



## SUCCESS THROUGH TEAMWORK

# CONTENTS

FEEDBACK - EXAMINE WHAT IS SAID, NOT WHO SPEAKS

CRUISE RECRUITMENT: DON'T MISS THE BOAT

NAVIGATION ASSESSMENTS

THINK LSR - WORKING AT HEIGHT

MARITIME CONFERENCE MYANMAR

A SEA OF CAREERS

HEALTHY VEGETABLES

PORTRAIT OF RECRUITMENT OFFICER ANNA KRYUCHKOVA

ONGOING COMPETITIONS

PHOTO & VIDEO COMPETITION 2019

HUMOUR

IMPRINT

### UNITEAM MARINE NEWS

is designed to be of interest to our crew and to keep all Uniteam Marine employees informed of developments in our company.

*We appreciate your feedback and welcome any articles of interest or humour that you would like us to include in our publication.*

Email us at [marketing@uniteamservices.com](mailto:marketing@uniteamservices.com)

## FEEDBACK

### EXAMINE WHAT IS SAID, NOT WHO SPEAKS

*The ability to provide effective performance feedback: a waste of time or a great opportunity?*

Discussion and feedback between appraiser and appraisee is necessary for professional development in every industry. The aim of the discussion is for the parties involved to exchange views on issues of team and individual performance, the achievement of targets and the development of skills and competences.

Of course, we expect our onboard colleagues to be competent at what they do already, perform operations in a text book manner that our old maritime professor would be proud of, we expect them not to make mistakes, we expect them to be safe at all times and I am quite sure they have a piece of paper to say they are competent. But, life isn't like that. We rely on honest, constructive feedback to improve the way we work and behave. There is always space for improvement, no matter how long you've been in the business. Stop for a moment then, and ask yourself, does your feedback really make a difference?

Although performance appraisal and feedback are important at all stages of career development, they are particularly crucial at the start of a career (for example during a cadetship) because of the newcomer's need to know how well (or poorly) they are mastering their chosen profession. Feedback must be frequent enough so that employees can make changes in their behaviour on an ongoing basis to maximize learning. Moreover, if the feedback is positive, it can serve as a powerful source of praise and reinforcement. Also, performance feedback sessions provide an opportunity for supervisors and subordinates to discuss their assumptions and expectations about each other - to clarify the psychological contract.

Feedback must be administered in a constructive, supportive manner if it is to be effective at all. Employees tend to hold two simultaneous yet conflicting needs. On one hand they want very honest, open feedback; they want to hear the truth. On the other hand, they also want to hear only good news to protect their sense of self-esteem and



receive reward or continued contracts of employment.

Sometimes feedback is so negative and devastating, that an opposed and defensive relationship is created between the supervisor and subordinate. Did this ever happen to you? In some cases, supervisors are so concerned about being 'nice' or 'kind' that they provide no useful feedback to the subordinate whatsoever. Perhaps most frequently, supervisors are so uncomfortable with performance appraisal that they simply avoid the process altogether. Many of us have experienced feedback that is perhaps unfair and poorly timed. But what if you could find value in even the most poorly delivered evaluative comments, no matter where they come from?

The nature of our industry forces us to be always occupied. It forces us to reinvest our time in forming new relationships as our colleagues are swapped for new ones at each port, we are busy monitoring systems, charts, weather as well as being bombarded by technology and instant chat so having constructive performance feedback conversations that really make a difference is not always top of our agenda.

In summary, being competent (and confident) at providing and receiving constructive feedback is truly important to us all in our professional careers. In 2019 we will focus on honing these skills, providing you tools to develop your competency to provide and receive feedback. Feedback is surely a gift.

*"There is no failure, only feedback." Robert Allen  
Richard Knighton, Fleet Personnel Deputy Director*

## CRUISE RECRUITMENT: DON'T MISS THE BOAT

Our Uniteam Cruise Services (UCS) desk moves into its second successful year. In December 2018 we were joined by the lead representative from AIDA to conduct the second large scale recruitment event in Yangon.

In Myanmar there is a large volume of young, enthusiastic and well-educated hospitality professionals seeking a career at sea onboard cruise ships. During our selections, we have met expert Teppanyaki chefs providing the most amazing display of skills during interview, we have met mixologists who have crafted their trade overseas and housekeeping professionals who have looked after world sporting heroes in luxury 7-star hotels.

As well as finding roles for established professionals, we are also successfully placing a high number of people starting off their careers in the hospitality industry, providing them with the skills, support and encouragement to be successful onboard. These passionate, adventure seeking young people are the future of high class cruise hospitality, in a market which continues to expand year on year. We are

absolutely delighted to be able to provide them with the solid platform to fulfil their aspirations.

Looking back at our first cohort from 2018 who are now onboard, I can safely say that they are having an amazing journey and meeting lifelong global friends. Our ever expanding contingent of cruise professionals are truly making their mark on the industry and we look forward to hearing their stories and adventures on their return to Myanmar.

On completion of this latest round of selection we are very excited and pleased to be sending the next large cohort onboard in the coming months. To all those leaving the home shores of Yangon in 2019 on your first voyage, we wish each and every one of you a wonderful experience and a safe journey ahead.



Check out our UCS Facebook page for more information or stories from our fabulous team onboard.  
[www.facebook.com/uniteamcruise](http://www.facebook.com/uniteamcruise)

*Richard Knighton, Fleet Personnel Deputy Director*

## NAVIGATION ASSESSMENTS

This newsletter always features at least one article on the safety and well being of our seafarers, but we must never forget that the lives of our crew depend ultimately on the seaworthiness of the vessel in which they are sailing. Safe navigation is, therefore, the first priority in safety.



A review of studies carried out by the IMO and other organisations suggests that well over 75% of all navigational accidents are caused by human error. Whilst some accidents are the clear result of ignorance or reckless behaviour, many more are caused by complacency, fatigue, over-reliance on technology and a general attitude, both onboard and in the office, that the practice of navigation is somehow not a priority activity. A number of high-profile accidents involving loss of life, extensive pollution and enormous financial costs should leave no one in any doubt that safe navigation is of the utmost importance, but the view that navigation is a peripheral activity still persists.

The aim of a Navigation Assessment is to redress the balance and focus the minds of both the ship's bridge team and the management ashore on the importance of safe navigation.

All shipping companies carry out some form of navigational audits. This is usually done as part of a wider ISM audit, and whilst some companies do specify that navigation has to be audited whilst the vessel is at sea, it is often the case that these audits are conducted in port.

The idea is that a Navigation Assessment differs from an audit in that it allows the real time taken to carry out navigational activities to set the pace of the assessment, rather than compressing an audit into the time available. The aim is to have a thorough look at how a vessel is being navigated and provide guidance and assistance where required. Whilst the difference between "Audit" and "Assessment" may be difficult to define, the key features of the Navigational Assessment are as follows:

1. It is conducted in real time at sea
2. It is longer than a standard ISM audit
3. It is more detailed
4. It is "Non-invasive", or at least less-invasive - the majority of the assessment is actually observing policies being followed and procedures being implemented, (the idea being that crew will behave as they would without the assessor being present)
5. It is possible to observe equipment being operated and tested. (radars, ECDIS, AIS etc.)
6. The pace of the assessment is governed by the activity (e.g. pre-departure checks require a minimum finite time to complete, to observe the 4-8 watch will take 4 hours minimum)
7. The time spent reviewing historical records can be reduced (as it is possible to see the records actually being created and hence confirm their correctness.)
8. The officers being assessed can ask questions and make suggestions at any time
9. Any Corrective Action can commence immediately and be seen to be effective before the end of the assessment (reducing follow up for the ship owner / manager)

10. Examples of good practice can be adopted as company policy and shared throughout the fleet

Each assessment may be broken down into the following parts:

1. Review of policies & procedures
2. Review of bridge equipment
3. Review of bridge ergonomics
4. Passage planning
5. Charts & publications
6. Watchkeeping skills and Bridge Team Management (including COLREGS)
7. Meeting & findings (Note: the assessment does not have Non-Conformities, Deficiencies or Observations, it has "Findings")

Whilst it is most important that this does not become a "Tick box" exercise, the assessment must still be both systematic and detailed and therefore requires some form of questionnaire or "aide memoir" to ensure that the assessor covers all the necessary points. Uniteam Marine has developed procedures based on SOLAS, industry best practice and guidance from the Oil Companies International Marine Forum (OCIMF) and the Nautical Institute.

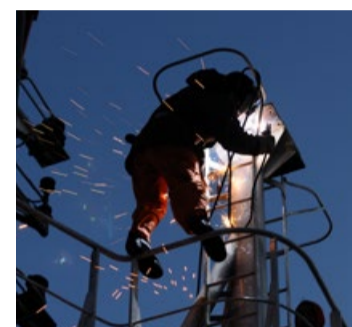
It is clearly important that the person carrying out the audit is sufficiently qualified and experienced to make a clear and credible assessment report, gain the trust of the Master and crew and provide advice and mentoring to all members of the bridge team. The Nautical Institute has established a programme of training and certification for suitable candidates which begins with a two-day course. After completing the course, the candidate must complete a Navigation Assessment voyage and submit the assessment report to the Nautical Institute for review. The final step is an interview to discuss the conduct and findings of the assessment. If all sections are completed successfully, the candidate is awarded a Navigation Assessor Certificate by the Nautical Institute which is valid for five years. So far two members of Uniteam Marine have successfully achieved this accreditation and have started to develop the assessment process throughout our managed fleet.

It is early days, but the Navigation Assessment programme is on track to accurately determine and quantify the navigational risk to our ships and the company, provide onboard guidance and mentoring, and encourage our navigating officers to take a renewed pride in their profession.

*Peter Chilman, QSE Manager*

## THINK LSR WORKING AT HEIGHT

Terminal velocity is the highest velocity attainable by an object as it falls through a fluid (air is the most common example). It occurs when the sum of the drag force and the buoyancy is equal to the downward force of gravity acting on the object. Since the net force on the object is zero, the object has zero acceleration.



### THIS ALL SOUNDS VERY COMPLICATED - HOW DOES IT AFFECT ME?

Everything on Planet Earth is affected by the force of gravity. If we wish to lift anything from the surface, we must exert a force to move the object, and if we drop an object it will accelerate towards the ground until it reaches its terminal velocity. It will then continue at a constant speed until it is stopped by hitting another object. The terminal velocity of a human being is around 120 miles per hour / 190 kilometres per hour (Km/hour), and this speed is reached after about 12 to 15 seconds, or about 500 metres of falling. Clearly, the chances of surviving a fall of this type are very small, but if you were working at 500 metres you would take precautions to make sure you did not fall. We will not have the opportunity to fall 500 meters onboard a ship, but the force of gravity is just as strong, and it will be pulling us towards our terminal velocity whether we fall one metre or 30 metres.

### WHAT IS "WORKING AT HEIGHT"?

Climbing a mast is clearly "Working at Height", but not all locations are so immediately obvious. Anyone working in a location where there is a risk of falling may be regarded as working at height, and this might include working inside a tank or cargo hold, working near an opening such as a hatch, or working on a fixed stairway. The key points to consider are: is there a risk of falling, and could the fall lead to injury? Circumstances may vary, but **as a general rule, any work at above head height should be considered as working at height.**

### WHAT ARE THE DANGERS?

The greatest danger is, obviously, falling. As we have described above, gravity will pull you downwards towards your terminal velocity of 190 Km/hour. This means that a person weighing 75 kilos, falling from a height of five metres, will hit the deck with an energy of 3675 joules – this is about the same as being hit by a car travelling at 36 Km/hour. There may also be other dangers when working at height and these may include, amongst others, the risk of electrocution or radiation injury from radar and radio aerials, being hit by rotating aerials, damage to hearing from ships' whistles and sirens and breathing problems from exposure to funnel gases.

### HOW DO I KEEP MYSELF SAFE?

The first, and most important, rule is that **work should only be carried out at height if there is no other practical way of completing the task.** A risk assessment should be conducted, and appropriate safety measures put in place before work starts. If necessary, the appropriate Permit to Work should be completed and authorised by the Safety Officer. Always wear a suitable safety harness or other approved fall arresting device – and **always** make sure the equipment is in good condition and that you know how to use it correctly. And don't forget to secure your tools and equipment – a hammer, a radio or even a paint brush dropped from just a few metres can cause serious injury.

**THINK LSR - Stay Safe When Working at Height!**

# MARITIME CONFERENCE MYANMAR

The first ever Maritime Conference Myanmar was held on 15th and 16th November 2018 at the Rose Garden Hotel, Yangon.

The conference was organised by the Myanmar Nautical Association (MNA) with the support of the Department of Marine Administration (DMA) and in collaboration with key industrial stake holders. The conference focused on Insurance, regulation & environmental protection in Myanmar, the promotion of job opportunities for Myanmar seafarers and the market potential of the Myanmar Maritime sector.

About 350 participants from the industry attended the two-day event, and a total of 18 presentations were delivered by speakers from government bodies, key industrial stake holders, Maritime Education Centres, regional associations and ship owners. On the first day of the seminar, the opening address was delivered by H.E U Kyaw Myo, Deputy Minister for Ministry of Transport and Communications, and the key note speech was given by H.E Ms. Tone Tinnes, the Norwegian Ambassador to Myanmar.

Four panel discussions were held during the seminar. The subjects covered were:

1. Developing a safety culture against fatal accident and injury claims
2. The evolving Claims and Insurance Industry in Myanmar
3. Sourcing, retaining and talent acquisition of qualified crew – opportunities and challenges
4. Recruiting in technology and the Digital Era – right talent, tech know-how and employability



Captain Than Oo (Uniteam Marine) and Captain Tin Maung Tun (Uniteam Training)

These lively and well-attended sessions included, amongst many others, topics as diverse as the risks associated with so-called “Mega ships”, seafarers’ health and well-being, growth areas for seafarer employment and trends in insurance and disputes.

Uniteam Marine and Uniteam Training were two of the main sponsors of the conference and played a leading role in the successful completion of the event. Captain Than Oo, Captain Thet Naing, Captain Tin Maung Tun and Captain San Moe Aung participated in panel discussions and Captain Tin Maung Tun gave a presentation entitled “Crew Training & Education, Equipping the Right Talent for the Right Job”.

This was a high-profile and wide-ranging event which was very much in line with the Myanmar Nautical Association motto of “Look Ahead, Keep Abreast, Grow Together and Shape the Future”. The Uniteam Group of Companies looks forward to participating in similar events in the future.

Captain Tin Maung Tun, Training Director, Uniteam Training

# A SEA OF CAREERS



Romanos Yiangoudakis, Eleni Efstathiou, Aliki Christodoulides (Uniteam Global Business Services) Nicolas Assimenos (Uniteam Marine)

On Sunday 18th November 2018, Uniteam Marine and Uniteam Global Business Services participated in the first Career Fair organised by the Cyprus Shipping Chamber. The event, entitled “A Sea of Careers”, welcomed exhibitors including shipping companies, recruitment agencies and the major universities from the island, and gave them the opportunity to present themselves to potential candidates.

Our representatives were able to meet people who were interested in either starting their careers or exploring new opportunities in the employment market.

The representative from Uniteam Marine had the opportunity to talk with candidates that were interested in positions both ashore and at sea. Our long experience in the shipping industry enabled us to explain to candidates the importance of shipping to both the local and the international economy, and provide them with information to widen their horizons as to opportunities within the industry.

Our Uniteam Global Business Services representatives met with several candidates and discussed their career expectations in depth, providing a boost to their efforts to enter the employment market. Our delegates introduced our newly established and fully certified recruitment agency along with our brand new platform that enables candidates to create a personalised profile, search for, and apply to, a variety of available positions across an assortment of industries.

Romanos Yiangoudakis, Uniteam Global Business Services, Head of Human Resources

# HEALTHY VEGETABLES



## AUBERGINES

Full of vitamins, minerals and dietary fibre and with the potential to lower cholesterol and help manage weight, aubergines (sometimes known as eggplants) are a great choice for salads, stews and beyond.

Aubergines are high in fibre and low in fat and therefore recommended for those managing type 2 diabetes or managing weight concerns. Like most vegetables, aubergines consist mainly of water but contain a wide range of nutrients to help the body function healthily. Initial studies indicate that phenolic-enriched extracts of eggplant may help in controlling glucose absorption, beneficial for managing type 2 diabetes and reducing associated high blood pressure (hypertension).

Aubergines may also help to lower LDL (bad) cholesterol levels.

## GARDEN LEEK

Leeks contain significant amounts of the flavonoid kaempferol. Many studies suggest that it reduces the risk of developing chronic diseases and cancer in particular. It also appears to support our cardiovascular system by protecting our blood vessel linings.

Leeks are an excellent source of vitamin A, which aids vision and supports the immune system, and also of bone-building vitamin K and manganese.

## BROCCOLI

Broccoli's reputation as one of the healthiest vegetables still rings true.

Eating a high amount of cruciferous vegetables has been associated with a lower risk of cancer; particularly lung and colon cancer. Studies have suggested that sulforaphane, the sulfur-containing compound that gives cruciferous vegetables (which include cauliflower, cabbage, bok choy and Brussels sprouts) their bitter bite, is also what gives them their cancer-fighting power.

Poor vitamin K intake is linked to a higher risk of bone fracture. Just one cup of chopped broccoli provides 92 micrograms of vitamin K, well over 100 percent of your daily needs.

## RADISH

Since radishes are detoxifiers and are rich in vitamin C, folic acid, and anthocyanins, they have been connected to treating many types of cancer, particularly colon, kidney, intestinal, stomach, and oral cancer. This cruciferous vegetable is packed with antioxidants.

Radishes are very filling, which mean that they satisfy your hunger without running up the calorie count. They are also low in digestible carbohydrates, high in roughage, and contain a lot of water, thus becoming a very good dietary option for those who are determined to lose weight.

Article continued...

... *Healthy Vegetables continued*

## RHUBARB

Rhubarb is a unique vegetable known for its sour stalks. In Europe and North America, it is often grouped among fruits. However, in Asia its roots are more commonly used as a medicinal herb.

One of the main reasons why people cultivate and eat rhubarb is for its astounding nutritional value. Rhubarb is packed with minerals, vitamins, organic compounds, and other nutrients that make it ideal for keeping our bodies healthy. Some of these precious components are dietary fiber, protein, vitamin C, vitamin K, B complex vitamins, calcium, potassium, manganese, and magnesium.

Rhubarb is a vegetable with low calories and it is often recommended for people who are struggling to lose weight but still want to remain healthy. 100 grams of rhubarb contains only 21 calories.

Rhubarb is extremely low in fat and cholesterol and it poses no threat to cardiovascular health. It can increase the levels of good cholesterol due to the presence of dietary fibre, which is known to scrape excess cholesterol from the walls of blood vessels and arteries. Furthermore, the impressive number of antioxidants in rhubarb ensure that free radicals don't cause heart disease and a wide range of other dangerous health conditions.

The most prominent vitamin in rhubarb is actually vitamin K, which plays a very significant role in brain and neural health. It can prevent the oxidation of brain cells and stimulate cognitive activity.

Along with its role in protecting the brain from neural degeneration, vitamin K also promotes healthy bones.

**Anja Frauboese, Uniteam Global Business Services, Head of Corporate Communications & Marketing**

Sources:  
Bbcgoodfood.com, Guardian, Healthline, Organicfacts.net, Medicalnewstoday.com

## PORTRAIT OF RECRUITMENT OFFICER ANNA KRYUCHKOVA



Anna Kryuchkova joined Uniteam Marine on 3rd of December 2012 and works as a Recruitment Officer in Odessa.

How did you join Uniteam Marine?

My first acquaintance with Uniteam Marine and induction into crewing business was in April 2011. I was in my fourth year of studying at Odessa National Maritime University and had one-month work experience at Uniteam Ukraine. After graduating in 2012, I joined the Uniteam family in the role of Administrator/Flag and Visa Operator and one year later I took over recruitment duties. Since then I have successfully developed my career as a Recruitment Officer and I am very proud to be part of Uniteam Marine.

What are your main tasks?

There is no doubt that one of the most important tasks of a Recruitment Officer is headhunting and recruitment. This includes screening and processing applications received, conducting initial interviews with applicants, maintaining and updating relevant records in the Crewing computerised system, processing CVs and proposing candidates for vacant positions to the Crewing Managers. Once a seafarer has been accepted for employment, I carry out the necessary work to prepare a Seafarer's Employment Agreement, or contract, for signature by the applicant and the company.

I also spend time checking and updating the status of data related to our pool seafarers and performing retention procedures such as checking relevant certificates, identifying training requirements and noting the readiness of seafarers for their next voyage. I provide advice to the seafarers about the necessity to update/renew their documents in compliance with local and international regulations. Together with the Administration Operator we make the necessary arrangements for the smooth embarkation of seafarers approved by the Crewing team.

I conduct briefings with joining crew in accordance to Uniteam Marine and Client requirements and also carry out de-briefing of signed-off seafarers and take action as needed. To do this job in a professional way I need to work in accordance with the Uniteam Group of Companies' Code of Conduct and maintain a detailed knowledge of the relevant legislation (e.g. STCW, MLC, etc.) and international regulations.

What do you enjoy most in your work?

Most of all I enjoy being a part of the Uniteam family, and when I apply my recruitment skills and experience to a job, I feel extremely proud. I enjoy providing a high-quality

service both for seafarers and clients by providing suitable candidates for open positions and quickly closing emergency vacancies. It is very satisfying to see our seafarers being promoted and to get positive feedback about them from ship owners. I enjoy communicating with our seafarers and resolving any issues that may arise in cooperation with the Fleet Personnel Manager.

What have been your biggest challenges and how did you manage them?

From the very beginning of my career the biggest challenge has been to identify suitable candidates for each particular fleet, taking into consideration many factors, such as previous experience on a certain type of vessel or engine, the seafarer's age, education, experience in particular trading areas, experience with multinational crew and even type of management. With great support from my other colleagues and especially from Mr. Maksym Kostin – our Office Director, who has taught me a lot, I am now confident that I have acquired this unique set of skills.

What would you advise someone wishing to have a career onboard? Any recommendations how to write a CV or application letter?

To have a successful career at sea, I would advise young seafarers to try to decide from the very beginning which type of the vessel they would like to work on, rather than jumping from one company to another. In addition, excellent command of spoken and written English is a MUST. For the experienced Recruitment Officer 30 seconds can be enough to understand whether a candidate is suitable for the vacant position or not.

Here are a few recommendations for seafarers who are completing their Curriculum Vitae (CV):

- At least the last five years of relevant seagoing experience should be mentioned, giving details of vessel or engine types, shipowners and crewing managers
- Information regarding documents should be refreshed and updated, as well as information regarding availability of visas
- A recent colour passport photo should be attached
- Information about readiness date and minimum required salary should be included in the CV
- Most importantly, never make up fake sea service, as it is always verified prior to sending a candidate to the next step

Do you have a motto in life?

Never stop learning, as in our rapidly developing world you must keep up with the times in order to be a highly regarded and sought-after specialist.

## ONGOING COMPETITIONS

“Success through Teamwork – Experience onboard”

Please send us your experiences onboard reflecting our mission statement. We will publish one experience quarterly.

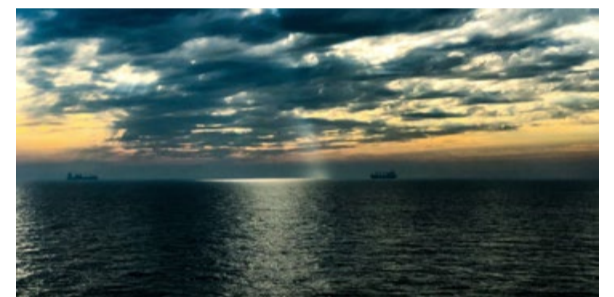
Prize: USD 200,- for every published article for the crew's entertainment fund.

“Best Photograph & Video” 2019!

We are looking for interesting photographs and videos from all our ships during the course of the year. If you have any extraordinary, bizarre, funny or beautiful shots and movies, please send them to us.

Prize: USD 300,- for the selected best picture or video of the year.

## PHOTO & VIDEO COMPETITION 2019



Search light from the heaven - taken by 3E Ye Min Thu onboard MV Kalamoti Trader

### WINNER OF THE PHOTO & VIDEO COMPETITION 2018

Thank you for your votes – the winner for 2018 is OS Zaw Zaw Lin with his picture “Shipyard” who won USD 300!

2nd – 5th prizes (a surprise box) go to:  
OS April Aung, 20 Htoo Wai Maung, 20 Maksym Tokarskyi, Capt. Cho Nyi Nyi Htun

**Congratulations!**

## HUMOUR

A student at a management school came up to a pretty girl and hugged her without any warning.

The surprised girl said, “What was that?”

The guy smiled at her, “Direct marketing!”

The girl slapped him soundly.

“What was that?!” said the boy, holding his cheek.

“Customer feedback.”

## IMPRINT

**Editor:**

UNITEAM MARINE  
marketing@uniteamservices.com  
www.uniteammarine.com

**Frequency of publication:**  
Quarterly

**Editorial Staff of this issue:**

Peter Chilman, Richard Knighton, Anja Frauboese, John Hadjiparaskevas, Tin Maung Tun, Romanos Yiangoudakis

**Photographs:**

Uniteam Marine, crew of Uniteam Marine

UNITEAM MARINE NEWS is designed to be of interest to our crew and to keep all Uniteam Marine employees informed of developments at our company. We appreciate your feedback and welcome any articles of interest or humour that you would like us to include in our publication.

Please send your feedback, articles, pictures & videos for the photo & video competition to Corporate Communications & Marketing, Anja Frauboese, marketing@uniteamservices.com

