



# CIRM Code of Practice for Service Providers

## Summary of concept

### Overview of the CIRM Code of Practice for Service Providers

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The CIRM Code of Practice for Service Providers is currently under development within the Service Working Group of Comité International Radio-Maritime (CIRM)<sup>1</sup>.

The intended adopters of the CIRM Code of Practice for Service Providers are companies and organisations engaged in the installation, repair and maintenance of marine electronic equipment and systems used on a ship (“**Service Providers**”).

The Code of Practice will set out what customers can expect from Service Providers who have adopted it. It is intended to provide assurance that the service provided will be a consistent standard of quality, conducted in accordance with the industry’s best practice.

The Code of Practice is being developed by some of the biggest and most trusted companies within the ship servicing industry, and will ultimately be published and maintained by CIRM.

### What will be covered by the Code of Practice?

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The CIRM Code of Practice for Service Providers will cover the work that Service Providers undertake when installing, repairing and maintaining marine electronic equipment and systems used on a ship, including but not limited to:

- statutory Class surveys, e.g., radio survey and APT;
- manufacturers’ recommended preventative maintenance activities;
- software maintenance;
- installation and commissioning; and
- fault finding and problem solving.

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<sup>1</sup> The international association of marine electronics companies.

## Who will be able to adopt the Code of Practice?

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It is intended that any Service Provider will be able to adopt the Code of Practice, whether they are members of CIRM or not.

## Customer commitment

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Service Providers who adopt the Code of Practice will make specific commitments to their customers, including:

1. Adopters will comply with applicable legal requirements and carry appropriate liability insurance
2. Service requests will be acknowledged within a set time, efficiently assessed, and promptly responded to
3. Customers will be treated fairly and with transparency
4. Customers will be offered a choice of solutions, where possible/practical
5. Engineers appointed to undertake service will be appropriately trained, equipped and prepared
6. Only genuine spare parts will be used during service
7. Adopters will aim to fix any problems in the first attempt, and immediately report any additional findings
8. Adopters will address environmental sustainability concerns where appropriate

## Best practice for Service Providers

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Service Providers who adopt the Code of Practice will adhere to best practice, including:

- **Comply with applicable legal requirements**  
Service Providers will ensure that they are at all times operating in compliance with applicable legal requirements, including Class rules and region-specific requirements.
- **Maintain appropriate liability insurance**  
Service Providers will have appropriate liability insurance in place appropriate to their specific needs, providing protection against claims resulting from injuries and damage to other people or property.
- **Acknowledge service requests in a timely manner**  
Service Providers commit to acknowledging initial requests for service within a specified time window. A full and detailed response to the request for service will subsequently be sent within a reasonable period of time, appropriate to the situation.
- **Provide customer with a service request checklist**  
Service Providers will supply their customers with a standardised checklist of the minimum information to be communicated to the Service Provider when requesting service, in support of optimal triage.
- **Follow a standardised triage process**  
Service Providers will adhere to a standardised process to evaluate, assess and diagnose a service request, including consideration of where the ship is, the state of the equipment, engineer and spare parts availability, and so on.

- **Customers will be offered a choice of solutions**  
Where appropriate and/or practical, and taking into account timeframes, urgency and availability of parts and engineers, Service Providers will offer customers more than one option for resolving problems, including a price comparison of the different options.
- **Use only trained and certified service engineers**  
When appointing engineers to service jobs, Service Providers will only select individuals who are properly trained and approved/certified by the manufacturer of the equipment under service. If it is not possible to appoint an appropriately trained engineer, the Service Provider will be open about this with the customer.
- **Ensure engineers are fully prepared before undertaking service**  
Before engineers arrive on board to perform service, Service Providers will ensure those individuals are properly equipped and prepared to undertake the work.
- **Use only genuine spare parts**  
Service Providers will ensure engineers only ever use genuine spare parts when undertaking service. Counterfeit or sub-standard parts will never be used.
- **Only charge customers only for the work done and for parts used during service**  
Service Providers will only charge customers for parts used during service.
- **Endeavour to achieve a first-time-fix and immediately report any additional fault findings**  
Service Providers will strive to achieve a minimum first-time-fix rate, and any additional issues or faults found during service will immediately be reported to the customer.
- **Address environmental sustainability concerns where appropriate**  
Service Providers will, where practicable and appropriate, ensure that environmental sustainability concerns are addressed in their service operations. This includes the avoidance of unnecessary waste and the use of recycling, e.g., of spare parts.

## Model of Adoption

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It is the intention that adoption of the Code of Practice by any Service Provider will be done on an entirely voluntary basis and will be subject to the Service Provider self-certifying that it complies with the Code.

CIRM will maintain a list of adopters of the Code of Practice and implement a procedure for the reporting of suspected non-compliance.

## Governance

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This Code of Practice will be maintained by CIRM under the Service Working Group. It will be reviewed and updated as needed.

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