



Marine Manning
(GUERNSEY)

MMG CREW HANDBOOK

Applicable to all MMG employed seafarers serving onboard vessels operated and chartered by P&O Ferries – European Causeway, European Highlander, Longstone, Norstream and Norsky

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Marine Manning (Guernsey) Ltd

PO Box 287, 4th Floor, West Wing, Trafalgar Court, Admiral Park, St Peter Port, Guernsey, GY1 3RL, Channel Islands

CREW (MMG) HANDBOOK

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INTRODUCTION

CLYDE MARINE RECRUITMENT

Clyde Marine Recruitment Ltd (CMR) established by David Livingstone OBE in 1981, have been supplying bespoke marine recruitment and crew management services to the global maritime industry for decades.

From their family-owned offices in the UK, Latvia, and Poland, CMR not only source international crew but work in partnership with shipping companies and seafarers to provide personnel services. The experienced team, many of whom are ex-seafarers, provide you with knowledge, expertise, and continuity of service.

CMR use an innovative digital platform, called Ankaa, which improves document administration, provides crew with a digital space to keep all their documents, view their payslips and more. The Ankaa system provides compliance with GDPR and offers additional data security for both candidates and maritime employers.

There is more information about Ankaa, contained in the following pages, ensuring you have full awareness on the system and can access it to managed your documents, agree to our Data Privacy Policy and how to access your important documents including your payslips.

MARINE MANNING GUERNSEY LTD

Marine Manning (Guernsey) Ltd was established in 2011. MMG work exclusively with Clyde Marine Recruitment Ltd in their work with shipping companies for the supply of both temporary and ongoing crew management.

MMG has its own local Guernsey directors, who are responsible for all major employment-related matters and the payment of crew wages. CMR will assist MMG with crew management related activities in relation to day-to-day operations of the crew provided to the vessels operated by P&O with MMG crewing. This includes planning, crew change travel, training and assisting in the preparation of payroll, crew expense consolidation and other administrative tasks.

CMR should always be your first point of contact and if required they will seek MMG's assistance as required.



STARTING A CONTRACT

ANKAA

WHAT IT IS/ WHY WE USE IT

To be employed with us you must create a Digital Profile powered by Ankaa and accept our Data Privacy Policy. A Digital Profile is like your personal CV, stored online along with all your documents required to work at sea. This allows you to store your personal details and documentation online which makes it easier to apply for jobs and quicker to start.

One of the best features is the ability to produce and accept your Seafarer Employment Agreements (SEAs) online rather than wait for a paper copy. It is easy to read and accept on your mobile device, which means you can start a position faster than before.

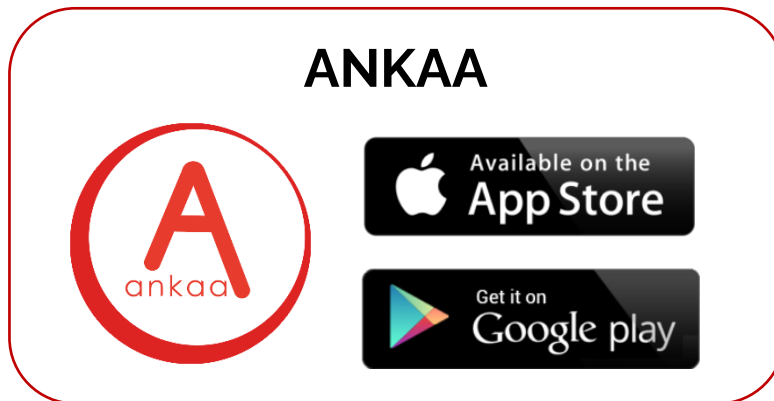
Enter your personal information, sea service, certificates, copies of your documents and allow us to manage your work with P&O seamlessly.

You can access and update your Digital Profile at any time by logging into our website or through our mobile app.

[See the guidance below to help you to complete a Digital Profile](#)

HOW TO DOWNLOAD/ ACCESS ON PC AND MOBILE APP

The easiest way to use the Ankaa App is to download our mobile app. Available for Apple and Android users.



If using a laptop or PC you might find it easier to log into the [website Jobs Portal](#).

HOW TO CREATE A DIGITAL PROFILE (IF NOT ALREADY COMPLETED)

- Download the Ankaa app from your app store and register using your personal email account.
- When you register for the first time, please follow the prompts to set up an account and create a password.
- We use 2 Factor Authentication to verify your email address which is when you will be asked for an OTP. An OTP is just a six-digit code that will be sent to your email address. Please check your emails, including your Junk Folder for this code and enter it on screen to verify.
- Once logged in, click into 'profile' and start to update with your personal details; as you do, each section header will change from red to blue to indicate it is completed. Any profile sections that remain red mean that there is still some information required. Please remember to save when you are finished.
- Add your certificates, medical, travel documents etc. Attach an image or document alongside each so the recruitment team can verify your documents quickly.
- It will take you around an hour to set up a Digital Profile with all your certificates uploaded and detailed past assignments. Once registered your Digital Profile will be easy to maintain, and much quicker than updating and sending your CV each time.
- It is helpful if you have all your documents including certificates, passport ID and discharge book to hand as you update your profile.
- Don't worry if you can't complete it in one go – click save and your progress will be saved for next time.


Marine Manning (Guernsey) Ltd


PO Box 287, 4th Floor, West Wing, Trafalgar Court, Admiral Park, St Peter Port, Guernsey, GY1 3RL, Channel Islands


KEY ICONS


WHAT DO THEY MEAN?


Here's a quick guide to the main icons used throughout the online portal and mobile app. You will become more familiar with them while creating your profile. We've made a note of the most important icons here for your reference.


 **PROFILE**
Click on the plus sign to add a new document, or assignment. At present, you can only attach one document per entry max 5MB in size.


 **EDIT**
This icon indicates where you can make changes to your profile, assignments, documents and all personal information.


 **ROTATIONAL ASSIGNMENT**
To create a rotational assignment tick the 'rotational' checkbox at the bottom and select your rotation schedule - our system will do the rest for you.


 **DELETE**
You will need to select the entry you wish to delete before this Delete button becomes active.

 **SETTINGS**
Located in the top right hand corner of your screen in here you can change your password, update your location and choose your time zone.

 **DOCUMENT EXPIRY ALERT**
These are the icons you will see your documents begin to expire. **Yellow** is your first alert. **Orange** the second and **Red** means your document has now expired.

 **VERIFIED DOCUMENTS**
This tick means your documents have been checked, verified and locked by HR.

 **ATTACHMENT**
This indicates you have added an attachment to your document entry.

 **LOG OUT**
If you're using a shared computer, please remember to log out before you leave!

HOW TO KEEP PROFILE UPDATED

Make sure your information is up to date – if you change your phone number, move to a new house, update a certificate or gain a new qualification then update your profile!

When updating your sea service history, add a description of each trip: cargo, trading areas, restricted horsepower, challenges and achievements etc. Completed Digital Profiles will stand out from the crowd. Hiring Managers look at the detail of your profile as a priority.

ANKAA MARINE

WHAT IT IS/ WHY WE USE IT

Ankaa Marine is our innovative system, where Seafarers can access their information including certificates, and sea service details

You will also receive online copies of your wage slips.

An Ankaa Marine Profile is automatically created when you make an Ankaa Recruiter Profile but to see your wage slips, etc you will have to download the Marine app too and agree to the Data Privacy Policies.

HOW TO DOWNLOAD/ ACCESS ON PC OR MOBILE APP



- Similar to Ankaa, you must download Ankaa Marine app onto your Mobile device or access through our Website Portal.
- To download on your mobile search for 'Ankaa Marine' in your app store
- Enter **Corporate Code CRPLYDE** to access.
- You will be able to use the same log in details as Ankaa Recruiter profile.

Your Ankaa Marine Profile will be automatically created (up to) 7 days following the signing of your original contract. You will use the same email address and password combination as your Ankaa Recruiter account to log in.

HOW TO VIEW PAYSLEIPS AND EMPLOYMENT PAPERWORK

When employed, you will receive your Seafarer Employment Agreement and joining letters digitally. The documentation will be sent to your registered email for review and a digital signature from you to confirm acceptance of the contract and the terms enclosed.

Contracts are populated by using the information from your Digital Profile. Please ensure that all personal, contact, address and banking details are accurate before the contract is issued.

Signing the contract is as simple as clicking the 'Agree' button, this is then digitally signed along with a time and date stamp for all our records. For security, before signing, you must enter a 4-digit code which is sent to your registered email address.

Once signed by you and your employer a digital copy is sent to all parties by email. Please save this for your records.

Payslips are also sent digitally and will be visible in your Ankaa Marine profile on the date your wages are due. Please navigate to the **Ankaa Marine App**, view documents in your profile and scroll to Payslips.

CONTACTS

All enquiries should be directed to the crew manager in the first instance. They can be contacted at po@clyderecruit.com or by telephone:

CONTACTING THE RECRUITMENT TEAM

DURING OFFICE HOURS

9:00AM -5.15PM



po@clyderecruit.com



+ 44 141 427 6886

Switchboard open 8:30am - 5.15 pm

OUT OF HOURS & EMERGENCIES

24/7



OOH PHONE

+44 7734 539138

KEY EMPLOYMENT DETAILS

CREW CHANGES

All crew members have a duty to ensure they do not leave the vessel without proper hand over to their reliever. Crew members cannot leave the vessel in the event that their relief has been delayed and cannot meet the scheduled change whether due to weather, flight delays or other unforeseeable issues arising at the last minute. The company will make every effort to ensure relief takes place as soon as practicable but vessel operations should not be jeopardised.

The only exception is when the Master has provided authority for offsigning to take place or there is no relief required eg additional catering personnel. All crew must ensure their head of department is satisfied you can leave the vessel on crew change day.

TRAVEL

We will utilise the most cost effective and reasonable travel options for your journeys to and from the vessels. The team at CMR will work to provide travel bookings in a timely fashion. It is imperative that personnel remain flexible around crew changes and they may need to be adapted depending on availability of suitable travel and that some options may not be available due to unavailability or operational requirements. Crew coordinators will always liaise closely with you and notify in good time of travel arrangements.

It is expected that all crew are able to utilise public transport at any of the ports that the vessels operate and where it is available. Taxis, mini bus and coaches will be used where appropriate and only at the discretion of the crew manager. It should not be expected taxis are available for every journey.

At home airport, railway or bus station the journey should be by public transport unless there are no suitable alternatives, it is very late at night and permission has been sought.

The use of private vehicles is permissible and mileage claims will be paid. One way journeys to join and to disembark a vessel are only permitted and empty return legs made by relatives etc will not be considered. Where journeys are significant then prior agreement should be sought with the crew manager.

TAXIS

Taxis can be used where there are multiple crew members and if it is proven to be cost effective.

FARE UNDER £20?	FARE OVER £20?
<ul style="list-style-type: none"> • Ok for short journeys. • Does not require approval under £20. 	<ul style="list-style-type: none"> • Requires approval <u>before travel</u>. • Only to be used in exceptional circumstances.

FOOD & BEVERAGE EXPENSES

VOYAGE CONTRACTS LESS THAN 4 WEEKS

Costs for food and beverages will only be considered for training courses and / or when voyages exceed four weeks in length. Costs must be reasonable and proportionate to the journey undertaken. Excessive purchases will not be considered, we do not reimburse for any alcoholic beverages.

PERMANENT CONTRACTS

Permanent seafarers are not eligible for snacks, food or beverages as per the terms and conditions contained within their Seafarer Employment Agreement. Costs for food and beverages will only be considered for training courses or when there has been unforeseen delays or material changes to travel. Any costs must be reasonable and proportionate to the journey undertaken. Excessive purchases will not be considered, we do not reimburse for any alcoholic beverages.

European Highlander/Causeway - OFFSIGNING LARNE FOR EARLY MORNING DUBLIN FLIGHTS

With many airlines operating early morning departures from Dublin airport (0500 – 0700) the use of hotel accommodation for a small number of hours in Larne was not effective. Neither were taxis to Belfast in the small hours with personnel waiting for scheduled night coach to Dublin in the early hours from Belfast.

The company took the decision to operate a private transfer direct from Larne to Dublin airport departing around 2300 for larger crew changes. Personnel offsigning in the evening can leave bags at Freight Security hut. Please inform your crew coordinator if you wish to leave bags with security in advance.

Local facilities such as Omniplex, Curran Court or Olderfleet can be used to pass the time ahead of the coach transfer. Expenses to the value of £30 will be accepted for food or cinema tickets. No costs for Alcohol will be covered.

Personnel should ensure their behaviour is commensurate as if they are on duty onboard the vessel as they are a representative of the company even whilst making their way to and from the vessel.

EXPENSE CALCULATIONS AND PAYMENTS

Proof of purchase must be provided by receipt and sent together with expense claim form. Where in doubt, contact a member of the crew management team prior to purchase. The expenses administration cut off date is the 15th of each month. Any expenses received beyond this date will be reimbursed the following month.

For example: Expenses are incurred for a taxi fare £18 on the 6th of a given month and again on the 21st of the same month. Whilst you will be reimbursed for both, the payment cut off date is 15th therefore only one will be included in November's pay. The taxi fare from the 21st will be included in December's pay.

WAGE CALCULATIONS

VOYAGE CONTRACT

- Personnel are paid a daily rate as per the rate of pay schedule which the Master holds and is stated on your SEA
- Wage payments are calculated based on the actual days you worked on each calendar month. Movements for the second half of the month are estimated and should planning change an adjustment will be applied the following month.
- We consider the number of days in the calendar month when calculating your monthly wage (30 days in June, 31 days in July etc.)
- Wage Payments are made on the last working day (M, T, W, T, F) of the month.
- Ensure your Bank Account details are correct when signing your first and then subsequent SEA's.

PERMANENT CONTRACTS

- Your wage details are as specified in your Seafarer Employment Agreement
- Wage Payments are made on the last working day (M, T, W, T, F) of the month
- Your annual salary shall be paid in equal monthly instalments. Your initial payment will be paid pro-rata, calculated from the date of commencement.
- You will accrue a leave balance for each day worked. Full details can be found in your Seafarer Employment Agreement.
- Ensure your Bank Account details are correct when signing your first and then subsequent SEA's.

OTHER WAGE PAYMENT CONDITIONS

- Port based contract with travel in own time for 1:1 crew with voyages less than 4 weeks.
- Crew working on 1:1 rotation will receive half day joining and leaving. If joining on a Wednesday at 1200 and leaving the following Wednesday at 1200 it is 7 days' pay not 8 calendar days. Travel is in the seafarers own time and those living further away from the vessels operations will not receive higher remuneration than those living close to the vessel.
- If crew are required to stay late or vessel is late due to operations additional payments will be adjusted as required and at the discretion of the crew manager.
- Vessels can often change schedule mid-way through the trip for variety of reasons. This may result in off signing time being slightly earlier or slightly later due to the schedule change. Normally this would not attract any additional payment nor deduction. It is understood that across the year it generally balances out and payment would only be enhanced if there is a substantive change. Similarly if offsigning early due to schedule changes would not attract a deduction.
- If crew are required to travel the day before or go home a day after crew change due to travel arrangements no additional payments will be made.
- 8:4 and 6:6 crew will receive full day's pay for joining and leaving given their less frequent rotations. If travel follows in to the following day or they must travel a day before joining due to travel schedules no payment of wages are due.

PENSION AND PAYE

- UK domiciled personnel are required by law to be entered into an auto-enrolment scheme for pension. The Employers contribution is 3% and Seafarers is 5%. Details of the scheme will be provided by the scheme provider after commencing employment.
- Since the inception of the contract we have confirmed that officers not ordinarily resident can be entered into the Pension scheme should they wish. Please contact your crew coordinator should you wish to be enrolled in the Pension Scheme. Personnel in this scheme will be paid via a PAYE payroll but without any deduction of tax or social given they are not ordinarily resident.

- If you wish to withdraw from the scheme, you must do so directly with the scheme provider. Neither CMR or MMG can assist you in this regard.
- All UK domiciled crew will be entered on a Pay as you Earn UK taxable payroll and there is no provision for gross pay for those residents of the United Kingdom. Class 1 national insurance contributions will also be applied. Those crew members that who believe they are eligible to only make Class 2 contributions should make their claim for reimbursement direct with HMRC. The only exception is if you have a NT tax code. This is a legal requirement and cannot be challenged.

ROTATIONS

LARNE/ CAIRNRYAN

- 8/4 or 6/6 rotation for Rating complement. Deck Officers, Engine Officers, Onboard Services Managers and Cooks are on 1:1 rotations as per the vessel roster and will not exceed 4 weeks.
- Crew resident in the UK will normally work 2:2 weeks on and off. This is of course flexible and can be adjusted with mutual consent.
- European Resident personnel on 1:1 rotation working with another European will be ideally moved to 3:3 or 4:4 weeks on and off where possible and suitable operationally.
- Owners are supportive of this initiative, and it may require some crew members changing vessels to allow them to work back-to-back with another European based crew member.
- This is of course not applicable to those who are resident of Eire. Alternative arrangements will be at the discretion of owners and crew managers on a case-by-case basis.

NORTH SEA

- 1:1 not exceeding 4:4 weeks on and off

TIME OFF AND COMPASSIONATE LEAVE

VOYAGE CONTRACTS

- Where individuals may want additional time off, they should initially work with their back-to-back or fellow crew to arrange cover
- Any swaps must be agreed with the vessel Master/Chief Engineer and the Crew Manager
- In the case of compassionate leave Crew Manager will work with the vessel to arrange compassionate relief as appropriate and is practicable. Every effort will be made to ensure repatriation as quickly as possible.
- Granting of compassionate leave is at the discretion of the Crew Manager and should be only for immediate next of kin/ immediate family related matters

PERMANENT CONTRACTS

- Permanent crew are required to work as per their roster
- Any time off shall be unpaid and subject to a suitable relief being confirmed and agreed by vessel Masters
- In the case of compassionate leave Crew Manager will work with the vessel to arrange compassionate relief as appropriate
- Granting of compassionate leave is at the discretion of the Crew Manager and should be only for immediate next of kin/ immediate family related matters

TRAINING COSTS

VOYAGE CONTRACTS

- Refresher training for STCW's and medicals to be covered by the company for regular crew who have received positive appraisals. Crew are deemed 'Regular' upon completion of six months ongoing rotations.
- No payment of wages for refresher training or medicals
- Company specific training eg; fast rescue boat will be paid at basic rate i.e. no leave pay will be applicable
- PEC voyages, exams etc to be paid as full duty days.
- Training centres closest to the seafarers' residence should be utilised to avoid the requirement for hotel accommodation where possible. If suitable crew may attend an alternative training centre on route to or from the vessel should it be cost effective.
- Any costs for hotels and training course should be approved in advance by the crew manager.
- Upon completion of any of the above, it is the responsibility of the seafarer to ensure they upload the new document to their Digital Profile and advise the crew manager of same. Failure to do so will result in a delay to any reimbursement of expenses.

PERMANENT CONTRACTS

- Please refer to the particulars stated within your Seafarer Employment Agreement.

D&A POLICY

[P&O Ferries Alcohol and Drugs Policy \(Seafarers\) Policy Statement](#)

P&O are committed to achieving the best possible safety, environmental and business standards. Below is the Guidance for all Seafarers. [For more information and supporting documents click here to view.](#)

COMPLAINT PROCEDURES

[Seafarers' Onboard MLC \(2006\) Complaints Procedure](#)

POLICY STATEMENT

If you have a complaint relating to your employment you should initially discuss this informally with your Head of Department/ immediate Supervisor. The Company seeks to resolve a complaint at the lowest level possible, however, in all cases, you have the right to complain directly to the Master and, where considered necessary, to the appropriate external authorities.

This policy covers complaints relating to a breach of the Maritime Labour Convention (2006) (hereafter referred to as MLC (2006)). If your complaint and/ or grievance relates to an issue other than a breach of the MLC (2006) you should refer to the Company Grievance procedure.

If you make a complaint under this procedure, you will be safeguarded against the possibility of victimisation for raising the complaint. Any allegation of victimisation will be investigated and, where appropriate, will be dealt with under the Company's disciplinary procedure. The term 'victimisation' covers any adverse action taken by any person with respect to a Seafarer for lodging a complaint which is not manifestly frivolous, vexatious, or maliciously made.

Provision shall be made for a nominated crew member on board the vessel that can, on a confidential basis, provide you with impartial advice on your complaint and assist with the procedures available on board.

All complaints and decisions taken will be recorded and a copy provided to you.

RIGHT TO BE ACCOMPANIED

You have the right to be accompanied or represented by a fellow seafarer at all stages of the Procedure, including a Shore Side interview.

INFORMAL PROCEDURE

Before initiating the formal procedure you should, where possible and appropriate, raise the issue informally with your Head of Department/ immediate Supervisor.

FORMAL PROCEDURE

If your complaint is not resolved through the Informal Procedure, or informal procedures are inappropriate, you should initiate the Formal Procedure.

Where possible, all complaints should be resolved at the lowest possible level, preferably on board the vessel, without involving external parties. In the first instance complaints should be addressed to your head of department/ immediate supervisor.

If your Head of Department/ immediate Supervisor cannot resolve the complaint, or it is inappropriate for either of these to deal with your complaint, you should initiate Stage Two immediately and address your complaint to the Master.

Should you remain dissatisfied with the outcome of the procedure at Stage One or Two, they should refer it to the next stage.

Stage One (Head of Department/ immediate Supervisor)

Your written complaint should be handed to your Head of Department/ immediate Supervisor.

Unless mutually agreed, your Head of Department/ immediate Supervisor will give their reply to you in writing within five calendar days.

Stage Two (Master)

If you are not satisfied with the decision given, a copy of the complaint, together with your Head of Department/ immediate Supervisor's written reply, should be handed to the Master by your Head of Department/ immediate Supervisor. The Master will ensure you have all the required documentation and will interview you to discuss your complaint. Unless more time is mutually agreed, the Master will give you a written response to your complaint within seven calendar days of your interview.

The Master's decision may be implemented even if you elect to proceed to Stage Three.

Stage Three (Shore Management, on behalf of the Employer)

If you are not satisfied with the Master's decision, a copy of your complaint, together with your Head of Department/ immediate Supervisor and Master's replies, should be forwarded by the Master to Shore Management.

The appropriate Shore Manager, supported by an HR Representative will interview you to discuss the details of your complaint within seven calendar days of receipt of your written complaint.

Where possible, the Shore Manager's report shall be concluded within seven calendar days of your interview and shall be sent to your Employer along with a recommendation. Your employer shall consider the report and recommendation and give their decision on your

complaint to you in writing, normally within seven calendar days of receipt of the Shore Manager's report and recommendation.

Your employer's decision will be implemented even if you wish to raise your complaint with an external authority.

EXTERNAL AUTHORITIES

You have the right to raise complaints of breaches of the MLC (2006) directly to the appropriate external authorities where you consider it necessary.

The appropriate external authorities are in the competent authority in the flag state or, where different, in your country of residence. Details are set out in Annex A of this Procedure.

Before reference to an external authority you are encouraged, however not obliged, to use this Procedure through all its stages.

ANNEX A

Flag State

Bahamas	+44 (0)20 7562 1300	tech@bahamasmaritime.com
Bermuda	+1441 295 7251	survey.bermudashipping@gov.bm
Ireland	3531 678 3400	mso@transport.ie
Italy	+39 06 45489229	ufficio2.reparto6@mit.gov.it
Latvia	+371 6706 2166	arturs.oss@lja.lv
Lithuania	370 46 469 602	msa@msa.lt
Marshall Islands	+1410 347 4703	dutyofficer@register-iri.com
Poland	+48 58 621 61 62	vtscentrum@umgdy.gov.pl
Portugal	351 21 391 4663	imp.psc@imarpor.pt
Singapore	65 6375 1600	shipping@mpa.gov.sg
UK	+44 (0) 2380 329 343	psc.headquarters@mcga.gov.uk

Country of Residence

Ireland	3531 678 3400	mso@transport.ie
Latvia	+371 67062166	arturs.oss@lja.lv
Lithuania	370 46 469 602	msa@msa.lt
Poland	+48 58 621 61 62	vtscentral@umgdy.gov.uk
Portugal	+351 21 3914663	imp.psc@imarpor.pt
Singapore	65 6375 1600	shipping@mpa.gov.sg
UK	+44 2380 329 343	psc.headquarters@mcga.gov.uk

A full list of contact numbers and email addresses can be obtained from [the IMO website](#).