

CREW ON

NEWSLETTER OF SMIT LAMNALCO - DECEMBER 2017



Smit Lamnalco wins another prestigious Safety Recognition Award. Thanks to the crew on board the **SL Manakin!**

I am very pleased and proud to announce that our charterer NOC Total in Qatar awarded the crew of SL Manakin a placard for seven years' service without any Lost Time Incidents.

Many thanks to the efforts of all concerned parties who helped in achieving this award, and we are confident that we can maintain our high standards and performance when

it comes to the safety of our crew and our operation, in every respect.

Roel Romero
Master "SL Manakin"

ANOTHER BIG WELCOME

to the last edition of Crew On for 2017, which informs you about - and involves you in - all things Crew related!

Once again we have many interesting and positive articles for you, including a seasonal message from Mauro Sales (CEO). It has been a very busy couple of months since our last edition of Crew On, as you will see from the content within!

Please remember I am constantly seeking information about all of our crew and also your contribution in providing me with information for Crew On.

Do feel free to email me at bwray@smittlamnalco.com with any information you would like to share. If you have any questions or clarifications, please let me know. Enjoy the latest edition and I hope to hear from you soon.

Finally, I would like to thank you all for your contribution during 2017, and wish you and your families a healthy and prosperous 2018.

Ben Wray
Group Crewing Manager



The back-to-back crew of the SL Manakin together with FSO Supervisor Mr. Lasse Dannesoen Pedersen.

Season's Greetings from our CEO Mauro Sales

As another year draws to a close, it is an appropriate moment for me to address you all through Crew On. We must acknowledge that, for the majority of our wonderful crew, the festive season will be spent thousands of miles away from loved ones.

For the past year you have all been the driving force in keeping the world of Smit Lamnalco turning. Through fair weather and foul, you have consistently delivered good service to our clients, helping to build our brand and a good reputation for our company, for which all of us ashore are extremely grateful. We are proud of the work you undertake - thank you!

2017 has been an interesting year for Smit Lamnalco, and whilst we have been able to retain a number of our contracts,



Mauro Sales.

the market conditions remain tough and margins very lean. We expect 2018 to be similar and must therefore ensure that we continue to provide the high standard of service that our clients require.

Finally, I would like to take this opportunity to say to you and your families, very best wishes for 2018 and, wherever you are, please remember: safety first!

Mauro Sales
CEO



Petra 3: Abandon Ship Exercise - Drill with Jordanian Navy



Petra 3 Crew in Action!

On 31 October 2017, our crew had the privilege of working with both the Royal Jordanian Navy and also the CARC (Civil Aviation Royal Commission). Alongside the Royal Jordanian Navy, we successfully carried out a live abandon

ship exercise/drill on board our vessel Petra 3. Rafts were launched and boarded by the crew, pyrotechnics were used, and recovery of injured personnel was completed by using the Jason cradle.

The CARC (Civil Aviation Royal Commission) search and rescue drill simulated the trouble of landing one passenger airliner travelling from Cairo to Amman with engine trouble and simulated going down in the Gulf of Aqaba. It was a national drill effort and life rafts were used accordingly in this drill. A big thank-you to all crew involved; your efforts were certainly appreciated by both parties!

Emad Abdulqader
General Manager APMSCO Jordan

Crew of SL Cormorant come to the rescue of the "Highlander Johnness"



Security vessel "Highlander Johnness".

On the afternoon of Wednesday 4 October, our Officers and Crew on board the SL Cormorant responded to a fire reported on the security vessel "Highlander Johnness" at the Sanaga Platform area, offshore Kribi, Cameroon.

Thanks to the actions and responses of the Crew, in conjunction with other

vessels at the scene, the fire was under control and crew were rescued later that same afternoon. A big thank-you and well done to all involved!

Carlos Valesco
Contract Manager Cameroon

Electronic Governed Caterpillar Engine Training in Gabon



Most of our Mayonami (Gabon) based vessels are working with electronic governed Caterpillar engines, so to understand the electronic systems within them, our TSIs Stefan Chakarov and Denis Moka organized a specialist Caterpillar training programme for Electrical Technicians.



Exercises on board the SL Libreville.

The training, which took place over three days, consisted of two days of theory and one day of exercises on board the SL Libreville. Finally, a competency test had to be completed to ensure that the training was effective and understood by the attendees.



Team awarded their certificates after successful completion of the training.

Well done by all attendees and especially thanks to Stefan and Denis for being the driving force behind this great initiative.

Dirk Wijnen
Contract Manager Gabon

Master or Chief Engineer? Andrew Shaw, is both!



My desire to be part of the maritime industry was born out of my father's 35-year career in the Australian Army as an officer in the Small Ships Squadron. There were no limitations on my exposure to all types of small ships, barges, and visiting navy ships and submarines. As a boy I would regularly go to sea with my father and the national crews. I completed my senior education and then an apprenticeship as a Fitter and Turner (machinist).

In 1988 I commenced my career in the maritime industry in earnest. I started to repair and operate the small craft at the P&O-owned resort. I earned my Coxswains and Marine engine driver certificates. In 1994, I returned to P&O servicing and crewing the high-speed ferry operating from Gladstone to Heron Island.

In 1996 I joined BHP Marine Fuels. I spent eight years working with BHP in Gladstone as Engineer to the 62-metre bunkering barge. The role was multi-skilled and required a dual qualified approach. I was able to earn my Masters and Marine Engineer Watchkeeper certificates. After some years there I commenced working in the oil and gas industry and spent five years as an Engineer on FPSOs off the West Australian coast. During that time I completed my Class 1 Chief Engineer certificate in motor and steam.

In 2010, when Smit Lamnalco was awarded the Gladstone towage contract, I was part of the original start-up team to commission and operate

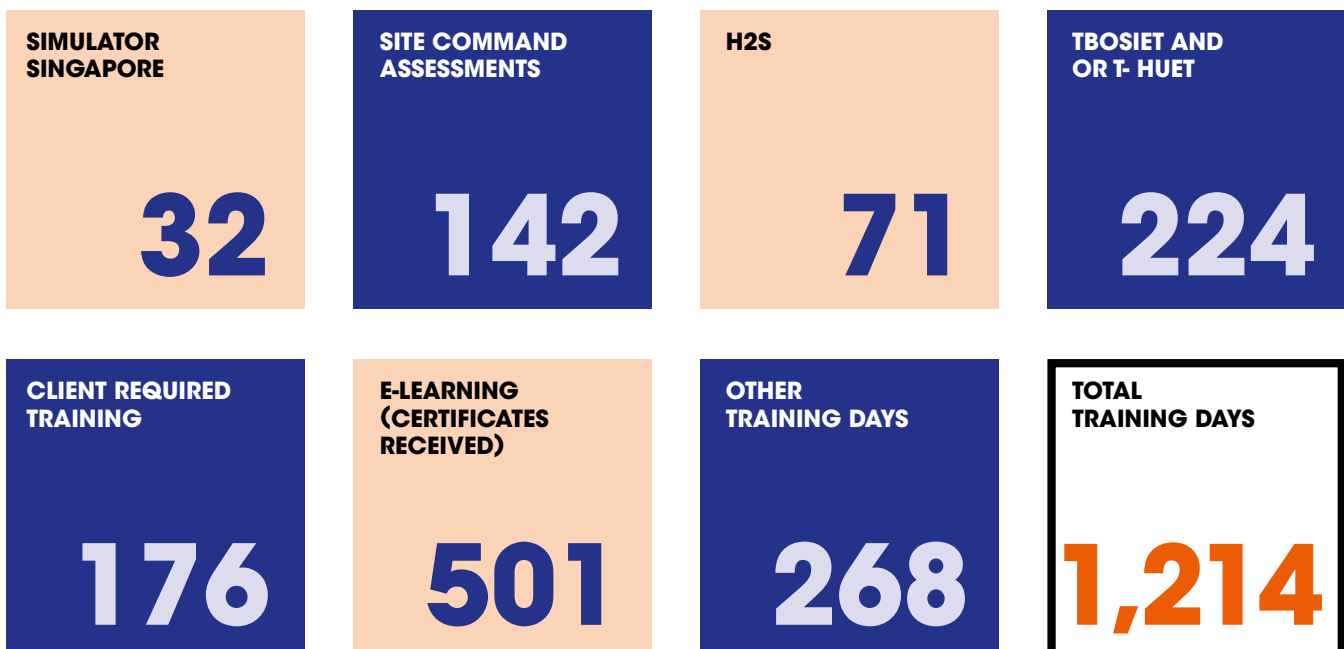
the six Robert Allen UTZMAR tugs. When SL Curtis arrived I was on the first crew to commission and operate the Sanmar tugs for Smit Lamnalco.

Although the bulk of my professional maritime career has been Engineering, I maintain that to be an effective asset to the employer and vessel complement particularly in the small ship industry such as towage, it is essential to be multi-skilled and flexible. With this resolve I have earned my Tug Master qualification and with thanks to the support of my Training Masters and the Management of Smit Lamnalco I have commenced my role as Tug Master.

I encourage all of my fellow colleagues, regardless of position or status, to continue to develop their careers, embrace the challenge, take the time, and enjoy what comes.

Andrew Shaw
Master - Gladstone, Australia

TRAINING DAYS - DASHBOARD JANUARY - OCTOBER 2017



Smit Lamnalco - Winner of the DCN Environmental / Safety Award!



SL Australia Management Team with the DCN Award.

In the October Edition of Crew On, you may recall the article about the Master Incapacitated Training Program, which has been rolled out in Gladstone, Australia? Well we are very pleased to announce that, as a result of this training initiative, the Management Team of SL Australia collected the DCN Environmental / Safety award at the recent 22nd Australian Shipping and Maritime Industry awards.

Over the past years, Smit Lamnalco has developed various in-house training and assessment modules to maintain and further develop safety awareness and service delivery to our clients. The Master Incapacitated Training Program is one of these in-house training courses and Smit Lamnalco is proud that the quality and effect of this training has been recognized by the Industry. A big thank you to everyone who has supported and contributed to the Master Incapacitated Training Program rollout.

Master Incapacitated Training Program
Recognising that a skills and safety gap existed in the capabilities of modern

3-man tug crews, Smit Lamnalco has instigated a training program for General Purpose Hands, such that they can operate the tug in the event of the Master becoming incapacitated during a towage operation.

With the wheelhouse now resembling an airline cockpit, the modern azimuth drive tug possesses a set of manoeuvring controls, which are quite unlike any other form of steering system found in the marine industry. Without proper training and familiarisation, the 'combi-lever' control system appears completely foreign to new users.....and there are two of them!

The training is designed so that the GPH can recover the tug to a safe position, retrieve the towline and proceed to a point where assistance can be provided to the incapacitated Master. The course comprises of two days in the Smartship 360° tug simulator in Brisbane, followed by on-water coaching with a Training Captain. The total program covers basic tug manoeuvres, followed by more advanced exercises such as bringing the vessel alongside a wharf. The program culminates in trainees being

able to maintain station behind an LNG carrier whilst in active escort mode, recovery of the towline and departing from the LNG vessel, all whilst managing an incapacitated crew-member and performing the required internal and external communications.

David Fethers

*Regional Managing Director
Australia & PNG*

"I believe the innovative Master Incapacitated Training Program being run by Smit Lamnalco is the first of its kind, and is a progressive step in the safe operation of modern harbour tugs. This enhancement in safety improves the company's contribution to protect the marine environment and port infrastructure. In my opinion it sets a new bar for good practice in the maritime industry".

Captain Peter Listrup

*Director / Principle Instructor
Smartship Australia*

THE DEADLY DOZEN

PART 6: LOCAL PRACTICES - EFFICIENCY OR DANGEROUS SHORT CUTS?

Local practices – behaviour and actions applied locally that differ from the official documented practices. Also known as procedural violations.

Correct behaviour and actions are fundamental to safety. Procedures and practices have been designed to ensure that work is carried out correctly, safely, legally, and to the expected standard. However, actual local practices can vary from the expected procedures and behaviour. If it is not addressed effectively, this behaviour can become established as the new norm with a lower safety and quality threshold.

There are many reasons why actual practices and behaviour vary from the expected standard, including:

- Specified equipment is not available.
- Training is not effective; people may think they are doing it correctly.
- Shortcuts are more convenient or satisfying.
- Supervision and monitoring are not effective.
- The safety culture is not effective or there is a carefree attitude.

Local Practices - 7,4 %

Efficiency OR Dangerous Shortcut?

- * Don't cut corners
- * Follow procedures - they are there for a reason!
- * Beware local norms becoming the "new standard"
- * Poor or inadequate procedures? - report them
- * Efficient or not thorough enough?

- People don't fully understand the risk of their actions.
- Official procedures and practices are not clear, or difficult to follow or do not work.

DO

- Follow correct procedures.
- Report difficulties and problems with procedures.
- Question the effectiveness of procedures.
- Report unsafe acts, behaviours, and conditions (ABC card).
- Use work permits for high-risk jobs (hot work, working at height/overboard, enclosed spaces, etc.).

DON'T

- Take short cuts.
- Ignore problems and difficulties.
- Take risks by using unsuitable work practices or tools.
- Accept others breaking rules.

Examples of points for improvement

- Correct use of gangway (we never use a gangway...).



- Use of gloves during mooring operations (I never use gloves...).



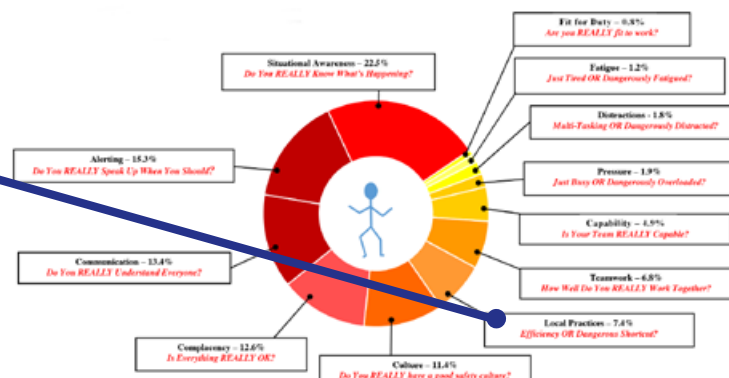
- Speak up to your colleague or superior in case of unsafe situations.

What Masters Can Do

- Build an effective on-board safety culture where everyone understands the need to follow procedures correctly.
- Regularly review procedures and practices with your crew.
- Ensure effective training in correct procedures and practices.
- Ensure effective supervision, watch out for deviations from correct procedures.
- Promote the use of ABC cards.
- Review all ABC cards during SHEQ Meetings.

What Seafarers Can Do

- Ensure you learn and follow the correct procedures and practices.
- If you identify a problem with procedures, report it.
- Only attempt tasks for which you are suitably qualified and experienced.





IN THE PICTURE

SHEQ

What Smit Lamnalco has implemented

- A safety management system (SLIMS). Familiarize yourself with Element 9 (Safety).
- Stop Work Policy: not only are you allowed to stop the job when it is unsafe or when things are unclear to you (which is a safety hazard), but you are even obliged to do so!
- ABC-card reporting: not to blame other persons, but to raise the safety culture. You also have to look after your colleague.

SHEQ STATISTICS

The following information is presented in the statistics column:

1. Total exposure hours for all employees of Smit Lamnalco.
2. Number of days since the last Lost Time Injury.
3. The ratio between the number of ABC-cards (safety observations), reported Near Misses and reported Incidents. This clearly indicates that the balance between NM's and Incidents is upside down. The number of NM's should be much higher than the number of incidents. This means that the NM reporting should be improved!
4. The ratio of personal injury incidents. This ratio is ok, but the number of First Aid Cases in some regions is still zero in 2017. Reporting of FAC's can be improved.

Incidents

In July a crew member in Jordan slipped on the stairs and twisted his ankle. He was declared unfit for duty; consequently this incident resulted in a Lost Time Incident. This was the first LTI in 2017. As our goal is zero injuries, the KPI is not met in 2017. Let's go for a LTI-free 2018!



SLIMS UPDATES

Updates published since August:

- PRC-ALL-00-1001: SLIMS Introduction - Update organization
- PRC-ALL-03-3001: Crew Management - Updated footer
- PRC-VSL-03-3003: Seafarers Employment and Social Rights - Published pending version
- PRC-ALL-03-3005: Competence & Training - Updated footer
- PRC-VSL-06-6005: Bunker Operations - Harmonized max. filling
- PRC-VSL-06-6002: Vessel Stability - Harmonized max. filling
- PRC-VSL-06-6008: DP Operations - SCOPE revised. Form numbers included. Responsibilities RMD and RTM updated.
- PRC-ALL-08-1301: Incident, Reporting and Investigation - Updated footer
- MNL-ALL-11-1001-005: Emergency Response Manual EUROPE - Updated MNL No./Telephone No./Functions

Updated Forms in SLIMS:

- FRM-OFF-04-4001-001: VIC (Vessel Inspection Checklist)
- FRM-VSL-10-1301-004: BW Reporting Form - Harmonized with MARPOL standard
- FRM-ALL-08-1301-001: Incident Report - Updated pulldown menu
- FRM-VSL-03-3001-001: Crew transfer & familiarization form - Updated some requirements

Updated Source in SLIMS:

- MCS-MEP.06/Circ.15: List of Contact Points - Updated contact list

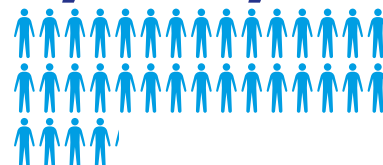
Updated SPC in SLIMS:

- SPC-ALL-01-1001-002: Bridging Plan - Updated footer
- SPC-ALL-08-1301-001: Incident Investigation template - Deleted double paragraph

1st January - 31st October 2017

Exposure hours

8,486,127

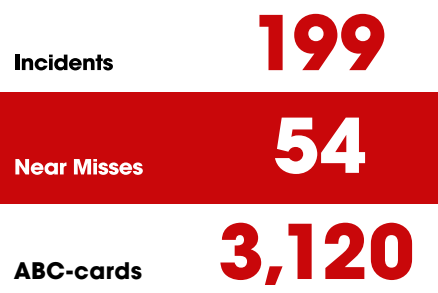


DAYS SINCE LAST LOST TIME INJURY (LTI)



(last date: 16/08/2017)

LEARNING FROM OBSERVATIONS AND NEAR MISSES PREVENTS INCIDENTS



PERSONAL INJURIES

