

Mariner Information Packet



Mariner Stateroom Information Packet

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Version History			
Version #	Reviewed/Approved By	Approved Date	Summary of Changes
0	Director, Safety & Env. Gov.	2/9/2026	Initial issue



Know Your Rights: Workplace Discrimination is Illegal

The U.S. Equal Employment Opportunity Commission (EEOC) enforces Federal laws that protect you from discrimination in employment. If you believe you've been discriminated against at work or in applying for a job, the EEOC may be able to help.

Who is Protected?

- Employees (current and former), including managers and temporary employees
- Job applicants
- Union members and applicants for membership in a union

What Types of Employment Discrimination are Illegal?

Under the EEOC's laws, an employer may not discriminate against you, regardless of your immigration status, on the bases of:

- Race
- Color
- Religion
- National origin
- Sex (including pregnancy, childbirth, and related medical conditions, sexual orientation, or gender identity)
- Age (40 and older)
- Disability
- Genetic information (including employer requests for, or purchase, use, or disclosure of genetic tests, genetic services, or family medical history)
- Retaliation for filing a charge, reasonably opposing discrimination, or participating in a discrimination lawsuit, investigation, or proceeding
- Interference, coercion, or threats related to exercising rights regarding disability discrimination or pregnancy accommodation

What Organizations are Covered?

- Most private employers
- State and local governments (as employers)
- Educational institutions (as employers)
- Unions
- Staffing agencies

What Employment Practices can be Challenged as Discriminatory?

All aspects of employment, including:

- Discharge, firing, or lay-off
- Harassment (including unwelcome verbal or physical conduct)
- Hiring or promotion
- Assignment
- Pay (unequal wages or compensation)
- Failure to provide reasonable accommodation for a disability; pregnancy, childbirth, or related medical condition; or a sincerely-held religious belief, observance or practice
- Benefits
- Job training
- Classification
- Referral
- Obtaining or disclosing genetic information of employees
- Requesting or disclosing medical information of employees
- Conduct that might reasonably discourage someone from opposing discrimination, filing a charge, or participating in an investigation or proceeding
- Conduct that coerces, intimidates, threatens, or interferes with someone exercising their rights, or someone assisting or encouraging someone else to exercise rights, regarding disability discrimination (including accommodation) or pregnancy accommodation

What can You Do if You Believe Discrimination has Occurred?

Contact the EEOC promptly if you suspect discrimination. Do not delay, because there are strict time limits for filing a charge of discrimination (180 or 300 days, depending on where you live/work). You can reach the EEOC in any of the following ways:

Submit an inquiry through the EEOC's public portal:
<https://publicportal.eeoc.gov/Portal/Login.aspx>

Visit an EEOC field office (information at www.eeoc.gov/field-office)

Call 1-800-669-4000 (toll free)
1-800-669-6820 (TTY)
1-844-234-5122 (ASL video phone)

E-Mail info@eeoc.gov

Additional information about the EEOC, including information about filing a charge of discrimination, is available at www.eeoc.gov.



EMPLOYERS HOLDING FEDERAL CONTRACTS OR SUBCONTRACTS

The Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) enforces the nondiscrimination and affirmative action commitments of companies doing business with the Federal Government. If you are applying for a job with, or are an employee of, a company with a Federal contract or subcontract, you are protected under Federal law from discrimination on the following bases:

Race, Color, Religion, Sex, Sexual Orientation, Gender Identity, National Origin

Executive Order 11246, as amended, prohibits employment discrimination by Federal contractors based on race, color, religion, sex, sexual orientation, gender identity, or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

Asking About, Disclosing, or Discussing Pay

Executive Order 11246, as amended, protects applicants and employees of Federal contractors from discrimination based on inquiring about, disclosing, or discussing their compensation or the compensation of other applicants or employees.

Disability

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals with disabilities from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment by Federal contractors. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship to the employer. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

Protected Veteran Status

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits employment discrimination against, and requires affirmative action to recruit, employ, and advance in employment, disabled veterans, recently separated veterans (i.e., within three years of discharge or release from active duty), active duty wartime or campaign badge veterans, or Armed Forces service medal veterans.

Retaliation

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination by Federal contractors under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under OFCCP's authorities should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP)
U.S. Department of Labor
200 Constitution Avenue, N.W.
Washington, D.C. 20210
1-800-397-6251 (toll-free)

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services. OFCCP may also be contacted by submitting a question online to OFCCP's Help Desk at <https://ofccphelpdesk.dol.gov/s/>, or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor and on OFCCP's "Contact Us" webpage at <https://www.dol.gov/agencies/ofccp/contact>.

PROGRAMS OR ACTIVITIES RECEIVING FEDERAL FINANCIAL ASSISTANCE

Race, Color, National Origin, Sex

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

Individuals with Disabilities

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.

(Revised 6/27/2023)

Have you been affected by any of these issues while working at sea?

Gender based
violence or
discrimination

Sexual
harassment

Sexual
assault



Rape

**You are not alone.
We believe you. We care.**

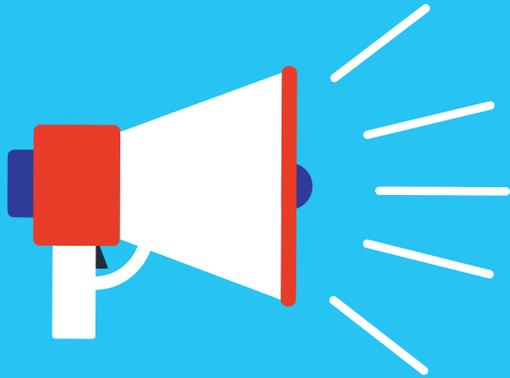
For emotional support, contact Safer Waves'
anonymous and confidential email service:

support@saferwaves.org



DO NOT STAY SILENT

Report sexual assault
and harassment



Crowley prohibits sexual assault, sexual harassment, retaliation, and drug and alcohol use. Refer to policies CPP-HRS-006, 007 and CPP-SEC-009 in Marine-Terminal Employee Policies & Procedures for additional information.

For information on how to PREVENT, REPORT or RESPOND to sexual assault and harassment incidents call the SASH contact.

Call 24/7 at 904-727-2111
or email sash@crowley.com

Crowley has an Ethics hotline available for anonymous reporting of incidents:

EthicsPoint.com

Crowley is committed to providing a safe and inclusive workplace for everyone with no fear of harassment, discrimination, violence or retaliation.

Together we can create real change and make the industry safe and inclusive for all people.

Contact the USCG: 202-372-2100 | cgistips@uscg.mil | www.uscg.mil/cgis



Scan QR code to
access Ethics Point



CGIS TIPS



KEEPING THE MARITIME COMMUNITY SAFE **The Coast Guard Investigative Service (CGIS)** **relies on you to provide tips about suspected** **crimes affecting the maritime community.**

That's why CGIS has launched CGIS Tips, a web-based and mobile means to submit tips anonymously to CGIS criminal investigators.

What kinds of tips should I report? Any federal crime committed on or affecting the maritime community to include: polluting the oceans, rivers, bays and other navigable waters; illegal fishing, maritime smuggling of weapons, narcotics, money, or humans, Merchant Mariner Credential Fraud; TWIC abuse/fraud, etc.

Download the CGIS Tips app from your mobile provider's marketplace.

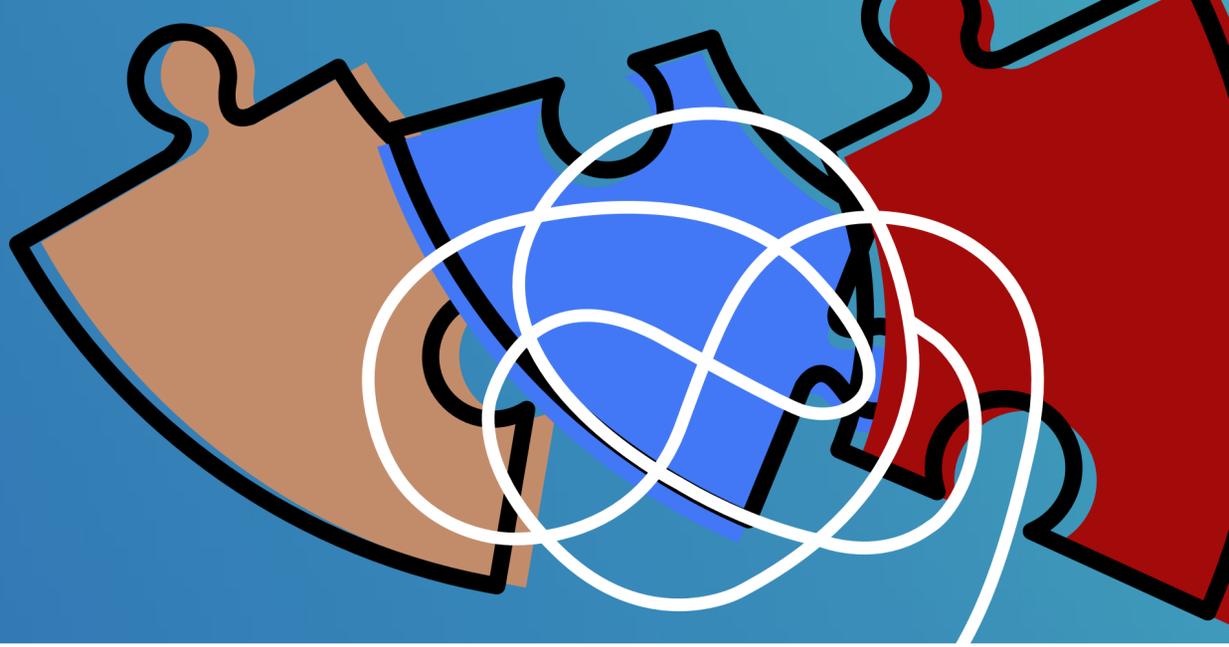


You can also use this QR code to quickly access CGIS Tips using your smart device.



For more information about CGIS, visit our website at:
<https://www.uscg.mil/cgis>

We've all been there.



Mental health is as important as physical health to our overall well-being and is essential to our quality of life.

Here are a few ways to maintain good mental health onboard:

- Make healthy food choices
- Exercise
- Set yourself up for quality sleep
- Practice effective stress management
- Identify coping skills
- Build a support system

Feel empowered, not ashamed, to ask for help!

1 in 5 people will experience mental illness during their lifetime. Common signs of mental health warnings include feeling isolated, losing interest in things you used to enjoy, trouble focusing and becoming easily irritated.

Here are some resources to start

Crowley's employee assistance program



Scan or [click here.](#)

Parenting resources, legal, financial and short-term counseling, elder services and more.

Call **1-877-240-6863** for 24/7 phone support or to schedule virtual therapy appointments. Support is available to full-time crew members and extended to spouses or domestic partners and dependents.

Need emergency support?



Scan or [click here.](#)

Dial or text **988** to be connected to the suicide and crisis lifeline – confidential services available 24/7

Scan QR to save support contacts



Scan or [click here.](#)



Scan or [click here.](#)



Scan or [click here.](#)



THE INVESTIGATIVE PROCESS

Industry Best Practice is that 100% of all reported incidents shall be investigated.

- ◆ All complaints are reported per policy; in cases of sexual assault this is the appropriate legal authority.
- ◆ Individual safety, medical support, or advocacy services should take priority.
- ◆ If possible separate the individuals, prevent further escalation, and ensure a safe work environment.
- ◆ The investigation will include interviewing the accuser, the accused, and witness.
- ◆ Maintain confidentiality and advise all parties of the company's retaliation policy.
- ◆ Witnesses may be required to provide a written statement, as appropriate.
- ◆ Labor Relations/Human Resources will review involved parties' work history, statements and facts.
- ◆ A third party or legal counsel may be involved.
- ◆ The report of findings will be forwarded to the appropriate Senior Management.
- ◆ Senior Management and Labor Relations/Human Resources will decide if disciplinary action is required.
- ◆ The involved parties are notified of the progress of the investigation.
- ◆ Once a final decision is made, the parties involved are notified of the results, as appropriate.

All prohibited behavior should be reported, even if it stops. This helps identify previous patterns of prohibited behavior and prevent future occurrences to someone else.

VICTIM RESOURCES

The Rape Abuse and Incest National network (RAINN) is the nation's largest anti-sexual violence organization and leading authority on sexual violence.

RAINN

**National Sexual Assault Hotline.
Free. Confidential. 24/7.
1-800-656-HOPE
online.rainn.org**



SeafarerHelp
The lifeline for seafarers

SeafarerHelp.org is the free, confidential, multilingual helpline for seafarers and their families available 24 hours a day, 365 days per year.

**+44 20 7323 2737
help@seafarerhelp.org**



There is zero tolerance for retaliation against anyone reporting an incident, on or off the job.



Quick Reference Guide for Victims
"Prevention and Reporting of Sexual Assault & Sexual Harassment"



DISCLAIMER

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SHIP OPERATIONS COOPERATIVE PROGRAM
BUSINESS • GOVERNMENT • EDUCATION • WORKFORCE

REPORTING AN INCIDENT

Victims often do not report an incident or repeated incidents of Sexual Harassment or other prohibited behavior because they do not know how to report it or are unsure of what will happen next.

- ◆ Make sure you know your company's reporting procedures. Companies will often have multiple ways for you to report an incident to ensure your protection.
- ◆ Understand that your company will make every effort to maintain confidentiality.
- ◆ Know that there is zero tolerance for retaliation (on or off the job) against anyone reporting an incident.
- ◆ Report any prohibited behaviors to the appropriate person as soon as it happens.
- ◆ Familiarize yourself with the information your company requires in a report; such as who, what, when and where.

If you are being harassed or witness someone else being harassed:

- ◆ You are encouraged to confront the harasser and ask him or her to stop right away, if you feel safe to do so.
- ◆ If you feel there may be a confrontation, you may request a support person be present to help prevent the situation from escalating.
- ◆ You should report all prohibited behavior, even if it stops. This will help to identify previous incidents and prevent future occurrences.

All prohibited behavior shall be reported, even if it stops. This helps identify previous patterns of prohibited behavior and prevent future occurrences to someone else.

U.S. MERCHANT MARINERS HAVE A RESPONSIBILITY TO PROTECT ONE ANOTHER.

Recognizing the behaviors of potential offenders, being aware of high-risk situations and being an active bystander are all ways to protect your shipmates.

“If you see something, say something!”

SAFETY ON SHORE LEAVE

The following are tips to help you and your shipmates stay safe while on shore leave:

- ◆ Do not go ashore alone, there is safety in numbers.
- ◆ Do not wear your uniform ashore.
- ◆ Be aware of your surroundings.
- ◆ Always watch for suspicious behavior.
- ◆ Walk quickly and confidently; have a plan of where you are going.
- ◆ Try to keep valuables concealed; do not openly show large amounts of money.
- ◆ Stay in well lit, populated areas.
- ◆ Take the phone numbers of the ship and ship's agent ashore with you.
- ◆ If in a foreign country, know the phone number and address of the US Embassy.
- ◆ Know how to call for help in an emergency.
- ◆ Do not engage with prostitutes or other sex workers, even if local laws permit it.

If you see a colleague in distress, step up and be a responsible mariner, a true shipmate.

Know your reporting options:

Vessel Supervisor

Vessel Master

**Designated Person Ashore (DPA)
and/or**

Onboard Union Representative

Port Captain or Port Engineer

Marine Personnel Department

Human Resources Department

Labor Relations Department



Any pattern of behavior resulting in termination associated with assault or harassment should be reported to the U.S. Coast Guard, Office in Charge of the Investigations Branch of the Sector/District in which the incident occurred. Extreme acts can result in suspension or revocation of the mariner's MMC in accordance with 46 CFR Part 5, Subpart B § 5.27.



To access the guide, please follow this link:

<https://tinyurl.com/yc75vxk2>



SHIP OPERATIONS COOPERATIVE PROGRAM (SOCP)

BEST PRACTICES GUIDE

on the Prevention of and Response to Sexual Harassment & Sexual Assault in the U.S. Merchant Marine



SHIP OPERATIONS COOPERATIVE PROGRAM
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Human Organizational Performance

Understanding HOP: A New Way of Thinking About Safety

What is HOP?

Human Organizational Performance (HOP) is a way of understanding how work really gets done and how organizations can learn from both successes and failures. It recognizes that people come to work to do a good job, and when things go wrong, it's usually because the system, not the person, needs improvement.

Why HOP Matters to You:

As mariners working aboard Crowley vessels, you face complex, dynamic conditions every day. HOP helps us create a safer, more effective workplace by



Focusing on learning rather than blaming when incidents occur

Recognizing your expertise and the real-world challenges you navigate

Improving our systems based on how work actually happens, not just how we think it should happen

Building trust between crew members and leadership

A Shift in Thinking:

Old Way of Thinking

- Blame individuals for errors
- Focus on compliance
- Assume procedures cover all situations
 - Investigate only failures

HOP Way of Thinking

- Understand system conditions
- Focus on learning
 - Recognize work variability
- Learn from successes

The Five Principles of HOP

Core beliefs that guide how we approach safety and performance



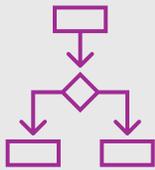
People Make Mistakes

Error is normal People don't come to work to make mistakes. Mistakes happen because humans have limitations, and the conditions we work in aren't always perfect.



Blame Fixes Nothing

Blaming people doesn't prevent future incidents. When we focus on punishment, people hide problems instead of reporting them, and we miss opportunities to learn and improve our systems.



Context Drives Behavior

People's actions make sense when you understand the situation they were in. Factors like time pressure, equipment conditions, weather, fatigue, available information, and competing priorities all influence decisions.



Learning is Vital

Organizations that learn continuously are safer and more effective. We learn not just from incidents and near-misses, but also from everyday successes—understanding what goes right helps us do more of it.



Response Matters

Leadership creates the conditions in which people work. Leaders at all levels—from the deck plate to the office—shape culture, provide resources, set priorities, and influence whether people feel safe speaking up.