TOS COMPANY CODE OF CONDUCT

MLC 2006

Communication Sheet for Seafarers

Subject: Family Contact Rights and Support

Dear Seafarers,

We understand the importance of staying connected with your loved ones while you're away at sea. In line with our commitment to supporting your well-being and ensuring effective communication with your family, we want to inform you about your family's rights and the support available to them through our company.

1. Family contact rights

Your family members have the right to contact our agency at any time, free of charge. Whether they have inquiries, concerns, or require assistance, they can reach out to us without incurring any costs. We recognize the importance of keeping your family informed and providing them with the necessary support during your time at sea.

2. Handling family demands

Any demands or requests made by your family members will be handled promptly and professionally by our dedicated team. Whether it's seeking information about your whereabouts, addressing urgent matters, or providing general support, we are here to assist them every step of the way. Rest assured that their concerns will be treated with care and confidentiality.

3. Contact information | 24/7 contact details

To ensure smooth communication, please share our contact details with your family members:

+31 6 5574 85 09	TOWAGE	+31 6 4630 70 31	CREWING
+31 6 1001 68 17	PORT & LOGISTICS	+31 6 5539 00 98	SHIP DELIVERY

4. 24/7 support

Our company provides round-the-clock support to address any queries or emergencies that your family may encounter. They can reach us at any time and our team will be available to assist them promptly.

5. Our offices worldwide

ROTTERDAM

Head Office
Waalhaven O.Z. 77, building 4
Havennummer 2203a
3087 BM Rotterdam
The Netherlands
+31 10 436 62 93
info@tospeople.com

FLUSHING

Branch Office
Visserijkade 101
4382 ZA Vlissingen
The Netherlands
+31 118 46 42 22
info@tospeople.com

CZECH REPUBLIC

Branch Office
Dobrovského 1402/2
405 01 Decín 1
Czech Republic
+420 6 0355 35 46
info.czechrepublic@tospeople.com

CROATIA

Branch Office
Prolaz Marije K. Kozulic 4
51000 Rijeka
Croatia
+385 51 272 938
info.croatia@tospeople.com

CYPRUS

Branch Office
Agias Zonis & Gladstonos
Roussos Center Point
5th floor, office 5
3027 Limassol
Cyprus
+357 25 72 50 34
info.cyprus@tospeople.com

INDONESIA

Branch Office
Generali Tower – Gran Rubina
Business Park Level 21 Unit C
Kawasan Rasuna Epicentrum
Jl. HR. Rasuna Said, Kelurahan Karet Kuningan, Kecamatan Setiabudi
Jakarta Selatan 12940
Indonesia
+62 21 255 82 33
info.indonesia@tospeople.com

POLAND

Branch Office
Alfa Plaza Building
ul. Batorego 28-32
Room 208
81-366 Gdynia
Poland
+48 58 783 03 80
info.poland@tospeople.com

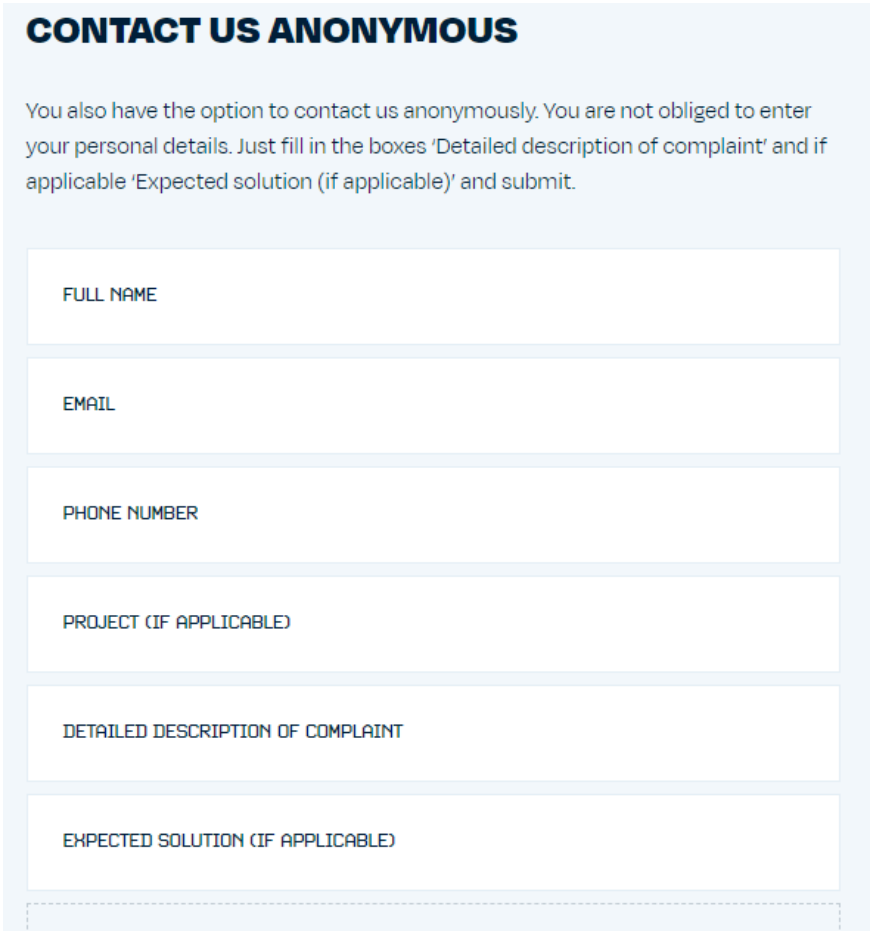
UKRAINE

Branch Office
2a Shevchenko Ave office 501
Odessa 65015
Ukraine
+380 48 785 40 98
info.ukraine@tospeople.com

6. Complaints

If case of any complaints about our services we refer to our website, Complaints - TOS, to fill in a standard complaint form. This form will be automatically sent to the Senior Manager HR & Quality at complaint@tospeople.com .

See next page for the example of the complaint form.



7. Feedback and assistance

We value your feedback and are continuously striving to improve our services. If you or your family members have any suggestions, concerns, or require additional assistance, please don't hesitate to reach out to us. We're here to listen and support you in any way we can.

Conclusion

Your family's well-being and peace of mind are important to us. We want to assure you that our company is committed to providing them with the necessary support and assistance they may need while you're away at sea. If you have any further questions or require clarification, please feel free to contact us.

Safe travels, and we look forward to serving you and your family.

Best regards,

The Board of Directors
Transport & Offshore Services