <p>The company has processes to ensure that there are enough quantities of good quality food and drinking water. The company has a complaint procedure.</p> <p>Company procedures ensure fatigue is managed aboard its vessels.</p>	<p>The Company defines routine inspections and actions to address identified deficiencies.</p> <p>Ideally recreation facilities should have some or all of separate smoking rooms, TV, CD, DVD and PC equipment, sports facilities, table and deck games, library, communication facilities including email and internet access.</p> <p>A complaint procedure, in compliance with applicable flag and national requirements, is implemented.</p> <p>Religious and cultural conditions are considered with catering.</p> <p>The company monitors hours of work and rest.</p>	<p>MLC certification</p> <p>Records of Health, Safety and Hygiene inspections.</p> <p>All personnel are familiarised and obtain copies of the complaint procedure.</p> <p>Dealing with seafarers' complaints in a timely and effective manner is evidenced.</p> <p>Records of hours of work & rest</p> <p>KPI number of hours of rest violations.</p>



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Level	Expectations	Targets	Suggested objective evidence
Basic (cont'd)	<p>The company has processes to eliminate harassment and bullying aboard.</p> <p>The company has processes to support mental health and wellbeing aboard.</p>	<p>A harassment and bullying policy is in place.</p> <p>The company provides literature to promote awareness of mental health and wellbeing.</p>	<p>Policy and procedures.</p> <p>Provision of literature</p>
Intermediate	<p>The company has programs for health promotion and education.</p> <p>The company provides education in fatigue management.</p> <p>The company has processes to ensure that crew are repatriated in line with their contract.</p>	<p>The company makes use of company newsletters, noticeboard bulletins, campaigns and/or websites to inform the crew of important issues that impact their professional lives, health, safety and welfare.</p> <p>The company monitors the number and period of contract overruns.</p>	<p>Company newsletters, bulletins, campaigns and/or websites.</p> <p>KPI number of seafarers not relieved on time & period of extension.</p>



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Intermediate (cont'd)	<p>The company has a prevention and education programme in place to support the drug and alcohol policy.</p> <p>The company has a policy on mental health & mental illness.</p>	<p>Company promotes good mental health of all staff and provides people within and external to the company who are trained in listening to persons wishing to discuss their state of mental health.</p>	<p>KPI number of cases where drugs or alcohol is abused.</p> <p>Evidence of company supporting good mental health.</p>
Advanced	<p>The company has implemented a comprehensive drug and alcohol screening program to act as a deterrent.</p> <p>The company promotes a respectful workplace.</p>	<p>Drug and alcohol testing is carried out: - Pre-employment, routine medicals, periodically, for reasonable cause, random, and/or post incident.</p> <p>The company has a zero-tolerance approach to discrimination, bullying and sexual harassment, and has developed a clear process for reporting incidents.</p>	<p>evidence of drug & alcohol testing</p> <p>Evidence of policy and procedures for reporting discrimination, bullying and sexual harassment.</p>



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Advanced (cont'd)	<p>The company provides access to telemedicine services for its seafarers.</p> <p>The company's procedures on mental health include training and awareness, assistance and treatment and monitoring.</p>	<p>The company may consult with maritime trade unions and other organisations in the support of their policy and procedures.</p>	
Excellence	<p>The company undertakes regular consultations with and surveys of their seafarers to seek information on their wellbeing.</p>	<p>The consultations and surveys should include questions as to their working conditions, communications with colleagues, work life balance, staff support, etc. Surveys should be carried out by 3rd party providers to provide anonymity of seafarers responding. Where concerns are identified the company implements action plans to address these.</p>	<p>Evidence of surveys</p>



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Excellence (cont'd)	The company promotes a respectful workplace.	The company has an open-door policy for reporting breaches of company guidelines on discrimination, bullying and sexual harassment. The company provides a clear reassurance on whistleblowing.	