

# SAFETY MATTERS



Newsletter from **Boskalis**

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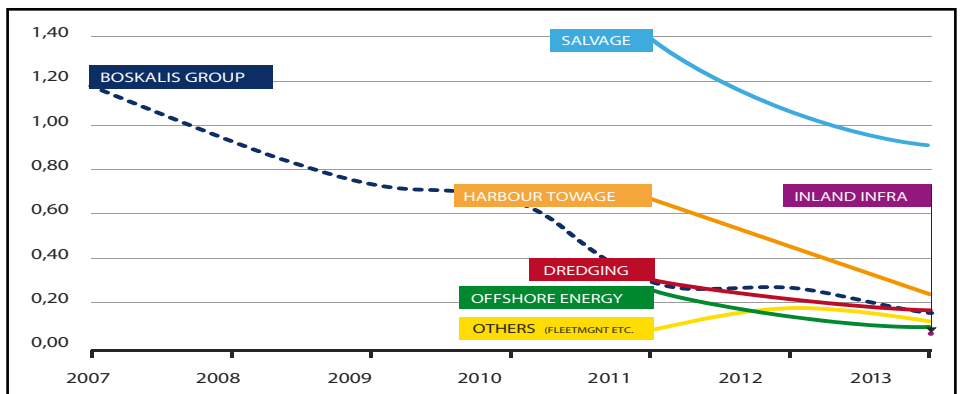


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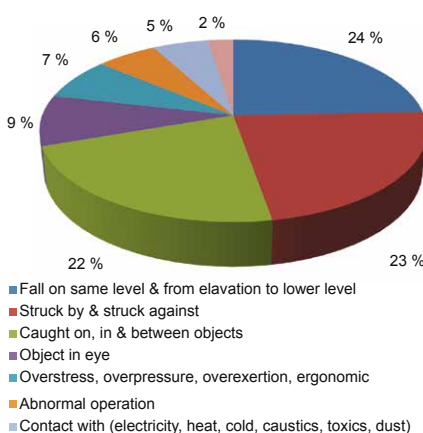
## Even safer

The first six months of 2013 saw a continuation of the upward trend of working more safely.



The LTIF figure of the group (RBW) for the first six months of 2013 decreased to 0.15 for every 200,000 hours worked (see graph below). For the first time, this figure includes all five lines of business: Dredging, Offshore, Inland Infra, Salvage and Towage.

### Type of events 2013



The most frequently occurring incidents remain tripping, falling and slipping at number one. Nonetheless the frequency and impact of accidents has dropped. In other words there are fewer serious accidents resulting in (serious) injury. In addition, the number of trapped body parts, in particular hands and fingers, is relatively high.

The number of reported incidents has increased, in particular the so-called pro-active reports of near-misses and dangerous situations (SHOCs).

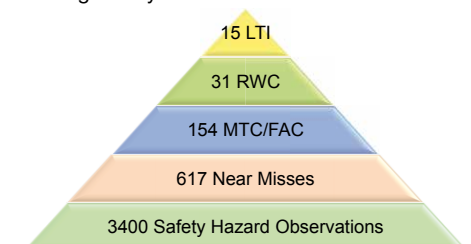
This means that awareness is growing, that everyone is able to use SIRE (System of Incident Reporting) and that everyone understands that reporting is important. After all, only then can information be shared to prevent repeat occurrences in the future (e.g. through Safety Newsflash).

Number of reported incidents in SIRE up until June 2013:

- 1150 reported incidents
- 200 accidents
- 617 near miss
- 312 damages
- 20 environmental incidents & leading events

Approximately 3400 SHOCs (Safety Hazard Observation Cards) were submitted from projects and sites.

The pyramid shows that the number of incident notifications, starting with SHOCs and ending with LTIs increasingly took on the shape of the iceberg theory.



All data gathered about incidents is published annually in the CSR report; see also [www.boskalis.com](http://www.boskalis.com).

# Falling down the stairs on the Barent Zanen



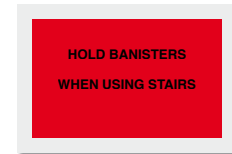
First engineer Jan de Jong fell down the stairs to the changing room. "Halfway down the stairs I slipped and ended up falling on my shoulder. At first I didn't think it was too bad, but two days later I was taken to the hospital and it turned out that I had broken my collarbone."

Accidents occur in small margins: on a project in Germany in June 2013, Jan was walking down the stairs "a bit too quickly" without holding onto the railing and the metal strip on the step in question was damaged. "New steps with strips had already been ordered," says captain Bouke Putter. "They arrived a few days after the accident." The accident was investigated by Heinrich Hirdes and measures were taken on that basis: all steps were preventatively renewed or fitted with new treads.

## EQP 501

The EQP-501 guidelines (see Q-Aid) describes the technical safety standards for the fleet. These standards were drawn up in 2010 following an analysis of the accidents. It provides guidelines for, for example, installing safe stairs and floors as well as a standard for a vessel with crew changes. An inventory has now been taken of 90% of the dredging fleet and the necessary changes have been made to 75% of the vessels. This process should reach completion in July 2014. It will be introduced to the new business units at

a later stage. Ruud Godeschalk, Fleet Maintenance Engineer (CTD): "On a lot of vessels, the stairs on deck, in the storage rooms, the engine/pump rooms and in the crew's quarters have been adjusted and replaced, but on older vessels in particular it is not always easy or possible to follow the guidelines to the letter. This is a focus area, regarding both the method of construction and the state of the stairs. This was a lesson for Fleet Management."



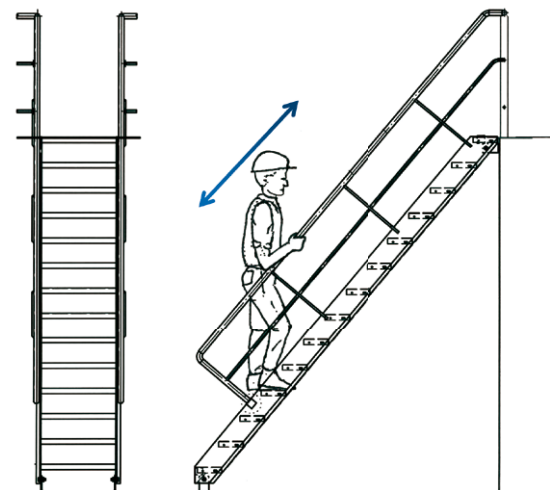
## Lessons

### Behavior:

- Whether you're in a hurry or not, ALWAYS walk slowly down the stairs and hold the railing (ideally with both hands).
- Avoid going downstairs with wet soles.

### Materials:

- Stairs must meet the EQP-501 guidelines. In practice, however, that is not always possible. Ensure that there are adequate signs and warning posters.
- Inspect all stairs regularly for irregularities and wear and tear.
- Repair or replace a damaged step immediately and keep several spare treads in stock in order to do



The steps should be descended backwards

## Before



Foot mat outside



Old step



Old step



No marking showing ceiling

## After



Yellow/black markings



New step



New step



Marking showing ceiling



# 'No' to tripping, falling and slipping

Area West developed a safety campaign around tripping, falling and slipping.

Over the last two years Area West (Dredging Division) was involved with a more than average increase of the number of accidents caused by falling, tripping and slipping. Business Unit Manager Peter Klip therefore decided to draw attention to this area in particular. In collaboration with the corporate SHE-Q campaign, SHE-Q Manager Michael Evertsz developed a campaign that focused on the eight most frequently occurring causes of tripping, falling and slipping. "We compiled a package with posters and background information, which we sent to all projects and regional offices and requested an action plan for reducing the number of accidents caused by falling, tripping and slipping." The ideas and experiences from the projects will be distributed in the area through newsletters.



## Warning!

Every month a new poster is sent to the projects with a specific explanation of one of the eight key causes of tripping, falling and slipping. In this way it remains a top priority. "It works," says Erik van de Biggelaar, SHE-Q manager at the mine construction project in Lelydorp, Suriname. "I use the materials in toolboxes and work meetings. And I had the posters printed on enormous canvases, which are now displayed in the mine. The drivers see them every day: warning! I also share with customers and subcontractors all information I receive. I have noticed that the focus of inspections, for example, is now much more on the prevention of falling, tripping and slipping, such as adjusting floors, ladders, scaffolding and roads (continuous maintenance during the rainy season). Campaigns such as this really do increase safety awareness and that is the intention. If I go to a new project, I will certainly be taking this campaign with me!"

## Inclusion in the NINA program

Partly supported by NINA this initiative will run until the end of this year. After evaluation, the campaign will continue to take shape under the NINA flag, thereby becoming available to the rest of the organization, explains Wilko Bardelmeijer. "The opportunity to set up a NINA Series for this would be unique. It would fulfill the need for clear and practical tools, which vessels and projects could choose to implement themselves. It's all about team members working together to improve their own workplace and working on safety awareness at the same time." A working group was recently set up to further develop this initiative.

## Do you have questions or suggestions for the focus group?

Contact Annette Panajoti (NINA coordination), e-mail [annette.panajoti@boskalis.com](mailto:annette.panajoti@boskalis.com).

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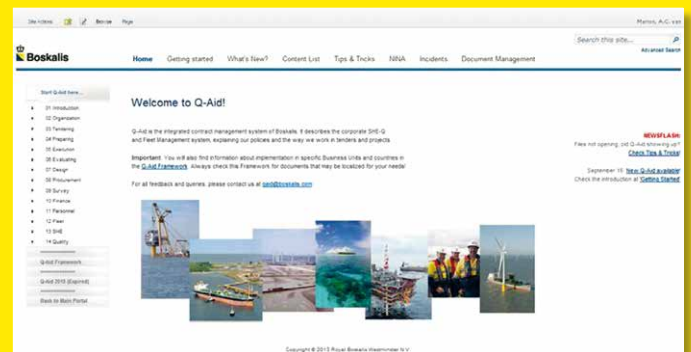
# Did you know...

## Q-Aid has been completely revamped and adjusted to the new organization?

In collaboration with Boskalis Offshore the content of this important management instrument has been completely revamped and made suitable for all business units.

Q-Aid comprises the structure and documentation that is indispensable when entering into contracts and when preparing and performing projects and services. As a result the Boskalis SHE-Q policy, procedures,

guidelines and document templates are easily accessible. In addition, Q-Aid holds a treasure trove of safety information and guidelines for the fleet. Thanks to the portal technology developed in collaboration with ICT, the new release is much more dynamic. Now users will always have the most up-to-date information at hand.



## More information?

See [q-aid.boskalis.net](http://q-aid.boskalis.net) or e-mail [arco.van.marion@boskalis.com](mailto:arco.van.marion@boskalis.com)



# Day in, Day Out

In this new section, Steve van Hulle and Frans Oosterwijk trade experiences regarding the integration of the safety policy. Steve started with Smit Transport Belgium and is currently working as Operations Manager for Boskalis Offshore Marine Services. Frans works as Fleet Manager in Papendrecht and is General Manager of Smit Vessel Management Services.

Hi Frans,

Over the past few months we have been busy implementing NINA at Boskalis Offshore Marine Services (BOMS). All office staff has now participated in the NINA management training. The main aim is to implement the NINA values into the daily work environment. And it has been a success! NINA has been the focus of much attention both in the office and at our customers and - as you already indicated during our previous meeting - NINA has become part of our daily lives.

The NINA management training courses have been launched for captains and head engineers. During the first course I was invited to join a group in an afternoon session. I didn't have a clue what to expect. First I was asked to say something about my experience of NINA and my commitment. Then in an interactive session I answered questions that the group had drawn up the day before. From the feedback I gathered that I had been able to make it clear how the organization fits together - and where we want to head in the future. Thanks to the open atmosphere I found it to be a very valuable afternoon.

You can really see things happening. The response is positive. In the event of unsafe situations on board our ships I am now asked if things are in line with the NINA values. In short: NINA is really beginning to take hold here! Have you received any feedback from the implementation of NINA at Marine Services?

With kind regards,  
Steve



**Steve van Hulle** (35)  
*With the company since:* 1996  
*Started out as:* Helmsman trainee on the URS sea fleet, was Captain of the President

Hubert and the Union Manta  
*Resides in:* Blankenberge, Belgium  
*Family:* lives together with Charlotte, 2 children: Nanou and Naud



**Frans van Oosterwijk** (46)  
*With the company since:* 1995  
*Started out as:* Technical Superintendent at Boskalis Rotterdam; was Head of the Technical Service unit there

*Resides in:* Nieuwerkerk a/d IJssel, the Netherlands  
*Family:* married to Els, 4 children: Joël, Annick, Boaz and Floris

Hello Steve,

It's great to read that NINA is well received by the department and on board. The progress sounds similar to how it was during implementation a few years ago: overwhelmingly positive. But the real work is only just starting! Now that NINA has been implemented it has to actually be carried out and maintained. As an ambassador it is important that you set/continue setting the correct example. Dilemmas should not be ignored; instead you should work towards an acceptable solution together. Such solutions can almost always be found, but you can often only arrive at them by discussing the issue together.

As I see it, working together (operations/technical service/crew) is of the utmost importance. Issues in this regard result in misunderstandings. By working together, differences do not result in misunderstandings, and safety awareness spreads instead.

I did receive some feedback on the NINA sessions at BOMS, in particular from our Fleet Management colleagues, and the responses were overwhelmingly positive and enthusiastic. NINA seems to give you something binding that brings you together to work towards a common goal! In my opinion this is an important side effect during this period of (further) integration.

With kind regards,  
Frans





## What does safety mean to Marine Services?

The activities of Marine Services can be characterized as non-conventional maritime support. No two days are the same for these guys; the word routine is not in their vocabulary! One thing they can be sure of is the huge powers at work, where thick steel cables and chains with man-sized links are everyday tools. Add to that the sea and the wind and you have some idea of the risks involved in this job.

"As a human being you have no weight in such an interplay of forces," relates Maarten Meeuwisse from Marine Services management. "This means proper preparation is crucial: we make agreements internally and with customers to prevent ending up in dangerous situations. And if something unexpected happens anyone can call a 'stop-the-job'."

### From reactive to pro-active

When it comes to working safely, rules and procedures are decisive for offshore. And it's



no different at Marine Services, explains Maarten Meeuwisse. Nonetheless, there is a big difference between how it used to be - before the integration and NINA

- and now. "Safety used to be dictated by the customer, meaning the safety level would vary between projects. That's a thing of the past. Since the introduction of NINA in particular we have made the shift from being reactive to pro-active. We now stand by our own level of safety, and we promote it too." In his opinion, 'commitment' has been crucial to this change. "Everyone feels supported in opting for safety. Everyone, on all levels of the organization." Paul Kriesels from Marine Services management nods: "That's the great thing about NINA. It means that everyone dares to assert their boundaries and to point out risky situations to the customer. Openness is key to progress. And we see that customers value that."

### NINA: the extra mile

Carmen Dewilde is SHE-Q manager at Marine Services. She is pleased with the progress of the integration with regard to safety: "As we work in offshore our vessels all meet a high standard of safety already. The only real change is NINA."



She has been a NINA 'believer' from the start, she says. "I believe in the NINA values because they alert people to their responsibilities, for

their own safety as well as the safety of colleagues."

She does understand the skepticism of some colleagues, "We already work safely, with good equipment, according to fixed rules and procedures. And I have noticed that most accidents don't take place during our core business, when everyone is concentrating, but rather at unguarded moments: someone trips over a wire, quickly does something without a helmet, falls down the stairs. That is where NINA can make a difference: to behavior. That is the extra mile."



## "Sharing knowledge and experience is valuable."

Safety according to Willem van der Schoor, Captain of SMIT Orca.

"In my thirty years of sailing I have witnessed the full evolution of safety awareness. The first major about-face was fifteen years ago. Since then things have further improved bit by bit. We started wearing our PPE because our clients required us to. Now we are the ones initiating it - we want a safe workplace for ourselves and our colleagues. That is reflected in the five NINA values. What I learned during

the NINA training courses is that management really stands by the safety policy. I think that's very important. Another great thing about the training courses is that you can share experience and knowledge, which is very valuable to me. If an incident happens in my area of expertise then I want to know about it so that I can learn from it. We discuss that in a safety meeting on board."



## Boskalis Offshore Marine Services: fleet and expertise rental



Anchoring the FPSO (Floating Production Storing & Offloading vessel)

### What?

Marine Services rents out a fleet of around 70 units: tugboats, anchor handling tugs, floating sheerlegs, barges, pontoons.

### Who?

The staff in this BU is diverse, ranging from tugboat captains to engineers. In total there are 300 staff members.

### How?

Marine Services works both internally for Boskalis as well as for external parties in the oil and gas industry, wind turbine energy industry and for civil contractors.

This means that they participate in all kinds of projects, from assisting large vessels erecting installations at sea, to towing objects and moving anchors.

## NINA at Marine Services:

- In preparation for the introduction of NINA, interviews were held with staff on board to gain an understanding of the existing safety culture. It became clear that the NINA values would be a valuable addition to the existing standard. It was also clear, however, that there are challenges and dilemmas, and that there are many questions regarding the new Offshore organization. This has been discussed with management. It will be taken into account in the implementation plan and in the NINA training modules.
- Training courses for all office staff (completed)
- Training courses for all captains and head engineers (fall 2013)
- Started do-it training courses and start-up meetings on board all vessels (up to year-end 2014).



**We look forward  
to hearing your ideas  
on how to  
improve safety.  
Please send them to:  
[safety@boskalis.nl](mailto:safety@boskalis.nl)**

## Colophon

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Safety Matters is the safety bulletin of Royal Boskalis Westminster nv in Papendrecht, the Netherlands

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