



Oil Terminals Feedback & Online Social Media

Representative of a Vessel's Safety Risk Rating?

What are crews and terminals reporting regarding the crew safety performance and physical condition of individual vessels?

Is it just disgruntled crew and clients?

Is there a correlation between comments and IMRRA's Vessel Risk Ratings?

IMRRA's comprehensive vessel risk ratings research includes reviewing non-traditional information sources other organizations neglect when writing a vessel risk rating report. IMRRA's analysts leave no stone unturned in this process when researching and risk rating over 20,000 vessel risk rating reports per annum.

In this summary you can review three terminals statements, two negative and one positive crew comment, all aligned to the associated IMRRA vessel risk rating.

Each statement is supported by vessel particular information:

- Vessel Type
- Operator
- Operator, linked Risk Rating
- Operator Risk
- Flag
- Delivery Date
- Date of Comments
- Risk Rating
- Date of Vessel Risk Rating
- Class

Additional information includes IMMRA's traffic light warning system Red/Amber/Green.

Oil Terminal Operators' Feedback on Liquid Cargo Operation Vessels and Technical Management Rating Impact

Feedback from terminals is objective and independent feedback on vessels discharging and loading their liquid cargoes. It is a critical operation. Small mistakes can have dire consequences for all concerned, with the utmost care by the crew required at all times. It is a litmus test for the potential hazards of fire, spillage and ultimately explosions.

How does IMRRA use the observational risk rating data?

The crew safety and training culture is observed by the Oil Terminal, and can be fed back to IMRRA for its vessel risk ratings. Depending on the feedback given, IMRRA will contact the technical manager directly for a response. The Technical Managers response, or lack of, can impact the vessel risk rating, and can be viewed as typical behavior demonstrating the safety culture of the vessel's manager.

The three-vessels with feedback below all had excellent risk ratings, even though objective terminal management feedback recorded negative observations.



IMRRA always recommends a physical verification inspection to qualify the vessel's risk rating status.

1. HAFNIA HOPE - IMO: 9360415

Vessel Type: Chemical/Oil Products Tanker
Operator: Donnelly Tanker Management Ltd – 27 vessels risk rated
Operator Risk: 34%
Flag: Singapore
Class: ABS
Delivery Date: 27-JAN-07
Date of Comments: 24/11/2020
Risk Rated Green: 33% - Fleet type average 36%
Report Written: 16-DEC-20

Terminal Feedback: *“The mooring operation was not carried out in proper manner by the vessel due to poor crew cooperation. Also, crew safety violations were noted during mooring operations.”*

IMRRA Analyst Feedback: All Terminal's feedback is highly objective vessel safety information. The terminal feedback is NOT confirmed by the vessel's technical manager. Vessel Risk Rating is subsequently increased due to terminal feedback. Green Vessel Ratings are more likely to increase your profits.

2. ARDMORE ENDURANCE – IMO 9654567

Vessel Type: Chemical/Oil Products Tanker
Operator: Anglo Ardmores Ship Management – 16 vessels risk rated
Operator Risk: 30%
Flag: MARSHALL ISLANDS
Class: DNV GL
Delivery Date: 04-DEC-13
Date of Comments: 11/11/2020
Vessel Rated Green: 30% - Fleet Type Average 36%
Report Written: 05-NOV-19

Comments: *‘The remote ladder is not installed in its original place. Safe access from ship to shore is not provided’.*

Analyst Feedback: A high standard of vessel operation, even with the minor Terminals comments and the associated increase in risk ratings. Green Vessel Ratings are more likely to increase your profits.

3. SHOGUN – IMO 9242443

Vessel Type: Chemical/Oil Products Tanker
Operator: Mediterranea Di Navigazione Spa – 10 Vessels risk rated
Operator Risk: 31%
Flag: Italy
Class: RINA
Delivery Date: 24-JUN-02
Date of Comments: 29/11/2020



Risk Rated Green: 31% - 5% below vessel type average
Report Written: 03-DEC-20

Comments: *'The drain lines were not ready for use, more than 2 hours was spent for draining rest of cargo.'*

Analyst Feedback: Terminal's feedback is objective information. The terminal feedback was confirmed by the SHOGUN's technical manager. The vessel risk rating was increased due to terminal feedback.

Crew Comments on Social Media*

Crew members are increasingly expressing their dissatisfaction on social media sites. Limited crew changes allowed by national governments has exacerbated the challenge of crew fatigue for owners and technical managers.

But, the comments are representative of a crew's fatigue, morale and potential safety issues in the future. There is an acknowledged widely accepted direct relationship between a crew member's comments and vessel safety. For IMRRA, the more serious the crew feedback can relate to a higher high-risk rating.

*Disclaimer: crewmembers' feedback uncensored expressions as it was stated in social media.

Example Negative Crew Comments and Poor Condition of Vessel.

1. BEATA - IMO 9037276

Vessel Type: General cargo
Operator: Intercontinental Shipping Jlt
Operator Risk: N/A
Flag: Panama
Class: BV
Delivery Date: 16-JUN-01
Date of Comments: 25/11/2020
Risk Rated Red: 52% - 11% higher than fleet type average
Report Written: 03-APR-20

Comments:

"A very rusty vessel, it has a hole in the ballast tank, everything lives its own life, the air conditioner does not work, the hydraulics are constantly torn, the main engine is barely working, the half of the engine room doesn't work'.

IMRRA recommends immediate action to control the Operator's Vessel hazard. High risk for severe vessel incidents and casualties.

Although the risk rating is subjective, the vessel's risk rating has been increased due to the crewmember's feedback. The Operator's performance will also merit further detailed research. A physical vessel verification inspection is always recommended when a vessel.



2. ALMA - IMO 9231676

Vessel Type: Bulk carrier
Operator: Alloeans Shipping Co Ltd - 16 vessels risk rated
Operator Risk: 37%
Flag: Malta
Class: ABS
Delivery Date: 30-SEP-02
Date of Comments: 26.11.2020
Risk Rated Amber: 43% - Fleet type average 36% - increase of 7%
Report Written: 24-JUN-20

Comments:” *The ship is already 18 years old and more and more troubles begin, and not only with the engine, but also on the deck*”.

IMRRA Recommends: A planned approach to vessel risk management due to higher than fleet type vessel risk rating. Verification inspection is required due to the ALMA’s higher vessel risk comparative to other vessels operated in the fleet.

Positive Comment and Associated Risk Rating:

Ending with a constructive comment and an improved risk rating.

1. FROLAND – IMO 9505584

Vessel Type: General Cargo
Operator: Worden Gmbh & Co Kg - 31 vessels risk rated
Operator Risk: 36%
Flag: Antigua and Barbuda
Class: RINA
Delivery Date: 15-SEP-11
Date of Comments: 18.11.2020
Risk Rated Amber: 40% - 09-NOV-18
Report Written: 15-SEP-11

Comments: *‘Nice ship. It’s a pleasure to work in the engine room. Ship owners are Germans.’*

IMRRA Recommends: Planned approach to Technical Manager/Operator and vessel risk management. The vessels risk rating is over the Operators fleet average.

Appendix A: Other information highlights include:

Disclaimer: crewmembers’ feedback uncensored expressions as it was stated in social media.

1. Crew member(s) feedback on the vessels and vessels’ technical management

Date of the feedback	Vessel	Crew member(s) Feedback
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17.11.2020	PACIFIC TIANJIN IMO 9498690 Container ship	Be careful! The company Columbia and the captain forges a contract. You sign one document, and then another contract is being signed instead of you
17.11.2020	PACIFIC ACTION IMO 9393565 General cargo	The ship is a complete trash. No supplies. The company ignores the real problems. The internet is not free. The pipes are rotten. There is a problem with the main engine hydraulics, a leak in the unit and a problem with the pump.
18.11.2020	ANETTA IMO 9396543 General cargo	The ship is of Chinese construction, the crew is friendly. But the attitude of crewing is bestial, so they also began to take money in order to join the vessel. You have to demand a salary, sometimes with the help of ITF.
27.11.2020	SICHEM CHALLENGE IMO 9196448 Chemical/Product s tanker	There are no tools, there is always water in the pump, the stainless-steel tanks are already rusty, the deck is in a terrible state, the boats are attached to the deck, and a shower room is jointed.
29.11.2020	FRONT SIENA IMO 9832250 Oil Tanker	The engine room is an a very bad condition even though the vessel is new.

Positive Crew Feedback

27.11.2020	AALBORG WHITE IMO 9851751 Bulk carrier	Good conditions, new ship, wages on time.
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