
	<p style="text-align: center;">SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGEMENT SYSTEM</p> <p style="text-align: center;"><b>10.0. COMMUNICATIONS</b></p> <p style="text-align: center;">FLEET PROCEDURES MANUAL</p>	<p>Sect : 10.0  Page : 1 of 7  Date : 6-Aug-25  Rev : 10.1  Appr : DPA</p>
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## CONTENTS

<b>COMMUNICATIONS.....</b>	<b>2</b>
1. GENERAL COMMUNICATIONS .....	2
2. ACCURACY IN COMMUNICATIONS .....	2
3. CONCISE REPORTING REQUIREMENTS.....	2
4. FORMAL BUSINESS MESSAGES .....	3
5. INCOMING MESSAGES TO THE SHIP .....	3
6. OUTGOING MESSAGES FROM THE VESSEL .....	3
7. GROUP E MAIL ADDRESSES .....	4
8. PAPER CORRESPONDENCE TO AND FROM SHIPS.....	4
9. URGENT COMMUNICATION.....	4
10. EMERGENCY COMMUNICATION .....	5
11. ROUTINE REPORTING .....	5
12. COMMUNICATION WITH CHARTERERS .....	5
12.1. Breaches of Charter Party.....	6
12.2. Confirmation of orders.....	6
13. CONFIDENTIAL COMMUNICATIONS.....	6
14. SCHEDULE INFORMATION .....	6
15. OCCASIONAL REPORTING .....	6
16. MONTH-END PAPERWORK.....	7

	<p style="text-align: center;">SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGEMENT SYSTEM</p> <p style="text-align: center;"><b>10.0. COMMUNICATIONS</b></p> <p style="text-align: center;">FLEET PROCEDURES MANUAL</p>	<p>Sect : 10.0  Page : 2 of 7  Date : 6-Aug-25  Rev : 10.1  Appr : DPA</p>
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## COMMUNICATIONS

### 1. GENERAL COMMUNICATIONS

All correspondence, messages and letters to the Company must always be directed through and acknowledged, signed or counter signed by the Master.

All Emails from / to Chief Engineers or Ships Office are to be copied to the Master.

### 2. ACCURACY IN COMMUNICATIONS

Masters and Officers are to be aware of the importance of properly and accurately prepared documentation. Inaccurate or poorly prepared reports reflect poorly on the image of the Company and the writer and can destroy the Company's credibility should legal disputes arise.

The rules to apply are:

- a. Thoroughly check every document before signing.
- b. If there are any discrepancies change the document, failing this, make amendments and initial them, or where necessary endorse and sign "in dispute items".
- c. Ensure compatibility between Port Logs, Voyage Reports, Statement of Fact, Note of Protest, Deck and Engine Logbooks, Abstracts and other reports.
- d. Before signing any document, it is to be checked to ensure that it is in accordance with ship's records. If there is any dispute the document must be changed or failing that, signed with a comment regarding the items disputed. Once signed it is difficult, if not impossible, to repudiate.


### 3. CONCISE REPORTING REQUIREMENTS

It is of the utmost importance that ALL correspondence is concise and is not repetitive.

All communications must be:

- a. Laid out in a logical manner.
- b. Concise
- c. Factual

In being concise it is important that all relevant information is included.

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## 4. FORMAL BUSINESS MESSAGES


- 4.1. The test as to whether a message should be informal or formal is to answer the question “if this information is not conveyed within a stipulated time would the operation be hampered, delayed or prejudiced?” If the answer is “yes” the communication is formal.
- 4.2. If a message has to do with critical operation of the vessel, it is de facto formal and must be treated as such.
- 4.3. All other e-mails that do not meet the above criteria and are addressed from individuals to individuals should be regarded as informal.
- 4.4. It is personal preference if senders and recipients want to reference informal messages.

## 5. INCOMING MESSAGES TO THE SHIP

- 5.1. All formal incoming messages to the ship should be distributed aboard, actioned and filed by the Master. Mails from third parties that need Management action, or in the view of the Master may compromise the Owner, must be forward to the Ship Manager, Commercial Management, and copied to the relevant Group email address.

## 6. OUTGOING MESSAGES FROM THE VESSEL

- 6.1. All outgoing messages from the ship are prefixed with the ships name in the subject line. All formal messages should include request a receipt request to ensure it has been read. This should always be followed by a telephone call if in doubt, or if an urgent answer is required outside normal office hours.
- 6.2. The subject line is to be checked to ensure that it reflects the content of the message that is to be sent. All too often the subject line bears no resemblance to the message content. This may result in the mail not being read by some recipients.
- 6.3. All outgoing messages to the office are addressed to a person and to be cc to the relevant group email address. This serves as a trigger mechanism to route the incoming message to the Company e-mail server for distribution to all the persons involved in the management of the vessel.
- 6.4. All outgoing messages to charterers are to be as per the Charterers instructions and copied to the Ship Managers group email address.
- 6.5. Commercial departments will issue instructions on their message requirements. (See Section 11)

	<p style="text-align: center;">SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGEMENT SYSTEM</p> <p style="text-align: center;"><b>10.0. COMMUNICATIONS</b></p> <p style="text-align: center;">FLEET PROCEDURES MANUAL</p>	<p>Sect : 10.0 Page : 4 of 7 Date : 6-Aug-25 Rev : 10.1 Appr : DPA</p>
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## 7. GROUP E MAIL ADDRESSES<sup>1</sup>

To ensure efficiency and maximum coverage all mails set to any individual or ship, will include a group mail address, unless the message is of a personal or confidential nature.

[technical@ivss-services.com](mailto:technical@ivss-services.com)

Read by Marine Manager/Ship Managers/DPA/CSO

[safety@ivss-services.com](mailto:safety@ivss-services.com)

Read by Marine Manager, HSEQ Manager and DPA/CSO

[Dccrewing@ivss-services.com](mailto:Dccrewing@ivss-services.com)

Read by Crewing Managers/Marine Manager

## 8. PAPER CORRESPONDENCE TO AND FROM SHIPS.

8.1. Paper correspondence to and from vessels is discouraged and should be avoided unless absolutely necessary. This is to avoid custody of transfer problems as well as courier costs. All invoices, receipts or documents scanned to the office, must have the originals filed aboard, in the appropriate file as per the Company Filing System. Retention periods must be observed.

8.2. Mail forwarded to and from the office will be sent as per the Mail custody of transfer procedure in Section 7.4 (Office Procedures).


## 9. URGENT COMMUNICATION

The Master must not hesitate to contact the Company or any other party he considers necessary on urgent matters. Messages of an urgent nature are to be prefixed URGENT to ensure prompt action.

The Company E-mail system is not monitored continuously after office hours. After hours, urgent matters should be addressed with the respective [Ship Manager or duty manager by telephone and WhatsApp if possible](#)<sup>2</sup>.

<sup>1</sup> W 26 / 2024 (E-Mail addresses updated)

<sup>2</sup> W 26 / 2024

	<p style="text-align: center;">SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGEMENT SYSTEM</p> <p style="text-align: center;"><b>10.0. COMMUNICATIONS</b></p> <p style="text-align: center;">FLEET PROCEDURES MANUAL</p>	<p>Sect : 10.0  Page : 5 of 7  Date : 6-Aug-25  Rev : 10.1  Appr : DPA</p>
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## 10. EMERGENCY COMMUNICATION<sup>3</sup>

The SSAS Equipment onboard the fleet is to be configured to send emergency emails to the following address:

[dryssas@ivss-services.com](mailto:dryssas@ivss-services.com)

All SSAS drills and SMPEP drills etc. where communication between the vessel and the Office is tested should also use these e-mails.

## 11. ROUTINE REPORTING

Masters and Officers are required to familiarise themselves with all routine reporting requirements such as Position Reports, Arrival/Departure Reports, Monthly Reports, Monthly Lub Oil ROB Reports, Environmental Reports, Quarterly Reports, Performance Reports etc., and comply accordingly.

## 12. COMMUNICATION WITH CHARTERERS


Charterers are to be supplied with information required under the relevant Charter Party subject to the following rules:

- a. That it is within the parameters of the Charter Party.
- b. That it is without prejudice to the rights and interests of the vessel's Owners and the Company.
- c. That it is as brief as possible excluding unnecessary detail.
- d. That delays due to external reasons must be promptly reported i.e.:
- e. Rough weather
- f. Adverse currents
- g. Going to the aid of vessels in distress.

The requirements of Owners may vary from those of the Charterers. If in doubt as to whether certain information is to be supplied to Charterers, the communications are to be sent only after consultation with the Company.

Where required by the Charter Party and documentation is provided, Charterers Abstract Logs are to be completed.

<sup>3</sup> W 26 / 2024 (E-Mail address updated)

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### 12.1. Breaches of Charter Party

The Master must not hesitate to place Charterers and/or their Agents on notice for breaches of the Charter Party. He can do this without prior consultation with the Company, but where time and circumstances permit, the Company must be consulted first. Such notices must always be in writing, i.e. telex, e-mail or letter.

### 12.2. Confirmation of orders<sup>4</sup>

All orders from Charterers must be acknowledged. Details of all verbal orders must be confirmed, and the acknowledgement given in writing.

All communications with charterers must be copied to the Ship Managers group email address, and:

[risk@ivs-services.com](mailto:risk@ivs-services.com)

If the Master is in any doubt and requires advice, he/she should contact the relevant person by telephone. If he is unable to make contact, he is to call his Ship Manager. Failing all communication avenues preceding, he should call the 24-hour emergency call out number.

## 13. CONFIDENTIAL COMMUNICATIONS

The Company is to be contacted on the telephone, whenever practical, when dealing with urgent confidential matters. These should be followed up with a message to the individual's e mail address.

## 14. SCHEDULE INFORMATION<sup>5</sup>

The Master will update CFM with the vessels schedule and agents details as soon as they are confirmed. This is very important to allow effective:

- Crew Change planning.
- Stores and victualling planning.
- Inspection and Services planning by the Ship Management.


## 15. OCCASIONAL REPORTING

Every 15<sup>th</sup> Day of the Month each Master will file the IT Audit Report form in the format in SharePoint file 1.8.2.<sup>6</sup>

<sup>4</sup> W 26 / 2024 (E-Mail address updated)

<sup>5</sup> W 26 / 2024 (Entire Section)

<sup>6</sup> W 26 / 2024

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## 16. MONTH-END PAPERWORK

Month end paperwork to the Ship Manager must be [filed in SharePoint as laid out in the Filing System form under the heading “Filing Interval”](#).<sup>7</sup> Ship Managers may request additional reports from the vessels.

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<sup>7</sup> W 26 / 2024