



Code of Practice for Service Providers

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Document History

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1.0	27 th January 2025	First live version	CIRM Technical Steering Committee

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Welcome to the CIRM Code of Practice for Service Providers

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

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

The Code of Practice has been developed by some of the biggest and most trusted companies within the ship servicing industry. It is approved, published and maintained by Comité International Radio-Maritime (CIRM)¹.

What is covered by the Code of Practice?

The Code of Practice covers the work that a Service Provider’s own engineers or subcontracted engineers 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;
- fault finding and problem solving.

Customer commitment

Service Providers who have adopted this Code of Practice make the following 10-point commitment to customers.

1. Comply with all applicable legal requirements and carry appropriate liability insurance
2. Promptly acknowledge, efficiently assess, and fully respond to all service requests
3. Treat customers fairly and with transparency
4. Endeavour to offer customers a choice of solutions based on timeframe, urgency and availability
5. Appoint engineers who are appropriately trained, equipped and prepared
6. Use only genuine spare parts during service
7. Never charge customers for unnecessary parts, services or guarantees
8. Attempt to fix any problems in the first attendance, and immediately report any additional findings
9. Address environmental sustainability concerns where appropriate
10. Adhere to all best practices outlined in the CIRM Code of Practice for Service Providers

¹ The international association of marine electronics companies.

Best practice for Service Providers

Service Providers who have adopted this Code of Practice will adhere to the following best practices.

Where adherence to the Code of Practice is not possible, the Service Provider will inform the customer.

- **Comply with applicable legal requirements**
Service Providers must ensure that they are always operating in full compliance with all applicable legal requirements, including Class rules and region-specific requirements.
- **Maintain appropriate liability insurance**
Service Providers must 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.
- **Measure performance**
Service Providers must have procedures in place to measure the performance of service activities against specific Key Performance Indicators (KPIs) according to customers' requirements, including the "first-time-fix" rate.
- **Acknowledge service requests in a timely manner**
Service Providers commit to acknowledging initial requests for service in accordance with the Service Level Agreement (SLA) with the customer.
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 evaluation (see Annex 1).
- **Follow a standardised evaluation process**
Service Providers will adhere to a process to assess and diagnose a service request, including consideration of where the ship is, the state of the equipment, engineer and spare parts availability.
- **Offer customers a choice of solutions**
Taking into account timeframes, urgency and availability of parts and engineers, Service Providers will where possible offer customers options for resolving problems, including a price comparison of the different options when applicable.
- **Use trained and certified service engineers**
When appointing engineers, Service Providers will only select individuals who are properly trained and certified by the manufacturer where appropriate
- **Ensure engineers are fully prepared**
Before engineers attend, Service Providers will ensure those individuals are properly equipped and prepared, including consideration of the cyber security aspects of the service to be performed

- **Utilise spare parts with full transparency**
Service Providers will use only genuine spare parts when undertaking service.
The customer will only be charged for parts that were actually required to repair the system under service.
- **Provide detailed service reports**
After completion of each service attendance and before disembarking the vessel, Service Providers will provide a detailed service report, in support of effective follow-up.
- **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.
- **Adopt CIRM Guidelines and Codes of Practice**
Service Providers are highly recommended to adopt and implement relevant Codes of Practice and Guidelines developed and published by CIRM.

Model of adoption

Adoption of this Code of Practice by any Service Provider is done on an entirely voluntary basis and is subject to the Service Provider self-declaring that it complies with the Code.

In order to formally adopt the Code of Practice, Service Providers should make a formal declaration of compliance in accordance with Annex 2. Upon receipt of such a declaration of compliance, CIRM will list the declaring Service Provider as an adopter of the Code of Practice on the associated webpage: cirm.org/service-code-of-practice.

Once a Service Provider has been listed as an adopter on the CIRM website they may use the Code of Practice logo in their communications in accordance with the usage guidelines presented in Annex 3.

Grievance procedure

Compliance with the CIRM Code of Practice for Service Providers is not monitored, audited or otherwise enforced.

Where CIRM receives information about suspected non-compliance, CIRM will contact the Service Provider involved and invite the company to undertake its own internal investigation into the matter.

As per the Terms of Use & Disclaimer, CIRM shall under no circumstances be liable towards a user, any party relying on such user's adoption of the Code of Practice, or any other third party for any claim, loss, damage or consequence arising out of or in relation to:

- the adoption of the Code of Practice by a user;
- the user's use of the Code of Practice logo; or
- non-compliance by the user of the Code of Practice.

Governance

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

Annex 1: Guidance for communicating a request for service

Below is a list of the minimum recommended information required to raise and evaluate a service request:

Vessel Name
IMO/MMSI
Class
Equipment
Make & Model
Fault Description
Software Version(s)
Error Code(s)
Port
ETA
ETB
ETD
Ship's Agent(s)

Any additional information that can be valuable should also be provided in the initial request such as (but not limited to):

Previous or recently related services and/or service reports
Any media to support or demonstrate the problem (i.e. photos or videos)
Results of fault finding performed already by on-board ship staff
Historical issues / faults on equipment
Interconnections to other equipment i.e. networked or interfaced equipment
Any available drawings
Serial number, if available
Equipment reports, for example: <ul style="list-style-type: none">○ Log files○ Diagnostic reports○ Configuration files○ Self-test results (e.g. BITE)

Annex 2: Self-declaration template for adopters of the Code of Practice

CIRM Code of Practice for Service Providers - Declaration of Compliance

By completing this Declaration and submitting to CIRM, the company below self-declares compliance with the CIRM Code of Practice for Service Providers ("Service CoP"), the current version of which is provided at the following webpage: cirm.org/service-code-of-practice

In addition to complying with the Service CoP, the company below declares that they will:

- use the Service CoP logo appropriately, in accordance with the guidelines issued by CIRM;
- agree to be listed as an adopter of the Service CoP on the CIRM website;
- adhere to the grievance procedure outlined in the Service CoP.

Company details

Company name:

Company address:

Date of declaration:

Details of the employee responsible for implementation of Service CoP

Name:

Phone number:

Email address:

To be signed below by the company's Managing Director

Name (print):

Signature:

Completed declarations should be emailed to the CIRM Secretariat (office@cirm.org)

Annex 3: Logo usage guidelines

The Code of Practice logo may only be used by a Service Provider listed on the CIRM website as an adopter of the CIRM Code of Practice for Service Providers. The logo is available here: cirm.org/service-code-of-practice

Logo designs

The logo is provided in two designs, to enable it to work across various publications:



- Blue background with white text



- White background with blue text

Display requirements

The logo should never be displayed below the minimum size of 45mm.

Please maintain the logo's proportions and ensure legibility is never compromised (note that in most applications, holding down the Shift key whilst resizing the image will maintain its proportions).



45mm

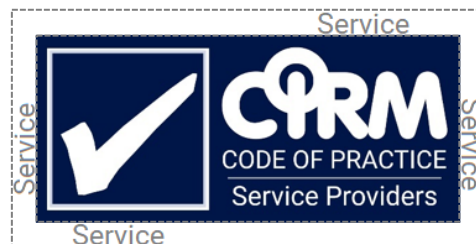


45mm

Exclusion zone

To ensure legibility, please maintain an exclusion zone around the logo at all times, free from typography or imagery.

The exclusion zone should be no less than the word height of the word "Service" used in the logo:



Web and email use

Where displayed on a website or email, the logo should be hyperlinked to the following URL:

<https://cirm.org/service-code-of-practice>