International Standard for Maritime Pilot Organizations

Gdynia, May 30, 2012

Martijn van der Hoek

International Standard for Maritime Pilot Organizations
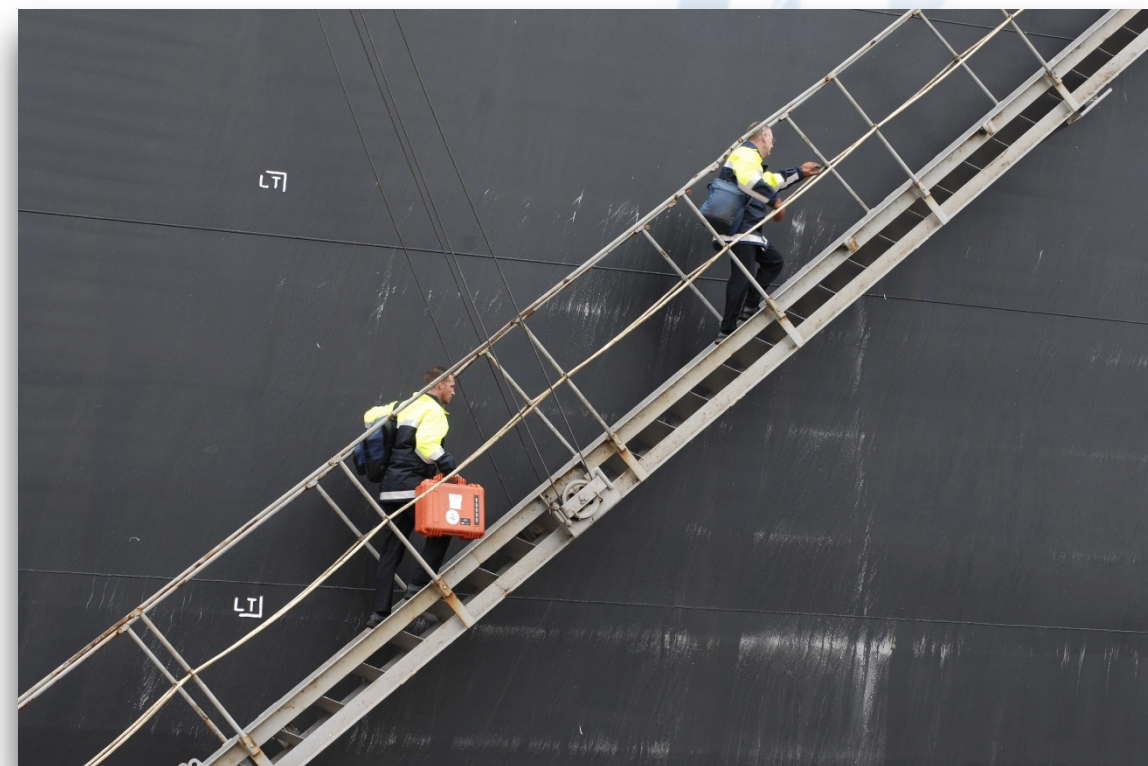
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What is ISPO?

- Industry-specific standard
- Code of best practice
- Managed by a group of users (pilots)
- Base for a safety and quality management system, audited by classification societies
- Adopted around the globe

NOT dictating how organisations should conduct their business!

Goals

- Promoting safety for pilots, clients, and supporting organisations.
- Continuous improving quality and port safety.
- Elevating the standard of pilot services within the maritime industry.
- Preventing others to dictate how to run the business.
  (threats from government and the industry, intertanko, CDI and OCIMF)
- Creating a level playing field for competition.
- Transparancy towards customers, authorities and port stakeholders.

Continuous Improvement

Configuration on continuous improvement by:

- Registering complaints.
- Registering incidents.
- Customer perception surveys
- Internal and external audits
- Risk Management

A well-run, professional organization does not need to change any of its working practices to meet this standard!

International Users Group

- Maintenance and further development
- Communication between ISPO-certified organisations
- Supporting potential members in implementing
- Promote ISPO within the industry
- Recognition and authorization of classification societies
- Administration of certificates, certified organisations and authorized classification societies.

Three Documents

- **Part A, standard**
  Contains mandatory provisions for compliance with the standard.

- **Part B, Guidelines**
  To assist implementation of the ISPO in a uniform manner.

- **Part C, Management & Control**
  - Procedures for verification and certification
  - Procedures for maintenance of the ISPO standard

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification
- Pilot Operations
- Logistic Operations
- Customer's Perception
- Risk Management
- Continuous Improvement

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification
  - Pilot Operations

  - How to determine the number of pilots in your organization?
  - What qualifications before becoming a pilot?

    - Customer's Perception

    - Risk Management

    - Continuous Improvement

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification

- Pilot Operations

- Passage planning
- Communications
- Embarking and disembarking

Mandatory provi...   ...pliance

- Recruitmen...
- Pilot Operat...

- **Passage planning**
- **Communications**
- **Embarking and di...**

PILOT PASSAGE INFORMATION EXCHANGE
(IMO Resolution A. 893)

Available standard information
- Pilot card
- Wheelhouse poster
- IMO cargo ☐ Yes
- HW Hook of Holland: time _____ : _____
- Pre arrival meeting checklist

- Tanker checklist
- Health declaration
- Gas free certificate
- HW Rotterdam/Dordrecht/Moerdijk: time _____ : _____
- Mooring arrangement plan

Discussed at commencement of passage

Boatmen support	☐ Yes ☐ No	
Tugs	☐ Yes ☐ No	
☐ Number & Type of tugs discussed		
Number of tugs		
Total Bollard Pull _____ tons		
☐ Time or tidal restrictions		
☐ UKC restrictions		
☐ Speed/wave restrictions		
☐ Current and wind during passage/manoeuvring		
☐ Air draught restrictions		
☐ Anchors to be used		
☐ Mooring requirements.		
☐ Navigational warnings and information		

Monitored and corrected during passage
- Boatmen support ☐ Yes ☐ No
- Tugs use ☐ Yes ☐ No
- Number of tugs
- UKC (passage) - minimum _____ dm
- UKC (berth) - minimum _____ dm
- Air draught (max. during passage): _____ m
- ☐ Others: _____

Passage plan information exchange
- ☐ Location of berth particulars
- ☐ Quay/jetty/buoys (fendering/lashings)
- ☐ Tug(s) rendez-vous position, ETA _____ : _____ hrs.
- ☐ Bridges and locks
- ☐ Change of pilot during pass, ETA _____ : _____ hrs.

Method of disembarking
- ☐ Swath ☐ Pilot ladder ☐ Combination
- ☐ Tender ☐ Deck to deck
- ☐ Pilot cutter ☐ Gangway

Helicopter
- ☐ Hoisting area ☐ Landing area

Position tugs/mooring arrangements:

Has passage plan been explained by pilot and agreed with Master ☐ Yes ☐ No	Did the vessel present its passage plan to the pilot ☐ Yes ☐ No
Has arrival/departure manoeuvre been explained by pilot and agreed with Master ☐ Yes ☐ No	

MASTER _____   _____   _____
(signature master)   (signature pilot 1)   (signature pilot 2)

Note
The purpose of this form is to have a standard for pilot/master information exchange, based on the International Standard for Maritime Pilot Organisations (ISPO in progress) and IMO-guidelines and national and local regulations. The information should be discussed between the maritime pilot and the master before pilotage passage commences.
If there are any modifications to the information then it should be agreed on by the maritime pilot and the bridge team.

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Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification
- Pilot Operations
- Logistic Operations
- Customer's Perception
- Risk Management
- Continuous Improvement

- Managing fatigue, alertness and endurance in pilot services.
- Transport Operations.

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification

- Pilot Operations

- Logistic Operations

- Customer's Perception

- Determine customers and stakeholders.
- Monitoring the customer perception.

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification

- Pilot Operations

- Logistic Operations

- Customer's Perception

- Risk Management

  - Continuous Improvement

- Identify (potential) risks and mitigating measures by doing risk assessments.

- Keep records on incidents, accidents and hazardous occurences

Part A and B

Mandatory provisions and guidelings for compliance with the standard.

- Recruitment, Training and Qualification

- **Non-conformity / Corrective actions**
- **Recording and analyzing incidents and accidents**
- **Customer perception**
- **In- and external auditting**

- Pilot Operations
- Logistic Operations
- Customer's Perception
- Risk Management

- Continuous Improvement

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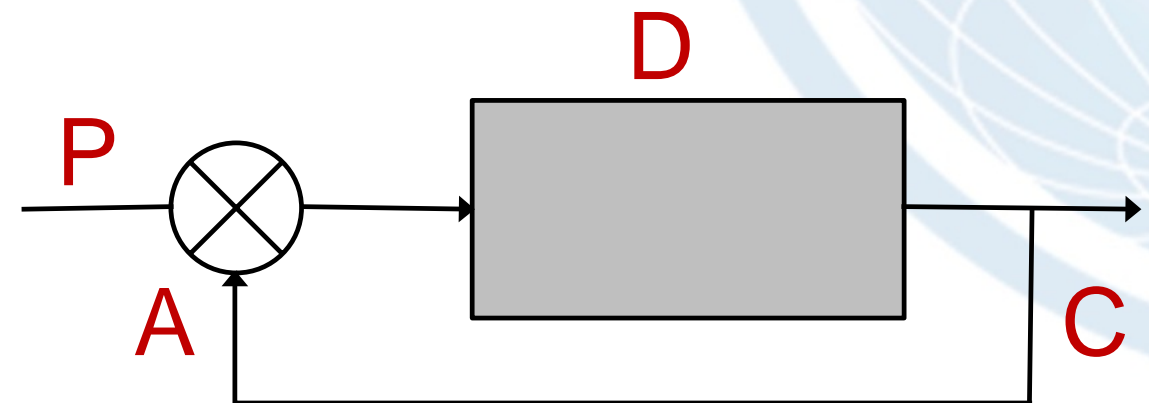
Part C, Document & Control

- **Certification Process**
  To be used by classification societies.
  Contract with class (audit man-days)

- **Procedures for maintenance of the standard**
  The International Users Group (IUG)
  - Further development
  - Support to potential members in implementing the standard
  - Autorization of classification societies

Current Status of ISPO

- Adopted by:
  - Dutch pilots
  - BRABO, Belgian dock pilots
  - Varna pilots, Bulgaria
  - Trinidad and Tobago pilots
  - Forth Pilots, Edinburgh
  - Liverpool pilots
  - Brisbane, Australia

- Interested and/or busy implementing:
  - Danpilots, Denmark
  - Port Hedland Pilots, Australia
  - Port Ravenna Pilots, Italy
  - Pireaus Pilots, Greece
  - Five other organisations in Australia

Questions?