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The Use of Business English as a Lingua Franca in Algerian Companies: A case study of General Enterprise Maritime of Algeria

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Abstract

There is no doubt that the various waves of globalisation have marked the English language. Consequently, it led to reformulate English as a lingua franca (ELF). This perspective on language has been a source of inspiration and attraction to the Business English research community, as English has been adopted as a common language slowly in institutional communication, and then embraced in business communication. In the winds of globalization, Algerian companies participate more and more in global business. As a result, English has become the Business Lingua Franca in Algerian companies. This research seeks to investigate the use of English as a lingua franca in Algerian international business. This study presented the findings of an observation and an interview exploring the use of BELF by a particular Algerian business organization together with a document analysis to identify the characteristics of BELF. The results revealed a positive attitude toward the use of English in the Algerian international business and small challenges when using it. In the end, we hope that the limited findings will help shed light on the use of the English language in such international contexts and the possible communications difficulties.

Keywords: Lingua Franca, EFL, BELF, Characteristics of BELF.

Dedication

To my family, my greatest treasure

To Chaima, that makes my life brighter

To Abir, thankful and grateful to have you

To my friends, my biggest support

To my teachers, for their guidance

To all who encouraged me

Acknowledgments

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General Introduction

Within the last decades a new field of research, "English as a lingua franca" (ELF), has emerged contributing to hundreds of books and articles dedicated to the phenomena related to the unprecedented spread of English throughout the world during the 20th and 21st centuries. The ELF refers to the use of English between speakers who do not share the same linguistic background. The dominance of ELF over other languages is the result of several influential factors. However, it was closely related to globalisation fuelled by the onset of the Industrial Revolution. Accordingly, the English language was increasingly associated with facilitating communications about the international trade.

In recent years, the research into business-related communication of non-native speakers of English has resulted in the emergence of the concept of BELF, i.e. Business English as a lingua franca. Business English as a lingua franca is English used as the language of communication between business professionals whose first language is not English. It can thus be claimed that BELF is a variety of English used mostly in international business to get the job done.

International communication plays a significant role in the international business environment. However, until now, little research about the effects of English in Algerian companies has been conducted. Thus, there is a definite need to examine the role of the English language in Algerian business communication. In this study, we focused on the use of English as Lingua Franca in Algerian companies, and how it affects business. To do that, we formulated the following research question:

1- Why English is a lingua franca of the international business?

2- What challenges do the employees face when using English in the workplace?

3-What are the effects of using English as a lingua franca in international business?

4- To what extent is the use of English as a lingua franca taken into consideration in Algerian business companies?

Four hypotheses proposed to respond to our research questions for this study:

- Economic globalisation is the main reason that made English a lingua franca of the international business.

- The lack of English language training creates difficulties in both written and spoken business communication.

- Using English as a lingua franca in international business facilitates having a partnership with companies from a foreign country

- Algerian business companies are gradually adopting English. However, it is not wildly used.

To reach the hypotheses mentioned above, we expect that the company we chose as a case study will provide us with the necessary answers to explore the use of English as Business Lingua Franca. And to look in- depth how using BELF affect the international business.

This study aimed to investigate how the English as business lingua franca is used, the reasons why it used and the attitude towards this use. To answer these issues, the head service of the company and the shipping staff are the participants who would provide us with the appropriate answers.

This research presented a study that starts with an overview of the theoretical background part and the main concepts. It continues with the description of the methodology of the empirical research in details where three qualitative data collection instruments were used:

observation, interviews and documents analysis, and at last, after collecting data, we will interpret the findings.

1.Introduction

We devote this chapter to the presentation of a broad overview of the relevant literature that helps us understand the evolution of Lingua Franca (LF) and Business English as Lingua Franca (BELF). At the beginning of this chapter, we are going to introduce the origin of LF and then highlight the main reasons why English became lingua franca. Next, we discuss the role of English as a global language in developing a professional career, and the last point we would like to   conclude with the importance of English in Algerian international trade.

1.1 The Origin of Lingua Franca

The term "lingua franca" has been subject to a continually changing and inconsistent usage in linguistic and sociological literature. The original Lingua Franca was a stabilized pidgin, i.e., a contact language developed spontaneously to bridge language barriers with a simple grammar and a lexicon confined to the expression of only the notions needed for the communication goals of the participants, often merchants. According to Schuchardt (1909), Lingua Franca resulted from the mixture of an eastern, Italian-based pidgin with a western, Spanish-based one, which coalesced in the region of Algiers.

However, a language holding the status of a lingua franca already appeared in ancient times. Latin held the status of a dominant language when the Roman Empire spread from the Mediterranean, Europe and touched Africa and Asia. It was also widely used in the European culture, law, science, philosophy, and religion by the Roman Catholic Church. As a result, it remained a lingua franca among European scholars until the 18th century. Even to this day, many terms used in medicine or philosophy come from Latin.

Portuguese is another language that acts as a lingua franca in both the past and the present. During the Age of Exploration occurring in the 15th – 18th centuries, where Portugal belonged

to one of the major European colonizers, Portuguese served as a lingua franca in distinct parts of Africa and Asia, where it was used for trade and diplomatic purpose.

Besides, Languages such as Egyptian, Chinese, French, Greek, Latin, Hebrew, or Arabic all held a status of lingua franca in the past. A language achieved such status either by military expansion, economic power or by religious power such as Hebrew with Judaism.

To know more details about lingua franca, let us have a look at some reasons why English became LF.

1.2 Reasons Why English Became the World Lingua Franca

Successful communication between speakers who do not share a first language demands a language that is mastered by both interlocutors. The language used in such situations could be either a native language of one of the interlocutors or a language acquired as a foreign language by both parties. A language used in such settings is known under the term "lingua franca". Jennifer Jenkins in her explanation of lingua franca said: "[…] a lingua franca is a contact language used among people who do not share a first language, and is commonly understood to mean a second (or subsequent) language of its speakers" (Jenkins, 2007). That is to say, a "lingua franca" is a common language used for communication between people from different linguistic backgrounds. It enables people to understand one another without regard to their cultural and ethnical backgrounds. To this end, many reasons contribute to the existence of LF; for example, English forms and structures are easier to learn compared to other languages, written and spoken forms are easier to understand and produce, most companies require some degree of command of English, learning English has become important in various countries all over the world as it helps students to achieve their academic goals etc.

1.3 The Rise of English as Lingua Franca

It has become commonplace to assert that the global spread of English has dramatically changed the socio-political landscape in many parts of the world. Although, historically, various languages have served as lingua francas, the current role of English worldwide is without precedent, both in terms of its geographical spread and the array of its users from diverse cultural backgrounds. Since the start of the modern era, the history of the English language has been closely interwoven with globalisation. Defining the latter as "the Spatio-temporal processes of change which underpin a transformation in the organisation of human affairs by linking together and expanding human activities across regions and continents" (Poppiand Chen,2014).

Differentiating between three main "waves of globalization" has become common practice, the first period spanning from 1492 to 1800, the second wave was from 1800 to 2000, and the current one is being an ongoing process. It was during the second wave of globalization, driven by the beginning of the Industrial Revolution, that the English language was to become increasingly associated with facilitating communications about the exchange of goods.

To this day, economic globalisation has been the major driver of the internationalisation of English. Several significant factors, such as the impact of e-technologies, the rise of the international trade volume or the global integration of markets, have helped propel the transformation processes giving rise to enhanced communication practices and the need for a shared language in international business transactions. Another important vehicle for the international use of English is its adoption by globally operating companies and international organizations, such as aid agencies, the World Bank, the OECD (the Organization for Economic and Co-operation Development). Also, the adaptation in Frankfurt, Luxembourg and Tokyo of English as the lingua franca for currency dealers and stockbrokers as a working language and

publication language. What is more, it is during the ongoing third wave of globalization that the English-using individual has become a multiplying factor in the language's global spread. In the process, English has taken centre stage as the shared language of legal and private persons engaged in international business. As Alexander (1999) noted, "[a] central feature of the overall internationalization process sees business people becoming 'facilitators of exchange' of goods, services, capital, and more obviously today 'information". It is also the individual who has begun to act as a global player in cooperating through a multi-modal network of communication. The current wave has created closer global societies where the exchange of information and knowledge transfer have become core activities that help to create new social and business practices and reshape old ones. Consequently, "English is an intrinsic part of communication in multinational settings and a fact of life for many business people" (Nickerson,2005). From this perspective, the next section explains the role of ELF in international trade.

1.4 English as Business Lingua Franca (BELF)

International trade is the best-performing area of English as a lingua franca. Thanks to today's globalised world and free trade, the opportunities of making deals are endless. To be able to negotiate order and sell goods or to establish a new partnership with companies from a foreign country, a language holding the role of a lingua franca in international trade is highly required.

BELF's definition addresses the common language facility used in global business professional communication. In other words, business is the purpose and domain of using BELF; it is a neutral resource that is shared with the members of the international business community to conduct business and work in multinational or international companies. In BELF, as in ELF, the vocabulary, structures, and discourse practices of English serve as the "lingua

franca core" (Jenkins, 2000). Finally, the lingua franca aspect of BELF means that the speakers have different mother tongues, hence different cultural identities that lead to variability and hybridity which are keys in lingua franca interactions. Thus, there are no fixed norms that define a BELF's proper usage.

Business communication can be seen as a subfield of the discipline of applied linguistics (AL). AL deals with potential linguistic "problem areas" within society, such as professional communication and intercultural negotiations (Östman, 2011). Business communication is also closely related to pragmatics, which focuses on how language influences our everyday lives and investigates how language works in practice; in other words, the focus is on language function and usage. In applied linguistics and pragmatics, studies of discourse in organisations aimed at identifying problem areas related to the complexity and diversity of communication in the professions. These issues areas can include problem-solving/decision making, the constitution of professional knowledge and credibility, role relationships, authority, and identity, which also signal the workplace as a distinct discourse environment.

One of the research areas exploring the use of English in international business is BELF, which refers to English used as a common language for business purposes (Louhiala-Salminen et al., 2005). It has been argued that effective communication in international companies requires the use of BELF, and in addition to globalized business, BELF has started to attract a lot of attention in academia as well. BELF research has explored, for example, the role of spoken and written communication from several different international perspectives (Nickerson, 2005), internationally operating business professionals' perceptions of BELF communication and its "success" at work (Kankaanranta & Planken, 2010), the role of small talk and rapport in BELF (Pullin, 2010) and BELF in advertising (Nickerson & Camiciottoli,

2013). The communicative genres that have been discussed include, for example, negotiations, meetings and e-mail (Nickerson, 2005).

BELF arouses the curiosity of researchers because of its distinctive character compared to English as a mother tongue. Researchers have argued that BELF is a form of the English language per se with distinct features and characteristics that distinguish it from English as a mother tongue or from English as a common language (ELF). Indeed, BELF derives its norms of correctness and appropriateness from its usage rather than from native British or American English (Gnutzmann, 2009). BELF has been described as simplified English because it does not have any strict rules about grammatical form, structures, or "correctness", nor does it contain complicated phraseology, idiomatic expressions or complex structures. Although BELF does not have strict language regulations, standards have to meet the business community. BELF user has to be able to transmit information across language boundaries effectively and efficiently, which requires a certain level of lexico-grammatical language proficiency; in other words, proficiency in English grammar and vocabulary.

To reach communicative goals with BELF, institutional communication requires the ability to use specialized vocabulary in its specific area of expertise (Louhiala-Salminen & Kankaanranta, 2012). Millot (2017) argued that communication between BELF compensates for a lack of proficiency by professional voice. Therefore, the current use of BELF requires not only language skills related to pronunciation, grammar and vocabulary, but also a broader communication skill with an understanding of the different types and professional methods used in communication. Not to mention business skill and understanding problems. Discussed, thus, BELF takes a more holistic view of language and communication from the perspective of traditional skills.

To summarise the concept of BELF, Kankaanranta & Louhiala-Salminen (2013) compared between EFL and BELF and presented the differences between the two paradigms as follow:

Table 1: The EFL-BELF Dichotomy

Criterion	EFL	BELF
Successful interactions require	NS-like language skills	business communication skills and strategic skills
The speaker/writer aims to	emulate NS discourse	get the job done & create rapport
NNSs are seen as	learners, "sources of trouble"	communicators in their own right
Main source of problems	Inadequate language skills	inadequate business communication skills
"Culture"	National cultures of NSs	business community cultures and individual cultural backgrounds
English is "owned" by	its native speakers	nobody – and everybody

1.4.1 Key Linguistic Characteristics of Business English

Business discourse is more linked to the linguistic language of doing business than to the academic language of economics. The greatest advantage of business English vocabulary is the careful use of specialized vocabulary, as defined by Thoma: "Business English vocabulary is the most distinctive feature of business English. Business English is a diverse linguistic group used to communicate effectively in work environments, which results from the structure of economic attitudes and ultimately from mental perceptions of these attitudes in the form of specific content knowledge (Thoma, 2011).

The lexis of Business English is different from normal English's lexis, which can be seen in the following aspects:

-Using abbreviations: the word abbreviation means a shortening. In business English, abbreviations are very often used to save space and time. Most abbreviations have a fixed meaning. For example:

CIF = Cost Insurance and freight

FOB = Free on board

CN = China

-Using compounds: many compounds are used in business English, which can be rarely seen in other written styles. Such as Vaccum-packed, Encouragement policy, Tax advantage.

-Grammar: Dudley-Evans and St John (1998) postulate that a list of grammar areas which Business grammar reference books distinguish can be prepared. An assumption that follows is that considerable attention is placed on verb forms, particularly tense and voice, after that on modals and also verbs of saying, reporting and the disparity between make, have and have got. Wilberg and Lewis (1990) go deeper into the issue of Business English grammar and select twenty-four 'business' verbs whose forms should be practised. The following Business English verbs can be enumerated: accept, advise, agree, confirm, consider, explain, invite, object, offer, order, point out, propose, query, recommend, refuse, reject, remind, reply, respond, say, speak, talk, tell, and wonder.

Since BELF communication takes place in intercultural setting, we cannot neglect the link between culture and communication. Hence the next sections will reveal the importance of culture and the intercultural communication competence in relation to business.

1.5 Culture and Communication

Culture and communication are inseparable because culture not only dictate who talks to whom, about what, and how the communication proceeds, it also helps to determine how people encode messages, the meanings they have for messages, and the conditions and circumstances under which various messages may or may not be sent, or interpreted . Culture is defined by Bovee, Thill & Schatzman (2003) as "a shared system of symbols, beliefs, attitudes, values, expectations, and norms for behaviour."

1.5.1 Intercultural Communicative Competence

The most known definition of intercultural communicative competence is the one provided by Byram (1998) in which he defined it as "the ability to communicate effectively and appropriately in intercultural situations based on one's intercultural knowledge, skills, and attitudes".
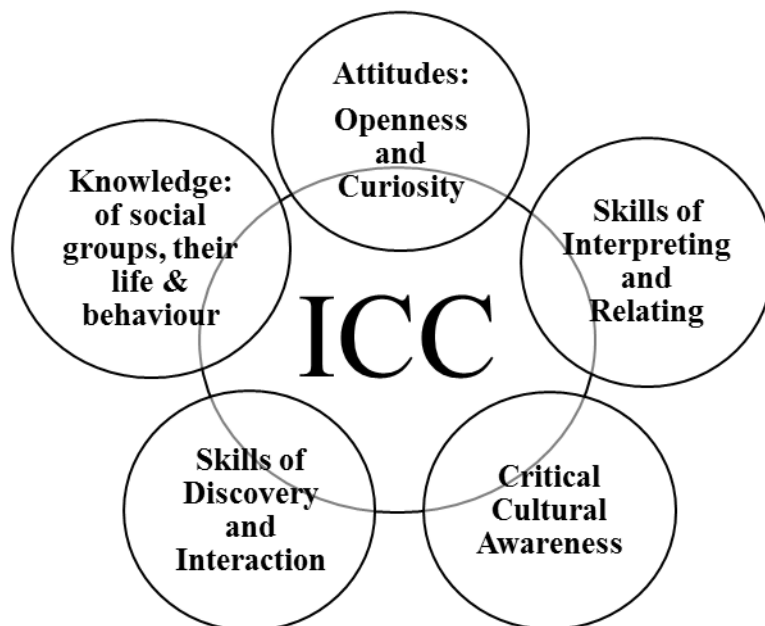
Figure.1: Intercultural Communicative Competence

Several interrelated skills compound the competence of the proficient intercultural speaker. According to (Byram, 1998), the aspects of the intercultural competence are the following:

1. Intercultural attitudes (savoir être): it includes curiosity and openness and readiness to suspend disbelief about other cultures and belief about one's own.

2. Knowledge (Savoir): it includes knowledge of social groups, their life and behaviour, that is, Knowledge of self and other and awareness of the relationship of the individual to society.

3. Skills of interpreting and relating: it encompasses interpreting things from other cultures, comparing and relating them to own culture and developing new perspectives through comparison and contrast.

4. Skills of discovery and interaction (Savoir apprendre/ savoir-faire): it is defined as the ability to acquire and operate new knowledge of a culture in real-time communication) such as developing ethnographic and research skills and exploring cultures.

5. Critical cultural awareness: it is defined as the ability to critically evaluate some documents or events from another culture.

1.5.2 Intercultural Business Communication

Business communication occurs in a particular intercultural atmosphere, it is referred to as Intercultural Business communication (IB). We understand IBC as "communication within and between businesses that involves people from more than one culture" (Chaney and Martin, 2007).

In this concern, business communication types can be spoken or written such as:

- Making presentations.

- Negotiating.

- Taking part in meetings.

- Small talks.

- Socializing.

- Correspondence.

- Memo, Report writing.

- Business letter writing.

In a business environment, individuals who speak different languages and illustrate diverse cultural realities interact in international networks. As the clash of civilizations affects the costs of doing business in international contexts, IBC has attracted more and more interest as an academic domain.

In an international business environment, the ability to identify and conform to appropriate behaviours in diverse intercultural contexts is seen more and more as a desirable attribute by employers.

From the teaching angle, the challenge for Business English teachers is to be able to achieve all the goals:

- to facilitate language acquisition.

- to improve cross-cultural awareness.

- to encourage the students to start developing a professional identity as specialists who will need to perform in intercultural business settings.

IBC, then, has grown into a complex subject. The areas of communication and culture as contributing disciplines are rich enough, and the business dimension adds to the complexity.

1.6 Language Skills and Career Development

According to Bloch's (1995) study, language skills can contribute to career enhancement. It means that employees can be assigned to new kinds of work tasks and even to new positions if they can speak a foreign language. For more accuracy, improving language skills can contribute to career enhancement. Language skills can also make people seek for jobs or positions in which they have opportunities to use their language skills. Therefore, employees' language skills can to some extent shape people's careers. (Hoare, 2012).

Many of the effects of language skills are indirect such as better cultural awareness and intellectual growth. Also, although language skills are considered beneficial, language training also imposes costs for individuals, societies and companies, since mastering a foreign language requires a lot of time and high motivation. Therefore, studying languages can be considered an investment. Nevertheless, it has to be taken into account that language skills as such cannot be considered a way to maximize one's earnings or to achieve well-paid positions. More likely, language skills can secure one's position in the field of international business, and offer capabilities to perform international tasks well and effectively. (Bloch,1995).

1.7 Business English trainings

The emergences of international companies lead the employees to learn what is considered the global language. English language training is increasingly tailored as companies and delegates demand programmes that are developed to meet their workers specific needs. As these needs are predominately professional, Business English courses have been developed. Language training plays a key role in developing great professionals in the global company setting, enabling improved personal development among employees. Language training also drives business goals and supports corporate expansion into international markets, because it

enables professionals to communicate better with people who speak the same business language. Lastly, language training supports client relationships because organizations begin to better understand their clients if they speak a common language.

1.8 Algerian International Trade

Algerian companies are increasingly involved in global business. Algeria is the 56th largest export economy in the world and the 94th most complex economy according to the Economic Complexity Index (ECI). The top import origins are China, France, Italy, Spain and Germany. Natural gas and petroleum products account nearly for all of exports. Algeria's main imports were wheat, cars, petroleum products, dairy products and medicine. Thus, the Algerian Ministry of Commerce and Industry made international trade agreements. The Main International Economic Cooperation are:

- Cooperation agreement with the European Union.

- Member of the African Union

- Member of the Arab League

- Member of the Arab Maghreb Union

- Member of the Arab Free Trade Zone (AFTZ).

The country has signed a trade agreement with 21 other countries in the São Paulo Round of the Global System of Trade Preferences among Developing Countries (GSTP).

1.9 English in Algerian Business

English in Algeria is used as a linking language for diplomatic and business communication at international and local. While French dominates local communication in Algeria's business world, English is widely used by American and British multinational oil and gas companies in

the south of Algeria to perform tasks related to their work. For example, PB, formally British Petroleum (Bp,2017), engages in English language Algeria. They also train local Algerian citizens in such fields as plumbing and electricity so that BP can recruit local employees who are skilled in their job and proficient in English. Internationally, English is also used when French/Arabic are not common to speakers. English is also used among administrators when interacting with foreign officials with whom there is no other shared language. Due to Algeria's reticence to fully transition to a free-market economy, there is an untapped potential for English to gain a foothold in the Algerian landscape. Such potential is expected to materialize as Algeria transition slowly to a free market economy (Benrabah,2013).

1.10 Conclusion

The present chapter provided us with some significant entrances to BELF. We tackled the main concepts that led to the rise of English as a Lingua Franca and the key linguistic features of BELF. Also, we devoted this chapter to the use of English as a lingua franca in cross-cultural business communication and the importance of this competence in career development. To emphasize on the Algerian context, we focused on the use of BELF in Algerian international business. As for the procedures of the practical part of the study, we will discuss them in the next chapter.

Chapter Two: Methodology

2.Introduction

This chapter aims to provide a detailed description of the practical part of the thesis in which we explained the current research work. It outlines the methodologies where the procedure, the context of the study and the participants are described, followed by the materials used to collect data information.

2.1 Research Method

This study aimed at exploring the employees' use of Business English as a Lingua Franca. It presents a qualitative study. The focus of qualitative research is to describe real life. Qualitative research approach is suitable for research exploring communication. The latter is linked to the experience and social context of individuals and is therefore complex and human. For this case, qualitative research is chosen as a research method to provide descriptive information about the way people use Business English communication.

2.2 Procedure

This study was carried out in GEMA (General Enterprise Maritime of Algeria) as a case study. To understand why and how things happen and investigate the realities, we conducted observations, interviews and documents analysis as data collection tools for our case study. The data collection took place at the end of the first semester and during the second one. They were conducted separately through four sessions in the company. The two first sessions aimed to have an overall idea about the company and have an observation of the participants. As for the third session, we interviewed the head service, and the last one was with the shipping service staff, and concerning documents analysis, the procedure occurred later on.

2.3 Context

The investigation was carried out in the General Enterprise Maritime of Algeria in abbreviation "GEMA". The latter is a public economic enterprise, it intervenes in the market for the consignment of all types of ships (ro/ro, container ships, bulk carriers, etc.). GEMA ships both in regular lines and in tramping (homogeneous cargoes). It operates in all Algerian commercial ports. The GEMA Group intervenes through its subsidiary FILTRANS in the activities of transit, ground transport of goods, storage of goods, bonded warehouse. GEMA has just embarked on the activity of refuelling ships. The company has a very diversified clientele composed of both public and private receivers and internationally renowned shipowners. Thanks to its savoir-faire and its seriousness, leading economic operators to trust them with the responsibility for their imports. As such, all vessels destined for CATO are recorded by GEMA. Internationally renowned shipowners trust GEMA by designating it as a consignee agent in Algeria. Among these shipowners can be counted:

IGNAZIO MESSINA Line: South Europe

MTL: Region of the Baltic towards the Mediterranean

DALARO Shipping: North Europe

IGNAZIO MESSINA Line: South Europe

The diverse activities of GEMA made it the best company that works internationally in Mostaganem. For this reason, we chose it to analyse how Business English as a Lingua Franca used in these specific business situations.

2.4 Participants

As previously stated, this study was conducted in the General Enterprise Maritime of Algeria. Hence, the staff of this company were the participants; one of the participants is the head of service and the second one is the shipping service staff. The reason behind choosing these two participants is that the aim of this study is unveiling to what extent the English language is used in Algerian business and its effectiveness. The mentioned participants are the only staff that need and use English language. As a result, our context provides the suitable data to explore the use of English.

2.5 Data Collection Instruments

A case study may involve observation, discussion, interviews, site visits and written records, and documents. Thus, in the empirical part, three types of data collection methods were used. The first method was an observation the researcher is allowed to collect "live" data from "live" situations. Second, information gathered during interviews with an international Algerian company. To get a broader picture of the situation, we conducted interviews to investigate the respondent's ideas, values, prejudices, perceptions, views, feelings and views on business English as a common language in international trade. Algerian. Finally, our secondary sources were the documents; we reviewed them in combination with other research methods, including primary sources. For example, a set of documents is often collected and analysed in a case study with interviews, notes or questionnaires.

2.5.1 Observation

Observation is a procedure that enables the researchers to know a lot about the area under study. It permits the researcher to gather data on the physical setting, the human setting and to learn about the activities of the people under study in the natural.

This research was exploratory and spontaneous; therefore, the informal observation was much less clear about what we were looking for, we should note what was happening before deciding its importance for the research and find out what happened within the company.

In our research, the observation was conducted during two sessions. The first was January 21, 2020. The objective was to get a global idea of the company and its services. The second took place on February 4, 2020, to better understand the main activities of workers and to discover business cases that require the use of business English as lingua franca. The observation was important in assessing the workplace and confirming that it was suitable for our research objectives. The two observation sessions took place after obtaining the authorization of the department head and obtaining the approval of the employees. All the data gathered from this was used to improve the interpretation of the interview.

2.**5.2 Interview**

Interview is the most common format of data collection in qualitative research. According to Oakley (1998), a qualitative interview is a type of framework in which the practices and standards be not only recorded, but also achieved, challenged and as well as reinforced.

In this study, Semi-structured interviews were chosen to get a broader picture of the topic and to provide flexibility that would allow participants to express their ideas. During semi-constructed interviews, the interview must remain conversational, natural and relaxed (Hirsjärvi & Hurme 2000). Thus, each of the interviews took from 30 minutes up to one hour and a half. For a comprehensive analysis, the interviews were recorded, and transcribed after the interviews.

The interviews were conducted in Algerian dialect as the participants asked. They insist on the fact that they will be able to convey more information if they use the language they are

comfortable with. Making the interviewee comfortable will help in the accuracy and authenticity of data.

In the interview, the questions that were asked are related to interviewees' experiences, opinions and feelings. Hirsjärvi and Hurme (2000) emphasised that it is important to decide what kind of knowledge the researcher is looking for. In this research, the emphasis was on collecting information about interviewees' experiences and feelings rather than pure facts.

The interviews were done separately and adapted according the interviewee position in the company. Our interview questions are divided into 2 main sections. The first section aims at investigating the reasons of using English as a lingua franca in Algerian international business and it includes four questions:

1- What are the main reasons for English to become a dominant tool for communication in international business?

2- Why English is becoming a dominant tool for communication in international business?

These questions (1&2) are to investigate the worker's awareness about the reasons behind English as business lingua franca.

3- In your company, employees should use English to deal with the needs of some situations that might occur at the workplace. Can you tell us about these needs?

This question (3) aims to highlight the main situations where BELF used.

4- Since English has become a powerful tool for communication, what do you suggest for your employees to develop the professional workforce?

This question investigates the company's policy towards language learning trainings.

5 -What are the techniques and methods do you use to motivate your employees to learn English?

The objective of this question is to see how the company promote language learning and career development.

The second section explores the employee 's attitude towards the English language use in the company

6- What are the difficulties you may face when using English?

Because BELF communication is cross-cultural, we want to unveil the challenge that occurs while using English.

7- How do these difficulties affect your business? Do you have some examples?

After revealing the difficulties, this question investigates the impact of using BELF on business.

8- According to you, what are the challenges of using the English language in Algerian International business more precisely in GEMA?

To conclude the interview, this question aims at highlighting the main problems that unable Algerian companies and GEMA using BELF more frequently.

2.5.3 Document Analysis

Document analysis is a systematic procedure for reviewing or evaluating documents printed and electronic (computer-based and Internet-transmitted) material. Like other analytical

methods in qualitative research, document analysis requires that data be examined and interpreted to elicit meaning, gain understanding, and develop empirical knowledge (Corbin & Strauss, 2008). As a research method, document analysis is particularly applicable to qualitative case studies—intensive studies producing good descriptions of a single phenomenon, event, organisation, or program (Stake, 1995; Yin, 1994). There are three primary types of documents (O'Leary, 2014):

Public Records: The official, ongoing records of an organization's activities. Examples include student transcripts, mission statements, annual reports, policy manuals, student handbooks, strategic plans, and syllabi.

Personal Documents: First-person accounts of an individual's actions, experiences, and beliefs. Examples include calendars, e-mails, scrapbooks, blogs, Facebook posts, duty logs, incident reports, reflections/journals, and newspapers.

Physical Evidence: Physical objects found within the study setting (often called artifacts). Examples include flyers, posters, agendas, handbooks, and training materials.

Scott (1990,) suggested four key criteria for assessing the 'quality' of documents:

- Authenticity: Is the evidence genuine and of unquestionable origin?

- Credibility: Is the evidence free from error and distortion?

- Representativeness: Is the evidence typical of its kind and, if not, is the extent of its untypically known?

- Meaning: Is the evidence clear and comprehensible?

The rationale for using the document in case study research lies in its potential as a way of understanding social practices. Often, document analysis is associated with data from

interviews and observation to avoid bias and have credibility. Obtaining and analysing documents is often far more cost-efficient and time-efficient than conducting your research or experiments (Bowen, 2009). Also, documents are stable, "non-reactive" data sources, meaning that they can be read and reviewed multiple times and remain unchanged by the researcher's influence or research process (Bowen, 2009).

This research aimed to explore the use of business English as a lingua franca in an Algerian company. Communication with BELF has certain characteristics that we cannot highlight based on oral communication only. As a result, we asked for permission to obtain a copy of the emails and a document describing an unloading situation from a ship. These documents will allow us to analyse the main linguistic characteristics of business English.

2.6 Conclusion

Throughout the present chapter, a synoptic description of the empirical part was provided and explained. We explained the research method, procedure, the context, and the participants who contributed to the fulfilment of the present study. We also described each data collection tool (observation, interview and document analysis), and the link between the data collection instruments as explicitly stated to maintain the intactness of the whole structure. In the next chapter, the data collected through these instruments will be analysed and interpreted.

3.Introduction

After accumulating the data from the appliances which were used and tested during the experimental part of the study, we moved to the next step, which is data analysis. Throughout this chapter, we will discuss the main points that we found interesting when we observed and interviewed our participants. As for to highlight the key features of business communication, we will analyse emails.

3.1 Data analysis

The present section is concerned with analysing the data that we gathered during the practical phase of the study. First, we begin our analysis with the participants' observation and the communication skills in the company. Then, we interpret the interview where we explore the reasons of using English in business communication and the attitude toward the language use in the workplace. Finally, we study some document to go into the linguistics characteristics of Business English as Lingua Franca.

3.1.1 Employees' observation analysis

The first thing we did during the research period within the company was to make a note to get an idea of the language used by the employees of all the contractors' departments. As mentioned earlier, we conducted our research study in two sessions to examine employees in their offices; they were disorganized. First, we started our investigation with the head of the department, to provide us with a small summary of the history of the company and its main activities. At the same time, we were looking at what he used for his daily tasks, from programs to phone calls and communicating with a colleague. The second session was to find out how and what other employees are doing. The manager has mainly office assignments while other departments work in various ways, from office work to field assignments. Surprisingly, the

26

employees use French and Arabic in their daily work. The only English they come across is when using the program. However, shipping personnel use the English language and must have significant business communication skills**.**

Oral Communication Skills	Written Communication Skills
• Telephone conversations • Quick video calls	• E-mails • Texting (WhatsApp, Viber, Messenger) • Memo • Manual documents (books about sailing) • -Reports

The result obtained from the observation made within the company revealed that written and oral skills were both necessary in oral and written communication. Also, about the use of the language, the manager showed excellent command of the telephone call in French but some use of the English language; On the other hand, the cargo personnel demonstrated accuracy and competence in French and English. From these examples, we conclude that oral and written English is necessary in the field of business communication to do the job but depends on the type of work and contacts with foreigners. In general, the use of an advanced level of English is not required in certain areas though English is necessary in international affairs; it plays a crucial role in communication with foreigners.

3.1.2 Employees' interview analysis

Our second procedure was the interview. Given the attitude of the business participants, they considered to have perspectives and experiences on the implications of using the English language in the workplace. In this part, the two interviews were analysed and classified into

two themes (1) the reasons for using English as a common language in Algerian international business, (2) The attitude towards the English language use. Interview A is with the head of service, and interview B is with shipping staff.

3.1.2.1 Interview A

3.1.2.1.1 Reasons of using English as a lingua franca in Algerian international business

First of all, the interviewer invited the interviewee to explain the main reasons why English is an essential communication tool in international business; he explains that trade is international and that English is the global language. Most of the countries in trade with which they deal (like the United States, European countries and even Syria) master the English language, so English is a necessity.

"*Even with Syrians we use English, well sometimes Arabic but mostly English especially in emails*." The respondent said.

The interview also stated that as much as the language skills are significant, not all departments needs it. There are some positions where the employee does not require knowledge about the English language. However, it is preferable to have some level.

Speaking of the needs of some situations that might arise at the workplace and require the use of English, the head of service clarified that from the moment the shipowners chose them as the shipping company, all the following procedures are done in English. Besides, they deal with the captain of the ship who continuingly needs to reach out. The interviewee declares:

"*In a business like ours, the client can call, text email at any time. This is why the information must be transmitted immediately by any mean. The company provide the staff monthly Internet subscription so they can answer the moment the client reaches them.*"

We continued our interrogation by asking him what does he suggest for his employees to employees to develop the professional workforce and what are the techniques and methods he uses to motivate his employees to learn English. He assured that the company has a training centre called "GEMA Form" to reinforce the company's human resources and develop their professional and language skills.

"*We have many programs in the centre, and it depends on our need. We have training in maritime English to form our workers.*" The interviewee stated.

Along with, the shipping and the commercial services recruit English degree graduates. For the other departments that do not hire workers with English language degree, their level would be a plus for them and facilitate some tasks.

3.1.2.1.2 The Attitude towards the English language use

We mentioned in the interview that using English is significant in addition to the fact that it is also helpful. However, to understand the attitude towards using English, we asked about the difficulties the employees face when using it. The head of the service said that the employees did not face any challenge or trouble because of their excellent communication skills.

He added, "*The majority of Algerian English speakers have the perfect pronunciation of the language that prevent them from facing any misunderstandings from their side.*"

3.1.2.2 Interview B

3.1.2.2.1 Reasons of using English as a lingua franca in Algerian international business

According to shipping staff, the main reason that made English emerge as the business lingua franca is that all the global transactions are done in English. He says:

"*We need a global language; we can't learn all the languages. The choice of English has nothing to do with the structure of the language, or any inherent qualities, and everything to do with politics and economy. The United States is the most powerful country politically and economically. Its dollar is considered as a "world currency». That what made the world adopt English as the business lingua franca. With English, I can talk to people from any nationality like Chinese, Turkish, Indian. Etc. But now we can't say that it is the American English that we use. It's a standard English.*"

The interviewee showed an awareness about the role of economic globalisation in making English the international language. He also referred to the growth of the global trade as a factor that lead to the rise of English as business lingua franca.

To know the exact situation when the interviewee needs to use English, we interrogated the participant about the English language use. He says that he needs English in every part of his job. The ship crew could be just as multinational, ratings from the Philippines might serve a Russian bridge team. In such an international context, communication is the key to make things happen. A standardised, simplified form of maritime communication is a must, so texts are made through Emails, telephoning, Viber, and WhatsApp and video call.

"*Sometimes the shipowner calls to see the discharge of the merchandise, so he calls me, and I have to show them and talk to them. But all the details are through emails.*"

He insisted that using emails are considered as a crucial communication tool, and are very similar to the language spoken and specific. As for the way how they develop the English skills in the workplace, he said he had a degree in English, and he did training at GEMAFORM, in Maritime English courses, this specific type of language is understandable by everyone in the field. As for communication, it is precise; however, they need to update their English with the new conditions.

3.1.2.2.2 The Attitude towards the English language use

The interviewee sees that using English is obligatory and not hard as long as the employee is trained in maritime English. Yet, sometimes he faces some challenges.

"*The language is easy and simple; it is not literature. you just have to get the job done by transmitting the information most simply. For example, when writing an email, you do not have to use long sentences and complicated vocabulary. We have to go straight to the point and use abbreviations. If one of the abbreviations is unfamiliar, that's rare to happen, I check in google. When it comes to oral communication, I worked with many foreigners from different nationalities, and now I can guess the nationality of the speaker from his accent at the beginning of the conversation. But sometimes it's hard to understand because of the different accent especially Chinese and Indians or catch up with all the details that's why I record the conversation and ask them to send the details in the Email.*"

He also highlighted the fact that while sending email he must very careful when replying. He states: "*Sometimes the sender of the email sends it to multiple receivers. That means he will*

get many answers and that's why he expects a short precise informative answer at the same time."

The shipowner waits for a quickly respond by simple expression and effective description. Still, the interviewee doesn't see it as a difficult situation that negatively affects the business.

We conclude that with a course in maritime English, the employees can learn the language needed to get the job done. There is a precise abbreviation list for a specific English that is frequently used, and all employees in the domain are familiar with it. However, in spoken communication, the challenges are rather cultural and related to accents and pronunciation.

When we ask about the challenges of using English in Algerian business in general, the interviewee mentioned that despite the presence of English globally, it is not common in Algeria and this is because of the educational system. He clarifies how the English language should be adopted in primary schools to reinforce it. Additionally, according to his experience in other companies, he sees that there is a gap between language skills and career developments.

"*You won't need English in many job positions that's why we underestimate English language skills. It was until 2016 that this company asked for an English language degree and I was surprised and happy that finally I will use my degree. we still a bit far from engaging English in all businesses.*"

English does not have a strong presence in the Algerian business, but since the trade is moving to a free market, the demand for English increased.

3.1.3 Discussion of The Interviews

Now that the answers have been presented, it is necessary to provide a general analysis of the participants answer in the interviews concerning the use of Business English as a Lingua Franca. We could notice that the interviewees have an idea about the reasons English became the business lingua franca. They both related the spread of English to the change of the world's economy. This change was the result of globalisation. They stressed on the fact that the existence of a shared language in business facilitate the trade and open many opportunities for partnerships.

In the company, English communication is part of the job. However, only the shipping service needs English in every process. According to the head service, the shipping staff does not face any challenges while using BELF because he had an ESP course in maritime English. Yet, the shipping staff stated some difficulties regarding the accents and answering emails. These small challenges do not affect the business. As for the use of English in Algerian business companies, we can conclude that it is used only in a specific situation in some business companies such as the oil industry and some departments in import/export business.

3.1.4 Document Analysis

To examine the characteristics of Business English as Lingua franca, we analysed business emails of the company to know the main linguistic features of the BELF. These emails were exchanged between non-native English speakers.

The greetings in the emails are formal. It is either "Dear Mr" (see email 1,3,4 and 5 in Appendix B) or "Good day" (see email2,7 and 9 in Appendix B). Good morning and good evening are also used. The closure of the salutation is always Best regards or (Brgds). What

marks the business emails using Business English as a lingua franca is the overuse of abbreviations. The frequent ones are:

- ETS: Expected Time of Sailing

- VSL: Vessel

- ETB: Estimated Time of Berthing

- MV: Motor Vessel

- GD: Good Day

- PLS: Please

- ETA: Estimated Time of Arrival

- AGW WP: All Going Well Weather Permission

- Info: Information

- Brgds: Best Regards

- Msg: message

- ASAP: As Soon As Possible

- ETC: Estimated Time of Completion

- POB: Person On Board Board

- MTS: Marine Transportation System

When the sender needs to emphasise to the importance of an email, under the subject he adds:

Importance: High *(See email (2) in Appendix B)*

The sentences used are very short and direct with no attention given to grammar and punctuation. For example, in email 1: "Unfortunately we didn't get such information. Latest we received was." We notice the omission of the article "the latest", and there is no comma after unfortunately. Also, in email 4: "please advise if workable?" the question mark is used

randomly. The structure of the sentences aims only at transmitting the message using Basic language as in email 10: "please find attached the discharging situation of predator at mostaganem port".

Capitalisation is another feature that is not respected in written communication using BELF. In email 3 all the answer is capitalised as follow: "GOOD DAY PLEASE REVENT WITH ARRIVAL DRAFT BEST REGARDS". This pattern can be found in email 7 "GOOD DAY PLEASE NOT THAT" and in email 9 "WE REMAIN AT YOU ENTIRE DISPOSAL FOR ANY SERVICE".

3.1.5 Document Analysis Discussion

Generally, the linguistic features of e-mail contribute to the creation of a variety of communication that are more informal in conversation than other forms of business communication. They resemble small talks increases the probability of avoiding or successfully overcoming communication problems.

We can reveal a list of features that appeared frequently:

- Formal greeting

- The use of abbreviations

- Omission of punctuation

- Dropping the use of definite and indefinite articles

- Capitalisation

Business emails are usually seen to contain a formal greeting or salutation since It shows friendliness and expresses the start of a message. Findings of this study further showed that e-

mail messages were closed with two types of closing salutations and greetings: Best regards and Brgds.

Most emails are written in short sentences and paragraphs. Not only the length patterns, but also the low level of language difficulty, make sure the emails are easy to understand. The results indicate that the letters were written briefly in clear and easy language. By focusing on key information and direct management, recipients can understand the message without confusion.

BELF is highly regarded as a Functional communication form — the "code language" for business purposes. Interestingly, the misinterpret seldom happens between professionals, since they are familiar with their shared business context. E-mail discourses seem more unplanned than planned. As such informal, and flexible uses of linguistic features in e-mail communication mark the reflections of ELF spoken discourses.

3.1.6 Recommendations for further research

While conducting this research, we found that there is a significant lack of research in the English as a lingua franca communication that occurs in Algerian international companies. It would be valuable to study attitudes to English in more depth into better account for Algerian employees' linguistic needs to incorporate language policies. Moreover, as this research revealed that Algerian employees are in more contact with foreigners, the communication in multinational companies should be studied in depth to see the face to face interactions and the effectiveness of ESP trainings.

3.1.7 Conclusion

After analysing and interpreting the results, we conclude that English is an essential instrument that allows communicating with speakers from different linguistic backgrounds, in written and spoken English forms. The observation revealed some services need English more than others, and the interview showed that the participants have a positive attitude towards the use of business English as lingua franca and the small challenges they face do not affect the efficiency of their business. Finally, from document analysis, we extracted some linguistic features of BELF.

General Conclusion

With the ongoing globalisation of markets and internationalisation of trade, professionals from a wide range of organisations, from large international companies to small firms, are increasingly coming together to do business in the workplace. Such international business brings together people from diverse linguistic and socio-cultural backgrounds leading to the adaptation and use of a common language for communication. As English as a global language has become the most widely used language in the world, our focus was on the question of how English as a common language should be used accurately and consistently to users, in the Algerian business companies. To do that, we investigated the use of Business English as a Lingua Franca and the attitudes and awareness of the employees of using English in international companies.

In Algeria, which is the main interest of our research, companies are increasingly involved in global business, this makes BELF very important as a medium of communication in a business context where Algerian people usually use either Arabic or French language in their daily life. As a result, a good mastery of English as a foreign language is necessary to get a job in an international company.

The main findings revealed that the first hypothesis was true due to the dominance of the United States over the global economy and economic globalization leading to the mandatory use of business English as lingua franca. As for the second hypothesis, the participants had a positive attitude in general, and the small challenges they face do not affect the efficiency of the company. As a result, we confirmed that the English language facilitates communication between business companies across the globe. However, Algerian companies still need to apply language policies in companies to reinforce the use of the English language as the business lingua franca.

To identify the English business communication skills performed in the Algerian international workplace setting, we focused on the written form of communication used by Algerian employees in GEMA Company because most of their working based on emails. Yet some spoken communication occurs when necessary. However, there is still a lack of research about the oral use of BELF. Therefore, it would be valuable to study the attitude towards this use in more depth to understand the linguistic needs of the Algerian employees incorporate English training.

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Appendix A: Participants Interview

Aim: Investigating the role of English as a lingua franca in Algerian international business.

Interview Questions: (semi-structured) For shipping service in GEMA and the head chief.

Part One: Reasons of using English as a lingua franca in Algerian international business.

- Why and What are the main reasons for English to become an essential tool for communication in international business companies?

- In your company, employees should use English to deal with the needs of some situations that might occur at the workplace. Can you tell us what these needs are?

- Since English has become a powerful tool for communication, what do you suggest for your employees to develop the professional workforce?

- What are the techniques and methods do you use to motivate your employees to learn English?

-
Part Two: The attitude towards the English language use

- What are the difficulties you may face when using English?

- How do these difficulties affect your business? Do you have some examples?

- According to you, what are the challenges of using the English language in Algerian International business more precisely in GEMA?

Appendix B: Emails

E-mail 01

Dear [REDACTED],

Unfortunately we didn't get such information. Latest we received was:

Mv coppename will berth on 22/12/2019 after departure of mv green crystal and the approval of "Spa El Fillahia"

With this schedule flights looked suitable.
Please advise if berthing on Dec'22 is not confirmed and if we are to postpone Master's traveling?

Best regards
Ekaterina Voznaya
Crew coordinator

Fescontract-International
Tel: +7-
AOH: +7-
Fax: +7-
Tlx: 213
Email: [REDACTED] (common)
Email: [REDACTED] (direct)
Web: http://www.fescontract.ru

E-mail 02

From: Gema Mostaganem <[REDACTED]>
Sent: Friday, December 20, 2019 8:00 PM
To: Fescontract-International <[REDACTED]u>
Cc: 'Crewing SG' <[REDACTED]>; Coppename - Master <[REDACTED]>; moscow <mo[REDACTED]u>
Subject: RE: mv Coppename crew change at Mostaganem
Importance: High

Good day,
We can not predict the berthing of MV coppename ,as per harbour master there is a bad weather and MV Green Krystal will not complete discharging till Monday pm
You will be informed when tickets will be arranged
Best regards

E-mail 03

To: Gema Mostaganem
Attn. Mr. ▮▮▮▮▮▮▮▮▮▮

Dear Sir, good morning,

please update on situation with ETS of competing
vsl and ETB for our mv Stellar Atlantic.

Brgds,
Pavel Mochalov / Operations dept
Stellar Navigation
skype Id:▮▮▮▮▮▮▮▮
email:▮▮▮▮▮▮▮▮▮▮▮▮
Phone: +7▮▮▮▮▮▮
Mobile, Viber: +7 ▮▮▮▮▮▮

19.11.2018 13:57, GEMA-MOSTA-SHIPPING Dpt пишет:

> GOOD DAY PLEASE REVERT WITH ARRIVAL DRAFT BEST REGARDS
> Le
>> 07/11/2018 à 14:15, stellaratlantic a écrit :
>>
>> GD Dear Sirs, To whom it may concern, Pls find attached Ship's
>> Pre Arrival Report for Your Good Port Mostaganem ETA
>> 08.11.2018 22:30 LT / agw wp --- Best regards, Capt. Oleksandr
>> Tulchenko Master of m/v Stellar Atlantic Ship's mob.: +44 ▮▮▮▮▮
>> ▮▮▮▮▮ (within GSM network range) SAT Iridium: +8▮▮▮▮▮▮▮▮
>> Inmarsat-C: 4▮▮▮▮▮▮ E-Mail:▮▮▮▮▮▮▮▮▮▮▮

E-mail 04

Dear ▮▮▮▮▮▮▮▮▮▮▮▮,

Well noted Your info.
We have adjusted flight for joining Master:

1.LYSIUK/VLADIMIR MR

SU1701   23DEC   VVOSVO 0920 1130
TK 420   24DEC   VKOIST 0420 0730
TK 493   24DEC   ISTORN 1245 1520

Please advise if workable?
If so, below option can be arranged for the sign off Master:

  1.STELMAKH/SERGEI MR

TK 494   25DEC   ORNIST   1615 2210
TK 419   26DEC   ISTVKO   0025 0325
SU6022   26DEC   VKOLED 0720 0845

Awaiting Your reply..

Best regards
Ekaterina Voznaya
Crew coordinator

E-mail 05

Dear Sir,

yes, Owners confirm ship's gear is allowed to be used
for cargo operations, master RIC to be assist accly.

Brgds,
Pavel Mochalov / Operations dept
Stellar Navigation

E-mail 06

To: Gema Mostaganem
Attn. Mr. ▮▮▮▮▮▮▮▮▮▮▮▮

Dear Sirs,

good morning,

yours last msg noted. Please advise best time of berthing ASAP.

Brgds,

E-mail 07

Sujet : Re: Fwd: Re: M/V STELLAR ATLANTIC- ARRIVAL DRAFT
De : GEMA-MOSTA-SHIPPING Dpt <g▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮om>
Date : 21/11/2018 15:45
Pour : ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Copie à : g▮▮▮▮▮▮▮▮▮▮▮om, Stellar Atlantic <▮▮▮▮▮▮▮▮▮▮▮▮
marine.com>, Cem Celik - Celikmar ▮▮▮▮▮▮▮▮▮▮▮

GOOD DAY
PLEASE NOTE THAT:
1-MV TURKAN SAYLAN :BERTHED ON 17/11/2018 AT 11H35 AFTER DEPARTURE OF MV IVER
BREST - sailed 21/11/2018 at 10h00 am
2-MV SEA LUCK :AT ANCHORAGE FROM 15/11/2018 AT 12H30 WILL BERTH NOW
3-STELLAR ATLANTIC: AT ANCHORAGE:FROM 11/11/2018 ETB AFTER DEPARTURE OF MV SEA
LUCK - ETB 24/11/2018 A M
4-MV KAN 2: AT ANCHORAGE FROM16/11/2018 AT 22H30 WILL BERTH AFTER DEPARTURE OF
MV STELLAR ATLANTIC -ETB 28/11/2018 -ETC/ETS 31/11/2018 LATE PM
5-MV MARPESSA:ETA 25/11/2018 AM WILL BERTH AFTER DEPARTURE OF MV KAN 2 / ETB
01/12/2018 AM /ETC 06/12/2018
6-MV SEA STEAMER :ETA 27/11/2018 PM WILL BERTH AFTER DEPARTURE OF MV MARPESSA
/ ETB 06/12/2018 AM IF AGW WP (IF NO OTHER VESSELS WILL ARRIVE BEFORE
27/11/2018) BEST REGARDS

E-mail 08

RE: NOTICE OF READINESS

Please be advised that the vessel, M/V "Predator",under my command, arrived at Anchorage Mostaganem,
Algeria on 15th February 2020 at 1300H/LT (1200/UTC 15th February 2020) and is in all respect ready to
discharge all her cargoes of Steel Billets, of quantity abt 15,235.38 Mt, In accordance with the terms,
conditions and exceptions stipulated in the governing charter party.

NOTICE OF READINESS is hereby Tendered on 15th February 2020 at 1300H/LT (1200/UTC 15th February
2020)

E-mail 09

Good day;

PLEASE BE INFORMED THAT:

VESSEL: m/v predator

ARRIVAL TO: Roads port of Mostaganem 15/02/2020   13h00   LT (UTC+1)
B/L ON BOARD: no
TUG USED: two tugs
DRAFT ON ARRIVAL : D.f =   m   D.aft =
LOADING PORT:novorossiysk russia
NOR tendered :   15/02/2020 13.00   LT (UTC+1)
Dropped anchor   16/02/2020 18.42   LT (UTC+1)
POB:
First line: 16/02/2020   19.30   LT (UTC+1)
All fast: 16/02/2020   19.32 LT (UTC+1)
Pilot off: 16/02/2020 abt 20.00 - 21.00 LT
Port formalities :   16/02/2020 abt 20.00 - 21.00 LT
ESTIMATE TIME STARTING DISCHARGE(ship's crane): 17/02/2020 07.00 LT
(UTC+1)
ESTIMATE ETC: 22/02/2020 pm
ETS: 22/02/2020 wp
Next Port: ORDER
WE REMAIN AT YOUR ENTIRE DISPOSAL FOR ANY SERVICE
BEST REGARDS

E-mail 10

SHIPPING DPT.
Gema Mostaganem
Cell:+
ph/Fax: +

gema
الشركة العامة للخدمات البحرية

Le 18/02/2020 à 19:54, Gema Mostaganem a écrit :

Good evening,

Please find attached the discharging situation of predator at mostaganem port

Best regards

Appendix C

PLEASE BE INFORMED THAT THE SITUATION OF DISCHARGING OF PREDATOR AT MOSTAGANEM PORT IS AS BELOW:

TOTAL CARGO:	GROSS TONNAGE		
	BUNDLES		
ONE PIECE	MTS		

17/02/2020			
1ST SHIFT:		BUNDLES	3 GANGS / SHIP'S CRANES
2ND SHIFT:		BUNDLES	3 GANGS / SHIP'S CRANES
3RD SHIFT:		BUNDLES	1 GANG / SHIP'S CRANE
TOTAL		**BUNDLES**	
18/02/2020			
1ST SHIFT:		BUNDLES	3 GANGS / SHIP'S CRANES
2ND SHIFT:		BUNDLES	3 GANGS / SHIP'S CRANES
3RD SHIFT:		BUNDLES	3 GANGS / SHIP'S CRANES
TOTAL		**BUNDLES**	
19/02/2020			
1ST SHIFT:		BUNDLES	2 GANGS / SHIP'S CRANES
TOTAL		**BUNDLES**	
TOTAL DISCHARGED	0	**PIECES**	MTS
REMAIN ON BOARD:	0	PIECES	

ETC/ETS 19/02/2020 AM IF AGW WP

■ TOTAL DISCHARGED   ■ REMAIN ON BOARD:

0%

100%