



SAFETY MATTERS



Three-monthly newsletter from  Royal Boskalis Westminster nv

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looking back on 2010



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Khalifa, Abu Dhabi

NINA's arrival last year injected new life into Boskalis' safety policy. Safety Matters presents the latest figures and findings on accidents in 2010 - made possible thanks to your reports!

In the summer of 2010, Boskalis launched NINA globally. It didn't stop there, however. Immediately after the launch, training courses were rolled out to employees at all company levels to explain what NINA means to them. After all, NINA isn't just about safety helmets and life jackets, but rather behavior.

Featuring such values as having the confidence to give and receive feedback, NINA holds everyone at work to account.

Boskalis is implementing NINA as a means of increasing safety at work. More than six months on, the safety campaign's impact at the company is apparent. NINA is a hot topic. Everyone's talking about it and the ease with which safety can be discussed is highly valued.

Cohesion and the new newsletter NINA at Work, which will first be published in April, will ensure that interesting experiences and

initiatives are shared with the entire company. All stories are welcome!

Teaching and keeping each other informed

One of the NINA values calls for the reporting of all accidents and near misses. We strive to share as much information as possible in order to achieve our aim of keeping each other informed and learning from our experiences. This may give rise to questions, for example, what is a near miss? What should and should not be reported? This is addressed in more detail later in this issue of Safety Matters. The SHE-Q department compiles and analyzes all information submitted in order to spot trends: where do accidents occur? What are the primary causes? Armed with this information, it then takes action: Can we reduce or remove the causes of specific recurring accidents?

It's all about preventing accidents. Statistics and figures are important to gain an understanding

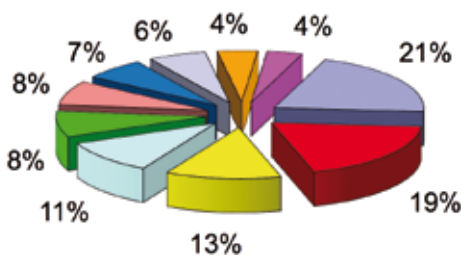


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of the risks and areas for improvement. However, we must not lose sight of the fact that every accident entails personal suffering. It's NINA's job to prevent this!

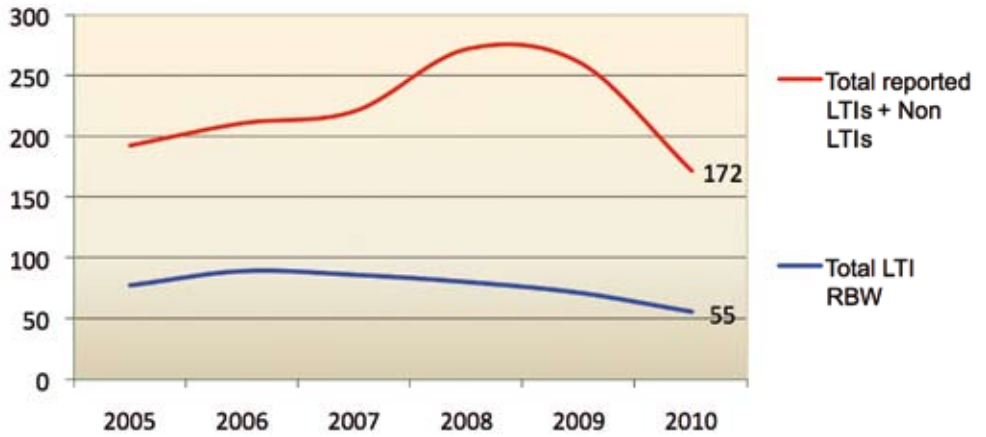
Below are the latest figures and findings on accidents in 2010.

% Type of accidents 2010

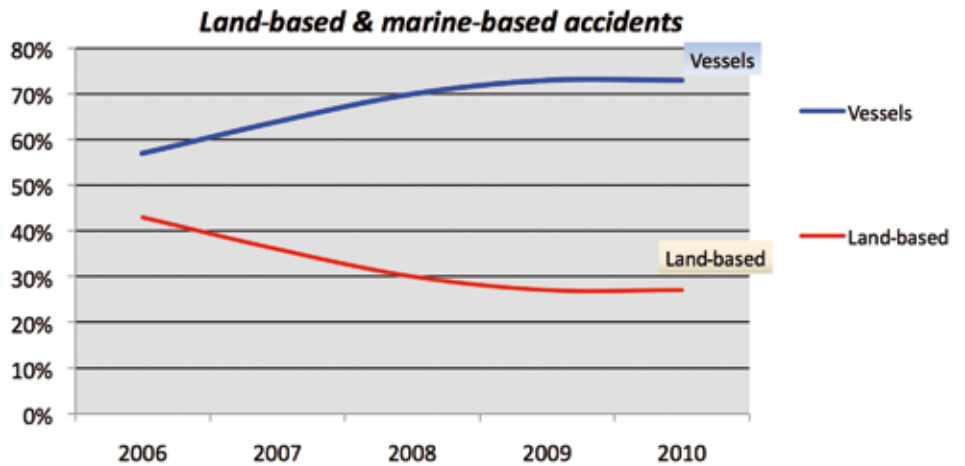


- Falling, slipping, tripping (21)
- Hit by object & hit by falling object (19)
- Jammed between objects (13)
- Object in eye (11)
- Strain oneself, strain oneself in lifting, twisting, back injury, twist ankle (8)
- Cutting by sharp object (8)
- Unexpected movement vessel, embarking-disembarking, jammed during mooring (7)
- Falling from height (6)
- Burning & hitting head (4)
- Category 1-2% inflection, internal injury, jumping, fainted, road accident (4)

Number of accidents reported (absolute numbers)



Accident location: land-based and marine-based



Causes of accidents

Analysis of the figures for the last three years shows that falling, tripping and slipping are the key causes of accidents (21%).

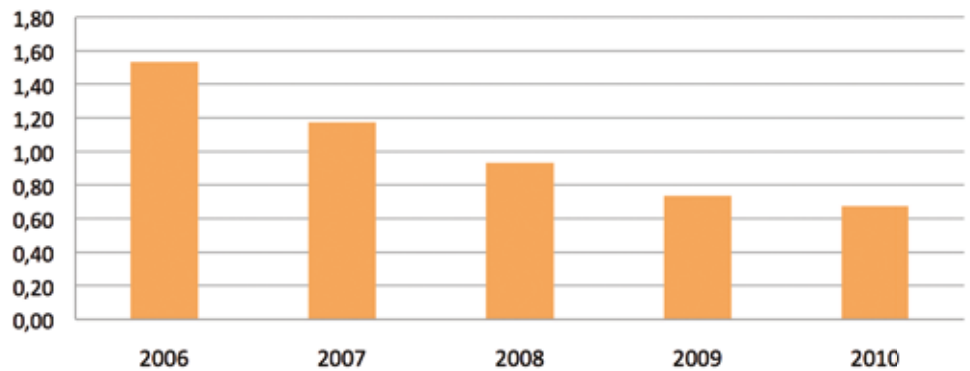
Of all accidents, 19% are caused by someone being hit by an object or falling object.

The third most common cause is being jammed between objects (13%).

Number of accidents

In recent years, the sharper focus on safety results has led to a falling trend in Lost Time Injury Frequency (LTIF). This trend continued in 2010.

Lost Time Injury Frequency (LTIF)



LTIF = the number of accidents causing lost time per 200,000 hours worked. LTIF is the primary recognized indicator of company safety. It is a factor, for example, in the awarding of projects.

What have we learned from accidents?

Knowledge and understanding of on the job incidents informs the measures Boskalis takes to increase safety at work.

Measures include revised operational processes, technical adjustments, communication about safety issues, and the promotion of behavior change among workers, for example, by offering specific training courses in these areas. What have we learned from accidents? Several examples are presented below:

1) NINA Values. NINA's development was rooted largely in the underlying causes of accidents. Not everyone is aware of the risks of a specific work situation, which is why it is crucial to **call each other to account** with respect to dangerous situations.

It's no coincidence that this is included as a NINA Value!

2) NINA Rules. Doing things quickly often creates unnecessary risks. For this reason, the NINA rules emphasize the importance of a Risk Analysis based on a Risk Assessment or a Job Hazard Analysis.

3) Implementation of a fleet technical standard: Analysis of last year's figures shows an increase in the number of marine based accidents compared to land based accidents. A technical standard was developed for all ships in response, which stipulates requirements regarding steps and platforms, lifting equipment and other materials, and non-slip walkways.

All changes must have been implemented within approximately two years' time.

4) Revised dumping/pouring procedures: Several accidents in recent years involved heavy dry earth moving equipment. The lesson learned is that we should no longer deploy staff to direct traffic (traffic controllers). This practice has been adopted as a standard working method in our internal procedures.

5) Communication via Safety Newsflashes. Safety Newsflashes report on accidents, detailing what went wrong and - above all - what we can learn from them. Safety Newsflashes are disseminated globally to all projects, ships and offices.


Why report near-misses too?

"The above list of lessons learned clearly demonstrates the importance of ensuring that all accidents are reported and that everyone cooperates in doing so," says Wim Leutscher, SHE Q Coordinator/Auditor. "There's good reason why this is a NINA value. The company can also learn a great deal from near misses,

which is why we ask everyone to report these as well. When I visit ships and projects, I am often asked for a clear definition of 'near-miss'. The official definition stated in the RBW document (510) on incident reporting is 'an incident, damage or environmental loss, but where the harm was avoided by circumstances'.

Near-misses are incidents that could have resulted in human or material injury or loss, but did not due to specific circumstances. Everyone will be familiar with the thought, 'that was a close one' in such situations."

Real-life near-misses:

- A member of staff stepped onto a lead barge, slipped on the steel deck and landed in the water. He was not hurt, thanks to his life jacket and the calm waters.
- On replacing the wiring in the control box of an open split barge, the hull of the barge suddenly closed when the last electric wire was uncoupled. Fortunately, no one was injured.
- The crew of a multicat was moving a floating pipeline, but the eye bolt of the pipeline was bent to the point that the large D shackle would not pass through it, so it was decided to use a smaller shackle instead. On pulling this shackle, however, it broke, causing the rope to shoot across the multicat deck at high speed. No one was hit. 



Where should you report to?

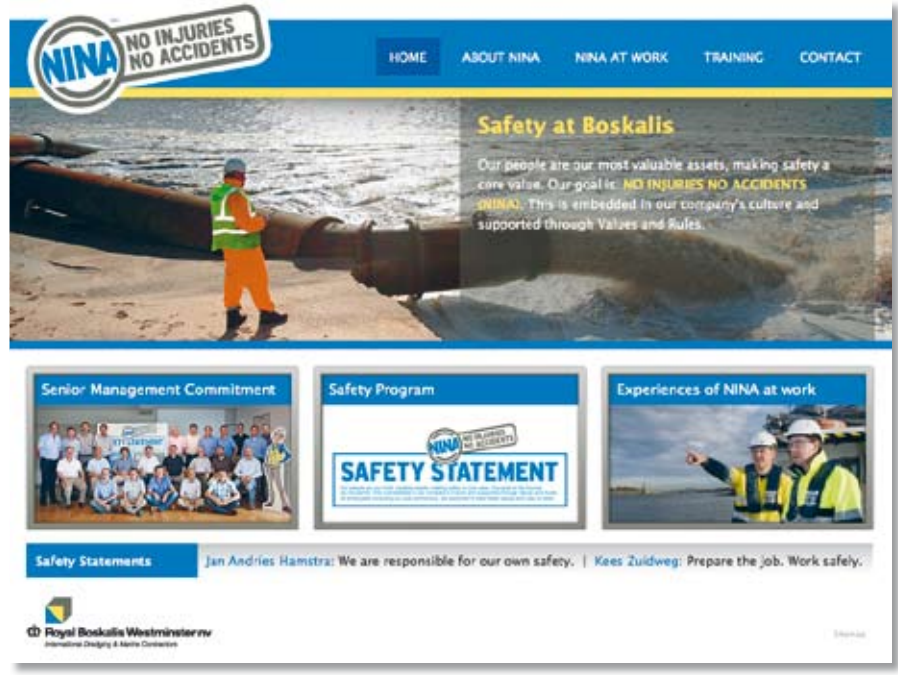
Accidents and near-misses should be reported via System of Incident Reporting (SIRE) or - on board ships - via Maximo. If that doesn't work, contact your manager or the SHE-Q department.

Starting mid-June 2011, incidents and accidents can be reported online, which will mean your reports reach the relevant person and the SHE-Q department more quickly.

The quicker accidents are reported, the quicker action can be taken to prevent a repeat occurrence!

Did you know that...

...at the end of 2010, the 1,000th participant has completed the NINA training course?



...the NINA logo is now on all overalls and NINA transfers for safety helmets are also available. The item number of the helmet transfer is 6.196.502. The item numbers of the overalls are available on Maximo or from the Customer Support department (+31 786 96 92 00).

...the new NINA website online! Check it out at www.boskalis-nina.com

...a NINA boat is touring the Netherlands for a 'Project Start-Up Meeting' on how all operations present the opportunity to put the new safety program into practice? NINA is heading your way!



This time in...

...the Botlek area (Rotterdam)



Morcon project

Two large yellow excavators brighten the gray landscape of the Botlek area. Commissioned by the Port of Rotterdam, the Boskalis Dolman joint venture is remediating the polluted soil on the former site of the chemical transshipment company TIC/Morco. The site will serve as a buffer zone for neighbor AkzoNobel, which produces chlorine gas on site.

It's a late-February Tuesday. Work is in full swing, which is why Superintendent Huub de Bont leaves his radio on while he talks to us, saying "I want to follow what's happening." Communication is vital for this project, as is transparency. "At our daily morning work meetings, the soil analysis results of the samples collected the day before by the external environmental supervisor are announced. Our action plan for the day is based on these results."

Poisonous and explosive

TIC/Morcon filled vessels with all kinds of chemical substances. Referred to as the 'core areas', the actual workplaces are the most contaminated. At this location, around 4.5m of soil will be excavated. After analysis, the excavated soil is transported to a soil washing center: Boskalis Dolman's mobile soil washing plant, MSWP1 (washing sand), thermal treatment plan (heating clay) or storage depot (harbor mud).

"This project is not 'major' because of its size, but rather the risks and safety measures involved," explains Joop Jansen, Operations Manager Soil Treatment at Boskalis Dolman. "The chemical substances are highly volatile, explosive and - at certain concentrations - toxic.

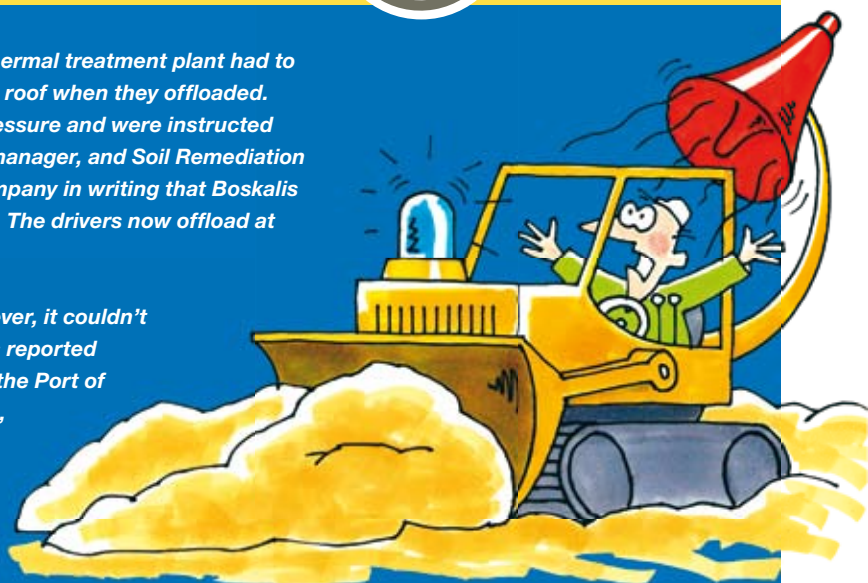
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NINA Moments



The drivers who transport the contaminated soil to the thermal treatment plant had to open the window at the site to ensure they did not hit the roof when they offloaded. Yet in the Botlek area, they worked in cabins with overpressure and were instructed never to open the window. They reported this to the site manager, and Soil Remediation Manager Joop Jansen notified the thermal treatment company in writing that Boskalis considered the practice unacceptable for safety reasons. The drivers now offload at a different location.

Every Monday, neighbor AkzoNobel tests its alarm. However, it couldn't be heard from inside the excavator cabins. The operators reported this, and Huub de Bont discussed it with AkzoNobel and the Port of Rotterdam. AkzoNobel promised to address the situation, but didn't deliver. After being urged repeatedly, project management agreed to a new deadline in writing - and with success. The alarm can now be both heard and seen by operators.



We discussed this at length during the NINA kick-off meeting.”

“To ensure the safety of the immediate surroundings and the health and safety of employees, we have opted for a strict safety regime,” explains Rianne Westerveld, SHE-Q Manager at Boskalis Dolman. “Pollution sensors take measurements continuously, and the resulting data can be exported online. The operators and drivers are also protected by means of measuring equipment in the cabins, which use both overpressure and filters to prevent hazardous substances from entering.”

Trust

Some of the work involves long-reach excavators, which make it possible to excavate soil from surface level. Engineer Ben Breedveld has extensive experience in this area. “For me, the team I work with is key. Will they take me seriously when I pass on information? It’s a matter of trust, which we have here in abundance.” It has since come to light that contamination levels are considerably higher than expected, as a result of which deeper, wider sections have to be excavated. The estimated project duration has doubled. According to general site manager Jan Bakels that demands flexibility from everyone involved. “The latest is that AkzoNobel intends

to rebuild and is planning to place site huts directly on the site’s border. I think it’s irresponsible, however, to excavate heavily contaminated soil when people are wandering around the AkzoNobel site without protection. I pointed this out to AkzoNobel, and we met to discuss the issue. We have since decided to also work on Saturdays to complete the work before building starts.”

NINA

The NINA Values & Rules are on display in the site hut. “That’s important,” says Jan Bakels, an experienced soil remediation expert, who rarely minces words. He always has, but NINA simplifies matters even more, he says, “NINA increases my ability to take action, because I know management is 100% behind my decisions when it comes to safety.” These decisions include, for instance, shutting down operations in response to high concentrations of an unknown substance, as Huub de Bont did recently. “Operations were shut down until the substance and risks involved were known. Everyone has to be confident that we are doing everything we can to make work as safe as possible. I consider that my responsibility.”



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



Morcon project

Colophon

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Editing address:
Boskalis Safety Matters
P.O. Box 43
3350 AA Papendrecht
The Netherlands
Tel.: +31 (0)78 - 696 90 11
E-mail: safety@boskalis.nl