

**OM-03 COMPANY'S ORGANIZATION****A. Purpose**

The purpose of this procedure is to assign the overall responsibilities on the application of the Company's SMS to each position within the organizational structure.

B. Scope

This procedure applies to all shore based personnel involved in the application of the Company's SMS.

C. Responsibilities

Responsible for the proper implementation of this procedure is the Managing Director.

D. Records

- Acknowledgement of office personnel responsibilities

E. Forms

- PER-01 SBP Interview Questionnaire
- PER-02 Employee Data Record
- PER-03 Office Personnel Induction Plan & Familiarization C/L
- PER-04 Outstanding Training Needs Log
- PER-05 Training Request Form
- PER-06 Office Personnel Evaluation Report
- PER-07 Office Personnel Handover Note

F. References / Instructions

- OM-14 Safety Management System Review
- OM-15 Office Contingency Plan

G. Notification

- Managing Director
- DPA
- Operations Manager
- Technical Manager
- HSQE Manager
- Company Security Officer

H. Regulations

- ISM Code Clause 3
- ISO 9001:2015 Clauses 5.3, 7.1.1, 7.1.2
- ISO 14001:2015 Clauses 5.3, 7.1
- ISO 45001:2018 Clauses 5.3, 7.1
- ISO 50001:2018 Clauses 5.3, 7.1

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**BROOK OCEAN SHIPPING LLC****Procedure
OM-03****OFFICE MANUAL - OFFICE PROCEDURES
COMPANY'S ORGANIZATION****Issue Date
23 October 2023**

1.0	23 October 2023	DPA	MANAGING DIRECTOR
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1. MANAGEMENT**1.1 Managing Director****Responsibilities**

- Overall responsible for the Operations of the Company.
- Ensures that the Company provides the necessary resources for the implementation of the Company's SMS and the ISM Code.
- Assigns necessary actions regarding company's strategy.
- Supervises staff and offering guidance as appropriate.
- Ensures compliance with the applicable national and international regulations.
- Supervises all items relating to Office obligations.
- Ensures that all managed vessels are properly insured for H&M, P&I, WAR and Other Covers.
- Communicates and takes decisions relating to specific commercial matters of the managed vessels.
- Supervises all the items relating to the vessel's obligations towards Flag Administrations and Organizations.
- Promotes appropriate strategies which ensure safe, pollution free and commercially viable operations.
- Promotes the need for safe operations, responsibilities of Company and employees towards protection of marine environment.
- Provides assistance to the DPA for monitoring of all accidents, incidents and near misses.
- May organize and co-ordinate Management Review Meetings on unscheduled basis providing assistance to DPA.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).
- Interviews and approves all shore based personnel before engagement.
- Discusses with Legal Advisor all legal cases in all stages.

Authorities

- Authorizes for use all ISM Documentation and Company's Policies in co-operation with the DPA.
- Approves Training Requests for Office employees.
- Identifies needs and approves all recruitments to be carried out in Office's personnel.
- Approves any changes into ship's voyage schedule suggested by Operations Department.
- Approves any major repairs planned / or unplanned by Technical Manager.

Qualifications

- Master Mariner with at least 7 years experience at sea and at least 3 years experience in Shipping Business; or University Degree in Maritime Transportation or Commercial Branch with at least 7 years experience in Shipping Business.

Substituted by: Deputy Managing Director



2. DESIGNATED PERSON ASHORE (DPA), DEPUTY DPA, COMPANY SECURITY OFFICER (CSO) AND DEPUTY CSO

1.1 Designated Person Ashore (DPA)

Reporting to: Managing Director

Responsibilities

Designated Person Ashore (DPA) ensures safe operation of each ship and provides a link between Company and those on board. DPA has direct access to highest level of management. Responsibility and authority of DPA includes, among others, monitoring safety and pollution-prevention aspects of operation of each ship and ensuring that adequate resources and shore-based support are applied, as required.

- Ensures that Company's SMS is effectively, developed, implemented and maintained.
- Ensures that requirements of "ISM Code" are implemented and maintained.
- Reports to highest level of Management all Safety problems identified in the implementation of the "Company Management System"
- Promotes awareness to all seagoing staff of the need to operate vessels to highest standards consistent with International and National Legislation and according to the Company's Management System
- Assigns necessary actions related to SMS.
- Serves as communications link between ship and office with regards to all matters of Safety, Health and Environmental Protection
- Monitors whether corrective and preventive actions are correctly applied as well as verifying effectiveness of such actions
- Prepares schedules for drills according to documented procedures and ensuring that responsible parties are notified in advance. Monitoring the timely implementation of all drills of the managed vessels.
- DPA is responsible to submit/report to the Flag Administration with his direct and immediate contact information (telephone, mobile, AOH tel., address etc.) as well as the full name and relevant details of the Company using Flag's Administration relevant form (ISM Code Declaration of Company and Designated Person).
- Ensures that all office employees are familiar with the relevant requirements of the Company's SMS.
- Promotes the establishment of safe operating systems. Monitors the program of internal audits in the office and on board ships, analyzes and reports findings to the senior management.
- Coordinates with other office staff for the completion of SMS tasks required.
- Monitors safety problems identified in relation to operation of ships.
- Monitors safety and pollution-prevention aspects of the operation of each ship, ensuring that adequate resources and shore-based support are available.
- Ensures Company's SMS effective and timely introduction to all new ships added to Company's Fleet.
- Schedules, develops and implements program of Internal Audits within office and on board all managed vessels and ensures that audit results are reported to Company's staff.
- Performs at least one internal audit per year on board a managed vessel by himself
- Monitors all safety reporting requirements of the ships.
- Periodically analyzes all audit results and presents them to Management Review Team.
- Ensures full investigation(s) of all accidents and hazardous occurrences reported in co-operation with Managing Director.
- Ensures that Non-conformities identified are followed up by responsible personnel and keeps the Management informed.
- Monitors corrective action(s) applied and verifies the effectiveness of such action(s).
- Ensures that all Company's Manuals are properly Approved and/or Authorized prior to their issue.



- Organizes and monitors the distribution of Company's Manuals.
- Ensures that office and all vessels are supplied with all new revisions of Controlled Documents.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities:

1. Acts as a Designated Person Ashore for the Company's vessels in accordance with ISM Code requirements.
2. Selects and appoints the internal auditors and supervises the implementation of audits by the audit team.
3. Initiates unscheduled audits if any serious deficiency in any part of Company's SMS becomes apparent from dangerous occurrence
4. Assigns and closes Non Conformities
5. Reviews and revises Company's Safety Management System.
6. Approves and issues any amendments of the Controlled Documents
7. Issues, distributes, reviews and approves any amendments to the Forms.
8. Issues circulars to the Master related to the SMS and loss-prevention matters.
9. Approves and reviews **ALL** circulars related to SMS.
10. Monitors training needs and initiates any further action(s), as may be necessary.

Position Minimum Requirements: DPA Qualifications, Experience & Training**Qualifications:**

Designated Person should have a minimum of formal education as follows:

- 1- qualifications from a tertiary institution recognized by the Administration or by the recognized organization, within a relevant field of management, engineering or physical science, or
- 2- qualifications and seagoing experience as a certified ship officer pursuant to the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW), 1978, as amended,
- 3- other formal education combined with not less than three years practical senior level experience in ship management operations.

Training:

Designated Person should have undergone training relating to safety management elements in compliance with the requirements of the ISM Code, particularly with regard to:

- 1- knowledge and understanding of the ISM Code;
- 2- mandatory rules and regulations;
- 3- applicable codes, guidelines and standards as appropriate;
- 4- assessment techniques of examining, questioning, evaluating and reporting;
- 5- technical or operational aspects of safety management;
- 6- appropriate knowledge of shipping and shipboard operations;
- 7- participation in at least one marine-related management system audit; and
- 8- effective communications with shipboard staff and senior management.

Experience:

Designated Person should have experience to:

- 1- present ISM matters to the highest level of management and gain sustained support for safety management system improvements;
- 2- determine whether the safety management system elements meet the requirements of the ISM Code;
- 3- determine the effectiveness of the safety management system within the Company and the ship by using established principles of internal audit and management review to ensure compliance with rules and regulations;
- 4- assess the effectiveness of the safety management system in ensuring compliance with other rules and regulations which are not covered by statutory and classification surveys and enabling verification of



compliance with these rules and regulations;

- 5- assess whether the safe practices recommended by the Organization, Administrations, classification societies, other international bodies and maritime industry organizations to promote a safety culture had been taken into account; and
- 6- gather and analyse data from hazardous occurrences, hazardous situations, near misses, incidents and accidents and apply the lessons learnt to improve the safety management system within the Company and its ships.

Company Requirements And Records

The Company should provide training courses covering qualification, training and experience and the appropriate procedures connected to compliance with the ISM Code including practical training and continuous updating. The Company should also provide documentary evidence that the Designated Person has the relevant qualification, training and experience to undertake the duties under the provisions of the ISM Code.

Substituted by: HSOE Manager

1.2 Deputy Designated Person Ashore (DPA)

Reporting to: Designated Person Ashore (DPA)

Responsibilities

- Ensures that the Company's SMS is effectively implemented and maintained.
- Ensures that the requirements of the "ISM Code" are implemented and maintained.
- Monitors all incoming and outgoing correspondence related to SMS implementation.
- Assists in office employee familiarization with relevant requirements of Company's SMS.
- Coordinates with other office staff for completion of tasks required.
- Monitors any possible safety problems identified in relation to operation of ships.
- Audits Company's vessels according to planned schedules.
- Monitors all safety reporting requirements of ships.
- Ensures that Non-conformities identified are followed up by responsible personnel and keeps Management informed.
- Monitors corrective action(s) applied and verifies effectiveness of such action(s).
- Organizes and monitors distribution of Company's Manuals.
- Ensures in cooperation with Operations Manager that office and all vessels are supplied with all new revisions of Controlled Documents.
- Member of Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities

- Performs unscheduled audits if any serious deficiency in any part of Company's SMS becomes apparent from dangerous occurrence
- Assigns and closes Non Conformities
- Reviews the Company's Safety Management System.
- Identifies training needs and initiates any further action(s), as may be necessary.

Qualifications

1. Qualifications from a tertiary institution, within a relevant field of management, engineering or physical science, or qualifications and seagoing experience as a certified ship officer pursuant to STCW or other formal education combined with work experience as indicated below.
2. Previous experience in a relevant position related to safety and environmental aspects or working within a shipping company



3. Has obtained relevant ISM training certificate
4. Very good command of English Language

Substituted by: Designated Person Ashore (DPA)

1.3 Company Security Officer (CSO)

Reporting to: The Managing Director

Responsibilities

- Ensures that ships' Security Plans are effectively developed implemented and maintained.
- Ensures that requirements of the "ISPS Code" are implemented and maintained.
- Assigns actions, if necessary, related to Security issues.
- Main Duties and Responsibilities as stated in each vessel's Security Plan.
- Advises in recruitment of Master and other Senior Officers (regarding Security awareness and training)
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Qualifications

- Qualifications from a tertiary institution, within a relevant field of management, engineering or physical science, or qualifications and seagoing experience as a certified ship officer pursuant to the STCW or other formal education combined with work experience as indicated below.
- At least three (3) years' experience in a relevant position related to safety and security aspects
- Has obtained relevant ISPS training certificate
- Very good command of English Language

Substituted by: HSQE Manager

1.4 Deputy Company Security Officer (CSO)

Reporting to: The Company Security Officer (CSO)

Responsibilities

- Ensures that ships' Security Plans are effectively implemented and maintained.
- Ensures that the requirements of the "ISPS Code" are implemented and maintained.
- Monitors all incoming and outgoing correspondence and assigns actions, if necessary.
- Member of the Emergency Response Team (ERT) and Management Review Team (MRT).
- Main Duties and Responsibilities as stated in each vessel's Security Plan.

Position Minimum Qualifications

- Qualifications from a tertiary institution, within a relevant field of management, engineering or physical science, or qualifications and seagoing experience as a certified ship officer pursuant to the STCW or other formal education combined with work experience as indicated below.
- Previous experience in a relevant position related to safety and security aspects.
- Has obtained relevant ISPS training certificate.
- Very good command of English Language



Substituted by: Company Security Officer

3. HSQE DEPARTMENT

2.1 HSQE Manager

Reporting to: Managing Director

Responsibilities

- Monitors all incoming and outgoing correspondence and assigns necessary actions.
- Ensures that flag administration matters are identified and dealt with.
- Follows up of all defects and repair requirements for all safety and lifesaving appliances and other delegated items.
- Follows up of all defects and repair requirements for all load line items, hull & structural items, machineries, mooring arrangements, main propulsion, steering gear, piping & valves etc.
- Follows up of all defects and repair requirements for all navigational equipment.
- In cooperation with the DPA prepares schedules for drills according to documented procedures and ensuring that responsible parties are notified in advance. Monitoring the timely implementation of all drills of the managed vessels.
- Acts as Quality Representative
- Promotes establishment of safe operating systems. Monitors program of internal audits in office and on board ships, analyzes and reports findings to senior management.
- Coordinates with other office staff for completion of tasks required.
- Follows up vessels maintenance and supply of deck stores and, in order to ensure that vessels maintain their performance.
- Monitors safety problems identified in relation to operation of the ships.
- Follows up navigation, radio and bridge equipment performance of all ships.
- Is responsible for repairs and maintenance of navigation, radio, bridge equipment of all ships.
- Supplies of navigation, radio and bridge equipment spare parts.
- Approves purchase of all orders placed by the Company with respect to deck and paints.
- Monitors safety and pollution-prevention aspects of operation of each ship, ensuring that adequate resources and shore-based support are available.
- Monitors requirements of ships.
- Monitors corrective action(s) applied and verifies effectiveness of such action(s).
- Is notified by DPA on status of training program for the seafarers employed by Company.
- Reports to DPA all accidents, pollution incidents and other major technical deck related issues and cases for initiating necessary corrective action(s).
- Provides latest editions of al Nautical Publications and Charts on board Company's managed vessels, in accordance with Company's procedures.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities

- Acts as a Deputy Designated Person Ashore for the Company's vessels in accordance with ISM Code



requirements.

- Acts as a Deputy Company Security Officer for Company's vessels in accordance with ISPS Code requirements.
- Identifies training needs and initiates any further action(s), as may be necessary.
- Issues circulars to Master related to SMS and loss-prevention matters with approval of DPA.
- Approves and reviews **ALL** circulars of the department.

Qualifications

- Qualifications from a tertiary institution, within a relevant field of management, engineering or High Marine School Degree (Master/Deck Officer) or Mariner Engineer, or University Degree in any Shipping, or Technical or Administration Branch, with at least 3 years' experience in Shipping Business or 1 year in Quality and Safety Management Systems.
- Very good command of English Language.

Substituted by: DPA or Operations Manager (if HSQE Manager is the same with DPA)

2.2 HSQE Officer

Reporting to: HSQE Manager

Responsibilities

- Promotes an awareness of safety and environment protection to all seagoing staff, with objective of operating continuously without accidents or incidents.
- Ensures implementation of Company's policies and procedures regarding marine operations.
- Monitor and evaluates operational maintenance condition performance of ships and initiates corrective actions, when such performance does not meet with Company's standards.
- Coordinates with other office staff completion of tasks required.
- Ensures that all vessels are maintained in a good and sound condition.
- Conducting on board training, internal and safety audits on vessels, as required.
- During shipboard visits, participating in Safety Committee Meetings and discussing issues of general concern and Master's Review of management system, if due for submission to the Company.
- Advises and assists in recruitment of Master and other Senior Deck Officers.

Qualifications

- Qualifications from a tertiary institution, within a relevant field of management, engineering or physical science, or qualifications and seagoing experience as a certified ship officer pursuant to the STCW or other formal education combined with work experience as indicated below.
- Experience in similar position for a period of two (2) years.
- Some experience in SMS related issues.
- Very good command of English Language.

Substituted by: HSQE Manager



4. OPERATIONS DEPARTMENT

3.1 Operations Manager

Reporting to: Managing Director

Responsibilities

- Develops and promotes to all seagoing and shore based staff an awareness of need to operate vessels to highest standards, consistent with International and National legislation, so that appropriate procedures are followed and correct measures are taken to implement this.
- Promotes an awareness of safety and environment protection to all seagoing staff, with objective of operating continuously without accidents or incidents.
- Coordinates for implementation of Company's policies and procedures regarding technical, crewing, supplies, navigation and chartering operations.
- Supervises crewing matters and supplies effected, so that vessels operate cost effectively, efficiently and safely in accordance with statutory and Company requirements.
- Coordinates with other office staff for completion of tasks required.
- Follows up voyage at all stages and ensures that vessel's performance is in accordance with Company's standards and no delays are incurred.
- Ensures that all essential cargo documents are handled properly. Provides necessary instructions to Master/Agents for proper endorsement.
- Monitors & approves purchase of all orders placed by Company with respect to bunker's supply.
- Initiates further investigation(s) and / or corrective action(s) in case performance of any of vessels is outside acceptable limits.
- Approves recruitment of Master.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities

- Appoints and instructs vessel Agents and arrange for remittance of funds to cover port expenses.
- Issues circulars to Master related to SMS and loss-prevention matters.
- Approves and reviews circulars.
- Identifies training needs and initiates any further action(s), as may be necessary.
- Instructs Master and Agents for proper endorsement of cargo documents.
- Issues and sends to Master voyage instructions.
- Enters into correspondence and places orders to suppliers (concerning his field).
- Liaises with Technical Department in respect of matters concerning vessel's maintenance and voyage performance.

**Qualifications**

- Master Mariner with not less than 5 years commanding sea-going vessels, or University Degree from Commercial Branch or University Degree in Maritime Transportation or Commercial Branch with at least 5 years' experience in Shipping Business.
- Experience in SMS related issues.
- Very Good command of English Language.

Substituted by: Managing Director

3.2 Operator

Reporting to: Operations Manager**Responsibilities**

- Coordinates implementation of Company's policies and procedures regarding crewing, chartering, navigation, technical operations, supplies and chartering.
- Promotes to all seagoing staff an awareness of need to operate vessel to highest standards, consistent with International and National legislation, so that correct measures are taken to facilitate these issues.
- Coordinates with other office staff for completion of tasks required.
- Supervises supplies concerning his field, so that vessels operate cost effectively, efficiently and safely in accordance with statutory and Company requirements.
- Contacts with port agents.
- Checks port agents' invoices for vessel's various port activities.
- Updates Voyage Record
- Records performance data of vessels
- Keeps the Departmental filing system
- Updates daily Position List and Voyage Abstracts
- Monitors all chartering operations and freight collection of the company
- Liaises with ships' Master, Agents, Charterers and Brokers

Qualifications

- Experience in operational aspects of shipping for a period of (1) one year
- At least High-school education
- Very Good command of English Language.

Substituted by: Operations Manager



5. TECHNICAL DEPARTMENT

4.1 Technical Manager

Reporting to: Managing Director

Responsibilities

- Develops and promotes awareness to all seagoing staff, of the need to operate vessels to highest standards and ensures that all surveys carried out by Class, Port State Controls, USCG, etc., are successfully completed, with proper preparation from crew.
- Verifies that Company's Policies, Procedures and instructions are effectively implemented and followed onboard Company's ships especially with regards to vessel's maintenance activities.
- Maintains a close knowledge of maintenance, condition and operation of vessels and advises / co-operates, with on board personnel, in order to ensure that vessels are operating efficiently.
- Monitors and evaluates technical performance of ships and initiates corrective actions, when such performance does not meet with Company's standards.
- Develops & monitors a vessel inspection plan/ schedule ensuring regular review of entire fleet.
- Monitors outstanding tasks across fleet.
- Advises / co-operates with superintendents, in order to ensure that vessels are operating efficiently and in accordance with Class and Statutory requirements, Company's instructions and requirements especially in matters regarding safety and environment protection.
- Plans and follows up renewals / updating of classification and statutory certificates.
- Plans and follows up documentation and engine stores inventory, manuals, plans, diagrams, records and personally attends surveys, if deemed necessary.
- Plans and prepares budgets and specifications of all major repairs and dry-dockings in co-operation with the Operations Manager. Monitors, co-coordinates and arranges for all technical backup of such repairs and dry-dockings and ensures that these are completed within agreed time and cost margins. Checks invoices given by yards and / or repairers.
- Guides trouble-shooting activities onboard the vessels and arranging with contractors if problems cannot be resolved by crew.
 - Provides ships with technical aid, plans, manuals, advice and guidance.
 - Coordinates with other office staff completion of tasks required.
 - Implements Company's Maintenance Program effectively.
- Monitors and evaluates technical performance of ships and initiates corrective actions, when such performance does not meet with Company's standards.
- Plans and follows up renewals and updating of classification and statutory certificates and personally attends surveys, if deemed necessary.



- Ensures that vessels are inspected by Company in accordance with relevant procedures and evaluates all feed-back information received from such inspections.
- Monitors, co-ordinates and arranges all technical back-up of all major repairs and dry-docking and ensures that these are completed within agreed time and cost margins.
- Monitors and follows up all lub oil, chemicals, spare parts and equipment purchases for ships.
- Approves purchase of all orders with respect to spare parts.
- Provides necessary instructions to the crew, for maintenance / repairs, during the voyage or at ports and inspects all ships with the objective to monitor the vessels' condition, to check and evaluate maintenance progress.
- Monitors all vessels technical reporting requirements.
- Ensures that all vessels are maintained in a good and sound condition whilst all relevant classification, statutory and Company's requirements are met.
- Initiates further investigation(s) and / or corrective action(s) in cases where performance of any of vessels is outside acceptable limits.
- Approves recruitment of Chief Engineer.
- Produces technical circulars with all relevant information to Chief Engineer.
- Establishes and maintains good relationship with Flag Administrations and Classification Societies.
- Periodically appraises Chief Engineers onboard Company's vessels.
- Keeps in touch and follows industry developments.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities

- Instructs Chief Engineers to undertake various actions, as they might be necessary for achievement of Company's objectives
- Issues circulars to Master related to SMS.
- Approves and reviews ALL circulars of department.
- Identifies training needs and initiates any further action(s), as may be necessary.
- Instructs Master to undertake various actions in accordance with PMS
- Liaises with foreign partners for all technical or technical / operational problems in an effort to improve relations.
- Delegates responsibilities for technical projects.
- Plans in advance all dry docks / repairs.
- Coordinates suppliers payments in accordance with credit terms agreed

Qualifications

- Naval Architect or Marine Engineer University degree
- 5 years' experience in similar position
- Experience in SMS related issues.
- Very Good command of English Language.

Substituted by: Technical Superintendent



4.2 Technical Superintendent

Reporting to: Technical Manager

Responsibilities

- Maintains a close knowledge of maintenance, condition and operation of vessels and co-operates, with on board personnel, in order to ensure that vessels are operating efficiently.
- Monitors and evaluates technical performance of ships and initiates corrective actions under Fleet Manager's instructions, when such performance does not meet with Company's standards and in accordance with Class and Statutory requirements, Company's instructions, especially in matters regarding safety and environment protection.
- Is aware of all Classification Society and Flag Administration survey requirements
- Inspects frequently all ships with objective to:
 - Check and evaluate maintenance progress of vessels.
 - Monitor the vessels condition.
- Issues further instructions on repair and maintenance activities.
- Collects all necessary information, timely compile Dry Docking and major repair specification list, obtains quotations from yards and attends all such repairs.
- Evaluates on board personnel during attendance and informs relevant office department (for the senior officers)
- Analyzes all requisitions for engine spares/stores.
- Develops and promotes awareness to all seagoing staff, of the need to operate the vessels to the highest standards and ensures that all surveys carried out by the Class, Port State Controls, USCG, etc., are successfully completed, with the proper preparation from the crew.
- Coordinates with other office staff the completion of tasks required.
- Assists in ensuring that Company's Maintenance Program is effectively implemented.
- Follows up all lube oil, chemicals, spare parts and equipment purchases for ships.
- Provides necessary instructions to crew, for maintenance / repairs, during the voyage or at ports. Inspects ships monitoring condition and checking/ evaluating maintenance progress.
- Performs and follows up Superintendent Inspections.
- Initiates further investigation(s) and / or corrective action(s) in case the performance of any of vessels is outside acceptable limits.

**Authorities**

- Instructs Chief Engineers to undertake various actions, as they might be necessary for achievement of objectives of the Company.

Qualifications

- Naval Architect / Marine Engineer or Chief Engineer.
- 'Two (2) years' experience in similar position
- Very Good command of English Language.

Substituted by: Technical Manager (or other Technical Superintendent)**4.3 Technical Coordinator****Reporting to: Technical Manager****Responsibilities**

- Assist Technical Manager on his duties and the maintenance /repair support of the managed fleet.
- Updating vessels in accordance with the relevant rules and regulations
- Classification Surveys
- Being active concerning the implementation, evaluation and improvement of the SMS
- Taking care of any NCR relating to technical and engine department
- Stores / spares parts monitoring
- Requisition evaluation
- Supplier quotation
- Comparison order evaluation
- Model ordering and follow-up
- Delivery/invoice control
- Inventory entry
- Cost and Consumption analysis
- Monitoring items for calibration and traceability
- Transportation of spares from/to the vessels
- Check Items' status
- Spares' transaction
- Review the stock of items
- Address Pending enquiries / quotations / orders

Authority

- Technical Coordinator may undersign all Correspondence related to the Technical Department's area of responsibility in accordance with the instructions of the Managing Director

Qualifications

- Degree in Marine Engineering/Technical or equivalent.



- A well-established and proven track record of work experience in a related field
- Good communication skills and interpersonal skills
- Working knowledge of the English language.

Substituted by: Technical Superintendent

6. CREW DEPARTMENT

5.1 Crew Manager

Reporting to: Managing Director

Responsibilities

- Develops and promotes to all seagoing staff an awareness of need to highest standard vessel operation, consistent with International and National legislation, so that correct measures are taken to facilitate these issues.
- Promotes an awareness of safety and environment protection to all seagoing staff, with objective of operating continuously without incidents.
- Implements Company's policies and procedures regarding crewing.
- Arranges that ships are manned with qualified, trained, medically fit and suitably experienced seafarers in accordance with STCW requirements.
- Implements Company's procedure for recruitment of seafarers effectively.
- Ensures that all necessary records and certificates for seafarers employed are properly kept
- Screens seafarer's appraisals and identifies Training needs, where necessary, of Seafarers employed.
- Identifies Manning needs and plans deployment of seafarers well in advance.
- Ensures that Company's requirements are satisfied by manning agents (Assessment of Manning Agents)
- Supervises appointed manning agents. Arranges with manning agents crew relieves, holidays, travel and visas.
- Maintains appropriate records of qualifications, medical fitness, training, service, performance / ability reports.
- Schedules that Senior Officers are allowed reasonable hand-over periods where practicable to ensure appropriate familiarization with the ship.
- Maintains updated Crew Lists.
- Keeps contact with International Trade Federation and other unions.
- Coordinates with other office staff for completion of tasks required.
- Supervises crewing matters, so that vessels operate cost effectively, efficiently and safely in accordance with statutory and Company requirements.



- Supervises proper and efficient implementation of Company's Familiarization and Training Program through manning agent.
- Monitors performance of seafarers employed by Company.
- Monitors available ex-crew and schedule deployment.
- Interviews (through manning agents) Officers and Crew and approves their employment.
- Monitors the crew contracts for compliance with regulations.
- Monitors final amounts of cash to Masters and seaboard payments of crew.
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities

- Review contracts of seafarers.
- Supervises crew selection, hiring, briefing, interviewing, screening and co-ordinate all crew.
- Reviews Seafarers Training Program.
- Supervises, controls and co-ordinates for benefits such as illness/sickness, death.
- Settles crew claims.
- Issues circulars to the Master related to the SMS.
- Approves and reviews **ALL** circulars of the department.
- Identifies training needs and initiates any further action(s), as may be necessary.

Qualifications

- College or High School or any other equivalent or higher Degree with at least 2 years experience in Office works.
- Experience in similar position of at least 1 year
- Experience in shipping (superintendent)
- Very Good command of English Language.

Substituted by: DPA**5.2 Crew Officer****Reporting to: Crew Manager****Responsibilities**

- Implementation of Company's recruitment procedures and requirements
- Assisting Crew Manager with conduct of crew changes in accordance with set coordination and forecasting
- Assisting Crew Manager with coordination of interviews for new coming seafarers and gathering all necessary documentation (i.e., seamen books, certificates of competency, health cards, etc) for being presented to Chief Manager for review
- Gathering records and information related with performance of all sea-going personnel and presenting such to Crew Manager for review
- Ensuring that certificates of Company's seafarers, in liaison with Manning Agent (as applicable), are authentic and not phoney, in cooperation with respective Flag Administration Authorities
- Gathering records and supporting documentation related with the potential promotion of officers on board in accordance with Company's Procedures and their distribution among all responsible personnel ashore for review and comments
- Assisting Crew Manager with keeping statistical records for officers and crew retention rates
- Keeping updated a list of all Seafarers' certificates' expiration status
- Assisting Crew Manager with verifying that employment contracts for Seafarers have been developed in line with applicable requirements



- Preparing all required Company's documentation for each new coming seafarer in line with respective Procedures and arranging appointments with Managing Director, Dept Managers and Superintendents
- Keeping updated all files (electronic & hardcopy) of Seafarers with appropriate documents in accordance with Company's Procedures and in cooperation with Manning Agent. Responsible to verify the validity of uploaded data by Manning Agent
- Keeping records of Seafarers' transportation expenses along with respective receipts
- Keeping records related with screening process for all Seafarers (i.e., application, interview form, etc)
- Monitoring the timely submission of performance evaluation reports for Seafarers and ensuring their proper filing, along with being forwarded to responsible personnel for review
- Assisting Crew Manager with the development of plan for cadets (excluding electrician cadets)
- Gathering and distributing for review appraisal forms of Masters and Chief Engineers
- Assisting Crew Manager with submission of appropriate documentation related with judicial matters to Flag Administration Authorities
- Assisting Crew Manager with preparation of budget for Crew Department
- Assisting Crew Manager with monitoring of ITF requirements and informing for any change of amendment
- Assisting Crew Manager with monitoring of Flag Administration requirements related with crew matters (as applicable) and informing for any change of amendment
- Gathering documentation related with completed training courses for all seafarers for being presented to Crew Manager for review
- Updating Company's electronic crew database with personal, medical, certification and training details for Seafarers
- Actively involving with duties and responsibilities of other Crew Officer so that being capable of replacing him at any time
- Assisting Crew Manager with arrangements for renewal of seafarers' health cards, along with necessary medical examination and vaccination, so that their timely completion is achieved
- Assisting Crew Manager with timely conduction of necessary medical, drug and alcohol examination tests for all seafarers
- Preparing all necessary documents and formal requirements (as provided by Flag State and Company's Procedures) for all seafarers prior employment
- Keeping records for monitoring purposes of financial benefits provided by Company, in order such to be forwarded to Crew Manager for review
- Keeping records of Seafarers' transportation expenses along with respective receipts
- Assisting Crew Manager with gathering of records, data and supporting documents related with established objectives and targets referring to crew matters
- Monitoring proper conduction of seafarers' familiarization process through (de)briefing sessions at Manning Agent's premises
- Arranging, in cooperation with Crew Manager, for conduct of (de)briefing sessions
- Ensuring that all vessels' crew lists are timely and properly submitted in line with Company's Procedures
- Arranging for the ticketing of all seafarers (as required on a case by case basis), for journeys to and from vessels or other destination (as applicable)
- Preparing and gathering all necessary documents for travelling, along with tickets, in order such to be timely provided to person subject to travel in accordance with Company's Procedures.
- For monitoring and forwarding to the Accounting department of the travel tickets invoices (as applicable)
- Identifying familiarization and training needs and requirements of fleet staff, in co-operation with the Crew Manager, through review of personal, service, training record books, performance evaluation reports, debriefing reports, superintendents' attendances' reports, external/internal inspections and audits, etc. Responsible to update crew database and training plan for all company's personnel upon review.
- Preparing a training plan for all seafarers, categorized per rank depending on identified training needs and updating such at least on a quarterly basis.
- Distributing training sessions, as per prepared training plan, among appropriate and suitable training centres.



- Preparing an onboard CBT training plan for all seafarers, categorized per rank, depending on each vessel's technical particularities and monitoring its implementation. Responsible to intervene for any identified deviation.
- Monitoring of training allowance, in line with Company's Procedures, for all seafarers, in order to ensure its timely deposit, in cooperation with Accounting Department.
- Monitoring on a continuous basis status and developments of marine industry for the identification of new training courses, in order such to be rewarded to Crew Manager for evaluation.
- Monitoring and arranging for payment of financial invoices related to conducted training courses.
- Updating Company's electronic crew database with training details. Responsible to verify the validity of uploaded data by Manning Agent.
- Assisting Crew Manager with arrangements for conduction of (de)briefing sessions at Company's premises for all seafarers, as applicable.
- Assisting Crew Manager with monitoring of Company's program for electrician cadets.
- Monitor performance of training matters as per established objectives and targets and report results and deviation from these within time frame set for each specific target properly supported by the appropriate documentation to be included in Management Review Meeting Minutes.
- Arranging for participation in training courses by seafarers in compliance with Company's Procedures.
- Coordinating supply of training aids to Company's vessels and premises (training library, i.e., publications CBTs and videotapes).
- Gathering suggestions and proposals deriving from training evaluation reports in order such to be reviewed by Crew Manager.

Authorities

- The Crew Officer may sign all correspondence related to the Department's activities and responsibilities as per Crew Officer's instructions.

Qualifications

- A well-established work experience in a related field and discipline
- Working knowledge of the English language.

Substituted by: Crew Manager



7. MARINE DEPARTMENT

6.1 Marine Manager

Reporting to: Managing Director

Responsibilities

- Verifying that navigation and onboard safety operations are carried out according to Company's policy as per Safety Manual.
- Supervising purchasing operations related to Marine safety (loose fire fighting equipment, life saving appliances, portable gas and oxygen detection equipment, calibration of magnetic and gyro compasses, charts and publications (including chartco), portable VHF communication equipment, mooring wires and ropes, seastock paints, medicines, deck and safety stores.
- Monitoring the validity of all secondary certificates related to the above equipment into force.
- Complying with Company's HSE procedures and requirements.
- Issuing and updating Circular Letters and instructions regarding safety matters, ports, operations, information, hygiene and other similar matters.
- Following up the performance of the vessel in terms of Port State Control Inspections
- Coordinating vessels' preparation of forthcoming external (i.e., PSC, Terminal, etc.) Inspections
- Arranging vessel inspection on a regular basis for carrying out Marine Attendances and Navigation audits, checking Deck Log Books and updating Company's contingency plans and other Manuals.
- Arranging for conduct of Navigation Audits by external qualified auditors, as per Company's set objectives and targets, along with proper following up any identified observation



- Monitoring the compliance of the safety and pollution prevention aspects of the operation of Company's vessels on a continuous basis by examining whether all safety-related forms are filled out properly and sent to Company Headquarters on a regular basis.
- Attending vessels to ensure overall condition performance of maintenance and repairs and providing training and advice to shipboard personnel.
- Reviewing and evaluating safety equipment inspection reports, while monitoring the implementation of electronic Maintenance of equipment assigned to Marine Dept.
- Identifying shipboard training needs in conjunction with other Department Managers, as necessary.
- Arranging for all safety and emergency drill
- Verifying that Company's Emergency Management Plan and SOPEP are annually reviewed and regularly updated, as required
- Keeping the records for the supply of nautical books, professional publications and Charts, as per the contract with nautical publications supplier
- Supervising the provision of all nautical charts, publications and updates on board vessels, along with monitoring implementation of passage plans
- Monitoring the implementation of UKC policy for fleet vessels.
- Keeping the files of records related to Marine and HSQE department, reviewing carefully all of them in order to identify the effective implementation of the system reporting to Managing Director finding or non-compliance.
- Monitoring and evaluating the performance of subordinates' work and reporting to Managing Director if any subordinate's work is not up to standard, or if work is not carried out to in accordance with a set schedule and within a specific time frame.
- To evaluate the performance and assess the recruitment of Deck Staff, in cooperation with Crew Dept and Managing Director, as assigned.
- Preparing, monitoring and coordinating actions methodically for ensuring the proper implementation of Department's Budget.
- Instructing Purchasing Department and monitoring the control and distribution of all forwarded purchase orders related to Marine Department.
- Ensuring the timely submission of required reports and forms by Marine Superintendents upon completion of their on board attendances.
- Receiving Masters' Navigation Audits, reviewing them, providing appropriate instructions and determining effective corrective actions.
- Keeping the files of records related to Marine department, reviewing carefully all of them in order to identify the effective implementation of the system reporting to Managing Director any finding or non-compliance.
- Supervising the monitoring, correction and supply status of Bridge Log Books, GDIRECTORSS Log Books, Garbage Books.
- Monitoring the software updates for all Navigation / Radio equipment in terms of ensuring they are being kept up-to-date. In specific for ECDIS, reference to IMO resolutions shall be made, while Technical Dept shall be informed accordingly for necessary actions.
- Supervising the monitoring and cross-checking of MGAs in cooperation with Accounting Dept.
- Supervising the monitoring and ensuring the efficient follow up of test analyses for fresh and drinking waters of vessels.
- Ensuring the timely submission and following up of Masters' condition reports.
- Monitoring on a weekly basis the validity of all secondary certificates related to next equipment ensuring remaining into force (loose fire fighting equipment, life saving appliances, portable gas and oxygen detection equipment, calibration of magnetic and gyro compasses, charts and publications (including chartco), portable VHF communication equipment, mooring wires and ropes).
- Acting as ECDIS Superintendent upon receiving of appropriate specialized ECDIS training having as objective the effective training and familiarization of deck officers with ECDIS onboard. Responsible for identification of training needs of deck officers related with ECDIS. Responsible for ensuring implementation of Company's ECDIS procedures and providing deck officers with assistance & guidance on this. Responsible for conducting dedicated ECDIS Real Time Navigation audits for



identifying areas for improving & determining whether vessel can use ECDIS as primary means of navigation or proceed with paperless navigation, in accordance with Company's Procedures and in line with review by Managing Director.

Authorities

- The Marine Manager may undersign all Correspondence related to the Department's area of responsibility and sign purchase orders and for works carried out by subcontractors in accordance with the instructions of the Managing Director.

Qualifications

- A valid Ship Master's license, or a degree from an Institution of higher education, (University degree) recognised by State and National Authorities.
- Working knowledge of the English language.
- A well-established and proven track record of work experience in a related field (to be determined at the time of employment).
- At least eight (08) years of sea experience as Master

Substituted by: CSO**8. PURCHASING DEPARTMENT****7.1 Purchasing Officer****Reporting to: Technical Manager and Operations Manager****Responsibilities**

- Ensures implementation of Company's policies and procedures regarding supplies.
- Is in close collaboration with Technical Manager and Operations Manager.
- Coordinates supplies to ensure required delivery time, good quality of supplies purchased and competitive prices
- Co-operates with Operations Dept. when arranging delivery time according to vessel's schedule, so that goods ordered are delivered without delay avoiding excessive transportation costs.
- Coordinates collection of necessary quotations prior final approval of each order
- Monitors requisitions received from vessels.
- Monitors domestic and international market terms, availability of products in market, their quality standards, reputation and reliability of various suppliers, market prices, alternative sources of supplies etc.
- Notifies Masters of latest editions for all nautical publications
- Member of Office Emergency Response Team (ERT) and Management Review Team (MRT).

Authorities



- Coordinates suppliers payments in accordance with credit terms agreed.

Qualifications

- Experience in similar position for a period of three (3) year.
- High school Education.
- Very Good command of English Language.

Substituted by: Technical Manager

9. CHARTERING DEPARTMENT

8.1 Chartering Manager

Reporting to: Managing Director**Responsibilities**

- Contributing in the promotion of Company's vision, mission and core values and its communication externally as well as within the organization. Identify key trades / cargo flows which match our operating profile
- To seek and negotiate appropriate employment for the vessel and to conclude Charters, along with monitoring the market for identifying employment opportunities
- Co-ordinating with the Managing Director during vessel negotiation process and check Charter Party financial information, terms and details in accordance with the vessel's performance/capability.
- Cooperating with Operations, Insurance departments and Brokers by giving instructions and guidelines to fix the vessel and negotiating Charter Party terms and details.
- Overseeing voyage process as per the Charter Party requirements.
- Ensuring commercial/competitive success by providing customer focused services.
- Monitoring Customers' / Charterers' satisfaction.



- Following up voyage at all stages and ensuring that vessel's performance is in accordance with the C/P terms and the Company's standards.
- Following market fundamentals and assisting management in commercial decisions when required.
- Comparing and advising management of voyage results against initial estimation.
- Checking all post fixture claims not limited to but including demurrage, deviation, speed up, shifting, reimbursement claims are sent out correctly.
- Checking freight invoices, hires and bareboat calculations are sent out correctly and in a timely manner.
- Calculating and negotiating demurrage claims.
- Management and settlement of claims involving deviation, speed up, shifting etc.

Authorities

- The Chartering Manager may undersign all Correspondence related to the Department's area of responsibility and sign for purchase orders as well as for services carried out by subcontractors in accordance with the instructions issued by the Managing Director.

Qualifications

- A degree from an Institution of higher education (University degree) recognized by all appropriate State and National Authorities,
- Working knowledge of the English language.
- Two (2) years' experience at least in the position of Broker
- Four (4) years' experience at least in Chartering Department
- One (1) year' experience at least as Chartering Manager

Substituted by: Operations Manager**10. ACCOUNTING DEPARTMENT****9.1 Accounting Manager****Reporting to: Managing Director****Responsibilities**

- Managing and overseeing the daily operations of the accounting department.
- Ensuring that effective control is exercised over the entity and vessel finances and that timely and accurate accounting information is passed on to the office Management.
- Supervising the Accounting Officer(s) and ensuring that the entity accounting records are properly maintained, and accounts / reports issued on time.
- Designing and implementing internal controls and checks to ensure that effective control is exercised over entity / vessel finances.
- Monitoring the entity / vessel cash flow and general accounting position, constantly keeping the Managing Director fully informed.
- Ensuring that the accounting systems used by the Office and Client accountants are properly maintained and that any amendments to the systems are properly authorized.
- Ensuring that all legal / statutory obligations of the entity are properly discharged.



- Preparation of the annual office budget.
- Preparation of the company's annual statutory accounts and close liaison with the auditors.
- Authorisation of payments.
- Supervising where applicable the handling of staff payroll including pensions, in accordance with local statutory requirements.
- Maintain up to date vessel running cost software in order to provide the management snapshot view at any instance.
- Ensuring that vessel's running cost reports are prepared on time and in the format required by the clients.
- Conduct annual appraisal of the accounting department staff and identify training needs.
- Assist Management on any other tasks / projects as appropriate.
- Controlling / monitoring all receivables and payables, before submission to the MD.
- Coordinating / monitoring foreign exchange transactions.
- Controlling, monitoring and approving before submission accounting statements / reports, as requested by the management or other departments.
- Preparing actual running expenses statements for the managed vessels.
- Organizing / monitoring external audits.
- Member of the Management Review Team (MRT).
- Discussing the effectiveness of Company's Quality Management System in MRT.

Qualifications

- Experience in similar position at least for a period of (5) five years
- Diploma or university degree

Substituted by: Managing Director**9.2 Accounting Assistant****Reporting to: Accounting Manager****Responsibilities**

- Ensuring that effective control is exercised over the vessel finances and that timely and accurate financial information is passed on to the office Management.
- Designing and implementing internal controls and checks to ensure that effective control is exercised over vessel finances.
- Ensuring that all accounting related problems including funding are resolved.
- Monitoring vessel cash flow and general financial position, constantly keeping the Accounting Manager fully informed.
- Checks invoices in accordance with the credit term agreed.
- Is in close collaboration with Technical and Purchasing department.
- Authorization of payments.
- Co-ordinates suppliers' pre-payments
- Maintain up to date vessel running cost software in order to provide the management snapshot view at



any instance.

- Ensuring that vessel's running cost reports are prepared on time and in the format required
- Assist Accounting Manager in preparing the annual office budget.
- Assist Accounting Manager in any other task.
- Checking, monitoring, & posting bank transactions / guarantees / accounts.
- Providing to the Company's other departments various accounting statements regarding collections, expenditures, due payments, etc., as requested.
- Handling and posting all VAT cases.
- Preparing and providing accounting statements / management accounts / management reports / shipowners' expenses, as requested by the management.
- Ensuring that the Vessels accounting records are properly maintained and accounts / reports issued on time.
- Assist the Accounting Manager in the proper execution of his duties.

Qualifications

- Experience in similar position for a period of two (2) years
- Professional qualification or degree in Accounting
- Fluent in English

Substituted by: Accounting Manager

11. CLAIMS/FREIGHT DEPARTMENT

10.1 Claims Manager

Reporting to: Managing Director

Responsibilities

- monitors and coordinates all insurance and claims matters, while assist in documentary, filing and procedural matters for relevant response or investigation.
- Supervising all
- FD & D Claims
- H&M Claims
- Crew Claims
- Cargo Claims
- Handling of all negotiations and/or approving settlement offers reached between third parties on behalf of the Company



- Periodic reviewing of cases' current status and progress
- Approving optional costs that may arise while a case is pending
- Instructing the crew of any vessel over any matters relevant to a pending case
- Actively support and implement the Cyber Security Policy within its own departments. They should also ensure staff is aware of their responsibilities as well as security issues generally

Qualifications

- A higher education degree (University degree) recognized by State and National Authorities.
- Working knowledge of the English language.
- Adequate processing/computer experience.

Substituted by: Managing Director**12. HR DEPARTMENT****11.1 HR Manager****Reporting to: Operations Manager****Responsibilities**

- Developing and implementing HR strategies and initiatives aligned with the overall business strategy
- Bridging management and employee relations by addressing demands, grievances or other issues
- Managing the recruitment and selection process
- Support current and future business needs through the development, engagement, motivation and preservation of human capital
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Nurture a positive working environment



- Oversee and manage a performance appraisal system that drives high performance
- Maintain pay plan and benefits program
- Assess training needs to apply and monitor training programs
- Report to management and provide decision support through HR metrics
- Ensure legal compliance throughout human resource management

Qualifications

- Experience in similar position for a period of one (1) year
- Knowledge of HR systems and databases
- High school Education
- Degree in Human Resources or related field

Substituted by: Other Office Staff**13. ADMINISTRATION DEPARTMENT****12.1 Administration Officer**

Reporting to: Managing Director and Office Managers

Responsibilities

- Secretarial support of company's departments
- Carries out tasks as delegated by Department Managers.
- Filing of all incoming & outgoing communication data.
- Registering & Recording of Company's fax System.
- Answering and directing incoming telephone calls.

Qualifications

- Experience in similar position for a period of one (1) year
- High school Education



- Very Good command of English Language.

Substituted by: Other Office Staff





BROOK OCEAN SHIPPING LLC

OFFICE MANUAL - OFFICE PROCEDURES
COMPANY'S ORGANIZATION

Procedure
OM-03

Issue Date
23 October 2023

Appendix A – Training Requirement Matrix for Office personnel

Position	Training	ISM Awareness	Internal Auditing Training	Navigational Auditing	ISPS / CSO	Risk Assessment	Incident Investigation	Management of Change	Management Leadership & Accountability	Training the Trainer	Ship Engineering	ECDIS	BRM / BTM	MLC	STCW	ISO 9001 Awareness	ISO 14001 Awareness	ISO 45001 Awareness	ISO 50001 Awareness	Media Handling
Managing Director		x						x	x							x	x	x	x	x
Designated Person Ashore		x	x		x	x	x	x	x	x				x		x	x	x	x	x
Deputy DPA		x	x		x	x	x	x	x	x				x		x	x	x	x	x
HSQE Manager		x	x		x	x	x	x	x	x						x	x	x	x	x
HSQE Officer		x	x		x	x	x	x								x	x	x	x	x
Technical Manager		x	x			x	x	x	x		x					x	x	x	x	x
Technical Superintendent		x	x			x	x	x		x	x					x	x	x	x	x
Technical Coordinator		x	x			x	x	x		x	x					x	x	x	x	x
Operations Manager		x	x	x	x	x	x	x	x			x	x	x		x	x	x	x	x
Operator		x	x	x	x	x	x	x	x			x	x	x		x	x	x	x	x
Marine Manager		x	x	x	x	x	x	x	x			x	x			x	x	x	x	x
Company Security Officer		x	x		x	x	x	x								x	x	x	x	x



BROOK OCEAN SHIPPING LLC

OFFICE MANUAL - OFFICE PROCEDURES COMPANY'S ORGANIZATION

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OM-03**

**Issue Date
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Deputy CSO	x	x		x	x	x	x								x	x	x	x	x
Chartering Manager	x							x							x	x	x	x	x
Purchasing Officer	x				x		x	x							x	x	x	x	x
Claims Manager	x					x		x							x	x	x	x	x
Crew Manager	x	x			x	x	x	x	x				x	x	x	x	x	x	x
Crew Officer	x												x	x	x	x	x	x	x
HR Manager	x							x							x	x	x	x	x
Accounting Manager	x							x							x	x	x	x	x
Accounting Assistant	x														x	x	x	x	x
Administration Officer	x				x		x	x							x	x	x	x	x
IT Manager	x				x		x	x	x						x	x	x	x	x