

Innovate, Sustain, Thrive

Version 1.0 | September 2025
GreenHul Solutions Limited
Operations Manual



GreenHul Solutions

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Date of Issue: September 2025

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Procedures:

- All employees must declare any gifts, hospitality, or favors offered by third parties.
- Procurement must follow competitive tendering with at least 3 quotations documented.
- All payments must be authorized by finance and recorded in compliance registers.

Case Example:

An external contractor offers cash for expedited clearance of documents. Employees must refuse and report immediately.

Checklist:

- Gift register updated quarterly
- Vendor due diligence completed
- Annual anti-corruption training completed

Flowchart:

5.2 Anti-Bullying

Procedures:

- All staff must treat colleagues with respect in verbal, written, and online communication.
- HR must provide mediation sessions in case of disputes.
- Anonymous reporting channels available for victims.

Case Example:

A senior manager repeatedly mocks a junior staff in meetings. The victim can report to HR, triggering an investigation.

Checklist:

- Annual workplace respect training attended
- Confidential support service available
- Zero tolerance posters displayed in offices

Flowchart:

5.3 Diversity and Inclusion

Procedures:

- Recruitment panels must be gender-balanced where possible.
- Job postings must be free of discriminatory language.
- Promotions and pay must be based on merit, not bias.

Case Example:

Two equally qualified candidates apply; one is female, the other male. Selection is based solely on skills assessment.

Checklist:

- Inclusive recruitment checklist followed
- Diversity dashboard updated
- Leadership team trained on unconscious bias

Flowchart:

5.4 Environment and Sustainability

Procedures:

- Offices must adopt energy-efficient lighting and waste segregation.
- Shipyard projects must include carbon footprint assessments.
- Water treatment and hazardous waste must follow MARPOL standards.

Case Example:

Hazardous asbestos was identified in a shipyard. Certified disposal procedures must be followed with regulatory clearance.

Checklist:

- Annual carbon audit completed
- Hazardous waste log maintained
- Energy and water savings program implemented

Flowchart:

5.5 Health & Safety

Procedures:

- Mandatory use of PPE in shipyards and industrial sites.
- Emergency drills (fire, chemical spill, evacuation) are conducted quarterly.
- Safety officers must complete ISO 45001 training.

Case Example:

During a ship repair, a worker without PPE gets injured. Investigation reveals PPE training was skipped. Corrective measures enforced.

Checklist:

- Safety drills recorded
- PPE stock inspected monthly
- Incident reports filed within 24 hours

Flowchart:

5.6 Modern Slavery

Procedures:

- All suppliers must sign a modern slavery compliance declaration.
- Background checks required for recruitment agencies.
- Independent audits of labor contractors annually.

Case Example:

A subcontractor is found to employ underage workers. Contract is terminated, and authorities informed.

Checklist:

- Supplier declarations filed
- Contractor audits completed annually
- Recruitment vetting records stored

Flowchart:

5.7 Safeguarding

Procedures:

- Employees working with communities must undergo safeguarding training.
- Child protection protocols in place for site visits near schools.
- Any suspicion of abuse must be reported immediately to safeguarding officer.

Case Example:

During a project near a fishing village, a worker behaves inappropriately toward minors. Immediate removal and reporting required.

Checklist:

- Safeguarding officer appointed
- Training records updated
- Emergency response numbers displayed

Flowchart:

5.8 Whistleblowing

Procedures:

- Reports can be submitted anonymously through hotline/email.

- All reports investigated within 14 days by compliance team.
- Protection guaranteed against retaliation.

Case Example:

An employee reports financial mismanagement. Investigation conducted confidentially, employee shielded from harassment.

Checklist:

- Whistleblowing hotline tested quarterly
- Awareness training delivered annually
- Reports logged securely

Flowchart:

6. Penalties for Breaches
7. Reporting & Compliance Procedures
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1. Introduction

This Operations Manual serves as a comprehensive guide for all employees, contractors, and partners of GreenHul Solutions Limited. It defines our values, expectations, policies, and procedures necessary to ensure safe, ethical, and sustainable operations.

2. Company Overview

GreenHul Solutions Limited is a multidisciplinary maritime consultancy firm positioned at the forefront of sustainable transformation in South Asia's ship recycling, shipbuilding, and ship repair industries. We provide regulatory compliance, industrial optimization, and environmental advisory services aligned with the Hong Kong Convention, EU SRR, and ILO standards.

3. Mission, Vision & Values

Mission: To drive innovation, safety, and sustainability in global shipping industries through expert consulting, capacity development, and strategic alignment with international regulatory standards.

Vision: To be the world's most reliable maritime consulting partner, fostering green, efficient, and ethical marine ecosystems across developing and developed nations.

Values: Integrity, Sustainability, Innovation, Inclusion, Safety, Global Responsibility.

4. Code of Conduct

Our Code of Conduct reflects our commitment to ethical practices, transparency, respect for human rights, and zero tolerance for corruption or exploitation.

5.1 Anti-Bribery and Corruption

Procedures:

- **All employees must declare any gifts, hospitality, or favors offered by third parties.**
- **Procurement must follow competitive tendering with at least 3 quotations documented.**
- **All payments must be authorized by finance and recorded in compliance registers.**

Case Example:

An external contractor offers cash for expedited clearance of documents. Employees must refuse and report immediately.

Checklist:

- Gift register updated quarterly**
- Vendor due diligence completed**
- Annual anti-corruption training completed**

Flowchart:

Employees must not engage in bribery, facilitation payments, or corrupt practices. Gifts must be declared and approved.

5.2 Anti-Bullying

Procedures:

- **All staff must treat colleagues with respect in verbal, written, and online communication.**
- **HR must provide mediation sessions in case of disputes.**
- **Anonymous reporting channels available for victims.**

Case Example:

A senior manager repeatedly mocks a junior staff in meetings. The victim can report to HR, triggering an investigation.

Checklist:

- Annual workplace respect training attended**
- Confidential support service available**
- Zero tolerance posters displayed in offices**

Flowchart:

We prohibit all forms of bullying, harassment, and intimidation in the workplace.

5.3 Diversity and Inclusion

Procedures:

- **Recruitment panels must be gender-balanced where possible.**
- **Job postings must be free of discriminatory language.**
- **Promotions and pay must be based on merit, not bias.**

Case Example:

Two equally qualified candidates apply; one is female, the other male. Selection is based solely on skills assessment.

Checklist:

- Inclusive recruitment checklist followed**
- Diversity dashboard updated**
- Leadership team trained on unconscious bias**

Flowchart:

We value diversity in all forms and ensure equal opportunity without discrimination.

5.4 Environment and Sustainability

Procedures:

- **Offices must adopt energy-efficient lighting and waste segregation.**
- **Shipyards must include carbon footprint assessments.**
- **Water treatment and hazardous waste must follow MARPOL standards.**

Case Example:

Hazardous asbestos identified in a shipyard. Certified disposal procedures must be followed with regulatory clearance.

Checklist:

- Annual carbon audit completed**
- Hazardous waste log maintained**
- Energy and water savings program implemented**

Flowchart:

We commit to reducing carbon footprint, managing hazardous waste responsibly, and promoting sustainable practices.

5.5 Health & Safety

Procedures:

- **Mandatory use of PPE in shipyards and industrial sites.**
- **Emergency drills (fire, chemical spill, evacuation) conducted quarterly.**
- **Safety officers must complete ISO 45001 training.**

Case Example:

During a ship repair, a worker without PPE gets injured. Investigation reveals PPE training was skipped. Corrective measures enforced.

Checklist:

- Safety drills recorded**
- PPE stock inspected monthly**
- Incident reports filed within 24 hours**

Flowchart:

We prioritize occupational safety through training, PPE, and compliance with international maritime safety standards.

5.6 Modern Slavery

Procedures:

- All suppliers must sign a modern slavery compliance declaration.
- Background checks required for recruitment agencies.
- Independent audits of labor contractors annually.

Case Example:

A subcontractor is found to employ underage workers. Contract is terminated, and authorities informed.

Checklist:

- Supplier declarations filed
- Contractor audits completed annually
- Recruitment vetting records stored

Flowchart:

We condemn forced labor, child labor, and exploitation in any form, and require due diligence in supply chains.

5.7 Safeguarding

Procedures:

- **Employees working with communities must undergo safeguarding training.**
- **Child protection protocols in place for site visits near schools.**
- **Any suspicion of abuse must be reported immediately to safeguarding officer.**

Case Example:

During a project near a fishing village, a worker behaves inappropriately toward minors. Immediate removal and reporting required.

Checklist:

- Safeguarding officer appointed**
- Training records updated**
- Emergency response numbers displayed**

Flowchart:

We are committed to protecting vulnerable groups including workers, community members, and partners from harm or exploitation.

5.8 Whistleblowing

Procedures:

- Reports can be submitted anonymously through hotline/email.
- All reports investigated within 14 days by compliance team.
- Protection guaranteed against retaliation.

Case Example:

An employee reports financial mismanagement. Investigation conducted confidentially, employee shielded from harassment.

Checklist:

- Whistleblowing hotline tested quarterly
- Awareness training delivered annually
- Reports logged securely

Flowchart:

We encourage employees to report misconduct, fraud, or violations confidentially and without retaliation.

6. Penalties for Breaches

Breaches of policies will result in disciplinary actions, including but not limited to:

- Verbal/Written warnings
- Mandatory retraining
- Suspension without pay
- Termination of employment or contracts
- Reporting to authorities (for legal violations)
- Financial penalties for damages caused

7. Reporting & Compliance Procedures

Employees can report violations via HR, designated compliance officers, or confidential whistleblowing channels. Reports will be investigated thoroughly with fairness and confidentiality.

8. Review and Updates

This manual will be reviewed annually by the GreenHul Compliance Team and updated in line with new regulations, best practices, and organizational changes.

9. Annexes

Annex-1: Certificate of Incorporation

Annex-2: ISO Certifications (9001, 14001)

Annex-3: Key Contacts

Annex-4: Office Locations

Employee	Compliance Officer	Investigation	Outcome
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Victim/Observer	HR	Investigation	Resolution
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Job Posting	Applications	Panel Review	Selection
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Identify Waste	Segregation	Certified Disposal	Audit
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Alarm Raised	Evacuation	Muster Point	Review
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Supplier Declaration	Audit	Approval/Rejection	Monitoring
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Concern Raised	Safeguarding Officer	Investigation	Outcome
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Report Submitted	Compliance Review	Investigation	Action Taken
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Employee	Compliance Officer	Investigation	Outcome
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Victim/Observer	HR	Investigation	Resolution
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Job Posting	Applications	Panel Review	Selection
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Identify Waste	Segregation	Certified Disposal	Audit
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