
Service Department Code of Conduct

In accordance with Resolution MSC.402(96) (2016) *Requirements for Maintenance, Thorough Examination, Operational Testing, Overhaul and Repair of Lifeboats and Rescue Boats, Launching Appliances and Release Gear*, and IACS UR Z17, Rev. 18 (2023) *Procedural Requirements for Service Suppliers*, authorized service providers are required to have a “code of conduct for personnel involved in the relevant activity”. By definition, a code of conduct is a set of rules that members of an organization or people with a particular job or position must follow. More specifically, a code of conduct establishes guidelines for behaviors and interaction with stakeholders that typically addresses honesty, integrity, and quality compliance with standards, and are aligned with organizational mission, vision, and values.

Consistent with our organizational values of Trust & Respect, Dynamics, and Flexibility, service engineers are ambassadors and the front face of SIA Garant Safety to our customers. Our behaviors and actions represent who we are as a company, and we are responsible for maintaining the integrity and reputation of our organization through ownership, professionalism, and transparency. This code of conduct provides the basic framework for our behaviors and interaction with stakeholders and is required for all service personnel. Our code of conduct is enacted in conjunction with all associated guidance that dictates expectations and obligations for service line provisions offered by SIA Garant Safety. While this list is not all inclusive, it provides the foundation for who we are and how we act.

Ownership:

As service engineers, we are responsible for the availability and readiness of firefighting systems and Life Saving Appliances in the event of mishaps, and directly contribute to the safety of life at sea. As engineers, we must:

- be prepared to professionally complete service actions which include testing, inspecting, calibrating, aligning, removing, replacing, and repairing of systems we are qualified and authorized on, either through intensive internal training or manufacturer training.
- ensure that we, as engineers, understand that ownership begins with notification of the service order and is completed when the vessel has all operationally ready systems for use in emergency situations. As engineers, we professionally coordinate with our operations personnel, crew, flag administration and classification society surveyors to ensure the highest level of readiness in all phases of our service behaviors.
- own every step and action we complete in our processes and must maintain the highest standards of conduct. We treat every service action with a sober view of the reality that someone’s life depends on it.
- collect artifacts and evidence of our works to validate quality outcomes.

Professionalism:

Professionalism is the true mark of an expert — a master of his or her trade. As engineers, we must:

- maintain objectivity in our actions, linking our behaviors to all levels of guidance to include, but not limited to, United Nations, International Maritime Organization, Flag Administration, Classification Society, SIA Garant Safety, and manufacturer requirements.
- obtain and maintain a high degree of skill and proficiency on our systems to ensure the highest quality service.
- professionally communicate with our operations personnel, crew, and higher authority surveyors about inspection outcomes and recommended ways ahead should shortfalls arise.
- keep operations personnel, crew, and higher authority surveyors abreast of service statuses.

- Notification sequence to stakeholders is:
 1. Operations personnel to maintain positive communication and assist in problem resolution,
 2. Vessel crew to ensure the points of contact are aware of the status of their systems, and
 3. Higher authority surveyors as we are extensions of their certificates from flag administrations and classification societies.
- ensure we have and follow operational guidance to include strategic guidance, internal directives and manufacturer requirements.
- conduct ourselves and perform service in accordance with established standards of behavior.
- be a major stakeholder in problem resolution by providing timely, accurate, and detailed information for operations personnel to act on, and prepared to restore systems to fully operational capabilities.
- maintain positive control of our work environments, both on and off vessels, to ensure the safety of personnel and operational capability of systems.
- treat all stakeholders with dignity and respect.

Transparency:

As engineers, our words and actions provide assurance of our service quality. Our certificates and checklists are written evidence of our inspections, maintenance actions, and outcomes on an official document. As keepers of the standard, we must:

- communicate clearly, concisely, and professionally with stakeholders to include scope of works and expected timelines.
- ensure stakeholders understand system status during and following service actions, and ways ahead.
- maintain communication integrity by ensuring checklists and certificates represent the true status of the equipment, and verbally closing the loop with stakeholders. System shortfalls must not be a “surprise” when certificates are completed and delivered to crew and higher authority stakeholders for review and action. Additionally, ways ahead from operations personnel must be included in service outbriefs, such as coordinated follow-on maintenance.
- concisely document equipment statuses, maximizing opportunities to tell the complete story of services. The thorough use of strategic guidance, manufacturer manuals, internal processes, checklists, certificates, comments, technical reports, daily updates, and completion briefings are key to stakeholders’ understanding of what occurred, what needs to occur, and the status of their systems.