

## Questions and Answers

### Webinar on Navigational Claims and how to avoid major pitfalls

27 January 2021

**Q. Have you seen any reason why tankers have less navigational claims than containers & bulkers?**

A. Tankers invest a lot in training. They also have requirements from the charterers in vetting to ensure that they have well-trained crew onboard the vessel. I would say that would probably be the main reason we can see that they invest a lot in training.

Of course, we can see that there are container operators who do a lot of training as well, but overall, I would say that it shows that investing in proper training will give good results.

**Q. Do you think officers are poorly trained in COLREGS, and that causes collisions?**

A. No, I wouldn't say that officers are poorly trained. Every officer of the watch have received this training and have completed it. Otherwise, they cannot be certified officers. However, it's more how they use this information. In this situation, as we saw in this video, the vessels were sailing in restricted visibility, and of course, officers know that all vessels should keep away from each other. It comes back to lack of situational awareness as we have highlighted the problem because they were even plotting the vessels, but they did not act in an efficient manner to avoid the other vessel. It comes down to training to ensure that people communicate efficiently with each other.

**Q. Will the Loss Prevention Online Training be free of charge for members (and for our ships) and when is it planned to be released?**

A. We will run the training to a pilot group to make sure that everything works well. The package is ready for the Pilot, so it will soon be released. The training is free of charge to members.

**Q. How can we make sure that the human factors training is well implemented onboard vessels?**

A. First of all, you need some MRM training within your organisation. To make this efficiently, because the human factors training is very difficult to implement correctly, it

needs to be from top management to focus on how this is practised onboard. Then all Masters onboard needs to believe that this is something that we should practice on board, we should listen to everyone; we should encourage being assertive. All information is shared within the entire bridge team and that you get the Pilot on board as soon as he comes on board. You explain that this is how we do it here, and this is what we would like to do. In my experience, for example, the pilots are more than happy. Of course, I mean they want to make a safe berthing so. It's to ensure that it's not just training. This can be verified on my experience during internal audits.

Refresher courses are also important to strengthen the training's effect and get better results.

**Q. Do container ships have a higher risk due to higher speed or fatigue of crew on feeder vessels or do they do more port calls than bulkers for example and therefore more often involved in these cases?**

A. That is an interesting question. Container vessels do frequent in ports, but of course, these are ports that they should be used to traffic, cause most of them were in line traffic. So the frequency shows us that they have a higher frequency and the speed is definitely a part of this. The speed and how you implement MRM onboard are the main issue.

**Q. In the section on collisions you defined one of the locations as "port", could you define that definition further - for example, do you mean under port surveillance radar or restricted waters?**

A. It shows in that slide, but when we talk about port, it's actually inside the port because we have port approach as well. So I would say that is when the Pilot comes onboard, joins the vessel and we also have restricted waters as a definition, so it's actually when you're inside the port.

**Q. Can we get a certificate after the training?**

A. Yes, we will issue a certificate after completing the training.

**Q. Is there any statistics regarding specified dangerous navigational waters that groundings and collisions take place frequently?**

A. We have our TELP system, the Trade Enabling Loss Prevention. We went through all the navigational claims statistics that we have, and we looked at where they happened in the world. For groundings on bulk carriers, just to give an example, we have Indonesia as a problematic or a high-risk area because in Indonesia, for example. They do a lot of loading

when at anchor, and it can be in areas where there are quite strong currents, so this is something the bridge team really needs to be careful about and do the proper preparations. So for everyone, if you are a bulk carrier going to Indonesia, and you are signed up for the TELP, you will get a message highlighting that this is a high-risk area.

So yes, we look at those issues all the time.

**Q. In a case where a Pilot is on board, and the Captain/Master has a different view on how the passage plan has to be done, who has the last say?**

A. The Pilot comes on board, and he has a passage plan on how to take the vessel safely alongside, but anything that happens on the vessel, the Master is in charge and has the overall command. In a situation like that, before you approach the berth, sailing to the pilotage area, you need to have a plan that both the Master and the Pilot are happy with. Otherwise, the Master should not proceed alongside. I totally understand that it is an extremely difficult decision to take, but that is why you have a Master onboard.

**Q. Do you think that commercial pressure plays a key factor on navigational claims?**

A. It's nothing we can see in our statistics, of course, a Master can be pressured. If a Master feels pressured, he needs to discuss this with his DPA. It is difficult, but the Master still has the final decision.

**Q. Did you study the effect of the quality and skill of the port VTS services in these incidents?**

A. This is nothing that is being tracked in our statistics. This will be down to every specific case.

**Q. Are you going to expand the scope of your training such as Cargo damages, pre-loading, etc?**

A. We are looking into expanding our training. We will look at later on how this will be done.