



# NEPTUNE VESSEL OPERATING SYSTEM

## SAFETY MANAGEMENT SYSTEM

SMS  
**C02**

### **C02 COMMUNICATIONS**

#### **02.1 General**

Operational communications between ship and shore are to be made using the most effective means for the communication in question:

- Urgent communications are to be made by telephone where possible.
- Routine communications may be made by either telephone or email.
- All telephone communications are to be followed up by an email as soon as possible.

Operational email communications from the ship are to be sent to all members of the vessels ship management team not individuals.

All communications from the ship to shore management are to be made via the Master.

#### **02.2 Form G01 “Vessel Communications Details”**

Every vessel managed by Neptune will be provided with a completed Form G01 “Vessel Communications Details” which shows:

- The names and contact details of the vessel’s Ship Management Team
- The contact details of the DPA
- Details of company emergency contacts
- Means of making routine reports
- The working language of the ship.

Form G01 “Vessel Communications Details” is to be posted prominently on the navigation bridge.

The form is to be signed by all members of the Ship Management Team and updated if that team changes.

The form is subject to periodic review by the Master, as required by the relevant section of this system.

#### **02.3 Contact Details**

Each vessel is provided with contact details of the members of the vessel’s ship management team, the DPA and other relevant emergency contacts.

#### **02.4 Referencing & Acknowledging Communications**

All communications from the ship to the ship management team are to be referenced:

- Telephone calls are to be followed up by an email.
- The subject of emails is to be clearly stated in the subject line
- Letters from the ship must have a subject line and be dated.
- Forms submitted manually are to be numbered in accordance with the requirements of the particular form.

When the ship receives an email or other written communication from the office, the Master is to acknowledge correct receipt by email within 24 hours of the message being opened onboard.

Masters should consider including the vessels ETA details for the next port and ports referred to in the message in every email communication sent.<sup>2</sup>



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### 02.5 Lines of Communication

Normal communications from the vessel to shore are to be addressed to all members of the vessel's ship management team, details of which are found on Form G01 "Vessel Communications Details". Where a communication is by telephone, the ship may make initial contact with **any** member of the ship management team.

In the event that the vessel cannot reach any member of the ship management team, or where the response of the ship management team is deemed insufficient or inappropriate, the vessel should contact the Designated Person Ashore (DPA).

### 02.6 Methods of Communication

#### i. Ship's Mail

Ship's mail is to be landed at a reliable port before the end of each month. The mail should be divided into Deck, Engine and Other piles and placed in a single sealed envelope or bag. All mail must be accompanied by a copy of a "Document Transfer Note" and instructions to the agent.

#### ii. Email

Email is the preferred method of communication for routine messages.

#### iii. Telephone

#### iv. Sat-C

The ship management team will advise the Master which LES is to be used for normal communications using Sat-C. It is the Master's responsibility to ensure that all users of the system are aware of this instruction.

#### v. Fleet Directives

Fleet Directives are instructions issued by the fleet office that will be addressed to all vessels within the fleet. They contain rules or other directions that become part of the company's operating procedures once issued. When a Fleet Directive is received it is to be prominently displayed throughout the ship for a period of not less than one month, and brought to the attention of affected personnel. A copy of the directive is to be retained in the relevant section of the ship's filing system until such time as it is cancelled by a later Fleet Directive.

#### vi. Fleet Circulars

Fleet Circulars are issued by the fleet office and provide clarification of existing company requirements or directives. They are addressed to all vessels within the fleet. When a Fleet Circular is received it is to be prominently displayed throughout the ship for a period of not less than one month, and brought to the attention of affected personnel. A copy of the circular is to be retained in the relevant section of the ship's filing system until such time as it is cancelled by a later Fleet Directive or Fleet Circular.

#### vii. Safety Circulars

Safety Circulars are issued by the fleet office and contain information on safety related incidents which have occurred either within the fleet or in the wider industry and from which lesson can be learned to protect our ships, personnel, cargoes or the environment. They are addressed to all ships in the fleet and are to be prominently displayed throughout the ship for a period of not less than one month. A copy of the circular is to be retained in the relevant section of the ship's filing system.



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### viii. Learning Opportunities

Learning Opportunities are anonymised versions of incident, accident or near-miss reports from around the fleet from which valuable lessons can be learned. They are issued by the fleet office or the ship management team and once received are to be posted prominently throughout the ship for a period of not less than one month. A copy of the Learning Opportunity is to be retained in the relevant section of the ship's filing system.

### ix. Electronic Reporting

Where a ship is fitted with a company-approved electronic reporting system, this will be indicated on Form G01 "Vessel Communications Details". Where this is the case, reports are to be sent using the approved system.

## 02.7 Reporting

Routine reporting of operations is critical to the safe and effective management of the ship. The following are considered to be the minimum reports required by the company, however the Master must take all necessary steps to ensure that all concerned parties are kept thoroughly apprised matters relevant to the operation of the vessel.

### i. Noon Reports

The vessel is to send noon reports to the ship management team on a daily basis.

### ii. Arrival & Departure Reports

The vessel is to send arrival and departure reports to the ship management team as soon as practical after an arrival and departure.

### iii. Delay Reporting

In the event of any delay caused by a problem or failure of the ship or ship's machinery the Master is to inform the company as soon as practical.

### iv. Reporting an Incident or Accident

In the event of an incident or accident the Master is to contact the ship management team or the DPA as soon as possible. An initial report is to be completed within 2 days of the incident and a full report within 5 days.

### v. Other Reporting

The vessel is to send such other reports as are required from time to time by the ship management team or fleet office.

Standard reporting does not replace the need for open, clear and transparent communication at all times between the ship, the ship management team, the fleet office and all other interested parties.

## 02.8 Personal Communications

Where any ship or company equipment is used for personal communications, an accurate record of usage (including time and cost) is to be maintained. The Master is responsible for ensuring all communications charges are accounted for each month.

## 02.9 Use of Radio Equipment

GMDSS radio equipment is only to be used by persons holding the necessary qualifications to do so. All Deck Officers are to be familiar with the use of the specific equipment onboard and be ready to demonstrate their competence at any time. Lifeboat/ life-raft emergency VHF radios are to be used for safety purposes only.



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GMDSS log books are to be correctly completed whenever such equipment is used or tested.

### 02.10 Language

In accordance with SOLAS requirements a working language will be adopted on every ship which all officers and crew are proficient in and which is to be used for all onboard operations. **The working language for each ship is shown on Form G01 "Vessel Communications Details"**. Safety and operationally critical items, such as muster lists, SOLAS and fire-fighting training manuals, instructions for the operation of critical equipment and safety signs are to be provided in the working language of the ship.