Draft Amendment ISPO Part B, Chapter 11, Risk Management

In part B, Chapter 11, Risk Management is written for using only reactive risk management. Proactive risk management is another approved method and therefore the board of the IUG proposes to amend Chapter 11 as follows:

OLD:

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	11, Risk, Incident and Accident Management	Part B

11. Risk, Incident and Accident Management

11.1 General

1. The ISPO management system should be designed to allow for updating, amendment and improvement derived from the analysis of incidents, accidents, risk events, observations and non-conformities as well as changed circumstances within the maritime pilot organization.

11.2 Risk Management

11.2.a The result of successful risk management should be that:

- The scope of the risk management to be performed is determined by the operation for which the pilot organization is the responsible authority
- Appropriate risk management strategies are defined and implemented
- Risks to the services and work conditions are identified in the organizations´ risk management strategy and as they develop during the conduct of tasks
- Risks are analyzed and the priority of applying resources to monitor and mitigate these risks is determined
- Risk monitoring techniques are selected to determine the change in the risks status and the effectiveness of the monitoring activities and corrective actions
- The pilot organization collaborates with stakeholders to develop and implement suitable corrective actions in areas of shared interest
- Appropriate action is taken to correct or avoid the impact of risks

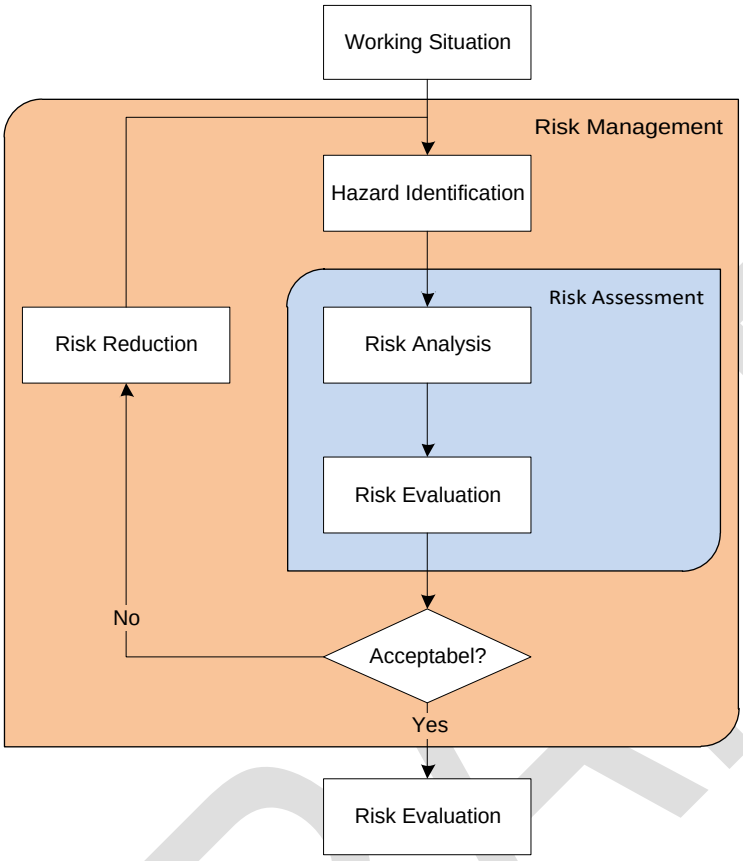
11.2.b Risk management of port infrastructure such as fairways and terminals is generally the responsibility of the competent authority. If the pilot organization is not responsible for the ports' admission policy, the risk management as described in this chapter should not normally include assessments of admission policy related risks. The pilot organization should however encourage the use of its expertise by the competent authority.

11.2.c The effectiveness of risk management activities should be regularly reviewed by utilizing suitable information collected by the pilot organization. This information can be determined by analyzing data such as inspections, audits, risk event and incident reporting.

11.2.d The risk management activities should take into account any changes that may have an effect on safety, quality and the environment, including planned changes to the pilotage area, regional circumstances, responsibilities, authority and tasks of the pilot organization.

11.2.e When necessary the pilot organization should ensure that adequate training is provided to ensure the effective implementation of the ISPO management system.

11.2.f Risks can be managed by taking the following steps:



11.4.k **Incidents, Accidents and Risk Events**

11.3.a Incidents, accidents and risk events should always be reported. Reports should include a description of the actual facts and descriptions of probable consequences with respect to harm to human life, damage to the environment or property.

11.3.b As soon as these reports are received, they should be reviewed and if needed, evaluated by the appropriate management level to determine both immediate and ongoing risk treatments and / or corrective actions if necessary.

11.3.c Implementing a risk analysis tool is useful to distinguish between serious and minor incidents in order to focus resources on critical events. Such a tool can also assist in the evaluation and identification of the most appropriate risk treatments and / or corrective actions. The extent of the required accident / incident investigation should be based on a preliminary risk analysis.

11.3.d *One example of a risk analysis tool is a matrix. The matrix technique allocates a risk level based on the potential severity and an estimate of the frequency. In determining the severity, priority should be given to personal injury.*

Consequence					Probability		
					A	B	C
Severity	People	Hardware	Pollution	Reputation	Never heard of in company	Incident has occurred in the company	Happens several times per year in the company
0	No injury	No damage	No environmental effect	No Damage			
1	First aid treatment	Damage < € 50.000,-	Slight environmental effect (< 10l)	Slight damage Customer complaint	Level 1		
2	Lost time incident	Damage > € 50.000,- < €100.000,-	Minor environmental effect (< 100l)	Minor damage Local press		Level 2	
3	Hospitalised	Damage > € 100.000,- < € 250.000,-	Local environmental effect (> 1m³)	National Press			
4	Fatality	Damage > € 250.000,-	Massive environmental effect	Severe damage International Press			Level 3

The matrix distinguishes three investigation levels:
Level 1: Minor – No further investigation required
Level 2: Significant – Investigation by the DP or manager
Level 3: Critical – Investigation Team

11.3.e The analyses of these reports may result in one or more of the following:

- *Corrective action being taken*
- *Emphasis on existing procedures*
- *Distribution of lessons learned throughout the maritime pilot organization*
- *Amendment to existing ISPO management system*
- *The development and improvement of training programmes for maritime pilots*
- *Retraining of maritime pilot or other personnel*
- *Recommendations to the system of continued proficiency of maritime pilots*

11.3.f If possible, feedback by the maritime pilot organization should be provided to those persons who have made a report required by this section. Feedback should assist in encouraging further effective reporting. Feedback should include an acknowledgement of receipt of the report, its status and any follow up actions taken or recommended

NEW:

11. RISK MANAGEMENT

11.1 General

11.1.a The ISPO risk and incident management system should consist of a precautionary based Risk Assessment (proactive Risk Management) and be designed for continuous updating and improvements derived from the analysis of incidents, accidents, risk events, observations and non-conformities as well as changed circumstances within the maritime pilot organization (reactive Risk Management).

11.2 Proactive Management

11.2.a The result of successful proactive risk management should be that:

- An appropriate risk management system is defined and implemented
- Risks are identified in the organizations
- Risks are analyzed and the priority of applying resources to monitor and mitigate the identified risks is determined
- Risk monitoring techniques are selected to determine the change in the risks status and the effectiveness of the monitoring activities and corrective actions
- The pilot organization collaborates with stakeholders to develop and implement suitable corrective actions in areas of shared interest
- Appropriate action is taken to correct or avoid the impact of risks

11.2.b Risk management of port infrastructure such as fairways and terminals is generally the responsibility of the competent authority. If the pilot organization is not responsible for the ports' admission policy, the risk management as described in this chapter should not normally include assessments of admission policy related risks. The pilot organization should however encourage the use of its expertise by the competent authority.

11.2.c The effectiveness of risk management activities should be regularly reviewed by utilizing suitable information collected by the pilot organization. This information can be determined by analysing data such as inspections, audits, risk event and incident reporting.

11.2.d The risk management activities should take into account any changes that may have an effect on safety, quality and the environment, including planned changes to the pilotage area, regional circumstances, responsibilities, authority and tasks of the pilot organization.

11.2.e When necessary the pilot organization should ensure that adequate training is provided to ensure the effective implementation of the ISPO management system.

11.3 Reactive Risk Management

11.3.a Incidents, accidents and risk events should always be reported. Reports should include a description of the actual facts and descriptions of probable consequences with respect to harm to human life, damage to the environment or property.

11.3.b As soon as these reports are received, they should be reviewed and if needed, evaluated by the appropriate management level to determine both immediate and ongoing risk treatments and / or corrective actions if necessary.

11.3.c Implementing a risk analysis tool is useful to distinguish between serious and minor incidents in order to focus resources on critical events. Such a tool can also assist in the evaluation and identification of the most appropriate risk treatments and / or corrective actions. The extent of the required accident / incident investigation should be based on a preliminary risk analysis.

11.3.d One example of a risk analysis tool is a matrix. The matrix technique allocates a risk level based on the potential severity and an estimate of the frequency. In determining the severity, priority should be given to personal injury.

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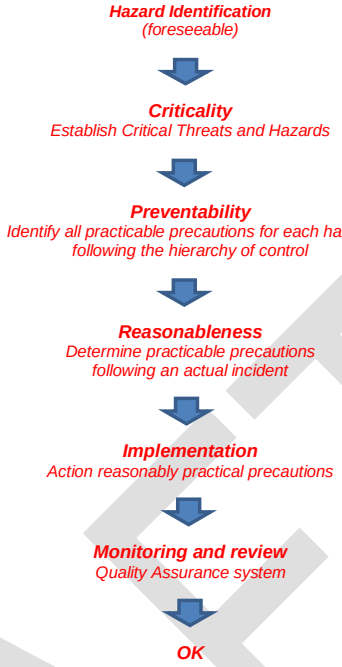
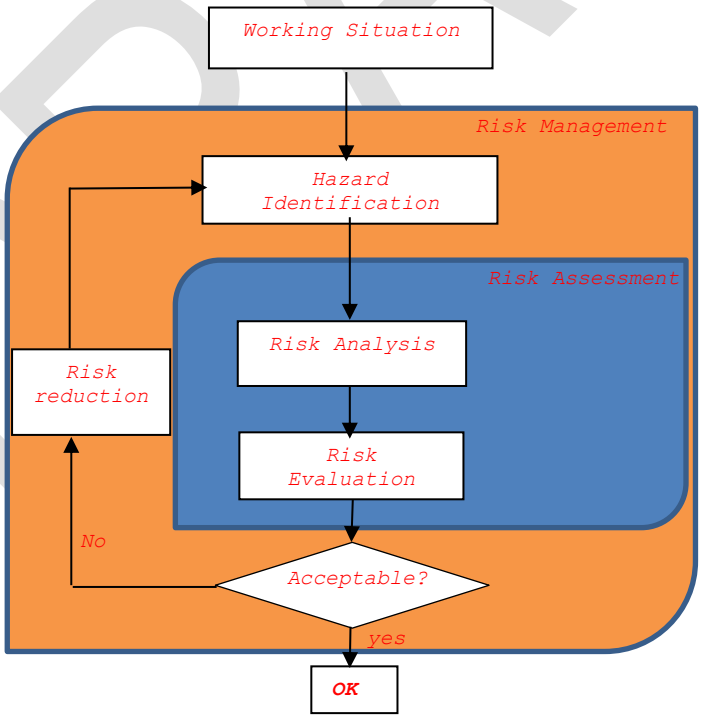
11.3.f If possible, feedback by the maritime pilot organization should be provided to those persons who have made a report required by this section. Feedback should assist in encouraging further effective reporting. Feedback should include an acknowledgement of receipt of the report.

11.4 Examples of possible risk management system:

11.4.a



11.4.b



Motivation:
The ISPO is a standard of best practice for pilots and pilot organizations worldwide improving safety and quality. To demonstrate that risks can be managed in different ways, the guidelines now provide more insight into which methods can be used. Part A has been adjusted accordingly.