

## ***Ship Registry Policy***

***It is the policy of the Isle of Man Ship Registry to provide a service compliant with the principles of quality assurance and environmental responsibility which promotes the expansion and diversification of the Isle of Man shipping sector and the employment of Island residents by registering quality ships and facilitating the establishment of marine enterprises. Management of our processes, production, and human resources is conducted such that, wherever possible, negative environmental impacts associated with our work are minimised.***

The Isle of Man Ship Registry achieves this by:

### **1 Maintaining and developing a first class Ship Registry by:**

- Ensuring that no ship is accepted for registry until it has been deemed suitable for registry in the Island;
- Maintaining the highest standards of manning, equipment, structure, and operational practices in Manx ships. Ensuring that any ship which fails to maintain the high standards expected of a Manx ship is brought up to standard or removed from the register quickly;
- Ensuring that the registry process is undertaken efficiently while maintaining the absolute integrity of the Register;
- Ensuring that any seafarer complaint originating from a Manx ship is addressed quickly, sympathetically and effectively and that the needs of seafarers serving on Manx ships are always recognised;
- Conducting surveys, inspections and audits efficiently and with respect for the environment, the ship, her crew and her owners and managers;
- Producing legislation to implement international and national requirements for shipping in a timely and useful manner;
- Continued participation by the Isle of Man Ship Registry in international fora where its views can be expressed.
- Ensuring that a high standard of administrative support is maintained to allow the Ship Registry to operate at an acceptable standard.

## **2 Continuously seeking improvements in its own performance by:**

- Ensuring the needs of the individual are recognised and supported in line with the goals of the Isle of Man Ship Registry and arranging regular and effective one to one appraisals of staff.
- Making regular contact with customers to listen to and respond to their needs and requirements, evaluating the levels of service that are provided in order to identify and instigate improvements.
- Setting objectives for the Isle of Man Ship Registry that are realistic and regularly reviewed at Management Review
- The use of quality management and environmental management principles to ensure that effective planning and reviewing allows the Isle of Man Ship Registry to be ready to meet future developments and challenges in the Maritime Industry.
- Complying with relevant environmental legislation, regulation and industry codes of practice.
- A commitment to preventing pollution wherever possible and minimising environmental impacts concerning our activities, products and services.

## **3 Encouraging new shipping business by:**

- Maintaining a marketing plan designed to target suitable shipping businesses and demonstrate to them the benefits of being flagged with, and conducting business in the Isle of Man.

Isle of Man Ship Registry, July 2014.

Approved by Dick Welsh, Director, Isle of Man Ship Registry