Rules for the Certification of Best Management Scheme of Companies Owning or Managing Passenger Ships

Effective from 1 January 2016

Emirates Classification Society (Tasneef)
Aldar HQ 19th Floor,
Al Raha Beach, Abu Dhabi, UAE
Abu Dhabi, United Arab Emirates

Phone (+971) 2 692 2333
Fax (+971) 2 445 433
P.O. Box. 111155
info@tasneef.ae

GENERAL CONDITIONS

Definitions:

"*Administration*" means the Government of the State whose flag the Ship is entitled to fly or under whose authority the Ship is authorized to operate in the specific case.

"IACS" means the International Association of Classification Societies.

"*Interested Party*" means the party, other than the Society, having an interest in or responsibility for the Ship, product, plant or system subject to classification or certification (such as the owner of the Ship and his representatives, the ship builder, the engine builder or the supplier of parts to be tested) who requests the Services or on whose behalf the Services are requested.

"*Owner*" means the registered owner, the ship owner, the manager or any other party with the responsibility, legally or contractually, to keep the ship seaworthy or in service, having particular regard to the provisions relating to the maintenance of class laid down in Part A, Chapter 2 of the Rules for the Classification of Ships or in the corresponding rules indicated in the specific Rules.

"Rules" in these General Conditions means the documents below issued by the Society:

(i) Rules for the Classification of Ships or other special units;
(ii) Complementary Rules containing the requirements for product, plant, system and other certification or containing the requirements for the assignment of additional class notations;
(iii) Rules for the application of statutory rules, containing the rules to perform the duties delegated by Administrations;
(iv) Guides to carry out particular activities connected with Services;
(v) Any other technical document, as for example rule variations or interpretations.

"*Services*" means the activities described in Article 1 below, rendered by the Society upon request made by or on behalf of the Interested Party.

"Ship" means ships, boats, craft and other special units, as for example offshore structures, floating units and underwater craft.

"*Society*" or *"TASNEEF"* means Tasneef and/or all the companies in the Tasneef Group which provide the Services.

"*Surveyor*" means technical staff acting on behalf of the Society in performing the Services.

Article 1

1.1. The purpose of the Society is, among others, the classification and certification of ships and the certification of their parts and components. In particular, the Society:
(i) sets forth and develops Rules;
(ii) publishes the Register of Ships;
(iii) issues certificates, statements and reports based on its survey activities.

1.2. The Society also takes part in the implementation of national and international rules and standards as delegated by various Governments.

1.3. The Society carries out technical assistance activities on request and provides special services outside the scope of classification, which are regulated by these general conditions, unless expressly excluded in the particular contract.

Article 2

2.1. The Rules developed by the Society reflect the level of its technical knowledge at the time they are published. Therefore, the Society, although committed also through its research and development services to continuous updating of the Rules, does not guarantee the Rules meet state-of-the-art science and technology at the time of publication or that they meet the Society's or others' subsequent technical developments.

2.2. The Interested Party is required to know the Rules on the basis of which the Services are provided. With particular reference to Classification Services, special attention is to be given to the Rules concerning class suspension, withdrawal and reinstatement. In case of doubt or inaccuracy, the Interested Party is to promptly contact the Society for clarification.
The Rules for Classification of Ships are published on the Society's website: www.tasneef.ae.

2.3. The Society exercises due care and skill:
(i) in the selection of its Surveyors
(ii) in the performance of its Services, taking into account the level of its technical knowledge at the time the Services are performed.

2.4. Surveys conducted by the Society include, but are not limited to, visual inspection and non-destructive testing. Unless otherwise required, surveys are conducted through sampling techniques and do not consist of comprehensive verification or monitoring of the Ship or of the items subject to certification. The surveys and checks made by the Society on board ship do not necessarily require the constant and continuous presence of the Surveyor. The Society may also commission laboratory testing, underwater inspection and other checks carried out by and under the responsibility of qualified service suppliers. Survey practices and procedures are selected by the Society based on its experience and knowledge and according to generally accepted technical standards in the sector.

Article 3

3.1. The class assigned to a Ship, like the reports, statements, certificates or any other document or information issued by the Society, reflects the opinion of the Society concerning compliance, at the time the Service is provided, of the Ship or product subject to certification, with the applicable Rules (given the intended use and within the relevant time frame).
The Society is under no obligation to make statements or provide information about elements or facts which are not part of the specific scope of the Service requested by the Interested Party or on its behalf.

3.2. No report, statement, notation on a plan, review, Certificate of Classification, document or information issued or given as part of the Services provided by the Society shall have any legal effect or implication other than a representation that, on the basis of the checks made by the Society, the Ship, structure, materials, equipment, machinery or any other item covered by such document or information meet the Rules. Any such document is issued solely for the use of the Society, its committees and clients or other duly authorised bodies and for no other purpose. Therefore, the Society cannot be held liable for any act made or document issued by other parties on the basis of the statements or information given by the Society. The validity, application, meaning and interpretation of a Certificate of Classification, or any other document or information issued by the Society in connection with its Services, is governed by the Rules of the Society, which is the sole subject entitled to make such interpretation. Any disagreement on technical matters between the Interested Party and the Surveyor in the carrying out of his functions shall be raised in writing as soon as possible with the Society, which will settle any divergence of opinion or dispute.

3.3. The classification of a Ship, or the issuance of a certificate or other document connected with classification or certificate on and in general with the performance of Services by the Society shall have the validity conferred upon it by the Rules of the Society at the time of the assignment of class or issuance of the certificate; in no case shall it amount to a statement or warranty of seaworthiness,

structural integrity, quality or fitness for a particular purpose or service of any Ship, structure, material, equipment or machinery inspected or tested by the Society.

3.4. Any document issued by the Society in relation to its activities reflects the condition of the Ship or the subject of certification or other activity at the time of the check.

3.5. The Rules, surveys and activities performed by the Society, reports, certificates and other documents issued by the Society are in no way intended to replace the duties and responsibilities of other parties such as Governments, designers, ship builders, manufacturers, repairers, suppliers, contractors or sub-contractors, Owners, operators, charterers, underwriters, sellers or intended buyers of a Ship or other product or system surveyed.

These documents and activities do not relieve such parties from any fulfilment, warranty, responsibility, duty or obligation (also of a contractual nature) expressed or implied or in any case incumbent on them, nor do they confer on such parties any right, claim or cause of action against the Society. With particular regard to the duties of the ship Owner, the Services undertaken by the Society do not relieve the Owner of his duty to ensure proper maintenance of the Ship and ensure seaworthiness at all times. Likewise, the Rules, surveys performed, reports, certificates and other documents issued by the Society are intended neither to guarantee the buyers of the Ship, its components or any other surveyed or certified item, nor to relieve the seller of the duties arising out of the law or the contract, regarding the quality, commercial value or characteristics of the item which is the subject of transaction.

In no case, therefore, shall the Society assume the obligations incumbent upon the above-mentioned parties, even when it is consulted in connection with matters not covered by its Rules or other documents.

In consideration of the above, the Interested Party undertakes to relieve and hold harmless the Society from any third party claim, as well as from any liability in relation to the latter concerning the Services rendered.

Insofar as they are not expressly provided for in these General Conditions, the duties and responsibilities of the Owner and Interested Parties with respect to the services rendered by the Society are described in the Rules applicable to the specific Service rendered.

Article 4

4.1. Any request for the Society's Services shall be submitted in writing and signed by or on behalf of the Interested Party. Such a request will be considered irrevocable as soon as received by the Society and shall entail acceptance by the applicant of all relevant requirements of the Rules, including these General Conditions. Upon acceptance of the written request by the Society, a contract between the Society and the Interested Party is entered into, which is regulated by the present General Conditions.

4.2. In consideration of the Services rendered by the Society, the Interested Party and the person requesting the service shall be jointly liable for the payment of the relevant fees, even if the service is not concluded for any cause not pertaining to the Society. In the latter case, the Society shall not be held liable for non-fulfilment or partial fulfilment of the Services requested. In the event of late payment, interest at the legal current rate increased by 1.5% may be demanded.

4.3. The contract for the classification of a Ship or for other Services may be terminated and any certificates revoked at the request of one of the parties, subject to at least 30 days' notice to be given in writing. Failure to pay, even in part, the fees due for Services carried out by the Society will entitle the Society to immediately terminate the contract and suspend the Services.

For every termination of the contract, the fees for the activities performed until the time of the termination shall be owed to the Society as well as the expenses incurred in view of activities already programmed; this is without prejudice to the right to compensation due to the Society as a consequence of the termination.

With particular reference to Ship classification and certification, unless decided otherwise by the Society, termination of the contract implies that the assignment of class to a Ship is withheld or, if already assigned, that it is suspended or withdrawn; any statutory certificates issued by the Society will be withdrawn in those cases where provided for by agreements between the Society and the flag State.

Article 5

5.1. In providing the Services, as well as other correlated information or advice, the Society, its Surveyors, servants or agents operate with due diligence for the proper execution of the activity. However, considering the nature of the activities performed (see art. 2.4), it is not possible to guarantee absolute accuracy, correctness and completeness of any information or advice supplied. Express and implied warranties are specifically disclaimed.

Therefore, except as provided for in paragraph 5.2 below, and also in the case of activities carried out by delegation of Governments, neither the Society nor any of its Surveyors will be liable for any loss, damage or expense of whatever nature sustained by any person, in tort or in contract, derived from carrying out the Services.

5.2. Notwithstanding the provisions in paragraph 5.1 above, should any user of the Society's Services prove that he has suffered a loss or damage due to any negligent act or omission of the Society, its Surveyors, servants or agents, then the Society will pay compensation to such person for his proved loss, up to, but not exceeding, five times the amount of the fees charged for the specific services, information or opinions from which the loss or damage derives or, if no fee has been charged, a maximum of AED5,000 (Arab Emirates Dirhams Five Thousand only). Where the fees charged are related to a number of Services, the amount of the fees will be apportioned for the purpose of the calculation of the maximum compensation, by reference to the estimated time involved in the performance of the Service from which the damage or loss derives. Any liability for indirect or consequential loss, damage or expense is specifically excluded. In any case, irrespective of the amount of the fees charged, the maximum damages payable by the Society will not be more than AED5,000,000 (Arab Emirates Dirhams Five Millions only). Payment of compensation under this paragraph will not entail any admission of responsibility and/or liability by the Society and will be made without prejudice to the disclaimer clause contained in paragraph 5.1 above.

5.3. Any claim for loss or damage of whatever nature by virtue of the provisions set forth herein shall be made to the Society in writing, within the shorter of the following periods: (i) THREE (3) MONTHS from the date on which the Services were performed, or (ii) THREE (3) MONTHS from the date on which the damage was discovered. Failure to comply with the above deadline will constitute an absolute bar to the pursuit of such a claim against the Society.

Article 6

6.1. These General Conditions shall be governed by and construed in accordance with United Arab Emirates (UAE) law, and any dispute arising from or in connection with the Rules or with the Services of the Society, including any issues concerning responsibility, liability or limitations of liability of the Society, shall be determined in accordance with UAE law. The courts of the Dubai International Financial Centre (DIFC) shall have exclusive jurisdiction in relation to any claim or dispute which may arise out of or in connection with the Rules or with the Services of the Society.

6.2. However,

(i) In cases where neither the claim nor any counterclaim exceeds the sum of AED300,000 (Arab Emirates Dirhams Three Hundred Thousand) the dispute shall be referred to the jurisdiction of the DIFC Small Claims Tribunal; and

(ii) for disputes concerning non-payment of the fees and/or expenses due to the Society for services, the Society shall have the

right to submit any claim to the jurisdiction of the Courts of the place where the registered or operating office of the Interested Party or of the applicant who requested the Service is located.
In the case of actions taken against the Society by a third party before a public Court, the Society shall also have the right to summon the Interested Party or the subject who requested the Service before that Court, in order to be relieved and held harmless according to art. 3.5 above.

Article 7

7.1. All plans, specifications, documents and information provided by, issued by, or made known to the Society, in connection with the performance of its Services, will be treated as confidential and will not be made available to any other party other than the Owner without authorization of the Interested Party, except as provided for or required by any applicable international, European or domestic legislation, Charter or other IACS resolutions, or order from a competent authority. Information about the status and validity of class and statutory certificates, including transfers, changes, suspensions, withdrawals of class, recommendations/conditions of class, operating conditions or restrictions issued against classed ships and other related information, as may be required, may be published on the website or released by other means, without the prior consent of the Interested Party.
Information about the status and validity of other certificates and statements may also be published on the website or released by other means, without the prior consent of the Interested Party.

7.2. Notwithstanding the general duty of confidentiality owed by the Society to its clients in clause 7.1 above, the Society's clients hereby accept that the Society may participate in the IACS Early Warning System which requires each Classification Society to provide other involved Classification Societies with relevant technical information on serious hull structural and engineering systems failures, as defined in the IACS Early Warning System (but not including any drawings relating to the ship which may be the specific property of another party), to enable such useful information to be shared and used to facilitate the proper working of the IACS Early Warning System. The Society will provide its clients with written details of such information sent to the involved Classification Societies.

7.3. In the event of transfer of class, addition of a second class or withdrawal from a double/dual class, the Interested Party undertakes to provide or to permit the Society to provide the other Classification Society with all building plans and drawings, certificates, documents and information relevant to the classed unit, including its history file, as the other Classification Society may require for the purpose of classification in compliance with the applicable legislation and relative IACS Procedure. It is the Owner's duty to ensure that, whenever required, the consent of the builder is obtained with regard to the provision of plans and drawings to the new Society, either by way of appropriate stipulation in the building contract or by other agreement.
In the event that the ownership of the ship, product or system subject to certification is transferred to a new subject, the latter shall have the right to access all pertinent drawings, specifications, documents or information issued by the Society or which has come to the knowledge of the Society while carrying out its Services, even if related to a period prior to transfer of ownership.

Article 8

8.1. Should any part of these General Conditions be declared invalid, this will not affect the validity of the remaining provisions.

INDEX

INDEX

INDEX

1 APPLICATION

1.1
These Rules set out the procedures applied by Tasneef

a) to verify that the Management Scheme applied by a company responsible for the operation of ships complies with the requirements of these Rules, in addition to those established by the International Management Code for the Safe Operation of Ships and for Pollution Prevention (International Safety Management (ISM) Code), the International Ship and Port Facility Security Code (ISPS Code), ILO's Maritime Labour Convention (MLC), the International Convention for the Prevention of Pollution from Ships (MARPOL) and the International Convention for the Safety of Life at Sea (SOLAS).
b) to issue a Best Management Scheme Certificate (BMSC).

1.2
These Rules apply to companies which:

- own and operate passenger ships: cruise and ro-ro passenger ships
- voluntarily request certification of the improved Management Scheme they have adopted and apply.

In case the company own and/or manage both passenger and cargo ships, these rules apply to the Management Scheme relevant to passenger ships only.

1.3
The conformity to these Rules does not absolve the Company from compliance with any requirement issued by the ships' flag Administrations and any other applicable requirements issued by local or national Authorities.

1.4
Tasneef reserves the right to carry out additional verification as deemed necessary in pursuance of its internal Quality System or as required by external organisations (e.g. flag Administrations, Port State Control).

2 DEFINITIONS

2.1
Definitions are those given in:

- ISM Code: International Management Code for the Safe Operation of Ships and for Pollution Prevention,
- ISPS Code: International Ship and Port Facility Security Code,
- MLC: ILO's Maritime Labour Convention,
- MARPOL: International Convention for the Prevention of Pollution from Ships,
- Passenger ship: ship which carries more than twelve passengers
- Ro-ro passenger ship: ship which carries more than 12 passengers and specially equipped to load trains or wheeled vehicles.
- SOLAS: International Convention for the Safety of Life at Sea,
- Company Management Scheme Manager: the officer in charge of management and control of the procedures and activities relevant to the requirements of these Rules.

3 DOCUMENTS TO BE SUBMITTED

3.1
The application for certification is to include the size and total number of ships covered by the Company Best Management Scheme and any other documentation considered necessary.

3.2
A "Description of the Best Management Scheme" adopted, including the list of additional requirements in accordance with Tab 1, is to be submitted before the first certification audit and in the case of any change to the implemented management scheme. Tasneef reserves the right to request the submission of additional documents if it is deemed necessary for the evaluation of the company's implemented scheme.

4 REQUISITES

4.1 General and basic requirements

4.1.1
A Company Management Scheme Manager, as defined in [2.1], is to be appointed and his authorities and responsibilities, in respect of the management scheme, are to be clearly defined.

4.1.2
Plans, manual and procedures describing the company's applied Management Scheme and relevant recordings are to be available (Management Scheme Documentation) upon auditor request, during the first certification audit and subsequent audits. They may be part of other company management system documentation and may include or recall specific procedures.

4.1.3
The company is to be certified in compliance with the applicable mandatory requirements from international conventions (e.g. ISM, ISPS and MLC).

4.2 Additional requirements

4.2.1
The list of additional requirements which can be considered for the certification of the company's management scheme as a Best Management Scheme and the values to be used for the calculation of the relevant Company Best Management Scheme Compliance Index, as indicated in [5], are given in the third and fourth column of Tab 1, respectively and their detailed description is given in App. 1.

Table 1: Areas, Requirements

No.	Areas	Requirements	Contribution to the compliance index (1)	Ref. (App.1)
1	Personnel Management	Shore-based personnel competencies	2	[1.1]
		Crew member competencies	2	[1.2]
		Recruitment process	2	[1.3]
		Recruiters training	1	[1.4]
		Shore-based personnel training	3	[1.5]
		Crew member training	3	[1.6]
		Performance cycle process	1	[1.7]
2	Technical Management	Management of the new-building and conversion projects	2	[2.1]
		Reliability and maintenance standards: PMS based maintenance	2	[2.2]
		Reliability and maintenance standards: Condition based maintenance	3	[2.3]
		Reliability and maintenance standards: Risk based maintenance	4	[2.4]
		Inventory control and critical minimum spares	2	[2.5]
		Regulatory monitoring and update	3	[2.6]
		ISO 55001:2014 (Asset management) certification	8	[2.7]
3	Safe Operation	Bridge team management	~~3~~ 2	[3.1]
		Machinery team management	~~3~~ 2	[3.2]
		Hotel team management	~~3~~ 2	[3.3]
		Vehicles loading / unloading	2	[3.4]
		Ballast and mooring operations	2	[3.5]
4	Management of Change	Managers training (how to handle changes)	2	[4.1]
		Employee training (how to behave in changes)	2	[4.2]

		Screening and prioritization of changes	3	[4.3]
		Communication process	1	[4.4]
5	Incident Investigation and Analysis	Availability of competent persons	2	[5.1]
		Company procedures for conducting incident investigations	3	[5.2]
		Dissemination	1	[5.3]
6	Environmental Management	ISO 14001 (Environmental management systems) certification	8	[6.1]
		ISO 50001 (Energy management systems) certification	8	[6.2]
		Shore-based personnel environmental training (2)	1	[6.3]
		Crew member environmental training (2)	1	[6.4]
		Passengers environmental awareness (2)	1	[6.5]
		Fleet environmental risk evaluation (2)	2	[6.6]
		Environmental incidents analysis (2)	1	[6.7]
		Establishment of environmental Key Performance Indicators (2)	1	[6.8]
		Audit and inspection of ship environmental management (2)	1	[6.9]
7	Emergency Preparedness and Contingency Planning	On-board emergency response	2	[7.1]
		Onshore emergency response	2	[7.2]
		Shore-based personnel training	1	[7.3]
		Crew member training	2	[7.4]
		Audit and inspection on emergency	2	[7.5]
8	Health and Safety	OHSAS 18001 (Occupational Health and Safety Management System) certification	8	[8.1]
		Risk Assessment of onshore health and safety (3)	2	[8.2]
		Risk Assessment of on-board personnel (crew and passengers) health and safety (4)	2	[8.3]
		Shore-based personnel training (3)	1	[8.4]
		Crew member training (3)	1	[8.5]
		Establishment of Safety Key Performance Indicators (3)	1	[8.6]
		Audit and inspection of health and safety personnel management (3)	1	[8.7]
9	Hotel Services	Ship sanitation	3	[9.1]
		HACCP (Hazard analysis and critical control points)	8	[9.2]
		Plan analysis based on analysis of risk (5)	2	[9.3]
		Processing GMP and Cross-Contamination Controls	2	[9.4]
		UNI EN 10854 (HACCP Management) certification	1	[9.5]

		ISO 22000 (Food Safety Management System) certification	2	[9.6]
		ISO 22005 (Traceability in the feed and food chain) certification	2	[9.7]
		Food and non-food supplier monitoring	1	[9.8]
		Proper product labelling	1	[9.9]
		Employee Training	2	[9.10]
		Audit and inspection	2	[9.11]
10	Security and Piracy	ISO 28000 (Specification for security management system for the supply chain) certification	2	[10.1]
		ISO 27000 (Information security management system) certification	2	[10.2]
		ISO 28001 (Security management systems for the supply chain -- Best practices for implementing supply chain security, assessments and plans) for the security of the supply chain for food and beverage ship's suppliers	1	[10.3]
		Company piracy procedures (i.e. commitment, planning, training, crisis management, intelligence analysis)	3	[10.4]
		Company policies and procedures (i.e.: risk assessment, flag requirements, selection and vetting)	2	[10.5]
11	Quality	ISO 9001 certification	5	[11.1]
		Establishment of quality Key Performance Indicators (6)	1	[11.2]
		Employee Training (6)	1	[11.3]
		Audit and inspection (6)	1	[11.4]
		Business risk assessment	3	[11.5]
12	Social Accountability	SA (Social Accountability) 8000 certification	8	[12.1]
		ISO 26000 (Guidance on social responsibility) conformity	8	[12.2]

(1) When a requirement may be applicable to all the managed fleet, its contribution to the compliance index is to be weighted according to the following formula: score=total score * (num. of compliant ships / tot managed ships)
Other score adjustments are indicated as necessary in App 1.
(2) Contribution given only if the company has no ISO 14001 certification
(3) Contribution given only if the company has no OHSAS 18001 certification
(4) The contribution is equal to 1 if the company has OHSAS 18001 certification
(5) Contribution given only if ship has no HACCP
(6) Contribution given only if the company has no ISO 9001 certification

5 COMPANY BEST MANAGEMENT SCHEME COMPLIANCE INDEX

5.1 Index calculation

5.1.1
The Company Best Management Scheme Compliance Index is obtained by adding up the values of the contributions for each additional requirement the company has implemented, according to Tab 1.
No contribution to the index or to the coverage of the relevant Area will be given by those requirements which are compulsory for the particular company according to IMO applicable Resolutions, due to specific managed ships' characteristics (ship type, service, tonnage, navigation, etc.).

6 ASSIGNMENT CRITERIA

6.1.1
The Best Management Scheme Certificate, graduated from one up to five stars, is assigned to companies:
a) complying with [4.1] and
b) having satisfactorily implemented additional requirements selected from those indicated in Tab 1, at least one for 11 areas (as listed in the second column of Tab 1) and
c) reaching an index value, calculated in accordance with [5.1], pertaining to one of the intervals indicated in Tab 2.

Table 2: Best Management Scheme Certificate Index

Compliance Index	CI ≤ 30	30 < CI ≤ 60	60 < CI ≤ 80	80 < CI ≤ 100	>100
BMS Certificate	One star	Two stars	Three stars	Four stars	Five stars

7 NOVEL FEATURES

7.1
For the evaluation of the index of compliance, Tasneef may consider implemented procedural means not listed in Tab 1, based on novel principles and features, on the basis of their proved effectiveness or other supporting information.

8 CERTIFICATION

8.1
An interim Certificate for the "Company Best Management Scheme" will be issued, with a six-month validity, upon compliance with the requirements in Tab 1 verified on the basis of the submitted documents and a preliminary audit and is subject to confirmation within six months.

8.2
The conclusive Certificate will be issued, with a three year validity, upon compliance with the requirements in tab. 1 verified on the basis of the submitted documents and a full implementation audit.
It will be confirmed (or modified according to Tab. 2) on the basis of the results of the annual verifications of compliance.

8.3
The Certificate for the "Company Best Management Scheme" will be renewed every three years on the basis of the results of verification of compliance with the above requirements.

8.4
A certified company is to promptly inform Tasneef of any changes which have occurred related to aspects which could influence the capacity to keep the requirements of these rules.
Tasneef reserves the right to perform additional audits of the company if the changes communicated are considered particularly important as regards maintenance of compliance with the requirements of the these Rules.

9 SUSPENSION, REINSTATEMENT AND REVOCATION OF CERTIFICATION

9.1
The validity of the certificate can be suspended in accordance with the "General contract conditions governing system, product and personnel certification" and also in the following specific cases:

- if the company does not allow the surveillance or recertification audits to be carried out when due;
- if major non conformities are found in the Management System which have not been resolved within the time limit established in the Rules;
- if the company has not met the deadline established for corrective action communication, following non conformities reported in the audit report;
- if the company has carried out major restructuring of its site(s), moves to another site without informing of these changes;
- if the company has made significant changes which have not been accepted by Tasneef;
- in the presence of important restructuring of the company which has not been communicated to Tasneef;
- if any justified and serious complaints received by Tasneef are confirmed.

The company may also ask Tasneef to suspend the certificate, giving its reasons, for a period in general of not more than six months and, in any case, not beyond the expiry date of the certificate.
Suspension is notified in writing, stating the conditions for reinstatement of the certificate and the deadline by which these are to be fulfilled.

9.2
Reinstatement of certification is dependent on verification that the shortcomings which led to suspension have been eliminated. This is done by means of an in-depth audit to check that the Management System complies with all the requirements of the reference standard.

9.3
If the conditions in paragraph [9.1] are not fulfilled by the established deadline, the certificate of compliance will be revoked.
Revocation of the "Company Best Management Scheme" certificate may be decided according to what is established for individual schemes, according to the "General contract conditions governing system, product and personnel certification" and in the following specific cases:

- when situations arise, such as those mentioned in paragraph [9.1] for suspension, which are considered particularly serious;
- if the company interrupts the activities or services covered by the certified Management System, in general for more than six months;
- in the case of a multi-site company, if the central office or one of the sites does not meet the criteria necessary to maintain the certificate;
- for any other reason considered serious by Tasneef.

Following revocation, if a company intends to re-apply for certification, it is to submit a new request and follow the whole certification process again.

10 USE OF THE BEST MANAGEMENT SCHEME LOGO

10.1
Passenger Ship Company, which has positively completed the certification process, is granted to the use of the Tasneef certification logo (see Figure 1) in accordance with the general criteria given in the "Rules for the use of the Tasneef certification logo".

Figure 1: Fac-simile of the Tasneef Certification Logo

APPENDIX 1 - ADDITIONAL REQUIREMENTS TO EVALUATE THE COMPANY BEST MANAGEMENT SCHEME COMPLIANCE INDEX

1 PERSONNEL MANAGEMENT

1.1 Shore-based personnel competencies

Definition of the basic competences and of the range for the CV requirements referred to the shore-based personnel on roles is to be carried out.
Leadership competence profile with the key competences required for managerial roles is to be defined.
The definition is to include:

- area of competences,
- definition of each competence in the mentioned area,
- behavioural declaration for each competence.

A competence assessment is to be implemented in order to evaluate the presence and relative range of the competences listed above.
The implementation is to include:

- definition of the range,
- definition of the instruments,
- number and type for the assessment (behavioural inventories, interviews, technical questionnaires, etc.),
- identification of the assessors (in the case of an internal assessor, a “Train the Assessors” is to be followed by the internal assessor).

1.2 Crew member competencies

Definition of the basic competences and of the range for the CV requirements referred to the crew-based personnel on roles is to be carried out.
Leadership competence profile with the key competences required for managerial roles is to be defined.
The definition is to include:

- area of competences,
- definition of each competence in the mentioned area,
- behavioural declaration for each competence.

A competence assessment is to be implemented, for more details refer to [1.1].

1.3 Recruitment process

A standardized recruitment process is to be defined with the identification of:

- job descriptions and human resource needs through interviews with a manager,
- period of recruitment,
- advertising channels (Internet, job research web site and offices, university and school in general, newspapers and magazines, etc.),
- communication style and announcements,
- recruiters involved (if internal),
- screening of CVs,
- instruments for the validation of candidates,
- process of the exams,
- candidate evaluation,
- feedback report,
- database of candidates and reports.

The choice of instruments for recruitment is to be linked to the profile required.

Example of instruments:

- cognitive part (problem-solving inventories, fact-finding exercises, in-baskets),
- motivational part (BEI or behavioural interview),
- technical part (questionnaire, interview),
- influencing part, if required (team working exercise, advocacy case).

The process reports are to be defined: writing down, feedback, archiving.
The following items are to be included in the report format: ideal profile required, competences observed with related instruments, summary of the evaluation, final decision.

1.4 Recruiter training

The roles which are directly recruited by internal recruiters are to be defined. The recruiters to involve are to be identified. The recruiting skills are to be validated through questionnaires and interviews.
“Train the recruiter” programs, if necessary, with final validation of trained recruiters are to be implemented.

1.5 Shore-based personnel training

A complete programme of training is to be planned. The programme is to be based on the results of the competence assessment.
Other training required (only for managers):

- Personal effectiveness,
- Team management,
- Problem solving and decision making,
- Performance management.

Definition of a specific training plan (duration, macro contents, didactic methods and materials) with objectives before the training session is carried out.
Questionnaire is to be filled in before and after the training.
The process of trainer's identification (both internal and external if required) is to be carried out: CV screening related to the course objectives, recruitment of the trainers, etc.
The process for the training review is to be defined including: a meeting at the end of the training program, a report on the outcome, an action plan based on trainee feedback.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

1.6 Crew member training

A complete program of training is to be planned. The program is to be based on the results of the competence assessment.
Other training required (only for managers):

- personal effectiveness,
- team management,
- problem solving and decision making,
- performance management.

Definition of a specific training plan (duration, macro contents, didactic methods and materials) with objectives before the training session is carried out.
Questionnaire is to be filled in before and after the training.
The process of trainer's identification (both internal and external if required) is to be carried out: CV screening related to the course objectives, recruitment of the trainers, etc.
The process for the training review is to be defined including: a meeting at the end of the training program, a report on the outcome, an action plan based on trainee feedback.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

1.7 Performance cycle process

A performance cycle process is to be defined and implemented.
The process is to include some sub-processes:

- setting objectives at the beginning of the year; the objectives are to be related to the strategic plan and to the goals of the company,
- monitoring or the definition of mid-year review and feedback moments during the year,
- performance appraisal at the end of the year. The appraisal is to consist of the evaluation of objective completion and competences application,
- succession plan for key role,
- development plan which is to be written and decided at the end of the performance evaluation.

Managers are to be instructed, by behavioural training, to manage the evaluation (how to evaluate, how to communicate the judgment).

2 TECHNICAL MANAGEMENT

2.1 Management of new buildings and conversion projects

A project management plan is to be established and the necessary resources allocated.
The following best practice, which will be adjusted according to the scope of the conversion, is suggested:

- a project manager (PM), assisted by a project engineer (PE), is to be appointed as responsible for the project;
- a project risk assessment is to be established, in order to identify, assess and prioritize risks that may impair the success of the project and put in place the necessary countermeasures;
- the PM, assisted by the PE, is to take care of the following issues:
  - yard selection,
  - drafting a suitable ship specification based on company commercial and technical requirements, such as to clearly identify and detail as a minimum: the ship's characteristics, materials and workmanship, normative references, drawing list to be supplied by the yard, model tests, trials and tests upon equipment installation, yard arrangements for surveys, spare parts, methods for monitoring the construction progress,
  - appointing an in-house team for project management, relationships with flag and Class societies and plan verification,
  - appointing an in-situ experienced multi-skilled and multi-national team which, in co-ordination with the Yard team, will closely monitor progress during the design, construction and delivery phases, from the very first cutting of steel plates to the acceptance tests on board

and the sea trials, ensuring the delivery of all necessary documentation and certificates required for a safe and efficient voyage of the ship.

2.2 Reliability and maintenance standards: PMS based maintenance

The ship is to be covered by a planned maintenance and defect reporting system by means of a Computerized Maintenance Management system installed at the head office and on board. It is to include navigation, deck, engine, electronic equipment and machinery, the hotel services and equipment.
Corporate management is to regularly review the ship and fleet maintenance activity system. Condition of Class is to be monitored and closed before the due date. Spares management is to be included.

2.3 Reliability and maintenance standards: condition based maintenance

The PMS as per item [2.2] is to include proactive measures, such as vibration, infrared or performance monitoring of machinery and electrical equipment, records of the measurements are to be kept in the CMMS for periodical verification of their trend, and maintenance of such equipment is to be performed and documented accordingly.

2.4 Reliability and maintenance standards: risk based maintenance

The Management is to provide clear instructions on the identification of on-board critical equipment, alarms and systems. Risk assessment methods are to be documented to help the identification of such equipment and systems. The critical items are to be identified in the PMS and are to be treated as priority items.
Shore management are to be informed in the case of failure of critical equipment; in such a case, maintenance is to follow defined procedures that include a risk assessment which requires approval at the appropriate levels of management before the equipment is shut down.
The company is to ensure that its personnel, onshore and on board, are conversant with risk assessment methods by means of dedicated training by competent persons.

2.5 Inventory control and critical minimum spares

Guidelines are to be available to define, for each type of ship managed and for each critical system on board (safety, environment, security, proper ship functioning), the minimum spare parts to be maintained available. Reference to system and equipment maker instructions will be considered acceptable.

2.6 Regulatory monitoring and updating

A procedure for the monitoring of technical rules and laws is to be implemented; the procedure is to identify the personnel responsible (ashore and on board), the list of principal rules to be monitored (international conventions, flag requirements, local laws and regulations, class requirements, etc) and the different figures to be informed in each case (environment, technical, health and safety, security).

2.7 ISO 55001 certification

An asset management system, in accordance with the latest edition of the ISO 55001 standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

3 SAFE OPERATION

3.1 Bridge Team Management

The company is to implement and maintain navigational and ship-keeping procedures that ensure the safety of passengers and crew, the ship and the environment.
The procedures are to include, at least:

- the use of navigational techniques, including the occasional use of sextants
- communication with pilots
- update of nautical publications and charts.

Regular training is to be given to deck officers.
Moreover, procedures aimed at effective bridge resource management are to be in place. Masters and qualified shore personnel are to conduct regular audits, formally recorded, to ensure that all officers comply with the applicable navigational regulations and company procedures.
The audit reports are to be available upon request.

3.2 Engine room team management

The company is to implement and maintain procedures that ensure the safety of passengers and crew, the ship and the environment.
The procedures are to include, at least:

- precautions to be taken during manual operations
- regular check and maintenance of ship equipment (engine, bridge, hotel, firefighting, etc)
- availability of spare, especially for critical equipment

- environmental limits considering also every area where the ship can sail (ballast, fuel, air emission, bilge, waste, lubricant oil, etc).

Regular training is to be given to engine room officers.
Moreover, procedures aimed at effective engineer resource management are to be in place.
The chief engineer and qualified shore personnel are to conduct regular audits, formally recorded, to ensure that all officers comply with the applicable regulations and company procedures.
The audit reports are to be available upon request.

3.3 Hotel team management

The company is to implement and maintain procedures dedicated to hotel management (galley, laundry, passenger management, entertainment, etc.) that ensure the safety of passengers and crew, the ship and the environment.
Regular training is to be given to officers.
Procedures aimed at effective hotel resource management are to be in place. The hotel manager and qualified shore personnel are to conduct regular audits, formally recorded, to ensure that all officers comply with the applicable regulations and company procedures.
The audit reports are to be available upon request.

3.4 Vehicles loading/ unloading

The company is to implement and maintain procedures that ensure the safety of passengers and crew, the ship and the environment.
The procedures are to include, at least:

- the cargo planning
- the use, regular test and maintenance of loading software (if installed)
- the checks to make before, during and on completion of operations

Regular training is to be given to officers involved in loading/ unloading operations.
Master or designed officers and qualified shore personnel are to conduct regular audits, formally recorded, to ensure that all personnel comply with the applicable regulations and company procedures.
The audit reports are to be available upon request.

3.5 Ballast and mooring operations

The company is to implement and maintain procedures that ensure the safety of passengers and crew, the ship and the environment.
The procedures are to include, at least:

- regular monitoring of weather conditions and traffic in order to prevent unforeseen and hazardous changes
- maintenance and test of mooring equipment
- requirements relating to minimum composition, competency and familiarity of the mooring team
- ballast operations including plan relating to heavy weather

Regular training is to be given to crew involved in mooring operations.
Master or designed officers and qualified shore personnel are to conduct regular audits, formally recorded, to ensure that all personnel comply with the applicable regulations and company procedures.
The audit reports are to be available upon request.

4 MANAGEMENT OF CHANGE

4.1 Manager training (how to handle changes)

The company process for change management routinely identifies relevant training requirements, which will be given and documented within a specified period, consistent with the level of responsibility of the personnel (on board and ashore) involved.
A plan is to be carried out in order to update the company managers at least every second year.
The minimum duration of the updating course is to be 8 hours.
The main objective of the course is to make them conversant with the management of change and with the risk assessment methods that can be used in the management of change.
The course, carried out by competent persons, is to include the lessons learnt and a case study as final test.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained managers}}{\text{Total managers to be trained}}$$

4.2 Employee training (how to behave in changes)

The company process for change management routinely identifies relevant training requirements, which will be given and documented within a specified period, consistent with the level of responsibility of the onboard and ashore personnel involved.
A plan is to be carried out in order to train biennially the personnel responsible for each company sector/ division.
The minimum duration of the course is to be 8 hours.
The main objective of the course is to make them conversant with the management of change.
The course, carried out by competent persons, is to include the lessons learnt and a case study as final test.

The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

4.3 Screening and prioritization of changes

All temporary and permanent changes to operations, procedures, equipment or personnel on board are to be subjected to HAZID.
A specific procedure is to be implemented.
The process is applied to routine and non-routine tasks, to ensure that the potential implications on quality, safety, security and environment are fully appreciated also in terms of compliance with currently applicable rules and regulations.
The mitigation measures are to be identified and implemented in order not to reduce safety, quality and environmental protection.
In the case of an important change, proper documentation is to be written illustrating the reason for the change, the level of authority required for its approval, training needs, feedback once the change is implemented and technical documentation needed.

4.4 Communication Process

The company is to implement a procedure that ensures that any personnel that may be involved in a change are identified and are fully informed of the extent and possible impacts of the change. In particular, they are to be made aware of the risk assessment process and its results.

5 INCIDENT INVESTIGATION AND ANALYSIS

5.1 Availability of competent persons

The company is to ensure that resources can be:
- employed in case of investigation need, including external independent contractors, to lead the investigation. The person(s) appointed will not be connected with the incident, to ensure objectivity. Incident investigation training is to be given to specifically identified figures ashore and on board.
- readily allocated to participate in an incident investigation, featuring skills and expertise adequate for the field of investigation to be conducted.

5.2 Company procedures for conducting incident investigations

On-board incidents are to be analysed in accordance with a specific company procedure.
The procedure is to include the near miss and minor incident analysis.
The outcome of the analysis is to be the identification of the necessary measures to reduce the consequences (immediately after and the measures to prevent another event.
The identified measures are to be implemented.
The company is to encourage detailed reporting of near misses and incidents.

5.3 Dissemination

The company is to ensure that lessons learnt from an incident or near-miss investigation are shared among the fleet and used to facilitate improvements in quality, safety, security and environmental performance. Bulletins and circular letters describing the lessons learnt are to be circulated to all ships and head offices.

6 ENVIRONMENTAL MANAGEMENT

6.1 ISO 14001 certification

An environmental management system, in accordance with the latest edition of the ISO 14001 standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

6.2 ISO 50001 certification

An energy management system, in accordance with the latest edition of the ISO 50001 standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

6.3 Shore-based personnel environmental training

A plan is to be carried out in order to instruct yearly the employees of the company whose work activity may impact on the environmental behaviour of the company and relevant fleet.
The minimum duration of the course is to be 8 hours for shore personnel directly involved in ship operations (i.e. superintendents and fleet managers) and 2 hours for other people.
The main objective of the course for shore personnel directly involved in ship operations is to increase their awareness of environmental issues, providing them with knowledge of environmental rules and enabling them to conduct the operations they are responsible for, in an environmentally friendly manner.
The courses are to include at least the following items:

- identification of the main sources of marine and atmospheric pollution,
- overview of MARPOL requirements Annex I, II, III, IV, V, VI,
- overview and update of international, national and regional requirements,
- Antifouling Convention,
- Ballast Water Management Convention,
- Green House Gases (GHG),
- company environmental management procedures, including ships' environmental management plans and books (i.e. garbage management plan, oil record book, etc.),
- periodical maintenance of equipment relevant to the environment, such as establishment and implementation of the procedures for (not exhaustive list):
  - periodical calibration of the oil content meters,
  - periodical cleaning of oil bilge water retention tank, bilge holding tank and of the sludge tank,
  - periodical checks of the overflow systems/alarms,
  - periodical control of refrigerant leakage, etc.
- emergency preparedness,
- lessons learnt,
- case study (final test).

The main objective of the course for employees not directly involved in ship operations is to make them aware of environmental issues and company policy.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

6.4 Crew member environmental training

A plan is to be carried out in order to instruct crew on environmental issues.
The minimum duration of the course is to be 2 days (16 hours) for ships with fewer than 15 personnel on board and 3 days (24 hours) for ships with more than 15 personnel on board.
In the first case, the training course is to be dedicated at least to the master and the chief engineer.
In the other case (crew more than 15 people), the following key positions are to attend the course:

- Master
- Chief Officer
- Chief Engineer
- First Engineer
- All people involved in managing pollutants as described in paragraph [4].

The main objective of the course is to increase participants' awareness of environmental issues, providing them with knowledge of environmental rules and enabling them to conduct the operations they are responsible for, in an environmentally friendly manner.
The courses are to include at least the following items:

- identification of the main sources of marine and atmospheric pollution,
- overview of MARPOL requirements Annex I, II, III, IV, V, VI and national/ regional limitations, as applicable,
- Antifouling Convention,
- Ballast Water Management Convention,
- Green House Gases (GHG),
- overview and update of international, national and regional requirements,
- company environmental management procedures, including the environmental management plan and book (i.e. garbage management plan, sewage record book, oil record book, etc.),
- periodical maintenance of equipment relevant to the environment, such as implementation of the procedures for (not exhaustive list):
  - periodical calibration of the oil content meters,
  - periodical cleaning of oil bilge water retention tank, bilge holding tank and of the sludge tank,
  - periodical checks of the overflow systems/alarms,
  - periodical control of refrigerant leakage, etc
- emergency preparedness,
- lessons learnt,
- case study (final test).

The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained crew}}{\text{Total crew to be trained}}$$

6.5 Passengers' environmental awareness

Procedures are to be implemented to promote passenger environmental awareness on all passenger ships.

6.6 Fleet environmental risk evaluation

An assessment of risk to the environment (air, water and wildlife) is to be carried out for each type ship.
One of the scopes of the environmental risk assessment is the identification of the environmentally critical equipment.

The assessment is to consider operative and emergency conditions.
The technicians are free to choose the methodology for the evaluation of risk.
Software tools may be used for the estimation of magnitude and probability of the consequences, (for example software for the evaluation of a toxic release).
The outcomes are to be the identification of the measures to minimise the risks identified.
The fleet environmental risk assessment is to be periodically reviewed (once a year or in a different period if agreed with Tasneef) in order to assess the efficiency of the measures and the changes which have occurred in the meantime.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Number of types of ship assessed}}{\text{Number of types of ship managed (or owned)}}$$

The measures identified are to be implemented or a plan for their implementation is to be in place.

6.7 Environmental incidents analysis

All polluting incidents or near miss occurrences that could have resulted in pollution are to be analysed in accordance with a specific company procedure.
The outcomes of the analysis are to be the identification of the necessary measures to reduce the consequences (immediately after) and the measures to prevent another event.
The identified measures are to be implemented.

6.8 Establishment of environmental Key Performance Indicators

At least five KPIs, evaluated as global indicators on the managed or owned fleet, are to be established considering the following items:

- on-board ozone depleting substances,
- NOX emissions,
- SOX emissions,
- CO_2 emissions,
- fuel consumption,
- bilge water discharged,
- fresh water consumption,
- percentage of “ready for recycling” garbage delivered ashore,
- percentage of biodegradable substances, low aquatic toxicity and environmentally friendly substances,
- other items to be agreed with

Tasneef.

The established KPIs are to be monitored and a goal for each of them is to be defined yearly.
Annually, the company is to establish a plan of the necessary actions to be implemented to reach the defined goals.
An annual review of the results is to be carried out and the outcome disseminated within the company.

6.9 Audit and inspection of ship environmental management

A plan for periodical internal audits, acceptable to Tasneef, is to be implemented.
The audit is to include both onshore and on-board inspection in order to verify the correct implementation of the company procedures and to verify the “environmental performance” of the company and ships.
The outcome of the audit is to be a report including a general description of the company and ship environmental management and the areas of improvement.

7 EMERGENCY PREPAREDNESS AND CONTINGENCY PLANNING

7.1 On-board emergency response

The company is to establish an emergency preparedness system and to regularly test it in order to ensure the constant level of capability to react effectively to an incident harming safety, the environment and/or security on board. The system is to include, as a minimum:

- responsible figures,
- contingency plans,
- Internal Communications,
- External Communications with media, Class societies, Administrations, local authorities, P&I, Hull & Machinery, salvage and towing companies,
- technical advisor services,
- drills and exercises.

The system is to be reviewed regularly in consultation with ship key figures.

7.2 Onshore emergency response

The company is to establish an emergency preparedness system and to regularly test it in order to ensure the constant level of capability to react effectively to an incident harming safety, the environment and/or security of the onshore office. The system is to include, as a minimum:

- responsible figures,
- contingency plans,
- Internal Communications,

- External Communications with media, local authorities, etc.,
- drills and exercises.

The system is to be reviewed regularly in consultation with key figures.

7.3 Shore-based personnel training

A plan is to be carried out in order to instruct annually the shore-based personnel involved in emergency prevention and controls which could involve offices.
The minimum duration of the course is to be proportional to the role of the personnel in the emergency.
The course, carried out by competent persons, is to include in particular:

- involvement in drills and exercises with a review of the lessons learnt,
- periodical review of contingency plans,
- dealing with media and other external parties.

Drills are to be regularly performed and are to be realistic and credible. The results are to be documented.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

7.4 Crew member training

A plan is to be carried out in order to instruct annually the shore-based personnel and crew involved in emergency prevention and controls.
The minimum duration of the course is to be proportional to the role of the personnel in the emergency.
The course, carried out by competent persons, is to include in particular:

- involvement in drills and exercises with a review of the lessons learnt,
- periodical review of contingency plans,
- dealing with media and other external parties.

Drills are to be regularly performed and are to be realistic and credible. The results are to be documented.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

7.5 Audit and inspection of emergency

The company is to carry out onshore and on-board audits and inspections; the frequency is to be, at least, every six months. The audit and inspection plans are not to be communicated to the people involved.
Each audit is to be dedicated to a particular emergency: pollution, fire, flooding, hull damage, propulsion damage, sanitary and health emergency, security, etc. The audit is to include drills and exercises.
The inspectors are to keep records of participants who have been involved in drills and exercises. Appointed experienced people follow the results of the drills, evaluate the results and suggest improvements.

8 HEALTH AND SAFETY

8.1 OHSAS 18001 Certification

The company is to have valid OHSAS 18001 certification.
An occupational health and safety management system, in accordance with the latest edition of the OHSAS 18001 standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

8.2 Risk assessment of onshore health and safety

An assessment of risk to the health and safety of shore-based personnel is to be carried out.
The assessment is to consider operative and emergency conditions.
The technicians are free to choose the methodology for the evaluation of risk.
Software tools may be used for the estimation of magnitude and probability of the consequences, (for example software for the evaluation of fire).
The outcomes are to be the identification of the measures to minimise the risks identified.
The risk assessment is to be periodically reviewed (once a year or in a different period if agreed with) in order to assess the efficiency of the measures and the changes which have occurred in the meantime.
The measures identified are to be implemented or a plan for their implementation is to be in place.

8.3 Risk assessment of on-board personnel (crew and passengers) health and safety

An assessment of risk to the health and safety of crew and passengers is to be carried out.

The assessment is to consider operative and emergency conditions.
The technicians are free to choose the methodology for the evaluation of risk.
Software tools may be used for the estimation of magnitude and probability of the consequences, (for example software for the evaluation of fire).
The outcomes are to be the identification of the measures to minimise the risks identified.
The risk assessment is to be periodically reviewed (once a year or in a different period if agreed with) in order to assess the efficiency of the measures and the changes which have occurred in the meantime.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Number of ships assessed}}{\text{Number of ships managed (or owned)}}$$

The measures identified are to be implemented or a plan for their implementation is to be in place.

8.4 Shore-based personnel training

A plan is to be carried out in order to instruct and inform the employees about their health and safety. If no changes in the work environment or in legal requirements has occurred, an update of the main items is to be carried out every five years.
The duration of the course is to be adequate to the items to be explained.
The main objective of the course for shore personnel is to increase their awareness of health and safety issues, providing them with knowledge of HSE rules and enabling them to conduct the operations they are responsible for, in a safe manner.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

8.5 Crew member training

A plan is to be carried out in order to instruct and inform crew about their and passenger health and safety. If no changes in the work environment or in legal requirements has occurred, an update of the main items is to be carried out every five years.
The duration of the course is to be adequate to the items to be explained.
The main objective of the course for crew is to increase their awareness of health and safety issues, providing them with knowledge of HSE rules and enabling them to conduct the operations they are responsible for, in a safe manner.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

8.6 Establishment of safety Key Performance Indicators

At least five safety KPIs, evaluated as global indicators on the managed or owned fleet, are to be established.
The established KPIs are to be monitored and a goal for each of them is to be defined yearly.
Annually, the company is to establish a plan of the necessary actions to be implemented to reach the defined goals.
An annual review of the results is to be carried out and the outcome disseminated within the company.

8.7 Audit and inspection of health and safety personnel management

A plan for periodical internal audits, acceptable to Tasneef, is to be implemented.
The audit is to include both onshore and on-board inspections in order to verify the correct implementation of the company procedures and to verify the company and ship health and safety performance.
The outcome of the audit is to be a report including a general description of the health and safety management and the areas of improvement.

9 HOTEL SERVICES

9.1 Ship sanitation

The company is to implement and maintain procedures for the planning, control and validation of sanitation, water treatment plants.
The procedures are to include at least:

- to plan and control sanitation activities,
- systematic verification of the effectiveness of sanitation (search for enterobacteria, total bacterial count, yeasts and molds, pathogen Legionella and other harmful contaminants),
- validation of sanitation,
- handling, storage and proper use of cleaning and disinfecting products,
- precise control programs (microbiology and chemistry) to verify the quality of water according to the standards defined by the World Health Organization,
- definition of a cleaning and maintenance program, followed by microbiological monitoring plan verification to keep the hygienic conditions of the air under control,

- definition of a treatment and monitoring program of swimming pool water; the procedure is also to include the management of fecal type contamination incidents,
- training of operating personnel.

The procedures are to be on board.

9.2 HACCP (Hazard analysis and critical control points)

The company is to implement a HACCP System based on the following 5 preliminary steps and Seven Principles.
Five preliminary steps:

- assemble the HACCP Team,
- describe the food and its distribution,
- describe the intended use and consumers of the food,
- develop a flow diagram that describes the process,
- verify the flow diagram.

Seven principles of HACCP:

- conduct a hazard analysis,
- determine critical control points,
- establish critical limits,
- establish monitoring procedures,
- establish corrective actions,
- establish verification procedures,
- establish record keeping and documentation procedures.

In particular, hazard and control monitoring for the catering service:

- receipt of goods,
- storage,
- preparation,
- cooking,
- cooling,
- reheating,
- service.

9.3 Plan analysis based on analysis of risk

The company is to implement and maintain procedures for:

- a system of planning, monitoring and validation of processes for the preparation of meals,
- implementing verification activities on parameters defined on the basis of risk analysis and according to the considered indicators,
- processing of the results of analyses carried out to establish improvement goals (KPI),
- planning, monitoring and verification of materials in contact with food,
- training on materials in contact with food: European Regulations and declaration of conformity for materials in contact with food.

9.4 Processing GMP (GOOD MANUFACTURING PRACTICE) and Cross-Contamination Controls

The company is to apply GMP for the catering sector in terms of:

- sanitation,
- pest control,
- waste management,
- managing allergens,
- maintenance,
- processing of production flows.

The company is to plan annually the staff training on reductions of cross contamination.

9.5 UNI 10854 (HACCP Management) certification

A system for the prevention of hazards based on the HACCP method, in accordance with the latest edition of the UNI 10854 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

9.6 ISO 22000 certification

A Food Safety Management System, in accordance with the latest edition of the ISO 22000 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

9.7 ISO 22005 certification

A Food Traceability System, in accordance with the latest edition of the ISO 22005 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

9.8 Food and non-food supplier monitoring

The company is to implement a supplier monitoring program based on relevant best practices, ISO 19011 (audit technics) standard and ISO 22000 for Food and related Non Food suppliers (e.g. suppliers

of packaging, laundry services, pest control services).
The company is to implement a KPI system for monitoring suppliers' performance.

9.9 Proper product labeling

The company is to implement a program to ensure label conformity of any food product on board with reference to the flag and to ensure that any relevant information is understandable and available to users.
The system is to be normally based on agreements with any supplier, on a validation process for any new product or in the case of changes and on monitoring activity.

9.10 Employee training

A plan is to be carried out in order to instruct yearly the on-board and onshore employees of the company whose work activity may impact on the health and food behaviour of the company and relevant fleet.
The minimum duration of the course is to be 8 hours for technicians and 2 hours for the other people.
The main objective of the course for technicians is to increase their awareness of health and food issues, providing them with knowledge of applicable rules and enabling them to conduct the operations they are responsible for, in a friendly manner.
The courses are to include at least the following items:

- HACCP system
- Overview and update of international, national and regional requirements
- GMP (waste, sanitation, infrastructures, pest control, etc.)
- Water and Air Management
- The role of internal inspections
- HACCP validation (results of plan analysis, internal audit, NC, complaints, etc.)
- Company food and health management procedures
- Withdrawal and recall (internal test)
- KPI
- Emergency management (Team crisis, supplier and client contacts)
- Lessons learnt
- Case study (final test)

The main objective of the course for non-technical employees is to make them aware of health and food issues and company policy.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

9.11 Audit and inspection

A plan for periodical internal food and health audits, acceptable to , is to be implemented.
The audit is to include both onshore and on-board inspections in order to verify the correct implementation of the company procedures and to verify the performance of the company and ships.
The outcome of the audit is to be a report including a general description of the company and ship health and food management and the areas of improvement.

10 SECURITY AND PIRACY

10.1 ISO 28000 certification

A security management system for the supply chain, in accordance with the latest edition of the ISO 28000 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

10.2 ISO 27001 certification

An Information Security Management System, in accordance with the latest edition of the ISO 27001 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

10.3 ISO 28001 best practices regarding security of the supply chain for food and beverage ship suppliers

For the main food and beverage suppliers, the company is to obtain objective evidence that they apply security measures to prevent sabotage of ship's stores.
A statement of security compliance with "ISO 28001-Best Practices for implementing supply chain security assessments and plans" from food suppliers is to be available on the company premises.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{N. of suppliers of main food and beverage with security statements}}{\text{Tot n. of suppliers of main food and beverages}}$$

The company should have dedicated ship security procedures to control 100% of the package integrity

of food and beverages of occasional food suppliers. Records of security controls should be available on board.

10.4 Company piracy procedures (i.e. commitment, planning, training, crisis management, intelligence analysis)

Employees' security training

A plan is to be carried out in order to instruct the employees of the company whose work activity may impact on the security behaviour of the company and relevant fleet.

The organisation has to ensure that the personnel responsible for the design, operation and management of security equipment and processes are suitably qualified in terms of education, training and/or experience.

The scope of the courses is to make people working for it or on its behalf aware of:

a) the importance of compliance with the security management policy and procedures, and with the requirements of the security management system;
b) their roles and responsibilities in achieving compliance with the security management policy and procedures and with the requirements of the security management system, including emergency preparedness and response requirements;
c) the potential consequences to the organisation's security by departing from specified operating procedures.

Records of competence and training shall be kept.

The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{No. of Employees}}{\text{Total Employees to be trained}}$$

Security Guards' training – passenger ships

A plan is to be carried out in order to instruct security guards on maritime security issues, before their embarkation.

The courses are to include at least the following items:

- knowledge of current security threats and patterns,
- recognition and detection of weapons, dangerous substances and devices,
- recognition of characteristics and behavioural patterns of persons who are likely to threaten security,
- techniques used to circumvent security measures,
- crowd management and control techniques,
- security related communications,
- knowledge of the emergency procedures and contingency plans,
- operation of security equipment and systems,
- testing, calibration and whilst at sea maintenance of security equipment and systems,
- inspection, control and monitoring techniques, and
- methods of physical searches of persons, personal effects, baggage, cargo and ship's stores, in particular food and beverages.

The company should maintain documented evidence of the security training and background check carried out on security guards engaged on board.

The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Vetting and Training of Security guards}}{\text{Total Security guards engaged}}$$

Note: if the security guards have been trained but the background check is not carried out, the security guards shall be considered as "Total Security Guards engaged".

10.5 Company policies and procedures (i.e.: risk assessment, flag requirements, selection and vetting)

Company Security management system

The company should be able to demonstrate:

- their ability to maintain the ship security assessments and plans for the managed ships updated and in compliance with maritime statutory requirements, and
- their ability to maintain appropriate measures to avoid unauthorised disclosure of, or access to, security sensitive material, and
- their knowledge of current security threats and patterns, and
- their ability to maintain security planning regarding port facilities' interfaces, including port of non-contracting governments or port facility which is not required to comply with the ISPS Code requirements (i.e.: touristic ports),
- their ability to maintain updated the main contact points regarding port facility security officers and contracting governments (security focal contact point).

Periodical audit of company security management

A plan for periodical internal audits, acceptable to , is to be implemented.

The audit is to include the results of security inspections on board in order to verify the correct implementation of the company procedures and to verify the "security performance" of the ship.

The outcome of the audit is to be a report including a general description of company security

management and the areas of improvement considering the requirements of this Appendix.
The internal security auditors are to demonstrate their competence on maritime security issues and to be independent of the audited activities.
Note: the internal security audit is not foreseen by the ISPS Code.

Security incidents analysis
All security incidents are to be analysed in accordance with a specific company procedure.
The outcome of the analysis is to be the identification of the necessary countermeasures to prevent another event.
The identified measures are to be implemented.

Piracy countermeasures
For the definition of piracy, this paragraph will refer to the provisions included in Art. 101 of the United Nations Convention on the Law of the Sea (UNCLOS) of 1982, reproduced below in English:
"Piracy consists of any of the following acts:

(a) *any illegal acts of violence or detention, or any act of depredation, committed for private ends by the crew or the passengers of a private ship or a private aircraft, and directed:*

(i) on the high seas, against another ship or aircraft, or against persons or property on board such ship or aircraft;

(ii) against a ship, aircraft, persons or property in a place outside the jurisdiction of any State;

(b) *any act of voluntary participation in the operation of a ship or of an aircraft with knowledge of facts making it a pirate ship or aircraft;*

(c) *any act inciting or of intentionally facilitating an act described in subparagraph (a) or (b)."*

The company is to provide documented evidence of the following:

- procedure for Risk Analysis in the case of a ship navigating in Piracy High Risk Areas according to the latest IMO Piracy Reports, including identification of security countermeasures,
- compliance with Flag requirements and the latest version of IMO guideline requirements foreseen,
- review of the insurance to be taken out if sailing in the piracy areas, for both the ship and the crew,
- compliance with Tasneef rules for ammunition stores on board ship,
- procedures to inform the crew of the risks existing in the geographic area through the ship's Captain and assess the contractual issues (crew bonus etc.). Make sure that all the crew personal data are up to date and make the contact data of the relevant families available.

The identified measures are to be implemented.

Any class notation regarding Piracy will be evaluated as an added score to be agreed.

Use of Armed Guards in Piracy High Risk Areas
If the Flag requirements and company policies foresee the use of armed guards on board during the ship's passage in Piracy High Risk Areas, the company should provide the following:

- Company Vetting of the Private Maritime Security Company in compliance with ISO 28007,
- copy of the contract following ISO 28007 Annex A (BIMCO reference),
- instructions concerning the briefing with the crew on the NMP (cohabitation, safety induction etc.).

The identified measures are to be implemented.

11 QUALITY

11.1 ISO 9001 certification

A Quality Management System, in accordance with the latest edition of the ISO 9001 Standard, is to be certified by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

11.2 Establishment of quality Key Performance Indicators

At least five quality KPIs, evaluated as global indicators on the managed or owned fleet, are to be established.
The established KPIs are to be monitored and a goal for each of them is to be defined yearly.
Annually, the company is to establish a plan of the necessary actions to be implemented to reach the defined goals.
An annual review of the results is to be carried out and the outcome disseminated within the company.

11.3 Employee Training

A plan is to be carried out in order to instruct annually the company on-board and onshore employees involved in quality management.
The minimum duration of the course is to be proportional to the role of the personnel in quality management.
The score is to be weighted according to the following:

$$\text{Score} = \text{Score}_{TOT} \frac{\text{Trained employees}}{\text{Total employees to be trained}}$$

11.4 Audit and inspection

A plan for periodical internal quality audits, acceptable to , is to be implemented.

The audit is to include both onshore and on-board inspections in order to verify the correct implementation of the company procedures and to verify the performance of the company and ship.
The outcome of the audit is to be a report including a general description of the company and ship management and the areas of improvement.

11.5 Business risk assessment

A procedure to analyse business impact is to be implemented. The procedure is to include: process of identifying and assessing risks, developing strategies to manage risk.

12 SOCIAL ACCOUNTABILITY

12.1 SA (Social Accountability) 8000 certification

The Company is to be certified in accordance with the latest edition of the SA 8000 Standard by a third party organisation.
The results of the last audit for the issue or maintenance of the certificate are to be available upon request.

12.2 ISO 26000 (Guidance on social responsibility) conformity

The Company is to follow the principles detailed in the latest edition of the ISO 26000 standard. The standard implementation is to be proven by the declaration on the orientation of the organization towards ISO 26000 issued by a third party organization.