

# CREW WATCH

MARCH 2021

**BSAFE** IMPROVING SAFETY FOR SEAFARERS

**WHAT MAKES** A GOOD 'SAFETY LEADER'?

**LATEST BSAFE** POSTER

**ONBOARD SECURITY** KEEPING THE CREW SAFE

**STOWAWAYS** A CONTINUING PROBLEM



**IN THIS EDITION OF CREW WATCH WE HIGHLIGHT OUR NEW BSAFE INITIATIVE, A PRACTICAL CAMPAIGN TO PROMOTE AND IMPROVE SAFETY ACROSS ALL ASPECTS OF OUR MEMBERS' OPERATIONS.**

WE FOCUS ON WHAT SAFETY CAN MEAN IN DIFFERENT SITUATIONS, FROM HOW TO BE AN EFFECTIVE SAFETY LEADER TO WHAT THINGS OUR CREWS NEED TO WATCH OUT FOR WITH PIRACY AND STOWAWAY SITUATIONS. PREVENTION IS ALWAYS BETTER THAN CURE, SO WE ARE SENDING OUT A POSTER FOR DISPLAY ON BOARD TO REMIND CREW MEMBERS TO BE AWARE OF POTENTIAL STOWAWAYS TRYING TO GAIN ACCESS TO THE SHIP.

**CLAIRE MYATT**  
Editor

**CW**

**WE HOPE YOU'VE ENJOYED THIS ISSUE OF CREW WATCH.** We are looking for ways to maintain and increase the usefulness, relevance and general interest of the articles. If you have any ideas or comments please send them to: [britanniacommunications@tindallriley.com](mailto:britanniacommunications@tindallriley.com)



# BSAFE

## IMPROVING SAFETY FOR SEAFARERS

**SAFETY IS VITAL** AND AT BRITANNIA WE ARE ALWAYS LOOKING FOR WAYS TO HELP OUR SEAFARERS PREVENT ONBOARD INJURIES AND ACCIDENTS. LAST YEAR OUR LOSS PREVENTION AND PEOPLE RISKS TEAMS WORKED TOGETHER TO LAUNCH A NEW SAFETY CAMPAIGN CALLED **BSAFE**.



**BSafe** is a practical online campaign which provides useful material covering a wide range of shipboard operations. We recognise the demands and pressures on everyone working on board our Members' ships and so we developed the **BSafe** materials to be easy to use and accessible through our website and social media channels. This includes case studies and guides to best practice, with topics chosen from recent claims and all material being set out in a clear and practical way.

At Britannia we also understand that staying safe is not just about physical safety. It's also about being healthy and feeling secure; factors which are so important for our general wellbeing and efficiency. With that in mind, **BSafe** covers three main themes:

- ONBOARD SAFETY
- SEAFARER HEALTH
- ONBOARD SECURITY

### CASE STUDIES

Using case studies as a way of analysing previous incidents and identifying lessons learned is an important way of improving safety. Through **BSafe** we encourage seafarers to think about various safety, security and health matters and look at how these relate to their own situation. To help put this into practice, we are producing regular **BSafe** case studies, all of which are based on real incidents or claims. Each case study includes a range of materials that can be used either on their own or as part of a shipowner's existing training programme.

Our **BSafe** case studies so far include an accident where a release of hot sludge led to the death of a seafarer who sustained serious burn injuries; a fall from a ladder which also caused the death of a seafarer; a fatal electrocution incident; and a scenario where a ship grounded at night when a lone watchkeeper was on the bridge.

### NEW INITIATIVES

We are always looking at ways to support seafarers and the Club has recently worked with Sailors' Society's on its Wellness at Sea awareness campaign. This campaign was developed in response to the COVID-19 crisis and aims to increase awareness of mental health and wellbeing issues, to help motivate crew and provide them with practical support in these challenging times. We are proud to help raise the profile of this campaign and we will be sending out podcasts, videos and posters to encourage seafarers to take steps to boost their mental health and general wellbeing.

We are excited by the potential of **BSafe** to help improve the safety and wellbeing of our Members' crews and we need your help – please send us your feedback and any suggestions about how we can develop the campaign and adapt it to your needs to [lossprevention@tindallriley.com](mailto:lossprevention@tindallriley.com)

Visit the **BSafe** site: [www.britanniapandi.com/bsafe](http://www.britanniapandi.com/bsafe)

IN THIS ARTICLE WE LOOK AT THE PRACTICAL ASPECTS OF SAFETY LEADERSHIP TO SEE WHAT MAKES A GOOD SAFETY LEADER AND HOW TO TEACH AND ENCOURAGE THESE CHARACTERISTICS.



**Slav Ostrowicki**  
Loss Prevention Manager, London  
sostrowicki@tindallriley.com



# WHAT MAKES A GOOD 'SAFETY LEADER'?

HOW TO KEEP YOUR TEAM FREE FROM DANGER AND INJURY

	Comments	Practical application
<b>Commitment to safety</b>	Be absolutely clear that safety is a personal value for you.	<ul style="list-style-type: none"> <li>- Live by the standards set for the organisation and 'walk the talk'.</li> <li>- Support safety procedures by being seen to follow them.</li> </ul>
<b>Chronic unease</b>	This is a constant state of wariness towards hazards and risks and is the opposite of complacency. Maintaining a healthy level of chronic unease is a sign of a good safety culture.	<ul style="list-style-type: none"> <li>- 'Think slow' and consider worst-case scenarios.</li> <li>- Be alert to near misses and signs of a potential safety failure and intervene in a timely manner.</li> </ul>
<b>Integrity and fairness</b>	Be honest, trustworthy and reliable. Demonstrate commitment to doing 'the right thing'. Treat people fairly and support them.	<ul style="list-style-type: none"> <li>- Act in ways that build trust in the team.</li> <li>- Act in accordance with your words.</li> <li>- Own up to your mistakes.</li> <li>- Follow through on promises.</li> </ul>
<b>Emotional intelligence</b>	A good leader can recognise, understand and influence emotions of others, and manage their own, in order to lead and engage people through motivation, empathy and social skills.	Engage in dialogue, not debate, in order to truly engage with different points of view.
<b>Self-confidence</b>	The ability to be certain about one's competencies and skills is the basis of any leader. An effective safety leader has the confidence to make and commit to safety decisions and trust in their ability to achieve the result safely through taking calculated risks.	<ul style="list-style-type: none"> <li>- Identify continued training and self-education which help to better understand safety.</li> <li>- Cultivate personal control.</li> </ul>



### Comments

### Practical application

#### Humble leadership

Create space for others to contribute as it will encourage the team to become involved and self-motivated. In complex situations, no individual has *all* the answers.

- Show a confident expectation that the job will be completed, without imposing the *best* way to do it.
- Share your mistakes as teachable moments.

#### Flexible leadership

Adapt the style of leadership to the situation as one style may not work 100% of the time. Effective leaders need to be self-aware and change to a more appropriate style when necessary.

- Is it time for democracy or command?
- An immediate hazard or emergency will require firm direction.
- For more routine tasks, the team might respond better to a hands-off approach.

#### Effective communication

Encourage input and listen: create an environment where people are comfortable with speaking up.  
 Know your audience: speak in a way that the team will understand.  
 Use constructive language: this helps create a positive and encouraging culture.  
 Provide timely feedback: this reinforces the desired behaviours.

- Encourage people to speak even if they bring bad news.
- Use open questions rather than leading ones in order to obtain a true response.
- Listen actively to fully understand the message and not just what you want to hear.

#### Visibility and participation

Be visible to the team and let people see actions which represent commitment. A leader's presence demonstrates what is important to them. This will also create opportunities for communication.

- Eliminate barriers by being present 'in the field' on a regular basis.
- Conduct safety walkabouts. Attend pre-shift meetings and toolbox talks.
- Meet your team in their work area and, if/when appropriate, have proactive discussions about safety.

THE ABOVE LIST SETS OUT A FEW PRACTICAL EXAMPLES OF WHAT YOU CAN DO TO ESTABLISH GOOD SAFETY LEADERSHIP. FOR FURTHER ADVICE, PLEASE DO NOT HESITATE TO CONTACT US AT [lossprevention@tindallriley.com](mailto:lossprevention@tindallriley.com).

# ONBOARD SECURITY GUIDANCE – KEEPING THE CREW SAFE



**THERE ARE AREAS AROUND THE WORLD WHERE LOCAL CONFLICTS AND SOCIAL STRUGGLES LEAD TO SECURITY PROBLEMS FOR SHIPS AND THEIR CREWS. THESE SECURITY THREATS INCLUDE TERRORISM, PIRACY, ROBBERY AND THE ILLEGAL TRAFFICKING OF GOODS AND PEOPLE. WHEN OPERATING IN THESE HIGH-RISK AREAS, IT IS NECESSARY TO INCREASE THE SECURITY MEASURES ON THE SHIP TO MAKE SURE THAT ALL THOSE ON BOARD FEEL SAFE AND STAY SECURE.**

THE RECENT INCREASE IN PIRATE ATTACKS IN THE GULF OF GUINEA HAS HIGHLIGHTED THE NEED FOR SECURITY PLANS TO BE IN PLACE. IT IS IMPORTANT TO REMEMBER THAT THIS IS NOT JUST THE RESPONSIBILITY OF THE SHIP'S SECURITY OFFICER, BUT FOR THE WHOLE CREW. EVERYONE NEEDS TO BE AWARE OF THE SECURITY PLANS AND TO HAVE THE TRAINING AND RESOURCES TO BE ABLE TO PUT THESE PLANS INTO ACTION WHEN A SECURITY SITUATION ARISES.

Onboard security is an important part of Britannia's new **BSafe** campaign and we aim to support seafarers and make them feel secure, wherever their ship is trading. We look at a range of factors, including industry best practice and marine intelligence sources, in order to be able to give the best possible advice to our Members and their crews about how to keep everyone safe.

The full guidance is available on the **BSafe** website:  
[britanniapandi.com/2020/11/on-board-security-guidance](https://britanniapandi.com/2020/11/on-board-security-guidance)



**Jacob Damgaard,**  
Loss Prevention Manager, Singapore  
[jdamaard@tindallriley.com](mailto:jdamaard@tindallriley.com)

1

## SUMMARY OF SECURITY GUIDANCE

The first step is to assess the threat and then decide what level of security is required.

2

The next stage is to understand the various security measures that can be put into place. For example, the **'THREE LAYERS OF DEFENCE'** strategy where the crew:

- PREVENT BOARDING
- SECURE THE ACCOMMODATION
- ESTABLISH A SAFE MUSTER PLACE

It is important that the crew are properly trained in order that the security plan can be put into place.

The guidance also looks at the use of private security companies and deals with some of the issues to take into consideration before hiring these companies, including whether they should be armed or not.

If you have any questions or would like further advice on onboard security, please contact the Britannia Loss Prevention team at:  
[lossprevention@tindallriley.com](mailto:lossprevention@tindallriley.com)

# STOWAWAYS – A CONTINUING PROBLEM

# BSAFE



**Jacob Damgaard**, Loss Prevention Manager, Singapore  
jdamgaard@tindallriley.com



**Ilka Beck**, Associate Director, People Risks, London  
ibeck@tindallriley.com

## STOWAWAYS – A REMINDER OF THE ISSUES

STOWAWAYS CONTINUE TO BE A PROBLEM FOR BOTH THE CREW ON BOARD THE SHIP AND THE OWNER DEALING WITH THE MANAGEMENT OF THE SITUATION ASHORE. THE ADDITIONAL CHALLENGES OF THE COVID-19 PANDEMIC HAVE MADE DEALING WITH STOWAWAYS EVEN MORE DIFFICULT. GUIDANCE ON HOW TO PREVENT STOWAWAYS IS AVAILABLE ON OUR WEBSITE AT: [britanniapandi.com/topic/stowaways](http://britanniapandi.com/topic/stowaways) HOWEVER, THIS ARTICLE PROVIDES A USEFUL RECAP OF SOME OF THE KEY CONSIDERATIONS, INCLUDING THE PRECAUTIONS TO HELP PREVENT IMPOSTERS TRYING TO BOARD YOUR SHIP, THE TOPIC OF OUR LATEST BSAFE POSTER (ON THE NEXT PAGE).

THE INDIVIDUALS WHO TRY TO STOW AWAY ARE OFTEN DESPERATE PEOPLE AND WHEN THEY ARE FOUND THEY CAN BE A DANGER TO THE CREW. LOOKING AFTER STOWAWAYS CAN INVOLVE THE FOLLOWING ADDITIONAL CHALLENGES:

- Any stowaways found on board after the ship has departed port need to be confined in secure quarters, preferably guarded. They do need to be allowed outside for at least an hour each day and guards for this must be provided.
- Stowaways need to be treated humanely and have meals prepared and brought to their cabin.
- Stowaways can complicate port formalities which may mean that crew cannot go ashore.
- Repatriating stowaways can be difficult and they can be on board for many weeks or months. In the past, stowaways have managed to get onto the ship in areas where surveillance is difficult, such as around the ship's rudder trunk or by climbing the mooring lines. However, Britannia has also seen several recent cases where stowaways dress as stevedores and try and to get on board using the ship's gangway. In some cases this method proved very effective, with the stowaways only discovered during pre-departure checks or even after the ship had left the port.

The most important advice when dealing with stowaway situations is not to let them get on board the ship in the first place. There should be a clear and efficient process in place to check the identity of everyone looking to gain access to the ship.

As a minimum this should include:

- Checking everyone's ID and their purpose for coming on board.
- *If there is any doubt about the validity of the ID then the crew must check with local agents and port authorities before allowing entry. There should be a clear plan in place of what to do if the ID is thought to be invalid.*
- The crew must look out for any suspicious behaviour, such as a stevedore carrying several bags or not wearing the same uniform as other stevedores.
- Keeping an accurate count of all extra personnel on board and making sure they all disembark before the ship leaves.

**If, despite all these checks, a stowaway is later found on board, it is important to immediately inform your company's shoreside office, the proper authorities and also the Club so that advice and guidance can be given as quickly as possible.**

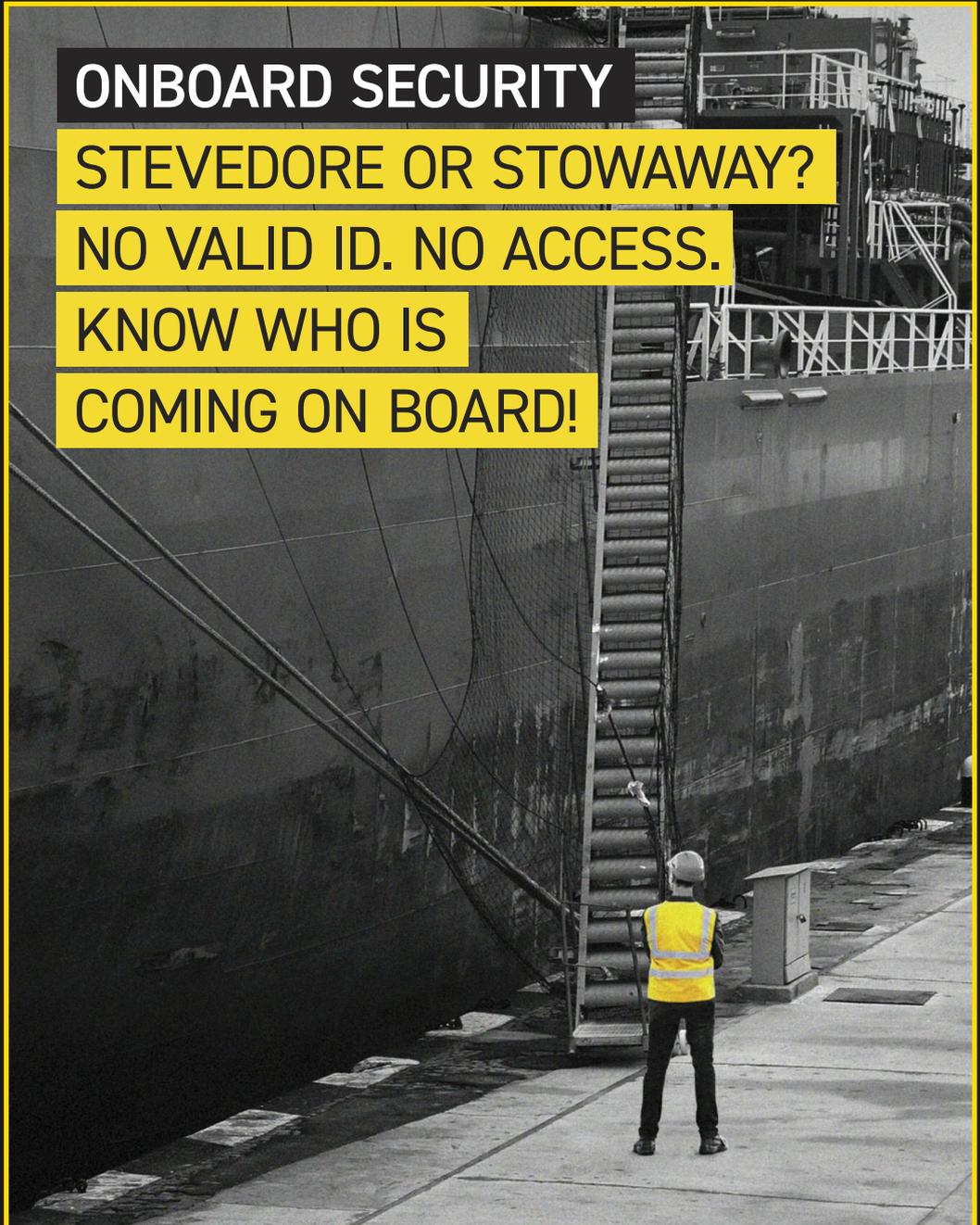
**ONBOARD SECURITY**

**STEVEDORE OR STOWAWAY?**

**NO VALID ID. NO ACCESS.**

**KNOW WHO IS**

**COMING ON BOARD!**



**BSAFE**

GUIDANCE ON STOWAWAY PREVENTION  
[britanniapandi.com/topic/stowaways](http://britanniapandi.com/topic/stowaways)

BRITANNIA P&I

TO HELP SUPPORT OUR MEMBERS AND SEAFARERS IN DEALING WITH THE PROBLEM OF STOWAWAYS, THIS SUBJECT IS INCLUDED IN THE CLUB'S BSAFE CAMPAIGN. WE ARE SENDING OUT A BSAFE POSTER WITH THIS EDITION OF CREW WATCH WHICH IS A STRONG VISUAL REMINDER OF HOW IMPORTANT IT IS TO CONFIRM THE IDENTITY OF EVERYONE SEEKING TO GET ON BOARD YOUR SHIP. FOR MORE INFORMATION ABOUT STOWAWAYS AND SECURING YOUR SHIP PLEASE VISIT OUR BSAFE - ONBOARD SECURITY SECTION [britanniapandi.com/topic/stowaways](http://britanniapandi.com/topic/stowaways) OR CONTACT OUR LOSS PREVENTION TEAM [lossprevention@tindallriley.com](mailto:lossprevention@tindallriley.com)

**TR**(B)

[britanniapandi.com](http://britanniapandi.com)  
[britanniacommunications@tindallriley.com](mailto:britanniacommunications@tindallriley.com)