



GUIDE FOR

CERTIFICATION OF SEAFARER RECRUITMENT AND PLACEMENT SERVICE PROVIDERS

AUGUST 2011

**American Bureau of Shipping
Incorporated by Act of Legislature of
the State of New York 1862**

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Foreword

This *ABS Guide for Certification of Recruitment and Placement Service Providers*, hereafter referred to as “this Guide”, has been developed with the objective of establishing the minimum requirements expected of those agencies providing manning services for vessels subject to the International Labour Organization Maritime Labour Convention, 2006.

The requirements in this Guide are based on industry recognized quality management system principles and are in addition to the requirements of the ILO Maritime Labour Convention, 2006, hereafter referred to as “the Convention”.

Nothing in this Guide is intended to supersede any portion of the Convention. Where conflict may arise between this Guide and the Convention, the requirement of the Convention is to have precedence.

Users of this Guide are welcomed to contact ABS with any questions or comments concerning this Guide. Users are also advised to check periodically on the ABS website www.eagle.org to verify that this version of the Guide is current. Comments or suggestions can be sent electronically to rsd@eagle.org

The effective date of this Guide is the first day of the month of publication.



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SECTION 1 General

1 Terms and Definitions

Audit – Systematic, independent, and documented process for obtaining and evaluating objective evidence through a sampling process to determine the extent to which “audit criteria” are fulfilled.

Auditor – Person with the competence to conduct an audit.

Certification (MLC) – The decision by ABS that the Company’s management system meets the applicable requirements of the *ABS Guide for Certification of Seafarer Recruitment and Placement Service Providers* and the Convention.

Continual Improvement – The recurring process of enhancing the management system in order to achieve best management practices and other improvements in overall performance of the management system.

Convention – Means the International Labour Organization Maritime Labour Convention, 2006 (MLC, 2006).

Corrective Action – Action to eliminate the cause of a detected deficiency or other undesirable situation.

Competent Authority – Means the Minister, government department, or other authority having power to issue and enforce regulations, orders, or other instructions having the force of law in respect of the subject matter of the provision concerned.

Customer – Company or person that receives a product or service.

Customer Satisfaction – Perception of the degree to which the Customer’s requirements have been fulfilled.

Internal Audit – Systematic, independent, and documented process for obtaining and evaluating objective evidence through a sampling process to determine the extent to which the management system audit criteria are fulfilled.

Interested Parties – Person or group, inside or outside the workplace, concerned with or affected by the performance of the Company.

Major Nonconformity – The identifiable deviation where there are grounds to believe that deficiencies constitute a serious breach of the requirements of the Convention (including seafarers’ rights), or represent a significant danger to seafarers’ safety, health, and/or security.

Management System – The interrelated or interacting processes used to direct and control a Company.

Manning Agency – See “Seafarer Recruitment and Placement Service”.

Maritime Labour Convention, 2006 – The comprehensive International Labour Convention adopted on 23 February 2006, which defines seafarers’ rights to decent conditions of work on a wide range of subjects. Also referred to as “the Convention”.

Objective – A goal stated in terms of the management system’s performance that the Company sets itself to achieve.

Objective Evidence – Means quantitative or qualitative information, records, or statements of fact based on observation, measurement, or testing that can be verified.

Observation – Means a statement of fact made during a management audit and substantiated by objective evidence.

Preventive Action – Action to eliminate the cause of a potential non-conformity or other undesirable potential situation.