1.0 Introduction

Welcome to your Offshore Operating Manual. Contained within this manual are procedures designed to assist Unit Managers fulfil their required roles in the management of their location.

These procedures provide the framework for governing the offshore crews in the provision of catering and support services to offshore installations and vessels, including those required by ISO 9001, ISO 14001 and ISO 45001 2018

The content covers all matters of policy, required procedures and standards of operation. The additional resources which are referred to in the text are as follows:

* Energy General Risk Assessment
* Safe Work Procedures
* Manufacturers Safety Data Sheets
* Compass Recipe Standards
* Employee Handbook

The Offshore Operating Manual shall be controlled and authorised by the Business Director— Offshore in conjunction with HSEQ Management Review Meetings.

The effective implementation of the procedures shall be the responsibility of the Unit Manager. The monitoring of compliance shall be the responsibility of the Operations Director.

The Offshore Operating Manual is issued to offshore installations and signed as received to the unit by the receiving manager.

"Controlled" manuals shall be updated as amendments are made. "Uncontrolled" copies of the manual shall be issued as correct at date of receipt but will not be updated.

|  |  |
| --- | --- |
| Controlled I Uncontrolled Copy: |  |
| Unit: |  |
| Unit Number: |  |
| Receiving Manager: |  |
| Receiving Manager Signature: |  |

The master copy of this document is retained in the HSEQ Department

COPYRIGHT STATEMENT

© ESS Support Services Worldwide 2021. All rights reserved. No copies or part copies of this document shall be made without the express written permission of the undersigned.

Signed: *Ronnie Kelman* - Business Director Offshore Date: January 2022

1.1 Index

|  |  |  |  |
| --- | --- | --- | --- |
| SECTION | PROCEDURE | NO. | ISSUE NO. |
| 1. INDEX
 | Introduction | 1.0 | 10.0 |
|  | Index | 1.1 | 10.0 |
| 1. TRIP ROUTINE
 | Trip Routine | 2.0 | 10.0 |
|  | Daily Tasks | 2.1 | 10.0 |
|  | Each Trip Tasks | 2.2 | 10.0 |
|  | Each Food Delivery Tasks | 2.3 | 10.0 |
|  | Financial Management Tasks | 2.4 | 10.0 |
|  | As Required Tasks | 2.5 | 10.0 |
|  | Trip Routine Appendix | 2.6 | 10.0 |
| 1. HSE
 | Health, Safety & Environment | 3.0 | 10.0 |
|  | Company HSE Organisation | 3.1 | 10.0 |
|  | Organisation Chart | 3.2 | 10.0 |
|  | Legal Requirements | 3.3 | 10.0 |
|  | Communication of HSE Policy & Procedures | 3.4 | 10.0 |
|  | HSEQ Objectives & Plans | 3.5 | 10.0 |
|  | Cleaning | 3.6 | 10.0 |
|  | Equipment & Premises Safety | 3.7 | 10.0 |
|  | Container Safety | 3.8 | 10.0 |
|  | COSHH | 3.9 | 10.0 |
|  | COSHH Instructions for Completion | 3.10 | 10.0 |
|  | Personal Protective Equipment | 3.11 | 10.0 |
|  | Hazard Spotting / Near Miss Reporting | 3.12 | 10.0 |
|  | Pro-active Behaviour Monitoring | 3.13 | 10.0 |
|  | HSE Meetings | 3.14 | 10.0 |
|  | Occupational HSE Themes | 3.15 | 10.0 |
|  | Toolbox Talk Form (SCIS) | 3.16 | 10.0 |
|  | Accident I Incident Reporting | 3.17 | 10.0 |
|  | Accident I Incident Investigation | 3.18 | 10.0 |
|  | Liaison with Client | 3.19 | 10.0 |
|  | HSEQ Visit | 3.20 | 10.0 |
|  | Hazard Identification and Risk Assessment | 3.21 | 10.0 |
|  | Risk Rating System | 3.22 | 10.0 |
|  | Managing Stress | 3.23 | 10.0 |

|  |  |  |  |
| --- | --- | --- | --- |
| SECTION | PROCEDURE | NO. | ISSUE NO. |
|  | Manual Handling Assessment | 3.24 | 10.0 |
|  | Display Screen Equipment | 3.25 | 10.0 |
|  | Working Beyond Tour of Duty | 3.26 | 10.0 |
|  | Knife Safety | 3.27 | 10.0 |
|  | Assessing Unit Safety Performance | 3.28 | 10.0 |
|  | Working at Height | 3.29 | 10.0 |
|  | Health & Safety Appendix | 3.30 | 10.0 |
| 1. TRAINING
 | Training | 4.0 | 10.0 |
|  | Induction Procedures | 4.1 | 10.0 |
|  | Onshore Induction | 4.2 | 10.0 |
|  | Offshore Induction | 4.3 | 10.0 |
|  | Core Training | 4.4 | 10.0 |
|  | Job Training | 4.5 | 10.0 |
|  | Knife Training & Competence | 4.5.1 | 10.0 |
|  | Competence Assessment | 4.6 | 10.0 |
|  | Personal Development | 4.7 | 10.0 |
|  | Training Appendix | 4.8 | 10.0 |
| 1. ACCOMMODATION
 | Accommodation Service | 5.0 | 10.0 |
|  | Cabin Presentation Standards | 5.1 | 10.0 |
|  | Cabin Cleaning Frequency Guidelines | 5.2 | 10.0 |
|  | Cabin Cleaning Routine | 5.2.1 | 10.0 |
|  | Alleyways & Public Areas | 5.3 | 10.0 |
|  | Laundry Standards | 5.4 | 10.0 |
|  | Preventing Laundry Fires | 5.4.1 | 10.0 |
|  | Laundry Cleaning Frequency Guidelines | 5.5 | 10.0 |
|  | Recreation Area Standards | 5.6 | 10.0 |
|  | Recreation Area Cleaning Frequency | 5.7 | 10.0 |
|  | Locker Room and Tea Point Standards | 5.8 | 10.0 |
|  | Locker Room Cleaning Frequency | 5.9 | 10.0 |
|  | Tea Point Cleaning Frequency | 5.10 | 10.0 |
|  | Toilet Area Cleaning Frequency | 5.11 | 10.0 |
|  | Cleaning Materials, Machinery & Equipment | 5.12 | 10.0 |
|  | Office Presentation Standards | 5.13 | 10.0 |
|  | Office Cleaning Frequency Guidelines | 5.14 | 10.0 |

|  |  |  |  |
| --- | --- | --- | --- |
| SECTION | PROCEDURE | NO. | ISSUE NO. |
|  | Hygiene & Safety Inspection | 5.15 | 10.0 |
|  | Deep Cleaning Safety | 5.16 | 10.0 |
| 1. MESSROOM
 | Mess room Service | 6.0 | 10.0 |
|  | Mess room Presentation | 6.1 | 10.0 |
|  | Mess room Cleaning | 6.2 | 10.0 |
|  | Cleaning Materials - Mess room | 6.3 | 10.0 |
| 1. FOOD SAFETY MANAGEMENT SYSTEM
 | Food Safety Management System | 7.0 | 10.0 |
|  | Hazard Analysis and Critical Control Points | 7.1 | 10.0 |
|  | Personal Hygiene | 7.2 | 10.0 |
|  | Temperature Checks | 7.3 | 10.0 |
|  | Food Ordering | 7.4 | 10.0 |
|  | Receiving Food Supplies | 7.5 | 10.0 |
|  | Food Storage | 7.6 | 10.0 |
|  | Food Production | 7.7 | 10.0 |
|  | Retention of Food Samples | 7.8 | 10.0 |
|  | Glass Policy | 7.9 | 10.0 |
|  | Food Service and Presentation | 7.10 | 10.0 |
|  | Wash-Up Waste Disposal | 7.11 | 10.0 |
|  | Galley Cleaning | 7.12 | 10.0 |
|  | Storage Area Cleaning | 7.13 | 10.0 |
|  | Cleaning Materials - Galley | 7.14 | 10.0 |
|  | Hygiene & Safety Inspection | 7.15 | 10.0 |
|  | Suspected Food Poisoning | 7.16 | 10.0 |
|  | Foreign Materials in Food | 7.17 | 10.0 |
|  | Galley Appendix | 7.18 | 10.0 |
| 1. PURCHASING & FM
 | Purchasing & Facilities Management | 8.0 | 10.0 |
|  | Food Stock Purchasing | 8.1 | 10.0 |
|  | Cleaning Materials & Equipment | 8.2 | 10.0 |
|  | Bond Shop Purchasing | 8.3 | 10.0 |
|  | Uniform Purchasing | 8.4 | 10.0 |
|  | Bedding & Equipment Orders | 8.5 | 10.0 |
|  | Special Projects (Refurbishment & Capital | 8.6 | 10.0 |
|  | Equipment) |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| SECTION | PROCEDURE | NO. | ISSUE NO. |
|  | Returning Items to Shore | 8.7 | 10.0 |
|  | Purchasing & Facilities Appendix | 8.8 | 10.0 |
| 1. PEOPLE MANAGEMENT
 | People Management | 9.0 | 10.0 |
|  | Uniform Standards | 9.1 | 10.0 |
|  | Labour Deployment | 9.2 | 10.0 |
|  | Labour Deployment - Task Analysis | 9.3 | 10.0 |
|  | Communications | 9.4 | 10.0 |