



# Maritec Tanker Management Pvt Ltd

5<sup>th</sup> 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](mailto:qhse@maritectankers.com)

## **GENERAL CIRCULAR**

**07/2021**

**Date: 15<sup>th</sup> April 2021**

Kindly note that this Circular will replace General Circular 06/2020 dated 29<sup>th</sup> Oct 2020

TO: 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:

#### a) RAME Rubis Asphalt Middle East

- [s.singh@rubis-ame.com](mailto:s.singh@rubis-ame.com)
- [dkataria@rubis-ame.com](mailto:dkataria@rubis-ame.com)
- [operations@rubisdubai.com](mailto:operations@rubisdubai.com)
- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com)

b) Rubis Eastern Caribbean SRL (Only for Bahama Blue)

- [operations@rubisdubai.com](mailto:operations@rubisdubai.com)
- [A.Approo@rubis-caribbean.com](mailto:A.Approo@rubis-caribbean.com)

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

- [operations@rubisdubai.com](mailto:operations@rubisdubai.com)
- Cc [qhse@maritectankers.com](mailto:qhse@maritectankers.com)
- Cc [s.singh@rubis-ame.com](mailto:s.singh@rubis-ame.com)

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

- [qhse@maritectankers.com](mailto:qhse@maritectankers.com)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com)



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- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com)
- Cc [crewing@maritectankers.com](mailto:crewing@maritectankers.com)

#### 4) For all Crew related matters:

- [crewing@maritectankers.com](mailto:crewing@maritectankers.com)
- Cc [ghse@maritectankers.com](mailto:ghse@maritectankers.com) (*In instances of accidents / near misses / crew misbehaviour / Unscheduled Disembarkation*)
- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com) (*in instances of visit to Doctor / unscheduled disembarkation / accidents / near misses / crew misbehaviour*)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com) (*in instances of accidents / near misses / crew misbehaviour / unscheduled disembarkation*)

#### 5) For all Navigational related matters (i.e. voyage planning / weather routing):

- [operations@maritectankers.com](mailto:operations@maritectankers.com)
- Cc [ghse@maritectankers.com](mailto:ghse@maritectankers.com)

#### 6) For all ISM related matters:

- [ghse@maritectankers.com](mailto:ghse@maritectankers.com)
- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com) (*if the matter is related to vessel's operation*)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com) (*if the matter is related to certificates and technical issues*)
- Cc [crewing@maritectankers.com](mailto:crewing@maritectankers.com) (*if the matter is related to crew*)

#### 7) For all Technical / Machinery related matters:

- [technical@maritectankers.com](mailto:technical@maritectankers.com)

#### 8) For inquiring all spares / stores / lubes / consumables:

- [Purchasing@maritectankers.com](mailto:Purchasing@maritectankers.com)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com) (*if requested spares are URGENT or Safety Equipment related.*)

#### 9) For ordering Nautical Charts & Publications :

- [purchasing@maritectankers.com](mailto:purchasing@maritectankers.com)
- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com)
- Cc [ghse@maritectankers.com](mailto:ghse@maritectankers.com)

#### 10) For ordering Bunkers

- [s.singh@rubis-ame.com](mailto:s.singh@rubis-ame.com)
- [operations@maritectankers.com](mailto:operations@maritectankers.com)



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- [operations@rubisdubai.com](mailto:operations@rubisdubai.com)

## 11) For ordering Electronic Charts (ECDIS)

- [digitalsales@martin.be](mailto:digitalsales@martin.be) (For both Transas & Kelvin Hughes ECDIS)
- Cc. [operations@maritectankers.com](mailto:operations@maritectankers.com)
- Cc [purchasing@maritectankers.com](mailto:purchasing@maritectankers.com)

## 12) Noon Reports / SOF / Cargo Ops Log etc. are to be sent to:

- [operations@maritectankers.com](mailto:operations@maritectankers.com)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com)

## 13) Service Order Requests are to be sent to:

- [technical@maritectankers.com](mailto:technical@maritectankers.com)

## 14) Month End Mail:

- [crewing@maritectankers.com](mailto:crewing@maritectankers.com) ( for all crew related documents)
- [technical@maritectankers.com](mailto:technical@maritectankers.com) (Work & Rest Hours & Crew overtime sheets and EOM docs related to technical department)
- [qhse@maritectankers.com](mailto:qhse@maritectankers.com) (for all the other month end documents related to QHSE)

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

- [support@joterp.com](mailto:support@joterp.com)
- [it@maritectankers.com](mailto:it@maritectankers.com)
- [technical@maritectankers.com](mailto:technical@maritectankers.com)

## 16) VideoTel (renewal of License Key):

- [support@vidotel.com](mailto:support@vidotel.com)
- Cc [qhse@maritectankers.com](mailto:qhse@maritectankers.com)

## 17) All matters related to Gas Detectors :

- [technical@maritectankers.com](mailto:technical@maritectankers.com)
- Cc [qhse@maritectankers.com](mailto:qhse@maritectankers.com)
- Cc [operations@maritectankers.com](mailto:operations@maritectankers.com)

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

- [it@maritectankers.com](mailto:it@maritectankers.com)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com)



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19)JOT Erp:

- [support@joterp.com](mailto:support@joterp.com)
- Cc [technical@maritectankers.com](mailto:technical@maritectankers.com)
- Cc [Operations@maritectankers.com](mailto:Operations@maritectankers.com)

## E-Mail Etiquette

- 1- Everybody will use group emails for correspondence unless it is meant for personal use.
- 2- Include a clear, direct subject line which relates to the body of the message. Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal."
- 3- Think twice before hitting 'reply all.' – Check or amend the Subject and recipients.
- 4- Include a signature block.
- 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. Don't 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. Tailor your message to the receiver's cultural background or how well you know them.
- 9- Reply to your emails--even if the email wasn't intended for you.
- 10- Proofread every message and recipients carefully.
- 11- Add the email address last. "You don't want to send an email accidentally before you have finished writing and proofing the message, Even when you are replying to a message, it's a good precaution to delete the recipient's address and insert it only when you are sure the message is ready to be sent."
- 12- Double-check that you've selected the correct recipient.
- 13- Keep check on your tone.
- 14- Every electronic message leaves a trail.
- 15- Don't assume the recipient knows what you are talking about.

## Sharing Information

We at Maritec have all information readily available to all of us. Some of these are critical. Access to any information pertaining to Maritec by any 3<sup>rd</sup> party is not desirable. As precautionary measure and to get in groove, each individual should check with their HOD if the information seeked can be shared. To help us get habituated, for time being, sharing of information ESP files etc. should be done by HOD approval even for inter department access.

Thank You,

Maritec Tanker Management Pvt Ltd