



Subject Area no. 29: Emergency planning including crisis management

Principle: The company prepares for and responds promptly to emergency events threatening harm to its staff, vessels and other incidents.

Level	Expectations	Targets	Suggested objective evidence
Basic	<p>Emergency response plans are in place covering potential emergency shipboard operations and kept updated.</p> <p>The company has procedures for drills and exercises.</p>	<p>Procedures for emergency scenarios should include structural failure /Heavy weather damage, failure of main propulsion, steering gear failure, electrical power failure, collision, grounding / stranding, shifting of cargo, flooding, fire, abandoning ship, man overboard, search and rescue, serious injury, piracy / terrorism/cyber threat, helicopter rescue operations</p> <p>Drills plan in place</p>	<p>Emergency response and crisis management plans including verifying content, applicability to scope of operations and distribution to appropriate parties and subcontractors.</p> <p>Records of updating</p> <p>Drill schedule for ships, shore-side and joint exercises</p> <p>Drill records</p> <p>Training records</p> <p>Analysis or evaluation of drills and exercises.</p>



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Basic (cont'd)	The company has procedures in place to ensure it can respond to emergency situations involving its ships.	Develop, document and maintain plans for responding to potential emergencies, which should cover but not be limited to procedures, organization, responsibilities including any external support, liaisons and authority representatives, communication flow, links to emergency services, resources, communities, officials and other stakeholders. Updates of ERP Lines of communications should be detailed between various stakeholders.	Copies of emergency response plans, specific drawings for ships in the fleet 24-hour contact number between ship and company, contact points for all relevant parties. Back up arrangement



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Basic (cont'd)	<p>The company has established protective measures, that can be implemented in the event of a public health emergency of international concern.</p> <p>The company has contingency plans in place in case a crew member is suspected of being infected.</p>	<p>Appropriate control measures for reducing the risk of infection through use of PPE, social distancing, hygiene and testing. Processes for monitoring and reporting the physical and mental health of staff onboard and ashore. Processes for on-signing and off- signing vessel crews. Processes for staff travelling to or from infected areas.</p> <p>Processes for isolation and treatment of patient. Processes for identification of close contacts. Process for reporting to next port. Process for disembarkation of patient.</p>	<p>Evidence of pandemic containment plans and processes.</p> <p>Evidence of instructions for dealing with an infected crew member.</p>



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Intermediate	<p>The implementation and effectiveness of the is emergency response plan (ERP) is tested.</p> <p>The company has procedures for handling the media.</p> <p>Personnel with ERP responsibilities are identified and trained.</p> <p>The company has a process to test credible scenarios a crisis and includes a business continuity plan.</p> <p>The company has an emergency manual covering emergencies at the office.</p>	<p>Shore drills frequency and type is determined by number & type of vessels.</p> <p>Procedures for issuing information bulletins to and answering questions from the media. Personnel responsible to implement the ERP are trained.</p> <p>Develop a business continuity plan considering events which could makes the office inaccessible.</p> <p>Develop an office emergency plan considering fires or other events at the office.</p>	<p>Emergency response plans to verify it covers all emergency scenarios consistent with the scope of operation.</p> <p>Training records for personnel.</p> <p>Business Continuity plan</p> <p>Office emergency plan</p>



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Intermediate (cont'd)	<p>The company has suitable emergency response facilities.</p> <p>The company has established processes for continued operations during a public health emergency of international concern.</p>	<p>There is a suitable room available with communication, 24 hrs. access, phone lines, etc.</p> <p>Ensuring sufficient staff available commensurate with the level of operations</p> <p>Ensure effective internal and external communication, with all staff aware of latest instructions and information.</p> <p>Pre-joining briefing for vessel crews. Use all available means for training delivery.</p> <p>Consideration for staff support and support for families of seafarers.</p> <p>Ensure availability of adequately trained vessel crews and shore staff.</p>	<p>Adequate facilities</p> <p>Evidence of process and plans.</p>



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Intermediate (cont'd)		Consider evaluation of possible destinations and proactively risk assess and organise port/country analysis. Procedures for remote inspections and surveys. Confirm timely availability of required regulatory approvals. Consider possible reduced availability of spare parts	



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Advanced	<p>Alternative members of the ERT have been identified and participate in exercises to become familiar with their alternate roles.</p> <p>The company shall have a process to review and share lessons learnt from ERP/crisis management as appropriate.</p> <p>The company has established measures for re-establishing normal operation following a public health emergency of international concern.</p>	<p>Within the company's ERP, staff will be allocated specific responsibilities and alternate staff will be nominated in case the primary staff member is not available. Alternate staff will be trained and participate in exercises. Lessons learnt from exercises and actual responses are circulated within the company, and plans updated as necessary.</p> <p>Consideration of skills, experience, knowledge and qualification distribution across the company Ensure appropriate risk assessments are conducted before resuming normal operations.</p>	<p>Alternate staff named.</p> <p>Alternate staff participate in drills.</p> <p>Debrief of drill and how lessons learnt and documented and closed out.</p> <p>Evidence of business recovery plans</p>



Subject Area no. 29: Emergency planning including crisis management			
Level	Expectations	Targets	Suggested objective evidence
Advanced (cont'd)		Ensure all equipment is up to date and functioning, adequately maintained and certified.	
Excellence	External resources are identified (salvage and towage contractors, emergency response services, flag states and coastal authorities, charterers and cargo owners, H&M insurers, P&I clubs, media consultants, legal resources, manning agents, damage stability contractors, etc.) and tested at periodic intervals. Senior management participates actively in emergency response and crisis management drills.	Communications links to external agencies are regularly tested and contact details are updated as necessary. Senior managers actively participate in drills/exercises and manage any lessons learnt until closure.	Access to external resources. Updates of contact details. Senior management participation in drills and exercises (including media response)