

Service provider ship visit guidelines

Objective

The objective of this document is to lay out guidelines for all service providers whose businesses involve attendance by their staff onboard ship managed by Eaglestar. This guideline applicable for visit whilst in vessel is in port / anchorages or sailing trip for the purpose of which could be work related or courtesy visits. These guidelines are to complement the company's existing policies and procedures, which are part of the Eaglestar (Shipmanagement) Safety Management System.

Responsibility

The responsibility to disseminate and assurance of compliance of Eaglestar Safety policy for the service provider staff interfacing with Eaglestar ship lies with the service provider's top management.

Service provider shall liaise with the concerned Eaglestar department and seek the Vessel Superintendent approval for the visit.

Visit guidelines

The following guidelines should be strictly adhered to by all service provider staff while interfacing with Eaglestar ship.

1. Ship schedule / information to Master of the ship.

- Service provider representative shall coordinate with the Vessel Superintendent incharge of the ship (VS) on the arrival and departure schedule.
- VS shall inform the Master of the intention and the list with personal detail shall be forwarded for formal clearance where applicable.
- Where visit requires the service provider staff to sail with the ship the followings to be noted;
 - a. VS is to confirm with the Master that sufficient LSA and accommodation space is available.
 - b. Travelling document is valid and formal permission is granted. This is normally to be liaised with the ship local agent.
 - c. The Letter of Indemnity shall be completed prior vessel departure.

2. Security requirements

a. Security in the terminal

- Service provider staff boarding / joining Eaglestar ship shall comply with terminal / port security requirements, as advised by local agents.

- Photo identity (*eg international passport, NRIC or driving license*) as required by the terminal where staff are boarding the vessel must be carried.
- Port facility security requirements must be understood and adhered to while transiting the facility.

b. Ship security measures

- Service provider staff must show their valid photo identity document at the vessel gangway and be prepared for their baggage to be screened.
- A visitor card will be issued to visiting staff and this must be displayed conspicuously throughout the stay on board.
- Service provider staff is required to read and comply with the instructions on the visitor card. Any inquiries regarding the instructions can be clarified with the vessel's officers.

3. General Safety

The Master has the overriding authority and the responsibility to make decisions with respect to safety, pollution prevention and maintaining the safety and security of the ship and the contractors and service providers shall adhere to his instructions while they are on the vessel.

a. Safety at the terminal

- Service provider staff boarding the vessel through the terminal should strictly comply with the regulations and requirements of the terminal.

b. Compliance with company policy on Health, Safety, Quality, Environment and Energy.

- Eaglestar HSQEEEn policy in striving for excellence in all activities under the control of the organization including Health, Safety, Quality, Environment and Energy matters to achieve our objective of “ZERO HARM TO PEOPLE, ZERO INCIDENT, ZERO SPILL AND EFFICIENT USE OF ENERGY” in promoting safety at sea, prevention of human injury or loss of life, and avoidance of damage to the environment, shall be upheld by all staff interfacing with all Eaglestar managed ships.
- Strict adherence to safety requirements, guidelines and the instructions of the master or other vessel staff are required of all visiting personnel.
- Service provider staff is expected to adhere to the shipboard or equivalent safety standard and wear appropriate attire and personal protective equipment.

*(Refer to the **Visitor / Service provider PPE Matrix**).*

- c. Safe Embark & Disembarkation via Launch / Service boat.
- Engagements for boat service for the purpose of embark & disembarkation can be either arranged by Eaglestar or by the service provider themselves.
 - The boat used shall have valid permit for the purpose and shall carry passenger as per the approved carriage capacity.
 - No high heel shoes are allowed. Visitors shall wear non slippery shoes with full coverage of the foot. Safety shoes are mandatory should the visit intention involve work and inspection.
 - All Eaglestar staff, contractors and visitors shall don lifejacket during the entire voyage from the jetty until they have safely boarded the visiting vessel and vice-versa.
 - Prior to embarking or disembarking, the Master shall assign a responsible seafarer to oversee the transfer. The responsible seafarer shall give specific instruction especially to staff that is not familiar or boarding vessel for the first time. To be cautioned on the unexpected shift or movement of the boat due to the sea state such as rolling and pitching.
 - Management of the service provider is responsible to provide their attending representative with safety briefing on boat embarkation and disembarkation.
 - Accompanied luggage / baggage shall be picked up or lowered using heaving line.
 - Both hands shall be free from carrying of items except for holding the ladder / gangway handrails.
- d. Safety onboard .
- **Mobile phones should be switched off** prior to boarding the vessel and can only be switched on when inside the accommodation block.
 - **Do not bring non-intrinsically safe torchlight, cigarette lighters or matches on the vessel.**
 - Items prohibited on deck include: non-intrinsically safe equipment, mobile phones, non-intrinsically safe cameras, smart devices , matches and lighters.
 - No one is permitted to tour the deck, accommodation block and the machinery spaces without the Master's approval. Such tour shall be accompanied by a shipstaff.
- e. Attire for ship visit.
- *Refer to the **Visitor / Service provider PPE Matrix**.*
 - Management of the service provider is responsible to provide appropriate PPE to their staff attending to Eaglestar ship.
 - Attending service provider staff must be properly attired. Skirts, shorts or any kind of clothing that will impair movement is not allowed.

- Long hair needs to be tied up or kept in a cap prior to boarding the vessel.
- Hand glove is recommended to be worn by the visitor during embark & disembark and while touring the vessel areas.
- Where service provider does not provide formal working clothing, the staff is required to wear a boiler suit during his/her working period while sailing onboard the ship.

4. Insurance coverage

- It is mandatory for all visitors intending to sail to sign the Letter of Indemnity (LOI) and that refusal to sign will result in rejection of the permission to board the ship even though approval for ship visit had been previously granted.
- Refusal or failure to sign the LOIs as requested would be brought to the attention of the legal team immediately and notified to the vessel's P&I Club.

5. Drug and alcohol policy

- The company's drug and alcohol policy must be strictly complied with at all times while on board the ships.
- No carriage or consumption of alcohol or alcoholic drinks onboard Eaglestar ships is permissible.
- Service provider staffs are advised not to consume any alcoholic drinks at least 8 (eight) hours before boarding Eaglestar ship.
- Visitor may be subjected to comply with Eaglestar Drug and Alcohol testing policy. Declining of such request will result in rejection of the visit.

6. Additional requirements for sailing on board

- The individual staff member or visitor's travel document (international passport) must be valid for at least six months from the date he or she will board a vessel.
- All visas (as applicable) for travel must be obtained prior to proceeding on board.
- Service provider management shall ensure that the staff is medically fit to sail onboard a merchant ship.
- Staff sailing on the ship should adhere to the instructions of the ship's Master and vessel safety committee.
- Staff sailing on board the ship shall familiarize themselves with the muster duty ie; all emergency stations, signals and duties.

Reminder:

Failure to comply with Eaglestar safety standards may result in suspension or termination of service.

Have a safe visit and be back safe and sound.....