The following tables provide guidance on categorising incidents, response requirements and investigation protocol. In the event of an incident that is border line, the higher category should be assigned initially. Over reaction is better than insufficient action being taken.

Click [**here for UK MGN 564**](https://www.iims.org.uk/wp-content/uploads/2017/03/MGN_564_For_Consultation.pdf) issued by the UK Marine Accident Investigation Branch (MAIB). For UK flag ships, the requirements must be followed. For all ships [relevant VMS section](http://srv-glas301:82/Leisure/content/vessel%20management%20system/safety%20management/hazardous%20occurrences.htm) contains further guidance on definition for accidents, injury and pollution. The UK MAIB investigate incidents on UK Flag vessels world-wide and incidents in UK waters, regardless of flag.

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| **Category** | **Accident (Personal Injury)** | **Incident – (Damage)** | | | | **Environmental** | **Security** | **Potential Degree of Public Attention** |
| **Fire** | **Grounding / Collision / Contact / Heavy weather** | **Equipment \* Failure** | **Process Loss / Failure** |
| **Very Serious**  **MCA Category:**  **(UK MGN 564)**  **Very Serious Marine Casualty** | - **Fatality**  (A death directly resulting from a work injury regardless of the length of time between the injury and death.)  - **Imminent danger to people on board**.  Immediate threat of which could reasonably be expected to cause death or serious physical harm to any worker if situation were to proceed in the affected area or if workers were to enter the affected area before the situation was stabilised. | - **Vessel lost or severely disabled.** External assistance essential.  - **Majority or all crew and pax evacuated or vessel partially or entirely abandoned by crew and pax.**  External assistance essential.  - **Explosion** with significant consequences  - **Fire involving large part of the vessel** and external assistance required. | - **Vessel lost or severely disabled.** (Grounding > 24 hrs)  - **Hard aground** with LOF signed. (Grounding > 24 hrs)  - **Significant damage / major hull rupture** as a result of collision / allision.  - **Majority or all crew and pax evacuated or vessel partially or entirely abandoned by crew.**  External assistance essential. | - **Total Power Loss**: Vessel severely disabled with no prospect on board repair. Tug assistance required.  -**Significant Equipment Failure** : Vessel requires external assistance.  - **Critical Equipment Failure.** | - Very serious operational failure resulting in cancellation of a scheduled cruise | - To sea > 10 m3 of cargo oil, bunkers or other pollutant.  - Burning non – compliant fuel for period (> 12 hours) in low sulphur area.  - USCG or other port state environmental investigation. | - Vessel hi-jacked and/or crew / Pax held hostage.  - Terrorist attack – e.g. bomb explosion on board.  - Major terrorist threat to safety of life and the vessel ( in port and at sea ) . | International coverage |
| **Serious**  **MCA Category:**  **(UK MGN 564)**  **Serious Marine Casualty** | - **Permanent Total Disability (PTD)**   Permanent Total Disability is any work injury which incapacitates an employee permanently and results in termination of employment on medical grounds(e.g. loss of limb(s) permanent brain damage, loss of sight) and precludes the individual from working either at sea or ashore.  - **Permanent Partial Disability (PPD)**  Permanent Partial Disability is any work injury which results in the complete loss, or permanent loss of use, of any member or part of the body, or any impairment of functions of parts of the body, regardless of any pre-existing disability of the injured member or impaired body function, that partially restricts or limits an employees basis to work on a permanent basis at sea. Such an individual could be employed ashore but not at sea in line with industry guidelines.  **- Life threatening injury.**  An injury involving a substantial risk of death, loss or substantial impairment of a bodily member, organ or mental faculty that is likely to be permanent or an obvious disfigurement that is likely to be permanent. | - **Fire involving multiple compartments / areas**. Vessel competent in extinguishing fire but external assistance (where possible) requested.  - **Fire in ER** requiring use of fixed fire fighting system  - **Contained Explosion –** explosion which is contained in a single compartment and any damage caused limited to the compartment. | - **Vessel grounded and unable to re-float within 24 hours.** Tug assistance required  - **Serious hull damage as a result of grounding or collision.**  **Hull rupture as a result of grounding or collision**  Any fixed or moving items normally attached to the ship (i.e. cranes, boats, rafts, railings, and superstructure) washed overboard or cut adrift. | - Recovery is expected to be more than 24 hrs.  Assistance with repairs required. | - Major operational failure resulting in cancellation of more than 2 scheduled port calls.  - PSC detention  - External ISM major non conformity. | - To sea >0.1 m3 but < 10 m3 of cargo oil, bunkers or other pollutant.  - Burning non – compliant fuel for >1, < 12 hour period in low sulphur area. | - Vessel boarded by pirates and robbed  - Bomb threat - Threat likelihood - Moderate / High  - Stowaways discovered whilst at sea.  - Drugs found on board. Local authorities arrest crew members/ vessel. | National coverage |
| **Moderate**  **MCA Category:**  **(UK MGN 564)**  **Marine Casualty** | **Lost Workday Case (LWC) ≥ 72 hrs**  LWC = Any injury sustained onboard which results for a:  -Crew member – being unable to carry out any of his duties or to return to work on a scheduled work shift on …  -Passenger - being unable to participate in shipboard activities in a normal or restricted manner on …  the day following the injury (unless caused by delays in getting medical treatment ashore); or crew/ pax disembark and do not return back to the ship but does not result in a disability as above | **-Fire restricted to one area.** Extinguishable by ship’s fire-fighting teams using hoses/extinguishers. | No immediate danger to vessel.  - **Vessel grounded**  Any grounding from vessel “touched bottom” while underway to a grounding where vessel is likely to re-float within 12 hours.  - **Moderate hull damage** as a result of collision/ allision.  Heavy weather structural damages of limited/ lesser extent (i.e. breakage of windows, portholes) not putting the ship in immediate danger.  Ship breaking mooring. | - Equipment failure where the recovery is expected to be less than 24 hrs | - Moderate operational failure resulting in cruise disruption  - Flag State Detention | - To sea if more than 0.5 litres but less than 100 litres (0.1m3) of cargo oil, bunkers or other pollutant.  - Spill contained on board > 100 litres.  - Burning non – compliant fuel for less than 1 hour in low sulphur area.  -Oil Sheen on water | - Vessel pursued by pirates  - Vessel repelled attempted boarding by pirates  - Bomb threat where RA has identified likelihood as low.  - Drugs found on board. Minimal/ No interest by local authorities.  - Theft in port.  - Stowaways - Discovered & disembarked prior to sailing | Regional coverage |
| **Minor** | **Lost Workday Case** **(LWC)** **< 72 hrs**  **Medical Treatment Case (MTC)**  Non disabling or life threatening  **Restricted Work Case (RWC)**  (Injuries that can be treated on board or by visit to doctor).  RWC = Any injury which results for a:  -Crew member – not able to perform all normally assigned work functions during a scheduled work shift or being assigned to another job on a temporary or permanent basis …  -Passenger – not able to participate in shipboard activities on the day of the injury, or being limited to restricted activities …  on the day following the injury; the injury does not require disembarkation from the ship for good | - **Fire restricted to a small location** and extinguished quickly.  - **Smouldering due to heat contact**resulting in no delay to vessel. | - Vessel making light contact with another vessel / object with nil /minor damage.  Heavy weather structural damages of minor/ cosmetic nature and extent. | - Equipment failure where the recovery is expected to be within 2 hours and no threat to people on board, | Minor operational failure resulting in ship being taken out of service for < 1 day | - To sea if less than 0.5 litres  - Spill contained on board less than 100 Litres. | - Vessel pursued by skiffs but no indication that armed pirates involved (e.g. Aggressive fishing boats) | Local coverage |
| **Near Miss** | - No accident or incident | - Situation that in slightly different circumstances could have led to fire | - Situation that in slightly different circumstances could have led to incident | - Situation that in slightly different circumstances could have led to incident | Notable incident with no impact on operations | - Situation that in slightly different circumstances could have led to spill. | - Situation that in slightly different circumstances could have led to an incident. | No coverage |

**\*** Equipment is defined as any equipment or machinery whose failure will have an impact either on the propulsion, steering or power supply of the vessel

**Response, Investigation and Reporting Requirements**

The IMO requires Flag state to be notified of marine incidents and in significant cases carry out an investigation. The major flags have their own investigation departments such as the UK MAIB, however some flags will appoint a local surveyor to carry out an investigation on their behalf. Standards of investigation can vary significantly

There may be situation where a V.Report could be required for positive news. An example would a group vessel successfully picking up survivors from a vessel in distress. This would be a decision for MD/GM. Group HSEQ should be contacted for advice if necessary

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| **Category** | **Contingency Procedure** | **V. Report** | **On-Site** | **Investigation Requirements** | **MSG to Fleet** | **Investigation/ Closeout Timeline\*\*** | **Report Requirements** | **Group Bulletin** | **Internal Review Process** |
| **Very Serious** | Yes | Yes  Office management should be guided by the latest version of the internal document ‘**Incidents – Guidance for Office Staff (Private and Confidential)’.** This is updated regularly and circulated by HSEQ in Glasgow. If required, contact HSEQ on the address [here](mailto:drisksafe@vships.com) and request the latest version. | Immediate attendance by Superintendent. . | The Leisure Director and the General Manager in consultation with Head of Leisure HSEQ , Head of Group HSEQ and Group Director HSEQ will decide on the most suitable person to carry out the investigation. This is to be either :  • An experienced / senior person from the management office: General Manager / Technical Director / Fleet Manager / HSEQ Manager.  • Or a member of the HSEQ Department team: HSEQ Department Manager / Regional Compliance Manager.  The person conducting the investigation should not be directly involved with the incident.  Appropriate external resources may be employed in this case e.g. specialised fire investigators. | Circular letter by VGroup within 24 hours advising of incident but not cause.  Full details to fleet with root cause when investigation complete | 2 months  Close out by GD/HSEQ | Full report required as per latest template found [**here**](file:///\\srv-glas301\Projects\VMS\CommercialVMS\Content\Vessel%20Management%20System\Company%20Operating%20Procedures\Linked%20Dcouments\Incident%20Investigation%20Report.docx)**.**  Details to be entered to Shipsure.  REPORT TO BE REVIEWED AND APPROVED BY GROUP HSEQ | Yes : Draft proposal by Ship Management Office | Report to be reviewed at highest level  Group Director HSEQ to present to main board accompanied by MD/GM of office concerned. |
| **Serious**  If incident deemed Moderate to Very Serious, the various interested parties will likely appoint legal counsel and/or independent surveyors to protect their interests and gather the necessary information. Specialised investigators (e.g. fire) may also be called in to ascertain the direct cause. Frequently as long as these professionals are representing the vessel owners, their reports can be used to assist with the ISM investigation.  . | Yes | Yes | ~~I~~mmediate attendance by Superintendent. . | The Leisure Director and the General Manager will decide on the most suitable person to carry out the investigation. This will be a suitably trained and qualified person either from the Management Office concerned or another Company office.  The person conducting the investigation should not be directly involved with the incident.  Full report required as per latest template found [**here**](https://evms.vnet.info/VMS%20Documents/Company%20Operating%20Procedures/Chapter%203%20Contingency/Linked%20Documents/Incident%20Investigation%20Report.docx)**.** Details to be entered to ShipSure. | VGroup Circular letter within 24 hours advising of incident but not cause or Leisure VSL Bulletin (Case Study)  Full details to fleet with root cause when investigation complete | 1 month  Close out by Group HSEQ | Full report required as per latest template found [**here**](file:///\\srv-glas301\Projects\VMS\CommercialVMS\Content\Vessel%20Management%20System\Company%20Operating%20Procedures\Linked%20Dcouments\Incident%20Investigation%20Report.docx)**.**  Details to be entered to Shipsure  REPORT TO BE REVIEWED AND APPROVED BY GROUP HSEQ | Yes: Draft proposal by Ship Management Office | Report to be reviewed at highest level  Group Director HSEQ to present to main board. |
| **Moderate** | MD Decision  **Office DPA to be notified by Fleet Cell for Incidents rated Moderate & above.** | HSEQ Decision | This will normally require attendance on-board however in certain cases (as per MD or Leisure Compliance decision), investigation may be done remotely, via witness statements and document review. | The Leisure Director and the General Manager will decide on the most suitable person to carry out the investigation. This will be a suitably trained and qualified person either from the Management Office concerned or another Company office.  Equipment failures must be investigated by a suitably experienced technical person  Owner’s representatives may require to be involved in the investigation. If this is the case the appropriate contact information should be included in the ‘client folio’. It is important to remember that the ISM code requires that the DOC Company ‘investigates and analyses incidents with the objective of improving safety and pollution prevention’.  Owner’s notification requirements are to be entered in ‘client folio’ | VSL Bulletin or Case Study | 1 month  Close out by Office GM/MD | Full report required as per latest template found [**here**](file:///\\srv-glas301\Projects\VMS\CommercialVMS\Content\Vessel%20Management%20System\Company%20Operating%20Procedures\Linked%20Dcouments\Incident%20Investigation%20Report.docx)**.**  Details to be entered to Shipsure.  REPORT TO BE REVIEWED BY GROUP HSEQ | Draft proposal by Ship Management Office : HSEQ Decision | Report responsibility of office GM/MD. |
| **Minor** | No | No | Incidents / accidents, not in the above categories, will be investigated on board, as per [relevant VMS procedure](http://srv-glas301:82/Leisure/content/vessel%20management%20system/safety%20management/hazardous%20occurrences.htm) | Detailed investigation by relevant ship staff who has been suitably trained with assistance from HSEQ as necessary  Equipment failures must be investigated by a suitably experienced technical person  **Master / Staff Captain (Safety Officer) / Chief Engineer – if suitably trained.** | VSL Bulletin or Case Study | 7 days  Close out by Office HSEQ | Report to be entered in Ship Sure | No | Report responsibility of office GM/MD. |
| **Near Miss**  **Low** | No | No | No | On board investigation. by ship’s staff who has been suitably trained and entered in ShipSure. | Analysis in SEAS | 7 days  Close out by Master | Near miss reports are completed by crewmembers using report form [**SAF**](http://srv-glas301:82/Leisure/content/forms%20%20letters%20and%20filing/ship%20forms/index%20leisure%20vessel%20forms/ship%20saf%20forms.htm)**11** and then inserted into Shipsure | No | Report responsibility of office GM/MD |
| **Near Miss**  **Medium**  **High** | No  No | No  No | No  No | On board investigation. by ship’s staff who has been suitably trained and entered in ShipSure.  IF SIGNIFICANT NEAR-MISS (Medium or High) : INVESTIGATION REQUIRED.  A significant near miss is one where a minor slight change in circumstances would have resulted in a Very Serious or Serious category incident or event | Safety Bulletin | 7 days  Close out by HSEQ Super. | No | Report responsibility of office GM/MD. Decision in consultation with Group HSEQ |
| **Unsafe Act** | No | No | No | Investigation not required. If an investigation is considered necessary, category should be elevated to near-miss | Summary in SEAS | N/A  Close out by Master | Unsafe Acts / Conditions reports can be completed by all staff either by using Staff Notebook or [SAF97](http://srv-glas301:82/Leisure/content/forms%20%20letters%20and%20filing/ship%20forms/index%20leisure%20vessel%20forms/ship%20saf%20forms.htm). Reports entered in ShipSure | No | Review by Master at Safety Meeting with summary in minutes |
| **Unsafe Condition** | No | No | No | Investigation not required. If an investigation is considered necessary, category should be elevated to near-miss | Summary in SEAS | N/A  Close out by Master | No |
| **Safe Work / Situation** | No | No | No |  |  |  |  | No | Review by Master at Safety Meeting with summary in minutes |

\*\* The timeline is provided as a guide only. Circumstances vary and are dictated by type of incident, vessel type and charterer and legal restrictions.

**Notes:**

1. Office management should be guided by the latest version of the internal document ‘**Incidents – Guidance for Office Staff (Private and Confidential)’.** This is updated regularly and circulated by HSEQ in Glasgow. If required, contact HSEQ Department on the address [here](mailto:drisksafe@vships.com) and request the latest version.
2. Owner’s representatives may require to be involved in the investigation. If this is the case the appropriate contact information should be included in the ‘client folio’. It is important to remember that the ISM code requires that the DOC company ‘investigates and analyses incidents with the objective of improving safety and pollution prevention’.
3. Owner’s notification requirements are to be entered in ‘client folio’
4. In incident deemed Moderate to Very Serious, the various interested parties will likely appoint legal counsel and/or independent surveyors to protect their interests and gather the necessary information. Specialised investigators (e.g. fire) may also be called in to ascertain the direct cause. Frequently as long as these professionals are representing the vessel owners, their reports can be used to assist with the ISM investigation.
5. The IMO requires Flag state to be notified of marine incidents and in significant cases carry out an investigation. The major flags have their own investigation departments such as the UK MAIB, however some flags will appoint a local surveyor to carry out an investigation on their behalf. Standards of investigation can vary significantly.