



The Peel Entertainment Group Statement of MLC 2006 compliance

The Peel Entertainment Group Seafarer's Recruitment and Placement Services fully comply with regulation set by MLC 2006.

We are committed to the following points which are emphasised in both our strategy and operations:

- We will not recruit seafarers who are younger than 18 years
- We will not charge seafarers for recruitment costs.
- Costs of passport, Seaman's book, and STCW documents appropriate for the rank - remain seafarer's costs.
- We ensure that ship-owners have both proactive and reactive means in place to protect seafarers from being stranded in a foreign port.
- Our Client's (Employers/Owners) undertake to insure fully with P&I Club all personnel on board from the time of their departure from the port of recruitment till their repatriation to their home port. Furthermore, to effect coverage for industrial injury and death as per the terms of the employment agreement.
- We offer to seafarer's families all possible advice they may need (within legal possibilities and not against seafarer's will) and company guarantees that seafarer's families requests and information addressed to seafarers will be passed to them at no cost without delay.
- We don't use lists or mechanisms intended to prevent or deter seafarers from gaining employment for which they are qualified.
- We operate an appropriate on-board complaint procedure (including required contact details) is always available for the seafarer.
- We ensure that the Seafarers employer will provide adequate timing and support relating to the development and issue of seafarer employment agreements.



peel

the peel entertainment group

- We have a complaint procedure in place for handling of seafarer complaints.
- Employment on board of vessels flying the flag of the state, which did not ratify the MLC 2006 shall be notified to seafarer and possible problems clearly identified.
- We will ensure a system of protection to compensate Seafarers for loss that may incur as a result of the failure of the Recruitment and Placement Service or Shipowner.

10/3/20.

Alan Cutler
(Deputy Managing Director)

Seafarer's Complaints Procedure

At The Peel Entertainment Group we are committed to ensuring the welfare of our sea farers and accordance with title 1.4 of the MLC 2006 policy which the MLC applies, employ a clear Seafarer complaints procedure.

With that in mind, the Seafarer will always have the option to follow the ship owners onboard complaints procedure or contact the DPA if they see fit. If this does occur, The Peel Entertainment Group will offer transparency with any prior communication relating to the complaint.

If somebody has a grievance or complaint they should raise awareness within 7 days. This time period can be extended with appropriate justification for the delay.

Complaints can be raised in written form, email or verbally. If a verbal complaint is made, written notes must be taken.

The below outlines our complaints procedure

STAGE ONE

The Seafarer should raise the matter with Line Manager or Cruise Director verbally. Should the matter not be resolved you should pursue to stage two:

STAGE TWO

Complaint raised In writing to Line Manager, PEEL Head of Operations or PEEL Compliance Manager who will reply within ten working days.

PEEL Head of Operations can be contacted on the below:

E- Mail – CruiseOps@peelentertainment.com

Phone – 01756796176 or 07718107630

Postal – Pinetum, Broughton Hall, Skipton, North Yorkshire, BD23 3AE

PEEL Compliance Manager can be contacted on the below:

E- Mail – recruitment@peelentertainment.com

Phone – 01756796176

Postal – Pinetum, Broughton Hall, Skipton, North Yorkshire, BD23 3AE

We are confident that above will address the situation and from it any necessary corrective and preventive actions identified during complaint investigation will be implemented. However, if the Seafarer is unsatisfied they should be reminded of below.

The Maritime Coastguard Agency

At any point throughout the process the seafarer may contact the MLC Department at The Maritime Coastguard Agency using the details below. Included in this action should be full details of any previous correspondence.

Website: www.mcga.gov.uk

Email: mlc@mcga.gov.uk

Postal: Spring Place, 105 Commercial Road, Southampton, SO15 1EG

Telephone (main switchboard) +44 203 817 2000

Notes of Importance

Seafarers can be accompanied at all stages of the complaints procedure should they wish.

Any meetings of this nature should be in working hours, in an office environment and to have a witness present.

Appropriate notes will be taken and saved to team files.

For any complaint of any nature, opinions and feelings are kept out of the conversation and investigation must remain confidential.