

CREWBRIDGE LIMITED

Out of Hours and Emergency Contact Policy

Document Control

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- **Applies To:** All Employees of CrewBridge managed companies, contractors, clients, and seafarers engaged through CrewBridge services.

1. Purpose

This policy establishes the procedures and contact arrangements maintained by CrewBridge, as the legal employer and recruitment and placement service provider, for out of hours support and emergency contact in accordance with the Maritime Labour Convention (MLC), 2006, including Guideline B1.4.1.2.

The purpose of this policy is to ensure that CrewBridge maintains appropriate emergency contact arrangements to meet its obligations under the MLC and to provide seafarers with access to support where required.

CrewBridge recognises that the shipowner or vessel operator maintains primary operational responsibility for the vessel and crew and is required to maintain 24-hour emergency support arrangements. Accordingly, seafarers should, in the first instance, contact the shipowner, vessel operator, master, or designated company emergency contact for all urgent operational or onboard matters.

Where such contact is unsuccessful, unavailable, or where additional support from the legal employer is required, CrewBridge emergency contact arrangements shall be available to provide assistance, escalation, welfare support, and coordination as appropriate.

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The purpose of this policy is further to ensure that:

- ☒ Seafarers have access to appropriate support and assistance outside normal business hours.
- ☒ CrewBridge maintains clear and accessible emergency communication channels.
- ☒ Emergency situations involving seafarers, welfare, employment, travel, or repatriation matters can be escalated appropriately.
- ☒ Clients, shipowners, operators, and seafarers are informed of the appropriate escalation and reporting procedures.
- ☒ Records of emergency communications and actions are maintained.

2. Scope

This policy applies to:

- ☒ All seafarers recruited, placed, or managed by CrewBridge and any of its subsidiary companies.
- ☒ All CrewBridge operational offices and representatives.
- ☒ All shipowners, operators, and clients engaging CrewBridge recruitment and placement services.
- ☒ All emergency and urgent matters occurring outside standard office hours.

This policy applies globally and covers all jurisdictions where CrewBridge provides recruitment and placement services.

3. Definitions

3.1 Out of Hours

Any period outside CrewBridge normal office operating hours, including:

- ☒ Weekdays before 08:00 and after 17:00
- ☒ Weekends
- ☒ Public holidays
- ☒ Office closure periods



3.2 Emergency

Any situation requiring immediate assistance or escalation that cannot be resolved by the ship owner/operator involving:

- ☒ Abandonment or repatriation issues
- ☒ Welfare or safeguarding concerns
- ☒ Missing seafarers
- ☒ Travel disruption impacting vessel joining
- ☒ Immigration or visa detention
- ☒ Serious employment disputes
- ☒ Vessel incidents affecting crew welfare
- ☒ Any matter posing immediate risk to a seafarer's safety, security, or wellbeing

4. Policy Statement

CrewBridge shall maintain an accessible and effective out of hours and emergency contact system to support its responsibilities as the legal employer and recruitment and placement service provider under the Maritime Labour Convention.

The vessel owner or operator remains the primary point of contact for all vessel operational emergencies and onboard matters and is expected to maintain continuous 24-hour emergency support arrangements.

Seafarers are expected to contact the vessel owner, operator, master, or designated emergency contact in the first instance for urgent operational or onboard issues. Where such contact is unsuccessful or additional support is required, CrewBridge emergency arrangements shall be available.

CrewBridge will:

- ☒ Provide 24-hour emergency contact availability.
- ☒ Ensure emergency contact details are communicated to seafarers before deployment.
- ☒ Maintain trained personnel capable of responding to emergency situations.
- ☒ Escalate serious incidents to management and relevant authorities where necessary.
- ☒ Maintain confidentiality and data protection in all communications.
- ☒ Keep records of all emergency calls, actions, and resolutions.
- ☒ Review emergency incidents to support continual improvement.

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5. Emergency Contact Details

Primary Emergency Contact

CrewBridge 24/7 Emergency Line:

Telephone: +44(0)1481 727020

The CrewBridge emergency telephone line is not continuously manned. Callers will be directed to a recorded message providing the contact details of the duty representative or person currently on call. The designated on-call representative shall be responsible for responding to emergency matters in accordance with this policy.

6. Availability and Response Standards

CrewBridge shall ensure:

- ☒ Emergency contact lines are monitored 24 hours per day, 7 days per week.
- ☒ Calls and messages are acknowledged as soon as reasonably practicable.
- ☒ Serious emergencies are escalated immediately.
- ☒ Appropriate support and coordination are provided until the matter is resolved.

Target Response Times

Priority	Description	Target Response
Critical	Immediate threat to life, safety, welfare, detention, or abandonment	Immediate acknowledgement
High	Urgent travel, visa, vessel joining, or medical issues	Within 1 hour
Medium	Operational concerns requiring escalation	Within 4 hours
Low	General non-urgent matters	Next business day



7. Reporting and Escalation Procedures

7.1 Reporting an Emergency

Seafarers, clients, or representatives should provide:

- ☒ Full name of seafarer
- ☒ Vessel name
- ☒ Current location
- ☒ Nature of emergency
- ☒ Immediate assistance required
- ☒ Contact details for follow-up

7.2 Internal Escalation

The duty representative shall:

- ☒ Assess the severity of the situation.
- ☒ Record the incident.
- ☒ In the first instance, attempt to contact the vessel owner, operator, master, or designated company emergency representative and report the matter for their handling in accordance with the vessel emergency procedures.
- ☒ Where contact with the vessel owner or operator is unsuccessful, unavailable, or where additional employer support is required, CrewBridge shall coordinate and manage the response as appropriate.
- ☒ Notify relevant CrewBridge management personnel where necessary.
- ☒ Coordinate external assistance if required.
- ☒ Maintain communication with all relevant parties until the matter is resolved.

7.3 External Authorities

Where required, CrewBridge may notify or cooperate with:

- ☒ Flag State authorities
- ☒ Port State authorities
- ☒ Immigration authorities
- ☒ Medical providers
- ☒ Insurance providers



- ☒ Consular authorities
- ☒ Law enforcement agencies

8. Confidentiality and Data Protection

All personal information obtained during emergency handling shall be:

- ☒ Processed in accordance with applicable data protection laws.
- ☒ Shared only with authorised persons or organisations.
- ☒ Stored securely.
- ☒ Retained only as long as necessary for operational and legal purposes.

9. Record Keeping

CrewBridge shall maintain records of:

- ☒ Emergency calls and communications.
- ☒ Actions taken.
- ☒ Escalation decisions.
- ☒ Outcomes and resolutions.
- ☒ Corrective actions and lessons learned.

Records shall be retained in accordance with company procedures and applicable legal requirements.

10. Distribution and Accessibility

This policy shall be:

- ☒ Made available to all CrewBridge employees.
- ☒ Provided to seafarers upon recruitment or placement.
- ☒ Available electronically upon request.
- ☒ Included within CrewBridge MLC compliance documentation.

Emergency contact details shall be clearly communicated before deployment and maintained up to date.

