

# The Crew Report

A REPORT WORTH READING



CAPTAINS

*How much you should be paying your crew when they switch to rotational positions.*



GALLEY

## HOURS OF REST

How the 24/7 department is handling this particularly challenging aspect of the MLC.

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CAREERS

## YACHTING VS AVIATION

*A true comparison of a career in the two sectors.*

INTERIOR

## HARASSMENT

Are those entering the interior department aptly prepared for the harassment so rife in this industry?

DECK

*Powerboat Level 2 vs the Tender Operator Course: which is the better course for superyacht crew?*



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**FUNAIR**

## WELCOME LETTER

Following in the footsteps of the investment we have made in our core media channels, *SuperyachtNews.com* and *The Superyacht Report*, we are proud to bring you our brand new edition of *The Crew Report*.

Under the strategic leadership of Lulu Trask, we are confident that we have created the most relevant, topical and valuable magazine and digital channel, via *SuperyachtNews.com/Crew*, for all of

the serious and career-focused crew in the large-yacht sector.

Without professional, dedicated and well-informed crew, the market does not operate; they are the glue and lifeblood for the industry to feel confident that the assets we create are well maintained and safe, but also that all of the key individuals who are fortunate to be guests and owners are able to enjoy the finest experience possible.

*The 'new' Crew Report* is written by experts, advisors and experienced journalists who are well connected to the crew at all levels, and we look forward to your feedback.

Our new crew portfolio is designed to inform, interact and provide insight into the subjects that matter, and we will always focus on our new media mantra, 'A Report Worth Reading'!

Enjoy, and stay safe.

# THE 'NEW' CREW REPORT

MARTIN REDMAYNE





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# A NEW ERA

*Lulu Trask explains why we've changed our look and, what's more, created a new and improved magazine for every single crewmember, for all departments and ranks.*



BY LULU TRASK

As you can see, it's been a busy few months here at *The Crew Report* – no doubt nothing compared to the few months ahead of you as you embark on the upcoming Med season and its 24-hour turnarounds and back-to-back charters. After the success of relaunching *The Superyacht Report*, we took a step back to look at what more *The Crew Report* could be offering. Rather than take a gamble, we thought it might be an idea to actually ask you what you want.

You told us you're no longer interested in lifestyle content and photos of your colleagues at boat shows – you've got Facebook and Instagram for that. Instead, and much to our delight, you told us you want an educational, advisory magazine that will support you in your career (our new crew Careers section begins on p.55).

But to really support you in your career, we needed to go one step further because, obviously, the career requirements and issues facing, say, interior crew are hugely different to those facing deckhands; those regulatory updates specific to engineers are vastly different

from those facing chefs. And that's why, as you start turning these pages, you'll find sections for every on-board department: Deck, Engine Room, Galley and Interior. And for those captains reading this, wondering where they're going to go for content relevant only to senior crew – something *The Crew Report* has been known for in the past – you need only to turn to our Captains section (p.15).

You specifically told us you want to be kept abreast of burning issues facing crew today, for which you need in-depth, accurate and trustworthy information, so expect to find these in every issue, starting with data protection and what information you should and should not be giving to recruitment agents (p.12).

So behind the new look (which, we hope you agree, is rather lovely), is a well-researched restructuring of a magazine that is not only accessible, but also a valuable tool for your career. With a team of 14 full-time, in-house journalists and data analysts, we're confident you'll agree *The Crew Report* is, as you'll see on our front cover, 'A Report Worth Reading'. ¶

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# CASES 22

## CREW COMPLAINING ABOUT THE NON-PAYMENT OF WAGES IS SOMETHING THAT, ACCORDING TO THE PYA, STILL HAPPENS ON A WEEKLY BASIS. SO HOW AND WHY DOES THE ISSUE OF CREW NON-PAYMENT PERPETUATE, AND WHAT STEPS SHOULD BE TAKEN TO AVOID AND MANAGE THESE SCENARIOS?

BY RORY JACKSON

There are still a number of crew out there who are not getting paid. At the Floating Life Captains' Meeting in March this year, the Professional Yachting Association's (PYA) council member Captain Rod Hatch said the organisation was getting multiple calls each week from crew relating to exactly this. For myriad reasons, crewmembers can find themselves at port and at a loss without their deserved remuneration. But under what conditions does this continue to happen, and what can crew do to ensure they are protected and ready to proceed?

"The problem occurs, 95 per cent of the time, on private vessels," starts Alexander von Stein, special agent for The Marshall Islands Registry, "where the seafarers have started working on board without a proper employment contract in place."

Von Stein is not alone in his line of thinking. Richard Palin-Bell, a member of the PYA council, predicts that 99 per cent of cases involve a private vessel. "If an owner has set up his yacht to run a charter business then it is highly unlikely they will stop paying the crew," he says. "By that point, the owner has already invested too much money in the project, not to mention having a vested financial interest in its success."

Equally, while not unheard of, such cases are few and far

between on larger superyachts. Palin-Bell explains that the failure to appropriately remunerate crew is far more common on vessels below 40m in length, owing to the owners' greater (by superyachting standards) economic fragility.

Political upheaval and economic collapse can also have a sudden adverse financial effect. It is no secret that recent economic sanctions have had repercussions for some Russian UHNWIs. Such a sudden halt on disposable income could have ramifications for those employed in the upkeep of what is one of their many assets.

"There could be economic powers at play," says von Stein. "I have encountered situations where the owner has been so unhappy with crew that they have stopped paying. The key is to remember that contracts are all-important. If the yacht is MLC-compliant (Maritime Labour Convention, 2006) and contracts are in place, then the crew will have minimum working rights that cover their wages."

In the rare instance where there is an unpaid crew, or crewmember, on board a MLC-compliant superyacht, the route to rectification is a relatively simple one. With an employment contract in place, and once the correct on-board complaints procedure has been followed, the crew will be able to report their lack of payment to the vessel's flag



state, at which point flag can contact the management company or DPA on their behalf and demand payment or, as a final option, decertify the vessel and ensure it is unfit to sail. Ordinarily, any management company worth its salt will be able to resolve the issue; however, court proceedings may follow in order to recoup any funds for lack of an amicable resolution.

"When there is no contract in place on board a private vessel, the scenario is entirely different," continues Palin-Bell. "There are still far too many crew who don't have anything related to their employment in writing. They hit it off with the owner and join the yacht for a season and, unfortunately, it's the luck of the draw. You could work on board without a contract and everything goes without a hitch but, in the event that something does happen, a contract is very helpful."

The water becomes somewhat muddied if the yacht is private and, therefore, not MLC-bound, and if those crewmembers do not have contracts. In such instances, going straight to flag to voice a complaint may prove ineffectual. "If the yacht is private, go and see a lawyer," von Stein says. "If it's a MLC yacht, then go to the flag."

In the event that there is no official contract in place, it is important to establish the creation of a contract to account for the lack of any provisions relating to payment and/or termination of payment. It will be only in the very rarest cases that there would be no form of written agreement.

"We would start looking for emails or any other form of correspondence," explains Palin-Bell. "Under British law, a contract can be valid even without being written down, so a series of emails would be sufficient to constitute evidence of the contract."

After establishing a contract had been made between employer and employee, Palin-Bell emphasises that it is important that the unpaid individual or team does not leave the yacht in question.

"It is far easier to get paid as a crewmember than it is as an ex-crewmember," Palin-Bell says. "The first thing I would suggest to the crew is to make a formal complaint to the marina's harbour master – not the marina manager. The harbour master is a governmental employee and they will at least have the complaint on record."

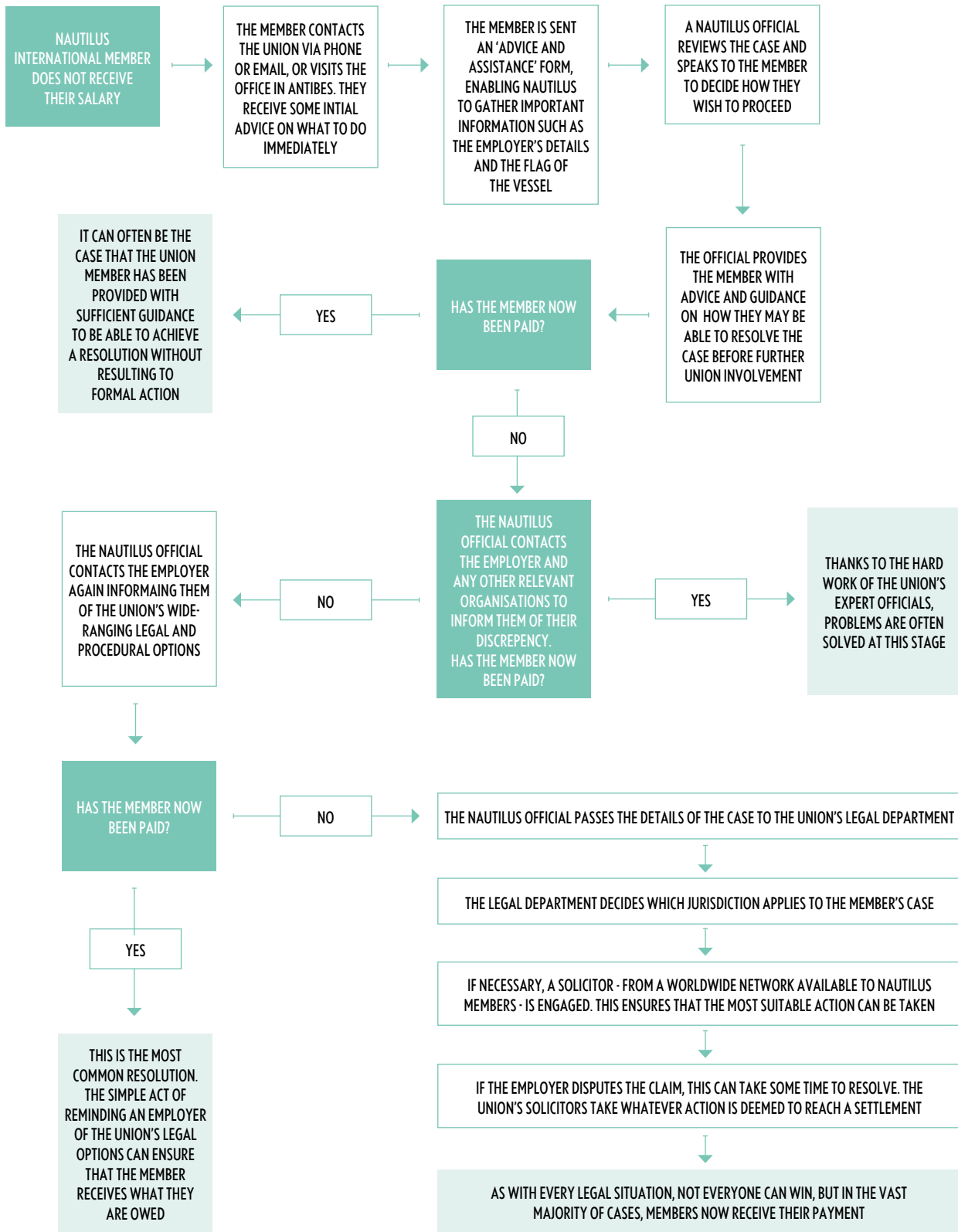
The next step is to contact the local Port State Control and have a lien placed on the vessel for non-payment of wages. (A maritime lien is a "privileged claim upon a sea-connected property, such as a ship, for services rendered to, or the injuries caused by that property".) Placing a lien on the vessel allows the crew (creditors) to retain the property of the owner until the debt is paid. It will also temporarily arrest the yacht until payment of the debt or the conclusion of any legal proceedings.

It is at this point that crew have to make a decision. Is it worth pursuing a legal battle and

chasing what they are, rightly, owed? Court cases may prove expensive, long-winded and arduous. Legal proceedings are likely to start from between €2,000 to €3,000, and this figure is bound to escalate. However, a trade union such as Nautilus International, which represents some 22,000 maritime professionals – including superyacht crew – will pay crew legal fees if they are already members (if not, the union will only be able to provide advice). "We receive a number of enquiries every week from officers and crewmembers who have not been paid, have been paid incorrectly or who face other issues. We aim to resolve these disputes amicably and quickly, without needing to engage our legal department. However, we have no hesitation in using the legal processes available to us – even arresting vessels – should we encounter problems," explains Danny McGowan, strategic organiser at Nautilus. "We urge officers and crew to join us as soon as possible to protect themselves from this type of situation."

Non-payment of crew is, unfortunately, still a problem in modern superyachting. However, the onus is not solely on the owner to conduct themselves in a manner befitting an employer but is also on the crew to ensure they have adequately protected themselves. Having an official contract of employment is essential to ensuring the smooth running of legal processes in the event that the realities of the working world fail to be all sunshine and rainbows ... and teak. RJ >>

**It is at this point that crew have to make a decision. Is it worth pursuing a legal battle and chasing what they are, rightly, owed?**



Above: how Nautilus International deals with the non-payment of crew wages for its members.

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# DATA PROTECTION AND THE BIG BROTHER EFFECT

WHEN CREW HAND OVER THEIR CVS AND PERSONAL DETAILS TO RECRUITMENT AGENTS, THEY ARE GIVING UP A LOT OF INFORMATION, AND THEY DON'T NECESSARILY KNOW HOW IT IS BEING USED OR WHO IT IS BEING SHARED WITH. WITH THE RISE OF ONLINE RECRUITMENT AGENCIES, IS CREW INFORMATION BEING PROTECTED WELL ENOUGH, OR IS YOUR INFORMATION BEING PASSED AROUND TOO FREELY?

BY BRYONY MCCABE

"There is a kind of yacht fraud going on with people mining for data," explains one former motoryacht captain turned project manager, who wishes to remain anonymous. "I had a job come through for a 64m shore-based position one morning, one for a 100m and one for a 150m. They all have a generic posting about a salary between €6,500 and €15,000 a month, which doesn't make sense.

"A colleague of mine has been complaining that he's seen jobs posted by generic crew agencies," he adds. "These jobs have already been filled but they're keeping the posting up to mine for CVs, to build up their database, I presume. It's incredibly misleading and it's a really serious issue. The industry has changed gear in the past four or five years, and we're entering a new era of professionalism, a new era of qualification and training. Most of it is good but alongside that, what isn't catching up is the protection of information on board yachts."

Much of the issue can be attributed to the rise of Internet-based recruitment agencies, or 'jobs boards', which are more of a platform with no real recruitment process behind them. Due to the lower administration costs, captains and managers

find these websites more economical, and some properly set-up sites are very effective. But the sector also has allowed sites to emerge that are not quite as credible.

The problems that arise from such agencies are not only limited to data protection, but also have led to increasing incidents of fraud. "Where the crew agent does not meet the person in question and does not chase references personally, the opportunity for crew to mislead or to falsify references is ever increasing," explains the captain of a 50m motoryacht, recounting a story of one particular ex-crewmember who created a fraudulent email account in the captain's name to submit a fake reference. "There has to be some link between sea service for all crewmembers, certification and MCA verification. Until this happens across the industry, we will always have this problem."

For crew to work with agencies properly, it is important to understand the responsibilities that recruitment agents hold. "Crew agencies have an obligation to comply with the rules in their home trading area," explains Rupert Connor, founder and president of crew placement agency Luxury Yacht Group. "However, with an international clientele,

there can be multiple jurisdictions that have a vested interest in the way that the agency stores private information, and simply because an agency may claim to be 'web-based' they are certainly not immune to legal queries. We receive advice from technology lawyers with regards to compliance with data protection from a global perspective, and we aim to comply with US and EU rules primarily. In the electronic data-protection world, the EU rules are currently the gold standard and go further than the US rules in most instances."

Wilsonhalligan Yacht Recruitment, based in the UK, is obliged to work in line with the UK's Data Protection Act 1998, which is in place for any companies using personal data – recruitment or otherwise. The company is also registered with the Information Commissioner's Office (ICO) which is responsible for the enforcement of this Act.

"This means, as an agency, we have to be very careful with what we do with crew information as data should be used 'fairly and lawfully' – this is why we send out CVs only once we have spoken with a candidate and they are happy for their details to leave our office," says Nicola Morgan, Wilsonhalligan's director and recruitment manager.

While any reputable crew recruitment agency would not post fake or misleading jobs online to collate more crew data, Connor advises that crew shouldn't tell an agent anything that they wouldn't want to be in the public domain. For example, an agency should never need a crewmember's passport details or social security number; if the information is not relevant to finding employment, then the agency doesn't need it.

In terms of data protection, most established agencies are likely to have full-time staff solely dedicated to network security. "Because of the volume of files that are uploaded to our site we need them, and they are constantly updating security patches on the servers and infrastructure," continues Connor. "If the agency that you work with doesn't have IT staff then they are probably not looking after your data as you might like them to. Our servers are SSL-certified so a crewmember doesn't need to worry about entering their data on a fake site. If their web browser doesn't confirm that it's secure, we would advise them not to enter any personal data."

Finally, before submitting any personal information to an agency, Connor advises that an initial quick assessment of the company should be enough to tell if it is trustworthy. "Our crew coordinators' photographs,

names and contact information are on the website," he explains. "If you are looking at a site that doesn't have an 'about us' page with real people, should you be uploading your personal details on to it?"

Morgan admits that every recruitment sector, not just yachting, sees agencies posting fake jobs to gather CVs. "It is a shame as it gives the industry a bad name," she concludes. "But we can only hope that candidates would eventually figure out if a particular agent was not credible through, for example, never receiving feedback, and so instead use only the more professional consultants."

Crew recruitment agents have a duty of care and responsibility that is overseen by the International Maritime Organization (IMO) and, at a lower level, by flag, which means they must conform to data-protection laws and professional recruiting procedures such as thorough candidate-vetting and reference-checking. These two aspects protect both the crew looking for employment and the yachts employing the crew. If unprofessional agencies, online or otherwise, continue to be given business, it will severely damage the crew-recruitment sector which is made up, mostly, of credible, thorough and professional agents. **BM**

“

If you are looking at a site that doesn't have an 'about us' page with real people, should you be uploading your personal details on to it?

”

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- *Itinerary for new charter: to be defined with NA agent.*
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CAPTAINS

# Is rotation the 'cure-all'?



THE SUPERYACHT INDUSTRY HAS BEEN AT THE MERCY OF BREVITY OVER LONGEVITY FOR TOO LONG. IS ROTATION THE ANSWER? THE CREW REPORT SPEAKS TO CONFORMISTS AND SCEPTICS, AND THOSE CLOSEST TO THE OWNER, ABOUT WHETHER ROTATION FORTIFIES PROFESSIONALISM AND IS A JUSTIFIABLE EXTRA COST FOR OUR OWNERS.

BY FELIX SOWERBUTTS

In 2015, *The Crew Report* surveyed more than 1,000 crewmembers from 644 superyachts and found that 39.3 per cent of the respondents' yachts offered some sort of rotation policy; and only 7.8 per cent of these policies were allocated to every crewmember on board. Yet since we published this data in 2015, it would seem that a burgeoning quantity of yachts have been engaging in crew rotation as an employment structure, with those already using the system seemingly having benefited from its methodologies.

"I think rotation should be an industry standard across the board," begins Tom Leyland, operations manager at West Nautical, whose background includes being a superyacht captain and having experience of the success of rotation in commercial shipping. "Rotation makes it a lot easier for yachts to comply with [MLC] rest regulations. You also attract quality people, serious professionals, because it's their career; they're not people just passing through and making a bit of money in the short term," he continues, adding that he left yachting because he had a family and was promised rotation, but never got it. "You also have fixed costs, redundancy if someone's sick, and you can plan travel well in advance. It just makes it a more organised operation."



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ISSUE 81

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“  
On a boat of 16 crew, you could have, say, five heads of department on a two-on, two-off rotation. It's not a lot more to ask the owner for in the grand scheme of things.”

An anonymous captain of a 60m+ motoryacht adds: “As soon as you offer rotation, the system is successful in its own right. We've recently implemented the system because we're on a world cruise now, so the yacht has heavier use. It's mainly for longevity purposes. Yes, the owner might see twice as many faces on board, but they'll see those faces for a much longer duration.”

Many an owner and captain have voiced concerns about finding and retaining good crew – a seemingly arduous process. In the above-mentioned survey, 29.9 per cent of 20- to 34-year-old crewmembers said they intended to stay in yachting for the rest of their career. It just goes to show that any implementation that can assist in overcoming brevity

with longevity goes some way to safeguarding the future of good crew.

But it's not for every owner – and how much do cultural differences have an influence in this? Ross Haerle, the former captain of 60m motoryacht *Event*, says, “The Chinese owners of *Event* didn't seem to see the value of having rotation. The philosophy of work in China is very different to that in Europe. If you have a job, you are very lucky and must work hard to keep it. This is all hypothetical, but I believe they couldn't understand why two people should do one person's job – and why those who are fortunate enough to have a job should want to rotate.” However, he adds something that is, ultimately, fundamental to the operation of a yacht and a vital consideration for owners: “You simply cannot short-cut on safety. On yachts, it's of paramount importance that you do not have crew burning out. They must keep fresh and maintain a healthy work-life balance.”

But who can benefit from rotation? “It varies from yacht to yacht, of course, but two months on, two months off is fairly standard now for senior positions,” says Haerle. The anonymous captain has a corresponding system, but for all positions except deckhands and stewardesses, who do five months on, one month off. He adds, “My former yacht (an *Oceanco*) has just implemented full rotation for everyone on board – the senior positions do two months on and two months off, and the junior crew do three months on and one month off.”

Martyn Walker, captain of *Fountainhead's* 88m motoryacht *Fountainhead*, says, “We only offer rotation for ETOs and engineers. Engineers expect it

and get the best gig with their rotation. People didn't used to have the Y1 and Y2 engineering qualifications, so those who did have the bigger licences, or the Class One – such as the ex-merchant guys, who were used to rotation – drove the market.”

So how much should rotation positions earn? Walker suggests most captains should expect something around a 50 per cent pay cut if they want a two-on, two-off rotation. When it comes to engineers, however, he believes a smaller cut of 25 per cent is viable. “My theory is this: let's say an engineer earns €8,000 per month. Does that mean he can expect €16,000 per month full time? I don't think so. In my experience, an engineer earning €8,000 per month on rotation would get €12,000 per month full-time. Fifteen years ago, an engineer was making about €5,000 per month on a 50m-60m boat. They probably didn't have much of a ticket, but when rotation came in they would earn about €6,000 per month and work half the time!”

Haerle agrees. “Engineers get the best deal. They can still get about 80 per cent of a full-time salary for a two-on, two-off rotation. It's down to their track record of qualification and experience. A good chief engineer is so intrinsic but you must also remember that these guys are very much on call 24/7 when they are on.” From a management standpoint, Leyland suggests that those in senior positions, with a two-on, two-off rotation, should receive approximately 75 per cent of a full-time salary, and that junior crew should get less of a rotation – approximately five on, one off – but no real change in salary.

Is it that much more expensive for an owner to introduce? “If you're looking at an operating



cost of about €4 million per year, I think it's great value," says Haerle. "On a boat of 16 crew, you could have, say, five heads of department on a two-on, two-off rotation. It's not a lot more to ask the owner for in the grand scheme of things. They are looking for a top-quality service, and that level of service comes from a crew that is fully rested and fully motivated."

But Walker offers a very important reminder. "Putting someone on rotation doesn't guarantee loyalty or longevity. Just like paying someone more doesn't guarantee their loyalty. If they're unhappy, they will leave." He adds later that he "expects the crewmembers' lives to be the boat". It would seem, though, for the most part, captains are very much in favour of rotation – the crew certainly benefit from it, and from a management perspective, minimum MLC compliance is far exceeded. Ultimately, it all boils down to the owner's beliefs and whether they view it as a justifiable extra cost. One thing is for sure though; it keeps yachting professional. **FR**



**Walker suggests most captains should expect something around a 50 per cent pay cut if they want a two-on, two-off rotation. When it comes to engineers, however, he believes a smaller cut of 25 per cent is viable.**

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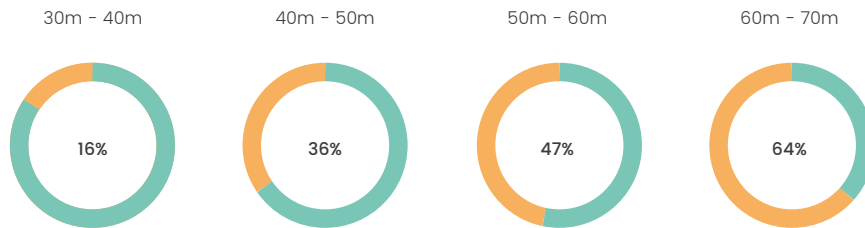
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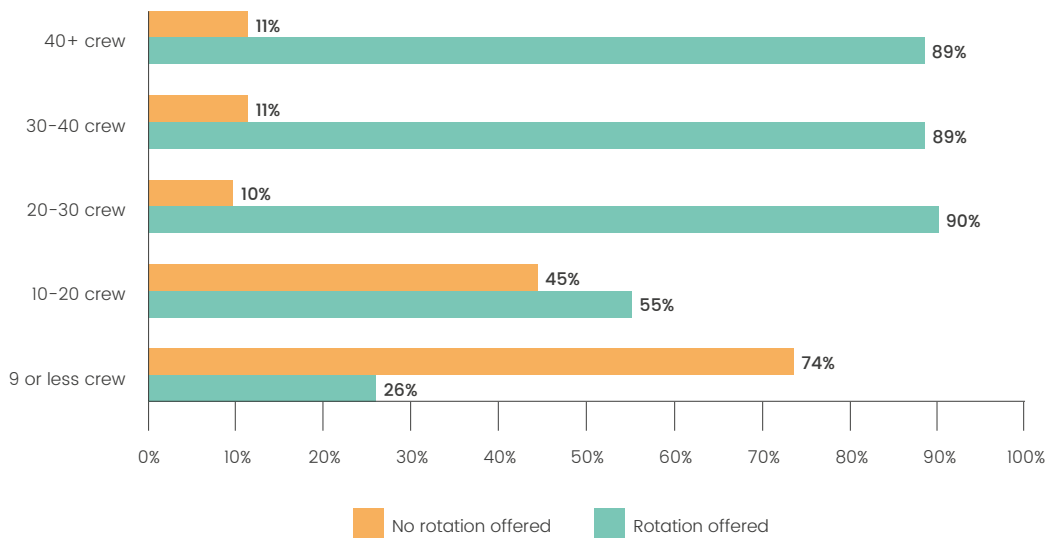
# Rotation data

Source: SuperyachtIntelligence.com

Percentage of crew on yachts where rotation is offered, by LOA

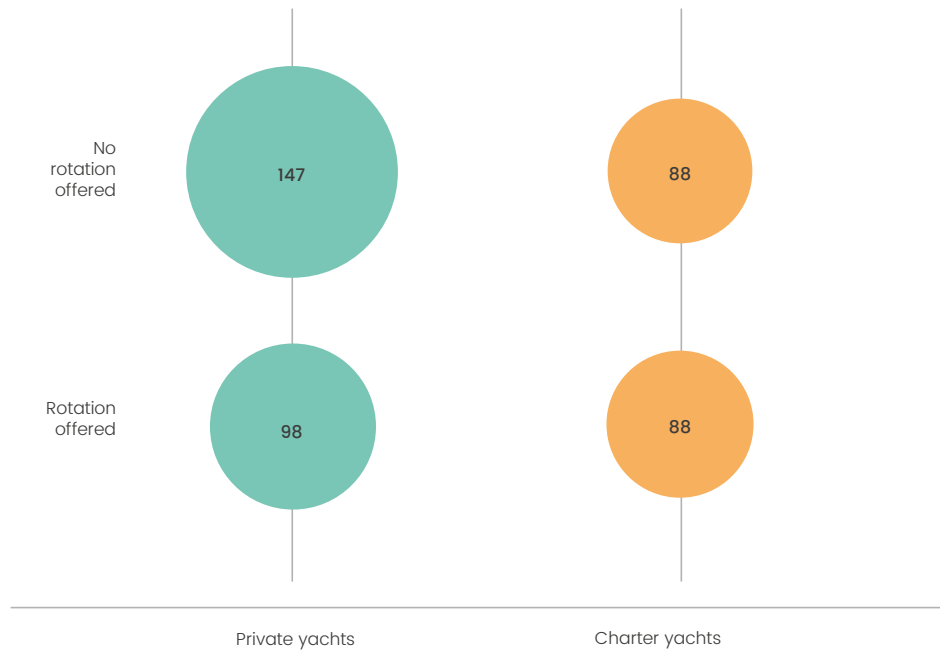


Rotation by crew size



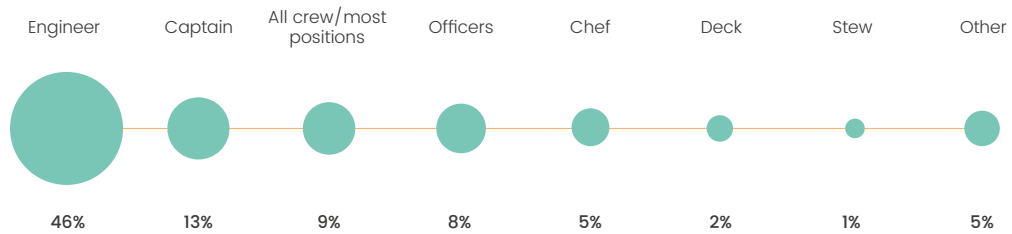


### Rotation by yacht type (Charter and Private)



Answers based on no. of responses, not percentages

### Positions where rotation is offered



Crew were given the option to select more than one position, hence the percentages do not equal 100



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# Captains' comments

## INTRODUCTION

After so much talk of the 1 January, 2017, deadline for the STCW Manila Amendments' refresher training, we hear from four captains on whether the deadline has been problematic or the superyacht industry has, instead, been the target of scaremongering.

”



# Captain Jari Lindgren

I don't think the yachting industry will be that badly affected by the deadline for refresher certificates. The commercial sector seems to be coping pretty well.

## THE CURRENT LACK OF COURSES IS JUST A SHORT-TERM GLITCH

There is a lot of confusion and people worldwide have misunderstood the deadline of 1 January, 2017. Hence the International Maritime Organization (IMO) did not push the deadline any further, but instead advised flag states to be lenient when doing Port State Control inspections for another six months with regards to the crew certification. However, this does not mean that they will be lenient. In Australia, for

example, any crew belonging to ships holding a Safe Manning Document, but not complying, could be subject to a detention or some other kind of action. It could result in that crew being repatriated and replaced with crew holding valid certification. I think a lot of crew have their certifications up to date, and the current lack of courses is just a short-term glitch.

Doing courses abroad is no problem for ratings, but officers renewing their tickets' underlying certificates may run into surprises when the issuing flag administration does not accept the course from abroad. I think the issue here is that the flag admin endorses the course and if they do not know the issuing school they won't put their name to it. This could also depend on the flag of the vessel.

# Captain Peter van der Elst, M/Y *Lady Tahiti*

## UNLESS YOU'RE EMPLOYED ON AN EXTREMELY BUSY ITINERARY, THERE ISN'T REALLY AN EXCUSE FOR NOT COMPLETING

I think the effect of the refreshers has very probably already been seen and mostly dealt with. From what I saw during the second half of 2016, there was a rush to sit these courses, but the panic that was around seemed to be alleviated by the addition of extra courses, as well as a few last-minute 'deals' to allow providers to run some of the courses they previously weren't allowed to.

Many people jumped through a few hoops to refresh, but in the end it wasn't as difficult as some scaremongers were suggesting. And unless you're employed on an extremely busy itinerary, there isn't really an excuse for not completing. I have to admit that I initially had feelings of trepidation towards the whole regulation, and while I still believe the training providers are the big winners here, I was impressed with most of the course content and am now a firm supporter of regular refreshers.



# Captain Thilo Burcks, 100m+ M/Y

**MOST CREW FAILED TO DO THEIR REFRESHERS BECAUSE OF PURE NEGLIGENCE**

I am sure that this will cause a shortage of those crew with valid certificates. As a captain of a passenger yacht, it is always a hassle to find crew with the required certificates. It was mainly the Crowd Management certificate that was lacking, but now the issue has a new dimension.

Most crew failed to do their refreshers because of pure

negligence. Nowadays, in the ages of the Internet and social media, I cannot see any excuse or lack of information. I understand that crewmembers on a rotation with very limited leave have postponed their refresher courses every time in favour of having a holiday, until it was too late. Since the second half of 2016, it has been difficult to find space in a course, but everybody should

have known this was going to happen.

I would not necessarily agree that employers failed to send their crew for refresher training as, first and foremost, it is every crewmember's responsibility to look after their own certificates.

# Captain Stephen Edwards, S/Y *Bayesian*

Is there a lack of crew with refresher certificates? It is really those who have been in the business for a relatively long time who are most affected by this, and hopefully, they've had enough common sense to get the updates done in time. Those who haven't have sat on this for some two years knowing the deadline was coming up, so I cannot say I am that sympathetic. I agree that it was poorly implemented, as always, and the late decisions about the Advanced Sea Survival element did create some pressure, but with some planning it was quite possible to fit in the three days necessary to get it all done.

Another issue is the uncertainty of the implementation of the Manila Amendments by differing administrations. For example, the South African Maritime Safety Authority (SAMSA) requires the update

**IT IS REALLY THOSE WHO HAVE BEEN IN THE BUSINESS FOR A RELATIVELY LONG TIME WHO ARE MOST AFFECTED BY THIS**

to include Pressure Systems Safety Regulations (PSSR) as well, so will not accept the current update training provided by one of the best known training schools. Another school, I see, gives refresher training for all the elements 'to be sure' of compliance. One of my crewmembers with a SAMSA GMDSS ticket has been caught unawares by this when trying to renew recently, and now needs to attend three hours of PSSR refresher training.







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# A new direction for the PYA

TO RAISE AWARENESS OF THE PROFESSIONAL YACHTING ASSOCIATION, WE'RE OFFERING THE PYA A REGULAR SPOT TO UPDATE READERS ON WHAT THE ASSOCIATION IS DOING FOR CREW. IN OUR RELAUNCH ISSUE, CAPTAIN ANDY CRAWFORD, ACTING CEO, EXPLAINS THE MAJOR CHANGES AHEAD.

BY ANDY CRAWFORD

## WHAT IS THE PYA?

The PYA is a legally established association, founded in 1991 to properly represent the professional interests of people working in the superyacht industry, and has evolved to provide professional advice to its members on nearly all aspects of life in the superyacht sector.

The PYA is members-only and not-for-profit, offering membership for all professional yachting crew specialisations – it is not a 'captain's club'.

## WHY IS THE PYA CHANGING?

In 2016, the PYA decided to seek an external review to identify current issues and weaknesses and determine the body's future structure, and also understand how it could better increase its influence to represent the interests of its members with international and government regulators through effective policies and objectives. Growing membership numbers directly improve the activity and quality of the services offered by the PYA but, sadly, many crew have never even heard of the PYA, and some just join only to leave when they no longer require its services.

## WHAT ARE THE CHANGES?

The PYA will have three trustees who will be elected to act as the guardians of its core aims and objectives, as well as in accordance with the required rules and regulations.

A number of PYA councillors will be elected at the annual general meeting and they, in turn, will elect PYA directors from their own ranks to govern the association. All councillors will be expected to become involved with current activities relevant to their respective backgrounds and experience, including representing the PYA at external meetings. The aim here is to widen the number of competent people to be able to promote PYA policy externally.

The PYA Council Executive is being restructured into an executive board of directors, proposed and elected by the PYA Council, that will include at least one non-executive director from industry partners, such as MYBA. The board of directors will guide and govern the business of the PYA, setting its policy and establishing its medium- and long-term objectives.

The PYA will appoint a CEO to manage the operational aspects of the organisation, and the PYA Board will consist of the following: chairman of the PYA, CEO, director of member services, director of finance, director of training, director of interior (representing the GUEST training programme) and a non-executive director.

## THE FUTURE

The PYA is getting into shape and will be able to meet the challenges of the ever-expanding superyacht industry. It is now 25 years old and wants to encourage a new generation of yachting professional leaders to step up to the plate and represent their industry with regulators at the highest level. If you are interested in becoming part of this, come and speak to us! **AG**

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# CONSISTENCY, PLEASE

BY CAPTAIN  
TANIA NICHOLLS

A RECENT EXPERIENCE DEALING WITH LIFE-SAVING APPLIANCES PROMPTED ONE CAPTAIN TO THINK ABOUT WHY REGULATIONS ARE SO VARIED WHEN IT COMES TO SOMETHING AS CLEAR-CUT AS SAFETY.

For some years, I have been employed on a private MCA-registered, 43m sailing yacht. The crew worked hard to maintain the yacht and its safety systems to the level laid out in the Large Yacht Code and always within the MCA rules for private yachts. More recently, I have done a stint on another private Red Ensign-flagged yacht – not MCA – and I was a little shocked at what I found.

The owner of the non-MCA yacht is new to yacht ownership and we were looking at the Life-Saving Appliance (LSA) code. When I tried to refer to the flag state for directions on LSA and crew qualifications, I found there were none for private yachts under 500gt, other than a strong recommendation to follow the MCA Large Yacht Code. I contacted the registry which confirmed there were no enforceable requirements,

just a general duty of care under health and safety.

The MCA works quite differently. Crew-qualification notices MSN 1858 and MSN 1859 explain that they form an alternative arrangement to the full STCW convention. A private yacht can choose to either comply with the lesser

regulations and exemptions applicable to pleasure vessels, including those over 24m. Again, an owner can choose to apply the lesser requirements of the MGN, or the full SOLAS requirements. Carrying nothing is not considered an option.

I do not understand why there is a difference in approach. Why does one registry advise there are no applicable rules and the MCA advises that you may, if you wish, apply its notices, or otherwise refer to international conventions?

Nor can I fathom why higher safety requirements apply only to commercial vessels when private vessels also employ professionals. Crew working on private yachts are just as

**I often advise younger colleagues to listen to their gut feeling – if it doesn't feel safe it probably isn't.**

requirements of the marine notice or the higher requirements of the STCW convention. Regarding safety and firefighting equipment, MGN 538 offers guidance on the







*Crew working aloft without the proper safety gear is a big issue permeating the industry.*



courtesy of Harken

exposed to workplace risks and the dangers of working at sea as crew on those yachts with paying guests. Surely we should receive the same protection in law.

I often read articles bemoaning the legislation that governs safety on yachts because of the paperwork and systems it imposes, but without it you are relying entirely on the good sense, goodwill and forward-thinking of individuals to provide a level of safety in an environment in which

they may have no prior experience. When it comes to yacht ownership, there are no qualifications; an owner doesn't have to appreciate the dangers before purchasing a yacht and employing crew.

About half of my time on yachts has been on private vessels, and for the most part I have been lucky – the owners really meant it when they agreed safety was paramount. Just occasionally, I've been on yachts where owners say the words but do not follow them up with action or investment.

This leaves safety-minded crew who have tried unsuccessfully to influence a yacht owner towards safer practices in employing crew, purchase of LSA, reliable systems and having crew who know how to use equipment just one option – and that is to leave. Sadly, this does not protect those who come afterwards, but without support from the registry and the legislation, what other choice is there? **TN**

The UK LSA and firefighting regulations apply to UK vessels, as relates to a Class 12 Vessel (Pleasure Yachts). However, the application of these regulations is not mandatory for any other Red Ensign Group flags. Similarly, the UK has regulations for compulsory safe manning for all pleasure vessels over 80 net tonnes (approximately 24m). Other Red Ensign Group flags do not mandate compliance with manning requirements, but place a strong recommendation on the operators to comply. It is recommended that requirements are always checked with the flag state.

ABOUT TANIA NICHOLLS

**NURSE**

PREVIOUS CAREER

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YEAR SHE  
JOINED YACHTING

**40s**

AGE SHE  
JOINED YACHTING

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# A tender course of action



FOLLOWING THE INTRODUCTION OF THE RYA'S TENDER OPERATOR COURSE, *THE CREW REPORT* ASKS IF THERE IS ANY MERIT IN DECK CREW UNDERTAKING THIS COURSE BEYOND THE ALMOST ESSENTIAL POWERBOAT LEVEL 2 QUALIFICATION.

BY RORY JACKSON

In the world of superyachts, there has been an acceptance that when crewmembers come on board, they need to be in possession of certain basic skills, and the associated certificates. One such skill is the ability to drive a tender, and it is largely accepted that Powerboat Level 2 (PB2) is the basic level required. However, should the industry continue to accept a minimum qualification standard?

It should be noted from the outset that this article is not a cry for further regulation. Indeed, if it were to be anything, I would rather this be considered an ode to common sense. There will always be cases where over-qualified individuals have accidents and, equally, there will always be cases where under-qualified individuals enjoy long, fruitful, accident-free careers on board yachts. At the end of the day, it is for captains and managers, not the industry at large, to determine how best to spend the yacht's money to mitigate the risk of an accident occurring under their tutelage.

"Initially, the industry looked outward to try to determine a commonly known and acceptable base standard for tender operations, and most looked towards PB2," starts Richard Falk, the Royal Yachting Association's (RYA) director of training and qualifications. "PB2 is a two-day, basic



entry-level course focused on boat-handling, basic safety and so on. It's relatively low level because there is only so much you can teach and learn in two days, particularly with three students."

Falk explains that over the course of those two days, around 25 per cent of the time (about four hours) will be theory-based in a classroom. The remaining 75 per cent (12 hours) will be spent on the water. If you balance out the on-water time across three students, it amounts to about four hours each. Moreover, once you take into account lunch breaks, tea breaks and unavoidable white noise, you end up with closer to two to three hours of boating experience.

For some, this may be sufficient. There are those who may start work on a superyacht, climb into a tender and already have the practical intelligence to drive the vessel, manage the guests and tackle new marinas and weather conditions during day and night with no problem whatsoever. But for every naturally gifted seaman, there

is, I think it is fair to say, a great number who aren't.

"If you contrast the vessels that are used in PB2 with what deckhands may be driving on board a superyacht, there is really no comparison," continues Falk. "In some cases, the tenders may be jet boats, they could be 10m+ with twin 300hp engines. They could be operating in unfamiliar waters, day and night, in a range of conditions, sometimes with navigational lights, other times without."

This wide operational variety is not covered in PB2, and nor should it be. PB2 is meant to be an introductory-level qualification for all manner of seafarers. Indeed, the minimum age for someone wishing to take PB2 is 12.

"Before working on a yacht for the first time, I did two courses – the STCW 95 and PB2," begins one crewmember who recently left his job on a yacht to pursue a shoreside career. "When I got my first job, it was on a 60m motoryacht. I couldn't tell you what make the tender was, but it was around six metres and jet drive – on PB2 I had learnt

with a propeller. The tender had totally different controls and it was totally different to manoeuvre. I just asked questions of the first officer and tried my best to replicate what the other crewmembers were doing."

You would be hard-pressed to find a captain or senior crewmember who believes that an additional course is a sufficient replacement for talent, experience and trust, not to mention on-board training. How, then, do you ensure that you step up to drive your first tender with confidence?

"I think what was probably most indicative of the situation was that crew agents and captains, who were advising on training, didn't always understand what was involved in the PB2 syllabus," says Falk. "In some instances, they just assumed that night-time operations [which are not part of PB2] and other elements were included."

After having been approached by the Professional Yachting Association (PYA), the RYA set about building a course that bridged the gap between

**“If you contrast the vessels that are used in PB2 with what deckhands may be driving on board a superyacht, there is really no comparison.”**



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- A: 14 South Preston Office Village, Cuerden Way, Preston, PR5 6BL
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- W: [www.helidecks.co.uk](http://www.helidecks.co.uk)
- A: Tremough Innovation Centre, Penryn, Cornwall TR10 9TA, UK

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A: 1600 SE 17th Street Suite 410, Fort Lauderdale, FL 33316

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## On speaking with a training centre, it became clear that the Tender Operator Course was being utilised, albeit not in the way that the industry had envisaged.

PB2 and the realities of yacht operations – the Tender Operator Course (TOC). The course has been available to crewmembers for coming up to three years but, in the words of Falk, “is relatively little known within the industry”. Yet, it is the aspiration of the RYA and PYA that the TOC will become the de facto standard – though not mandatory – for superyacht tender operations.

To take the TOC, crewmembers must already have done PB2, or an equivalent. The TOC is specifically designed to address the variety of situations that may occur when ferrying owners, guests and crew between superyachts and the shore. The course is a further two days and places an emphasis on pilotage, both day and night, and on how to safely carry and manage passengers, as well as other stressful scenarios such as towing, man overboard, preventing collisions and emergency situations. Falk does, however, concede that simply telling people that a course is worth doing is not overly beneficial, especially in light of the stigma that has been attached to the number and prices of the courses available in other areas of superyachting, not to mention the 2017 refresher training requirements.

“Over time, more boats will look at it as being valuable,” explains Douglas Innes, director of Stormforce Coaching. “We currently have two types of students: those who come to us after their first season and want to upskill towards a better pay packet and promotion; and those yet to set foot on a yacht, wanting to increase their chances of getting on board.” As these people rise through the ranks, their advice will become valued and we may see more people adopting the qualification.

However, as a result of the common-sense approach to tender proficiency that currently pervades the yachting industry, not to mention all those who choose instead to do their Yachtmaster qualification, the TOC is unlikely to attract deckhands who have already gathered significant experience. The consensus seems to be that a number of months, to a number of years, of tender experience is still far more valuable than an additional tender course. But that does not mean the course is not valuable for those trying to get on their first yacht and drive their first tender without fear, or for others for whom tender driving might not come so naturally.

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# FIVE SECONDS TO SAVE A LIFE

BY OLLIE TAYLOR

WITH LITTLE INDUSTRY-WIDE REGULATION SURROUNDING THE USE OF KILL CORDS, OLLIE TAYLOR, OEM SALES AND MARKETING AT WILLIAMS JET TENDERS, LOOKS AT THE FIGURES THAT SHOW THE INDUSTRY REQUIRES KILL-CORD REGULATION, AND REMINDS USERS OF THE LIFE-SAVING IMPORTANCE OF CHECKING SUCH EQUIPMENT PRIOR TO EVERY TENDER JOURNEY.

Kill-cord usage is something that often gets discussed during times of tragedy, but loses prominence in the marine media when the focus has moved on to news of a more positive nature. It's a topic that causes division within our industry, with some believing self-regulation is the best policy, while others are calling for government legislation, enforcement and penalties for those flouting the rules. Despite having clear evidence that the use of kill cords can save lives, we, as an industry, still lack the vision and cohesive drive to permanently remove those tragic headlines from the news.

The debate over kill-cord legislation has similarities to the introduction of vehicle mandatory seat-belt usage in the late 1960s. In the UK, there were 11 attempts to introduce seat-belt legislation

over a 15-year period before the government finally introduced a law to fit three-point seat belts in 1968. Upon introduction of the law, observed seat-belt usage was recorded at 90 per cent of all drivers and front-seat passengers, a significant improvement over the pre-legislation rate, clearly proving the link between legislation and usage-rate increases. Six states in the US have now introduced formal laws governing the use of kill cords, with several others set to follow, but Europe remains distinctly behind the curve. The Recreational Craft Directive (RCD) which governs the safety standards for all European craft still has no legal requirement for a kill cord to be fitted to a boat.

It has been argued extensively that introducing EU-wide legislation would be impossible due to the



## What may feel like a five-second inconvenience may one day save not only your life, but also those of your fellow colleagues and passengers.

broad spectrum of craft it would need to cover, and the practicalities of enforcing such a law would prove difficult. Therefore, the alternative approach of educating users has been championed by organisations such as the Royal Yachting Association (RYA) and other national marine bodies, with several public-safety campaigns in recent years. However, does this go far enough in persuading people to always use their kill cords?

It feels as if a tragedy every three to four years could easily be avoided if a kill cord were used, and with technology now available that avoids the need for a 'cord' entirely, the often repeated arguments for non-use are becoming less valid. Companies such as Fell Marine, CoastKey and Autotether offer solutions that negate the need to be physically connected to the boat, leaving you free to move about the vessel, undo lines and help guests aboard. Fell Marine's retrofittable MOB+

wireless cut-off switch uses a wireless fob that's worn by the user and automatically cuts the engine should the device be submerged or leave the wireless range of the base-station antenna – something worth thinking about if you feel the traditional cord and kill-switch arrangement is limiting in the commercial environment.

However, having the right device and using it doesn't rule you out of potential trouble. The results of an RYA survey conducted in 2015 showed that more than a third of respondents had experienced a failure with either the kill cord or kill switch due to equipment malfunction, with UV degradation and corrosion of kill cords being the biggest factor. Regular equipment checks take just minutes and save lives; checks to ensure that the engine stops when the cord is pulled away from the kill switch should be carried out every time you use the boat.

There are not many industries that would allow an unqualified individual to purchase a 500hp powerboat and the next day take it out with no formal training or guidance. Perhaps now is the time that we, as an industry, took a firmer stance on user safety before the next tragedy is splashed across the front pages of the national newspapers. As a crewmember driving your yacht's tender, you are not only responsible for your own safety but also for those you are transporting. What may feel like a five-second inconvenience may one day save not only your life, but also those of your fellow colleagues and passengers. [01](#)

### ABOUT OLLIE TAYLOR

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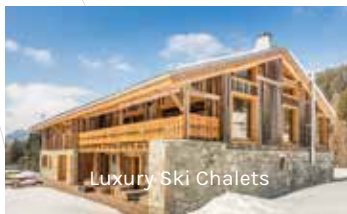
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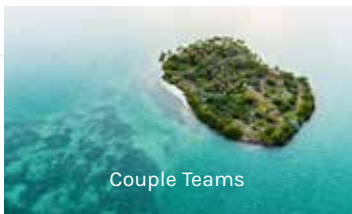
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INTERIOR

# A slap and a tickle is no laughing matter



CREWMEMBERS, ESPECIALLY INTERIOR CREW, CAN BE SUBJECTED TO UNCOMFORTABLE OR AWKWARD SITUATIONS WHILE AT SEA, BUT ARE THEY, PARTICULARLY GREEN CREW, PROPERLY PREPARED FOR THE REALITIES OF WHAT THEY MIGHT ENCOUNTER ON BOARD? *THE CREW REPORT* TALKS TO HOLLY FISHER, INTERIOR PLACEMENT COORDINATOR AT BLUEWATER YACHTING, AND AN EX-INTERIOR CREWMEMBER ABOUT HOW OFTEN THIS HAPPENS AND WHAT CAN BE DONE TO RECTIFY THESE AWKWARD SITUATIONS.

BY GEORGIA BOSCAWEN

Unfortunately, inappropriate treatment is something that crew – specifically interior crew – are still subjected to, some more frequently than others. But are crewmembers clued up on what they may encounter at sea, and do they know what to do if they find themselves in an uncomfortable predicament?

“There are a lot more girls who are better mentally prepared for the realities of superyacht life than ever before,” says Holly Fisher, interior placement coordinator at bluewater Yachting, attributing this to a number of books, websites and even reality TV shows available to crew and prospective crewmembers. “I find that many girls are well prepared for the realities of a superyacht and what could happen to them,” continues Fisher, adding a crewmember is likely to be caught in an awkward situation, she says, every few months, “where an owner or fellow crewmember gets a little too friendly”.

Even those who are well prepared, and find themselves on ‘good’ boats, can face this predicament. “Although I spent my yachting career on a wonderful boat run by brilliant crew, that’s not to suggest that harassment wasn’t rife,” explains an ex-stewardess who now works shoreside. The word ‘harassment’ is important – it’s one that is often misinterpreted and can



come in so many different forms – some of which most of us might think would not count as harassment. “I haven’t heard of one yachtie who hasn’t experienced some form of harassment,” the ex-stewardess continues. “Whether that’s simply in the form of a snide remark, bullying or perhaps something more serious such as being groped, harassment is definitely something a crewmember needs to be prepared for.”

With more crewmembers aware of the potential ‘dark side’ of yachting, Fisher explains that crew still remain unaware of what constitutes valid reasons for handing in a resignation. “I tend to get a lot of crew asking ‘if I’m not happy or comfortable in a position, am I allowed to quit?’, to which I say, ‘Absolutely!’” The ex-stewardess reveals, “I was often faced with an inappropriate ‘cuddle’ or grope from the captain, alongside the bombardment of sexist and demanding comments. But I trusted myself and wasn’t scared to stand up for myself, regardless of whether I was putting my job at risk. I was confident enough in myself to tell someone when they were out of order or when it had gone too far.”

However, as the ex-crewmember clarifies, sexist comments can be quite threatening, especially for the on-board masseuse, one of the roles she held on board. “I overheard the owner’s guests joke and laugh about the fact I should be wearing Victoria’s Secret underwear prior to when I was about to give the owner a massage. I then went to the master cabin where the massage bed was situated, at which point the owner locked the door behind me ‘to ensure his mates didn’t interrupt his relaxing experience’. Luckily, I trusted the owner,” she admits, adding, “I’ve heard endless

stories of girls having their bums groped or slapped – and this has happened to me. I’ve experienced plates with whole meals on them being thrown overboard because they didn’t taste quite right, or boiled eggs being launched across the deck because they were too hot ... the list goes on.”

Harassment and unwarranted attention tends to be aimed at female crewmembers and thus, largely, the interior department; Fisher explains she hasn’t come across any men being subjected to this sort of mistreatment. She does admit, however, that she has been aware of incidents where male interior crewmembers have been bullied or mistreated, not to mention situations that can be provoked through drug use. In this case, she explains, it would be better to not do anything about it yourself directly – it should be up to the captain as part of their responsibility to maintain a safe environment for all.

The problem is that crew tend to worry about their reputation because boat-hopping doesn’t look great on their CV or, if an agent got them the position, it would tarnish their reputation at the agency. “I always tell crew that they’re never obliged to stay anywhere they don’t feel safe. It’s fine to quit,” says Fisher, who adds that future employers of the agency that originally got you the position will understand that the move was made for your safety.

In a case where anything from unwarranted flirtation to sexual harassment takes place on board, protocol, unfortunately, dictates that there won’t be many repercussions for the offender. “If you are being made to feel really uncomfortable on board, just remove yourself from the situation,” says Fisher. This is the easiest thing to do as the offender will always

be involved with the yacht in some way, and it’s not worth putting oneself at risk for any longer than necessary. Yet Fisher highlights that there are still many crewmembers who would rather save themselves the embarrassment and subsequently “turn a blind eye to this behaviour”. However, this shouldn’t be the case, and as an industry we must ensure it doesn’t continue to happen. “It should be more acceptable to do something about it, and

**“ I don’t want to tarnish yachting with the harassment brush. However, I think all crew need to know that it is common and will happen. ”**

not to have to worry when doing so,” says Fisher. While serious incidents may be rare, crewmembers should be supported in a way that makes them able to tell their superiors if any mistreatment is taking place. “There is far more worry here than there should be,” admits Fisher.

So should there be this much fear when, very sadly, harassment is pretty normal? “I don’t want to tarnish yachting with the harassment brush,” says the ex-crewmember, “however, I think all crew need to know that it is common and will happen. And they need to have confidence in how to deal with the situations and trust their decisions, even if it means putting their job at risk.” **GB**

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# SELF-PRESERVATION, A THICK SKIN AND TOLERANCE: ESSENTIAL REQUIREMENTS FOR INTERIOR CREW?

BY LYNNE EDWARDS

**AFTER AN INCIDENT THAT HIGHLIGHTED JUST HOW THE INTERIOR CREW IS DEVALUED - SADLY, OFTEN BY THOSE MAKING THE HIRING DECISIONS - LYNNE EDWARDS, TRAINER AT THE CREW ACADEMY, LOOKS AT THE DIFFICULTIES UNFAIRLY FACED BY INTERIOR CREW AND HOW THEY HAVE THE POTENTIAL TO DISSUADE A PERFECTLY SUITABLE PERSON FROM JOINING THIS INDUSTRY.**

We are all aware that one of the more significant developments in the superyacht industry in recent years has been the demand for higher levels of professionalism of crewmembers in all departments, on increasingly larger and more sophisticated yachts. In response to this demand, and in respect of the interior crew, the industry-recognised GUEST Program was introduced some five years ago and has seen hundreds of interior crewmembers professionally trained in more than 20 training schools worldwide. This has been of huge benefit to the industry, but seems to have done little to stem the tide of ongoing, petty discrimination against the interior crew.

I was contemplating what I might write for this column when the opportunity to highlight the ridiculously

supercilious attitude of a couple of captains towards the interior crew presented itself to me via what began as a perfectly innocuous question posted on Facebook by a young girl starting out in the industry and seeking advice from her more seasoned peers.

Here's an edited snippet of the conversation:

*Holly\*: Hello yachties! I've read through all the suggestions in this group and as a result I have signed up to do my STCW, Poweboat L2 and Hospitality/House-keeping Course (including Food Safety). By that time I will have a one-page CV, at least one reference and a photo of me in a polo. I've also noted down some good agencies to sign up with. With all that in mind, am I missing anything? All the best, and I look forward to your suggestions.*

*Captain John\*: How about ironing? Most of your green colleagues have a problem with that ...*

*Captain Paul\*: Haha, I found the solution, I iron my shirts myself now, it's better done ...*

I rarely join in these conversations but wanted to highlight that the way these captains were joking about the work done by the interior department was not acceptable. So I did join in, and as the conversation ensued, I was accused – by the captains – of opportunism, of lacking in intelligence and judgment, and having no skills. Fortunately, I have learned not to take these things personally, but just imagine what sort of impact unpleasant, heedless and injudicious comments such as these could – and do – have on young people starting out in the industry.

\*names have been changed





Even in hindsight, I am still shocked at the prejudiced and superior attitude adopted by some captains towards their interior crew, utterly demoralising and devaluing an integral on-board department. Sadly, this particular conversation is not an isolated incident. The superyacht industry still tolerates a level of behaviour that would not be allowed in most land-based organisations. The image-based nature of the industry can dictate the height, weight, nationality, age and looks of its interior crew and, although it doesn't demand 'self-preservation skills, thick-skinned nature and tolerance', these would certainly be useful prerequisites.

I undertook some research for this article by asking members of various yacht-crew Facebook pages if they had suffered any sort

of discrimination during their yachting careers, and the large response was very disturbing. There were so many instances of sexism, racism, abuse, exploitation, bullying and harassment, leading to depression, eating disorders and issues of low self-esteem. Many of the crew affected felt they had nowhere to turn and were left unsupported by their captains.

The Maritime and Coastguard Agency (MCA) guidelines recommend that those finding themselves the subject of bullying, harassment or discrimination follow the on-board complaints procedure, which should be stated in a yacht's standing orders. If that doesn't resolve the problem, they suggest the crewmember raises it with an authorised officer ashore – i.e. an MCA representative if you are aboard a UK-flagged vessel. (Note: in the draft Marine Guidance Note on

the Maritime Labour Convention, 2006, or MLC, published in November 2012, the topic is addressed under section 18, 'Equality of Opportunity and Diversity in the European Shipping Industry: Eliminating Work-place Harassment and Bullying', which has been prepared by maritime trade unions and shipowners in the UK and wider EU as a guide to improving workplace conditions for all seafarers.)

As this does not apply to all yachts, the MCA also recommends, "The company [yacht owner or manager] should designate a person as the first point of reference for any member of staff who wishes to make a complaint. For complaints from shipboard personnel, this person could be another member of the crew of the vessel on which the complainant is employed, a company employee based ashore, or a person from an

independent organisation designated for this purpose. The latter two channels could be made available to shore-based personnel."

If the issue is still not resolved, under the new international maritime employment laws, a yacht's failure to comply with Seafarer Employment Agreement (SEA) regulations could result in revoking or refusal of issue of the yacht's MLC certificate of compliance or, at worst, detention by Port State Control officers or prosecution by the MCA. It is also worth noting that Nautilus International, a union for maritime crew, offers a helpful 'Protect and Respect' pack for its members.

I firmly stand by what I say. From my perspective, I am bringing an awareness to captains and other crew of what many interior crew still have to endure during their yachting careers, and it has to be addressed. **IE**

ABOUT LYNNE EDWARDS

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# CIRCUIT training



Increasingly complex systems have led to the rise of the so-called ETO – or electro-technical officer – on board yachts, and as of 1 January this year there is, for the first time, a recognised ETO certificate of competence (CoC). The question is whether this new certificate is required for all ETOs, and whether all yachts will have to carry an ETO as part of their engineering team.

HOW DO ELECTRO-TECHNICAL OFFICERS FIT INTO THE ENGINEERING TEAM, WHAT QUALIFICATIONS DO THEY NEED AND ARE THEY GOING TO BECOME MANDATORY CREWMEMBERS ABOARD YACHTS? MOREOVER, WHAT MAKES A GOOD ETO, AND WHAT OPPORTUNITIES DO MODERN YACHTS OFFER THEM?

BY TIM THOMAS

Two decades ago, the term ETO was barely heard of in yachting. "In 1994, when I joined *Coral Island*, it didn't exist," says Will Faimatea, founder and CEO of integration specialists Bond Technology Management and one of the first yacht ETOs. Faimatea, an electronics engineer, was brought on board because of his experience with the Global Maritime Distress and Safety System (GMDSS), but his role soon broadened. "When it came to the televisions, I just expected the owner to be able to work them. I didn't realise how much hand-holding had to be done, and my focus slowly shifted towards getting the AV system set up for guests. By the time I left crewing, the ETO had become the front face of the systems. The nice thing is that you don't have to go through certain courses to become an ETO, and if you've got the will and the aptitude, it's a fantastic job."



"If you break it down into 60m-80m yachts, 80m-110m yachts and yachts over 110m, you tend to see different types of technical officer," says Liam Dobbin, managing director at wilsonhalligan Yacht Recruitment. "You've got the old-school merchant navy ETO label, which was generally all electrical and electronics. Yachts have adopted that, but yachts in the 60m-80m bracket generally want an AV/IT engineer, yachts in that 80m-110m bracket want someone who can do both AV/IT and electrical, and yachts above 110m tend to split it into a dedicated AV/IT and electrical engineers."

**“We’ve seen people on Y4 to Y2 yacht tickets switch to AV/IT because they’re passionate about new technologies.”**

With the new CoC, there is a risk of confusion between the term used to describe senior electrical engineers and the qualifications needed to meet flag. The ETO CoC came into force under MSN 1860 on 1 January, 2017, yet you can work aboard some vessels in a similar capacity as long as you don't carry the official ETO title. It comes down to what is required under the vessel's Minimum Safe Manning Document (MSMD). "The electrical engineers for 110m+ yachts generally will be listed on the MSMD and will therefore require the ETO CoC," Dobbin explains. "While there are a few exemptions, PYC vessels that will be coming in the next couple of years, for example, do require it."

Things are not quite so rigid when it comes to the AV/

IT aspects. "Flag states are requiring the traditional electrical ETO in the truest sense," says Faimatea. "But there's no real formal engineering background for the AV/IT engineers on board – they could be installation, IT or AV guys for example."

Dobbin adds, "You might have an Apple-, Windows- or Citrix-based system, and the AV systems again are all so different, so AV/IT stuff can't really be governed by a certificate. But, to clarify, the electrical side and particularly the high voltage side is. You need to have a high-voltage ticket or you've got to have the ETO CoC for the newest

large boats. If engineers are getting their CoC renewals and they don't do the high-voltage course they can't work on a high-voltage vessel – we're talking typically about the 100m+, 3,000gt+ vessels."

Aside from the need for an 'official' ETO aboard, there's no doubt the make-up of the typical engineering team is changing rapidly. Dobbin says, "A lot of yachts are losing their second engineer to second engineer/ETO or they're removing their third engineer on their 60m-80m yacht to have an AV/IT engineer because you need to have someone who knows IT structures, software, firewalls and networking."

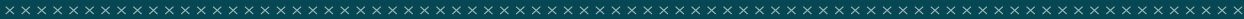
But if the AV/IT engineer doesn't need a specific qualification, what typically

is their background? "One background isn't necessarily better than another," advises Faimatea. "If you're a good IT or electronics engineer and have an inquisitive engineering mind, you just apply those skills to other areas of the boat such as the AV system. If you've got a solid technical background you can be successful in it."

There is also, he suggests, another route into the ETO role. "The systems you find on a 40m yacht are essentially the same as on a 180m yacht," he says. "It's just the scale that changes, and if you don't have an ETO on the boat somebody will have to take care of the systems. From 70m up, an ETO is pretty much a given, but on a 40m they probably won't want to give up the bunk space. So as a deckhand, find yourself a 35m-40m boat, show an interest and they'll hopefully let you look after those systems and you'll get some experience. On a 70m boat, the ETO won't let you near them."

But, this doesn't always work, as Rex Barrett, marine projects director for systems specialists Ideaworks, explains. "The people who are good at sea have learnt it when stuff has gone wrong and they've figured out what's happened and tried to fix it. The bad ones, however, tend to be people who were deckhands who say they like computers and sound systems and get promoted to ETOs or AV/IT engineers, which happens surprisingly often. There isn't an industry standard certificate for AV/IT – it would certainly be useful if something like that existed."

But are traditional engineering crew transferring to the ETO side? "I've seen some people do that," says Dobbin. "Not so much on the Unlimited ticket, but we've seen people on Y4 to Y2 yacht tickets switch to AV/IT because they're passionate



*Some Y4 to Y2 engineers are making the switch to ETO, attracted by the rotation.*

about new technologies and see themselves guaranteed to get a rotation. They also might not have to spend as much money – a lot of boats will pay for their ETO to take a Crestron course, whereas you might have to pay for your Y4 ticket yourself. But if they want to make chief, they'll stay on the engineer track.”

Dobbin says ETOs and AV/IT engineers sit somewhere between second and third engineer and sometimes alongside the second. “If the owner is into his technology, he'll want the best person with maybe more experience on yachts than a second engineer – the second might have spent a lot of time at college getting certification, and some ETOs have loads of experience but no qualifications, so we're always balancing those two facets,” he says. “As for the jobs, it's a real mix. We have an ETO position on an 80m currently that's paying €5,000 per month with 45 days' leave, and we've got an 85m paying €9,000 per month working two months on, two off. The skill set for one is completely different from the other – you can get



the best of the best for the rotation job whereas for the non-rotation job it's likely to be someone who is up-and-coming.”

Dobbin says that the rise in demand is creating a shortage of candidates, citing recent large projects that will have two AV/IT and two electrical engineers aboard at a time. Faimatea adds, “I think it's getting better because the retention rate for ETOs is now higher. When I was first doing it we were a rare commodity – but we also didn't get rotations. I don't think I would have left if I'd been offered a rotation. But there are a lot more yachts coming online and they need ETOs. There are many potential

ETOs out there who don't know about the yachts, and maybe we should be exposing the industry more to those guys.”

Moreover, the demands placed on the ETO or AV/IT engineer can be extensive. “I remember when I was an ETO I always had to be in radio contact even on days off in case something went down,” says Faimatea. “There's a lot of equipment and you're dealing with fixing both the owner's and the crew's needs and wants.” But if you can cope with that pressure, the opportunities are good for a career as an ETO or AV/IT engineer – that is if you have the skills, the will and the aptitude. **II**

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*Engineers are moving to the larger yachts, and at 180m, Lürssen's Azzam is the largest yacht on the water by LOA. In 2016, the shipyard launched 156m Dilbar, the largest yacht on the water by gross tonnage.*



the larger superyachts, with higher monthly salaries as well as bonuses, incentives and other benefits such as medical cover and pension provision. Also, a large superyacht can be based anywhere around the world, allowing its crew to travel further than smaller yachts that historically spend a season in the Mediterranean or in the Caribbean. But this is not always the case. A number of large private superyachts remain alongside in port for months on end, waiting for news of the arrival of their owner and guests.

In marine engineering, there is always the pull of working with the latest developments and advancements in technical equipment. This allows engineers to get their hands dirty, with the scope to work with the most modern and complex machinery and equipment. This can make the role on larger superyachts more diverse, challenging and interesting.

However, there are negatives. The opportunity to progress up the engineering ladder can be difficult, depending on the yacht size. Currently Y1 licence holders are able to work on commercial yachts in a senior role, on vessels up to 3,000gt and 9,000kW. In recent years, we have seen that many commercial engineers are making the move from the cruise and other marine sectors into the superyacht industry; engineers coming from a commercial background have the technical experience and licences that are needed for the larger tonnage that is now continuing to be built for the superyacht industry. Many of the captains of larger superyachts come from a commercial background, and they often recommend marine engineers from a similar background to work alongside them.

The opportunity to travel might well suit an

engineer who does not have a base as a home, whereas an experienced professional might now be longing to be able to return home at the end of the day to his or her family in the South of France, Balearic Islands or Caribbean.

We are seeing that many 'green' crew have a shorter industry lifespan than those who joined some 10 years ago. Perhaps the real problem is not the fact that engineers are moving from smaller yachts to larger superyachts but that talented engineers are not remaining in the industry, and we are not encouraging new talent to come in and work on the smaller superyachts, gaining their MEOL (Y) engineering certification. The industry continues to grow, and the problem of sourcing enough engineering talent to meet the demand is still with us. [PR](#)

ABOUT PAUL RUTTERFORD

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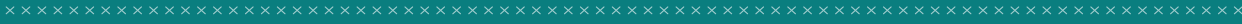
THE MLC'S STRINGENT REGULATIONS GOVERNING CREW WORKING HOURS THREATENED TO HAVE A BIG IMPACT ON SUPERYACHT OPERATIONS, BUT MOST CREW HAVE ADAPTED SUCCESSFULLY. YET OF ALL THOSE ON BOARD, IT IS ARGUABLY CHEFS WHO, ON CALL 24/7, FIND IT MOST DIFFICULT TO MEET THESE REQUIREMENTS. *THE CREW REPORT* DISCOVERS HOW THEIR DEPARTMENT IS COPING.

BY BRYONY MCCABE

The hours of work and hours of rest requirements were a particular aspect of the Maritime Labour Convention, 2006 (MLC) that initially caused consternation in the superyacht industry. Believing that the requirements didn't take into account the fundamental nature of yachting, flag states, managers, captains and owners were unable to see how busy charter yachts, with crew working around the clock, would be able to adapt; some even thought that the end of the charter industry was nigh. With the MLC now fully in place, however, there have been few complaints, and crew have seemingly adapted to a new way of working and recording their hours.

But the one department for which the regulations had the potential to be seriously problematic was the galley. Superyacht chefs, especially on busy charter yachts, are on call 24/7 and cannot work on a rota basis in the same way interior and deck crew can. And, speaking to two such chefs, it is evident that this department is still struggling. "Chefs' hours, whether on land or sea, are notoriously long and unsociable," explains the head chef of a 60m motoryacht. "Departments on board yachts can, and have, adapted to stick to the rules of hours of rest to comply with the MLC, but with chefs I'm afraid it doesn't quite work to plan."





## MLC HOURS OF REST AND HOURS OF WORK

Under the Maritime Labour Convention, 2006 (MLC), the provisions for seafarers' hours of work and hours of rest can be found in Regulation 2.3. It states that each flag state must establish either maximum hours of work or minimum hours of rest over given periods that are consistent with the requirements specified by the Convention. According to Regulation 2.3, "maximum hours of work shall not exceed: 14 hours in any 24-hour period; and 72 hours in any seven-day period" and "minimum hours of rest shall not be less than: 10 hours in any 24-hour period; and 77 hours in any seven-day period."



"On a busy charter yacht with 24-hour turnarounds and demanding guests who have all meals on board, the chefs are expected to work between 14 and 18 hours a day; that's just the way it is. With only one or two chefs in the galley, making everything fresh and home-made, this can take time but is essential for guests to enjoy their experience on board the yacht. With the chef having to be there for every service of breakfast, lunch and dinner, it's only natural the hours will mount up."

When this particular chef fills in his hours-of-rest forms each month, and a few red warnings flash up, he admits that the only way around this is to comment 'on charter'. While the Mediterranean season is notoriously busy, when the boat is not on charter the hours significantly decrease. The seasons play a large part in this, too, with winter-season charters often spread out, with long periods of inactivity.

"Being on rotation also helps with managing your hours, with the possibility of having a break every six weeks, or two months in some cases," the chef adds. "Most other departments can stick to a charter routine, with

structured meal breaks and two- to three-hour afternoon breaks, but with chefs it all depends on the charter – what time the guests get up, want to eat meals, how demanding they are for snacks, and general day-to-day eating habits."

For Sean Taylor, head chef on 60m motoryacht *Intuition II*, the requirements for superyacht chefs are often unachievable. "I have had the chance to work on both private and charter yachts so I have a good understanding about the hours-of-rest system as a chef," he explains. "On charter boats, these requirements do not apply to chefs [here, Taylor refers to practicality – the regulations still legally apply] because you are simply just too busy with all the provisioning, prepping, cooking breakfast, lunch and dinner, and keeping the galley clean.

"That said, it depends on how big the boat is, how many guests there are and how many chefs there are. The more chefs, the more the workload is spread out, which means more break time. I once worked on a busy charter yacht and the sous chef and myself were working 16- to



“

**Our hours-of-rest sheet was filled out to make it look like we had the minimum rest, which we didn't.**

”

18-hour days. But our hours-of-rest sheet was filled out to make it look like we had the minimum rest, which we didn't.”

While Jason Gilbert, operations manager at Ocean Independence, admits that the MLC's hours of work and hours of rest can be a real issue for sole chefs, there are ways of solving this on a practical basis. “When on charter, the chef is no different from the rest of the crew as everyone gets stretched,” he says. “It often takes the captain to talk to the charter guests and plan accordingly, so that times can be established when the chef can have a break. We also advise finding and employing a steward or stewardess who doesn't mind helping in the galley to alleviate either the shopping, cleaning or prepping duties. This enables the chef to have a break whenever the opportunity arises.”

From a management perspective, Gilbert acknowledges that they

also have to support the requirements by allowing a degree of financial flexibility for extra food budgets, which enables the crew to eat out at restaurants every now and then so that the chef isn't using up his or her working hours cooking for the crew on board. “Fundamentally, fulfilling these requirements comes down to those on board who make the day-to-day decisions, provided that management is giving the right support from ashore and the tools to do so,” he adds.

Gilbert concludes that with the MLC in place, there is no real difference for chefs in the way that they work or organise themselves on a day-to-day basis. “What has altered, however, is that while management has always been aware of the requirements from ashore, the MLC has focused the captains' attention on these requirements and given them the obligation to find solutions, which in turn has affected the chefs,” he explains.

“Previously, where a captain would just let the fact that a chef hadn't had a day off in six weeks stand, now they take it more seriously. This is because there is a bigger obligation for the captains to find solutions on the ground – it is not just the managers looking at time sheets, but also the inspectors. That's how things have evolved with the MLC.”

On an operational level, it appears that hours of rest and hours of work requirements are, realistically, too unattainable for chefs to even try to comply with. While certain provisions can be made, a busy charter during a busy season simply demands long hours from chefs. As the anonymous chef sums up: “The reality is that most chefs are 'creative' about their hours of work and rest in order to keep within MLC compliance. But as most chefs know, passion and commitment is hard work and very time-consuming!” **BM**

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# S O U S S E L E C T I O N

BY JUSTINE MURPHY

**THIS YEAR IS SEEING WHAT CAN ONLY BE DESCRIBED AS A DRAMATIC INCREASE IN THE NUMBER OF SOUS CHEFS REQUIRED ON BOARD. JUSTINE MURPHY, FOUNDER OF CHEF AGENCY MYMUYBUENO, EXPLAINS THE REASONS BEHIND THIS RECRUITMENT TREND.**

There have been many large vessels built and launched recently, all of which require the galley to operate with two chefs: a head chef, who can better focus on guest cooking, and a sous chef to handle the crew food and assist the chef with any guest food preparation, as well as ‘mise en place’ and responsibilities such as bread and pastry. Together, they should work like a well-oiled machine, feeding the guests and crew flawlessly. I say ‘should’ because the input of the head chef is essential to the sous selection process to ensure the head chef’s own criteria are met.

There has been a huge sea change with chefs in the industry over the past years, and those with formal training and a background on land now make up the majority of head chefs we see on board. And these very chefs want to work with similar chefs.

I discussed this with a chef I work with – Micail Swindells, the head chef on board M/Y *Unbridled* (Micail, incidentally, prefers to hire sous chefs from high-end, land-based restaurants). He told me, “A great sous chef in a small team is vital to the success in the galley, working to emulate Michelin-level food that your owner is used to when eating out. The sous has to be driven and passionate about the role, or bring something to the table that, as the head chef, you have not perfected.”

The role of ‘crew chef’, as it was termed some years ago, is almost defunct. This tends to mean a cook with no formal training, and perhaps with a season or two under their belt on a smaller vessel as sole chef. I myself was self-taught, worked my way up and, like many others, did very well, as hard work, talent and

determination also play a big part. However, today, without the necessary qualifications and paperwork, there is a glass ceiling, and pushing through it is essential for any chef wanting to build a long-term career and work on larger vessels.

If a vessel has a long yard period or is crossing the Atlantic, then a basic cook to step on board and dish up lasagne and keep the crew fed and happy works just fine – it’s also cost-effective. However, once flag state documentation is required, it can get very complicated. (This was a big part of our becoming MLC-certified as a chef agency two years ago – we simply had to, to be able to satisfy clients’ requirements.)

And ‘sous’ is so much more than just ‘cooking for crew’. Literally translated, ‘sous chef’ means ‘under chef’. It is the person ranking



*There are myriad reasons why a land-based sous chef is so well suited to superyachting.*

next after the head chef, and therefore holds a vast amount of responsibility in the kitchen.

A sous chef in yachting is that of a culinary trained chef (NVQ or the equivalent) who has come from a strong land-based restaurant and is used to delivering to high standards, working cleanly and like a machine for long hours without complaint. It is the nature of the beast.

The sous from land is already used to this environment and has the ability to execute perfect skills and techniques from their prior training. They understand and they deliver. They know precisely what they are doing in terms of kitchen equipment, knife skills, health and hygiene safety, and all classical techniques, without having their hand held. After a

few days of induction and learning the galley layout, on-board systems and standards expected, a quick and seamless transition is made.

Captains also love these chefs as the crew food is well executed, with good variation and cuisine, not to mention budgets that are well kept to, as this is something stringently adhered to on land. They can put together good menus without having to repeat the same dish for months on end, and deliver on dietary requirements without batting an eyelid and flapping, because they have been trained to do so.

Some head chefs like to work as a team, both cooking for the crew and guests together, as they enjoy building up and inspiring their sous and find it rewarding. Head chefs also benefit from this as, when they are on leave, the sous can match their standard. Others prefer to be handling guest food alone, and the second-

chef role is then more crew-food focused. This is why 'crew' and 'sous' are today valid separate roles; yet in 2017, the two chefs must still meet the same level of 'sous' requirements.

You also have the much larger vessels (100m+) which operate with three, four or five chefs, as well as a galley hand. In these scenarios, sous/crew/third chefs are in place, with a background similar to that of a commis chef on land. This is not to mention the addition of speciality chefs, such as pastry or Indian, being similar to the land-based 'chef de partie'. Largely, these roles are favoured to be filled by those chefs from cruise ships.

There is then the topic of the Ship's Cook Certificate, which has also had a direct effect on the increase of the sous-chef role. But that, of course, opens up a whole new can of worms ... JM

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CAREERS



# Sea vs Sky



The aviation and yachting sectors have many similar qualities. Both offer the opportunity to travel, visit exotic locations and other perks. However, in relation to training, hours of rest, salaries, rules and regulations, and career prospects, what can we learn from comparing the two industries?

YACHTING AND AVIATION ARE OFTEN COMPARED, WITH SUPERYACHTS FREQUENTLY CRITICISED FOR HAVING SAFETY STANDARDS MUCH LOWER THAN ITS SKY-BASED COUNTERPARTS. BUT JUST HOW DIFFERENT IS A CAREER ON THE WATER FROM ONE IN THE SKIES, FROM DAY-TO-DAY OPERATIONS AND REFRESHER TRAINING TO TIME OFF AND SALARIES?

BY RACHEL ROWNEY

Caroline Evans\*, a stewardess for a Middle Eastern airline, says that the initial seven weeks of basic training for cabin crew covers Safety and Emergency Procedures (SEP), General Medical Training (GMT), service, and image and uniform, compared to the (contrastingly minimal) five days to undertake the superyacht industry's introductory STCW training. After airline crewmembers pass their seven-week introductory training, they must have SEP and GMT refresher training every year, whereas the superyacht industry's equivalent is now required at five-year intervals.

For pilots, the training is, understandably, more complex and expensive. "The cost for flight training is around \$45,000 to \$65,000 [€42,000 to €61,000]," says airline pilot Captain Stephen Bryant, whereas to gain a Master of Yachts < 3,000gt, one would be looking at about half that – €22,400. "This



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## A fundamental difference between the two industries is the standardisation of salaries which, in the aviation world, are set by the company rather than an individual owner.

will get you your commercial certificate, instrument rating and about 200 hours' total flight time," he explains. Moreover, he says, most of the major airlines require a college degree that can cost around \$35,000 or more in the USA, or around £30,000 in the UK.

Brian Luke, president of bluewater Yachting, is a qualified airline pilot as well as a maritime captain. "Training within both industries is predicated by time; where you have to have so much sea time – in addition to the ratings and licences within the maritime industry – aviation is based on flight hours, but the time is gained much more quickly." Under the Maritime and Coastguard Agency (MCA), for example, to be certified as a 3,000gt Master of Yachts, the candidate must complete a minimum of 24 months' on-board service as a deck officer.

A fundamental difference between the two industries is the standardisation of salaries which, in the aviation world, are set by the company rather than an individual owner. Similarly, it is incredibly rare for airline staff to receive tips, whereas in the yachting industry this is the norm for those on a charter yacht, and can increase a crewmember's annual take-

home pay by more than 13 per cent.

Our salary survey also revealed the average salary for a yacht stewardess was just over €3,000 per month – a larger pay cheque than for a service job in the skies, which is dependent on flying hours and experience. A basic salary for an air stewardess, Evans explains, is around €1,000 per month, plus €15 per flying hour (usually between 70 and 80 hours a month), making an approximate total wage of €2,200 per month. For those in the front seat, the figures are very similar, with top-level pilots and superyacht captains each taking home around €10,000 per month. However, a first officer in the cockpit can expect to earn, on average, €7,500 per month, while those in the bridge are looking towards €5,500.

The superyacht industry is well known as a work-hard/play-hard environment and, despite a tangible industry-wide effort to raise professionalism, it's not uncommon to hear stories of crew working with little or no sleep after a night of drinking. In aviation, however, there are rigorous regulations that begin with on-the-spot drug-testing during the initial medical training. "There's a zero-tolerance [policy] on

drugs, and no alcohol 12 hours before a flight. Random drug- and alcohol-testing takes place before flights which, if someone is found guilty, would lead to on-the-spot dismissal," explains Evans. As explored in Issue 80 of *The Crew Report*, drug-testing is included in some International Safety Management (ISM) policies, but the administering of tests on board varies hugely and is usually dictated by the captain. Similarly, the drug laws for yacht crew can differ between flag states and the country in which the vessel is found – a lack of standardisation that hinders clarity for yacht crew.

Alcohol limits are strictly adhered to by airline captains and, on the rare occasions they aren't, it's likely to make the news, such as the United Airlines and Air Transat pilot cases that hit the headlines in 2016. At around the same time, a captain approached *The Crew Report* to complain about the lack of industry-wide support for his ex-crewmembers, on respective vessels, who had got in touch to ask for help about their regularly drunk captains – something that remains a significant problem in this industry. To go one step further, some over-the-counter drugs are problematic for airline





crew. "There can't be more than 0.4 per cent alcohol in your bloodstream, and some prescription drugs are banned when flying," confirms Captain Bryant. "It's very stringent," agrees Luke. "You won't find another industry where the percentile of violation is as low as it is in aviation."

Unlike in the superyacht industry, which often has a punitive culture when it comes to reporting and regulations, the aviation world actively encourages its crew to report incidents. As Luke explains, "We have a system in place that allows us all to operate in a way where we are able to disclose any type of violation. That's what the authorities want you to do. They want to see the trending problems and if they can make it better." It is this that really illustrates the maturity of the aviation industry where, in comparison to yachting, the mentality ensures that rules and regulations are adapted to the changing landscape – something that cannot be done in an industry bound by secrecy, such as yachting.

There is a huge emphasis on safety within the aviation sector and, while one might like to think the same attitude was applicable in yachting, it is, perhaps, understandable to see why. "In aviation, if something happens, people die very rapidly, as opposed to the maritime community

\*name has been changed

where there's much more time and opportunity to rectify a problem if something happens," says Luke. "The whole purpose in aviation is to understand how the airplane responds and reacts in an emergency, and what we do in the event of an emergency: how to shut the fuel off, how to shut the electrical systems off, the hydraulic systems and how to manage it when there's a problem." That is why adhering to the regulations in aviation is key – something that the yachting industry can't always say. Airline cabin crew must have a minimum

of 16 hours' rest time between flights, and even longer for flights considered 'ultra long-haul' (upwards of 12 hours of continuous flying time). In the yachting world, particularly aboard charter vessels, it's not uncommon for crew to work back to back for weeks, not adhering to the Maritime Labour Convention, 2006 (MLC) minimum requirements of 10 hours' rest in a 24-hour period and 77 hours' rest in a seven-day period.

It is clear why the two industries are so often talked about in the same sentence. In some ways, they are very similar – their requirements for sea/flight time, the requirement to refresh courses, the salaries and the random inspections. But there is one key area in which they differ. The more established aviation sector, operating on a much larger scale, offers a considerably stricter and more regulated environment for captains and crew. To reinforce this, we can look at one particular type of training. "The refresher training for

## Pilots have their own specific refresher training every six months – superyacht captains, quite simply, don't.

[airline]captains always covers different things," says Luke, "from engine failures, emergencies and fires on board to new [flying] procedures." Pilots have their own specific refresher training every six months – superyacht captains, quite simply, don't. Yacht captains are subject to little more refresher training than that of a junior crewmember on board. On paper, it doesn't look great. RR

Superyacht salaries sourced from *The Crew Report's* Superyacht Golden Ticket Survey.

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# WHERE ARE ALL THE JOBS?

BY LAURENCE LEWIS

AS THE RELAUNCH ISSUE OF *THE CREW REPORT*, AND THE FIRST ISSUE OF 2017, WE THOUGHT THERE WOULD BE NO BETTER WAY TO KICK OFF THAN TO TAKE A CANDID LOOK AT THE STATE OF THE SUPERYACHT JOBS MARKET. LAURENCE LEWIS, DIRECTOR OF YPI CREW, TELLS US WHICH DEPARTMENTS ARE SEEING MORE JOB OPPORTUNITIES THAN OTHERS, AND WHETHER THOSE LOOKING FOR EMPLOYMENT ON BOARD A CHARTER YACHT MIGHT BE BARKING UP THE WRONG TREE.

Not enough hours in the day with an ever-expanding inbox, 2016 was a busy year for recruiters. Recruitment is a bit like an iceberg: the visible part is the CV landing in a client's inbox, and below is the enormous behind-the-scenes section, with endless hours of meetings, interviewing, reference checking, coaching, advising, matching, negotiating, organising and much more. But let's stop the wheel and analyse what the year was actually all about, the trends that we see continuing in 2017 and the state of the current recruitment market.

The number of new candidate registrations recorded was the highest since we launched our current database in 2008, and we saw a 22 per cent increase across the board from 2015 to 2016. Interestingly, the department that showed the largest

increase in registrations was engineering, with 44 per cent more candidates than in the previous year. This surge was mostly due to a wave of commercial engineers expressing interest in our industry, mainly from the ailing oil and gas industry. Chefs came in second, with a 35 per cent increase, followed by officers at 21 per cent, captains at 20 per cent, deckhands at 16 per cent and interior crew at 15 per cent.

The good news is that the number of available jobs increased; the not so good news is that this increase was not at the same rate as that of available candidates. Does this mean that we're looking at an employer's market, where employers have more candidates to choose from and salaries have plateaued? No, things are not that simple, far from it. In fact, captains will find it even tougher to recruit





*The captains' market will prove increasingly difficult for first officers to break into.*

## There simply will not be enough captains' jobs for all the new deckhands entering the industry.

crew. As witnessed in many other industries, there is an acute skill gap between what jobseekers have to offer and what employers are looking for, and nowhere is it more severe than for interior crew. The way forward for captains is to base their recruitment on personality and cultural fit, and then invest in on-board training to bring the interior crew up to the required level. I've said it before: there's no point waiting for a unicorn, employment strategies have to adapt.

Unsurprisingly, 32 per cent of our jobs were for the interior department, 22 per cent for engineering, 17 per cent for deckhands, 13 per cent for chefs, 12 per cent for officers and just over four per cent for captains.

Yachts are forever getting bigger and, for the second year in a row, the 70m+ category

generated the bulk of the jobs, with 34 per cent, followed by the 51m-70m category with 32 per cent, 31m-50m with 29 per cent and, lastly, the sub-30m category with five per cent of the jobs. With more jobs on over-3,000gt yachts, the demand for deck and engineering officers with unlimited licences is growing, and this is welcome news for the new breed of engineers mentioned above who are entering our industry. Of course, yachting is not for everybody and only those who are flexible and service-orientated enough to understand the specifics of our industry will succeed. This is certainly a very time-consuming exercise for recruiters who, now more than ever, have to coach and mentor new candidates before feeling confident in putting their CVs in front of clients.

Large yachts require a large number of deckhands and, looking to the future, the career ladder may look rather different from a few years ago when it was a given that a deckhand would eventually

work up to a captain's position. There simply will not be enough captains' jobs for all the new deckhands entering the industry, irrespective of the certificate they will eventually obtain, even as the push for rotation intensifies. Chief officers will remain in their positions for a longer period of time, unable to break into the coveted captain's market, mirroring what goes on in the merchant navy. Competition for captains' jobs will increase, and inevitably recruitment will become more 'corporate'. Owners will want to meet captains who can position themselves as true leaders and problem-solvers, and who can clearly articulate a vision.

And, finally, private versus charter. Last year, 70.8 per cent of jobs were on private yachts, which is quite enlightening. This is good and helpful information for us recruiters to share with hopeful candidates holding on for the ever-coveted charter yachts.

The 2017 season is upon us, here's to a great one! **ll**

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