**Human Resources – General**

Senior Management recognises that people are the most important asset of the Company and the effective planning and management of human resources is an essential part of providing quality service. No person is to be discriminated against on the grounds of age, gender, sexual orientation, disability, marital status, family status, religion, colour, race, ethnic or national origin. All employees are to be treated with respect, dignity and courtesy. Local employment legislation must be adhered to at all times

It is essential that all personnel understand that their performance contributes to the success of the organisation and appreciate the importance of effective teamwork, commitment and loyalty.

**Human Resources – Shore Employees**

The Company ensures its HR strategies are aligned with business strategy, and that its HR policies and procedures respond to the personal needs of employees and support operating efficiency.

Company policy requires:

* Office-based employees to be qualified in relation to their specific job tasks and responsibilities. All positions must have a detailed job description with the minimum education standards and experience level clearly specified. Appointments are made only on the basis of qualifications, skill, experience and aptitude;
* Senior management are responsible for ensuring that all personnel are aware of the aims of the Company and are properly trained and motivated to achieve its business goals and objectives and have access to the V.Group employment handbook and relevant local sections;
* The maintenance of accurate employee records and effective application of the V.Group performance appraisal system;
* The provision of a training and development programme in order for office personnel to improve their knowledge and experience;
* A structured employee development system and succession plan to ensure that the future management needs of the Company are met;
* Leaders and managers to adopt good people management skills.

Conditions of employment for office-based employees are set out in the Company's contracts of employment. Reward and incentive are linked to individual performance.

**Human Resources – Seafarers**

The Company is committed to the employment of competent and motivated seafarers recognising that this is vital in order to provide the standards of service required by our clients.

Company Policy requires:

* Ensuring that vessels are manned with qualified, experienced, medically fit and competent officers and crew.
* Operating an effective Shipboard Familiarisation process, which ensures all are conversant with the Company Safety & Quality and Environmental & Conservation of Energy
* Compliance with the crew selection and engagement procedure contained in the SMS;
* Ensuring that systematic plans for training and development of seafarers are in place, implemented and followed-up. Training and education conducted shall be properly documented, recorded and the effect shall be measured and evaluated;
* Encouraging individuals to improve and update their knowledge of modern shipboard procedures and to upgrade their certificates;
* Operating a programme for the training of deck and engine cadets;
* The running of regular and effective seminars involving sea and shore staff.

The Seafarers’ Charter outlines the Company’s commitment to seafarers and their basic rights including health, welfare and working conditions.