

Public Authority	Gozo Channel (Operations) Limited
Description of the department/directorate/entity's structure	The Company is controlled by a Board of eight (8) Directors, including the Chairman of the Company, all of which have non-executive status, except for the Chairman. The Chairman is answerable to the main shareholder and is responsible for the overall direction of the Company, in particular the formulation and development of corporate strategies and policies, and for ensuring the implementation of decisions taken by the Board of Directors.
Description of the department/directorate/entity's functions and responsibilities	<p>The Board of Directors has a mayor role in defining the objectives and directions of the Company. The presence of the Chairman during Board meetings will ensure that policies and strategic decisions are understood. The Chairman's role would then be to implement these decisions through the senior management committee.</p> <p>The Board of Directors' primary role is to define the objectives, policies and strategic direction of the Company and has the following wider terms of reference:</p> <ul style="list-style-type: none"> • Ensuring that its role and responsibilities are fully pursued in the most serious and professional manner. <p>Laying down general objectives and policies as well as board departmental objectives and policies following the design of business plans.</p> <ul style="list-style-type: none"> • Approving financial budget and sanctioning capital expenditure after ensuring that accounting policies and methods are carried out professionally and efficiently.

	<ul style="list-style-type: none"> • Seeing that the Chairman creates a sound organisation structure, maintains co-ordination among all staff, and develops good morale. • Involving itself in the appointment of managers and other key personnel and determining the remuneration of all staff.
DEPARTMENTAL DUTIES & RESPONSABILITIES	<ul style="list-style-type: none"> • Operations Manager to coordinate all ship and shore operations ensuring all operational standards are maintained including safety. • Commercial Manager to plan, organize and direct the company’s business development activities and strategies that promote its growth and revenue by attracting new as well as expansion of existing business relationships. To assist and support the Chairman in his daily duties with the objective of having an efficiently run office. • Human Resources & ICT Manager to plan, organize and control all operations in the Human Resources & IT Department within the parameters of the company’s objectives and to attain the targets set. To ensure that company personnel are well trained and competent in their respective positions. • Financial Controller oversees the smooth and efficient running of the Finance Department ensuring compliance with statutory authority and audit requirements.
SHIPBOARD ADMINISTRATION	<ul style="list-style-type: none"> • Master shall be responsible for the effective and efficient operation and administration, including all obligations under the SMS, of the vessel he is assigned on. For the sake of proper continuity his administrative obligations shall be under the guidance of the Permanent Master, but this in no way detracts from his primary obligation of effective and efficient operation and administration of the vessel under his command.

	<ul style="list-style-type: none"> • Permanent Master whose role apart from being responsible for the normal Master’s duties shall be to co-ordinate all shipboard administration matters. • Chief Engineer shall be responsible for the effective and efficient operation of the administration, including all obligations under the SMS, of the machinery and equipment of the vessel he is assigned on. For the sake of proper continuity his administrative obligations shall be under the guidance of the Permanent Chief Engineer, but this in no way detracts from his primary obligation of effective and efficient operation and administration of the vessel under his command. • Permanent Chief Engineer whose role shall apart from being responsible for the normal Chief Engineer’s duties shall in addition be to co-ordinate all engine room administrative matters on the vessel he is assigned on.
<p>Details of Incident Report Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a compliant to the Company.</p> <p>The Compliant should be addressed to the Company Communication and Data Protection officer who shall bring the complaint to the attention of the officer responsible. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint.</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or here complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant’s complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be</p>

	<p>met or not by the Company, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p>
<p>General Description of the categories of documents the department/directorate/entity holds</p>	<p>Administration Files; Policy Documents, Procurement Files including Tender bids and contracts, invoices, Confidential Investigation Reports, HR Files, safety management files; Operational Files; internal memos</p>
<p>Description of manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity).</p>	<p>Gozo Channel Operations Limited Procedures and Operations Manuals</p>
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include the particulars of the officer or officers to whom requests for such access should be sent.</p>	<p>The Freedom of Information Officer may be contacted on 22100100 or by email on foi.mgoz@gov.mt</p>

Other Information	Office Working Days: Monday to Friday Public Opening Hours: 8.00am-4.00pm
Public Authority Contact Details	Channel House, Mgarr Harbour, Mgarr GSM 2480, Gozo Telephone number 22109000; email admin@gozochannel.com