



## SEAFARERS

### MARITIME LABOUR CONVENTION, 2006 (MLC)

LSP Renewables Ltd ("LSP") will be compliant with the provisions of the Maritime Labour Convention, 2006 (MLC) with respect to recruiting and placement of seafarers as detailed in Article 1.4 of the convention and as required under United Kingdom Legislation.

This requires LSP:

1. Not to maintain a blacklist to prevent individual seafarers from gaining employment with LSP and/or elsewhere.
2. To require that no fees or other charges for seafarer recruitment or placement or for providing employment to seafarers are borne directly or indirectly, in whole or in part, by the seafarer other than the cost of the seafarer obtaining a national statutory medical certificate, the national seafarer's book and a passport or other similar personal travel documents
3. To inform seafarers of their rights and duties under their seafarer employment agreements prior to engagement.
4. To use its best efforts to ensure that the seafarer recruited and/or placed by LSP have the correct qualifications for the job and undertake reference checks.
5. To examine and respond to any seafarer complaint.

### COMPLAINTS POLICY

#### 1. Introduction

LSP follow strict standards in order to ensure all seafarers that LSP supply to our clients are of the highest professional and personal calibre. LSP take seriously any concerns raised by any seafarer.

This policy gives details of what action LSP will take when concerns are raised with us.

#### 2. Scope of the policy

This policy applies to all seafarers.

Any seafarer who wishes to raise a concern regarding their conditions at work (or similar) should do so through LSP.

#### 3. Complaints

If LSP receive a complaint from a seafarer, LSP will explain LSP's procedures for handling complaints and ask the seafarer in question if they would like LSP to commence a process accordingly.

#### 4. Internal investigation procedures

Where appropriate, LSP will undertake an internal investigation into the complaint. The complaint should be communicated to LSP by telephone and/or in writing by email to explain the nature of the complaint and how it has arisen.

It is LSP's utmost priority that incidents and complaints are dealt with in a fair manner. To ensure the complainant is kept informed at all stages of the process, reports are issued either verbally or in writing. Support is given to both parties until a satisfactory conclusion is reached. Please be assured that should a seafarer raise a complaint, for any reason, it will not result in the seafarer receiving any less favourable treatment that if the seafarer had not raised the complaint.

### How can you contact LSP?

To contact LSP with any queries around this complaints policy, you can contact LSP in the following ways:

**Post:** LSP Renewables Limited, Imperial House, 21-25 North Street, Bromley, Kent BR1 1SD United Kingdom

**Telephone:** +44 (0)203 905 6222

**Email:** [hello@lsprenewables.com](mailto:hello@lsprenewables.com)

Please note LSP may keep a record of your communications to help LSP resolve any issues, which you raise.

If the seafarer still remains unsatisfied, the seafarer can appeal to the Maritime and Coastguard Agency (MCA) with their complaint.

### How can a seafarer contact the supervisory authority?

The supervisory authority in the UK is the Maritime & Coastguard Agency (MCA) and can be contacted in the following ways:

**Phone:** +44 (0)20 3817 2000

**Email:** [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

**Post:** Maritime & Coastguard Agency, Spring Place, 105 Commercial Road, Southampton, SO15 1EG

To increase transparency and to help seafarers be informed of their rights under their contract prior to the start of their engagement, please find some general terms that would apply to your engagement. The specific details relating to the actual engagement would be confirmed when an assignment is offered.

View an example of a seafarer employment agreement [here](#).