



Maritec Tanker Management Pvt Ltd

5th Floor, G Wing, Unit No 501, Lotus Corporate Park,
185/ A, Graham Firth Compound, Goregaon (East), Mumbai – 400063. India.
Phone- +91-22-6863 1800; Email: qhse@maritectankers.com

GENERAL CIRCULAR

13/2020

Date: 29th Oct 2020

To: Maritec Managed Ships and Maritec Employees

Subject: Communication Protocol

The **aim** of this General Circular is:

- Provide guidelines on email etiquettes to be followed.
- Provide present correct e-mails and contacts for different matters for faster resolution.

Communication should be carried out only on official designated phone/ mobile phones/ Whatsapp and E-Mails. Communication through non-official methods will not be accounted for official communication.

Section A: E-Mail Etiquette

- 1- Everybody in Maritec Office shall use group emails for correspondence unless it is meant for personal use.
Vessels should address all matters to group emails as described in section C of this circular.
- 2- Include a clear, direct subject line which relates to the body of the message and include the vessel code or name.
Bitu Atlantic – BATL
Bitu Express – BITX
Bitu River – BRVR
Biskra- BISK
Viveka- VIVK
Bahama Blue- BBLU
Morbihan- MORB
Examples of a good subject line include "BBLU- Safety Observation- Attention" or "BISK- Cargo Documents Voy. 07 of 2021"
- 3- Think twice before hitting 'reply all.' – Check or amend the Subject and Recipients.
- 4- Include a signature block at the end of the message that includes all vessel contact details along with name and designation. **DO NOT INCLUDE CITADEL NUMBER.**
- 5- Provide your reader with only the specific information in clear and concise form.
- 6- Use the same font, type size, and color as the rest of the email.
- 7- Use professional salutations. Do not use laid-back, colloquial expressions like, "Hey you guys," "Yo," or "Hi folks."
- 8- Know that people from different cultures speak and write differently. Miscommunication can easily occur because of cultural differences, especially in the writing form when we can't see one another's body language. Use Short sentences and simple English. Organize your paragraphs clearly.
- 9- Proofread every message and recipients carefully.
- 10- It is suggested that recipients of an email address are added just before sending e-mail. Double-check that you have selected the correct recipient.
- 11- Keep check on tone of message. Message should be polite and courteous and answer each question clearly.
- 12- Do not assume the recipient knows what you are talking about. It is always better, esp. when reporting an issue to office to divide message into 3 parts/ paragraphs. First paragraph- what transpired; Second Paragraph- what has been done and Subsequent paragraphs – suggestions for rectification.
- 13- Unless asked to acknowledge, please do not acknowledge receipt of any email. This will reduce the number of emails and ensure better response.



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14- It is always better to summarize instructions given over phone in an email for confirmation.

Sharing Information

Sharing of any information with any 3rd party about company and/or ship irrespective of its importance is strictly forbidden and should be carried out only when permitted by Head of Department for office and Master onboard ship.

EMERGENCY

IN CASE OF EMERGENCY- PLEASE CALL EMERGENCY CONTACT NUMBER FIRST.

If Emergency Contact Number is not answered, for any reason, please contact your superintendent at Maritec followed by Charterer Operations.

Subsequent communication in case of Emergency Situations will then be guided or taken up by Maritec Office.

Routine E-Mails:

	To	CC
Commercial Matter	s.singh@rubis-ame.com dkataria@rubis-ame.com operations@rubisdubai.com Other recipients as per voyage order Bahama Blue will replace recipients listed above with below addresses operations@rubisdubai.com A.Approo@rubis-caribbean.com	operations@maritectankers.com
Cargo Operations and Documents	operations@rubisdubai.com s.singh@rubis-ame.com	operations@maritectankers.com
Safety & Environment	qhse@maritectankers.com	technical@maritectankers.com operations@maritectankers.com
ISM / PSC/ Vetting	qhse@maritectankers.com	technical@maritectankers.com operations@maritectankers.com
Vessel Certification	technical@maritectankers.com	qhse@maritectankers.com
Security	technical@maritectankers.com	
Charts/ Publication & Navigation	operations@maritectankers.com digitalsales@martin.be	qhse@maritectankers.com purchasing@maritectankers.com
Crewing	crewing@maritectankers.com	
MLC	crewing@maritectankers.com	qhse@maritectankers.com
Cash to Master	crewing@maritectankers.com	
Technical	technical@maritectankers.com	
Purchase	Purchasing@maritectankers.com	techical@maritectankers.com
Spares	technical@maritectankers.com	Purchasing@maritectankers.com
Service Requests	technical@maritectankers.com	qhse@maritectankers.com operations@maritectankers.com
Bunkers	operations@rubisdubai.com s.singh@rubis-ame.com	operations@maritectankers.com
Month End	qhse@maritectankers.com	crewing@maritectankers.com technical@maritectankers.com
PMS	support@joterp.com	it@maritectankers.com technical@maritectankers.com
VideoTel	support@videotel.com	qhse@maritectankers.com
Computer/ Communication	it@maritectankers.com	technical@maritectankers.com

Thank You,

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