# Maritime Investigation

# INDUSTRY PERSPECTIVE

**≈BCFerries**

Steve Matterson – Director Risk and Insurance

# Overview of our Service

- ## Diverse service
  - 25 routes, 47 terminals 35 vessels
  - Over 185,000 departures/year

- ## Traffic
  - 20 million passengers
  - 8 million vehicles

- ## 35 vessels
  - 600 – 22,000 GRT
  - Vehicle capacities from 23 to 470 cars
  - Passenger capacities from 300 to 2000
  - Crew complement ranges from 5 to 48

# A Typical Day

# Investigations

- Federal Agencies

- Provincial Agencies

- Local Agencies

- Media

- Insurers

- Plaintiffs

- Internal

# Conflict - Company and Investigators

British Columbia Ferry Services Inc. requested *"an order permitting it to use the interpretation of the data in a report that it wishes to release as an addendum to it prior report of March 26 2007"*

**BC Supreme Court #S073531**
**Registry – Vancouver**
**Before: the Honourable Mr. Justice Hinkson**

**≈BCFerries**

# DI

## #815-06-01-A
## ADDENDUM

## Divisional Inquiry
## ADDENDUM
## to report of March 26, 2007

**Incident**
*Queen of the North*
Grounding and Sinking
March 22, 2006

**Chair**
Executive Vice President
New Vessel Construction & Industry Affairs

**Date**
October 2, 2007

*Queen of the North* Grounding and Sinking DI #815-06-01-A (ADDENDUM)

# SailSafe

SailSafe Goals:

- Transform our safety culture

- Embody the transformation in our SMS

- Be a world leader in safety management

# Communication Management

## Operations & Security Centre

- Staffed 24/7
- Monitors vessel position, operations, traffic, near miss events and security
- EOC for all major events

# ALERT Handbook

**An ALERT is a tool used to identify a hazard or situation which could cause injury or harm to a person, damage to equipment, or damage to the environment**

*" The ALERT system is an excellent safety tool and works well as witnessed during the surveys. There is no question of its effectiveness and there is complete engagement by the crews using it. In my experience, this is one of the most 'user friendly' and effective systems in use today."*

*P&I Survey Report June 2011*

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| 🏴 | **A**LL | | |
| 🏴 | **L**EARNING | | |
| 🏴 | **E**VENTS | | |
| 🏴 | **R**EPORTED | | |
| 🏴 | **T**ODAY | | |

**NAME:**

An **ALERT** is a tool used to identify a hazard or situation which could cause injury or harm to a person, damage to equipment, or damage to the environment . It allows **YOU**, with the support of your supervisor, to put in place the preventative actions that will reduce the risk of an incident occurring to **As Low As Reasonably Practicable** (ALARP).

## www.saiLSAFE.com

# Operational Risk Management Program

SailSafe Goal:

- Embed formal risk assessment methodology in all BCF operations

Approach:

- Locally developed; follow international best practice
- ALERT program
- Formed risk assessment teams
- Issues to be assessed come from the front lines
- Risk Assessment for all new procedures before implementation.

# Revitalise the SMS Documentation

**SailSafe Goal:**

- Re-develop SMS to a tight, focussed package of practical safety guidance

**Approach:**

- Re-platform onto modern information retrieval systems available at all sites
- Increased use of checklists
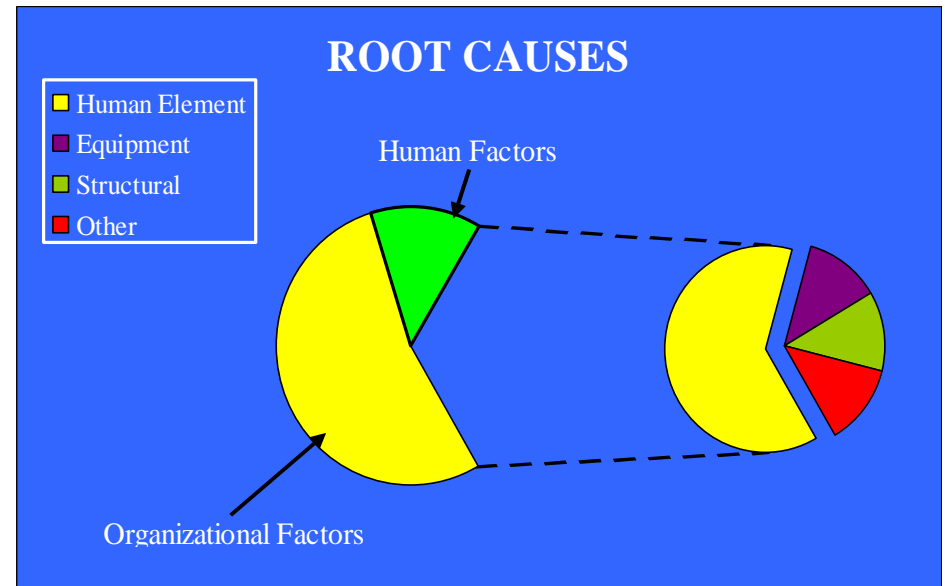- All new or revised procedures risk assessed

# Human Factors & Local Incident Investigation

SailSafe Goal:

– Recognize and manage human factors;

Approach:

– Train senior executive, senior officers, union and front line supervisory staff

– In-house simulators



**ROOT CAUSES**

- ☐ Human Element
- ☐ Equipment
- ☐ Structural
- ☐ Other

Human Factors

Organizational Factors

# Result