Anglo-Eastern Group

OUR EFFORTS TO PROMOTE A SAFETY CULTURE

CAPT. PRADEEP CHAWLA

Managing Director, QHSE and Training

Anglo-Eastern Ship Management Ltd

Hong Kong

NTSB Safety Forum- 11th Sept 2013


WHO ARE WE?

The Anglo-Eastern Group provides maritime related management services to third parties worldwide.

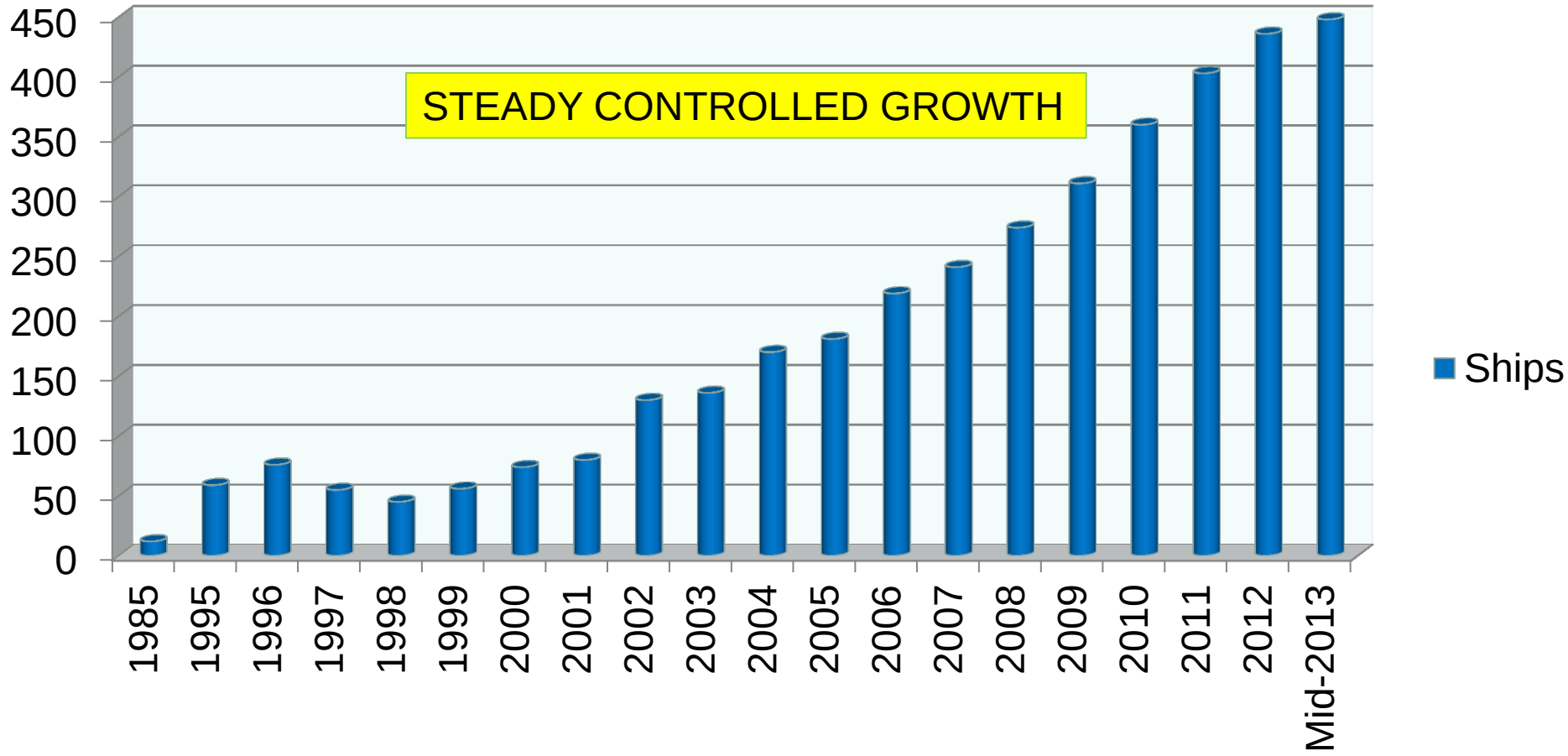
- **ANGLO-EASTERN SHIPMANAGEMENT (AESM)**
- **ANGLO-EASTERN CREW MANAGEMENT (AECM)**
- **ANGLO-EASTERN TECHNICAL SERVICES (AETS)**



KEY GROUP FACTS

Established	1974 in Hong Kong	
Staff	Seafarers	**Over 20,000**
	Ashore	Over 1,300
Offices	Shipmanagement Centres	7
	Crew Selection & Training	7
	Support Offices	5
Fleet	Ship Management	**449 vessels (~ 0.8% of world fleet) (33.5+ million DWT) (~ 2% of world fleet)**
	Crew Management	73 vessels
	Technical Services	Over 240 vessels built to date

ANGLO-EASTERN GROWTH



OUR STORY


CREW POOLS

Experience with crew from:

- India- 13,000
- China- 1000
- Australia - 35
- Phillipines -3700
- Indonesia- 300
- Sri Lanka
- Canada-50
- British – 50
- New Zealand
- Nigeria - 80
- Belgium
- Netherlands
- Russia
- Latvia - 800
- Ukraine-2000

FLAGS: 22 CLASSIFICATION SOCIETIES : 13

CREWING POLICY

GENERAL POLICY OF ONE NATIONALITY ON BOARD- OFFICERS AND RATINGS

SOME SHIPS HAVE TWO COMPATIBLE NATIONALITIES—E.G INDIAN OFFICERS AND FILLIPINO RATINGS.

PEOPLE PANIC IN THEIR OWN LANGUAGE!


OUR GUIDING BELIEF

SAFE OPERATIONS CAN ONLY BE ACHIEVED IF:

1. PEOPLE GENUINELY BELIEVE IN DOING THINGS SAFELY.

THIS BELIEF AND INTRINSIC MOTIVATION COMES WHEN PEOPLE ARE COMPETENT/ WELL TRAINED.

2.THE ORGANISATION CONTINUOUSLY STRIVES TO GIVE THE MESSAGE THAT SAFETY IS THEIR DRIVING PHILOSOPHY.

PEOPLE WILL BELIEVE IN THE MESSAGE ONLY IF THE ORGANISATION CREATES A SAFE WORK ENVIRONMENT, LISTENS AND TAKE ACTIONS ON THE CONCERNS OF THE STAFF.


OUR STRATEGY

COMMITMENT!

COMMITMENT!

COMMITMENT!

COMMITMENT!

COMMITMENT!

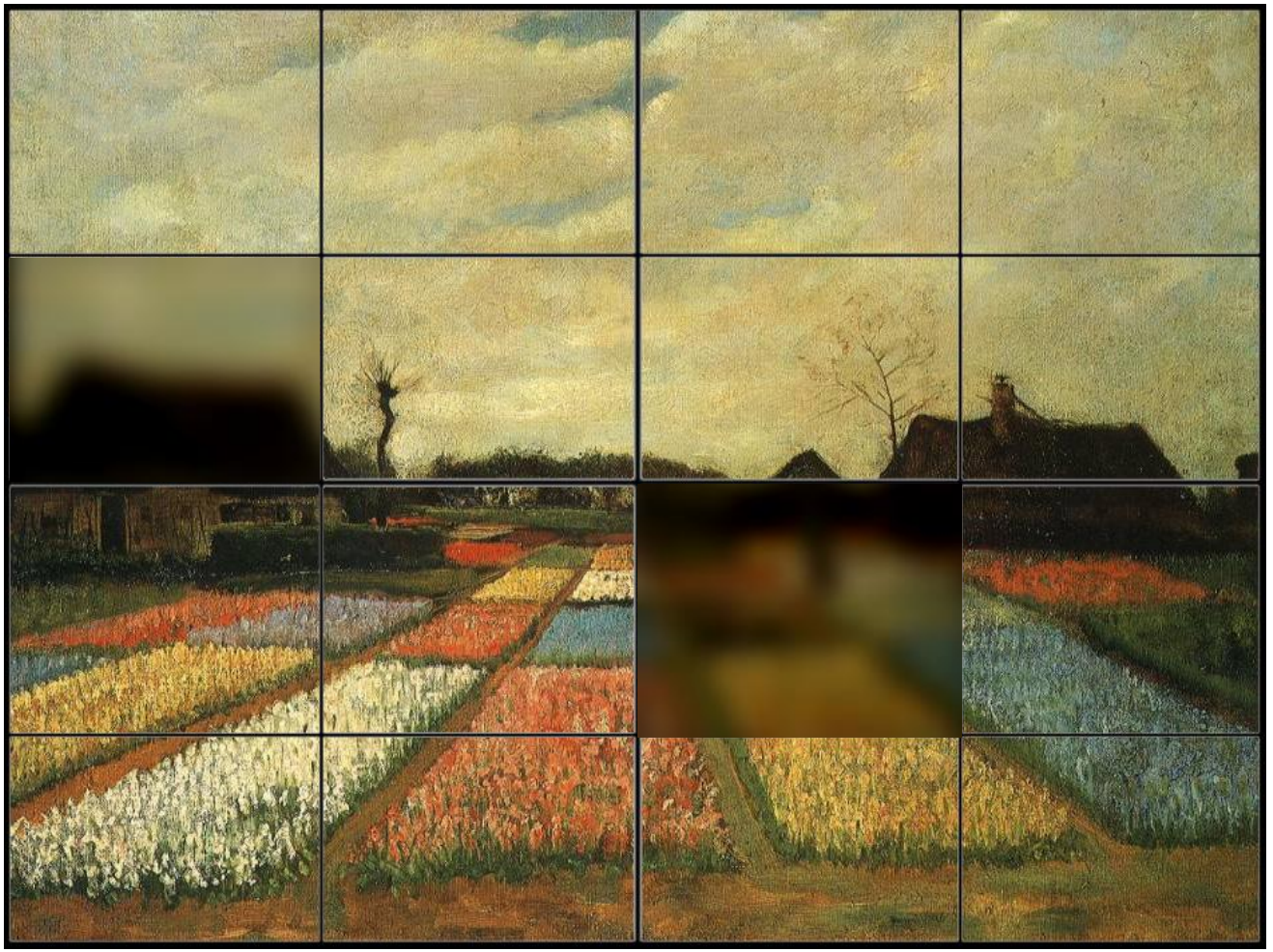
COMMITMENT!

COMMITMENT!

WHAT IS OUR SAFETY CULTURE?

MY THEORY

PICTURE THAT ALL WANT TO SEE



SAFETY CULTURE OF AN ORGANISATION IS CHANGING CONTINUOUSLY

EXTERNAL FORCES NOT IN CONTROL OF COMPANY-- TUGS,PILOTS, DIFFERENCES IN RULE INTERPRETATIONS

SAFETY MANAGER

INTERNAL ISSUES INCLUDING RESISTANCE TO CHANGE, EGO, CONFLICTING KEY RESULT AREAS OF DIFFERENT PARTS OF THE ORGANISATION

IS IT FAIR TO JUDGE THE ORGANIZATION'S SAFETY CULTURE/SAFETY CLIMATE ON THE BASIS OF THE ACCIDENT?

WAS IT A 'VIRAL INFECTION' OR IS IT 'TERMINAL CANCER'?

WAS THE COMPANY CULTURE BETTER OR WORSE THAN THE INDUSTRY AVERAGE?

HINDSIGHT IS 20/20.


OUR EXPERIENCE

TO ACHIEVE A GOOD SAFETY CULTURE ONE MUST HAVE A HOLISTIC APPROACH TO CONTINUOUSLY SEEK PERFECTION IN ALL ASPECTS OF THE BUSINESS:

-RECRUITEMENT
-TRAINING
-SALARY AND PERFORMANCE RECOGNITION
-EMPOWERMENT
- MAINTENANCE OF THE SHIP
- PROCEDURES
-EMERGENCY PREPAREDNESS
- MEASUREMENT AND CONTROL
- LEARNING LESSONS FROM ACCIDENTS
- CONTINUOUS IMPROVEMENT EFFORTS

WHAT ARE WE DOING TO MANAGE OUR SAFETY CULTURE AND TRY TO PREVENT ACCIDENTS?

SELECTION PROCESS



1. CADETS– 4000 APPLICATIONS RECEIVED FOR THE 440 SEATS PER YEAR
2. KNOWLEDGE CHECKS THROUGH COMPUTER BASED SCREENING TEST –DATABANK OF 20,000 QUESTIONS
3. INTERVIEW TYPE QUESTIONS
4. PERSONAL INTERVIEW BY A MASTER MARINER OR CHIEF ENGINEER
5. PSYCHOMETRIC TESTS—16PF AND MDQ FOR JUDGING BEHAVIOURAL COMPETENCIES.
6. WE OFFER A CAREER AND NOT A JOB.



- CANDIDATE SCORE
- NATIONALITY AVERAGE
- GLOBAL AVERAGE
- CITY AVERAGE

Competency Management System

Home | Collaborative Items | Learner's Desk | Content | Interview | Examinations | User Management | System Management | Report Management | HR | Logout | Online Mentor

Sten Score Graph | View Consolidated Report | View Details

Sten Score Of User :CCM

FACTORS:	A	B	C	E	F	G	H	I	L	M	N	O	Q1	Q2	Q3	Q4
STEN SCORE:	4	3	4	6	5	5	4	6	6	7	6	6	5	7	5	5

P Test IM Score: 46

Factors		Standard Ten Score (sten) 1 2 3 4 5 6 7 8 9 10	
A. Warmth	Emotionally reserved		Attentive and warm toward others
B. Reasoning	Fewer Resoning items correct		More Reasoning items correct
C. Emotional Stability	Rea		
E. Dominance	Def		
F. Liveliness			
G. Rule-Consciousness			
H. Social Boldness			
I. Sensitivity			
L. Vigilance	T		
M. Abstractedness	Gro		
N. Privateness			
O. Apprehension			
Q1. Openness to Change			

Date : 8/20/2013 12:38:49 PM

FACTORS:	M1	M2	M3	M4	P1	P2	P3	P4	I1	I2	I3	I4	R1	R2	R3	R4	L1	L2	L3	L4	IM	KF1	KF2	KF3	KF4	KF5
STEN SCORE:	5	3	5	5	7	7	7	7	5	7	5	7	3	5	5	7	6	6	7	7	10	5	8	7	5	7

DIMENSION		STEN SCORE	STANDARD STEN SCORE(STEN) --- >AVERAGE< --- 0 1 2 3 4 5 6 7 8 9 10	DESCRIPTION	
M1	M1: Intiative	5	M1	Intiative, has positive attitude,self starter.	Managing Change
M2	M2: Risk Taking	3	M2	Takes risks, challenges accepted practice,bends rules to make progress.	
M3	M3: Creativity & Innovation	5	M3	originates change makes things better,produces creative ideas and solutions.	
M4	M4: Adaptability	5	M4	Adapts quickly to change,responds flexibly to people and situations.	
P1	P1: Analytical Thinking	7	P1	Analyses situations carefully,makes rational judgments and logical decisions.	Planning And Organizing
P2	P2: Decision Making	7	P2	Decides quickly,displays confidence,acts independently when necessary.	
P3	P3: Planning	7	P3	Plan and prioritises work activities,manages time effectively.	

BEHAVIORAL COMPETENCIES ARE PROBABLY MORE CRITICAL THAN TECHNICAL KNOWLEDGE



ANGLO EASTERN MARITIME ACADEMY

HANDS-ON APPROACH

WHEEL HOUSE

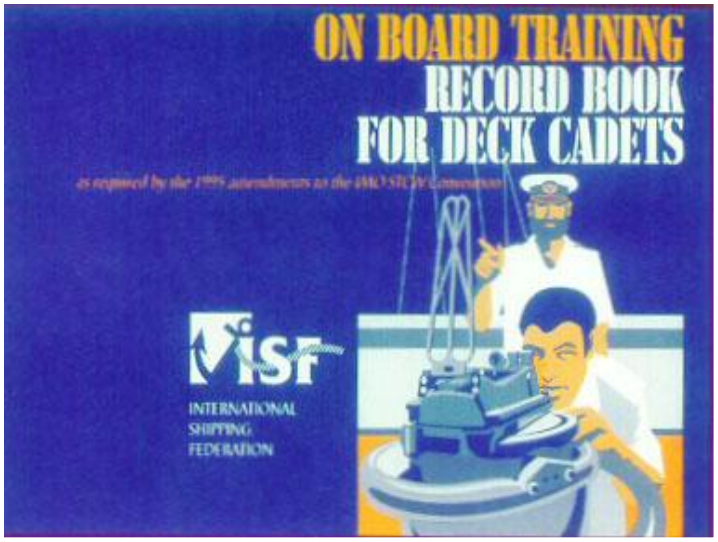
INNOVATIVE METHODS

240 NAUTICAL CADETS, 160 ENGINEERING CADETS AND 40 ETO'S PASS OUT EACH YEAR. 53 ACRE CAMPUS. WELL-RECOGNISED BY INDIAN ADMINISTRATION AS BEST IN CLASS INSTITUTION.

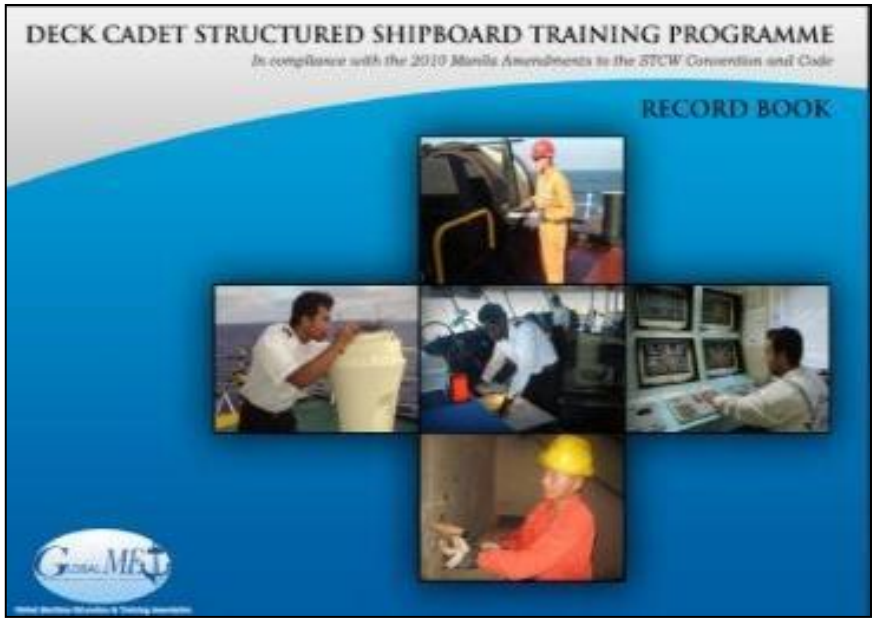
STRUCTURED ON-BOARD TRAINING

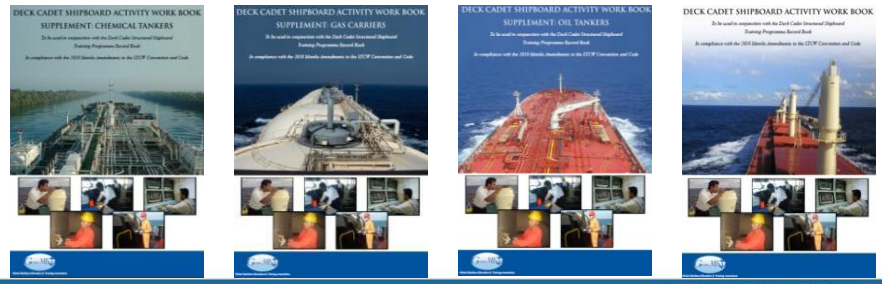
Written the record books for GlobalMET. Presented at IMO STW sub-committee session at London in January 2011. ELECTRONIC VERSION BEING MADE.

MEETS-STCW



This product was launched at the 72nd IMO MSC during May 2000.





TRAINING


COMPREHENSIVE TRAINING STRATEGY

1. KNOWLEDGE BASED COURSES
2. SKILL BASED COURSES
3. SOFT SKILLS TRAINING
4. ON-BOARD TRAINING
5. E-LEARNING
6. COMPETENCY ASSESSMENT
7. CONTROL OF TRAININNG FROM CADET TO COMMAND

KNOWLEDGE BASED COURSES

OCCUPATIONAL HEALTH AND SAFETY
ACCIDENT INVESTIGATION
RISK ASSESSMENTS
PORT STATE CONTROL
TANKER VETTINGS AND INSPECTION
MAINTENANCE MANAGEMENT
ENCLOSED SPACE ENTRY

MORE THAN 50 COURSES BEYOND STCW REQUIREMENTS

SHIP HANDLING

ENGINE ROOM

OIL/CHEMICAL/LNG/LPG

INSTRUCTOR STATION

CARGO CONTROL ROOM

ELECTRONIC ENGINES

BRIDGE TEAM MANAGEMENT

PSYCHOLOGIST WATCHES HUMAN FACTOR MARKERS

ALL OFFICERS ATTEND THE SWEDISH CLUB LICENSED BRIDGE RESOURCE MANAGEMENT COURSE

NON-TECHNICAL BEHAVIOURAL MARKERS ADDRESSED



ASSESSMENT OF NON-TECHNICAL MARKERS

CATEGORY	ELEMENT	PERFORMANCE INDICATORS
Decision Making	Inquiry	Seeks information from team members
	Risk Assessment / Option Choice	Discusses discrepancies / Considers alternative courses of action / talks about possible risks of alternative courses of action.
	Execution	Acts promptly on his decisions, is quick to act
Communication	Challenge and Response	Invites challenge by briefing the Lookout / helmsman and setting limits. Any breach of the limit must elicit a challenge from the support crew.
		Responds appropriately if challenged
	Briefing	Briefs all team members (before important operations), clearly states his plans and intentions.
	Information Exchange	Gives precise and clear orders and instructions. Uses the correct tone (conveying authority/ appropriate to the decorum)
		Provides constant feedback to team members regarding the situation at hand.
		Reports to VTS and other agencies.
		Communication over VHF is crisp, to the point, unambiguous.
	Closed Loop Communication	Uses Closed Loop communication. Sender send message - Receiver Repeats - Sender Acknowledges



SKILL –BASED COURSES

ENGINE STARTING SYSTEM

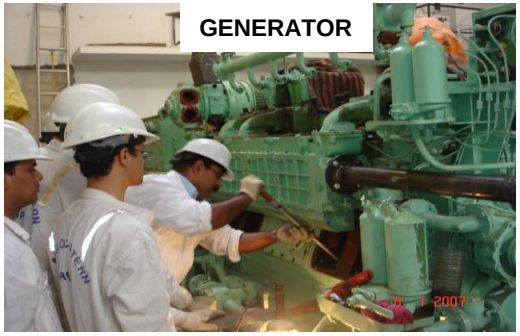
OWS

OIL CONTENT METER

MAIN SWITCHBOARD

AUTOMATION LAB

GENERATOR



INERT GAS SYSTEM CONTROL PANEL

INERT GAS SYSTEM &DECK PRESSURE MODULATING SYSTEM

TANK OF A CHEMICAL TANKER

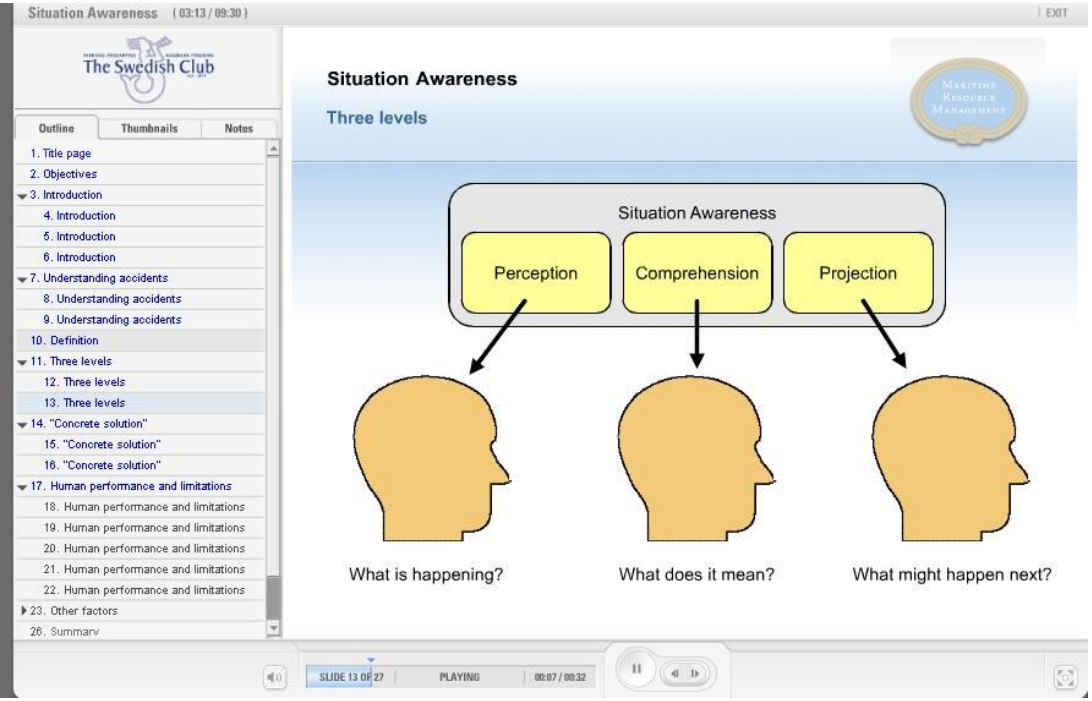
INSTRUMENTATION AND SENSOR TRAINER - CALIBRATION

ECDIS SIMULATOR

Hydraulic Pumping System – FRAMO



SOFT SKILLS COURSES

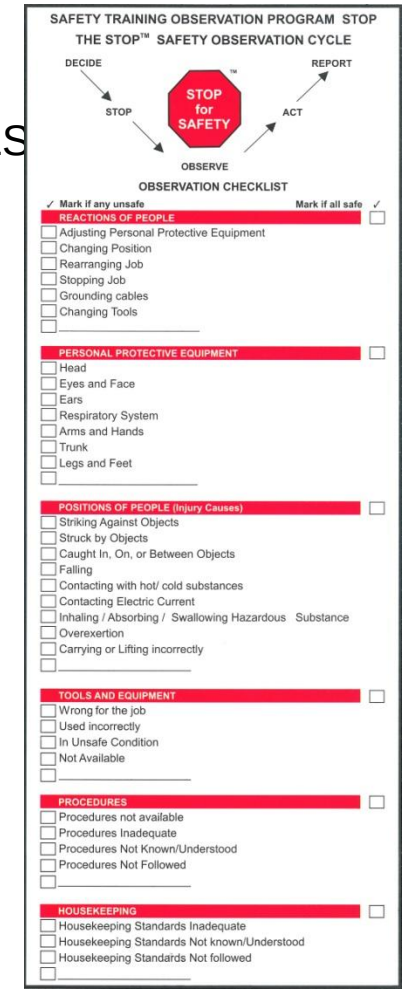


BRIDGE RESOURCE MANAGEMENT

CRITICAL SKILLS!

LEADERSHIP SKILLS

- Team Leadership
- Cultural Issues Management
- Managing Human Limitation Issues
- Personal and Professional Development
- Coaching / Mentoring
- Managing Communications
- Decision Making and Problem Solving
- Appraisal / Evaluation



BEHAVIOUR BASED SAFETY



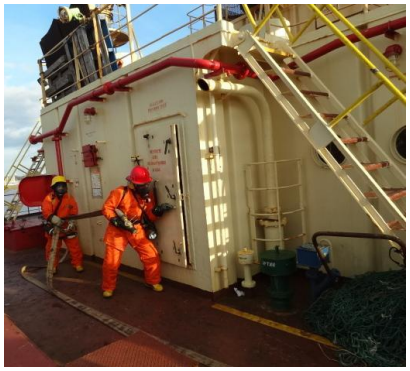
STRUCTURED ON BOARD TRAINING

DRILL PLANNER FOR THE YEAR _____

GROUP 1: LIFE SAVING		FRE	JAN / JUL	FEB / AUG	MAR / SEP	APR / OCT	MAY / NOV	JUN / DEC
1.	**Abandon Ship Drill**	1M*						
1.1	Correct procedure for donning life jacket, immersion suit and TPA.	1M*						
1.2	Preparation and Lowering of at least one lifeboat. (Freefall L/B preparation only)	1M*						
1.3	Starting lifeboat engines.	Wkly						
1.4	Location of Switches for Emergency Lighting for Lifeboats / Life raft	1M*						
1.5	Rescue B vessels w other than							
1.6	Lowering							
1.7	Causes o Hypotherm							
1.8	Special in of LSA in sea condit							

GROUP 3: POLLUTION		FREQ	JAN / JUL	FEB / AUG	MAR / SEP	APR / OCT	MAY / NOV	JUN / DEC
1. *	**Oil spill response drills**: Plan to hold drill with a new scenario each time to complete cycle in **6 Months.** These drills can be done together with drills in other groups.	1M						
1.1	Action in case of Pipeline leakage							
1.2	Action in case of tank overflow							
1.3	Action in case of Hull failure / leaks							
1.4	Action in case of collision / grounding							
1.5	Action in case of Fire or Explosion							
1.6	Action in case of Equipment failure leading to a spill (e.g. Main Engine failure, Steering failure)							
1.7	Action in case of Excessive list							
2.	Release of Hazardous Cargo into water e.g. IMDG Containers (If applicable)	6M						
3.	Chemical Spills (Other than Chemical Tankers)	6M						

DRILL PLANNER




CONDUCTED DURING INTERNAL AUDITS



E-LEARNING

Monday September 11 2006

Lloyd's List

Anglo-Eastern first to offer web-based training

ANGLO-Eastern Ship Management has launched an Internet-based e-learning initiative to target specific training issues among its 9,600 seafarers and shore staff, *writes Keith Wallis in Hong Kong*.

The firm's director for quality assurance and training, Captain Pradeep Chawla, said the first course using the system features the reconstruction of actual accidents using 3D animation and video.

One of the accidents involves a collision between a geared panamax vessel and a fishing boat, while another covers the deaths of seafarers working on board in confined spaces.

Capt Chawla said two further courses have been prepared and another four are being produced covering issues such as the use of personal protective equipment, Marpol Annexe VI and ensuring the oil record book is properly maintained.

He believes Anglo-Eastern, which has its headquarters in Hong Kong, is the first ship management company in the world to have designed and launched its own e-learning platform.

"We researched what other industries were doing. This has been around for 10-15 years in the aviation industry," Capt Chawla added.

The system allows seafarers to write their own assessment of the situation, which is used to assess their understanding of what happened.

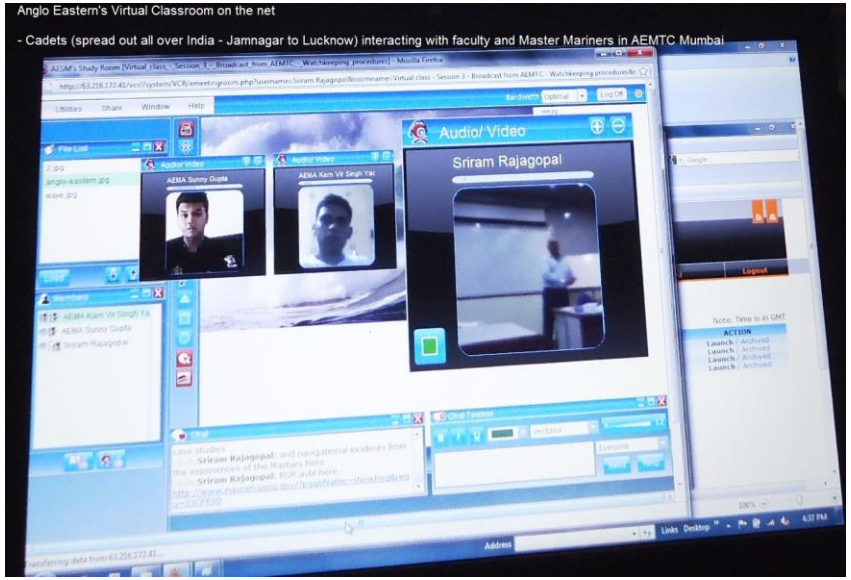
The system also includes a leaning management function that keeps track of the training records, including the number of courses completed and assessment scores, of each individual. There are facilities to conduct on-line surveys and a discussion forum.

The courses have been prepared by Indian company, Core Competency Marine, which has used actors to play the part of the officers and crew and a narrator who interacts with the seafarers taking the course.

Capt Chalwa said the e-leaning initiative will augment the company's shore-based training centres and onboard training.

He added that the aim is to create a range of online courses that the seafarers and shore staff can study at their own pace. Some courses will be assigned to individuals as part of their own training needs, while others will be voluntary.

VIRTUAL CLASSROOM



WEB BASED COURSES

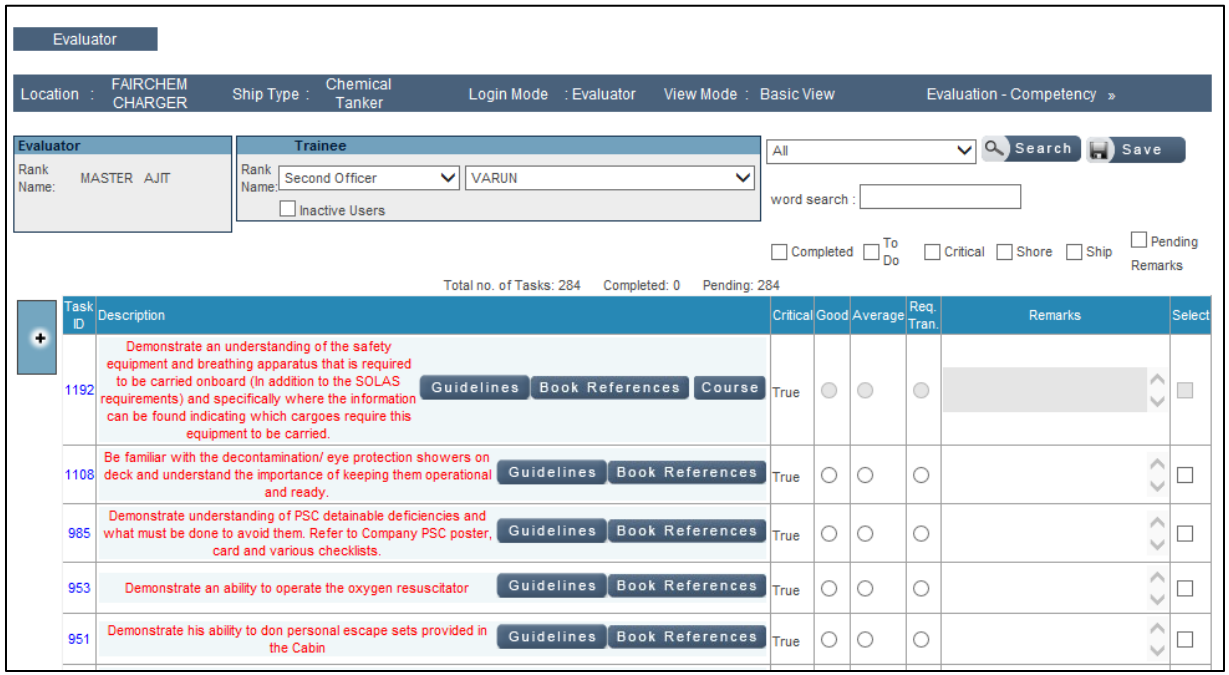
COMPETENCY MANAGEMENT SYSTEM

COMPETENCIES FOR EACH RANK IDENTIFIED

70% WILL BE TESTED ASHORE AS PART OF SIMULATOR OR CLASSROOM BASED COURSES

30% TO BE SIGNED OFF BY MASTER / CHIEF ENGINEER

TOTS/SIGTTO REQUIREMENTS COVERED



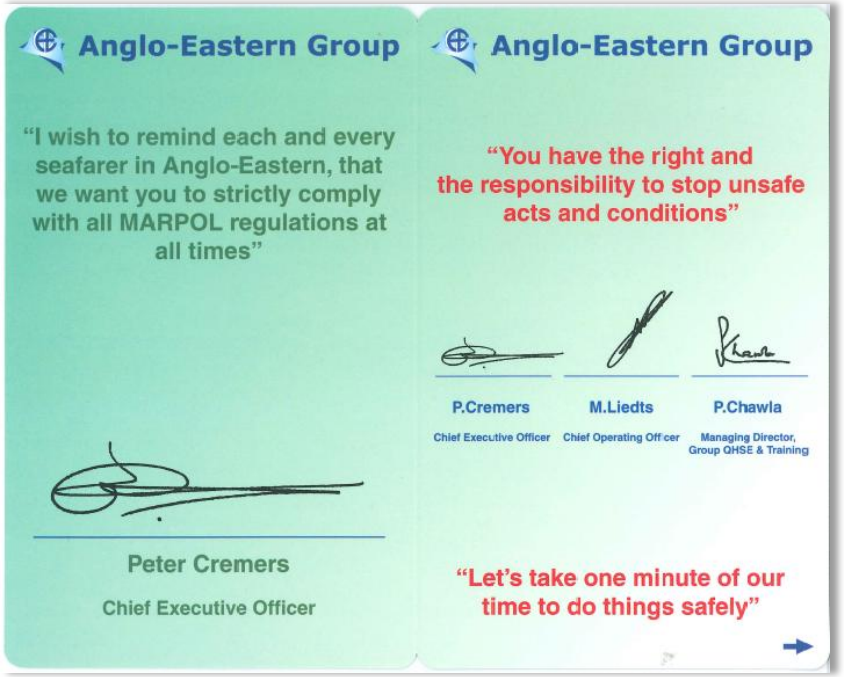

SALARY AND PERFORMANCE MANGEMENT

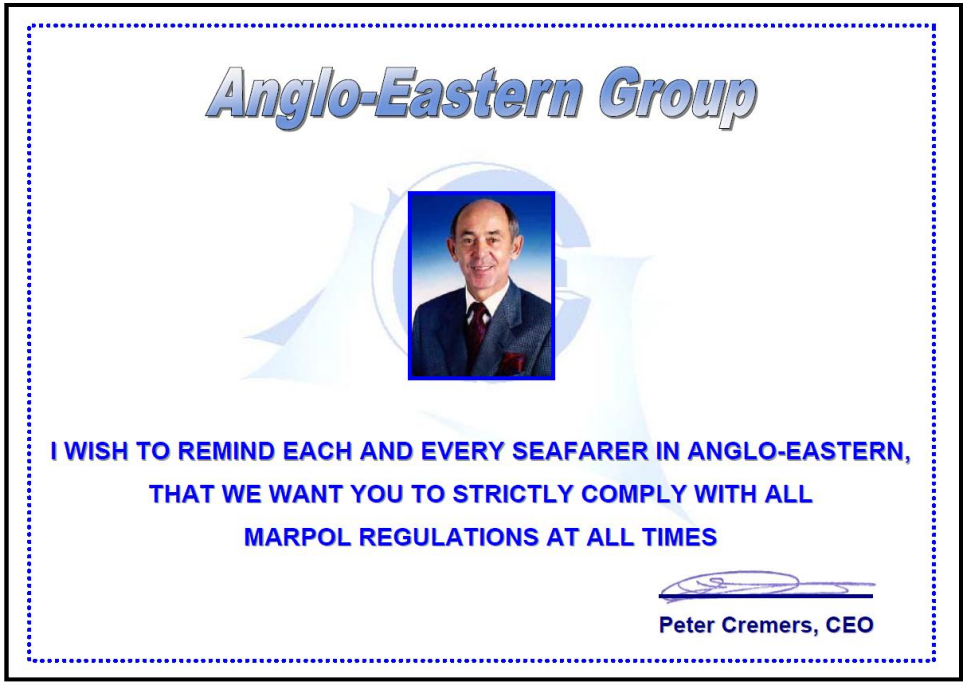
AWARDS BASED ON QHSE CRITERIA:

- INJURY REPORTING
- DAMAGES
- POLLUTION
- PSC
- OIL MAJOR VETTING
- ISM / ISPS / MLC AUDITS
- OFF-HIRES
- NEAR MISS REPORTING
- BEHAVIOUR BASED SAFETY PROGRAM

SIMPLE TO MONITOR
BUT CRITICAL AREAS


EMPOWERMENT OF EVERY SEAFARER





THIS IS IN ADDITION TO CRITICAL LOYALTY PROGRAM


MAINTAINENCE AND RELIABILITY OF MACHINERY

OFFICE PMS Ver: 2007-04

File New Maintenance Company Forms Forms Detailed Surveys Running Hours ShipData Reports Data Restore Database Control Panel Window

Overview Graph Run Hrs Pms Status Crit Pms O'haul Monthly Crit Spare Spare Tec Def ME Pe

Overview of All Ships

Pms Status | SDS Status

Pms Version & Service Pack Last Update on : 27/07/2011

PMS Updated But not Checked by User

Backup Overdue

All Calculations based on Backup Date

Show Only Vessels : Last Backup Received 0 Days Past

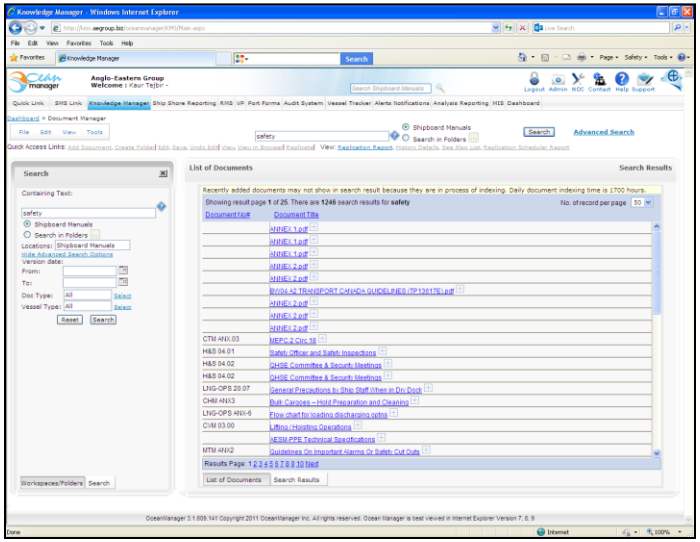
Overdue More Than 0.00 %

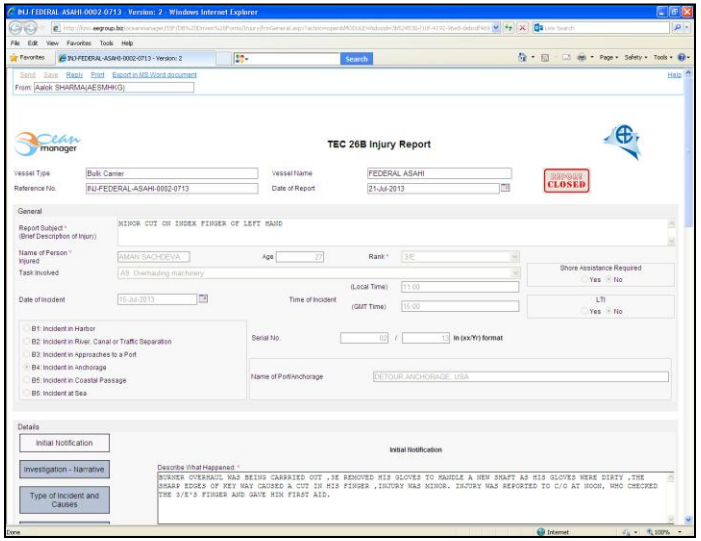
Refresh

Sl No	Shipname	Ship code	Deck / Engine	Backup Date	Total No of Non Crit Items	No of Non Crit Items Postponded	O'Due Non Crit items	% of Items Non Critical O'Due	Annual Avg % Non Crit items	No of Crit Items	No of.Critical Item Overdue	% of Crit Items O'Due	Annual Avg % Critical items	No of Crit Sp Less than Re-order	Statu. Surv. To be Due Within 90 Days	Statuary Survey Items Overdue	Tec 31 Open Items	PMS Version	Service Pack No
1	ACX PEARL	ACP	Deck	15/08/2013	569	0	1	0.18	0.05	10	0	0.00	0.00	0	20	0	0	2007	6A
1	ACX PEARL	ACP	Engine	15/08/2013	1751	47	0	0.00	0.00	147	0	0.00	0.00	0	0	0	0	2007	6A
2	ALTMIRA EXPRESS	MPL	Deck	31/07/2013	455	0	16	3.52	2.20	14	0	0.00	0.00	0	0	0	0	2007	6A
2	ALTMIRA EXPRESS	MPL	Engine	31/07/2013	1725	6	3	0.17	0.97	93	0	0.00	0.18	0	0	0	1	2007	6A
3	AM EXPRESS	AME	Deck	10/08/2013	189	0	10	5.29	1.28	17	0	0.00	0.00	0	1	4	0	2007	6A
3	AM EXPRESS	AME	Engine	10/08/2013	1016	0	0	0.00	0.00	59	0	0.00	0.00	1	0	0	0	2007	6A
4	AM GHENT	AGH	Deck	15/08/2013	469	0	5	1.07	0.49	16	0	0.00	0.00	0	0	0	1	2007	6A
4	AM GHENT	AGH	Engine	15/08/2013	1271	0	2	0.16	0.45	98	2	2.04	0.56	0	0	0	3	2007	6A
5	AM HAMBURG	AHB	Deck	15/08/2013	545	0	8	1.47	0.57	14	0	0.00	0.00	0	1	0	0	2007	6H
5	AM HAMBURG	AHB	Engine	15/08/2013	1997	0	0	0.00	1.17	88	0	0.00	0.20	0	0	0	0	2007	6H
6	AM POINT LISAS	APL	Deck	15/08/2013	478	0	16	3.35	1.14	5	1	20.00	5.71	0	12	1	0	2007	6A
6	AM POINT LISAS	APL	Engine	15/08/2013	1515	78	56	3.70	1.48	73	2	2.74	0.81	16	0	0	1	2007	6A
7	AM QUEBECK	AMQ	Deck	16/08/2013	575	0	5	0.87	0.15	13	0	0.00	0.00	0	0	0	0	2007	6H
7	AM QUEBECK	AMQ	Engine	17/08/2013	2004	0	34	1.70	1.78	88	2	2.27	6.08	0	0	0	0	2007	6H
8	AM TUBARAO	ATU	Deck	15/08/2013	472	0	22	4.66	1.81	16	2	12.50	2.68	0	3	41	0	2007	6A
8	AM TUBARAO	ATU	Engine	15/08/2013	1457	9	228	15.65	5.85	88	5	5.68	2.51	0	0	0	0	2007	6A
9	APL HAMBURG	AHA	Deck	15/08/2013	263	0	3	1.14	0.39	16	0	0.00	0.00	0	0	16	0	2007	6A
9	APL HAMBURG	AHA	Engine	15/08/2013	1658	0	37	2.23	0.81	110	0	0.00	0.00	0	0	0	0	2007	6A
10	APL ROTTERDAM	ARM	Deck	16/08/2013	239	0	3	1.26	0.42	13	0	0.00	0.00	0	0	0	1	2007	6A
10	APL ROTTERDAM	ARM	Engine	16/08/2013	1650	0	223	13.52	2.65	93	4	4.30	0.61	4	0	0	0	2007	6A
11	APL TEXAS	ATE	Deck	15/08/2013	266	0	13	4.89	5.87	37	0	0.00	2.86	0	1	33	0	2007	5J
11	APL TEXAS	ATE	Engine	15/08/2013	2242	0	14	0.62	0.12	100	0	0.00	0.00	0	0	0	0	2007	6A
12	APL WASHINGTON	AWA	Deck	16/08/2013	343	0	2	0.58	0.68	32	0	0.00	0.54	0	3	0	1	2007	6A
12	APL WASHINGTON	AWA	Engine	16/08/2013	2108	53	48	2.28	5.21	84	2	2.38	6.94	7	0	0	2	2007	6A
13	BARCELONA EXPRESS	MPR	Deck	15/08/2013	410	0	0	0.00	0.03	19	0	0.00	0.00	0	0	0	0	2007	5D
13	BARCELONA EXPRESS	MPR	Engine	15/08/2013	1743	0	62	3.56	3.31	87	0	0.00	1.81	0	0	0	1	2007	6A
14	BONN EXPRESS	BEX	Deck	15/08/2013	355	0	0	0.00	0.08	7	0	0.00	0.00	0	0	0	0	2007	5N

Periodic Overdue Percentage Detail

KEEP ADMINISTRATIVE BURDEN TO MINIMUM

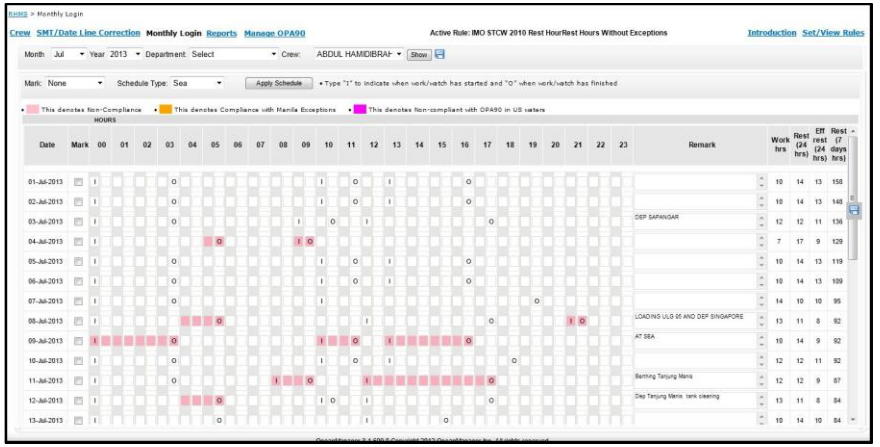




ELECTRONIC FORMS/ RECORDS

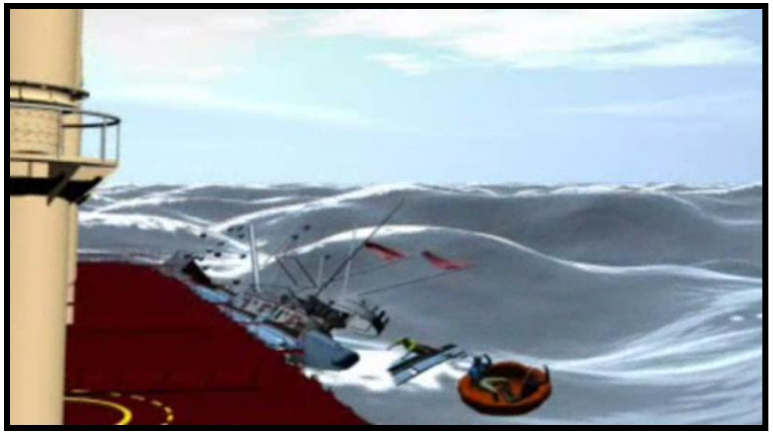
KNOWLEDGE MANAGEMENT SYSTEM

OVER 4000 PAGES OF REGULATIONS!!



REST HOURS MONITORING

LEARNING FROM ACCIDENTS



MEASUREMENT AND CONTROL

COMPLIANCE MONITORING- INDEPENDENT AUDIT DEPARTMENT

BOARD OF DIRECTORS

CHIEF EXECUTIVE OFFICER

CHIEF OPERATING OFFICER

AUDITS

MANAGING DIRECTOR
GROUP QHSE AND TRAINING

QHSE COMPLIANCE MANAGER

ENVIRONMENTAL COMPLIANCE MANAGER

QHSE COMPLIANCE AUDITORS

ENVIRONMENTAL COMPLIANCE AUDITORS

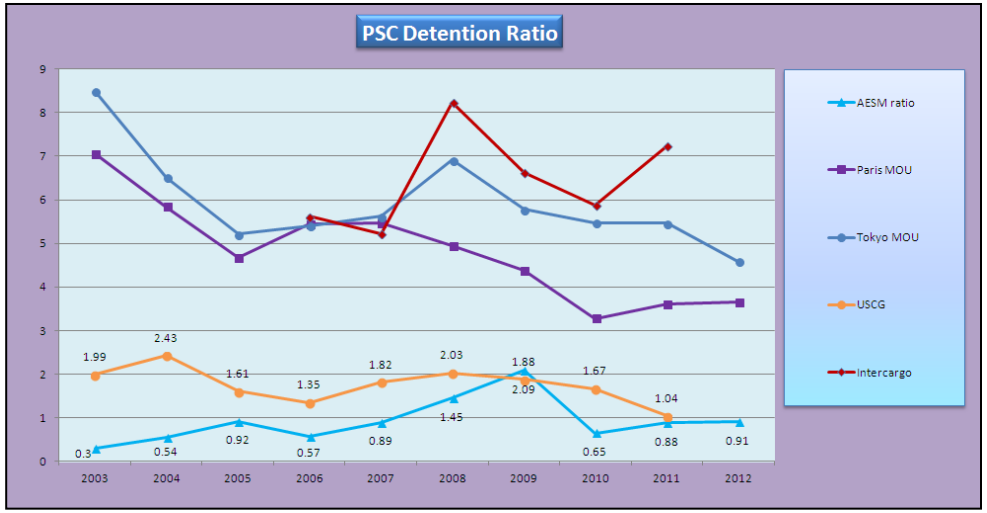
120 TECHNICAL SUPERINTENDENTS

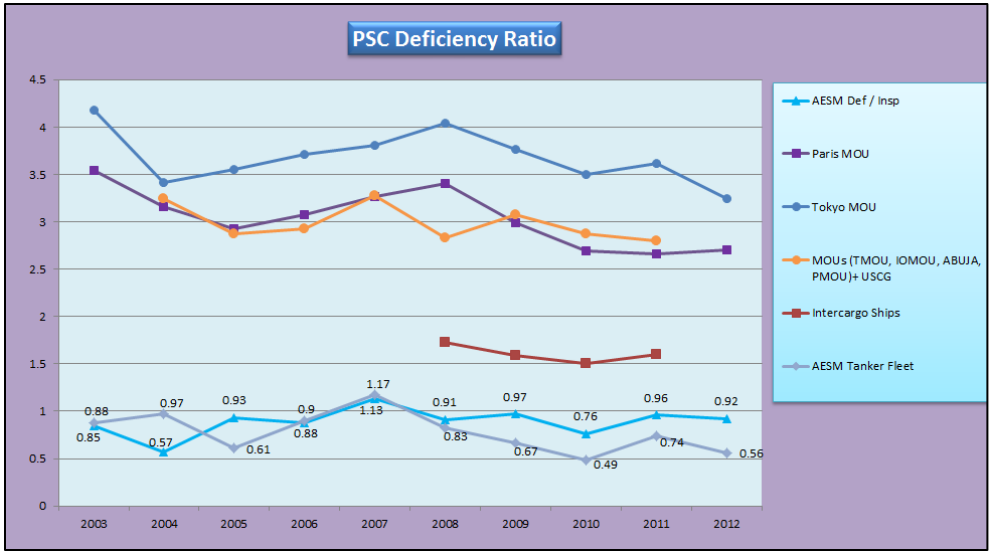
16 FLEET DIRECTORS

TEAM OF **40**

KEY PERFORMANCE INDICATORS

BENCHMARKING PSC INSPECTIONS





OIL SPILLS

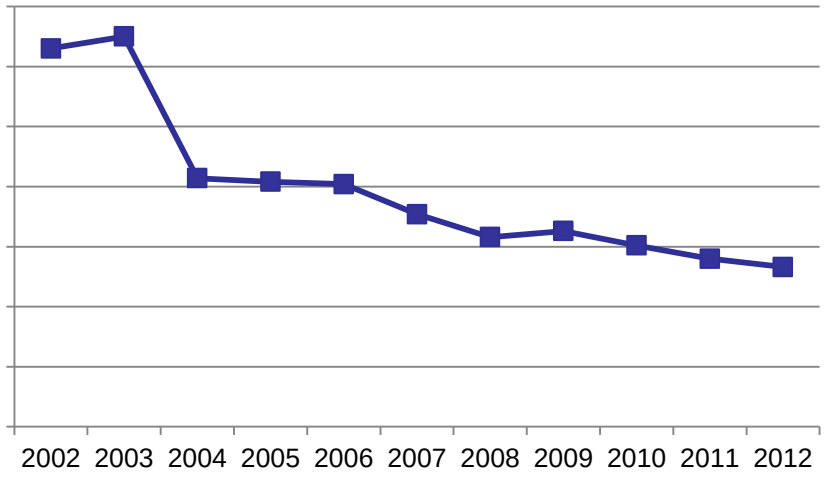
NO MAJOR OIL SPILL
IN LAST 20 YEARS

QUALSHIP

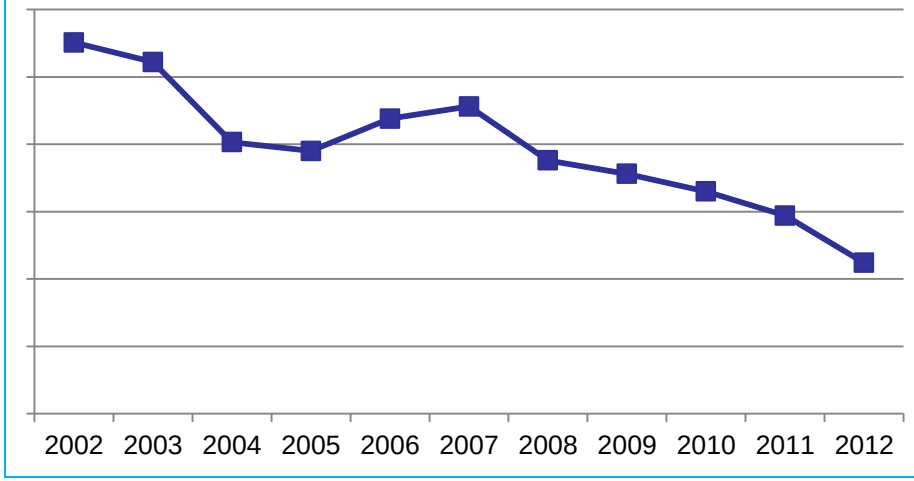
AESM SHIPS (WHOLE GROUP) ELIGIBLE FOR QUALSHIP IN AUGUST 2013: **10.6%** OF THE WORLD WIDE FLEET OF QUALSHIP

NO. OF AESM SHIPS: 67
TOTAL NO. OF SHIPS: 634


Injury Frequency Rate



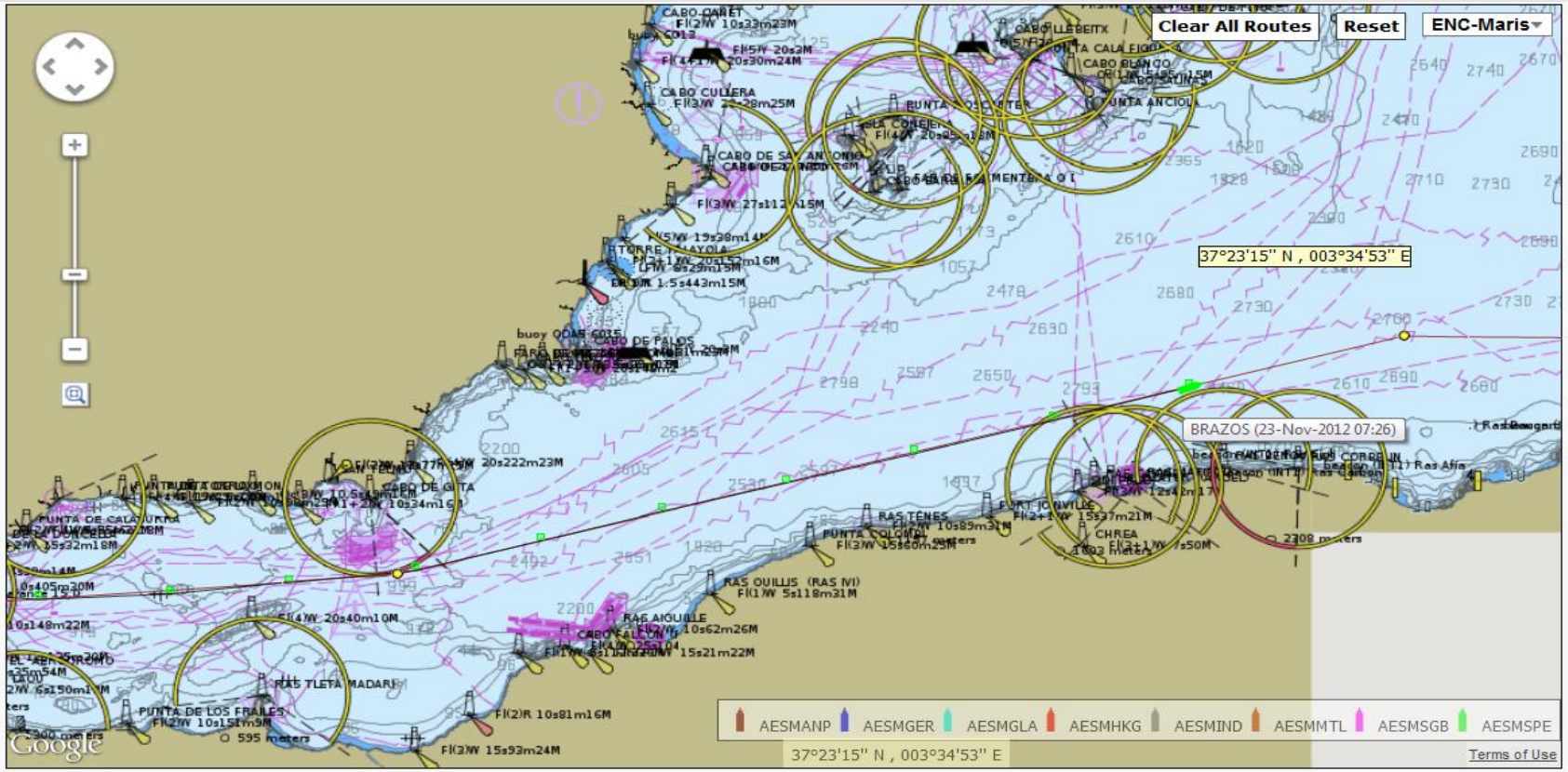
Damage Frequency Rate



CONTINUOUS IMPROVEMENT EFFORTS

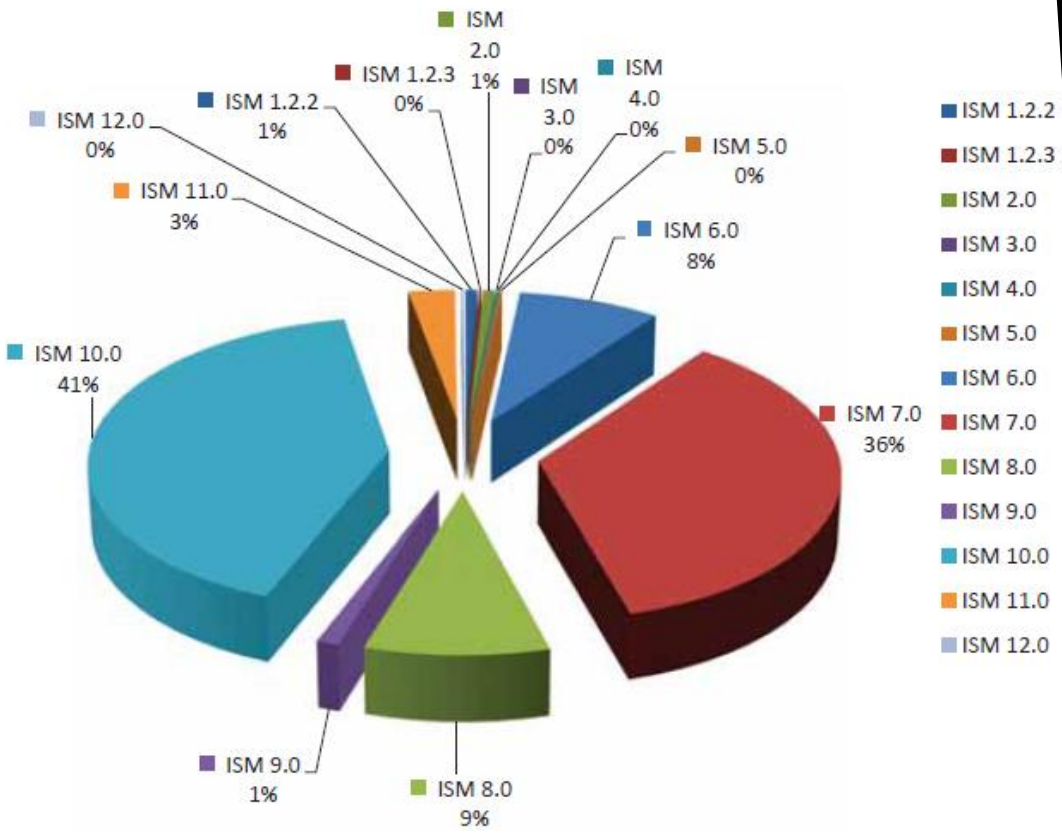
VESTRAK - OUR WEB BASED VDR!

PASSAGE PLANS / TRACKS CAN BE AUDITED ASHORE AT ANYTIME




INTERNAL AUDIT FEEDBACK/ SMS REVIEWS

REVIEW OF ISM DEFICIENCIES FROM INTERNAL AUDITS – 2012



From: MUM-TRG - Venezia D'silva
Sent: Friday, July 19, 2013 7:32 PM
To: AE Quality Assurance - Singapore; AE Maritime Services - SGB; AE Quality Assurance - Glasgow; AE Quality Assurance - Antwerp; AE Quality Assurance - India; AE Quality Assurance - Bremen; AE - Canada
Cc: HKG - Peter CREMERS; HKG - Marcel LIEDTS; AE Operations - Hong Kong; AE Operations - Antwerp; AE Operations - Singapore; AE Quality Assurance - Hong Kong
Subject: SQ/MSG/086AS/13 - Internal audit feedback to ships – Trends

BEHALF OF AEQA HONG KONG

To: Masters of All Ships (Sent as blind copy to avoid bulk printing / filing)
[QA of AESM SPR / SGB / GLA / ANT / IND / MTL / BRE will directly send this message to the ships under their management.]
Cc: Branch Offices / Auditors
Fm: AEQA HONG KONG
Ref: SQ/MSG/088AS/13 - Internal audit feedback to ships – Trends

Dear Captain,

Sub: Internal audit feedback to ships – Trends

The following were observed on more than one vessel during the internal audits:

1. It was observed on some ships that old/cancelled/invalid trading certificates are retained along with current certificates in the vessels certificate folder. Master to ensure that only current and valid certificates to be kept in this folder. Old / expired trading certificates are to be retained in a separate file for future reference only.

REF: SBP 201A 21.6

2. It was observed from the records that observed values of draft, trim etc., was not completed in OPS 04A - Loading/Unloading sequence. Observed values of drafts should be entered after each sequence to ensure that the terminal is following the loading sequence. Substantial differences should be investigated.

REF: 209 CS OPS 04A

3. On some ships it has been observed that all the applicable NAVTEX and NAVAREAS are not selected to receive navigational and coastal warnings. Masters must ensure that Navtex and SAT-C are operating/programmed on the appropriate station(s) for the ship's location for receiving navigational and coastal warnings.

REF: SBP – 6.1.7.1

4. It has been noticed on many ships that A-class fire doors which are fitted with a self-closing device were held in OPEN position with hold back arrangement. The hold back arrangement is to be removed. On some of the other ships it was observed that the A-Class fire doors are kept OPEN by tying with a rope, thus preventing closure. Senior Officers and Safety Officer to check for the same during their safety rounds.

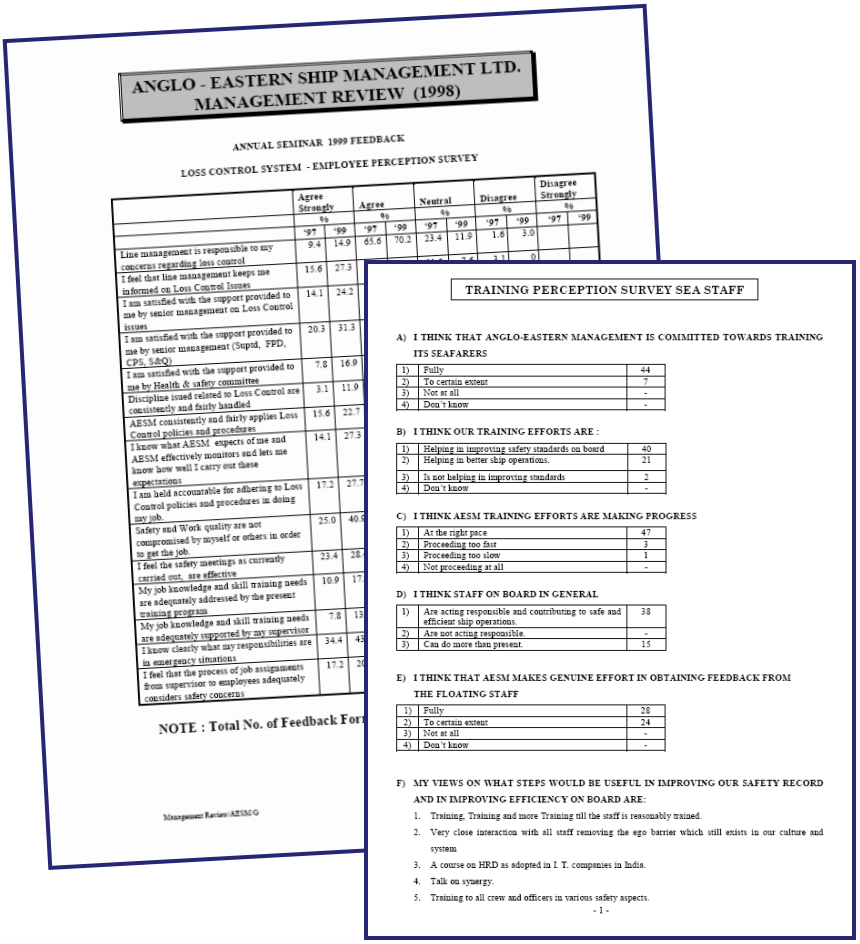
REF: FM 10.2 & SOLAS CHAPTER II/2.9.4.2.

5. It has been seen on a number of ships that the BWMS equipment key is left on bridge or password is given to Officers. Master key code should only be known to vessels command so as to maintain the system tamper proof.

REF: SBP 5.24 & SIRE 4.13

6. It has been noted that enclosed lifeboats on many ships are not having fall preventer devices (FPD) on board. On some ships where FPD's are available, these are not being used as per the requirement. Masters of vessels with enclosed lifeboats to liaise with Superintendent and procure FPD's. Vessel with enclosed lifeboat should ensure that lifeboat FPDs are properly in place before commencing any drill, testing, inspection or maintenance where persons are in the lifeboat.

SAFETY PERCEPTION SURVEYS



ANGLO - EASTERN SHIP MANAGEMENT LTD.
MANAGEMENT REVIEW (1998)

ANNUAL SEMINAR 1999 FEEDBACK

LOSS CONTROL SYSTEM - EMPLOYEE PERCEPTION SURVEY

	Agree Strongly		Agree		Neutral		Disagree		Disagree Strongly	
	%		%		%		%		%	
	'97	'99	'97	'99	'97	'99	'97	'99	'97	'99
Line management is responsible to my concerns regarding loss control	9.4	14.9	65.6	70.2	23.4	11.9	1.6	3.0		
I feel that line management keeps me informed on Loss Control Issues	15.6	27.3								
I am satisfied with the support provided to me by senior management on Loss Control issues	14.1	24.2								
I am satisfied with the support provided to me by senior management (Supnt, FPD, CPS, S&Q)	20.3	31.3								
I am satisfied with the support provided to me by Health & safety committee	7.8	16.9								
Discipline issued related to Loss Control are consistently and fairly handled	3.1	11.9								
AESM consistently and fairly applies Loss Control policies and procedures	15.6	22.7								
I know what AESM expects of me and AESM effectively monitors and lets me know how well I carry out these expectations	14.1	27.3								
I am held accountable for adhering to Loss Control policies and procedures in doing my job.	17.2	27.7								
Safety and Work quality are not compromised by myself or others in order to get the job.	25.0	40.9								
I feel the safety meetings as currently carried out, are effective	23.4	28.								
My job knowledge and skill training needs are adequately addressed by the present training program	10.9	17.								
My job knowledge and skill training needs are adequately supported by my supervisor	7.8	13								
I know clearly what my responsibilities are in emergency situations	34.4	43								
I feel that the process of job assignments from supervisor to employees adequately considers safety concerns	17.2	20								

NOTE : Total No. of Feedback For

Management Review/AESM/G

TRAINING PERCEPTION SURVEY SEA STAFF

A) I THINK THAT ANGLO-EASTERN MANAGEMENT IS COMMITTED TOWARDS TRAINING ITS SEAFARERS

1)	Fully	44
2)	To certain extent	7
3)	Not at all	-
4)	Don't know	-

B) I THINK OUR TRAINING EFFORTS ARE :

1)	Helping in improving safety standards on board	40
2)	Helping in better ship operations.	21
3)	Is not helping in improving standards	2
4)	Don't know	-

C) I THINK AESM TRAINING EFFORTS ARE MAKING PROGRESS

1)	At the right pace	47
2)	Proceeding too fast	3
3)	Proceeding too slow	1
4)	Not proceeding at all	-

D) I THINK STAFF ON BOARD IN GENERAL

1)	Are acting responsible and contributing to safe and efficient ship operations.	38
2)	Are not acting responsible.	-
3)	Can do more than present.	15

E) I THINK THAT AESM MAKES GENUINE EFFORT IN OBTAINING FEEDBACK FROM THE FLOATING STAFF

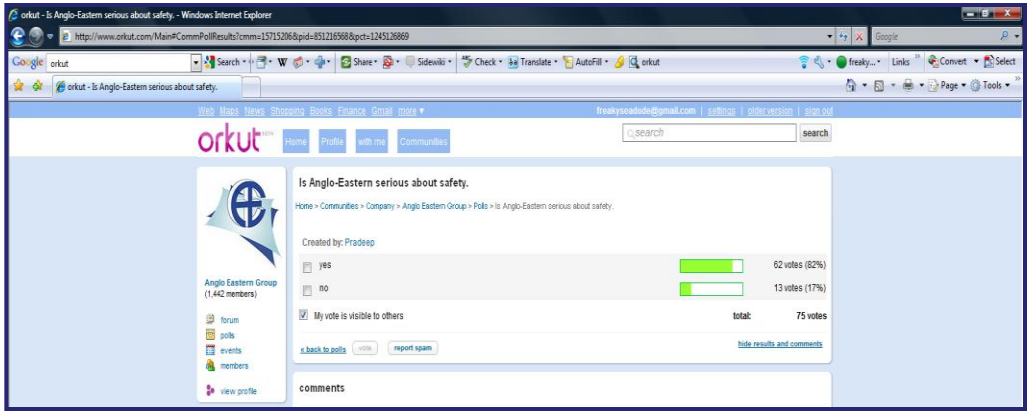
1)	Fully	28
2)	To certain extent	24
3)	Not at all	-
4)	Don't know	-

F) MY VIEWS ON WHAT STEPS WOULD BE USEFUL IN IMPROVING OUR SAFETY RECORD AND IN IMPROVING EFFICIENCY ON BOARD ARE:

1. Training, Training and more Training till the staff is reasonably trained.
2. Very close interaction with all staff removing the ego barrier which still exists in our culture and system
3. A course on HRD as adopted in I. T. companies in India.
4. Talk on synergy.
5. Training to all crew and officers in various safety aspects.

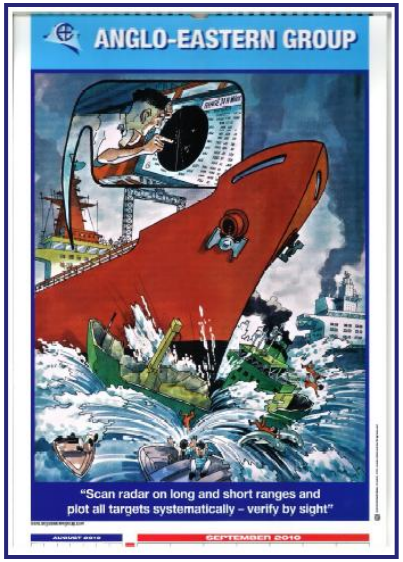
- 1 -

FEELING THE PULSE



CRITICAL TASKS CARDS

AESM CALENDAR



GOOD PRACTICES

BAD PRACTICES



ACHIEVEMENTS

LLOYD'S MARITIME ASIA AWARD

- Manning and Training – 2001 and 2004
- Best Ship Manager of the Year – 2005 and 2006

SAILOR TODAY

- Maritime Trainer of the Year – 2002
- Creation of Maximum Jobs for India Seafarers – 2005, 2006, 2007, 2008, 2009, 2010, 2011 and 2012

SEATRADE

- Innovation in Maritime Training – 2002
- The Education and Training Award – 2007

INDIAN GOVERNMENT

- Best Foreign Employer of Indian Seafarers – 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2010, 2011 and 2012
- Most Compassionate Employer of Indian Seafarers – 2007, 2008, 2009, 2011 and 2012

HONG KONG MARINE DEPARTMENT

- Best Performing Ship Management Company in Port State Control Inspection Award – 2007, 2008, 2009, 2010, 2011 and 2013


CHALLENGES

1. MANNING SCALES ON BOARD
2. STCW- VARYING TRAINING STANDARDS
3. ADMINISTRATIVE BURDENS—OVER DOCUMENTATION(GARBAGE,BALLAST WATER ETC)
4. REGULATORS NOT WILLING TO TAKE BOLD DECISIONS—LEAST COMMON DENOMINATOR COMPROMISES.(E.G. RECEPTION FACILITIES,ECA'S)
5. FLAG STATES – VARIANCE IN ENFORCEMENT AND IMPLEMENTATION OF IMO REGULATIONS
6. CLASSIFICATION SOCIETIES IN COMPETITION
7. PORT STATE CONTROL- VARYING STANDARDS
8. PIRACY AND CRIMINALISATION OF SEAFARERS

Thank You!

HAPPY TO ANSWER QUESTIONS AT ANYTIME

EMAIL: CHAWLAPK@ANGLOEASTERNGROUP.COM
TEL: +852 2863 6108