



**INTERSHIP
NAVIGATION**

SETTING THE RIGHT COURSE

WELCOME

SAFETY as a key element in shipmanagement – The way
to be a Pioneer

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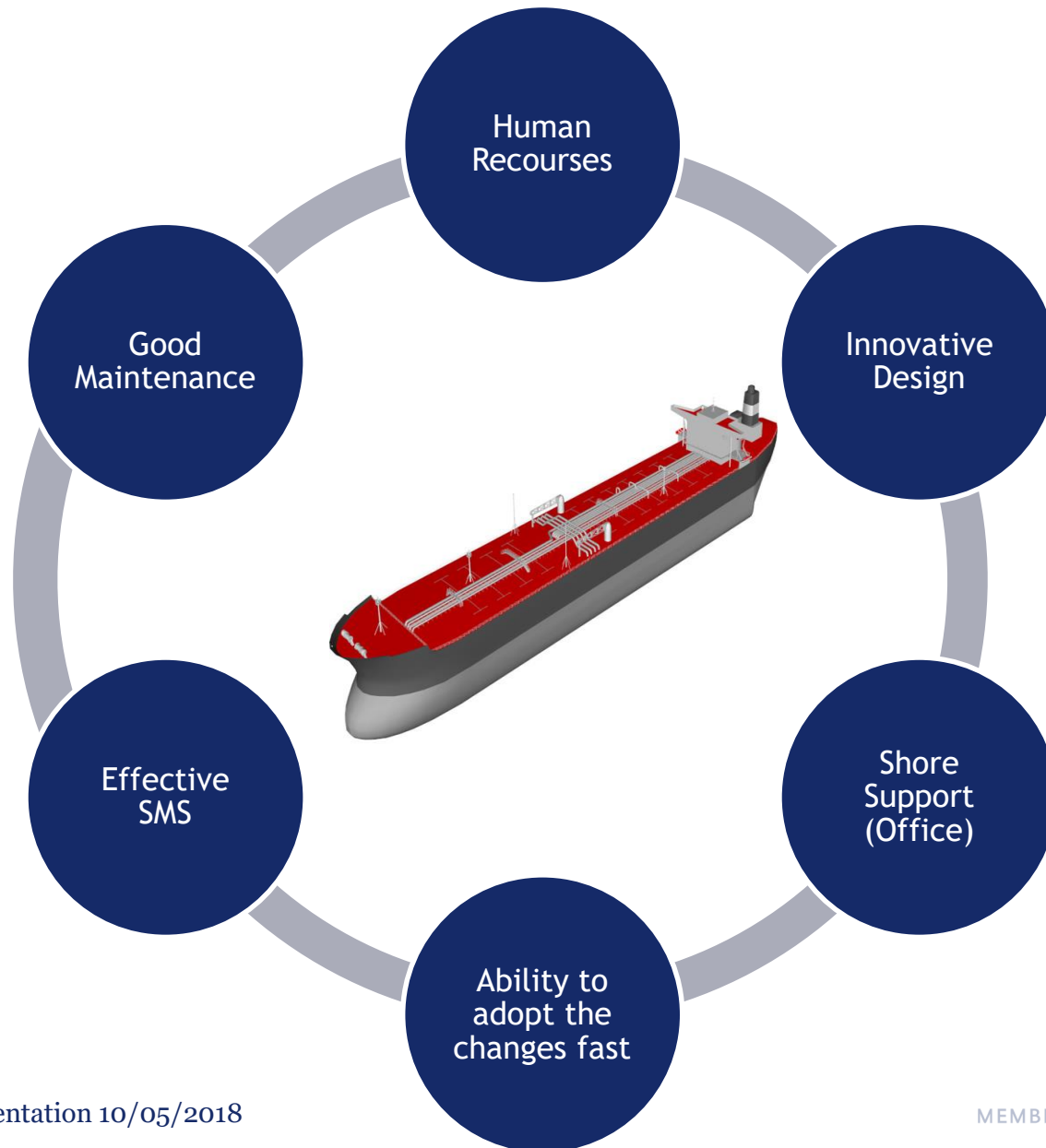
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Pillars of Ship Operation Nowadays





Pillars of Ship Operation Nowadays -Inovative Design

- Good vessel performance without problems/troubles
- Energy saving approach
- A balance between automation and human critical judgment
- Taking into account market's demands and expectations (i.e. precise reporting, Cyber Security, environmentally friendly etc.)





Pillars of Ship Operation Nowadays -Shore Support

- Knowledgeable and experienced key personnel
- Proper training
- Proper updates and follow up of best industry practices
- Clear definition of roles and jurisdictions
- Common approach and goals
- Motivated in order to inspire shipboard personnel
- Be able to give clear and achievable requests
- Be able to understand seafarers (walk in their shoes)
- No blame culture





Pillars of Ship Operation Nowadays -Ability to adopt the changes fast

- Maritime legislation is running too fast
- Industry's expectations are too demanding
- Outdates and anachronistic practices cannot be accepted





Pillars of Ship Operation Nowadays -Effective SMS

- Clear and properly structured procedures
- Efficient management of the seafarers feedback with regards the effectiveness of the SMS
- Up-to-date
- Following industry's best practices
- Each part should have a meaningful use. Not just for the sake of satisfying inspectors/surveyors.
- Learn and get upgraded from the company's experiences (i.e. occurrences)





Pillars of Ship Operation Nowadays -Good Maintenance

- Efficient Planned Maintenance System
- Proper and on time supply of spares and consumables
- Proper reporting of the maintenance
- Preventive maintenance
- Effective monitoring and follow-up from the office (Technical Department)
- Defects/damages analysis and statistics
- Short and long term upgrade planning
- Efficient communication channels between ship and shore
- Scheduled and Unscheduled shipboard visits and inspections





Pillars of Ship Operation Nowadays -Human Resources

- Competent Seafarers
- Proper manning of the vessels (Not just to fulfil Minimum Safe Manning Certificate)
- Properly trained seafarers based on the latest industry's best practices - Training Matrix
- Common Company culture onboard





Pillars of Ship Operation Nowadays

There is one pillar though that is vital for shipping.
Shipping cannot exist without the specific one.

Which one is it?





Pillars of Ship Operation Nowadays

Human Resources of course!!!!





Main Asset of a shipping Company

- A shipping company cannot survive without the Human Resources.
- Many shipping companies did not consider the human element important....finally they did not succeed
- Shipping companies that have adopted the anthropocentric approach managed to survive
- The people who operate a ship make the difference in the quality of the services.





Challenges we are facing because of the people

- Variety of cultures
- Variety of Languages
- Different mentalities
- Educational levels
- Different motivations/targets





How these challenges may affect safety

- **Lost in Translation** : Sometimes people have difficulties to pass the exact message to other people because of the multilingual phenomenon.
- **Cultural issues**: An action may be accepted by somebody although may be totally unacceptable from a different group of people.
- **Inclination to Shortcuts**
- **Repetition of tasks**: Certain people feel overconfident when executing the same tasks
- Some people they do not have the “**Read first and execute afterwards**” mentality





What we can do?

Although the way of living, the culture of the nation he/she is coming from, the religion, the quality of the education in his/her country are very important parameters in the development of a seafarer and cannot be changed easily especially from the ship owners/managers.

Of course we cannot just rely on the fact that there is a very limited area of improvement from the ship owners /managers side.

- Influencing IMO legislation (to enforce nations to improve certain areas)
- Influencing Flag States to impose higher standards in the acceptance of the National Certificates
- Open communication channels with nations via world wide shipping organisations (i.e. OCIFM, INTERTANKO, INTERCARGO, Shipping chambers etc.)

These are some ways we minimize the safety gap because of the shipping's multinational phenomenon.



But we can also focus on a different approach....

We have seen already that motivations/Targets of a Seafarer is a very crucial challenge we are facing in the shipping industry.

We can split the seafarers into two main (2) categories based on their motivations and targets for their profession.

- People that chose to be seafarers and they would like to climb to the shipping hierarchy. Can be called “Career Seafarers”.
- People that chose to be seafarers because of need/demand. The attractive salaries, benefits, no availability of jobs in their countries, family tradition, they have to support their families etc. Can be called “Seafarers by coincidence”.



Career Seafarers

- Get frequently updated for their professions and their target is their personal upgrade
- They are studying
- They are taking ownership of their tasks
- They have career inspirations
- They are happy about their profession not only because of the money/benefits
- They are usually very loyal to their companies (mutual benefits)
- Their main target is their professional success





Seafarers by coincidence

- They are not inspired
- They are not interested about their training/upgrade
- They are just performing the tasks they have been assigned to (sometimes to the minimum)
- They are usually /constantly searching for better opportunities
- The majority of them are not loyal to their companies
- Usually they consider training as a burden
- They are not interested to succeed as a professional. They are focusing only on their income.





Career Seafarers vs. Seafarers by coincidence

It is very difficult to eliminate the “Seafarers by coincidence” category and this is not what we are suggesting.

Each category should be treated differently in order to achieve the relevant targets.

No need to say that definitely the performance of both categories will not be the same but the main target should be to get the optimum based on the capabilities of each individual.

- Proper coaching
- Challenges
- Continuous training
- Motivation
- Inspiration
- Keep them interested
- Give them a goal to achieve





Human Element vs. Ship's Operation

Until now we have analysed the human element versus the ship operation but not really against the safety as such.....

But nowadays the safety of the people, the property and the environment is the most crucial and vital aspect of the shipping business.

Company's safety records show the actual philosophy of the company. Shows the commitment of the top management and the engagement towards the improvement of the safety levels.

Shows the intention of the company to invest on the improvement of the safety. This will pay back in terms of maintaining the reputation at high levels.

Lets not forget : People have the intention to forget good things but they never forget the bad ones.



Quality on Ship Operation \propto level of Safety onboard

The reputation of the company is very important nowadays and the majority of the charterers/shippers would like to do business only with companies that take safety serious since at the end of the day if an accident happens not only the ship owner/manager will face the consequences but also the charterers/shippers.

The fact that we are living in a very technologically oriented period, the records/performances of a ship manager can be retrieved in a fracture of a second just by pressing a button on your keyboard.....make things ever more demanding.....

- Vetting inspection results
- Port state control inspection results
- Flag State Inspections
- Classification society surveys and/or audits
- Other 3rd party organisations (i.e. Rightship)
- Shipping newspapers and magazines





So if we like to be Pioneers lets improve our safety

If we like to be Pioneers in our field then we need to be able to combine a proper Human Resource management with a smart Safety oriented approach.

Safety starts from people and will end with people so an anthropocentric philosophy to the design of the safety management system is essential.

We need to embed safety into our seafarers DNA but in order to do this we need to make them understand that we are talking about their safety, their integrity, their health and not of the office employees who are sitting behind a desk few thousand miles away...

We need to make them respect and adopt the safety culture of the company. If we force the seafarers then we will have the opposite results. They have to understand the actual benefit of this.



Suggestions to increase the levels of safety!!!!

- **Shore and Shipboard training:** Continuous training is essential since shipping is a very demanding industry with enormous upgrade demands. Proper training plans customized based on the type of vessel, trading area, nature of cargoes, ranks should be followed. First of all we need to convince the seafarers that training is an essential part of their profession and need to be beneficial. A certificate means nothing if the knowledge is not used effectively.
- **Effective Safety Management System:** The management system of the company needs to be developed in such a way so to be simple, user friendly, covers all possible areas, precise, specific and attractive to the seafarers. Many companies are getting into the trap of adjusting their systems just to satisfy a 3rd party (i.e. charterer, shipper, class or PSC surveyor) but they don't take into account the pulse of the people that are going to use it.



Suggestions to increase the levels of safety!!!!

- **Effective Shipboard Inspections and audits:** Although trust is an essential aspect for business relations, control is always better. The term control usually refers to a more dominant approach but this is not what we are suggesting. A shipboard audit or inspection which will address also the best practices onboard not only findings and deficiencies will work very productive.
- **Constructive feedback of the seafarers:** The company has to show that the feedback of the seafarers is been taken seriously. The implementation is not the only way to show that the feedback has been considered. A proper reply, even a challenge on the effectiveness of the suggestion would make the seafarer feel that he/she is been taken into account from the company. That he/she is part of the company and can influence decisions.



Suggestions to increase the levels of safety!!!!

- **Shipboard visits by the management staff:** Such visits will demonstrate live the commitment of the top management to improve things. Also will show that the seafarers are integral part of the company. It was proven that shipboard discussions of the top management with the seafarers are far more productive than any other means of communication.
- **“Good” Shipboard Senior officers:** People with leading capabilities on the senior positions onboard are essential to motivate the crew and also to inspire junior officers to follow their paths. Although leading capacities are on the character of each individual, leading skills, seminars are essential for the senior staff onboard. Senior staff onboard acting like ambassadors of the company’s philosophy and mentality so they should be able to inspire the crew.



Our Departmental moto



This works for us !!!!!



25'

20'

15'

10'

Any Questions?



THANKS FOR YOUR
ATTENTION

MEMBER OF THE HARTMANN GROUP