

Grievance Mechanism Procedure V1.0 | December 2023





Procedure Information

This Grievance Mechanism Procedure has been prepared with the support of the Fishing Industry Association members (FIA) of Papua New Guinea (PNG).

This is a live document that will be reviewed on annual basis. The content of this report may not be reproduced, in whole or in part, without explicit reference to the source.

Citation: PNG FIA (2023). 09. PNG FIA Grievance Mechanism - Report produced by PNG FIA

Responsible: Fishing Industry Association of Papua New Guinea

Version: Final (v1)

Report ref: 082018-FIA/M/05

Date issued: December 2023 (updated and published by PNG FIA in January 2024)

Photo credit: Fishing Industry Association, Papua New Guinea



CONTENTS

1. Introduction	5
2. Scope	5
3. Purpose	5
4. Definitions	6
5. Crew Welfare Orientation	7
6. Responsibility of the Vessel Operator	7
7. How to use Worker Voice Grievance Tool	8
8. International Seafarers Welfare and Assistance Network	10
9. Crew Grievance Assessment Process	12
10. Record	13
11. Grievance Feedback	13
12. History Review	13
13. References	14



Acronyms

- 1.1. EEZ Exclusive Economic Zone
- 1.2. FAO Food and Agriculture Organization
- 1.3. FISH Fairness, Integrity, Safety, and Health
- 1.4. ILO International Labour Organization
- 1.5. IMO International Maritime Organization
- 1.6. NGO Non-Governmental Organization
- 1.7. OSH Occupational Safety and Health
- 1.8. SA Social Accountability



1. Introduction

The Fishing Industry Association of Papua New Guinea (FIA-PNG) endeavors to demonstrate its industry maintains best practices by adopting a management system that is independent through a Crewing Welfare Assessment process for due diligence.

During the fishing operations, crew members or fishers may channel grievances concerning the Labour and Occupational Safety and Health conditions onboard fishing vessels whilst fishing out at sea.

This Grievance Mechanism Procedure for Crew describes a step by step approach for the purposes of awareness and implementation by FIA PNG, responsibilities of vessel operators and rights of crew members to the Crewing Welfare initiatives that is available to utilize upon voicing their grievance or complaint through available grievance mechanisms of any form possible violations against their Human Rights whilst at sea.

2. Scope

This procedure covers crew members recruited on fishing vessels registered under the FIA MSC eligible list of vessels and voluntary schemes such as the FISH Standard for Crew Standard, Responsible Fishing Vessel Standard, and the FIA PNG Social Responsible & Crew Welfare policy

3. Purpose

FIA PNG office, officers and Fishing Companies member shall communicate this procedure to the Crew by different communication tools and inductions workshops.

Crew members may use the grievance mechanism to report, raise complaints or concerns without any retaliation from the operators during fishing operations.

Any member of the crew on a fishing vessel that encounter violations of Human Rights and Modern-Day Slavery in the industry shall follow the process outlined in this SOP to voice violations to the FIA Social Accountability and Human Rights responsible for a Crew Grievance Assessment and possible investigation.



4. Definitions

Appeal	Request by a party for reconsideration of a decision made by an organization in relation to a grievance or complaint.
Captain	The person in command of a fishing vessel.
Crew	The full complement of fishers employed onboard a fishing vessel.
Fisher	Any person who is employed or engaged by the vessel owner/company to work in any capacity on board a fishing vessel including persons who are paid on the basis of a share of the catch. Fishers may be employed on a permanent, part-time or seasonal basis. Excluded from this definition are pilots, fisheries observers, naval personnel, and other persons in the permanent service of government, as well as shore-based persons carrying out temporary work aboard a fishing vessel such as vendors and technicians. A fisher may also be the owner/operator of the fishing vessel.
Fishing Vessel (Vessel)	A ship or boat used or intended to be used for commercial fishing.
Fishing Vessel Operator (Vessel Operator)	A person or organization other than the fishing vessel owner who has assumed responsibility for the operation of that fishing vessel from the owner. Where the FISH Standard for Crew specifies that the fishing vessel owner is responsible for meeting a requirement, the fishing vessel operator, if applicable, shall assume responsibility for meeting said requirement unless otherwise specified and regardless of whether any other organization or person has assumed responsibilities on behalf of the fishing vessel owner. The fishing vessel operator may also be a fisher on board the vessel.
Grievance (Complaint)	An expression of dissatisfaction made to an organization where a response or resolution is expected. Note: complaint is a synonym of grievance
Member	A vessel owner, vessel operator, company or other person or entity who has a legal or contractual link with the Certificate Holder
Procedure	A specified way to carry out an activity or a process. Procedures may or may not be written.



5. Crewing Welfare Orientation

- a. All crew members must undergo introduction by the Captain or ship's officer on their duties, roles and responsibilities onboard the fishing vessel as member of the crew according to the FIA PNG management system outlined in **Social responsibility and human rights onboard procedure v.3.0**
- b. All crew members must receive an induction for;
 - i. crew welfare,
 - ii. Fish worker voice,
 - iii. communication channel (grievance procedure),
 - iv. child labor and
 - v. forced labor company policy,
 - vi. repatriation rights,
 - vii. Health and safety induction.
- c. All crew members receive a holistic approach for;
 - i. Induction and training of working and living conditions onboard;
 - ii. Human rights ILO convention 188 captured in 6 principles of **Social responsibility and human rights onboard requirements v.3.0**;
 - iii. Embarking on the voyage, ship's officers give a brief introduction to the voyage schedule at which all other employees or workers on board have to take part.

6. Responsibility of Vessel operator's designate person for implementation of Crewing Welfare SOP

- a. Fishing vessel operator's designate persons fundamental responsibility is to ensure that it has in place the follow process, procedures and/or



- tools to demonstrate a direct engagement with workers onboard (Crew and Fishers);
- i. Fishing vessel grievance procedures Communications and Technology approaches (including hotlines), access to Radio and/or phone onboard, and WIFI
- b. Empowerment Initiatives; Workers who felt more psychologically safe are more effective at meeting a company's goals. Initiatives can be:
- i. Collect and evaluate crew voice complaints
 - ii. Educating workers on their rights.
 - iii. Raise concerns whilst protecting their confidentiality
 - iv. An ability for fishermen to speak out and be heard via an independent mechanism to allow them to report and remove themselves from any dangers or dangerous practices
- c. The Vessel operators designate is responsible to place the Fishers Voice grievance mechanism that is easily accessible by crew onboard the vessel amenities.
- d. The duties of the designated person include but are not limited to;
- i. Training fishing company's officers, crew members and fishers on the **Fisher's Voice Tool and application.**
 - ii. Ensuring Crew and Fishers onboard are aware about the **FIA PNG Crewing Welfare and Grievance Mechanism.**
 - iii. Ensuring the crew complies with the ship's Social Responsibility and Human Rights onboard
 - iv. Ensuring there are signs or placards onboard in a waterproof paper where the Fisher's can access the **Fisher's Voice Tool (QR) Grievance Mechanism, Crewing Welfare Assessment, Occupational Safety Health Management Review process.**
 - v. Facilitate communication channels, grievance, complaints and suggestions between crew, fishers and fishing company management.

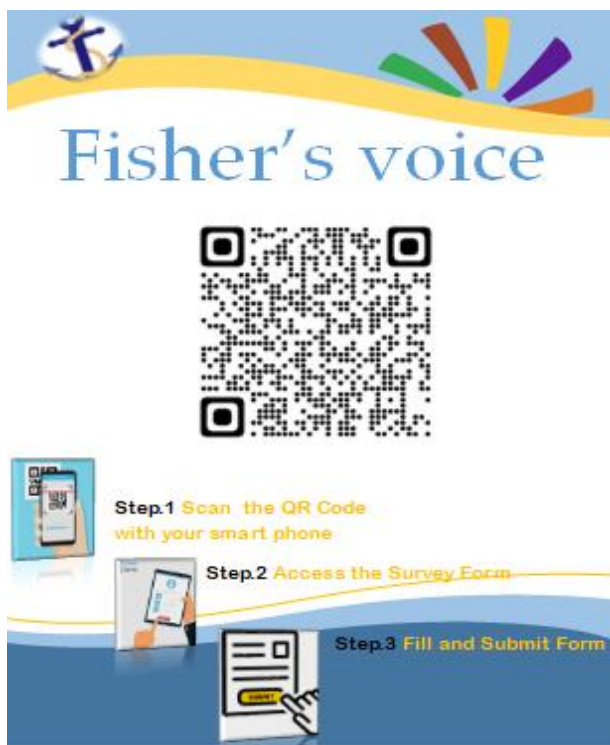
7. How to use Fisher's Voice grievance tool

a. QR Code for Fisher's Voice

- i. Any crew who claims to have a grievance and/nor a complaint may scan the **QR Code for Fisher's Voice** and lodge a formal complaint in a statement via Google Forms.
- ii. The **Fisher's Voice** should be known by all fishers (e.g., through training, posting, pre-embarking etc.);
- iii. The **Fisher's Voice** should be made available in the Crew language, and understood by all fishers;

- iv. The **Fisher's Voice QR** should be visible as signs or placards onboard in a waterproof paper where the Fisher's can access the Fisher's Voice Tool, and Grievance Mechanism

Fisher's Voice Tool QR



b. Crew Grievance Review

- i. Receive the fisher's grievances or complaints from the Fisher's Voice QR via Google Forms.
- ii. E-form acknowledgment letter of receiving the complaint that explains the process of assessment by the Social Accountability and Human Rights responsible.
- iii. The crew's formal statements or complaints are reviewed and recorded by the fishing company and fishing vessel if possible.
- iv. The grievance or complaints will be maintained anonymously, validated and filed for verification;
 1. Crew Interview;
 2. Internal Report review

3. 2nd Party Social Audit Report Review;
 4. 3rd Party Social Audit Report Review;
- v. The aggrieved party/complainant is notified of the status of the complainant or grievance.

Workflow/process of



8. International Seafarers Welfare and Assistance Network.

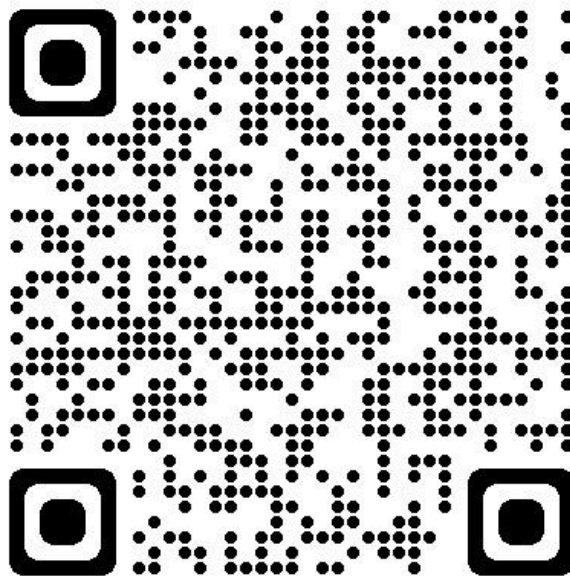
- a. International Seafarers Welfare and Assistance Network (ISWAN)
 - i. FIA PNG RSP also share an International AID contact for Worker Voice. FIA PNG office shall inform the Crew of the right to contact direct to the International Welfare Network Phone (placard onboard tuna fleet):

HOTLINE is free, confidential, multilingual helpline, available 24 hours a day, 365 days a year

Phone: + 44 (0)207323 2737 (request a call back: www.seafarerhelp.org/callback)

- ii. It is the responsibility of the Fishing Company to place this phone next to the FIA PNG QR code to inform the Crew about this communication channel
- iii. FIA PNG auditors will verify compliance during second-party audits onboard the FIA PNG tuna fleet members.

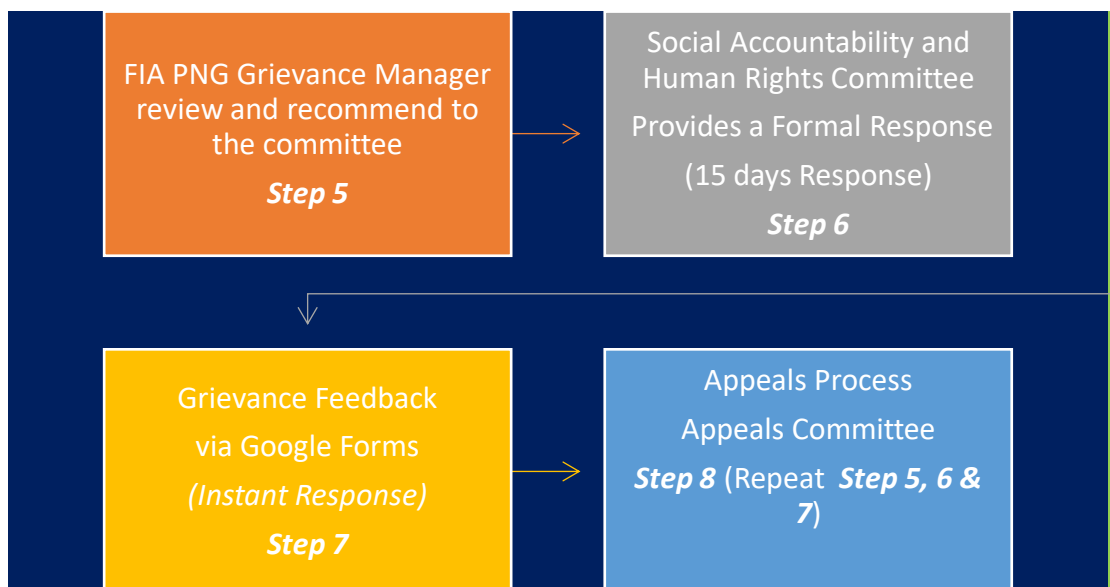
SeafarerHelp, operated by International Seafarers Welfare and Assistance Network (ISWAN)



9. Crew Grievance Assessment process

- a. Social Accountability and Human Rights responsible for registering the grievance G-Form via Google Forms to confirm acknowledgment of grievance or complaint has been received for consideration by the crew grievance assessment process.
- b. The Social Accountability and Human Rights outlines that the grievance mechanism process has these considerations:
 - i. It is a confidential process
 - ii. It is non-retaliatory against crew or fishers
 - iii. It will consider grievances from parties or persons with a demonstrated interest in fisher safety or health
 - iv. It will consider grievances covering a range of relevant concerns
 - v. Implementation of the process is documented - recorded and maintained
 - vi. The outcomes of the process are subject to appeal
 - vii. The grievance process has a mechanism for appeals that is non-retaliatory towards the appellant.

Appeals Process by Appeals Committee





10. Records

- a. Verify with the Captain Logbook register of records for incidences or grievances (complaints).
- b. Issue a Registration Number for the crew/fisher grievance.
- c. Create a record of the formal statement by the legitimate case against the fishing vessel operator.
- d. Keep a record of the Appeals
- e. Create document template;
 - i. **<Issue Registration Number>**,
 - ii. **<Record of Case File>**, and
 - iii. **<Record of the Appeals>**, if any

11. Grievance Feedback

- a. The aggrieved/complainant party is required to fill the **Feedback Evaluation Form** (QR) to determine the effectiveness of the crew grievance assessment process with these considerations:
 - i. A confidential process
 - ii. A non-retaliatory process against crew or fishers
 - iii. The process considers grievances from parties or persons with a demonstrated interest in fisher labour, safety, and/or health
 - iv. The process considers grievances covering a range of relevant concerns
 - v. The implementation of the process is documented effectively and efficiently - registered, recorded, and maintained
 - vi. The outcome of the process of appeal effectively
 - vii. The grievance process is non-retaliatory towards the appellant
 - viii. The process observes the 10 Good Practices on Board: Decent Working and Living Conditions

12. History Review

Revision No.	Date	Reasons/ Details
00	November 2023	Development and FIA PNG TDG review
01	January 2024	FIA PNG TDG Peer review and final draft
02	January 2024	Peer review and release for publication (V1.0)



13. References

1. FIA PNG RSPV.6 https://www.fia-png.com/_files/ugd/872bdb_f4f24b6a9f134f3c8cf424867e5a75a0.pdf
2. FIA- PNG RSP- INTERNAL AUDIT PROCEDURE V. 1.0 https://www.fia-png.com/_files/ugd/872bdb_d243cf34f0884a6787d45c3fbf44955e.pdf
3. FIA-PNG SOCIAL RESPONSIBILITY HUMAN RIGHTS.V3.0 https://www.fia-png.com/_files/ugd/872bdb_1da3c17d41ff40ac870b2109c4013588.pdf
4. FIA-PNG MODERN SAVERY 2022 V1.0 https://www.fia-png.com/_files/ugd/872bdb_55ba4bce70fd4bacbfe112f7c7e049f1.pdf
5. FIA-PNG SOCIAL ACCOUNTABILITY & CREW WELFARE COMPETENCE- FISHERIES V1.0 https://www.fia-png.com/_files/ugd/872bdb_0158960e7ff14b18a5b1850816e43693.pdf?index=true
6. FISH STANDARD FOR CREW V.1.0, 2021 <https://fishstandard.com/>



Fishing Industry Association
Back Office#3
Section 52, Lot 53/54, Kennedy
Road, Gordons,
National Capital District
Papua New Guinea

Telephone: + 675)3259925
donz.papaol@gmail.com
contact@seafoodmatter.eu

<https://www.fia-png.com>