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Date: 06th Dec 2018

GENERAL CIRCULAR

18/001

TO: The Fleet

SUBJECT: E-mail Communication Protocol

The aim of this General Circular is:

- Try and guide you through to addressing your e-mails to the correct department (s).
- To try and impress upon you to ensure that the e-mail 'Subject' is related to the content of the message.
- **It is not required to acknowledge receipt of every message sent to the vessel unless the sender has specifically requested for it.** (For every message sent to the vessel, we in the Office receive an automated delivery acknowledgement by the e-mail exchange system).

1) For all Cargo related matters - Commercial :

- info@eresnv.com
- Deepak@eresnv.com
- Cc operations@maritectankers.com

2) For all Cargo Operations – Loading Plans / Loading & Discharging Operations:

- operations@maritectankers.com
- Cc qhse@maritectankers.com
- Cc info@eresnv.com

3) For all matters related to Safety / Environmental / Security / Casualty / Accident :

- qhse@maritectankers.com
- Cc technical@maritectankers.com
- Cc operations@maritectankers.com
- Cc crewing@maritectankers.com

- 4) For all Crew related matters:
 - crewing@maritectankers.com
 - Cc. qhse@maritectankers.com (in instances of Accidents / Near Misses / Crew Misbehavior/ Unscheduled Disembarkation)
 - Cc operations@maritectankers.com (in instances of visit to Doctor / Unscheduled Disembarkation / Accidents / Near Misses / Crew Misbehavior)
 - Cc technical@maritectankers.com (in instances of Accidents / Near Misses / Crew Misbehavior/ Unscheduled Disembarkation)
- 5) For all Navigational related matters(ie voyage planning / weather routing):
 - operations@maritectankers.com
 - Cc qhse@maritectankers.com
- 6) For all ISM related matters:
 - qhse@maritectankers.com
 - Cc operations@maritectankers.com (if the matter is related to Vessel's Operation)
 - Cc technical@maritectankers.com (if the matter is related to Certificates and Technical Issues)
 - Cc crewing@maritectankers.com (if the matter is related to Crew)
- 7) For all Technical / Machinery related matters:
 - technical@maritectankers.com
- 8) For ordering all spares / stores / lubes / consumables:
 - purchasing@maritectankers.com
 - Cc technical@maritectankers.com (If requested spares are URGENT or Safety Equipment related)
- 9) For ordering Nautical Charts & Publications :
 - purchasing@maritectankers.com
 - Cc operations@maritectankers.com
 - Cc qhse@maritectankers.com
- 10)For ordering Bunkers (HFO / MGO):
 - purchasing@maritectankers.com
 - operations@maritectankers.com
- 11) For ordering Electronic Charts (ECDIS)- please also refer to GC 15/007:
 - chartservice@transas.com
 - Cc. operations@maritectankers.com
 - Cc purchasing@maritectankers.com)
- 12) Noon Reports / SOF / Cargo Ops Log etc. are to be sent to:
 - operations@maritectankers.com
 - Cc technical@maritectankers.com
- 13) Service Order Requests are to be sent to:
 - technical@maritectankers.com

14) Month End Mail :

- To crewing@maritectankers.com (for all crew related documents)
- Cc technical@maritectankers.com (Work & Rest Hours & Crew overtime sheets)

- To qhse@maritectankers.com (for all the other month end documents)

15) PMS Files (Updated Planned Maintenance Files) are to be sent to:

- PeterV@eresnv.com
- HariomS@maritectankers.com
- technical@maritectankers.com

16) Video Tel (renewal of License Key):

- qhse@maritectankers.com
- Cc Crewing@maritectankers.com

17) All matters related to Gas Detectors :

- technical@maritectankers.com
- Cc qhse@maritectankers.com
- Cc operations@maritectankers.com

18) All matters (Hardware & Software) related to Desktop / Laptop Computers / Printers / Scanners:

- PeterV@eresnv.com
- HariomS@maritectankers.com
- Cc technical@maritectankers.com

19) JOT Erp :

- support@joterp.com
- Cc technical@maritectankers.com
- Cc Operations@maritectankers.com