

## Next of Kin - Information on Personal Communications

For general queries Human Resources can be contacted during office hours (Monday – Friday 09:00 - 17:00) via Reception on 01223 221400.

### FOR DETAILS OF WHAT TO DO IN AN EMERGENCY PLEASE SEE SECTION 3.

One to one communication between personnel in the Antarctic, serving on board BAS vessels or on the Falkland Islands, and their designated contacts can be made in the following ways:

1. PERSONAL MESSAGE FACILITY - via BAS Cambridge  
E-mail and fax available throughout the year.
2. MAIL  
This can be posted at any time of the year via the international postal service, but delivery is very restricted.
3. EMERGENCY CONTACT via Human Resources Section in BAS Cambridge  
24 hour cover throughout the year.
4. BAS Ship Operations during the UK Summer Months  
Descriptions of these services are detailed below.

#### 1. PERSONAL MESSAGE FACILITY

##### E-Mail and Fax

For the 2013/2014 Antarctic Season e-mail will be provided as follows:

- a. All BAS staff will get a BAS e-mail account, and an address of the form **userid@bas.ac.uk**. Your contact should be able to provide you with the userid once they arrive on station. Most people have a personal e-mail address and this will also work.
- b. Non-BAS staff will not be given an BAS account, and will need to use a web based personal e-mail account.
- c. There is no limit on the amount of e-mail that an individual can receive and the service is provided free of charge. It should be noted, however, that there is a maximum size per message of 10 MB. E-mails of this size do take a long time to download so please send the minimum possible. If sending multiple attachments it is better to split them into several smaller e-mails rather than one large one.
- d. If required, on an occasional basis, Antarctic bases and ships can be faxed via BAS Cambridge. Please contact the Operations and Logistics Support Team, BAS, High Cross, Madingley Road, Cambridge, CB3 0ET, Tel 01223 221458, Fax 01223 362616 if you have a requirement to fax a message. Please head 'Personal Message' with details of personnel's Name, Base/Vessel.
- e. Personnel in the field can arrange to have messages printed at the relevant station and held in confidence by the Communications Manager. Such messages are read over the radio at scheduled times. Owing to operational priorities personal messages to staff serving deep field are restricted to 200 words per week, which must be shared between first and second contacts.

Longer messages, which will not be read out and hard copies of messages transmitted over the radio will be passed to individuals in the field at the first opportunity. Similarly, short messages read over the radio to the Communications Manager from someone in the field will be e-mailed to first or second contacts via the BAS Cambridge server.

Additionally, people in transit with BAS often spend short periods in the Falkland Islands awaiting onward passage on ships or aircraft. During such times limited e-mail facilities are available from the BAS Office.

## 2. MAIL

Mail for the Antarctic bases (Halley, Rothera, Bird Island and Signy) is only delivered during the Antarctic summer, between October and April. It is delivered by the Survey's two ships, RRS *James Clark Ross* and RRS *Ernest Shackleton* and occasionally by tourist or Royal Navy ships and aircraft. King Edward Point (KEP) can have mail delivered throughout the year but in the Antarctic winter deliveries will be very sporadic.

The route for mail varies and could be via Stanley, Falkland Islands, South America or South Africa.

Mail falls into two categories (a) letters and small packages (less than 2kgs) and (b) parcels (more than 2kgs). Procedures for both are described below.

Ship itineraries will let you know when the ships are due to leave ports or call en-route to the bases. These should be consulted so that you post your mail in optimum time to catch the ship on a particular date. We do, however, suggest that if you intend to write on a regular basis it is worth numbering your letters in sequence; this saves any disappointment if you miss one of the departure dates. You should also be aware that ships itineraries are always subject to change and cannot be guaranteed. Itineraries can be found at <https://secure.antarctica.ac.uk/south/main.php>.

### a. LETTERS AND SMALL PACKAGES (less than 2kg) – Air Mail usually takes approximately 14 days

Small packages should contain no more than one or two paperback books, CD's, individual magazines or newspapers. Please ensure that you attach a customs declaration, obtainable from the Post Office, to any small packages you send. The weight limit is 2kg for Air Mail.

### b. PARCELS FOR ALL BASES (more than 2kgs) – Surface mail can take up to 12 weeks

Parcels must be addressed to our agents at the addresses given below in the ports where RRS *Ernest Shackleton* and RRS *James Clark Ross* call and sent in time to arrive by the dates given in the itinerary for each of the ships. If itineraries permit we consider it best to use the Falkland Islands for parcel post. This is a surface only service (no airmail facility for larger parcels to the Falklands is available) and takes about 12 weeks. It is a tried and reliable route. However, the cost of sending parcels can be prohibitive and you pay for the type of service you want, the more expensive the better the service.

Post to South America and South Africa can be unreliable and items do not always get through. You should check with your local Post Office about regulations and delivery times. Please make sure that you allow plenty of time for parcels to arrive.

You are strongly advised to insure any parcel sent and you can obtain an advice of delivery certificate from the Post Office at the time of posting.

BAS recommends that you should direct all of your mail to the Antarctic through the Falkland Islands using the address below:

Name and Base/Vessel  
British Antarctic Survey  
Port Stanley  
Falkland Islands  
FIQQ 1ZZ  
South Atlantic

3. HUMAN RESOURCES SUPPORT

The office hours are 09:00 to 17:00 Monday to Friday.

**At whatever hour in any situation of domestic crisis or other emergency, do not hesitate to contact any member of the Human Resources team. This can be done both during office hours and outside of office hours by dialling via British Antarctic Survey Reception on 01223 221400. A member of the HR team is on call 24/7 365 days a year. Arrangements can be made for messages to be passed quickly over our communication systems with the bases and ships.**

**If you do have bad news for a friend/relative in the Antarctic then please ensure that you route this through Human Resources – we have a procedure for handling this that ensures that the affected individual is appropriately supported.**

Human Resources Section may contact you on different occasions during the season with general information but on occasion it may be necessary to contact you with more urgent information.

**PLEASE BE SURE TO KEEP US ADVISED OF A CONTACT ADDRESS AND TELEPHONE NUMBER AT ALL TIMES.**

4. BAS SHIP OPERATIONS DURING THE UK SUMMER MONTHS

RRS Ernest Shackleton

During the Summer months the RRS Ernest Shackleton operates in the North Sea. Unfortunately we are unable to issue an itinerary as the ship's movements are subject to change at short notice. Mail should be sent to BAS Cambridge for forwarding on to the ship, however because of the uncertainty of when the ship will be in port, we are unable to guarantee a timescale when the post will get to the ship.

RRS James Clark Ross

The RRS James Clark Ross varies what it does each year. It could be on a scientific cruise in the northern hemisphere or being refitted in dry dock. Again, it is impossible to issue an itinerary because of the unpredictability of her movements. Mail should be sent to BAS Cambridge for forwarding on to the ship, however because of the uncertainty of when the ship will be in port we are unable to guarantee a timescale when the post will get to the ship.

Staff serving on the vessels can be contacted by e-mail (and fax) during this period in the normal manner via the Personal Message facility.