

Crew Quality – The OSG Perspective.

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**Excellence in Energy
Transportation**

Most marine accidents are caused by human error?

- **The answer is yes, they are!**
- **The question is what do we do about it?**
- **The owner and the underwriter as a partnership.**
- **How can this partnership guard behaviour?**

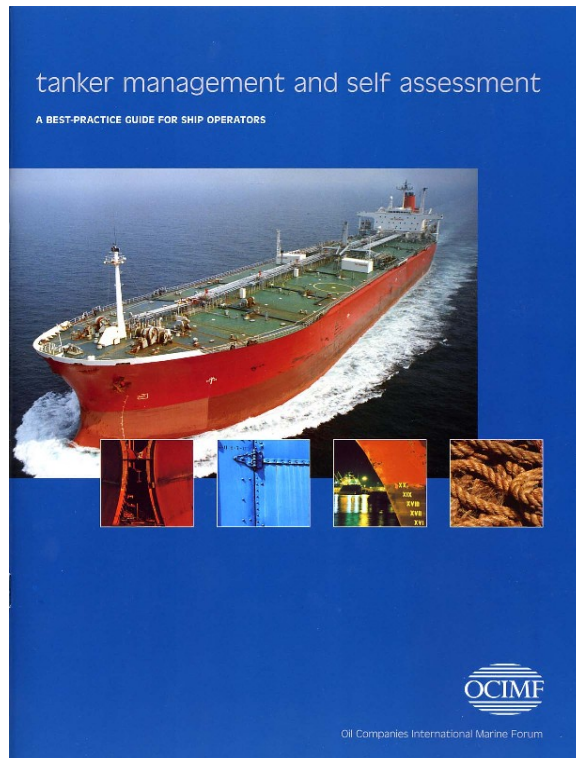
The Human Factor – higher standards & best practice.



Delivery of best practice?

- People – our greatest asset.
- Know your business & customers' needs.
- Work with industry bodies to share experience.
- Monitor and maintain standards ashore & afloat.
- Training at all levels to ensure continuous development.
- OCIMF - Tanker Management Self Assessment.

Delivery of best practice – TMSA.



1. **Uniformity of High Standards.**
2. **Distinguishing between operators who embrace ISM from those whose aims are only to fulfil the minimum requirements.**
3. **Ship operators must measure and improve their systems.**
4. **Provision of best practice guidance.**
5. **Feedback from vessel operators.**

Maintaining Fleet integrity.

- What does “Conformity to ISO 9001:2000” mean?
- This means that OSG have established a systematic approach to quality management, and are managing our business to ensure that our customers’ needs are clearly understood, agreed and fulfilled.
- This covers all operations, ashore and afloat.
- Quality is measured, systems evolve through use and external audits demonstrate that targets for improvement are achieved.

Measurement and Improvement.

Key performance indicators – 1st quarter 2005

<u>Category</u>	<u>Measure</u>
Vessels	Number of
Fatal Accidents (F)	Events / year
Lost Time Injuries (F)	Per Million Man Hours
Restricted Work Cases (F)	Per Million Man Hours
Medical Treatment Cases (F)	Per Million Man Hours
Total Recordable Cases (F)	Per Million Man Hours
First Aid Cases (F)	Per Million Man Hours
Total Accident Frequency (TRC +FAC) (F)	Per Million Man Hours
Medical Conditions	Total
Medical Condition Frequency (F)	Per Million Man Hours
Major Oil Pollution to Deck (>1bbls)	Events / Month
Major Oil Pollution to Sea (>1bbls)	Events / Month
Minor Oil Pollution to Deck (<1bbls)	Events / Month
Minor Oil Pollution to Sea (<1bbls)	Events / Month
Bunker Spills	Events / Month
Damage to property > \$500	Events / Month
High Potential Near Miss	Events / Month
Major Incidents	Events / Month
Minor Incidents	Events / Month
%age Availability	Fleet / quarter

Measurement and Improvement.

Key performance indicators – 1st quarter 2005

	Aframax	Product	VLCC
Port Calls	190	99	125
Cargo Operations	201	109	115
Cargo Transferred	11,175,257MT	2,279,408MT	14,420,308MT
Bunkers Loaded	44,157MT	18,624MT	86,070MT
Lube Oil Loaded	280,437 L	55,107 L	627,101 L
Oil Spills to Deck Less 1 Bbl	0	0	0
Oil Spills to Deck More 1 Bbl	0	0	0
Oil Spills to Sea Less 1 Bbl	0	0	0
Oil Spills to Sea More 1 Bbl	0	0	0
Bunker Oil Spills to Sea Less 1 Bbl	0	0	0
Lube Oil Spills to Deck Less 1 Bbl	0	0	0

The Q-Flex LLNG Carrier.



Where do the next generation of seafarers come from?

- Traditional maritime nations and supply?
- Emerging sources and development.
- Investment, training and selection.
- How do we make a career at sea attractive?
- The next generation will come from?

Thank you.

