

PLATFORM ZERO INCIDENTS

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The view of a vetting department

150 years



Luc Cassan, Global Vetting Manager BASF

The view of a vetting department

No Blame No Shame

- What to do when an undesirable event that is either unpleasant or unusual (read: incident) occurs?
 - Look who is guilty
 - Who can be putted responsible for it?
 - What punishment can be given?
 - Are there reprisals to be taken?



The view of a vetting department

No Blame No Shame

- Industry started some 30 years ago with new approach, It proved to be more effective to shift from:

WHO → WHY

The view of a vetting department

No Blame No Shame

■ Looking at Who

- People try to hide the incident.
- Make disappear eventual evidence.
- No cooperation with investigators.
- Good chance of repetition of the incident.



The view of a vetting department

No Blame No Shame

- Looking at Why

- Finding real root causes

(90% of the root causes are wrongfully defined as “human failure”)

- Avoid unclear or unrealistic procedures

- Asking the cooperation of the “offender” to look for solutions



The view of a vetting department

No Blame No Shame

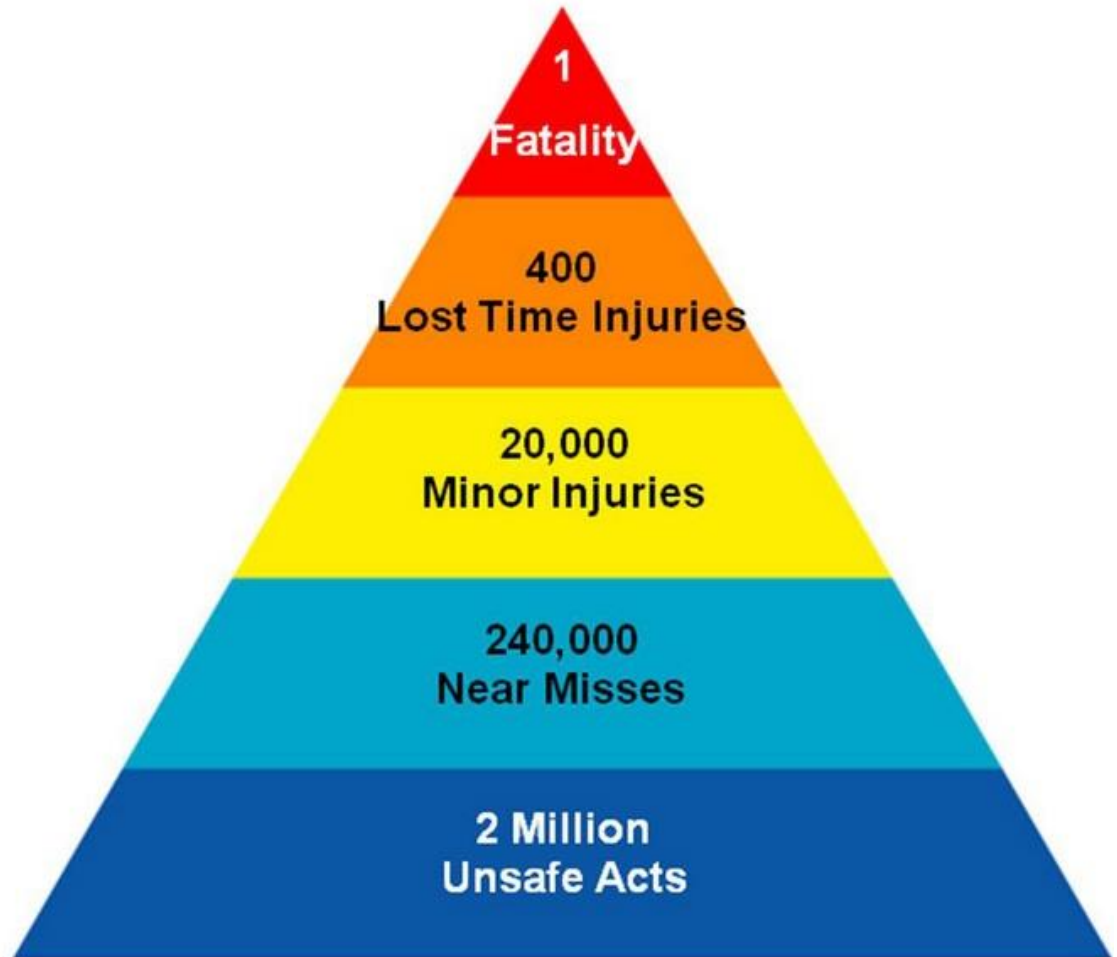
Changing over from “Who” to “Why” is

- Not evident.
- Takes time.
- Requires a mentality shift.
- Needs the support of the top management.

The view of a vetting department

Where to start?

Heinrich's Triangle Theory



The view of a vetting department

Where to start?

The goal of Vetting: avoid incidents

First step: identify which incidents happen and how often they occur.

Looking for information about incidents

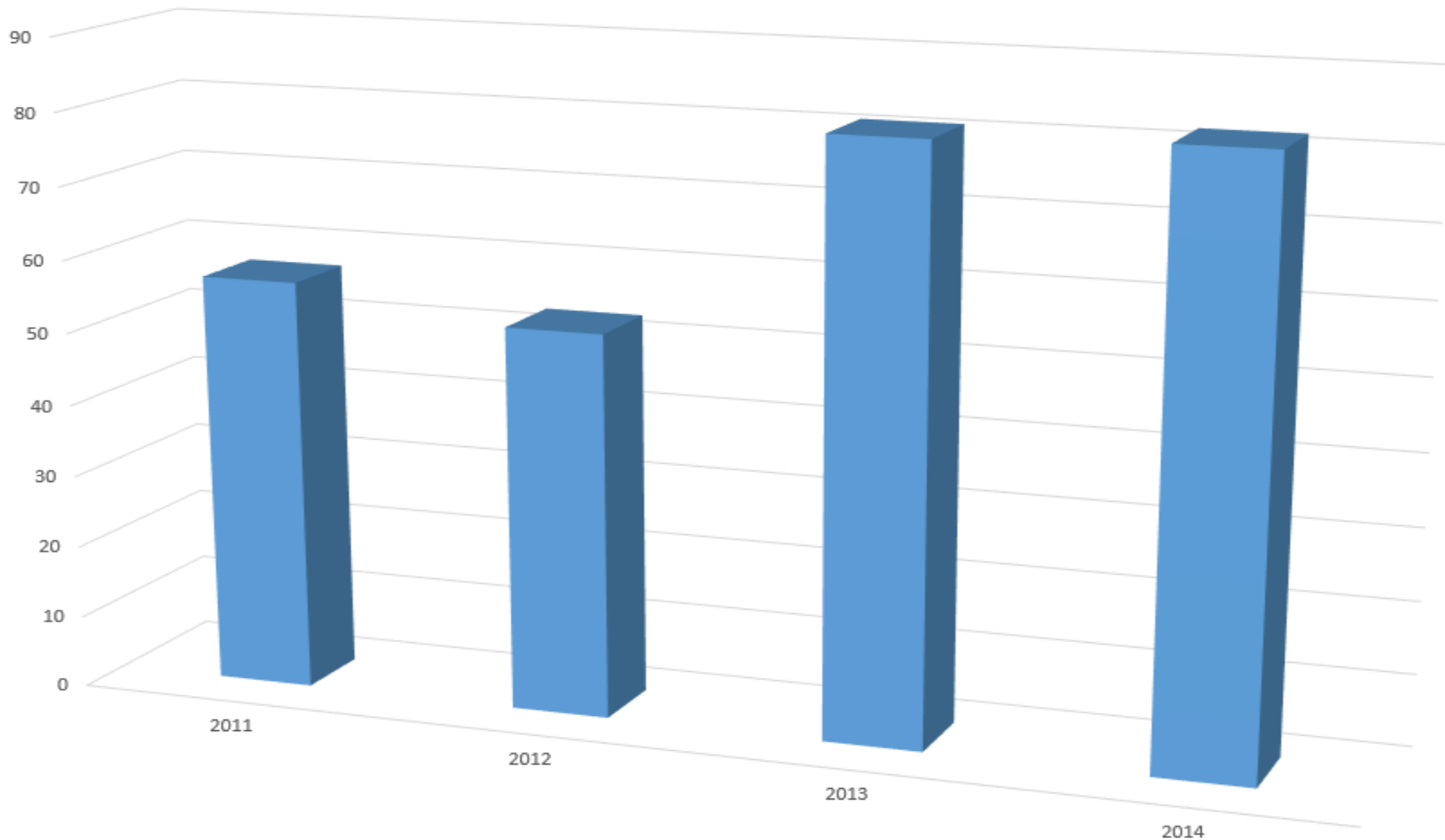
- Sea- going information available and rather easy to access
- Inland navigation no information available and difficult to access
 - Contact shipowners
 - Check specialized press

150 years



The view of a vetting department Collecting Information

Total incidents



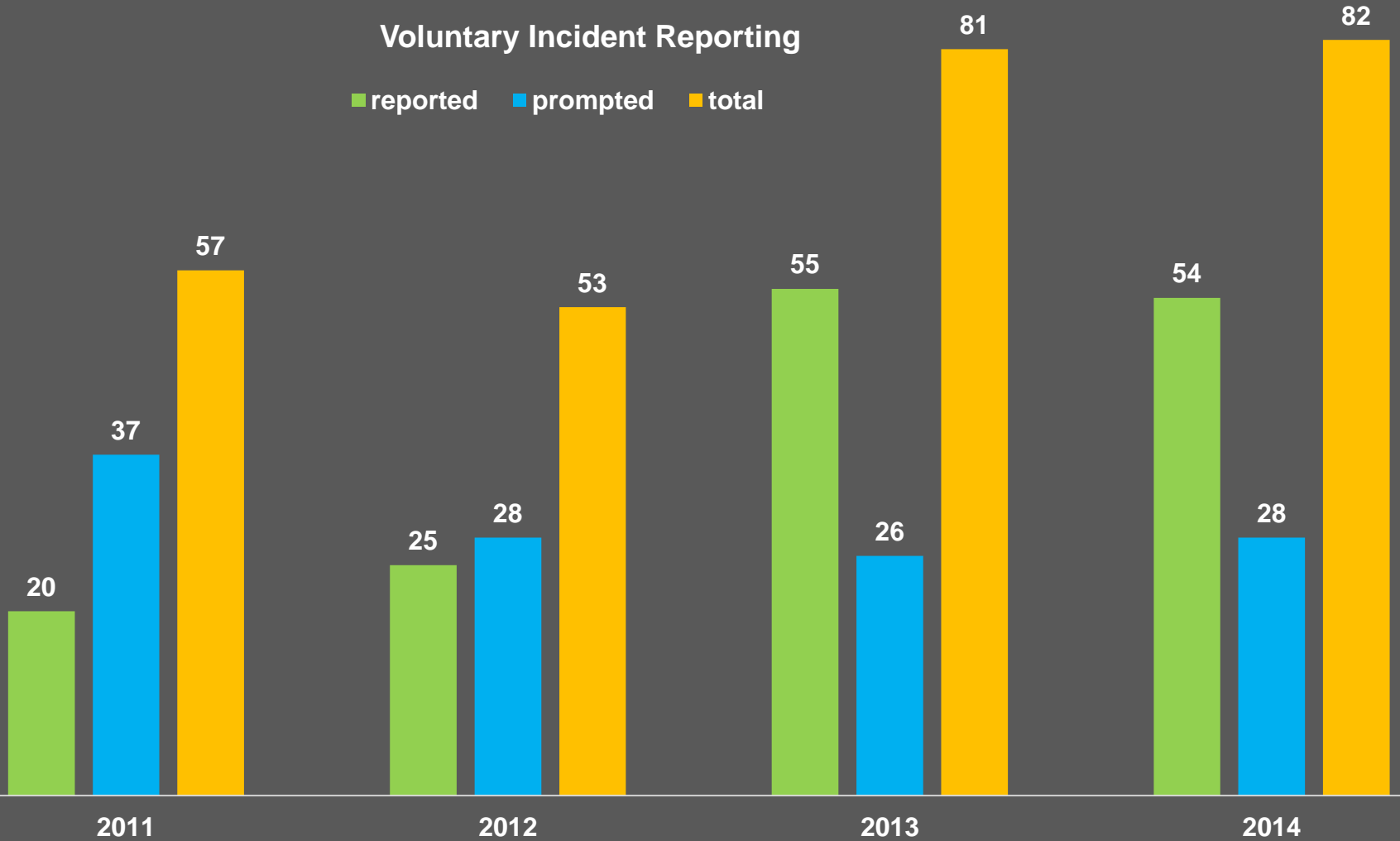
150 years



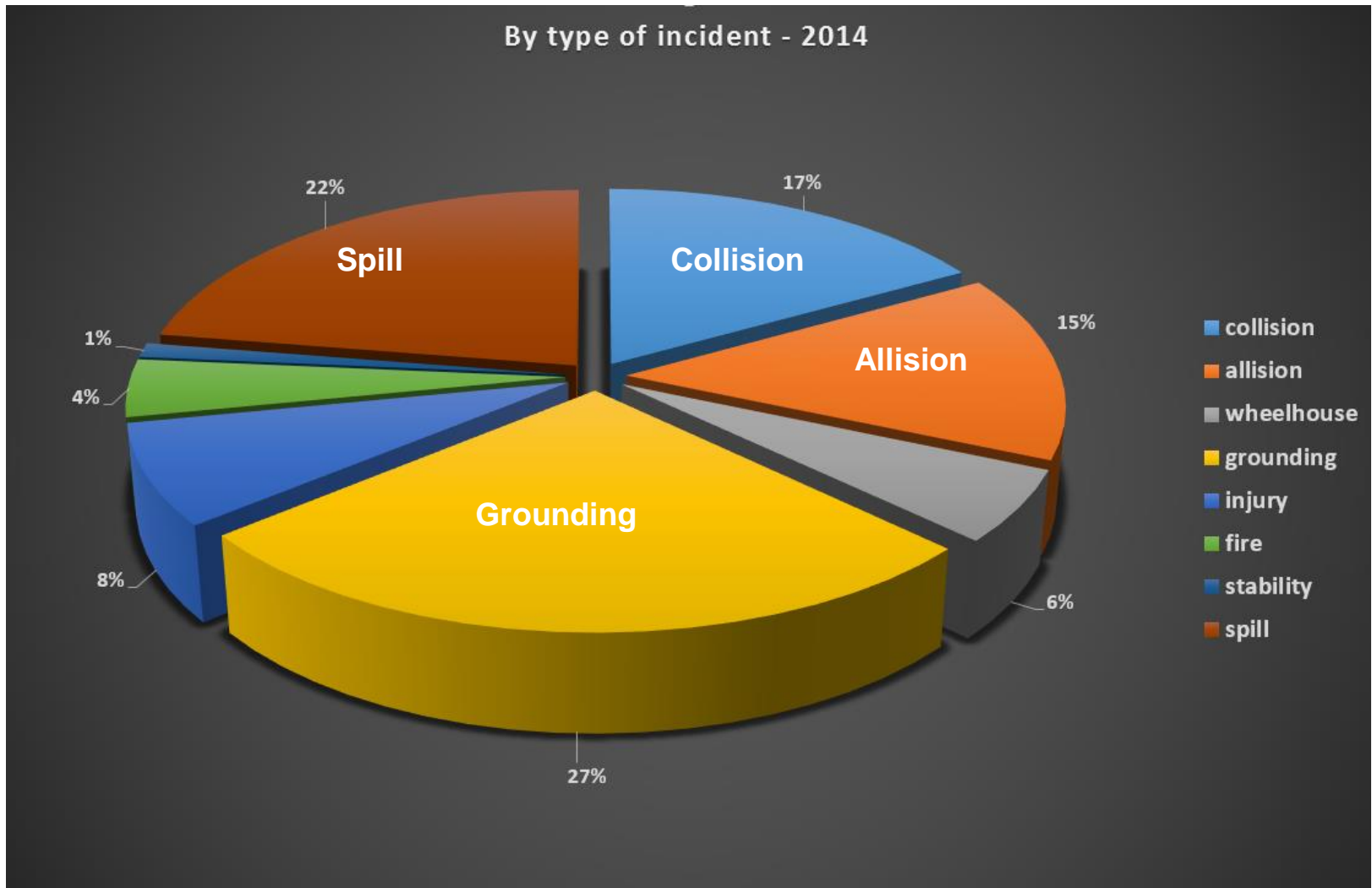
The view of a vetting department Collecting Information

Voluntary Incident Reporting

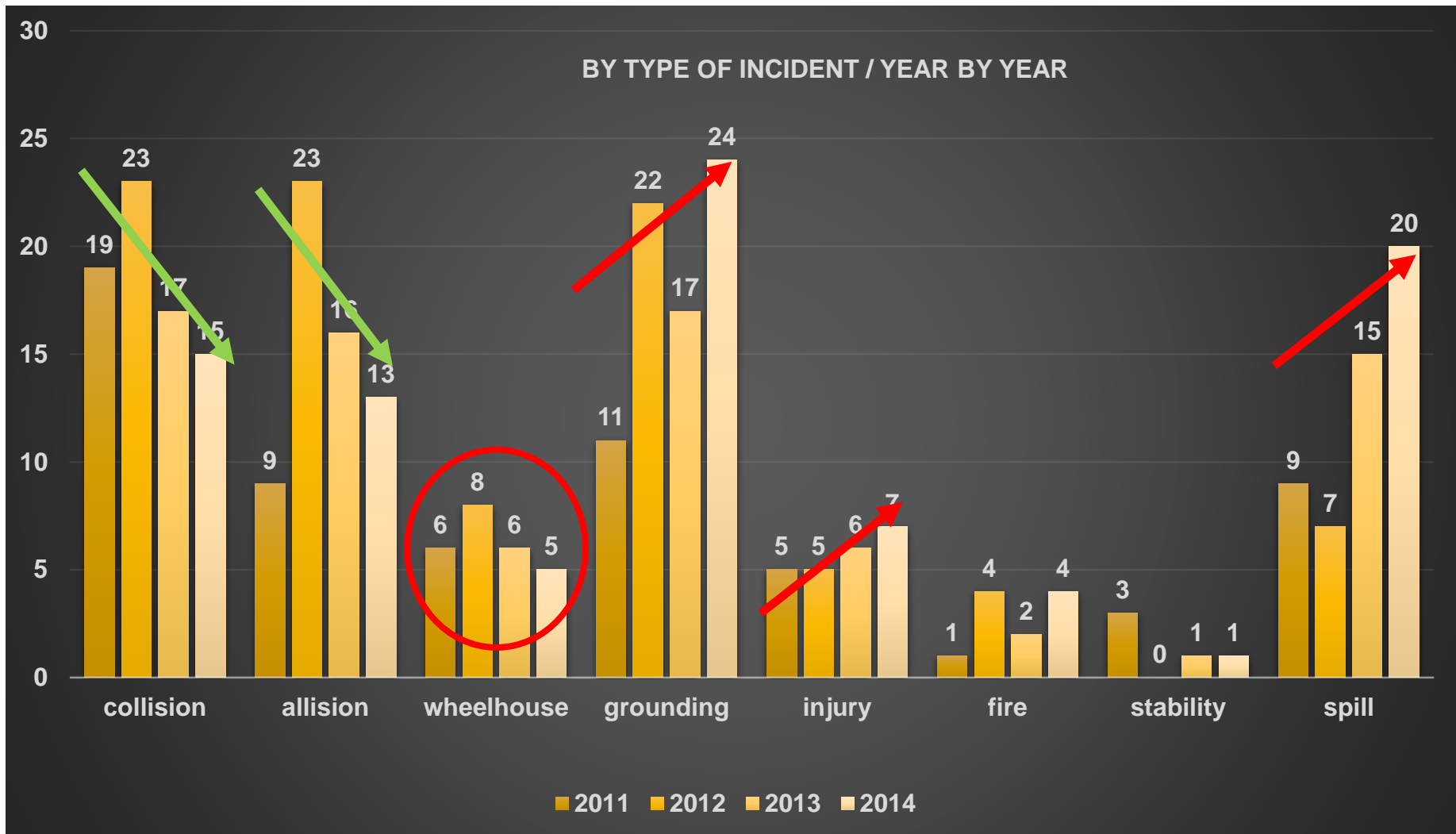
■ reported ■ prompted ■ total



The view of a vetting department Collecting Information



The view of a vetting department Collecting Information



The view of a vetting department

Handling the Information

- Second step: How can we stop the rising trends?
 - Search for root causes
 - React on root causes
 - Get more specific information from inspection reports
 - Meeting with stakeholders
 - Adopt BASF requirements
 - Follow up visits on board

The view of a vetting department

That's all folks

