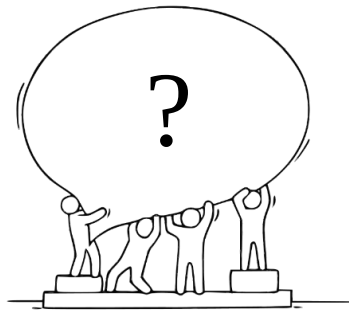


FREQUENTLY ASKED QUESTIONS (FAQ) AUSTRALIA



GENERAL

- Q.1** What are the biggest changes?
- Q.2** Which tasks must be done in COMPAS onboard?
- Q.3** Which tasks must be done in COMPAS crew self-service?
- Q.4** How can you access COMPAS crew self-service?
- Q.5** How can you access COMPAS onboard module?
- Q.6** How will I receive my login credentials?
- Q.7** What should I use as a username when I log in?
- Q.8** How can I change my password by myself?
- Q.9** I used the correct user ID & password but can't log in the onboard module. What should I do?
- Q.10** Who must use COMPAS?
- Q.11** Where can I access training materials and user guides?
- Q.12** Who to contact for questions and support?
- Q.13** What functions have been transferred to COMPAS? And what remain in Shipsure?
- Q.14** What should I do if the crew list is not replicated in Shipsure?
- Q.15** Is there a mobile phone app for the crew self-service?
- Q.16** Can I access the platform on a mobile device?
- Q.17** Can I access COMPAS with no internet connection?
- Q.18** Why am I not able to access some modules in COMPAS?
- Q.19** Can I get in contact with crewing through this portal?
- Q.20** Why is the page loading so slowly?
- Q.21** How is the crew data protected when the crew is adding their documents?
- Q.22** Is it necessary to carry hard copies of my certificates and licenses onboard, or is having the copy of it stored in COMPAS sufficient?
- Q.23** How can I upload an attachment of my documents?
- Q.24** My certificate was issued over 10 years ago, but I cannot select a date older than 10 years ago. What should I do in this situation?
- Q.25** Which specific course should I indicate for my AMSA certificate of safety training (COST) known internationally as STCW basic safety, considering it encompasses multiple courses?
- Q.26** I mistakenly attached the wrong file. What steps can I take to rectify this error?
- Q.27** What is the difference between a certificate and a license?
- Q.28** What should be done in the case of possessing multiple passports?
- Q.29** Why does the employment time in COMPAS not match my years spent with CSL?
- Q.30** What to do if the information in my profile is wrong?



GENERAL - TOP 4 ONLY

- Q.31** Why do we see exclamation marks in the events?
- Q.32** Why do I encounter a discrepancy in the displayed time?
- Q.33** Who should sign-on/off the top4?

CLAIMS

- Q.34** What types of expenses can I claim?
- Q.35** What documents do I need to upload?
- Q.36** What happens after I submit an expense claim?
- Q.37** What if my claim is rejected?
- Q.38** Can I edit a claim after submission?
- Q.39** Can I claim my expense through the onboard module?
- Q.40** Can I still send my expense to the crewing coordinators?
- Q.41** What should I do if the attachment is more than 5mb?

WORK & REST HOURS

- Q.42** Can I log my hours of work & rest using the crew self-service portal?

APPRAISAL

- Q.43** What is the purpose of the appraisal module?
- Q.44** What steps are involved in the appraisal process?
- Q.45** Who is responsible to conducting the appraisals and how often do I need to be appraised?
- Q.46** Who needs to complete a self-appraisal?
- Q.47** Why do I need to complete a self-appraisal?
- Q.48** How do I know when it's time to complete my self-appraisal, evaluate a seafarer, or acknowledge my appraisal?
- Q.49** Can the appraisal process can be started at any time?
- Q.50** Can an officer's appraiser start the appraisal process even if the officer has not completed their self-appraisal?
- Q.51** What should I do if I forget to acknowledge my appraisal before disembarking from the vessel?
- Q.52** What criteria are used for appraisals?
- Q.53** How is feedback provided to employees?
- Q.54** Can employees provide input during their appraisal?
- Q.55** What happens if there are discrepancies in the appraisal?
- Q.56** Can the Captain and Chief Engineer access employees' performance history?
- Q.57** If I request training for a specific course, will CSL pay for it?
- Q.58** Do I need to send copies of the appraisals to the office?
- Q.59** What is the definition of each rating scales?
- Q.60** What are good practices with the appraisal process in COMPAS?



GENERAL

Q.1 WHAT ARE THE BIGGEST CHANGES?

A:

- The Top 4 must do the crew sign-on and sign-off using the Onboard Module.
- All crew members must scan and upload their certifications and documents directly into the Crew Self-Service of COMPAS. There is no longer a need to email or call crewing coordinators. The system will send email notifications to crew members three months before the expiration of any documentation, prompting updates.
- Crew members are required to submit expense claims directly through the Crew Self-Service in COMPAS. Receipts must be photographed and uploaded into the system. Invoices should no longer be sent to crewing coordinators. Expense claims will be reviewed and approved by crewing coordinators directly in COMPAS.
- Hours of Work and Rest must be recorded in the Onboard Module.
- Appraisals must be entered directly into COMPAS.
- COMPAS automatically updates the Shipsure crew list, enabling workflows in Shipsure, including user role assignments.

Q.2 WHICH TASKS MUST BE DONE IN COMPAS ONBOARD?

A:

- View the crew list, including planned and forecasted crew.
- Confirm crew change events by signing the crew members on and off.
- Verify crew documentation compliance.
- All crew members must log their Work & Rest hours in COMPAS, which must be validated by top management in COMPAS.
- Record appraisals directly in COMPAS, eliminating the need to complete and send forms to the office.

Q.3 WHICH TASKS MUST BE DONE IN COMPAS CREW SELF-SERVICE?

A:

- Review and update crew personal profile and contact information
- Address non-compliances and update expiring documents
- See the details of your next assignment
- Submit and track expense claims

Q.4 HOW CAN YOU ACCESS COMPAS CREW SELF-SERVICE?

A: COMPAS is an online platform and can be accessed from a web browser. The web address is as follows: <https://csl.COMPAS.cloud/COMPASCSS>. Your username will be provided to you via email. Your username and password for both the crew self-service and in the COMPAS onboard module are identical.

Q.5 HOW CAN YOU ACCESS COMPAS ONBOARD?

COMPAS is an online platform and can be accessed from a web browser. The web address is as follows: <https://CSL.COMPAS.cloud/COMPASOnboard>

Your username will be provided to you via email. Your username and password for both the crew self-service and in the COMPAS onboard module are identical.



CSL COMPAS Onboard

Vessel: DONNACONA (CSLA)

Username: 143

Password: ...

Login

OCEAN Technologies Group

Q.6 HOW WILL I RECEIVE MY LOGIN CREDENTIALS?

If you have not received your login credentials, please reach out to your Crewing Coordinator.

Q.7 WHAT SHOULD I USE AS A USERNAME WHEN I LOG IN?

A: To log in, you must use your COMPAS ID. Your email address will not work.

Q.8 HOW CAN I CHANGE MY PASSWORD BY MYSELF?

A:

- In COMPAS Self-Service, go to “Account Settings” on the left side menu.
- In COMPAS Onboard, go to your profile and click on the Key icon on the top.

Q.9 I USED THE CORRECT USER ID & PASSWORD BUT CAN'T LOG IN THE ONBOARD MODULE. WHAT SHOULD I DO?

A: To log in, you must be signed on in COMPAS and included in the crew list. Confirm with your Captain, Chief Engineer, or Chief Mate that you are signed on before risking a locked account after three failed attempts.

Q.10 WHO MUST USE COMPAS?

A: All crew members working on the domestic Canadian and Australian vessels.

- Donnacona
- FOTB Spencer Gulf
- Goliath

Q.11 WHERE CAN I ACCESS TRAINING MATERIALS AND USER GUIDES?

A:

- SPMS Website (<https://cslships-spms.com/resources?type=compas-australia>)



Q.12 WHO TO CONTACT FOR QUESTIONS AND SUPPORT?

A:

- Crewing coordinators
- For the Hours of Work & Rest: HSEQ superintendent
- For replication issue between COMPAS and Shipsure: support@cslships.com

Q.13 WHAT FUNCTIONS HAVE BEEN TRANSFERRED TO COMPAS? AND WHAT REMAINS IN SHIPSURE?

A: The following functions have been moved to COMPAS.

- Sign in/Sign off
- Crew Documentation

You should continue to use the following functions in Shipsure.

- Shipsure role attribution while a Crew is showing in Shipsure Crew list.

IMPORTANT: Replication of the crew list from COMPAS to Shipsure can take up to 1 hour. Sign-on must be made as soon as possible at crew change.

Q.14 WHAT SHOULD I DO IF THE CREW LIST IS NOT REPLICATED IN SHIPSURE?

A: Contact support@cslships.com

Q.15 IS THERE A MOBILE PHONE APP FOR THE CREW SELF-SERVICE?

A: There is no dedicated application that can be downloaded from the Apple App Store or Google Play.

Q.16 CAN I ACCESS THE PLATFORM ON A MOBILE DEVICE?

A:

- Onboard Module: No, COMPAS onboard module can be accessed only on a full web browser.
- Self-Service: Yes, the web address is mobile friendly for use on a smart phone's web browser. You must ensure you select "**view web version**" on the log in screen to enter the full website.

Q.17 CAN I ACCESS COMPAS WITH NO INTERNET CONNECTION?

A: No, COMPAS is a cloud-based application. Since sign-on and sign-off are required to grant crew members access to Shipsure and the COMPAS onboard module, please ensure the sign-on process is completed promptly. In cases of prolonged connectivity issues or emergencies, the crewing team can complete the sign-on and sign-off on your behalf.

Q.18 WHY AM I NOT ABLE TO ACCESS SOME MODULES IN COMPAS?

A: Modules are accessible based on your profile and company data policy. If there are items that you cannot access for which you believe you should be entitled, please contact the crewing team.

Q.19 CAN I GET IN CONTACT WITH CREWING THROUGH THIS PORTAL?

A: No, you need to contact crewing via email or phone calls.

Q.20 WHY IS THE PAGE LOADING SO SLOWLY?

A: You may experience a response issue during your first login. Please try logging in a few times to allow the browser to cache the necessary information, which will improve loading speed on subsequent attempts, before reporting a problem.

Q.21 HOW IS THE CREW DATA PROTECTED WHEN THE CREW IS ADDING THEIR DOCUMENTS?

A: COMPAS is working on HTTPS protocol and hence is guarded by encryption. Moreover, the user ID and passwords are passed as encrypted while logging into COMPAS. OTG does not store them in the cache.

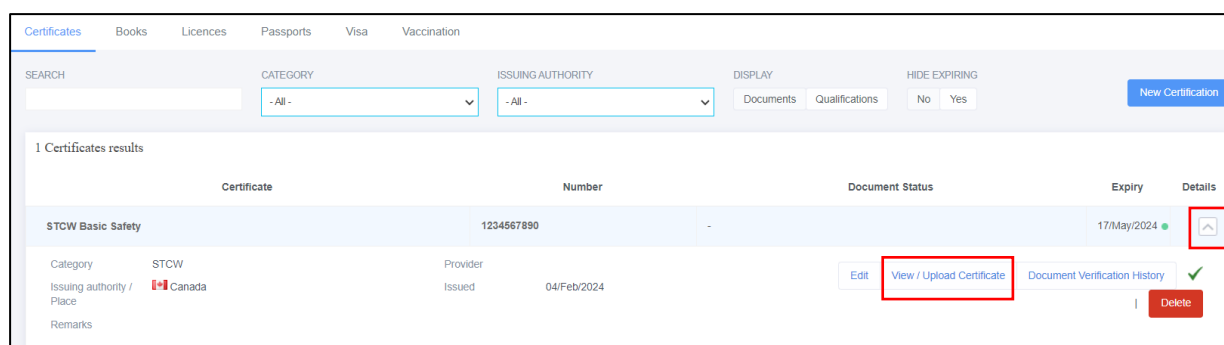
Q.22 IS IT NECESSARY TO CARRY HARD COPIES OF MY CERTIFICATES AND LICENSES ONBOARD, OR IS HAVING THE COPY OF IT STORED IN COMPAS SUFFICIENT?

A: As per "Onboard Crew Management" section in AVMS, section 3.1.1 Certification and documentation, original certificates and licenses issued by the Governments must be carried onboard (e.g., Certificates of Competency, discharge book, medical, passport, etc.)

Q.23 HOW CAN I UPLOAD AN ATTACHMENT OF MY DOCUMENTS?

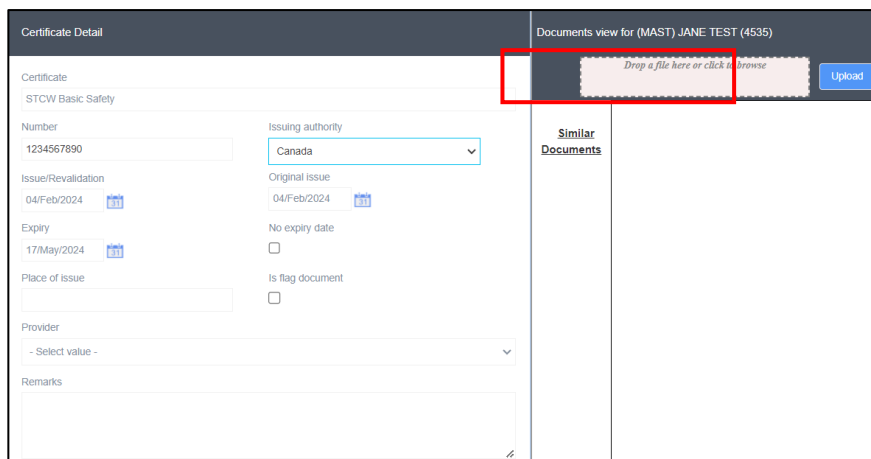
A: To upload an attachment after adding your documents in the crew self-service, please follow the steps below:

1. Login in your COMPAS Self-Service
2. Go to the menu "Documents"
3. Click on the arrow to expand the document information and click on "View/Upload Certificate"

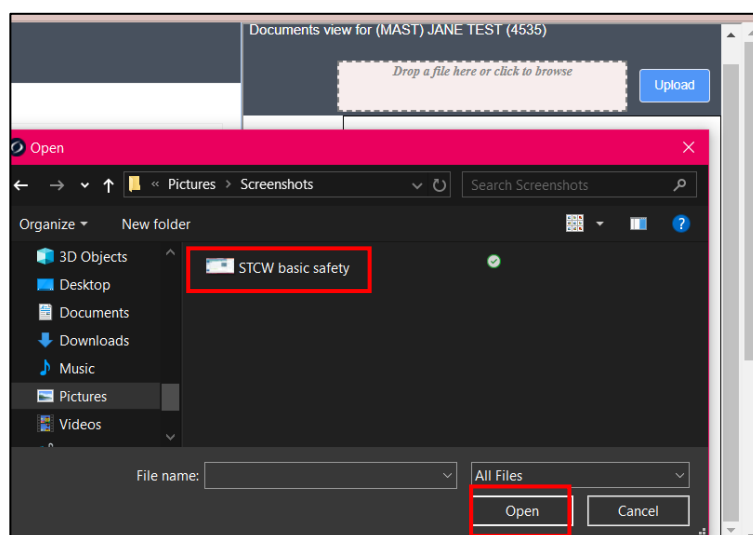


The screenshot shows the COMPAS portal interface. At the top, there are tabs for Certificates, Books, Licences, Passports, Visa, and Vaccination. Below these is a search bar and filters for Category, Issuing Authority, Display, and Hide Expiring. A table lists certificates, with one entry for 'STCW Basic Safety'. The details for this certificate are expanded, showing fields for Category, Issuing authority / Place, Provider, and Issued date. A red box highlights the 'View / Upload Certificate' button in the details section.

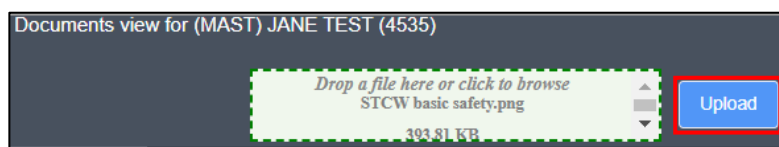
4. A new page will open, click on the red box to upload a document



5. A new page will open, Select the right document & click on “Open”



6. Click on “Upload” and close the tab.



Q.24 MY CERTIFICATE WAS ISSUED OVER 10 YEARS AGO, BUT I CANNOT SELECT A DATE OLDER THAN 10 YEARS AGO. WHAT SHOULD I DO IN THIS SITUATION?

A: Enter the date manually with the format DD/MM/YYYY. E.g., the 31st of January 2011 is written 31/01/2011.

Q.25 WHICH SPECIFIC COURSE SHOULD I INDICATE FOR MY AMSA CERTIFICATE OF SAFETY TRAINING (COST) KNOW INTERNATIONALLY AS STCW BASIC SAFETY, CONSIDERING IT ENCOMPASSES MULTIPLE COURSES?

A: Add the 4 different certificates in your profile, the attachment of each certificate will be your Basic Safety.



- As STCW basic safety/Refresher is a combination of 4 documents:
 - o Fire Prevention & Fire Fighting – STCW Reg VI/1 & Table A-VI/1-2
 - o Marine Basic First Aid – A-VI/1-3 to Elementary First Aid – A-VI/1-3 (*If entering Elementary First Aid – A-VI/1-3 as a separate certificate select Marine Basic First Aid – A-VI/1-3 in COMPAS*)
 - o Personal Safety & Soc. Responsibility – STCW Reg VI/1 & Table A-VI/1-4
 - o Personal survival techniques Table A-VI/1-1
- If you enter STCW basic safety in COMPAS, it will automatically check for the 4 courses.
- If you enter each one separately, you will need to enter STCW basic safety as a 5th one.

Q.26 I MISTAKENLY ATTACHED THE WRONG FILE. WHAT STEPS CAN I TAKE TO RECTIFY THIS ERROR?

A: Add the right document and advise the office to delete the wrong one.

Q.27 WHAT IS THE DIFFERENCE BETWEEN A CERTIFICATE AND A LICENSE?

A: A License corresponds to a Certificate of Competency (COC) or Certificate of Endorsement (COE).

Q.28 WHAT SHOULD BE DONE IN THE CASE OF POSSESSING MULTIPLE PASSPORTS?

A: If you have an Australian passport, make sure to check “yes” in the line ‘is Primary’. Then you can add your other passports if you want, just check ‘No’ in the line ‘Primary’.

Q.29 WHY DOES THE EMPLOYMENT TIME IN COMPAS NOT MATCH MY YEARS SPENT WITH CSL?

A: The employment duration in COMPAS reflects the total number of days you have spent onboard a vessel. The seniority date is managed by the Crewing team outside of COMPAS.

Q.30 WHAT TO DO IF THE INFORMATION IN MY PROFILE IS WRONG?

A: You can only edit your address and contact information. For any other information, contact the Crewing team.

GENERAL - FOR TOP 4 ONLY

Q.31 WHY DO WE SEE EXCLAMATION MARKS IN THE EVENTS?

A: If port calls and planned events differ, an exclamation mark appears in planned events. You can still confirm crew changes; the exclamation mark signals a port mismatch. Contact the crewing team if you see the exclamation mark.

Q.32 WHY DO I ENCOUNTER A DISCREPANCY IN THE DISPLAYED TIME?

A: COMPAS system logs all events and executes tasks in server time which keeps Central European Time (CET) UTC + 1. You should maintain any records where you must enter time as local time relevant to you. E.g., When signing on and signing off.



Q.33 WHO SHOULD SIGN-ON/OFF THE TOP4?

A: It can only be done by another member of the Top 4. If you have trouble logging in, make sure that you have been signed-on in COMPAS.

CLAIMS

Q.34 WHAT TYPES OF EXPENSES CAN I CLAIM?

A: You can claim eligible expenses such as travel, meals, accommodation, and any work-related expenses that are outlined in the company's expense policy.

Q.35 WHAT DOCUMENTS DO I NEED TO UPLOAD?

A: You need to upload clear, readable copies of receipts for each expense. If you're claiming mileage, a detailed log showing the distance traveled may be required.

Q.36 WHAT HAPPENS AFTER I SUBMIT AN EXPENSE CLAIM?

A: Once submitted, your claim will go through an approval process. You will be notified via email once the claim has been reviewed and either approved or rejected.

Q.37 WHAT IF MY CLAIM IS REJECTED?

A: If your claim is rejected, you will receive an email with details on why it was not approved. You can revise the claim and resubmit it with the necessary corrections.

Q.38 CAN I EDIT A CLAIM AFTER SUBMISSION?

A: You cannot edit a claim after submission, but if it hasn't been approved yet, you can withdraw the claim, make the necessary edits, and resubmit it.

Q.39 CAN I CLAIM MY EXPENSE THROUGH THE ONBOARD MODULE?

A: Claims can also be expensed on the Onboard module. From your profile, go to the menu Payroll and follow the same steps as the Self-Service.

Q.40 CAN I STILL SEND MY EXPENSE TO THE CREWING COORDINATORS?

A: Effective January 15, 2025, all claims must be submitted through COMPAS to ensure timely processing.

Q.41 WHAT SHOULD I DO IF THE ATTACHMENT IS MORE THAN 5MB?

A: There are several ways to lower the resolution of your photos. Please refer to the user Guides.

WORK & REST HOURS

Q.42 CAN I LOG MY HOURS OF WORK & REST USING THE CREW SELF-SERVICE PORTAL?

A: No, the logging of work and rest hours can only be completed within the onboard module.

APPRAISAL

Q.43 WHAT IS THE PURPOSE OF THE APPRAISAL MODULE?

A: The appraisal system is designed to evaluate employee performance, provide feedback, and identify areas for professional development and growth.

Q.44 WHAT STEPS ARE INVOLVED IN THE APPRAISAL PROCESS?

A:

- Stage 1 - Self-appraisal: Employees evaluate their own performance (for officers only).
- Stage 2 - Appraisal completion: Managers assess employee performance in COMPAS. For unlicensed deck crew appraised by the Chief Officer, the Captain must also acknowledge the appraisal in COMPAS.
- Stage 3 - In person meeting: Crew and appraiser must discuss the appraisal results.
- Stage 4 - Employees acknowledgement.

Q.45 WHO IS RESPONSIBLE TO CONDUCTING THE APPRAISALS AND HOW OFTEN DO I NEED TO BE APPRAISED?

A:

Appraisee by Ranks	Appraiser	Frequency
Master & Chief Engineer	Vessel Manager or HSEQ Superintendent	The appraisal should be conducted 10 days before the seafarer or the Master signs off from the vessel, provided they have sailed together for a minimum of 30 days.
Chief Officer, Deck Officers, Catering Personnel	Master	
Unlicensed Deck crew	Captain or Chief Officer	
Unlicensed Engine crew	Chief Engineer	

FOTB

Appraisee by Ranks	Appraiser	Frequency
Manager, Operations Manager & Assistant Operations Manager	Vessel Manager or HSEQ Superintendent	The appraisal should be conducted 10 days before the seafarer or the Master signs off from the vessel, provided they have sailed together for a minimum of 30 days.
Deck Operator, Deck mechanic & Cook	Operations Manager	
Electrical Engineer manager, Electrical assistant, Electrical officer & electro-technical officer	Manager	



Q.46 WHO NEEDS TO COMPLETE A SELF-APPRAISAL?

A: The self-appraisal step is optional in the officer's appraisal process. However, it is highly recommended for the Captain, Chief Engineers, and all officers. All other crew members should not complete a self-appraisal.

Q.47 WHY DO I NEED TO COMPLETE A SELF-APPRAISAL?

A: Completing a self-appraisal allows you to reflect on your performance, identify strengths and areas for improvement, and provide valuable input for the performance discussion. It also helps ensure a more accurate and fair appraisal process by giving your perspective on your achievements and development needs.

Q.48 HOW DO I KNOW WHEN IT'S TIME TO COMPLETE MY SELF-APPRAISAL, EVALUATE A SEAFARER, OR ACKNOWLEDGE MY APPRAISAL?

A: An email will be sent from COMPAS.

Q.49 CAN THE APPRAISAL PROCESS CAN BE STARTED AT ANY TIME?

A: The system will initiate the appraisal process according to company criteria. However, the Captain or Crewing team can start the process at any time if necessary.

Q.50 CAN AN OFFICER'S APPRAISER START THE APPRAISAL PROCESS EVEN IF THE OFFICER HAS NOT COMPLETED THEIR SELF-APPRAISAL?

A: The appraiser will not be able to start the appraisal of an officer until they complete their self-appraisal or 3 days after the self-appraisal was created, whichever happens first.

Q.51 WHAT SHOULD I DO IF I FORGET TO ACKNOWLEDGE MY APPRAISAL BEFORE DISEMBARKING FROM THE VESSEL?

A: The appraisal can also be acknowledged in the crew Self-Service.

Q.52 WHAT CRITERIA ARE USED FOR APPRAISALS?

A: Appraisals are based on various criteria, including: Ability to perform tasks relevant to the rank, problem solving abilities, safety, behaviors & attitudes aligned with CSL values, teamwork and collaboration, leadership qualities, administrative capabilities and onboard management skills.

Q.53 HOW IS FEEDBACK PROVIDED TO EMPLOYEES?

A: Feedback is provided through one-on-one meetings where performance is discussed, strengths are highlighted, and areas for improvement are identified.

Q.54 CAN EMPLOYEES PROVIDE INPUT DURING THEIR APPRAISAL?

A: Yes, employees are encouraged to provide input during their appraisal discussions, including self-appraisals and feedback on their experiences and challenges.



Q.55 WHAT HAPPENS IF THERE ARE DISCREPENCIES IN THE APPRAISAL?

A: The final appraisal completed by the appraiser is considered the official record. Both the appraisee and the appraiser must "acknowledge" the appraisal document in COMPAS. If either party disagrees with the final appraisal, they may consult the Crewing or HR department to resolve the issue.

Q.56 CAN THE CAPTAIN AND CHIEF ENGINEER ACCESS EMPLOYEES' PERFORMANCE HISTORY?

A: No, the Captain and Chief Engineer cannot view the crew's past appraisals, even if they were the ones who conducted them.

Q.57 IF I REQUEST TRAINING FOR A SPECIFIC COURSE, WILL CSL PAY FOR IT?

A: Training expense reimbursement will always follow company policies and the Collective Bargaining Agreements in effect at the time the appraisal is triggered in COMPAS.

Q.58 DO I NEED TO SEND COPIES OF THE APPRAISALS TO THE OFFICE?

A: No, everything is automatically filed into the seafarers' COMPAS profile. You are invited to contact the crewing department if you need support to complete the appraisal process.

Q.59 WHAT IS THE DEFINITION OF EACH RATING SCALES?

A:

- **1. Below Expectations:** The level of mastery of the competency is inadequate for the current position. Knowledge, skills, and abilities have not been demonstrated at appropriate levels. An employee receiving this rating require additional training, coaching, and feedback related to this competency for the current position.
- **2. Building Performance:** Appropriate for employees who are new to their role and are still learning the skills of the position. This rating is also for employees who have an uneven or inconsistent level of mastery for the competency for their current position. The employee might require additional training, coaching, and feedback related to this competency for the current position.
- **3. Solid Performance:** Consistently demonstrates effective mastery of the competency. Performance is reflective of a fully qualified and experienced individual in this position. Viewed as someone who is mastering the competency for this position. Typically, the majority of employees will receive this rating.
- **4. Strong Performance:** Applies to an employee who consistently demonstrates a high level of mastery of the competency. Viewed as a role model for this competency for the current position. Encourages other to behave similarly.
- **5. Leading Performance:** Level of competency is significantly above what is expected for current position and adds tremendous value to the organization. Easily recognized as one of the most competent individual for the current position. Is recognized as a role model for others with regards to the competency.



Q. 60 WHAT ARE GOOD PRACTICES WITH THE APPRAISAL PROCESS IN COMPAS?

- The Appraiser should consult with key stakeholders (such as Captains, Chief Engineer, and Chief Officer) before entering any appraisal information into COMPAS to ensure alignment and consistency in evaluating the appraisee's performance.
- For Officers' Appraisal, the Appraiser (Captain or Chief Engineer) should remind the appraisee to complete their self-appraisal in COMPAS. This will provide valuable insights for preparing the final appraisal and facilitate a more meaningful face-to-face discussion.
- Final appraisals (provided by the appraiser) should be recorded in COMPAS as close to the face-to-face meeting as possible to ensure the information remains fresh and accurate for the discussion.
- The Employee Acknowledgement step should be completed at the conclusion of the face-to-face meeting, before the employee resumes their daily tasks. This ensures that the process is fully finalized and no additional actions are required afterward.
- **Please note that any information saved or submitted in COMPAS is immediately accessible to view for the appraisee. Therefore, any sensitive feedback that could elicit emotional reactions should be entered into COMPAS during the face-to-face meeting.**