
INTERNATIONAL LABOUR ORGANIZATION
Sectoral Activities Programme

**Sub-Group of the High-Level
Tripartite Working Group
on Maritime Labour Standards
(first meeting)**

Duplicative or contradictory text in
the existing maritime instruments

Geneva, 2002



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Working paper for discussion at the

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Background

1. At its first meeting in December 2001, the High-Level Tripartite Working Group on Maritime Labour Standards noted that the “new instrument should set out standards that are clear, simple, easy to ratify and easy to implement”.¹ To this end, the Working Group recommended that the Sub-Group should develop “the main elements of the instrument, including identifying where existing provisions overlap or conflict and making appropriate recommendations”.²
2. According to the recommendation of the Working Group, this report seeks to identify duplicative or contradictory texts in the existing maritime Conventions and Recommendations of the ILO. To that end, all the maritime instruments – 39 maritime Conventions, a Protocol and 28 Recommendations – regardless of whether they have been revised or classified as obsolete, were reviewed. To the extent that some instruments reviewed are revising Conventions and Recommendations, some duplication is inevitable as the revised Conventions have not yet been abrogated or withdrawn.
3. The final provisions of the Conventions are included in this examination. By their very nature, they are required to be included in a standard manner, except for entry into force requirements which have been different for maritime Conventions in general although there are exceptions which follow ILO standard final clauses requirements.

Conventions

Definition

4. Forty-seven terms are defined in 26 of the ILO maritime Conventions, including the terms “seafarer” (seaman) and “vessel” (ship), while 13 Conventions and a Protocol do not have any provisions concerning the definition of terms. Twenty-three of the abovementioned 47 terms do not pose any problems of duplication or contradiction because they were defined by only one Convention. These terms are as follows:

navigating officer in charge of a watch, chief engineer, engineer officer in charge of a watch, ship’s cook, adult, occupational accident, year, complaint, welfare facilities and services, Member, legislation, survivors, competent Member, residence and resident, temporary resident, non-contributory, refugee, stateless person, inspector, legal provision, seafarers’ working and living conditions, recruitment and placement service, hours of rest.

5. Twenty-four terms were defined by two or more Conventions. Of these 24 terms, however, it is principally the terms “seafarer” and “vessel” that present a problem of duplication or variation. With the exception of the terms “seafarer” and “vessel”, almost all the other terms defined by the original Conventions were simply reproduced in the revised Conventions. These terms are as follows:

¹ ILO: *Final report*, High-Level Tripartite Working Group on Maritime Labour Standards, doc. TWGMLS/2001/10 (Geneva, 2001), p. 23.

² *ibid.*, p. 27.

passenger ship, home trade vessel, near trade ship, distant trade ship, tons, master, officer, rating, Central Coordinating Authority, competent authority, shipowner, hours of work, night, registered (re-registered), petty officer, crew accommodation, prescribed, approved, basic pay or wages, able seaman, dependant, repatriation.

6. Sixteen Conventions define “seafarer” (seaman), with three pairs of them – Conventions Nos. 22 and 23, 70 and 71, and 164 and 166 – providing the same definition. Therefore, there are 13 different definitions of “seafarer” in the maritime Conventions of the ILO. The various definitions of “seafarer” serve the different goals and scope of the individual Conventions, and vary widely. The variety of the definition relates essentially to the range of exclusion of vessels on board which seafarers are employed.
7. Compared with the definition of “seafarer”, the definition of “vessel”, which is provided for in ten Conventions, is more homogeneous. There are only three different definitions in the ten Conventions – one applies to five Conventions, one to three and one to two – and they are all very similar.

Scope of application

8. There is also a wide variety of provisions concerning scope of application in maritime Conventions. It is natural that the scope of application of these Conventions should vary so widely as their targets differ considerably. However, it is necessary for a new consolidated Convention to take these various provisions into account and make the necessary adjustments.
9. Thirty maritime Conventions have provisions relating to scope of application. Ten of those Conventions only apply to specified persons, including seafarers, and 11 Conventions only apply to specified vessels. However, nine Conventions apply to both specified persons and vessels. Therefore, 19 Conventions apply to persons and 20 Conventions apply to vessels.
10. Three pairs of the Conventions – Nos. 22 and 23, 72 and 91 and 76 and 93 – have the same scope of application provisions. Also, certain parts of the scope of application provisions of some Conventions are similar to those of other Conventions. These can be grouped as follows: Conventions Nos. 70, 71, 72, 73, 75, 76, 93 and 109; Conventions Nos. 75 and 133; and Conventions Nos. 164, 166 and 180.
11. The variety of provisions on the scope of application of the Conventions is mainly connected with exclusions of certain types of vessels on which seafarers are employed and the vessels themselves. Some Conventions – Nos. 56, 75, 164, 165, 166, 178 and 180 – extend their scope of application to commercial maritime fishing.

Substantive provisions

12. As regards substantive provisions, there is considerable overlap in the maritime Conventions, although each Convention has its own individual provisions. In general, Conventions Nos. 22, 68, 73, 108, 134, 145, 164 and the Protocol to Convention No. 147 have more specific provisions than the other Conventions. The following focuses on the overlapping substantive provisions in maritime Conventions.
13. Four maritime Conventions prescribe a minimum age for seafarers. Convention No. 7 prescribes 14 years as the minimum age, Convention No. 58 prescribes 15 years, Convention No. 180 prescribes 16 years and Convention No. 15 prescribes 18 years. But

these minimum ages do not apply to persons who work on school-ships or training-ships, as permitted in accordance with Convention No. 138.

14. Some maritime Conventions prescribe that member States shall determine the form of documents for a specific purpose, for example, articles of agreement (No. 22), identity documents (No. 108), standard medical report forms (No. 164) and the format of the records of seafarers' hours of work (No. 180).
15. Concerning the recruitment and placement of seafarers, three maritime Conventions (Nos. 9, 22 and 179) contain relevant Articles. These Conventions cover similar subjects: recruitment and placement services, charges for service and obligations of Members. The details of the provisions are relatively similar.
16. Five Conventions – Nos. 23, 55, 70, 165 and 166 – have provisions concerning the repatriation of seafarers. The main issues covered by these Conventions are: conditions of entitlement to repatriation, the destination of repatriation, the body responsible for bearing the expenses of repatriation, and details of expenses for repatriation. Convention No. 166, the most recent instrument, prescribes repatriation in detail, while other Conventions provide for certain aspects of it.
17. The issue of seafarers' annual leave with pay is covered by Conventions Nos. 54, 72, 91, 146 and 166. These Conventions deal with various issues relating to annual leave, such as conditions of entitlement to annual leave with pay, duration of annual leave, the place at which the leave is to be given, etc. All Conventions have the same provision concerning appropriate remuneration in case of leaving the service before taking leave. In general, there is much duplication or variation among these Conventions.
18. Another five Conventions – Nos. 8, 55, 56, 70 and 165 – deal with social security for seafarers. These Conventions prescribe several kinds of benefits, conditions of entitlement to the benefits, contributions, etc. There are also considerable differences and much overlap among these Conventions.
19. Concerning wages, hours of work and manning, Conventions Nos. 57, 76, 93, 109 and 180 prescribe relevant provisions such as the basic wage of an able seaman, maximum hours of work and minimum hours of rest, overtime, compensation for overtime and basic principles of manning. These Conventions have many points in common, though there are some differences on specific points such as hours of work.
20. Three maritime Conventions provide for crew accommodation on board ships, covering such aspects as location, means of access, structure and arrangement, etc. Conventions Nos. 75 and 92 have common provisions while Convention No. 133 has quite different provisions.
21. Conventions Nos. 75, 92 and 164 contain provisions governing medicine chests and hospital accommodation. There are variations in the requirements contained in these provisions: for instance, Conventions Nos. 75 and 92 prescribe that every ship which does not carry a doctor shall carry an approved medicine chest, while Convention No. 164 prescribes that every ship shall be required to carry a medicine chest. There is also some variation concerning the condition of hospital accommodation on board.
22. Five Conventions contain provisions concerning the certificates required of seafarers. Although these Conventions deal with different certificates, many basic elements are the same, such as the requirement for adequate certification, conditions for the granting of certificates, arrangements for examinations, minimum age or minimum period of experience, and recognition.

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23. On the subject of inspection 11 Conventions – Nos. 53, 68, 75, 92, 133, 134, 146, 147, 164, 178 and 180 – prescribe that each Member shall provide a system of inspection to ensure effective enforcement of the Convention concerned. There is therefore some overlap of provisions concerning inspection. However, the specific areas which are required to be inspected are different. Some Conventions, such as Conventions Nos. 164 and 178 prescribe, the intervals for inspection and other Conventions, such as Conventions Nos. 53, 147 and 178, contain provisions concerning detaining or delaying a ship as a result of inspection.
 24. Certain Conventions have provisions concerning the rights of appeal and complaint and the investigation of complaints. These Conventions are Conventions Nos. 56, 68, 71, 76, 93, 109, 147, 165, 179 and 180. They have similar provisions to cover these issues but they deal with different problems.
 25. Fourteen Conventions – Nos. 23, 53, 54, 57, 68, 75, 76, 92, 93, 109, 133, 166, 178 and 180 – provide for public supervision and penalties to ensure the application of the provisions concerned.
 26. There are also many other overlapping issues covered by two or more Conventions, such as remedies for recovering payments, posting, equal treatment irrespective of nationality, supplying information to the ILO, and measures giving effect to the Convention.

Recommendations

Use of terms

27. Only five Recommendations – Nos. 142, 153, 154, 173 and 187 – out of 28 maritime Recommendations have relevant provisions concerning the definition of terms. Furthermore, “seafarer” is the only term defined by two or more Recommendations. Four Recommendations – Nos. 142, 154, 173 and 187 – define the term “seafarer”, and the four definitions differ somewhat. However, the definition of the terms in the Recommendations mirror the definition of the terms in the Conventions to which they relate. The terms defined by only one Recommendation are as follows:

occupational accident, young seafarer, night, welfare facilities and services, basic pay or wages, competent authority, consolidated wage, hours of work, overtime, shipowner, able seaman.

28. Two of these terms, “young seafarer” and “consolidated wage”, are only defined in a Recommendation and not in a Convention.

Scope of application

29. Six Recommendations– Nos. 109, 137, 153, 154, 155 and 187 – contain provisions on the scope of application. Four of these six Recommendations, Nos. 109, 137, 153 and 154, apply to persons and two apply to ships. In general, the scope of application of each Recommendation is more specific than that of each Convention.

Substantive provisions

30. Eight of the 28 maritime Recommendations – Nos. 9, 10, 27, 78, 106, 140, 141 and 185 – do not have any duplicative or contradictory provisions, and some, such as Recommendations Nos. 75, 105, 142, 153 and 155, have less duplicative or contradictory provisions than others.
31. Three Recommendations – Nos. 48, 138 and 173 – provide for such aspects of seafarers' welfare as the provision of welfare facilities and services, accommodation and recreation facilities in ports and at sea, information for seafarers, shore leave, remittance of wages, etc. Recommendation No. 173, the most up-to-date Recommendation on this issue, deals with broader areas of seafarers' welfare than Recommendations Nos. 48 and 138. However, these Recommendations contain very similar provisions.
32. Vocational training is prescribed by three Recommendations – Nos. 77, 137 and 139. These Recommendations contain provisions relating to training programmes, induction training and advanced training. The provisions in Recommendations Nos. 77 and 137 are very similar. Recommendation No. 139 contains only one provision concerning advanced training or retraining which is similar to those contained in Recommendations Nos. 77 and 137.
33. Three Recommendations – Nos. 139, 154 and 186 – contain provisions concerning the employment of seafarers. The main overlap issues are regularity of employment, recruitment and placement, registers of seafarers, and reductions in the number of seafarers employed.
34. Six Recommendations – Nos. 27, 107, 108, 153, 173 and 174 – have some provisions concerning the repatriation of seafarers. Except for Recommendation No. 107, which prescribes the destination of repatriation in detail, most of the Recommendations simply call attention to the need for the proper repatriation of seafarers.
35. Three Recommendations – Nos. 49, 109 and 187 – contain provisions concerning wages, hours of work and manning. These Recommendations deal with issues such as basic wages for able seamen, hours of work, overtime and prevention of overwork.
36. Seven Recommendations – Nos. 48, 108, 109, 138, 173, 186 and 187 – prescribe that each Member should establish a system of supervision and penalty concerning seamen's welfare facilities, the signing on and off of seafarers, remuneration and recruitment, and the placement of seafarers. Four Recommendations – Nos. 105, 108, 185 and 187 – prescribe that inspection of specific problems such as medicine chests, seafarers' working and living conditions, and stores and services provided on board ship should be arranged by each Member.
37. In addition, some Recommendations have overlapping provisions concerning: equal treatment irrespective of nationality and protection of foreign seafarers; procedures for dealing with disputes; supplying relevant information to the ILO; and international cooperation among Member countries.

Conclusion

38. In general, there is some substantive duplication owing to the fact that many instruments cover the same subject matter. However, there is probably less contradiction among the provisions of the Conventions and Recommendations because each Convention or Recommendation deals with its own specific subject.

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- 39.** The appended tables are designed as a tool to assist in the consolidation exercise. They seek to show the extent of contradiction or duplication among the various Conventions and Recommendations. It is suggested that members of the Sub-Group test the usefulness of these tables for the kind of research they may wish to carry out in the consolidation exercise and inform the Office of any improvements that they would recommend.

Appendix I

Duplicative or contradictory text in the existing Conventions

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Explanatory notes

A. Meaning of the symbols used

Symbol	Meaning
N*	Conventions which did not receive the requisite number of ratifications for entry into force
N+	Conventions which are closed to ratification

B. Revised and revising Conventions

	Revised Conventions	Revising Conventions
Minimum age	C.7, C.58	C.138
Recruitment and placement of seafarers	C.9	C.179
Repatriation of seafarers	C.23	C.166
Paid leave	C.54*, C.72*+, C.91+	C.146
Social security	C.56+, C.70*	C.165
Accommodation	C.75*+	C.92, C.133
Wages, hours of work and manning	C.57*, C.76*, C.93*, C.109*	C.180

C. The following Conventions and Recommendations have been considered to be outdated by the ILO Governing Body

	Conventions and Recommendations
Training and entry into employment	C.9, R.77
Conditions for admission to employment	C.7, C.15
General conditions of employment	C.23 and R.27, C.54*, C.72*+ and C.91+, C.57* and R.49, C.76*, C.93*, C.109* and R.109
Safety, health and welfare	C.75*+, R.48, R.105, R.106, R.138
Social security	C.56+, C.70*
Labour inspection	R.28

I. Use of terms

1. Terms defined by two or more Conventions

Term	Convention (Article)
Seaman/seafarer	C.8 (1.1)
	C.9 (1)
	C.179 (1.1(d))
	C.22 (2(b)), C.23 (2(b))
	C.164 (1.4), C.166 (1.4)
	C.70* (1.1(a)), C.71 (1)
	C.165 (1(c))
	C.134 (1.1)
	C.145 (1.2-4)
	C.146 (2.2, 2.3, 2.4, 2.7)
	C.163 (1(a))
	C.178 (1.7(d))
C.180 (2(d))	
Vessel/ship	C.7(1), C.8(1.2), C.15(1), C.16(1), C.58(1)
	C.22 (2(a)), C.23 (2(a))
	C.75*+ (2(a)), C.92 (2(a)), C.133 (2(a))
Passenger ship	C.75*+ (2(c)), C.92 (2(c))
	C.133 (2(c))
	C.76* (11(c)), C.93*(11(c)), C.109*(12(c))
Home trade vessel	C.22 (2(d)), C.23 (2(d))
Near trade ship	C.76*(11(a)), C.93*(11(a)), C.109*(12(a))
Distant trade ship	C.76*(11(b)), C.93*(11(b)), C.109*(12(b))
Tons	C.57* (2(a)), C.75*+ (2(b)), C.92 (2(b)), C.133 (2(b))
Master	C.22 (2(c)), C.23 (2(c))
	C.53 (2(a))
Officer	C.57* (2(b))
	C.75*+ (2(d)), C.92 (2(d)), C.133 (2(d))
	C.76* (4(a)), C.93* (4(a)), C.109* (4(a))
Rating	C.57* (2(c)), C.75*+ (2(e)), C.92 (2(e)), C.133 (2(e))
	C.76* (4(b)), C.93* (4(b)), C.109* (4(b))
Central coordinating authority/competent authority	C.178 (1.7(a))
	C.179 (1.1(a))
	C.180 (2(a))

Term	Convention (Article)
Shipowner	C.179 (1.1(c))
	C.180* (2(e))
Hours of work	C.57* (2(d))
	C.76* (11(d)), C.93* (11(d)), C.109* (12(d))
	C.180 (2(b))
Night	C.57* (11)
	C.76* (19.2), C.93* (19.2), C.109* (20.2)
	C.180 (6)
Registered/re-registered	C.75*+ (2(j)), C.92 (2(j)), C.133 (2(k))
Petty officer	C.75*+ (2(f)), C.92 (2(f)), C.133 (2(f))
Crew accommodation	C.75*+ (2(g)), C.92 (2(g)), C.133 (2(h))
Prescribed	C.75*+ (2(h)), C.92 (2(h)), C.133 (2(i))
Approved	C.75*+ (2(i)), C.92 (2(i)), C.133 (2(j))
Basic pay or wages	C.76* (4(d)), C.93* (4(d))
	C.109* (4(d))
Able seaman	C.76* (4(c)), C.93* (4(c)), C.109* (4(c))
Dependant	C.70* (1.1(b)), C.165 (1(d))
Repatriation	C.70* (1.1(c))
	C.165 (1(i))

2. Terms defined by only one Convention

Term	Convention (Article)
Navigating officer in charge of a watch	C.53 (2(b))
Chief engineer	(2(c))
Engineer officer in charge of a watch	(2(d))
Ship's cook	C.69 (2)
Adult	C.133 (2(g))
Occupational accident	C.134 (1.3)
Year	C.146 (4.2)
Complaint	C.147 (4.3)
Welfare facilities and services	C.163 (1(b))
Member	C.165 (1(a))
Legislation	(1(b))
Survivors	(1(e))
Competent member	(1(f))
Residence and resident	(1(g))
Temporary resident	(1(h))
Non-contributory	(1(j))
Refugees	(1(k))
Stateless person	(1(l))
Inspector, legal provisions, seafarers' working and living conditions	C.178 (1.7(b), (c), (e))

Term	Convention (Article)
Recruitment and placement service	C.179 (1.1(b))
Hours of rest	C.180 (2(c))

II. Scope of application

1. Scope of application

	Convention (Article)
Articles of agreement/Repatriation	C.22 (1), C.23 (1)
Officers' competency certificates	C.53 (1)
Annual leave with pay	C.54* (1)
Shipowners' liability	C.55 (1)
Sickness insurance	C.56+ (1)
Food and catering/ship's cook	C.68 (1), C.69 (1)
Social security	C.70* (1.2)
Pensions	C.71 (2)
Annual leave with pay	C.72*+ (1,2), C.91+ (1,2)
Medical examination	C.73 (1,2)
Accommodation	C.75*+ (1)
	C.92 (1)
	C.133 (1)
Wages, hours of work and manning	C.57* (1)
	C.76* (2,3), C.93* (2,3)
	C.109* (2,3)
Identity documents	C.108 (1)
Continuity of employment	C.145 (1.1)
Annual leave	C.146 (2.1)
Merchant shipping	C.147 (1.1, 1.3, 1.4)
Welfare	C.163 (4)
Social security	C.165 (2.1)
Health protection/Repatriation/ Hours of work	C.164 (1.1), C.166 (1.1), C.180* (1.1, 1.4)
	C.178 (1.1, 1.3, 1.4)

2. Additional issues

	Convention (Article)
Application to commercial maritime fishing	C.56+ (1)
	C.75*+ (1.4)
	C.164 (1.2), C.165 (2.2), C.166 (1.2), C.178 (1.5)C.180* (1.2)

	Convention (Article)
Seagoing vessels	C.54* (1.2), C.75*+ (1.2), C.92 (1.2), C.133 (1.2), C.147 (1.2), C.178 (1.2)
	C.68 (1.2), C.69 (1.2)
	C.72*+ (1.2), C.73 (1.2), C.91+ (1.2)
Commercial maritime navigation/Commercial maritime fishing	C.164 (1.3), C.166 (1.3), C.178 (1.6), C.180* (1.3)
Categories of persons	C.108 (1.2)

III. Substantive provisions

1. Minimum age (C.7, 15, 58, 180)

	Convention (Article)
Minimum age	C.7 (2)
	C.15 (2)
	C.58 (2)
	C.180 (12)
Exclusion of application	C.7 (3)
	C.15 (3)
	C.58 (3)

2. Form of documents

	Convention (Article)
Articles of agreement	C.22 (5)
Identity document	C.108 (4.6)
Health protection and medical care	C.164 (12)
Hours of work	C.180 (8.2)

3. Recruitment and placement of seafarers (C.9, 22, 179)

	Convention (Article)
Recruitment and placement services	C.9 (2, 3)
	C.179 (2)
Charge for service	C.9 (2.1)
	C.179 (4.1)
Obligation of Members	C.9 (4, 5, 8, 9)
	C.179 (4)

Facilities for examining contract or articles	C.9 (7)
	C.22 (3.1)
	C.179 (5.2(d))

4. Repatriation of seafarers (C.23, 55, 70, 165, 166)

	Convention (Article)
Conditions of entitlement to repatriation	C.23 (3.1)
	C.55 (6.1)
	C.166 (2)
	C.70* (3.1)
	C.165 (13)
Destination of repatriation	C.23 (3.2-3)
	C.55 (6.2, 6.4)
	C.166 (3, 8)
Bearing the expenses of repatriation	C.23 (4)
	C.55 (6.1)
	C.166 (4, 5)
Details of expenses for repatriation	C.23 (5)
	C.55 (6.3)
	C.166 (4.4)
	C.70* (3)
	C.165 (13-15)

5. Seafarers' annual leave with pay (C.54, 72, 91, 146, 166)

	Convention (Article)
Conditions of entitlement to annual leave with pay	C.54* (2.1)
	C.72*+ (3), C.91+ (3)
	C.146 (3)
Duration of annual leave	C.54* (2.1)
	C.72*+ (3.1), C.91+ (3.1)
	C.146 (3.2-4)
Procedure in the case of having completed less than the required length of continuous service for the full entitlement	C.72*+ (3.2-3), C.91+ (3.2-3)
	C.146 (3)
Calculating the length of continuous service	C.54* (2.2), C.72*+ (3.4), C.91+ (3.4)
	C.146 (5)

	Convention (Article)
Excluding from annual leave	C.54* (2.3)
	C.72*+ (3.5), C.91+ (3.5)
	C.146 (6)
	C.166 (7)
Dividing or accumulating annual leave	C.54* (2.4(a))
	C.72*+ (3.6), C.91+ (3.6)
	C.146 (8)
Substitution for annual leave	C.54* (2.4(b))
	C.72*+ (3.7), C.91+(3.7)
	C.146 (9)
Determining the time at which the leave is to be given	C.54* (3.3), C.72*+ (4.1), C.91+ (4.1)
	C.146 (10.1)
Determining the place at which the leave is to be given	C.54* (3.1)
	C.72*+ (4.2), C.91+ (4.2)
	C.146 (10.2-3)
Remuneration	C.54* (4), C.72*+ (5), C.91+ (5)
	C.146 (7.1-2)
Leaving before taking annual leave	C.54* (7), C.72*+ (7), C.91+ (7), C.146 (7.3)
Relinquishing the right to annual leave with pay	C.54* (5), C.72*+ (6), C.91+ (6)
	C.146 (11)
Members' obligations	C.72*+ (8), C.91+ (8)

6. Social security (C.8, 55, 56, 70, 71, 165)

	Convention (Article)
Types of benefits and indemnities	C.8 (2.1)
	C.55 (2.1, 3, 4.1, 5.1, 7.1)
	C.56+ (2.1, 3.1, 4.1, 5, 6)
	C.70* (2)
	C.71 (3)
	C.165 (3)
Conditions of entitlement to benefits	C.55 (2.2-3)
	C.56+ (2.2-5, 3.2-4)
	C.70* (2)
	C.165 (7, 9, 11)
Maintenance of rights in course of acquisition	C.70* (4), C.165 (8)
	C.71 (4.1)
	C.165 (21 - 23, 27)

	Convention (Article)
Endeavouring to avoid conflicts	C.70* (8)
	C.165 (17)
Contributions	C.56+ (8)
	C.71 (3.2)
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	C.71 (4.4)
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In case of charging for meals	C.76* (7), C.93* (7), C.109* (8)
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	C.133 (5.1-3)
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Dimensions and equipment of each mess room	C.75*+ (11.4, 5, 9, 10), C.92 (11.4, 5, 9, 10)
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I. Use of terms

1. Terms defined by two or more Recommendations

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	R.173 (1(a))
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1. Scope of application

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9. Rights of appeal and complaint, and investigation of complaints

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10. Procedure for dealing with disputes

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11. Equal treatment irrespective of nationality or race

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12. Protection of foreign seafarers

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