

# Emergency Response Following a Marine Casualty

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# Introduction

What we will be covering:

- Casualties
- Priorities
- Emergency Response Manual
- Emergency Response Team
- Primary information
- Who to advise
- What help do we need
- Evidence
- Investigation



# Casualties

- The likelihood of a casualty is low
- In the event of a casualty, however, the consequences can be far reaching:
  - To your people / assets
  - Financially
  - Operationally
  - Reputationally
- They will be time consuming
- They will be resource intensive
- **Be prepared!**



# Casualties

Be prepared for multiple scenarios

*SANCHI* – 6<sup>th</sup> January 2018:

- Collision with *CF CRYSTAL*
- Pollution – condensate cargo
- Fire
- 32 Fatalities
- Sinking – 115m



# What are your Priorities?

What are the priorities for senior officers on the vessel, and shore management?

- Life – This cannot be replaced
  - Environment – This can usually be rectified, in time and at a cost
  - Property – This can always be replaced
- 
- Remember - **LEP**

# Emergency Response Manual

- Ship Specific
- Office Specific
- Checklists for common incident scenarios:
  - Collision
  - Grounding
  - Pollution
  - Cargo loss
  - Water ingress
  - Fire
  - Etc.
- Business continuity
- Contact details – internal and external

**Be familiar with the contents of the manual**



# Emergency Response Team

- Have team in place
- Who does what?
- Roles (know your role)
- Nominated deputies
- Mobilise staff to attend the vessel
- Conduct drills regularly with all parties, internal and external (as far as possible)
- In the event of a casualty - have daily meetings – set agenda



# Primary Information


Information from vessel to the emergency response team

- Nature of casualty
- Injuries – number, type, assistance required, who are they?
- Fatalities – number, who?
- Crew criminalisation?
- Pollution – type, quantity, movement
- Status of ship – location, damage, structural integrity, stability, ability to manoeuvre, assistance required
- Meteorological conditions
- Status of cargo – damage or loss, amount
- Details of other vessel(s) involved



# Who to Advise

- Flag / Port State – investigation, pollution, accident investigation
- P&I Insurer
- H&M Insurer
- Classification Society
- Charterers
- Oil Spill Response Organisation / providers
- Families of crew
- Order of notification internally / externally



## P&I INCIDENT FIRST RESPONSE PROCEDURE

**P&I INCIDENTS COVERED**

- PEOPLE RISKS  
(CREW ILLNESS AND INJURY, THIRD PARTY INJURY, STOWAWAYS)
- COLLISIONS
- DAMAGE TO PROPERTY  
FIXED AND FLOATING OBJECTS (FFO)
- POLLUTION
- CARGO LOSS OR DAMAGE
- FINES
- GROUNDINGS

- 1 CONTACT CLUB'S LOCAL CORRESPONDENT AT NEAREST PORT**
- 2 FIND YOUR LOCAL CORRESPONDENT ON BRITANNIA WEBSITE**  
USE THE 'SEARCH CORRESPONDENTS' FUNCTION AT [BRITANNIAPANDI.COM](http://BRITANNIAPANDI.COM) OR ACCESS A LIST AT [BRITANNIAPANDI.COM/CORRESPONDENTS](http://BRITANNIAPANDI.COM/CORRESPONDENTS)
- 3 PROVIDE THE FOLLOWING INFORMATION**  
SHIP NAME AND LOCATION / OWNERS / AGENTS / P&I INCIDENT / YOUR CONTACT DETAILS

[britanniapandi.com](http://britanniapandi.com)

# What Help do we Need?

Identify assistance required

- Towage contractors
- Salvors
- Naval architects
- Marine consultants
- Marine Engineer
- Lawyers
- ITOPF – hydrocarbons, chemicals and other hazardous substances
- Cargo experts
- Specialist investigators – fire, collision
- Media Management



# Evidence

Evidence is crucial! Be proactive in gathering evidence

- Preserve evidence at all stages from the very beginning
- Images
- Videos (CCTV) (mobile phones)
- Audio recordings
- Voyage Data Recorder (VDR)
- Documentary – Log Books, cargo documentation, passage plan etc.
- Digital – ECDIS, deck and engine room alarm systems, cargo computers etc.
- Third Party – VTS, social media, AIS tracks
- Witness statements – whilst on board / available




# Investigation

Start investigating as early as possible

- Can an investigation be done remotely?
- Do you need an investigator onboard the vessel?
- Be aware of third party investigators
  - Flag State Investigators – can they prosecute?
  - Flag State Accident Investigation – only interested in safety
  - Third party investigators – who do they represent?





A portrait of Benjamin Franklin, an 18th-century American statesman, inventor, and philosopher. He is depicted from the chest up, wearing a light-colored, high-collared coat over a white cravat. He has long, wavy hair and a serious expression. The background is dark and indistinct.

By failing to  
prepare, you are  
preparing to fail

# Presentation given by:

Mark Clark, MTI Limited, London



**BBC news** journalist/editor



**Crisis desks**

National Health Service

Number 10



**Maritime and Coastguard Agency**

Head of Communications



**QinetiQ**

Digital Head / Naval R&D



**Crisis Response**

Numerous marine casualties..



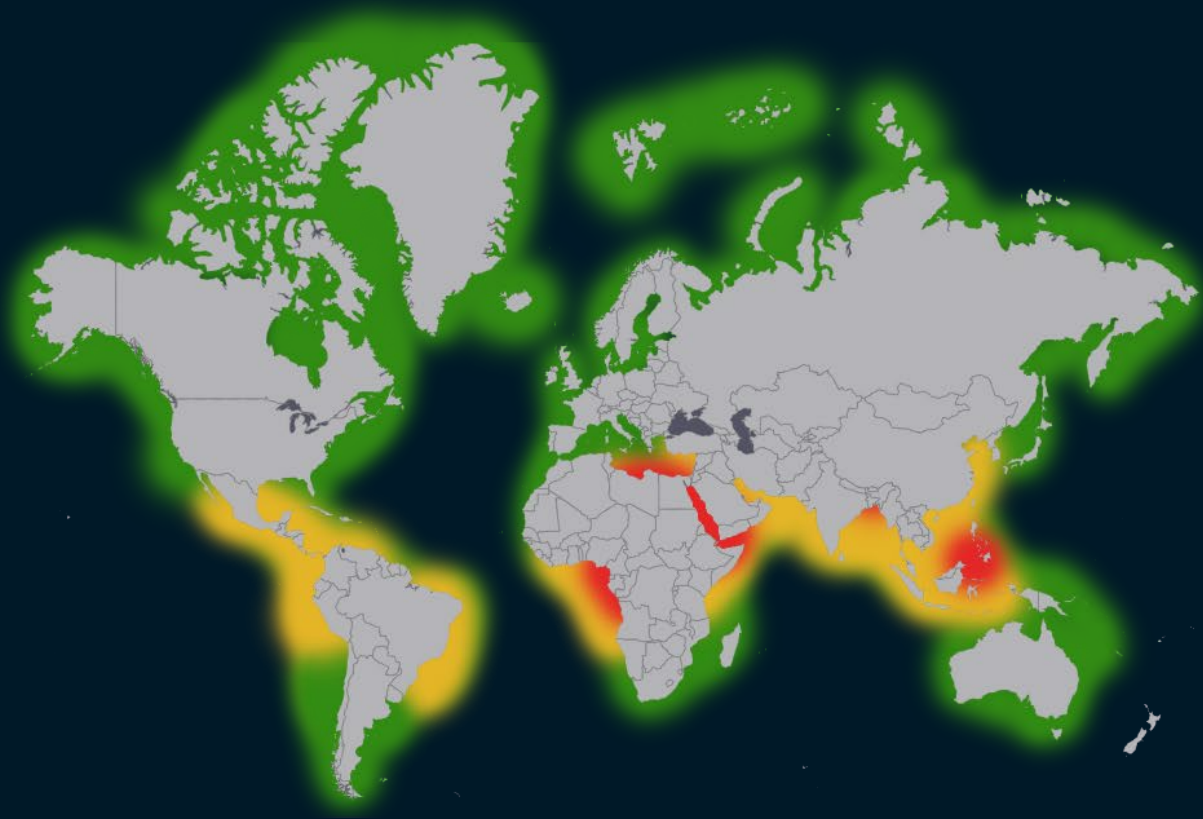




- Established in 1989.
- The world's leading crisis communications network dedicated to serving the shipping, energy, offshore and transportation industries.
- Providing 24/7, 365 days a year, media response, planning, training and drills.
- Over 11,000 ships registered in service.
- 1000+ incidents handled pa.
- International Network of 26 offices+ 20 Associate offices.



# Risk Areas 2022 - from casualty reports



## West Africa:

- Petro-Piracy
- Kidnap for Ransom
- Armed Robbery
- Issues with Authorities

## SE Asia:

- Terrorism
- Piracy

## Europe:

- Migrant and Stowaways
- Terrorism
- Activism

## East Africa & ME:

- Yemen and the Red Sea
- Strait of Hormuz
- Terrorism
- Sanctioned States

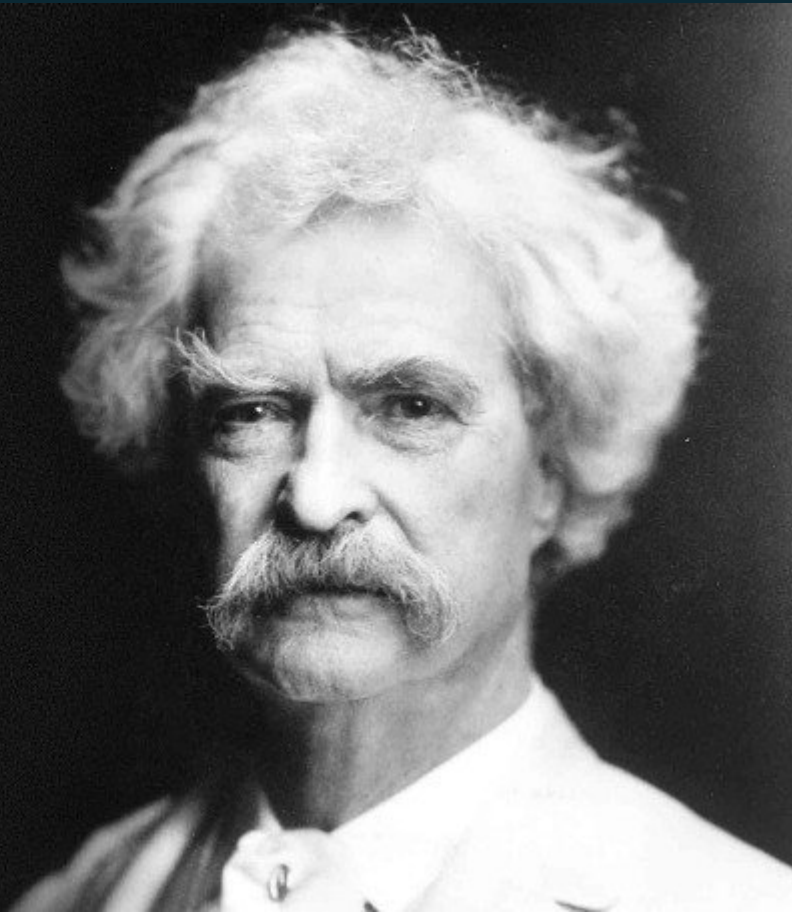
## South America:

- Drugs
- Venezuela

+ COVID



# Protecting Reputation



‘A lie is halfway round  
the world before the  
truth has got its boots  
on’

Mark Twain

JAN  
2022

# OVERVIEW OF INTERNET USE

ESSENTIAL INDICATORS OF INTERNET ADOPTION AND USE



TOTAL  
INTERNET  
USERS



**4.95**  
BILLION



INTERNET USERS AS  
A PERCENTAGE OF  
TOTAL POPULATION



**62.5%**

we  
are  
social

YEAR-ON-YEAR CHANGE  
IN THE NUMBER OF  
INTERNET USERS



**+4.0%**  
**+192 MILLION**



AVERAGE DAILY TIME SPENT  
USING THE INTERNET BY  
EACH INTERNET USER



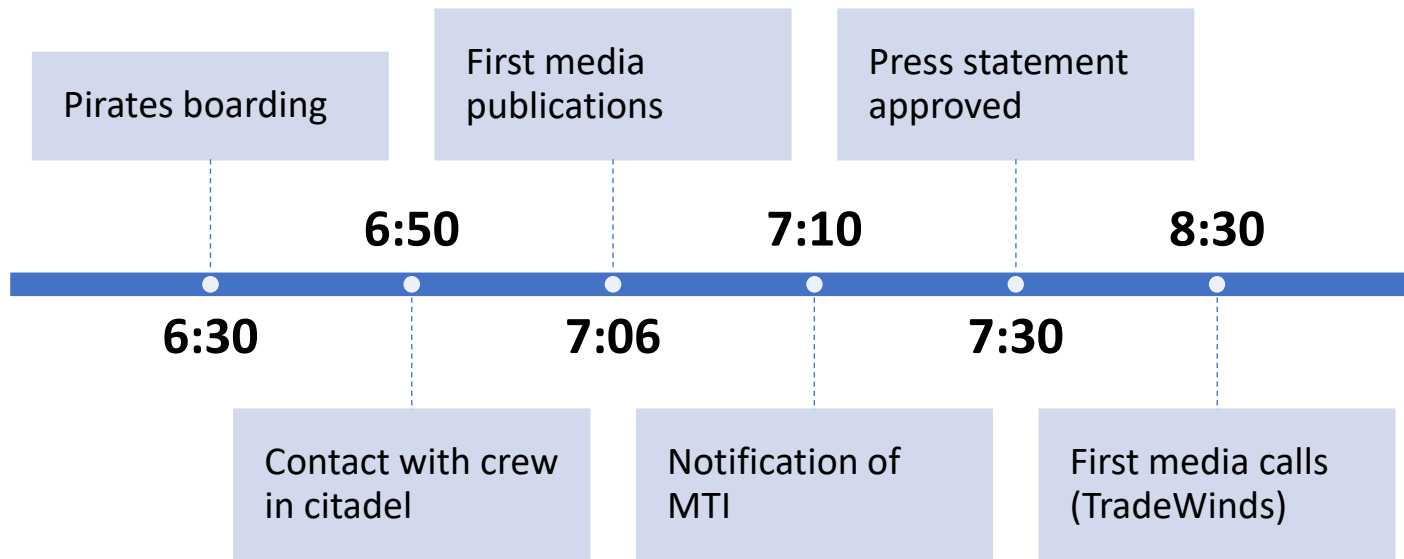
**6H 58M**  
**+1.0% (+4M)**

GWI.

PERCENTAGE OF USERS  
ACCESSING THE INTERNET  
VIA MOBILE PHONES



**92.1%**



## Captain and crewman reported kidnapped from Seatrade reefer

Dutch vessel attacked off Lagos as rest of crew take refuge in citadel

Dutch manager Seatrade confirmed in a statement that the reefer had come under attack. The company has established with the crew of the vessel to learn the full the details of the incident.”

“The safety and well-being of the seafarers on board is a prime concern to the company,” Seatrade added.

# Protecting Reputation

- The initial response is the most difficult - and most important.
- The Golden Hour
- But little verifiable information may be known?
- The ship's focus is on dealing with the emergency.
- But the ship and office are the primary sources of information.
- People want to be helpful and respond
- Journalists are clever in obtaining information

Everyone is on the front line!



# Protecting Reputation

- The vessel was too close to the shore seeking a phone signal
- Improper watch keeping
- There was a party on board
- The master had taken too much drink
- Complacency
- Over confidence

## The Maritime Executive

INTELLECTUAL CAPITAL FOR LEADERS

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### Bulk Carrier Aground in Environmentally Sensitive Area off Mauritius





In the first hour or so, a large incident may attract 100/200 media calls an hour into the office, so the switchboard will need to be manned and aware and all staff prepared to answer a call from a journalist.



Search jobs

Sign in

Search

# The Guardian

UK edition ▾

## Cargo ship with 43 crew and nearly 6,000 cattle sank off Japan, survivor says

Strong winds and rain from Typhoon Maysak hamper rescue of crew from Philippines, New Zealand and Australia



J FH AS is with Lek Sanchez and 11 others.

10h · 🌐

SORROW. Comes on in waves. When you're driving in your car, while you're doing the dishes, while you're getting ready for work... and all of a sudden it hits you - how SO VERY MUCH you miss someone, and your breath catches, and your tears flow, and the sadness is so great that it's physically painful. 🥹❤️🙏  
[#5months](#) [#savetheforty](#) [#gulflivestock1](#) [#missingperson](#)

👍🥹🙏 108

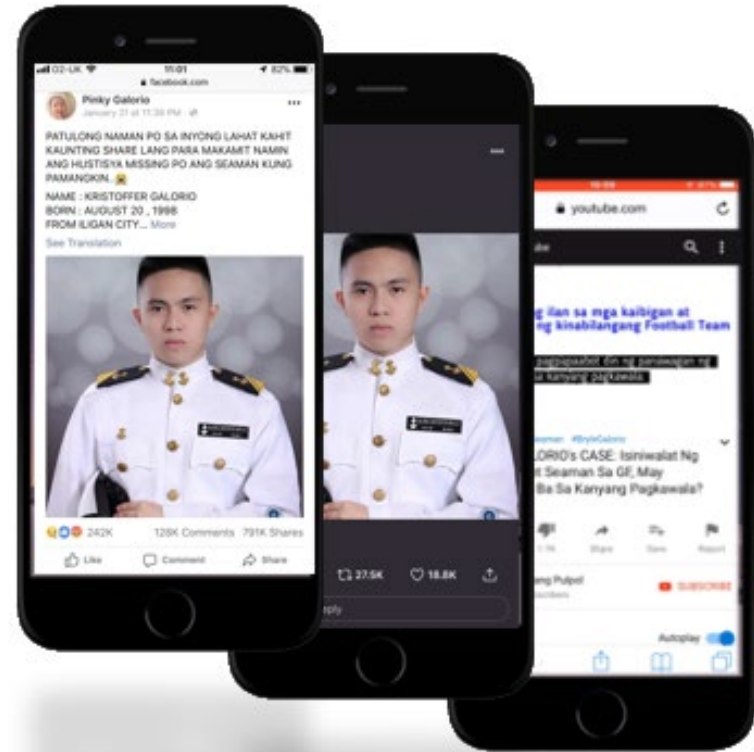
2 comments

## Social Media Crisis

Distraught Mother posts emotive message on Facebook and Twitter and ends:-

“Please help or share this message to obtain justice for our son who is a seafarer”

Over 69.5 Million Combined Views in the first week





## Social Media Crisis

Sister of seafarer in denial  
over cause of brothers death

Launches a social media  
campaign on Instagram,  
YouTube & Twitter

Posts regular videos  
demanding justice -  
spreading speculation and  
false information



# INCREASED MEDIA ONLINE ENGAGEMENT

10:37

David Osler  
@finance\_LL

Following

Finance editor of Lloyd's List, but all views my own

London lloydslist.com Joined June 2010

1,277 Following 4,120 Followers

Followed by Wallem, Sam Gombra, Shipping Podcast, and 63 others

Tweets Tweets & replies Media Likes

David Osler Retweeted Richard Meade @Lloydslisted · 13h ... OK, well that was all over pretty swiftly. Updates to follow along with some pretty serious questions for all involved over security lapses.

Lloyd's List @Lloyds... · 13h We understand the Nigerian stowaways aboard the Nave Andromeda have now been arrested. Update shortly

Deutsche Seemannsmission @Nordkirche liked

David Osler @finance\_LL · 2h

If any journalists are looking for industry expert comment on the Nave Andromeda tanker hijacking off the Isle of Wight - including Nigeria piracy background - my DMs are open

3 14 20

THE TIMES

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Pole position  
Lewis Hamilton breaks F1 record with 92nd win

First for football

More cash for poorest as PM seeks end to school meals row

Prolific drug users will no longer face prosecution

Special forces storm oil tanker off Isle of Wight

Drama after violent stowaways threaten crew

Four military helicopters took 40 personnel to the scene of the suspected hijack, the Times reports. A mayday call on Sunday morning alerted British authorities to the incident, as the vessel approached Southampton dock. Armed forces gained control of the ship on Sunday evening following a 10-hour standoff. Meanwhile, Boris Johnson will increase funding for the poorest families during the Christmas holidays as the row over free school meals continues.



Container ship loses nearly 2,000 cargo carriers in Pacific storm

**Splash**  
247.com

Drone survey suggests ONE Apus cargo claims could top \$200m

*q*Captain

## ONE Apus Update: Ship Returning to Japan After Losing Record Number of Containers





# ONE APUS Container Incident Information Centre

(IMO: 9806079)



# Benefits



**STANDBY:** Dark Site(s) are on standby and ready to use in case of an incident – site can be up and running within 1 hour.



**APPROVAL:** The site is only launched (made public) when the site itself and the information within has been approved.



**EFFICIENCY & ACCURACY:** Through media/social media monitoring MTI can accurately obtain public response to an incident and efficiently advise on the release of key information.



**CUSTOMISATION** – Each site can be fully customised to suit the specific needs of each individual incident.

# Site Analytics

1<sup>st</sup> December 2020 – 1<sup>st</sup> January 2021  
(ONE APUS)

**Source: Splash 247 – 10<sup>th</sup> December 2020**

122,990

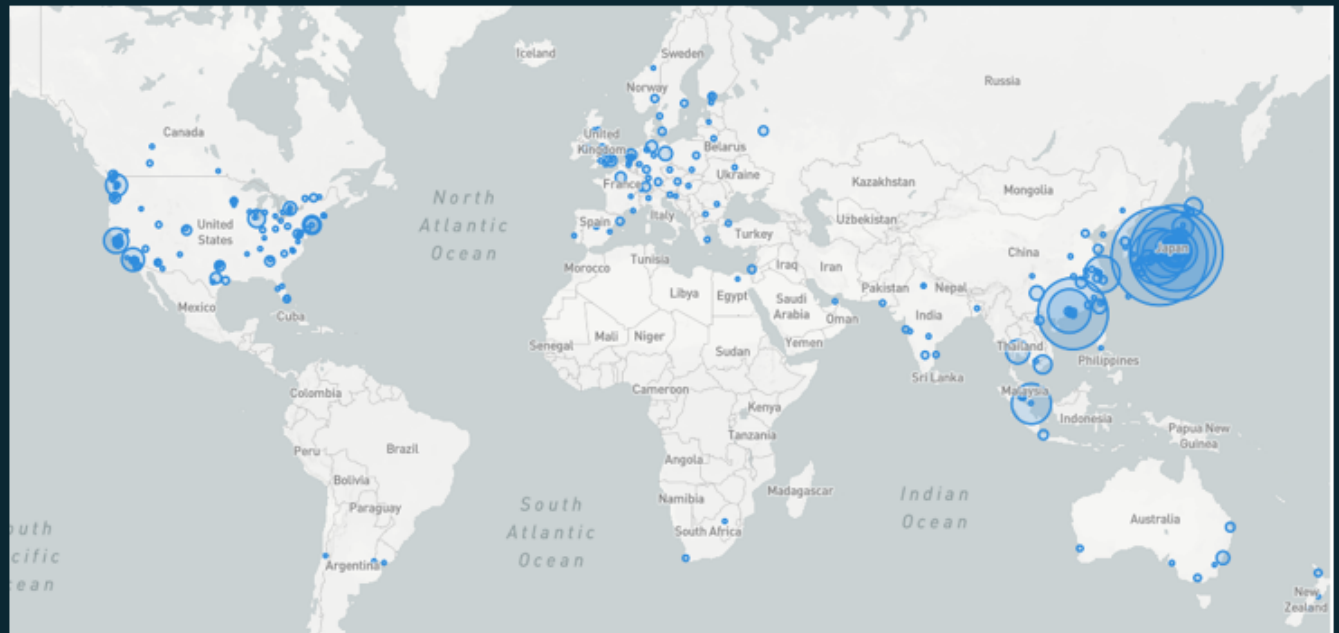
Total Site Sessions ⓘ



Anyway, getting back to the two things I wanted to commend ONE for in relation to this disaster.

First, the very open communication of the accident – daily updates on a dedicated webpage – brilliant, transparent and, frankly, a shining light for other shadier shipping types to learn from.

Overall Media Calls Reduced by:  
**50%**







Argentina | Australia | Belgium | Brazil | Cameroon | Canada | Chile | Columbia | Cyprus | France | Greece | Hong Kong | India | Indonesia | Italy | Japan | Malaysia | Mexico | Mozambique | Myanmar | Nigeria | Peru | Philippines | Scandinavia | Scotland | Singapore | South Africa | South Korea | Spain | Thailand | The Netherlands | Turkey | UAE | UK | USA | Venezuela | Vietnam



# Handling Casualties – Do's and Don'ts

Vasilios Kakamoukas | Fleet Manager | Britannia, Greece





# Structure of presentation

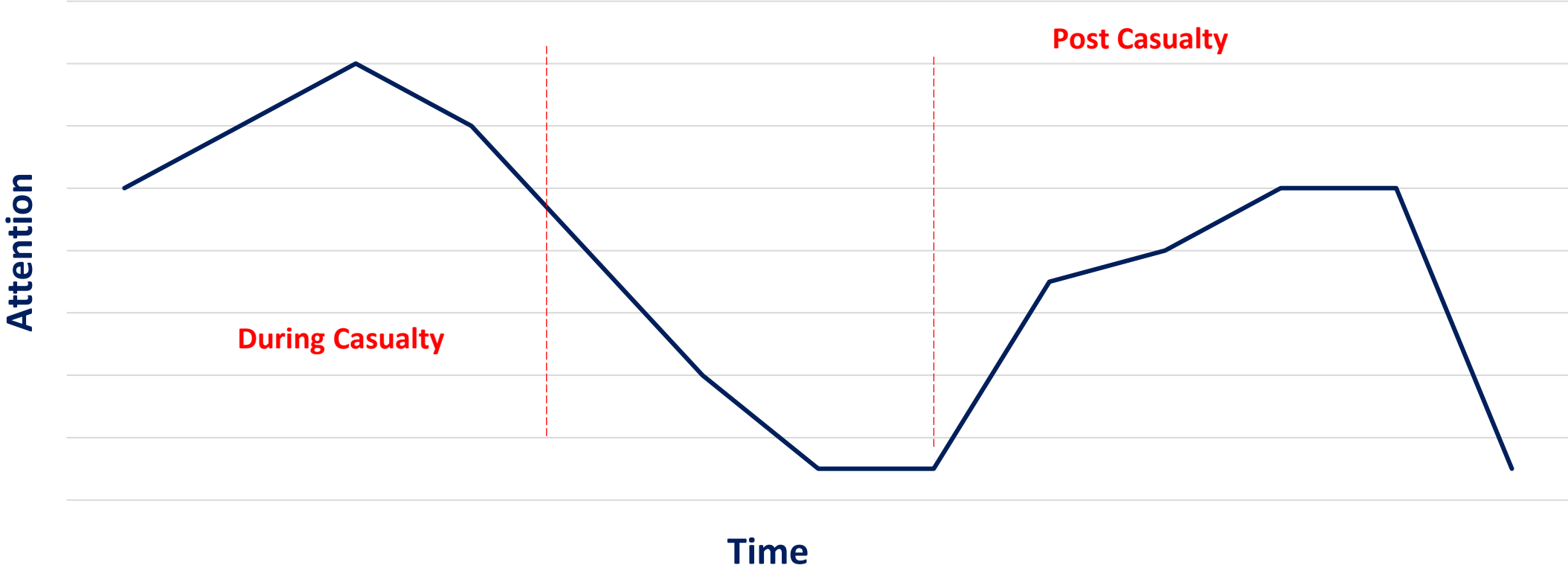
Pre-Casualty

During

Post-Casualty



# Attention vs Time



# During the Casualty

## Do

- Have clear decision-making authority
- Ensure clear flow of information
- Prepare for a 24/7 relentless response
- Identify who is who
- Urgently appoint experts and lawyers
- Delegate tasks if there is no in-house capacity

## Don't

- Act as a superman
- Carried away by press
- Think of who is to blame
- L (life) E (environment) P (property)



# OFFICES & HUBS WORLDWIDE





# Post- Casualty

## Do

- Tidy up
- Analyze aftermath
- Set a strategy with clear goals
- Try to forget about
- Reconsider team of experts and lawyers
- Consider additions to the “handling team”
- Keep witnesses on side

## Don't

- Get complacent
- Think it is over
- Seek remedies in panic
- Say “claims will settle amicably”
- Say “claim will only settle at Court”

An aerial photograph of a shipping yard filled with stacks of colorful intermodal containers in shades of blue, orange, and purple. A large, semi-transparent, stylized letter 'B' is overlaid in the center of the image. The text 'Thank you' is written in a white, sans-serif font across the top portion of the 'B'.

Thank you



# Q&A



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Linkedin: <https://www.linkedin.com/company/britannia-p-i-club/>