

Step Change in Maritime Safety

Guidance for the CEO / Senior Leader Visit

Leaders Visit Guide

| July 2014

Consider the following before the visit:

- Have you discussed your visit internally and are you aware of the current activities and accomplishments of the vessel, officers and crew?
- How will you set the right example when you arrive on board (i.e. bringing the required PPE with you or arranging for the vessel to provide)?
- Are you prepared to discuss the need for “a step change in safety” with your officers and crew members?

Suggestions when on board:

- Meet with the Master and Chief Engineer to explain the purpose of the visit. Specifically ask if there are any recognition opportunities or areas of concern you can assist with, (i.e. the condition of the vessel and the well-being of the staff).
- Plan time onboard including:
 - Brief tour of vessel
 - Time for open dialogue with officers and members of the crew (individually or in small peer groups if possible)
 - Seek out opportunities to recognize team and/or individual accomplishments, both personal and professional
 - Openly discuss the need for “a step change in safety” and your commitment to a “zero incident industry”
 - Ask about improvement opportunities they can help identify and their thoughts on how to best accomplish.
 - Test that Safety Themes are being discussed onboard the vessel and are generating effective discussion.
 - Test that Learning for Incidents tools are reaching the crew and add value to the crews work activities. Specifically ask about one or two LFI’s for examples of what the officers and crew may have done with the learnings.
- Use an effective communication style for your audience. Suggestions include:
 - Be careful with tone and body language
 - Listen closely, demonstrate you understand what was said by restating it when necessary, and inquire further about issues when you feel they have more to share.
 - Use clear and open questions
- Discuss any significant Company or industry incidents during meetings with officers and crew.
- Bring forward any concerns voiced by the officers or crew- safety / environmental / vessel operations / complaints or compliments. Document and act on any actions you agree to take, no matter how small.

