

OVID, Inspectors, Ship Operators and Marine Assurance



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How OVID will allow us to move forward to a more effective means of Assurance, and better interaction with vessel operators and inspectors within the vessel hire and management processes.



Offshore Vessel Inspection Database has been created to try and help make effective marine assurance processes overcome the weaknesses of traditional checklist inspection schemes.

OVID uses the methodology and experience of 17 years of SIRE development, but focuses on non-tanker vessels and operations.

3 Components:

- OVPQ – Offshore Vessel Particulars Questionnaire
- OVIQ – Offshore Vessel Inspection Questionnaire
- OVMSA – Offshore Vessel Management and Self Assessment

- The OVPQ questions are centred on information that does not change frequently, such as physical dimensions; plant; equipment and fittings; and certification details.
- The ship operator is responsible for completion of this document, on-line. The document is much like on-line vessel brochure which can be used by charterers to shortlist potential boats for hire as they scroll through the OVPQ list – if all the data is up to date, it can help “promote” the vessel over a competitor’s.
- Having the OVPQ available reduces the time an Inspector needs on board. Certificates can be spot checked, vessel details read up on by the inspector before he arrives so he has a better idea of what he is looking at. The ship operator completes it, so it should be correct!
- Currently over 2000 vessels registered by 264 Operators in the OVID database, with nearly 700 OVPQ documents in development/place.

- The OVIQ questions are primarily designed to highlight operational practices and behaviour patterns; the management controls on board and from the ship operator's office by sampling the effectiveness of the safety management system at that point in time.
- The observations are designed to extract a response from the ship operator as to how the issues raised will be managed. The questions are not just to create a list of priority corrective actions as determined by an inspector. We want the ship operator to tell us how the issues will be corrected, not us to tell the ship operator what to do.
- Oil Major experience has shown that the ship operator's responses can be more effective in assessing the quality of the vessel and its management controls, than the observations themselves. Correcting a problem is little use if there is no process update made to ensure the problem is not repeated with the next watch/crew.
- However, the OVIQ does need to be reviewed and assessed by personnel with appropriate skills and mindset for best benefit – offshore experienced mariners, not pure Logistics or HES specialists.

- This programme is designed to suggest the type of factors that a good safety management system (SMS) should contain/control. It is not an SMS in its own right, nor a replacement for ISM or ISO 9001. Simply put, if the SMS satisfactorily addresses all the elements in the OVMSA, the ship operator's standard should be at least the equivalent of Chevron's.
- OVMSA will help ship operators prioritise development of their SMS – by identifying the most cost effective changes for their own companies, reaching a good standard quicker, and leaving the “gold plating” until resources or needs allow.
- The system will also provide a means for them to measure the effectiveness of the SMS as part of their continuous improvement process. The elements in the system highlight best practice, not just statutory and Class minimum standards, because there are no statutory or Class rules for many issues.

Who is using OVID?



Companies involved in development and use of OVID:

- Chevron
- ConocoPhillips
- ExxonMobil
- Shell
- Husky
- Statoil
- Total
- Petronas
- Hess
- BP

How should OVID be used?



General Responsibilities and Obligations:

- **OVIQ reports belong to the Oil Company that initiated the inspection – not the Inspector, his company, or the ship operator.**
- Confidentiality and control are inherent parts of membership of OVID. The forwarding of OVIQ reports without the formal permission of the report owner is not permitted and can contravene many data protection laws. This means that the OVIQ reports must not be forwarded by ship operators, as CMID reports were. The ship operator should only tell the next charterer that the report is available on the OVID database
- Forwarding one Oil Company review/comment on a vessel and their operators to any third party does contravene most anti-trust laws. Discussions on issues or concerns with a vessel can only be discussed between the Oil Company and the vessel's operator, not other charterers, brokers, etc. Ship operators interests also have to be protected!
- If an inspection report is generated it must be uploaded into the database, unless the Inspector has created a faulty report.

What Chevron will do in reviewing reports



- Once a report is sent to the database, the vessel operator is automatically advised, and nobody else can access this report until 14 days have passed or the ship operator's responses are submitted, whichever is soonest. This is to give the ship operator the chance to explain any actions from the observations.
- If there is an urgent need for the vessel to be considered, such as for spot market work, the Oil Company can review the report; note the concerns from observations and then discuss directly with the vessel operator over the phone. If a vessel operator in the spot market already has an OVIQ in the database, with good responses to observations, then that operator's ships will be prime candidates for selection at short notice
- Vessel operator's are encouraged to suggest controls or process changes to ensure issues will be corrected permanently. If something is broken or out of service, it may not be that important - there may well be a means to risk manage an alternative method of operation to ensure safety and fitness for purpose. Risk assessment and risk management controls are the most effective way to ensure operational excellence.....

What Chevron should not be doing



- Focussing on hardware faults and not looking at alternative, risk managed operational practices. The risk will vary, depending upon how and where the boat will be used.
- Ignoring evidence from inspections on other vessels operated by the same company particularly where limited hardware faults may be evident (such as on new ships where all the gear may be fine).
- Asking Inspectors to create a priority list of issues. We don't want to tell a ship operator how to fix the ship – we want them tell us how they are going to do it - i.e. corrective actions that will be effective long term and which will suit the resources and culture of the company.
- Such lists can give wrong signals to many outside the marine field, such as Logistics managers - as they have traditionally seen a corrective action list as an easy way to decide the boat will be good to go.

What vessel operators should not be doing



- “Attacking” the Inspector
- Responding with answers like “not a requirement”; “fixed”; “Master sacked”; and similar.
- Not responding at all
- Assuming that they or their crews can do no wrong
- Relying on references to statutory or Class requirements

What vessel operators should be doing



Consider the OVIQ questions in relation to managing and improving their operational standards and expectations:

Do they wish to be seen as a company that wants to improve and aim for incident free operations, or:

Do they prefer to be known as a company that only changes when legislation drives them to do so?

The choice is theirs. However, for us to use the ships/company, the choice is ours.....

UK Govt HSE department attitude shortly after Piper Alpha incident:

If you have an accident/incident, you do not have a safe system of work. Full stop; end of story.

Having any incident shows that the Safety Management System is not being used properly or is not good enough

What vessel operators should be doing



When responding to Observations, ship operator's should try to answer these three points as a minimum:

- 1) Why an issue existed, as a result of which the inspector made a written observation (some onboard safety management process either failed, or did not exist);
- 2) What was done in response to ensure that the vessel could continue operations in a safe manner (such as risk assessment and risk management procedures created and monitored);
- 3) What changes to the company safety management processes will be made to ensure the issue does not recur.

OVID is designed to create the opportunity for ship operators to develop and improve their companies. If a charterer knows that a strong safety management control structure exists within a vessel operating company, such a company is likely to be preferred for that charterer's business. The best companies are already doing this.

- “Filtering” answers, or ignoring what they may think are trivial weaknesses – the answer should be “no” with specific comment. If there are good practices, a positive comment may be used to balance the negative observation.
- Putting in “leading” comments such as “this is not a requirement” or “this is not a normal practice”.
- Telling ship staff what they should be doing, or making recommendations for changes on board. Such actions are not part of the OVID process. However, if the Captain genuinely wants to talk Mariner to Mariner about better ways, that is no problem in a “private” capacity, but not representing the Oil Company or OVID
- Putting “Not Seen” or “Not Applicable” when a “No” answer is more appropriate. Examples include:

No chart corrections done, inspector had put “not seen”.

DP1 Vessel FMEA never done, inspector had put “not applicable”.

What inspectors should be doing



Using their knowledge and professionalism to identify good or poor controls, practices, and procedures. Indicate actual state of affairs with non-judgemental observations and positive comments

At the end of the inspection, discuss with the Captain each Observation and any other negative comments to ensure that there is no misunderstanding over what was said.

Observations should not normally be changed at this point (unless a genuine error of understanding over the question has occurred) but a positive comment may be added if something has been corrected or made safe.

Comments, particularly positive ones can show a vessel operator in a good light, but should only be made when they add value to the report – if they are unlikely to add value to the report reviewer, the inspector should not waste his time typing them in and my time having to read through them all!

OVID System improvements



New Report Editor program due late June to fix a number of bugs and help make the system more user friendly.

Changes include:

- Separate the OVPQ Editor program from the OVIQ program and remove the access to OVIQ template from ship operators. A read only version of OVIQ will be developed to allow vessel operators to review the question sets and/or use the program as a audit tool
- Revise the Inspector location and work area section to show the port/city and country where each inspector is located, not their company office address
- Review the question set to make a variant more appropriate for very small vessels such as launches and surfers (i.e. fewer questions).

OVID System improvements



- Create a re-organised OVIQ (ROOVIQ) to help cut down on Inspector's time by putting questions in a more logical "tour of the vessel" type arrangement.
- Include vessel names in auto e-mails about vessel report availability. Some large fleet owners have requested this enhancement.
- Review question wording and guidance notes to remove ambiguity and help guide inspectors to answer in a uniform manner.

The software developers and OCIMF are currently creating training software with voice over and animation for:

- Vessel operators – how to log on and register company and vessels
- Vessel operators – how to complete OVPQ details (on-line)
- OCIMF members – how to commission inspections and validate/process reports

The OCIMF Secretariat along with Oil Company members, plan to start holding workshops for small groups of ship operators from early July, starting in the US Gulf area.



Questions?