

# SAFETY MATTERS

Newsletter from  **Boskalis**

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## Emergency Response is 'made to measure'

A sailor broke his leg at sea. A crane operator complains of tightness in the chest. Then what? In this article, employees talk about their experiences with Emergency Response. How can you organize it properly? And what do you do if the plan becomes reality?

'Emergency Response' aims to prevent any surprises. This requires good preparation, but also checking and practice. So you're sure that when you call the emergency number in the book someone will answer. Organizing the Emergency Response is part of the preparation process for each project. Guidelines and advice can be found in Q-Aid. For example, guidelines on making an inventory of local medical facilities and for organizing the infrastructure.

The Port Hospital ('Havenziekenhuis') in Rotterdam is Boskalis' permanent partner for inspections and advice about local medical care. SOS International is a partner for the repatriation of victims. And if things really do escalate, the Boskalis crisis team will take over. But since every project is different, it is impossible to establish a standard checklist. Therefore, in practice, emergency response is always 'made to measure'.

## Logistical challenges in Suez, Egypt



Project Suez, Egypt

"Our biggest concern was how we could get someone from one side of the canal to the other in an emergency," says Jouke Koning, HSE Adviser on the Suez project. This is because the hospital is in Ismailia, on the west side of the canal, while the work site is on the east side. We have investigated and tried out all options. Now we can determine the fastest approach depending on the timing and severity

of the accident: to put the ambulance on the ferry and drive to the hospital on the other side of the canal; Or to take a crew boat to a pilot station, from where an ambulance takes the victim to the hospital. If anything happens, it would never take more than an hour to get the victim to hospital."

# Emergency Response at remote project sites

**“Emergency response begins with awareness,” said Bas Bijsterbosch, Relief Project Manager in Nghi Son, Vietnam (Dredging).**

“If you move to a new location, you’ve got to make a list of your local facilities. And then the question arises: do you believe they’re adequate? Can you ensure that your facilities are good enough to help your colleagues in an emergency?”

Our project location in Vietnam was a sleepy fishing village equipped with only one first aid station for locals, and the closest hospital was three hours away on bad roads. We felt this was not adequate. That’s why we set up a clinic with I-SOS, including an ambulance, which was staffed 24/7 by qualified physicians, and supported by the regional I-SOS medical

center. This approach created one line: from first aid to repatriation.

Fortunately we had no life-threatening accidents on the project, but still we had to repatriate a number of people to Bangkok and Manila because local facilities were inadequate. In one case it was thought to be a heart problem; fortunately this turned out later not to be the case, but it was a shock. That’s when you’re really glad you took extra measures to provide good care for your team. At the end of the project we donated a part



of the clinic’s inventory to the local first aid station. After all, we were ‘guests’ in the village and it was good to give something in return.”



Salvage emergency Response project ‘Silver’

## Quick switch at Salvage

**“With a planned wreck removal, we always have a fast boat or helicopter available to get someone to shore in an emergency,” says Kees van Essen, Operations Manager at Salvage.**

“In the ‘Baltic Ace’ project, in the North Sea, someone suffered an open hand/wrist fracture: he was taken by our tug to the high-speed crew boat and brought to the Zeeland coast. With planned salvage operations you can draw up a safety plan, but if we are urgently called out to extinguish a fire somewhere, we have to respond ad hoc. That’s the job of the Salvage Master, supported by the office and local agents. Our basic principles are: good medical care on board, clear lines of communication, logistics in place.

Preparation is crucial. If we salvage chemicals we need to have information about specifications so we know what to do if someone tears their protective clothing, for example. Diving also demands specific care. That’s why we have a qualified diving doctor on standby 24/7 for advice. A new issue is that our old system of using medically trained divers (‘MAD B-ers’) in every diving team is no longer allowed under the law. Since 2014, they have to have registered nurses with them. The Port Hospital now teaches nurses how to work in a decompression chamber.”



# Emergency Response: middle of the ocean

**“The distance from medical facilities ashore is our biggest concern,” says Bram Sluiskes, Lead HSE Engineer (Dockwise).**

“In our projects - transporting large installations - we often spend most of the time a long way from civilization. Sometimes a ship has to detour for days to get injured personnel ashore. Therefore it’s important to have good on-board facilities. Our captains and first mates are trained to provide first aid and have access to the ship’s medicines store. They can ask advice from CIRM, a medical organization that is available day or night. By consulting them, and helped by our local agent on shore, for example, the following action will be taken: transport from ship to shore, notify the hospital, sort out admission on shore.

Communication is therefore an important part of our Emergency Response. We also have “riders” on board in our projects: workers employed by the client who live on the load and work there (for example, on an oil rig that is being transported to its destination). They usually have their own safety management system. In the event of an incident, it’s crucial to have direct liaison with the captain, so that an approach can be decided jointly.”



Thought of  
a good idea  
to improve  
our safety?  
Send it to:

[safety@boskalis.nl](mailto:safety@boskalis.nl)

## ‘Golden hour’ for divers in Gabon

**“For us, the first step in Emergency Response is to have well qualified paramedics on board with knowledge and experience of the specific risks of the sector,” says Luke Dicks, Global SHE-Q Manager Subsea Services.**

“On October 15th, 2014 a severe diving incident occurred onboard the DSV Armada Condor. The pillar valve of the bailout cylinder parted at a pressure of 180 bars, injuring five members of the diving team. When something unexpected like this happens, in a remote area, it is important to have a well organized and working Emergency Response plan. The first hour is the golden hour: take care of the injured personnel and also

prepare the next steps. In Gabon the injured persons were evacuated by the on-duty helicopter to the hospital in Port Gentil. In our evaluation we concluded that all the injured were taken care of quickly and professionally, which contributed immensely to their recovery.”

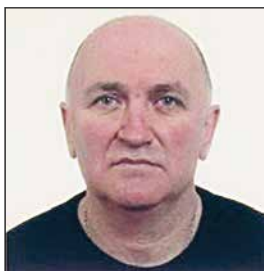


# Transporter: twelve-hour detour to bring injured seaman ashore



*Transporter - semi submersible heavy lift ship*

**Able seaman Vasilijs Mahins got trapped by a falling heavy steel plate, resulting in an open fracture of the leg. Jevgenijs Kabicenko, captain of the Transporter, looks back on what happened.**



"Every captain is mentally prepared to take action in the event of an emergency. But even after 20 years at sea as a captain, you are never

fully prepared. So my first reaction was: shock. It was shocking to see Vasilijs Mahins

lying in pain on deck with an open leg fracture. Luckily, my chief and second officers also had good medical knowledge, so while they took care of Vasilijs, I got into contact with CIRM for medical advice and informed all relevant people.

My biggest concern was to bring Vasilijs to the nearest shore. We immediately changed our course to the Philippine coast, a twelve-hour detour. For me, it was good to know that my officers constantly stayed with Vasilijs, who

was conscious, able to talk and even smiling. Our agent arranged where we were met by a coastguard boat, with a medical team on board. They assured us we had done everything correctly and I was relieved to leave him in their capable hands.

I recently called Vasilijs to find out how he is doing. He stayed in the hospital for over two months and is still recovering. I hope he will be back to reinforce our crew again shortly!"



*"IJsei" accident during the unloading of steel tubes*

## IJsei Amsterdam: caring together for an injured carpenter

**During the unloading of a truck, steel pipes landed on carpenter Reijer Beets, trapping him. He sustained a heavily bruised hand and a broken finger.**

Reijer Beets: "You curse once and hope it's not that bad. But it wasn't that simple. When my face went white, the guys helped me into the hut. They called the hospital and gave me paracetamol. "I'm going to have a lie-down, guys," I said, "because I don't feel well." Then they put a packet of tomato soup powder under my head. As a pillow. They went to the hospital and drove my car home. Those guys were so concerned and took such good care of me - real class! This concern for each other is part of NINA and that's really important in how you

experience an accident like that."

Project Manager, Barry van der Zee:

"It's great to see that Reijer has been so well cared for by his colleagues. We've organized the Emergency Response well, but you can't use procedures to nail down the human factor."





## Dredging: dredging, depositing stone and land reclamation

### What?

Land reclamation, construction and maintenance of ports and waterways, and coastal and riverbank protection. This division is organized geographically: Boskalis International has six business units which together span the globe. Boskalis Netherlands coordinates all activities in the Netherlands.

### Who?

The head office in Papendrecht in the Netherlands has approximately 300 men and women working in technical, commercial and support positions (such as Crewing, HRM, Technical Service, Back Office). Apart from them, there are approx 1600 people of various nationalities working as project managers, foremen, surveyors, captains, mechanical engineers, sailor and administrators, for example.

### How?

The fleet consists of more than 100 vessels, such as hoppers, excavators, grab cranes, split barges, multicats and other equipment.

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*The men in question put up a tent a few meters from the anchor*

### Dredging project par excellence: Suez Canal expansion



*The Suez project is accessible to the public. A passer-by takes a selfie during the "rainbowing".*

**A dredging project has predominantly a short preparation time and a long execution time. Suez was launched in record time, but also has major time constraints in execution: over 35 kilometers of a new canal has to be built straight through the Sinai in ten months. Nice work for 2,000 men and 26 ships.**

Technically, the Suez project is not a huge challenge. It is the working conditions that make the job complex: major time pressure, huge amounts of sand, chaotic traffic situations, inexperienced local people, UXOs, political unrest. Organization was also a big job, says project manager Gert-Jan Peters. "Under huge time pressure we've mobilized equipment and hired people. Because the basic infrastructure was lacking, we had to organize everything. We've divided the process into four independent batches with their own safety team and first aid station."

### Calling and driving

During that short preparation time a risk assessment was prepared, says HSE adviser, Jouke Koning. "For example, the traffic here is crazy. But up to 1,000 men are transported to and from Egypt every month. Therefore, we've arranged with our drivers that, for example, they no longer make a call while driving. And every driver has to complete an evaluation form. However, there's not enough time to set up a sound training program. What makes the concern

for safety so complicated is that there's public access to the operating area, and this is constantly and rapidly changing because of the work activities. Daily consultation is important to keep track. Every day we put up new tape, boards and signs, especially because local contractors are carrying out work along the entire route at the same time."

### Tent

The project is being carried out in a consortium with NMDC, Van Oord and Jan de Nul. The common tasks are divided up, and safety happened to be assigned to NMDC. So no NINA banners on this project. What does this mean for the Boskalis employees? Frank Eeltink, captain of the Phoenix: "I regularly see people from third parties walking along the quayside in sandals

*Road congestion on site*



and without PPE. There's no way I can have a word with all of them, but anyone who has to work on the Phoenix is not allowed on board without the correct PPE; our own standards apply here." He says dilemmas arise from contact with others: "We are turning with the starboard anchor ashore. Recently, a local company came to deposit some stones. The men in question put up a tent a few meters away from the anchor. They apparently didn't understand how dangerous it was, because they didn't want to leave. I - in consultation with the crew - decided to weigh anchor so that they could see how big it really is. Only then were they convinced."

## Warn and inform

Jouke King agrees that safety awareness is indeed lacking in many local people. "So we warn and also inform them as much as possible, in the hope that they leave here safer than when they came. But we must accept that we can't do everything we'd like in terms of safety. And yet, despite the limitations, we're not doing at all badly!"

## NINA is also being rolled out at SMIT Salvage, Dockwise & Fairmount?



The senior management of Dockwise, Fairmount & SMIT Salvage received NINA management training in early June. And Board of Management member, Frank Verhoeven, launched the program's official kickoff for colleagues from Dockwise and Fairmount on June 25th. Further rollouts are planned for after the summer. All aboard!

The official launch of the program at SMIT Salvage by Robert Jan van Acker, SMIT Salvage's Managing Director, took place on July 16.

## What does safety mean for Dredging?

**"To end the working day without damaging your health. If you're talking about safety, that's the most important thing," says Bas van Bemmelen, Business Unit Manager Central Area.**

"Previously there used to be tough talk about how we cut corners to get something up and running quickly. Our tough talk is now about how we have found a better way to get the work done through consultations. I see that people start thinking about what and how earlier in the process. This is largely down to NINA."

## Walking the plank

"In the past the subject of safety was a source of frustration. If you and your ship operated in Australia, you would have to meet strict safety requirements, but if you went to another part of the world you could chuck those requirements overboard. So what's the point of safety requirements? With NINA we now have our own safety standards which are supported by the management. We no longer walk up a plank to get on board, and we no longer climb up along the floating pipeline. We don't compromise our own safety standards. That's not to say that people in practice no longer face dilemmas, but the awareness is there. That's reflected in our results: the number of accidents is continuing to fall."

## Blind spot

"Finally, one important thing to note is that safety also means you acknowledge that you can't know everything yourself. For example, think about safety at project level in high-risk areas. That's why I say 'keep looking technically, recognize that you have blind spots and get someone to help you.'"



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