

MLC & Seafarer Information

Reiya Group's commitment to fair, transparent and compliant maritime recruitment.

Reiya Group provides recruitment and placement services to seafarers within the large yacht sector. We are committed to operating in accordance with the Maritime Labour Convention, 2006 (MLC), applicable UK legislation and the standards applying to UK recruitment and placement services.

This page explains the protections and information available to seafarers who use Reiya Group, including our approach to recruitment fees, fair recruitment, Seafarer Employment Agreements (SEAs), shipowner financial security, our financial System of Protection and complaints.

Fair Recruitment & No Blacklisting

Reiya Group does not operate, maintain, use or support any blacklist, exclusion list or other mechanism intended to prevent or deter a qualified seafarer from gaining employment.

Recruitment and placement decisions are based on the requirements of the role and the seafarer's experience, qualifications, training, authorisations, suitability and availability. We are committed to fair, professional and transparent recruitment practices and to treating seafarers with respect, integrity and confidentiality.

Recruitment & Placement Fees

Reiya Group does not charge seafarers any recruitment, registration or placement fee for securing employment. Our recruitment fees are paid by the client, employer, shipowner, vessel operator or management company, as applicable.

Under the MLC, limited personal document costs may be borne by a seafarer, including the cost of obtaining a national statutory medical certificate, a national seafarer's book and a passport or similar personal travel document. Visa costs are to be borne by the shipowner. Reiya Group does not recover its recruitment or placement fees from seafarers.

Your Rights & Duties

Before or during the engagement process, Reiya Group will provide or direct seafarers to appropriate information about their rights and duties under their proposed Seafarer Employment Agreement.

Seafarers should read their proposed employment terms carefully and raise any questions before signing. Where the SEA is issued by the shipowner, employer or ship management company, Reiya Group will support the process and direct the seafarer to the appropriate party where clarification or further documentation is required.

Official guidance: [Maritime Labour Convention – GOV.UK](#)

Your Seafarer Employment Agreement (SEA)

As part of the recruitment and placement process, arrangements will be made so that you can:

- Examine the proposed SEA and its terms and conditions before signing.
- Ask questions and seek advice or clarification before signing.
- Understand your rights and duties under the agreement.
- Examine the agreement after it has been signed.
- Receive and retain a copy of the signed agreement.

Where applicable, Reiya Group will request and review the SEA or relevant employment agreement/template as part of its placement checks, including checking that the documentation is consistent with the applicable legal and regulatory requirements relevant to the placement. The shipowner/employer remains responsible for issuing the SEA and for the employment terms contained within it unless expressly agreed otherwise.

MCA guidance: [MGN 477 \(M\) Amendment 5 – Seafarers' Employment Agreements](#)

Checks Before Placement

Reiya Group carries out recruitment checks appropriate to the position. These may include verification of identity, experience, training, qualifications, certificates, medical certification and any authorisations required by law, a professional body or the hiring party for the role.

Protection Against Being Stranded

As far as practicable, Reiya Group will seek evidence that the relevant shipowner has the financial security arrangements required to protect seafarers in the event of abandonment or repatriation-related liabilities. This may include requesting relevant evidence of the shipowner's MLC financial security / P&I arrangements before placement.

The shipowner's financial security for abandonment is separate from Reiya Group's own financial System of Protection as a recruitment and placement service.

Reiya Group Financial System of Protection

Reiya Group is required to maintain a financial System of Protection, by insurance or an equivalent appropriate measure, to compensate seafarers for relevant monetary loss where the recruitment and placement service or the relevant shipowner fails to meet applicable statutory or contractual obligations to the seafarer.

Before or during the engagement process, seafarers will be informed about Reiya Group's System of Protection, their rights under it and how to make a claim.

The final wording in this section should match the insurance policy or other System of Protection actually in force. Seafarers should be given sufficient information to understand how to access compensation under that protection.

MCA guidance: [MGN 475 \(M\) Amendment 2 – MLC 2006 Recruitment and Placement](#)

Seafarer Complaints Procedure

Reiya Group is committed to providing seafarers with a fair, transparent and accessible complaints process. If you have a complaint concerning Reiya Group's recruitment or placement activities, please raise it with us in the first instance.

How to Make a Complaint

Please email: enquiries@reiyagroup.com

Where possible, include:

- Your full name and contact details.
- The vessel, employer and/or position concerned.
- A clear description of the complaint and relevant dates.
- Any supporting information or documentation.

How We Handle Complaints

When a complaint is received, Reiya Group will:

1. Acknowledge receipt of the complaint.
2. Review the information provided and investigate the matter as appropriate.
3. Keep an appropriate record of the complaint and the steps taken.
4. Communicate the outcome to the seafarer.
5. Explain any further steps available where the matter remains unresolved.

Unresolved Complaints & MCA Contact

If a complaint concerning Reiya Group's recruitment or placement activities remains unresolved, the matter may be referred to the Maritime and Coastguard Agency (MCA). Reiya Group will also advise the competent authority of unresolved complaints where required.

MCA on-shore MLC complaints: mlc@mcga.gov.uk

Guidance: [MGN 487 \(M\) Amendment 2 – MLC 2006 On-shore Complaints](#)

Data Protection & Confidentiality

Reiya Group processes personal data in accordance with applicable data protection law, including the UK GDPR and Data Protection Act 2018. Candidate and seafarer information is used for legitimate recruitment, placement, compliance and administrative purposes and is handled in accordance with our Privacy Policy.

Further MLC Information

Official guidance and information is available from the Maritime and Coastguard Agency and GOV.UK:

- [MLC 2006 – Titles 1 to 5: Regulations, Guidance and Information](#)
- [MGN 475 \(M\) Amendment 2 – Recruitment and Placement](#)
- [MGN 477 \(M\) Amendment 5 – Seafarers' Employment Agreements](#)
- [MGN 487 \(M\) Amendment 2 – On-shore Complaints](#)
- [MCA Recruitment & Placement Agencies](#)

Contact Reiya Group

If you are a seafarer and have questions about your recruitment, placement, employment agreement, rights or the information on this page, please contact Reiya Group.

Email: enquiries@reiyagroup.com