



# Fleet Memoranda

Form: FM  
Issue No: 1 – 01/15  
Amend No: 0

## TSM 01/2018 - COMPANY & SHIP - COMBINED

### EMERGENCY RESPONSE EXERCISE

Recipient: All Sea and Shore Staff  
Date: 29 March 2018  
Department: Technical and Safety

This is to formally promulgate to all staff on board and ashore the full report from the latest Company and Ship (MV "Steffi C") Combined 2018 Emergency Response Exercise (ISM & ISPS).

Please make adequate records in the Security Log Book and Security Yearly Drills Plan in respect to the Annual ISPS Exercise- CSO/DCSO- SSO/DSSO.

For all ships, you are required to review and discuss this Fleet Memo with all crew during the next Safety Committee meeting, records to be made to confirm once completed. Masters are to ensure any recommendations for improvement, which require shipboard actions are completed.

**This memo will be self-cancelling on 1st April 2019**

Many thanks for your continuous support.

Issued by :

Mr. Angus Tapp

Designated Person Ashore &  
Company Security Officer

Approved By :

Capt. Simon Merritt

Senior Fleet Manager and  
Deputy DPA and Deputy CSO

Mr. Robert Wester

Chief Executive Officer



Enclosed- Exercise Evaluation (by Company & Vessel)

## **Emergency Response Exercise**

**Date: 12<sup>th</sup> March 2018 – 14:15 Hrs Gmt**

**At Sea Position: Latitude: 33.41.7 N / Longitude: 007.35.4 W**

**Vessel at Casablanca Roads**

### **Contents:**

01. Goals & Objectives
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### **01 - Proposed goals & objectives on board:**

- To test communications to and from the Vessel with all other parties
- To test/run the Security Contingency Plan “Search the Vessel” as contained within the Vessel’s SSP/Security Management System
- To test the ISM ship specific Contingency Plan Aide Memoir No. 14 “Medical Emergencies” & “Helicopter Operations”.
- To test the ISM ship specific Contingency Plan Aide Memoir No. 16 “Oil Spill & Pollution” – Environmental.
- Duties and responsibilities are to be crossed checked with the issued individual safety cards – copies in cabins
- To test the mustering and duties of the crew and the general alarm
- To serve as a reminder that “All Crew must know when it is a Real Emergency or a Drill”
- To remind the Master and ALL other Operators of communications equipment of the following:-
  - (a) Proficiency in using all communications means is required
  - (b) The address books in Email & Sat C’s must contain correct addresses/numbers
  - (c) In case of emergency – consider using a Distress Message!



- As relevant for the type of emergency – actions & reporting is to be in accordance with SMS Manual – Section 11 – Shipboard Contingency Plan and Section 12 – Contingency Planning
- SOLAS Training Manual – Section 1 – 1.3 – Ship Specific Procedures/Contingency Plans
- To test the Ship Security Plan & ISPS Contingency Plans

## **O2 - Scenario**

1. Whilst vessel was underway officer on watch observed on the radar a target with no AIS information. Looking by binocular he saw a small wooden boat adrift. He called the Master on the bridge and this decided to head to the boat. Arriving on location they noticed that it was a sinking boat with migrants.
2. Master raised the General Alarm and all crew gathered to Muster Station. CO checked the presence and informed the bridge that nobody is missing. Master informed that they have to rescue some migrants from a boat.
3. Contact was established with DPA, Emergency Response Team, MRCC by phone, email, Sat C as per Company Contact list.
4. All doors have been locked remaining only one access way in starboard (the door with code). Crew prepared the pilot ladder, brought on main deck first aid kit, stretcher & water
5. Master approached the sinking boat, rescue boat was lowered and crew properly dressed started to transfer the persons from the sinking boat to ship, and rendered them first aid, food and water.
6. Despite that the crew instructed the rescued persons to stay in one place they started to walk all around the ship. After they've been collected back was noticed that a child was missing and reported to the bridge.
7. Master raised the General alarm and made the decision to search the vessel as per SHIP CONTINGENCY PLAN.
8. All crew mustered to the Muster Station, head counted, searching teams nominated and briefed, security equipment checked.
9. Search commenced as per ISPS CONTINGENCY PLAN-SEARCH OF THE VESSEL
10. Searching started the teams reporting to the bridge the progress done.
11. During searching on main deck C/O and his team found the child who was hiding because he was scared underneath the starboard access ladder between main deck and forecastle deck and reported to the bridge. Master ordered to stop the search.
12. The crew member which was nominated to watch the rescued persons noticed that one of them collapsed. He called by radio C/O which came



- immediately and found out that that man suffering due to starvation and fatigue. ISM CONTINGENCY PLAN NO 14- MEDICAL EMERGENCIES activated. He reported to the Master that is necessary to transfer the sick man ashore by helicopter as quick as possible otherwise he will die.
13. Master informed DPA, Emergency Response Team and MRCC about the emergency occurred and requested a helicopter for MEDEVAC
  14. ISM CONTINGENCY PLAN NO 15-HELICOPTER OPERATIONS activated Crew gathered on the bridge and informed by Master that in 30 minutes the helicopter will arrive. Short briefing held after they started to make all preparations for evacuation. Hatch cover no 2 was chosen for transfer the sick man to helicopter. When this arrived communication was established in VHF CH 16, ship's heading and speed adjusted as per pilot's instructions, fire fighting equipment ready for use, a flag hoist to indicate the wind direction. The sick man secured on the stretcher has been transferred to the helicopter with success.
  15. While the crew was collecting all equipment after helicopter left a person stepped by mistake on a hydraulic rubber hose from the hatch cover no 3 aft causing hydraulic oil spill on deck. One of the crew members observed and informed the bridge. Master raised the General Alarm and all crew gathered to the Muster Station. After mustering he informed them by PA that is an oil spill on aft of hatch no 3.
  16. ISM CONTINGENCY PLAN NO 16 –OIL SPILL AND POLLUTION was activated. Master contacted the DPA and informed him about the incident. All scuppers have been plugged, absorbents used to stop pollution, and the damaged rubber hose replaced with a new one. Degreasing agents used to clean the deck and together with the used absorbents collected in drums. C/O reported to the bridge that cleaning was completed without any outboard spill. Master informed the DPA that oil spill was stopped without any environmental pollution.

### **03 – Sequence of Events:**

The Vessel was on GMT.

The Emergency response Team was on GMT

14:15 hrs – The DPA received call from the Master informing that a sinking boat with refugees had been spotted drifting and they were altering course to go and offer assistance. Master had sounded general alarm and all crew mustering. Crew to be briefed on possible rescue of refugees. Vessel position 23 41 07N & 07 30 04W. Masters intention to use Rescue Boat to rescue person and bring them on board the Steffi C.



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14:20 - DPA/CSO informs Senior Fleet Manager and the ERT Shore based team is assembled. For the sake of training and experience the Senior Fleet Manager took an observing role and Mr Mark Harris to on the role of Fleet Manager. The CEO (Mr Robert Wester) was informed and being out of the office at the time requested to be kept up to date with events and contacted if needed. The ERT Team consisted of the following persons:

Senior Fleet Manager – Simon Merritt –SM

Fleet Manager – Mark Harris – MH

Fleet Manager Technical Assistant – Kylea Trinder - KT

DPA & CSO – Angus Tapp – AT

ISM/ISPS & MLC Assistant – Anna Cheek - AC

CEO – Robert Wester – RW (remotely as out of the office)

14:25 - ERT Informed relevant parties

- Flag
- P&I
- Media Response Company – Navigate
- CEO informed Management
- All Staff informed
- Charterers

14:34 - All Staff informed of an Emergency Drill in Progress any enquiries please direct these to the Company Media Advisory – Navigate Response +44 2072 839 915

14:36 – Master updates that total of 21 refugees (10males, 8 Female, 3 Children) Rescue Boat crew have rescued 1male and 2 children and proceeding with rescue 3 persons at a time. Weather and sea conditions good and vessel and crew are safe.

14:47 – All refugees are on board, confirmed MRCC sent message by Sat C but message not yet confirmed sent due to congested traffic so followed up with email as well.

14:53 – Master informs one child missing and crew conducting search of the vessel. ERT Update all parties on current situation.

15:10 – Master confirms missing child found, refugees being assessed and provided food and water. Confirmed also that refugees are of Moroccan descent. P&I informed nationality of refugees and P&I will assist with disembarking as and when it happens.



15:30 Master informs one refugee very badly dehydrated and unconscious, MRCC advised launch arranged to medivac immediately. During Medivac a pipe was broken and they have a spill of hydraulic fluid. SOPEP Team activated and spill contained to on deck only no spill into the sea.

15:50 – Confirmed vessel to go to Casablanca port for discharge of cargo and Refugees. P&I informed, CEO informed and all other parties.

15:56 – All parties informed Drill has been officially ended and ERT Shutdown.

## **04 – Executive Summary/Conclusions**

ERT team was requested to be assembled by the SFM and CEO.  
AT was in charge of ERT however consultation and decisions was with/by all ERT Members through.  
ERT Room equipment was checked and tested.  
Communications log was kept by KT.  
Not all Fleet Managers participated.  
ERT Team used correct checklists to ensure all parties informed.  
The relevant files and checklists were available.  
ERT Computer was used throughout the exercise.  
The vessel mainly communicated via mobile phone (Whatsapp) this was a very clear line for communication. Follow-up emails were also sent by the vessel.  
Sat C & Sat Phone were also used and tested. The SSAS was not as it was deemed not required for this type of incident.  
All office staff fully informed and requested to direct any enquiries to the Media response Company.  
A crew list was made available by the crewing department.  
All parties contacted acknowledged and communicated by phone and email.  
Master informed Coastal Authorities – MRCC Rabat.  
The Master carried out the Emergency Response drill in a very organised and professional manner.

## **05 – Recommendations:**

ERT Team Recommendations.

- Communication with and from the vessel was very good. Master commented that he had to remember to re-log on to Vsat as this times out every 2 hrs. This has been looked into in the Office and is very simple to re-log on using the Ships Mobile.
- ERT Booklet needs contact phone numbers for Nova Marine. Already completed.



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- Flag was informed initially by Duty Phone but this went to answer phone, additional Flag numbers from the ERT booklet were then contacted but we were advised these are not the correct numbers/contact people. MCA Duty phone then re called and answered. All MCA numbers in the ERT booklet have been checked and corrected were required. NB - Although several numbers and contacts were tried this was to test the system but in a real emergency only one person would be contacted and they would then pass on information rather than many different people contacted. This would streamline and simplify the process.
- ERT Team agreed it would be good to put the main contact numbers on a whiteboard so all people in the ERT room can quickly know the right number to dial. ERT whiteboard has been updated.
- Recommended to have the person recording communications sitting next to the person sending emails to assist with tracking communications.
- Recommended to use the main (big) computer/TV screen rather than the small computer in the corner.
- Access to charts and vessel position should always be used so as to get into the habit of using it as this can help with seeing closeness of other Carisbrooke Vessels and nearest/closest ports & hazards.
- ERT Booklet to be made more user friendly to help with finding items/contact details quicker, already completed.
- Computer Login procedures for outlook to be written down in the ERT Room.
- WhatsApp was only direct with DPA, office to check if this is how it is set up or if there is an ERT WhatsApp. WhatsApp to be tested with all vessels, using specified ERT group.
- One note to be set up on the Main (big Screen) computer.
- All crew should read and review the IMO guidelines on large scale rescue operations at sea – second edition 2015.
- The vessel has commented that “Quote Vessel to be provided with full equipment for such situations(handheld metal detector, body scanner, stab gloves, loud hailer, high visibility vests different colours for crew and rescued persons) END QUOTE”. Most of the equipment mentioned by the vessel can be covered by PPE already supplied such as heavy duty gloves, visibility vest for crew (not considered practical for refugees) and the vessel has a loud speaker system. Items such as body scanner and metal detector are not considered suitable or appropriate for this kind of situation.



## 06 – Vessel Review & Feedback

**M/V STEFFI C  
COWES**

**12.03.2018**

### **STATEMENT OF FACTS FOR THE ANNUAL COMBINED EXERCISE**

**M/V STEFFI C     At Sea en route from Aviles to Casablanca**  
**Posn: Lat: 33 41.7N   Long: 007 35.4 W**  
**True course – 135**  
**Speed – 8knots**

14.12LT( UTC) - 2/O on watch noticed at sea one target without AIS information- checked by binocular and found out that was a sinking wooden boat overloaded with people and immediately called Master on the bridge

14.14LT – Master on the bridge – set the course to the target; General Alarm was raised; Master announced through PA that will be recovered persons from a sinking boat.

14.15LT – Master called the DPA from ship's mobile on ERT number (+44 1983 284 187)

14.15 LT - Crew gathered to Muster Station, head counted, no missing person, C/O reported to the bridge

14.16LT – Master ordered to prepare rescue boat for launching-crew commenced donning their duties; RAF D05 reviewed

14.16LT – E-mail sent to ERT (THIS IS A DRILL)

14.21LT - E-mail sent to MRCC Rabat (THIS IS A DRILL) via sat –C and V-sat

14.24LT – C/O reported to the bridge that rescue boat is ready for launching

14.26LT – Master ordered to be launched the rescue boat

14.27LT –Rescue boat in the water with the designated crew (C/O, 2/Eng. and AB1) heading towards boat in danger

14.30LT – C/O reported to the bridge that on the sinking boat there are 10 males, 8 females and 3 children all morocco nationality

14.35LT – Rescue boat back -two children and one male transferred on board, after this resuming persons transfer from the wooden boat to STEFFI C

14.44LT – Transfer of the 21 persons completed

14.47LT - Identity, health condition checks completed, photos of each individual taken, noticed that the migrants are exhausted and starved. Rendered first aid to





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whom was necessary, feed them and water supplied, rescued persons accommodated and segregated, watchmen posted to guard them

14.47LT – Reported to ERT about the situation progress (Mark Harris)

14.52LT - One of the guards reported to C/O that it's a panic situation between the migrants because one child was missing; C/O reported immediately to the bridge

14.53LT – General alarm was raised Master announced through PA that will start search of a child, crew gathered to Muster Station

14.55LT - Search commenced as per ISPS CONTINGENCY PLAN-SEARCH OF THE VESSEL – During searching the teams reported to the bridge about the progress done.

15.00LT – E-mail sent to ERT and MRCC Rabat and VHF DSC “URGENCY” message sent to all ships ( AREA CALL) regarding founding of the migrants and recover them from the drifting boat.

15.10LT - The missing child was found scared by C/O team underneath the starboard ladder aft of crane no 1 and he was brought back to the group. Master ordered / End of security search drill.

15.30LT – C/O noticed that one male from the group collapsed due to starvation and exhaustion, reported to the bridge, first aid and medical oxygen were rendered, but transfer to hospital being necessary to save his life being exhausted , SHIPBOARD CONTINGENCY PLANS 11.4.15-MEDICAL EMERGENCIES activated-crew started to prepare the casualty for transfer

15.30LT – Master contacted MRCC Rabat request medical evacuation for the sick man

15.40LT – Sick man secured on the stretcher ready to be transferred

15.46 LT– Fast rescue boat from Casablanca port alongside, man transferred to the FAST RESQUE BOAT

15.46LT – One of the rescued people fell on the aft starboard hydraulic hose from hatch cover no 3 breaking it and causing hydraulic oil spillage

15.46LT – C/O reported to the bridge, Master raised the General Alarm and announced that is an Oil Spill on the starboard aft of hatch cover no 3- SHIPBOARD CONTINGENCY PLANS 11.4.17-OIL SPILL AND POLLUTION emergency response team was activated; All scuppers have been plugged, absorbents used to stop pollution, and the damaged rubber hose replaced with a new one. Degreasing agents used to clean the deck and together with the used absorbents collected in drums. C/O reported to the bridge that cleaning was completed without any outboard spill. Master informed the ERT that oil spill was stopped without any environmental pollution.

15.50LT – End of drill

15.55 LT- After All - Debriefing with all crew held on the bridge.

16:30LT- End of debriefing / crew dismissed – resume on board activities



## **On board Evaluation and Crew performance:**

- The annual combined exercise is good for the crew to learn how to act in different emergency situations which may occur in same time having in view that on real the scenarios are total different.
- All crew responded promptly to all situations during the drill acting in a professional manner as per designated tasks
- The communications between Master and all involved parties have been successful done in a clear and concise way
- The exercise proved a good capacity for the crew to face the emergencies

## **On board recommendations:**

- More training means more confidence in action, regular training scenarios to ensure efficiency
- All crew to review the international Chamber of Shipping procedures to rescue large mass of people and the recommendations of ALLMODE-International Security Services
- Vessel to be provided with full equipment for such situations (handheld metal detector, body scanner, stab gloves, loud hailer, high visibility vests different colours for crew and rescued persons)

***Capt. IVAN DANUT***

***Master of the M/V STEFFI C***

## **CREW MEMBERS FEEDBACK REGARDING THE ANNUAL COMBINED EXERCISE**

***Captain Ivan Danut-*** Role on Nav. Bridge, Overall Command Communicating with DPA/ ERT /MRCC / Ch.Off (On Scene commander):

- Satisfied with the overall performance and enthusiasm shown by all crew
- Communication with the ERT was good and effective as well with the MRCC Rabat despite the fact that on the beginning was a delay in reply to the messages ( SAT C – call pending by LES because of satellite congestion )

First contact with the DPA been done on the mobile phone using dedicated phone number only for emergencies (ERT- +44 1983 284 187).later during the drill it was used WhatsApp application as we have on board the company SmartPhone "Blackview IP68 and as well have the opportunity to send messages /photos via this application in real time .

- Having in view the actual situation with the refugees especially in Mediterranean Sea this kind of exercise should be carried out more often, in order to train the crew for such situations despite the fact that on real situation the events are unpredictable.



- I consider that this combined exercise regarding the large mass rescue is innovative for us and Company, making everybody to figure out what means to save lives and to be more involved in further trainings in this way crew being more confident with their tasks in such emergencies.

**IORDANESCU BOGDAN-CHIEF** mate – on scene commander-emergency team leader - this exercise was a real lesson making us understanding the importance of helping desperate people in danger and saving their lives. This drill was just a small part of what can happen when there is a large mass of rescued people which are in panic, exhausted, with health problems or any other issues, scared children and weak old people. In same way we learned how to take care of ourselves when we come in contact with this kind of people and how to manage different situations. In my opinion this exercise was a real success, crew acting very promptly and in a professional manner despite that was first time when was involved in such combined exercise.

**DZIAVGO ALEKSANDR – 2/O - OOW** - communications officer – it was a good theoretical and practical experience of such training” large scale rescue operation at sea”. All communication system were involved as inm-c, skyfile telephone and practice shown that communication via telephone and skyfile system occurred faster and more reliable than inm-c (confirmation of receipt came with a large delay). Such drill is necessary in our work.in case of a real situation know what and how to do.

**MANEA TRAIAN –CHIEF ENGINEER** – ER team coordinator - this combined exercise was a good experience for everybody and will be useful for a real situation.

**DALACA ADRIAN – AB** - rescued persons assistance –a good drill for all of us. During drill it was a good cooperation between all crew members.

**ROSCULET ANDREI – AB** – rescue boat team - this combined drill was very useful especially rescuing the refugees and it will prepare us for a real situation in the future. The time for the drill was adequate. Briefing and communication was clear and understood by everyone. The crew acted quickly and as per their emergency duties. Overall it was a good experience and we should do this more often.

**MANDRILOIU STEFAN-AB**-rescued person - the drill was useful and complex. The problem that I see is that the refugees will be genuinely scared and at panic, people can react violent and the crew might be at risk especially if outnumbered by refugees.

Lenu cristian – oiler - rescue boat team – this drill was a good experience. Very good communication between crew and bridge.



**ZAIF MIHAI-DECK CADET** – rescued person's assistance - first time when I'm participating into a combined annual exercise. It was a little stressful but also exciting and I liked the fact that it was spontaneous and when was necessary to improvise everything went very well.

**COMAN FLORIN-AB** – rescued child - it was a good drill and is helpful in a real situation. The crew learnt to react to an important problem.

**SARBU FLOREA – COOK** – food/water supplier –it was a good drill for us. We learnt how to take care of refugees.

**AZIS ERCHIN – OS-** rescued persons guard – it was a very good communication between master and crew. This drill was very useful.

### 07 – Exercise Photos





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**Many thanks to the Master  
and Crew of the Steffi C for  
their actions and efforts.**