



International Transport
Workers' Federation




International
Chamber of Shipping
Shaping the Future of Shipping

Guidelines for implementing the

Welfare aspects of the Maritime Labour Convention, 2006



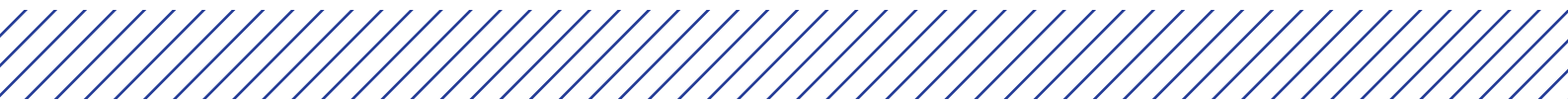


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Preface

These Guidelines for implementing the welfare aspects of the Maritime Labour Convention (MLC), 2006 as amended, henceforth referred to in this document as the MLC were produced by representatives of both seafarers and shipowners, and coordinated by the International Transport Workers' Federation (ITF) and the International Chamber of Shipping (ICS).

Each country may have its own laws and policies relating to the implementation of welfare provisions. The Member State's competent authorities may wish to adapt these Guidelines to fit their current practices. These Guidelines are designed to provide practical assistance to governments in drafting their own national guidelines. It is hoped that they will also contribute to the welfare and morale of seafarers.

The International Labour Conference adopted the MLC, 2006 at a special maritime session held in Geneva. The basic aims of the MLC, are to ensure comprehensive worldwide protection of the rights of seafarers and to establish a level playing field for Member States and shipowners committed to providing decent working and living conditions for seafarers and the strict enforcement of seafarers' rights.

Previous instruments have helped gain widespread acceptance and have significantly given guidance to administrations as to how welfare services for seafarers should be provided and administered. Seafarers come from all parts of the globe. Separated from family and community for long periods of time, and on board with only a brief time ashore, they require services at sea and in ports where different cultural, national and political experiences can create challenges. Improving the working life of seafarers, aside from the accruing social and economic benefits, also leads to better morale, more dedicated people, and consequently a more efficient and effective profession.

The ILO aims to enhance social and economic progress for the shipping industry. The International Seafarers Welfare and Assistance Network (ISWAN) works to ensure the ILO welfare objective as defined by and provided for in its international instruments, notably the MLC.

These Guidelines seek to practically explain the provision of seafarers' welfare as contained in relevant ILO instruments. It is significant to note that a few countries, which both currently and historically have highly developed arrangements for providing services and facilities for the welfare of seafarers of all nationalities are not yet signatories to the MLC. It is also of concern that many seafarer supply countries have not yet developed welfare organisations for seafarers which provide services or facilities, either at home or abroad. Given the nature of their duties, seafarers are engaged in a particularly vulnerable occupation which the ILO instruments concerning the provision of welfare services are designed to address. All persons and organisations with an interest in promoting seafarers' welfare are urged to embrace the MLC, 2006 as soon as possible.

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Contents

Introduction	6
ILO Standard Setting Activities	7
ILO Involvement in Seafarers' Welfare	8
The Maritime Labour Convention (MLC) 2006 (as amended)	9
Key Concepts in the MLC	12
Article I	12
Article 2	12
Article IV – Welfare Measures	13
Minimum Age	13
Payment of Wages	14
Internet Access	14
Welfare Facilities in Port	15
Guidance about the Provision of Welfare Services	15
Access to Welfare Facilities	15
Organisation & Administration of Welfare Services	16
General Structure	16
Welfare Boards	17
Financing Welfare Activities including Grants from Public Funds	17
Levies or other public dues from shipping sources	18
Voluntary contributions	18
Provision of Services	18
Port facilities and resources	19
Accommodation on shore	20
Staffing of welfare facilities for seafarers	20
Dissemination of information and facilitation measures	20
Seafarers in a foreign port	21
Health information and other services provided	21
Ship Visiting	21
Welfare Facilities at Sea	22
Accommodation	22
Food & Catering	23
Occupational safety and health	24
Abandonment	25
Complaints	26
The International Seafarers Welfare and Assistance Network (ISWAN)	27
Security Considerations	27
Bibliography	29
Website addresses	30



Introduction

These Guidelines have been produced to support the Maritime Labour Convention (MLC), 2006 (as amended) and national efforts to secure decent working and living conditions for seafarers including seafarers' rights. For the world's seafarers who work at sea often far away from their homes for many months at a time adequate welfare provision is essential to their physical and mental wellbeing. This includes provision of on shore and on board welfare measures, and access to shore leave.

These Guidelines are intended to:

- Assist any government administration, national or port welfare agencies, independent welfare organisations and others concerned with the provision of welfare services and facilities for seafarers. In all cases, the relevant national laws or regulations, collective bargaining agreements or other measures to implement the MLC, in the flag State (or port State in the case of shore based welfare services) must be viewed as the authoritative legal requirements for that State's ships.
- Guide governments, shipowners and seafarers' representatives in the implementation of the welfare provisions of the MLC. Provide information about the obligations under the MLC to help promote awareness of the importance of providing access to seafarers' welfare facilities and services. The guidelines are also intended to complement and draw upon promotional tools and practitioner manuals that are already available to help seafarers and organisations concerned with the provision of seafarers' welfare facilities.
- Aid with the interpretation and implementation of the Convention.
- Explain each of the instruments by setting out their provisions to encourage practical implementation.
- Reflect the intentions of the parties involved in the development and adoption of the MLC, in order to promote the availability of onshore facilities and services for seafarers, as required.
- Take account of the requirement to keep the Convention under continuous review and to reflect the changing needs of seafarers and changes in the shipping industry.
- Help those that provide advice and advocate for facilities to better meet seafarers' needs.

Note:

These guidelines are not intended to be an official or authorised interpretation of the precise legal obligations which must be undertaken by States under the Convention. Such interpretations may only be provided by the ILO system for supervising the application of Standards, which reviews questions related to ILO instruments.

ILO Standard Setting Activities

The International Labour Organization (ILO) was established on the premise that “peace can only be established if it is based on social justice”. The International Labour Office, comprised of the ILO permanent secretariat, is based in Geneva and is supported by a network of regional offices and missions worldwide.

Upon establishment in 1919, following the First World War, the ILO was set up as a uniquely tripartite international organisation, forming part of the League of Nations (the predecessor of the United Nations) based on the shared belief that “universal and lasting peace can be established only if it is based on social justice”. Specifically, the concern was that “Conditions of labour exist involving such injustice, hardship and privation to large numbers of people as to produce unrest so great that the peace and harmony of the world are imperilled, and an improvement of these conditions is urgently required”. Even as early as 1920, the ILO founders identified a need to take responsibility for the welfare and wellbeing of all workers, and particularly those such as seafarers who often work outside of their home countries.

The ILO establishes international labour standards through the adoption of instruments such as Conventions or Recommendations. ILO instruments are adopted at Conferences, which all Member States are invited to attend. Conventions are intended to be binding on those countries which ratify, or accept the standards, while Recommendations represent statements of good practice or provide additional guidance on specific provisions contained in a Convention. ILO also undertakes activities ranging from regional seminars covering particular topics to the production of guidelines or codes of practice concerning working arrangements in particular industries.

The adoption by ILO of the MLC in 2006 is therefore only the first step in enhancing standards. Countries must continue to ratify the Convention and put into effect the necessary measures at national level, in order to fully implement its provisions. The welfare provisions of the MLC are enshrined as a right of all seafarers under Article IV of the Convention, which states that “Every Seafarer has a right to decent working and living conditions on board ship and health protection, medical care, welfare measures and other forms of social protection.”



ILO Involvement in Seafarers' Welfare

The ILO recognises the special needs of seafarers, whose working life is at sea, by seeking to ensure safe and healthy working conditions in the sector and has done so since the first maritime labour standard was adopted in 1920. Such work continues to bring together representatives of governments worldwide, as well as shipowners' and seafarers' organisations to develop international standards and policies to promote decent working conditions for all seafarers and fair competition for shipowners. Forty two ILO maritime Conventions and Recommendations were adopted and were complemented by numerous instruments, codes of practice and guidelines addressing maritime labour issues since ILO's inception in 1919.

The first ILO involvement in seafarers' welfare was the Recommendation concerning the Promotion of Seamen's Welfare in Ports (No. 48), adopted in 1936. The Recommendation's preamble noted that "seamen are frequently deprived for long periods of the advantages of family life and may be exposed while in ports... to special dangers and difficulties", and its provisions reflect this concern. Particular attention was given to regulating the sale of alcohol, fencing off dock areas to prevent access by unauthorised persons and to regulating boarding houses, hostels, etc. Reference was also made to providing recreational and sporting facilities, but primarily concentrated on protecting seafarers from exploitation whilst ashore.

Another ILO Recommendation (No. 138) was adopted in 1970 concerning Seafarers' Welfare at Sea and in Port. This was broader in scope and included provisions covering:

- The organisation and funding of welfare services; and
- Recreation facilities and cultural and educational activities.

These two Recommendations (No. 48 and No. 138), although not binding on Member States, gained widespread acceptance and significantly guided administrations on how to provide and administer welfare services for seafarers. Both instruments have now been superseded by relevant provisions of the MLC.

Those involved in the provision of seafarers' welfare services recognise that seafarers are essential to maritime trade and to the economic health of the ports and countries they visit. Furthermore, seafarers are one of the most important contributors to maritime safety and the protection of the marine environment. Improvements in cargo-handling efficiency resulting in very short port visits, relocation of terminals away from city centres and a variety of other factors have made it increasingly difficult for seafarers to easily find a place ashore for relaxation, amusement, friendship, exercise and many other aspects of life that land based workers take for granted. Adequate welfare facilities and services, both ashore and at sea, are therefore essential.

The Maritime Labour Convention (MLC) 2006 (as amended)

Ratification of the MLC 2006 (as amended) materially contributes to the provision of welfare services to seafarers, as widespread acceptance sends a powerful signal of the importance attached to these services.

Many topics relating to seafarers' welfare and wellbeing, and covered by ILO maritime instruments adopted since 1920 are now addressed under the MLC.

The MLC was adopted by the 94th (Maritime) Session of the International Labour Conference (ILC), in February 2006. The Convention is of vital importance for governments as it consolidates 37 international labour Conventions and their related Recommendations into a single comprehensive Convention covering all aspects of decent work in the maritime sector. The Convention is also an important tool to ensure that there is a level playing field for quality shipowners, who may otherwise have to compete with ships operating in substandard conditions.

The MLC is based on the principle of tripartism and specifically encourages consultation between the national social partners, the seafarers' and shipowners' organisations regarding implementation and methods of compliance with the Convention, within a country concerned.

The Convention:

- Comprises three different but related parts: the Articles, the Regulations and the Code.
- Sets out in the Articles and Regulations the core rights and principles, and the basic obligations of ILO Members States in ratifying the Convention. These can only be amended under the framework of Article 19 of the ILO Constitution.
- Code contains information about the implementation of the Regulations. It is comprised of a Part A (mandatory Standards) and Part B (non-mandatory Guidelines). It can be amended through a simplified procedure, set out in Article XV. Amendments must remain within the general scope of the Articles and Regulations.
- Regulations and Code are organised into general areas under five Titles:
 - Title 1: Minimum requirements for seafarers to work on a ship;
 - Title 2: Conditions of employment;
 - Title 3: Accommodation, recreational facilities, food and catering;
 - Title 4: Health protection, medical care, welfare and social security protection; and
 - Title 5: Compliance and enforcement.

Contains provisions, in each Title, relating to a particular right or principle. The first group in Title 1, for example, consists of Regulation 1.1, Standard A1.1 and Guideline B1.1, for 'Minimum age' provisions.

- Outlines seafarers' employment and social rights stating that every seafarer has the right to:
 - A safe and secure workplace that complies with safety standards;
 - Fair terms of employment;
 - Decent working and living conditions on board ship; and
 - Health protection, medical care, welfare measures and other forms of social protection.



- Addresses all welfare matters in all sections of the MLC, not only under Title 4, which specifically mentions 'welfare' in its title. Welfare related provisions include:
 - Payment of wages;
 - Minimum age,
 - Medical examination;
 - Hours of work or rest;
 - Manning levels;
 - Social security;
 - Shore leave;
 - Repatriation;
 - Compensation;
 - Standards for seafarers' accommodation and food;
 - Medical care; and
 - Occupational safety and health.
- Defines a seafarer as "Any person who is employed or engaged or works in any capacity on board a ship" to which the MLC applies. This includes those involved in navigating or operating the ship, and persons such as hotel and catering staff.
- Provides enforcement and compliance provisions under Article V and Title 5.
- Stipulates that ships must be inspected by flag States, either through their government inspectors or through authorised recognised organisations. Ships of 500 gross tonnage or over which are engaged in international voyages, are required to carry a Maritime Labour Certificate certifying that the working and living conditions of seafarers on the ship – including measures for ongoing compliance to be included in a Declaration of Maritime Labour Compliance (DMLC) attached to the certificate – have been inspected and meet the requirements of national laws, regulations or other measures adopted to implement the Convention.



- Advises that Part I of the DMLC is to be completed by the flag State and contains references to relevant national requirements. Part II of the DMLC contains the measures the shipowner has put in place to ensure ongoing compliance with flag State requirements, inspections and continuous improvement on the ship.
- Specifies that ships from States that have not ratified the MLC must not receive more favourable treatment than those from countries that have ratified it.
- Explanatory note, which is not part of the MLC, is intended as a general guide to its implementation.
- Through the Code, allows considerable flexibility in how Member States implement the ‘Fundamental rights and principles’ provisions of the MLC; and through Title 5, ensures these are properly complied with and enforced.
- Has two main areas of flexibility related to implementation of the ‘Fundamental rights and principles’ provisions of the MLC:
 - Possibility for a Member State, where necessary (Article VI, paragraph 3), to give effect to the requirements of Part A through substantial equivalence (Article VI, paragraph 4).
 - Formulating the mandatory requirements of many Part A provisions more generally, leaving wider scope for discretion on the precise action to be taken nationally. Guidance on implementation is provided in the non-mandatory Part B. Therefore, ratifying States can ascertain the kind of action expected under the corresponding Part A obligation, and action not necessarily required. E.g. Standard A4.1 requires all ships to provide prompt access to the necessary medicines for medical care on board ship (paragraph 1(b)) and to “carry a medicine chest” (paragraph 4(a)). Fulfilment in good faith of this latter obligation clearly means something more than simply having a medicine chest on board a ship. A more precise indication of what is involved is in Guideline B4.1.1 (paragraph 4) to ensure that the contents of the chest are properly stored, used and maintained. Ratifying States are not bound by the guidance concerned. However, Member States are required, under paragraph 2 of Article VI, to give due consideration to implementing their responsibilities under Part A as stated in Part B. If, having done so, a Member State provides for different arrangements to ensure proper storage, use and maintenance of the contents of the medicine chest, as required, this is acceptable.
- Implementation of Part B guidance by the Member State concerned, and ILO bodies that review implementation of ILO Conventions, can ensure without further consideration that the arrangements made are adequate to implement Part A responsibilities.

The ILO has also developed guidelines for flag State inspections and port State control (PSC) inspections under the MLC. In this respect, ships calling at foreign ports may be subject to inspection by PSC authorities to assess and determine the level of compliance with the Convention.

The ILO Handbook regarding ‘Guidance on implementing the Maritime Labour Convention 2006 - Model National Provisions’ contains further information. The model provisions contained in the ILO Handbook are intended to assist in implementing the Convention’s requirements within Regulation 4.4 (Access to shore-based welfare facilities) and its associated text. Specifically, it outlines provisions for consideration with respect to national legal implementation and emphasises the importance of consultations with the seafarers’ and shipowners’ organisations concerned.

The ILO has also produced a number of other guidance materials, which should be taken into account. These are listed in the bibliography of this document.



Key Concepts in the MLC

Article 1

Article 1 comprises two paragraphs:

- Paragraph 1 confirms the commitment of each country to give “complete effect” to the Convention in order to secure the right of all seafarers to decent employment.
- Paragraph 2 stipulates that Members must cooperate with each other for the purpose of ensuring the effective implementation and enforcement of the Convention.

Article 2

Article 2 contains definitions of various key terms within the MLC, which are relevant to the welfare of seafarers, as follows:

- **Seafarer:** “any person who is employed or engaged or works in any capacity on board a ship to which this Convention applies”. This includes those involved in navigating or operating the ship, as well as persons such as hotel and catering staff working on board. In the event of doubt as to whether any categories of persons are to be regarded as seafarers for the purpose of the Convention, the question shall be determined by the Competent authority in each Member after consultation with the shipowners and seafarers’ organisations concerned.
- **Ship:** a ship other than one which navigates exclusively in inland waters or waters within or closely adjacent to sheltered waters or areas where port regulations apply and, except as expressly provided otherwise in, the Convention applies to all ships whether publically or privately owned, ordinarily engaged in commercial activities, other than ships engaged in fishing or in similar pursuits and ships of traditional build such as dhows and junks. The Convention also does not apply to warships or naval auxiliaries. All commercial ships of 500 gross tonnes or over registered with a flag State are subject to an inspection for compliance with the requirements of the MLC, 2006 (as amended).
- **Competent authority:** the minister, government department or other authority having power to issue and enforce regulations, orders or other instructions having the force of law in respect of the subject matter of the provision concerned;
- **Declaration of maritime labour compliance (DMLC):** the declaration referred to in Regulation 5.1.3;
- **Gross tonnage:** the gross tonnage calculated in accordance with the tonnage measurement regulations contained in Annex I to the International Convention on Tonnage Measurement of Ships, 1969, or any successor Convention; for ships covered by the tonnage measurement interim scheme adopted by the International Maritime Organization, the gross tonnage is that which is included in the REMARKS column of the International Tonnage Certificate (1969);
- **Maritime labour certificate:** the certificate referred to in Regulation 5.1.3;
- **Seafarers’ employment agreement:** includes both a contract of employment and articles of agreement;
- **Seafarer recruitment and placement service:** any person, company, institution, agency or other organization, in the public or the private sector, engaged in recruiting seafarers on behalf of shipowners or placing seafarers with shipowners;
- **Shipowner:** the owner of the ship or another organization or person, such as the manager, agent or bareboat charterer, who has assumed the responsibility for the operation of the ship from the owner and who, on assuming such responsibility, has agreed to take over the duties and responsibilities imposed on shipowners in accordance with the MLC, regardless of whether any other organizations or persons fulfil certain of the duties or responsibilities for the shipowner.

Article IV – Welfare Measures

The welfare provisions of the MLC are enshrined as a right of all seafarers under Article IV of the Convention, which states that “Every Seafarer has a right to decent working and living condition on board ship and health protection, medical care, welfare measures and other forms of social protection.”

The term “decent work” is defined by the ILO as work that is productive and delivers:

- A fair income;
- Security in the workplace and social protection for families;
- Better prospects for personal development and social integration;
- Freedom for people to express their concerns, organise and participate in the decisions that affect their lives;
- Equality of opportunity and treatment for all women and men;
- Health protection;
- Medical care;
- Welfare measures; and
- Other forms of social protection.

In the context of the MLC, welfare is understood to mean health and wellbeing in general. Title 3 relates to the recreational facilities, and food and catering on board and Title 4 relates to the welfare measures such as health protection, medical care, welfare and social security protection. Most of the obligations contained in the MLC are directed at flag States and their competent authorities because of their international responsibility for ships flying their flags. This responsibility is particularly important to remember when seafarers are abandoned or in other instances where the State might need to take responsibility for the welfare of the seafarers on board a ship registered under its flag.

However, Regulation 4.4 of the MLC contains provisions for ‘Access to shore-based welfare facilities’, which are largely a port State responsibility. This responsibility was also highlighted in ILO Resolution VIII, as adopted by the 94th International Labour Conference in 2006. The resolution focussed on the need to examine problems related to the provision of, and access to, shore based welfare facilities for seafarers and also noted that “because of the structural changes in the industry, seafarers have fewer opportunities to go ashore and as a consequence welfare facilities and services for seafarers are needed more than at any time.” In this context, it should be noted that since 2006 ship turnaround times are increasingly faster, as a consequence it should be recognised that the MLC provisions for seafarers’ welfare in port are as important as those MLC provisions for seafarers’ welfare on board ship.

Minimum Age

The employment of seafarers under the age of 16 is prohibited under the MLC, as is work in the galley for those under the age of 18. Particular attention should be given to seafarers under the age of 18, in order not to jeopardise their health or safety, including in relation to night work. National laws and regulations should reflect and implement these provisions. Education and training of young seafarers should include guidance about the detrimental effects on their health of alcohol and drug abuse, as well as the risk and prevention measures related to HIV/AIDS, and harassment and bullying.



Payment of Wages

In accordance with the MLC, seafarers should be able to transfer their wages to their families at home. Most shipowners or managers make arrangements for a proportion of a seafarer's wages to be sent home at regular intervals, through the company representative, directly into the seafarer's designated bank account. However, on some occasions seafarers may wish to arrange money transfers between a reliable financial institution in a particular port (e.g. banks) and a financial institution in the country where their families reside. Very high charges might be imposed for providing such services, particularly when different currencies are involved in the transaction. It is also worth noting that, given the nature of their work, customers such as seafarers might not be able to return to a particular financial institution to resolve any issue which may arise following a transfer.

Internet Access

The Internet can be an important tool to communicate with seafarers remotely. Internet connectivity at sea can be useful not only for seafarers' communication purposes but also to provide welfare services.



Welfare Facilities in Port

Guidance about the Provision of Welfare Services

Services and administrative support may be provided by a seafarers' welfare agency irrespective of whether or not a particular government has ratified the MLC. Such an arrangement provides a valued direct service to seafarers while making it easier for governments to support existing facilities and to establish new ones. There are very good reasons why those with an interest in providing welfare facilities or services in a particular port or country should take the initiative to set up such services. Establishing welfare services in accordance with the applicable provisions contained in the MLC, and encouraging governments to ratify the Convention with a minimum amount of administrative burden, could be an effective way to gain official support and encouragement for the welfare activities being provided.

Access to Welfare Facilities

Regulation 4.4 of the MLC consolidates the requirements contained in the ILO Seafarers' Welfare Convention 1987, (No.163) and addresses issues related to seafarers' 'Access to shore based welfare facilities'. It aims to ensure that seafarers working on board a ship have access to onshore facilities and services to safeguard their health and wellbeing. Shore based facilities are normally located in or near the port or terminal areas and should be made available for use by all seafarers.

Usually these facilities offer a range of services including recreation, communication and information resources. Such facilities can either be offered for the exclusive use of seafarers or made available for the use of the local community alongside seafarers. Although the MLC does not explicitly require governments to provide such services, they are nevertheless required to ensure that shore based welfare facilities, where they exist, are easily accessible and available to all seafarers. Governments are also required to promote the development of adequate welfare activities and to ensure that all seafarers on board ships have access to these activities.

Any seafarer with welfare problems, whether of an industrial, medical, social or domestic nature, may seek help from a local port welfare service. Some may simply require a sympathetic ear and the genuine care and understanding of an impartial welfare worker, whilst other problems may need professional or expert advice or assistance, particularly if seafarers are subject to experiences such as exploitation, abuse, shipwreck, abandonment or other traumatic situations. Port welfare services should ensure that contacts are maintained with all relevant local, regional and international organisations, which might be able to assist in such circumstances.

Guideline B4.4 of the MLC provides detailed guidance on 'Access to shore based welfare facilities', while under Standard A4.4 of the Convention, governments are obliged to:

- Require, where welfare facilities exist that they are easily accessible and available for the use of all seafarers, irrespective of nationality, race, colour, sex, religion, political opinion or social origin, and irrespective of the flag State to which the ship they are employed on is registered.
- Promote the development of welfare facilities in appropriate ports at national level and determine, after consultation with the shipowners' and seafarers' organisations concerned, which ports might be more appropriate.
- Encourage the establishment of welfare boards, which must regularly review welfare facilities and services to ensure that they are appropriate in light of potential changes in needs of seafarers arising from new or amended technical and operational measures, and other developments within the industry.



The requirements listed above, as outlined in Standard A4.4 of the MLC, may also be conducted by local port authorities on behalf of their respective governments. Port States or coastal States should give medical advice and assistance when necessary. They can also play a pivotal role when dealing with abandonment of ships by supporting the work of all stakeholders involved and by facilitating access to the necessary means to support the crew on board.

A ratifying State should fully implement the MLC requirements regarding access to welfare facilities and services for seafarers. This comprises important duties for implementation at national level and for cooperation with other ratifying States. It links to the Article 1 requirement for Member States to cooperate for the purpose of ensuring the effective implementation and enforcement of the Convention.

The services are usually created and operated either by government bodies or relevant welfare organisations. Other facilities may be commercially managed and require payment for the services provided in or near the port or terminal areas.

The importance of establishing welfare boards to oversee and review services, as well as provide advice, is also emphasised, in order to support seafarers' welfare in ports. It is difficult to predict what the future will bring with regard to changes in technology and how this will influence seafarers' needs. However, it is likely that there will be an increase in delivery via the internet.

Organisation & Administration of Welfare Services

The "Member State" i.e. the ratifying government or its responsible body or bodies, should ensure that welfare facilities and services are provided in appropriate ports, and determine how they are to be financed. Shipowner and seafarer organisations should be consulted when determining the ports where the services are to be provided. It is also recommended that welfare boards are established at port, regional or national levels, as appropriate, to assist in the co-ordination of welfare services.

It is vital that the membership of welfare boards includes shipowner and seafarer organisations, government agencies and, where appropriate, voluntary organisations, consuls of maritime states and any other relevant and interested persons or organisations. As most of these provisions are recommendatory (non-mandatory) they allow for a considerable amount of flexibility in the composition and organisational structure of welfare boards.

General Structure

An organisational structure should be established, with a degree of formality and permanence. While ad hoc arrangements, or informal structures, may work in some ports, these are unlikely to be sufficient to assist governments in complying with the Convention's requirement that they shall "ensure that adequate welfare facilities and services are provided". The administrative structure of welfare boards should hold meetings on a regular basis and officials, such as a chairperson, should be appointed. Records of meetings, including any decisions made therein, should also be maintained. Moreover, any funds collected or maintained for use in providing welfare services should be properly accounted for and audited at appropriate intervals.

The above mentioned requirements should not be unduly onerous, but should help to safeguard the credibility and transparency of the welfare board. They would also enable the welfare board to be viewed as a credible entity when dealing or communicating with government officials, port authorities or those prepared to offer financial support for the provision of welfare services.

Welfare Boards

Welfare boards should be established at port, regional and/or national level. Whilst the term “welfare board” may be an appropriate title in some countries, it could also be called a “port welfare committee”. The function of these boards can include:

- Review of the adequacy of existing facilities;
- Provision of assistance and advice to welfare providers;
- Implementation of port levies and other fundraising tools; and
- Facilitation between the different service providers.
- It is also recommended that:
 - Membership should include all those involved in the provision of welfare services, including shipowner and seafarer representatives, local shipping agencies, port or government officials, port State control officers (PSCOs) and local or foreign voluntary welfare agencies.
 - It might be useful to encourage membership from health authorities or others who could provide assistance or funding for the provision of services.
 - Port welfare boards/committees should comprise of both service providers and users. Where several organisations provide facilities in the same port, establishing such a committee would be appropriate.
 - In countries with a wide geographical spread of large ports, a port welfare committee network should also be established and co-ordinated regionally if appropriate or, more importantly, at national level through a national welfare board or committee.
 - Establishment of port, regional and national welfare boards should be considered as a priority. If managed effectively, not only do they allow individual organisations to pool and exchange information, to provide or help with provision of services and to avoid unnecessary duplication of efforts, they would also help ensure that those involved in providing services liaise to maximise the impact of any initiatives pursued with port, regional or national authorities.

Note:

A model for the establishment and management of a welfare board in accordance with the ILO recommendations, is provided by the International Seafarers' Welfare and Assistance Network (ISWAN), and additional information is provided on the ISWAN website. Local providers of maritime welfare services wishing to obtain more detailed information about the organisational or administrative structures of welfare boards should contact ISWAN for advice.

Financing Welfare Activities including Grants from Public Funds

Financial support for welfare activities should be made available through one or more of the following sources:

- Grants from public funds;
- Levies or other public dues derived from shipping activities;
- Voluntary contributions from shipowners, seafarers, or their representative organisations; and
- Voluntary contributions from other sources.



Funds collected should only be used for the purpose of financing welfare activities. Funding should be available when a government is sympathetic and committed to the provision of proper welfare for seafarers, understands the contribution these make, and has the necessary funds available. It may be possible to attract indirect financial support from governments through provision of buildings or space in port areas at nominal cost, particularly if the government has some direct involvement with, or influence over, the port authorities. Many national and international organisations, which provide start-up funding and award grants to provide welfare services and facilities may find it difficult to commit themselves to funding the running costs on a long-term basis. It is therefore necessary to ensure such costs are met from other sources. It is often easier for organisations to contribute equipment or to provide office space than to contribute financially. Long-term funding, such as funds derived from port levies, are important for welfare facilities to be in a position to recruit and retain technically competent, full-time staff on competitive rates of pay.

Levies or other public dues from shipping sources

Port Levies are particularly helpful in supporting the operating costs associated with provision of seafarers' welfare facilities and services, such as seafarers' centres, port transportation and ship visits by trained welfare personnel. Levy systems operate in a number of ports internationally on a contributory or voluntary basis. These are normally administered as a small additional charge to port dues and distributed to organisations involved with seafarers' welfare in a specific port. There should be a system to ensure that the levies are used for the sole purpose of providing welfare services to seafarers and are allocated to the welfare organisations operating in the port.

Voluntary contributions

Shipowners recognise that their crew members will benefit from welfare arrangements in ports around the world and may therefore make financial contributions. Some seafarers' organisations including maritime trade unions also provide financial support.

Employed and retired seafarers may have an affinity to a particular organisation which provides welfare facilities, which they may financially support and ultimately, perhaps, leave a legacy.

Some religious and charitable organisations also conduct welfare work to support seafarers, both in their own country and overseas. They may also offer financial support towards running costs including the provision of port chaplains, ship visitors, seafarers' club staff, etc. For the purposes of these guidelines the term 'ship visitor' refers to individuals authorised by the port authority to provide welfare provisions to seafarers.

Serving seafarers visiting ports may help to contribute to the costs incurred in running a facility by using the facilities of a seafarers' club e.g. by purchasing food, drinks or souvenirs, or through using other services provided, as listed in the next section.

Provision of Services

In accordance with Guideline B4.4.1 of the MLC, each Member State should adopt measures to ensure that adequate welfare facilities and services are provided for seafarers in designated ports of call. Adequate assistance should also be provided to seafarers in the exercise of their profession and it is important to take into account the special needs of seafarers, especially when in foreign countries and when entering war zones, in respect of their safety, health and spare time activities. Seafarers comprise many different nationalities, and are of different religious and cultural backgrounds with different needs, values and expectations. However, there are many common services that all seafarers will value and which welfare

organisations should aim to provide. The facilities should be made available according to ship turnaround times and at short notice. Services provided should be either free or fairly priced and represent value for money. These may include, but are not limited to:

- Internet/ Wi-Fi access on board or ashore and at anchorage;
- Communication facilities and ability to purchase sim cards and top-ups;
- Transport to the nearest city, shopping area, or other nearby destinations as specifically requested;
- Easily accessible recreation facilities;
- Shopping facilities;
- Hotel facilities;
- Online delivery service;
- Medical check -ups;
- Access to ship visitors and counselling;
- Sports and entertainment facilities;
- Library facilities including book/ - DVD exchange; and
- Money exchange and remittances.

To determine which kind of welfare facility to establish, the welfare board or other relevant stakeholders should consider various aspects including the number, types and turnaround time of ships calling at a particular port, and distance and accessibility to nearby cities or other places providing services requested by seafarers. Permanent facilities are more often appropriate in isolated ports with longer ship turnaround times, but they are not always the most cost-effective solution, especially where the city, shopping or recreational areas are within walking distance of the port. In some circumstances, ship visitors may provide services on board ships and offer transportation to outside facilities available to the general public. This can be a more dynamic and cost effective solution.

Careful consideration should also be given about how best to assist crews which are docking in remote locations, such as at oil and LNG terminals, particularly in light of security restrictions which may be in place.

Port facilities and resources

The MLC emphasises the need for cooperation amongst Member States to promote the welfare of seafarers in port and at sea. Such cooperation should include:

- Consultations among competent authorities aimed at the provision and improvement of seafarer welfare facilities and services, both in port and on board ships;
- Agreements on the pooling of resources and the joint provision of welfare facilities in major ports, so as to avoid unnecessary duplication;
- Organisation of international sports competitions and encouragement of the participation of seafarers in sports activities;
- Organisation of international seminars regarding welfare of seafarers at sea and in port; and
- Where appropriate, facilities for religious observance and counselling.



For ports where large numbers of seafarers of different nationalities require facilities such as a hotel, clubs and sports facilities, the relevant authorities and stakeholders should consult and cooperate with one another, with a view to pooling welfare resources and avoiding duplication of services.

Accommodation on shore

In accordance with the MLC, accommodation (hotels or hostels) needs to be made available to seafarers in appropriate cases. The accommodation provided should be of a good standard and located in surroundings removed from the immediate vicinity of the docks. Accommodation facilities should also be properly supervised, provided at a reasonable fee and, where necessary and possible, provision should be made for accommodating seafarers' families.

Staffing of welfare facilities for seafarers

The MLC also highlights the need for measures to be taken “to ensure that, as necessary, technically competent persons are employed full time in operation of seafarers' welfare facilities and services, in addition to any voluntary workers.” Where adequate funds are available, at least one full time employee should be hired and trained properly, in order to manage the day-to-day welfare provision in port. Specific training courses are available for welfare providers and grants can sometimes be obtained in order to attend those courses.

Retention of qualified and dedicated staff, including volunteers, is often a challenge for welfare providers. In addition to the need for core and traditional roles of ship visitor, driver, chaplain and counsellor, a welfare facility may also require a dedicated management team with administration and accounting skills, and maintenance capabilities. Facility staff, whether paid or unpaid (volunteers), require training (e.g. specific training tailored to ship visitors, counsellors, etc.) as well as licenses, insurance and port security passes. The relevant authorities should facilitate the issuance of all security passes needed to access a port area to ensure services are provided as required.

Dissemination of information and facilitation measures

The competent authority in collaboration with the welfare board and with other relevant stakeholders, as appropriate, should ensure that information is available to the seafarers on board the ship regarding services and facilities such as transport, welfare, entertainment, education and places of worship. This information may come in the form of leaflets, maps or links to information.

The MLC stipulates that all suitable measures should be taken by the competent authorities to notify shipowners of any special laws and customs, which seafarers must not contravene. Seafarers deemed to be in breach of these laws, even if due to a lack of awareness about certain restrictions, may be fined or detained. Port welfare boards or committees may be able to assist with additional information in this regard.

Seafarers in a foreign port

In order to ensure the safety and security of seafarers, port areas and access roads should have adequate lighting, signposting and regular patrols. Information should also be provided in a range of languages and measures should be taken to facilitate seafarer access to consuls of nationality or residence. When necessary, effective cooperation between consuls and the local or national authorities should be promptly established. Seafarers detained in a foreign port should be dealt with immediately under due process of law and with appropriate consular protection.

In the event that a seafarer is detained for any reason in the territory of a Member State, the competent authority should, if the seafarer so requests, immediately inform the flag State and the seafarer's State of nationality and/or residence. Seafarers should be promptly informed of their right to make such a request. If requested by the seafarer, the flag State, the State of nationality or residence should promptly notify the seafarer's next of kin.

The competent authority should allow consular officers of these States immediate access to the seafarer and permit regular visits thereafter whilst the seafarer is detained. If the detention is related to the seafarer's involvement in a maritime incident, the seafarer, and those assisting and advising the seafarer, should consult the "IMO/ILO Guidelines on Fair Treatment of Seafarers in the Event of a Maritime Accident".



Health information and other services provided

Ship visitors and port authorities should be adequately prepared to provide health related information, such as publications covering health and hygiene issues, and drug and alcohol abuse. Additionally, they should also have knowledge about local medical facilities including doctors and dentists, although visits are usually arranged by the ship's agent.

Where particular hazards or health problems may exist in a port, which might affect seafarers, they should be informed by the local authorities before entry into port. This includes advice about communicable diseases, prevalent sexually transmitted diseases, and local legal requirements concerning prescription drugs.

Ship Visiting

Ship visiting encompasses a plethora of services and activities, provided by authorised and trained individuals, and will vary depending on the ship's schedule. Therefore, it is essential to establish a relationship based on trust between ship visitors, pilots, port agents and all relevant local authorities.

All stakeholders should be made aware of relevant information, such as the ship's arrival, shifting and departure times. When a ship has sufficient time in port and crew members have some free time, they should be encouraged to take part in recreational activities away from the ship. Any opportunity to have a break from the routine of shipboard life would be considered welcome and therapeutic. Such recreation may include arranging trips for sports activities, shopping, the barbers, or sightseeing.

A ship visitor should:

- Firstly, ask how best they can assist the seafarers on board the ship, by offering a series of services on board to meet their needs;
- Be a friendly “expert” providing all relevant information which a seafarer might wish to obtain;
- Appreciate that seafarers' welfare needs differ due to their cultural and religious backgrounds;
- Be a ‘friendly face’ to listen to seafarers concerns and, where necessary, be in a position to identify and reach out to those that may be better suited to provide assistance in certain cases, e.g. doctors, seafarer representatives or company officials;
- Have knowledge about the requirements and implementation of the International Ship and Port Facility Security (ISPS) Code within the port;
- Take all the necessary precautions when boarding a ship, to ensure a safe and secure visit; and
- Provide transport services to assist seafarers' access to facilities and services ashore.

Welfare Facilities at Sea

Seafarers will spend most of their time at sea rather than in port and the shipowner or ship manager has a clear responsibility to ensure that adequate provisions are in place, to address the welfare needs of the crew on board. The following section contains a list of suggested welfare services and facilities that should be provided on ships.

Accommodation

Shipowners must provide and maintain decent accommodation and recreational facilities, as specified in Title 3.1 of the MLC (‘Accommodation, recreational facilities, food and catering’), for seafarers working and/or living on board, in order to safeguard their health and well-being. Shipowners must comply with the requirements of the MLC regulations and code, which cover different matters (depending on the date of build of the ship) such as:

- Sleeping rooms, size, equipment and location;
- Adequate headroom;
- Adequate insulation;
- Proper lighting;

- Sufficient drainage;
- No direct openings into sleeping rooms from cargo and machinery spaces, galleys, storerooms, drying rooms or communal sanitary areas;
- Design and Construction;
- Health and safety protection and accident prevention, to prevent risk of exposure to hazardous noise, vibration levels and other ambient factors and chemicals on board;
- Ventilation and heating;
- Mess rooms and associated facilities;
- Sanitary facilities;
- Hospital accommodation;
- Laundry;
- Ship's office;
- General Conditions; and
- Recreational facilities.

To encourage social life on board, it is recommended that recreational facilities should be made available and adequately equipped to allow seafarers to relax after work. Social activities on board should be promoted and encouraged by the ship Master, and preferably organised by a designated crew member or committee, in order to involve the crew in such activities. This should also take into account the nationalities, religious and social customs of individual members of the crew, and may include the following facilities:

- Equipment to be able to watch a variety of films changed, which are changed on a regular basis;
- Electronic equipment such as a radio, TV, video players (e.g. DVD), computers and relevant software, or other similar equipment;
- Sports facilities and equipment;
- Recreational games and handicrafts;
- A library with a stock of books
- A crew recreation room; and
- Reasonable access to up-to-date communication facilities such as telephone, internet and email (if any charges apply, these should be reasonable).
- More detailed information about these requirements can be found in:
 - The ILO Handbook on Guidance on implementing the Maritime Labour Convention 2006, Model National Provisions;
 - The ILO Guidelines for Flag State inspections under the Maritime Labour Convention 2006; and
 - The ILO Guidelines for Port State Control Officers carrying out inspections under the Maritime Labour Convention 2006.



Food & Catering

In line with the provisions of the MLC, shipowners must ensure that:

- Ships are stocked with sufficient food of good quality, to be provided free of charge, and provide drinking water and catering arrangements to safeguard the health and well-being of seafarers living on board, taking into account the distinctive cultural and religious backgrounds of crew members;
- Seafarers employed as ships' cooks, with responsibility for food preparation, are trained and qualified for that position;
- National laws and regulations or other measures to provide minimum standards for the quantity and quality of food and drinking water, and for the catering standards that apply to meals provided to seafarers on ships are complied with.
- Food and drinking water supplies are suitable in respect of quantity, nutritional value, quality and variety, recognising also the number of seafarers on board, their religious requirements and cultural practices pertaining to food, and the nature and duration of the voyage;
- The organisation and equipment of the catering department permits the provision of adequate, varied and nutritious meals, prepared and served in hygienic conditions;
- Catering staff are properly trained or instructed for their positions.
- No seafarer under the age of 18 is employed or engaged in work as a Ship's Cook.

More detailed information about these requirements can be found in the ILO Guidelines on the training of Ship's Cooks:

http://www.ilo.org/sector/Resources/codes-of-practice-and-guidelines/WCMS_218575/lang--en/index.htm

Occupational safety and health

The MLC reflects ILO's long-standing commitment to the right of all seafarers to decent, safe and healthy working and living conditions.

Occupational safety and health (OSH) is defined as "the science of the anticipation, recognition, evaluation and control of hazards arising in, or from, the workplace that could impair the safety, health and well-being of workers". This includes the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations. It also notes the possible impact on the surrounding communities and the general environment.

The maritime working environment comprises the physical, ergonomic, chemical, biological, psychological and social elements, which could lead to occupational accidents, injuries and diseases. Seafarers face demanding working conditions, such as isolation, long hours of work, rigid organisational structures, stress and fatigue. They must also learn to communicate and interact with others in multinational crews. Consideration should therefore be given to challenges related to the composition of the crew, especially crews with different nationalities and cultural backgrounds which should be recognised when developing a safety culture on board.

The MLC also contains information related to:

- Establishment of a Safety Committee;
- Risks involved on board ships;
- Ambient factors including:

- Exposure to noise
- Vibration
- Lighting
- Ultraviolet (UV) light
- Non-ionizing radiation
- Extreme temperatures
- Structural features of the ship, means of access and asbestos related risks;
- Work in enclosed spaces;
- Loading and Unloading;
- Personal Protective Equipment (PPE);
- Special safety measures on and below deck;
- Use of equipment and machinery;
- Dangerous cargo and ballast;
- Emergency and accident response;
- Ergonomic hazards;
- Manual handling of loads;
- Biological hazards;
- Reporting and investigation of occupational accidents, injuries and diseases;
- Training and instruction for all seafarers;
- Particular categories of personnel including paying special attention to the seafarer's age, gender experience, fitness for work and other qualifications;
- Temporary service personnel;
- Mental health;
- Violence in the workplace;
- Communicable diseases;
- HIV and Aids;
- Tobacco smoking, drug and alcohol abuse and dependency; and
- Fatigue.

More detailed information on these requirements can be found in:

- The ILO Guidelines for implementing the occupational safety and health provisions of the Maritime Labour Convention 2006;
- The ILO code of practice on Ambient factors in the workplace;
- The IMO International Convention for the Safety of Life at Sea (SOLAS), 1974, as amended;
- The IMO Guidelines on fatigue; and
- The ILO Guidelines on the training of Ship's Cooks.

In addition, a number of useful documents to assist in ensuring good practice with regard to handling occupational safety and health issues are available from ISWAN (see 'Website Addresses' section of these Guidelines), Protection and indemnity insurance (P&I) Clubs and flag States.



Abandonment

It is important to understand when a seafarer must be deemed to have been abandoned, in violation of provisions of the MLC or contravention of the terms contained in the seafarer's employment agreement.

A seafarer is considered abandoned when the shipowner:

- Fails to cover the cost of the seafarer's repatriation;
- Has left the seafarer without the necessary maintenance and support; or
- Has otherwise unilaterally severed their ties with the seafarer, including the failure to pay contractual wages for a period of at least two months.

In order to support seafarers in the event of their abandonment, the MLC includes the requirement for establishment of a financial security system, in the form of a social security scheme, or insurance, or a national fund, to provide expedited financial assistance to any abandoned seafarer on a ship flying the flag of a Member State. The Funds shall be granted promptly, upon request by the seafarer or the seafarer's nominated representative, and supported by evidence that the seafarer has been abandoned. Abandonment insurance may be provided by P&I clubs. The thirteen main P&I clubs are members of the International Group of P&I clubs (IGP&I) who publish answers to frequently asked questions on abandonment insurance for their members (publicly available on IGP&I website).

Outstanding wages and repatriation costs are covered by the financial security system.

Where funds from the financial security system, for whatever reason, are not available promptly, alternative sources of funding should be sought. Welfare providers should contact local charities and possible donors to provide food, water and clothing. Welfare Boards, where available, should coordinate the effort to support the welfare of abandoned seafarers until repatriation. Various international organisations provide emergency funds to support abandoned seafarers

In order to respect the rights of seafarers to decent living conditions on board, local authorities, seafarers' representatives and welfare providers should access the funds available to provide the following during the period of abandonment:

- Adequate food;
- Clothing when necessary;
- Accommodation;
- Drinking water supplies;
- Essential fuel for survival on board; and
- Necessary medical care.

Particular attention should be paid to the physical and mental health of seafarers, especially in cases of prolonged abandonment. Welfare providers should visit the crew on board regularly, to assess their physical and mental health. In case the mental or physical health of a seafarer deteriorates, professional support should be provided by doctors or other specialists.



Complaints

The MLC acknowledges that there are times when a seafarer might have concerns related to the implementation of the MLC. In this respect, there are two complaint systems on board and ashore, and two processes for onshore.

The first onshore system involves submitting a complaint to a port State control officer which triggers a more detailed inspection, where “complaint” means information submitted by a seafarer, a professional body, an association, a trade union or, generally, any person with an interest in the safety of the ship, including an interest in safety or health hazards to seafarers on board.

The second is the onshore seafarer complaint-handling procedures, which would involve a port State control officer undertaking an initial investigation and can include giving consideration to whether it suggests that firstly a seafarer should make a complaint via the on board complaints procedure, as outlined in the MLC, Regulation 5.1.5. If a welfare worker receives a complaint from a seafarer it is important to outline the possible options available to get the situation appropriately resolved. The welfare worker should also be aware that the seafarer has the right to make a direct complaint to a port State control officer, as provided for in the MLC, Standard A5.2.1. This would trigger a more detailed inspection.

Anyone providing seafarers welfare must ensure that those receiving the services can be confident that any information received will be handled in a responsible way, so as not to jeopardise the situation of the person providing the information or in need of assistance. This can sometimes be challenging when it is clear that some degree of action is required. Any applicable data protection laws should also be adhered to and confidentiality respected.



The International Seafarers Welfare and Assistance Network (ISWAN)

ISWAN and its predecessor, the International Committee on Seafarers' Welfare (ICSW), was initially set up as a body to implement and assist in the implementation of ILO Convention 163 and ILO Recommendation 173 on securing a coordinated response to the provision of Seafarers Welfare internationally. ISWAN has since then expanded its remit and now:

- Is an international charity dedicated to the relief of need, hardship or distress among seafarers of all nationalities, races, colours, and creeds and irrespective of gender;
- Aims to assist governments and other parties with practical advice on standard implementation and organisation of welfare services and facilities;
- Is concerned with the seafarer's quality of life – their relationship to family, to shipmates and the community;
- Works closely with all parties regarding worldwide realisation of the objectives contained in ILO instruments relating to seafarers' welfare, as implementation of the standards will help meet the specific needs of seafarers and positively enhance the global maritime industry;
- Brings together the key players in the provision of seafarer welfare to ensure a strategic approach is taken towards such provision; and
- Has assisted in the establishment of welfare boards in accordance with the MLC, Standard A4.4. 3.

Security Considerations

Seafarers face a number of difficulties when seeking to go ashore. Some relate to structural changes in the industry with smaller crews, short periods in ports and demanding work schedules with less time for shore leave.

However, many of the difficulties or barriers arise from geopolitical issues, often in relation to national border or port security matters. Furthermore, in many ports there are no welfare facilities or services available, or even if such facilities exist, there may be significant transport costs to access them. All of these, and other difficulties related to both the provision of, and access to, welfare facilities and services for seafarers' will require further international coordination and action.

The MLC states that: "Seafarers shall be granted shore leave for the benefit of their health and well-being consistent with the operational requirements of their positions". Therefore, every effort should be made to facilitate shore leave for seafarers, as soon as possible, after a ship's arrival in port. When a special process is required to obtain a shore pass, the competent authority should ensure that the ship Master can access the relevant information in advance, in order to issue the document without undue delay. Shore passes should be recognised at all security access points within the port area, whether publicly or privately managed, to facilitate entry and exit.

The Port State obligations related to security are established by the ILO 108 and 185 conventions, and the IMO FAL Convention. Since the ISPS Code was adopted more security responsibilities have inevitably been placed upon seafarers, which have impacted upon their ability to take shore leave.

Bibliography

The ILO Handbook on Guidance on Implementing the Maritime Labour Convention 2006, Model National Provisions

The ILO guidelines for Flag State inspections under the Maritime Labour Convention 2006

The ILO Guidelines for Port State Control Officers carrying out inspections under the Maritime Labour Convention 2006.

The ILO Maritime Labour Convention 2006

The IMO International Convention on the Safety of Life at Sea, 1974 (as amended)

The ILO Guidelines for implementing the Occupational Safety and Health Provisions of the Maritime Labour Convention 2006. (2015)

The ILO Guidelines on the training of ships cooks (2014)

The ILO Guidelines on the medical examinations of seafarers (2013)

The ILO code of practice for ambient factors in the workplace,

The IMO Guidelines on fatigue

IMO/ILO Guidelines on Fair Treatment of Seafarers in the Event of a Maritime Accident

ITF Guide to the Maritime Labour Convention, 2006

ISF Guidelines on the Application of the ILO Maritime Labour Convention 2006

In addition a number of useful documents to assist in ensuring good practice with regard to handling occupational safety and health issues are available from ISWAN and P&I Clubs.



Website addresses

International Chamber of Shipping (ICS)

<http://www.ics-shipping.org/>

International Labour Organisation (ILO)

<http://www.ilo.org/global/lang--en/index.htm>

ILO MLC information

<http://www.ilo.org/global/standards/maritime-labour-convention/lang--en/index.htm>

ILO MLC Convention text

http://www.ilo.org/global/standards/maritime-labour-convention/text/WCMS_554767/lang--en/index.htm

ILO MLC database

<http://www.ilo.org/global/standards/maritime-labour-convention/database-ratification-implementation/lang--en/index.htm>

International Maritime Organisation (IMO)

<http://www.imo.org/en/About/Pages/Default.aspx>

International Seafarers Welfare and Assistance Network (ISWAN)

<http://seafarerswelfare.org/>

International Transport Workers Federation (ITF)

<http://www.itfglobal.org/en/transport-sectors/seafarers/>

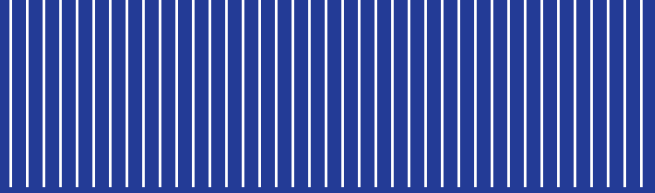
ITF Seafarers Trust

<http://www.seafarerstrust.org/>

World Health Organisation (WHO)

<http://www.who.int/en/>





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