

# Lilly Star

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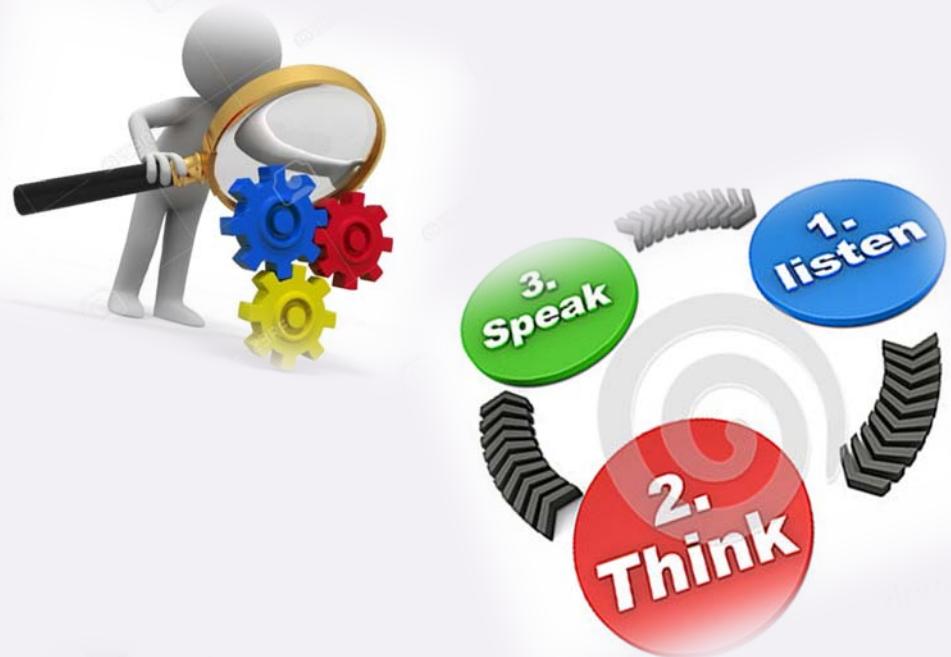
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# ***Human Resources : The Art of Listening & Observations***

A first assumption: recent studies no longer consider the ability of speak of primary importance, but rather that of listening and observing the listeners.

This is because the success of the relationship between people is the ability to collect information about the listeners and then, in retrospect, to determine the best method of communication.

We did not use the word “listening” by coincidence: hearing is different. Listening is an activity that requires concentration and effort in order to avoid the risk of simply hearing (subjectivity and superficiality). Listening is also the expectation of the speaker, and it does not necessarily require giving consent or agreeing. It simply means listening to someone who wants to talk about their problems.

The fundamentals elements of the art of listening are:

1. Do not pretend to be listening;
2. Focus on the listening itself
3. Do not make hasty judgments
4. Do not think of what to answer while you are listening
5. Check to see if your understanding is correct (by asking questions)
6. Use signs to support your listening (eye contact, nodding of the head, verbal consent)

## ***Effective communication***

Staff management requires professionalism and culture, not formality or authority, but always within a hierarchical structure that supports message effectiveness especially in contexts such as:

- ➡ Exchanging feedback on daily issues
- ➡ Giving rewards or punishments
- ➡ Organizing tasks and work activities
- ➡ Transferring knowledge and modes of operation
- ➡ Providing and acquiring information, evaluations and opinions;
- ➡ Solving problems
- ➡ Making decisions
- ➡ Integrating business processes

All these situations need to be well managed because each occasion for exchange can change interpersonal relations. Good leadership skills in this context mean transparent and pragmatic communication. The goal: constant and continuous improvement of the relationship in respect of one's role in the hierarchy and organization. In this sense, the communicative context gives evaluative feedback on our work, so much so that we are valued more on what we manage to communicate rather the work that we have actually accomplished. As leaders, we must be able to get our employees to properly carry out their tasks by adequately managing our relational skills when communicating, including:

- ➡ Understanding the employee by putting ourselves in his shoes
- ➡ Taking into consideration the individual characteristics of the employee
- ➡ Being available to exchange ideas
- ➡ Being capable of adapting to different situations

# *Human Resources : Onboard Training*

National administrations and shipping companies have always been concerned with navigational safety within their own fleets, and from time to time have introduced legislative measures and practices aimed at improving the efficiency of navigation however, even on well found ships operated by trained crews; it has not been possible to eliminate navigational casualties.

## **ERROR IS HUMAN**

The most important contributory cause of navigational accident is

## **HUMAN ERROR**

It is to be expected that human error will occur. What is required is a bridge regime that will detect any such error and so correct it before an accident occurs.

Recommendations:

1. All ship's navigation should be planned in adequate details, with contingency plans where appropriate.
2. there should be a systematic bridge organization for:
  - a) briefing all concerned
  - b) close and continuous monitoring of position
  - c) cross checking human decisions
  - d) Ensuring against over confidence.
3. Optimum and systematic use should be made of all available information.
4. The intentions of pilots should be fully understood and acceptable.
5. Put no Go Areas, Margins of Safety and Track on Chart: No Go Areas: Consider the draught, state of tide, Squat, and perhaps the ship's length. This is the line on the chart that, if crossed, the vessel is aground. Remember that tidal heights may change during the passage. Margin of Safety: these lines are marked within the "afloat" areas delineated by the No Go Lines. If crossed, then the vessel is standing into danger; and urgent action must be taken to keep the ship safe. Track: Once the No go's and Margins are marked, then the track that the ship should follow may be selected, using the best water defined by the previous lines.
6. Position fixing: decide which methods will be used for: Primary, and: Secondary.

## **DO NOT NEGLECT VISUAL FIXING**

7. Timing of Fixes:

How often between fixes?

If vessel can go aground between fixes either a) reduce fixing interval or b) Highlight importance of Parallel Index.

8. Contingency Planning:

## **"WHAT IF"**

Machinery failure, Equipment breakdown, Port Closure, Accident/Incident ,Missing Navigational Marks ,Tide cut ,Weather ,Fixing Method Failure Etc./Etc.

At the end of these few recommendations, it is very important to note that:

The close and continuous monitoring of the ship's progress along the pre-planned track is essential for the safe conduct of passage.

Remember that, a fix, once plotted, is Historical.

The only simple and effective way to achieve continuous and "real time" monitoring is to use PARALLEL INDEXING.

***"Take control of the ship; do not let the Ship control YOU."***

# *Soul Thought : Struggle of our life*

Once upon a time a daughter complained to her father that her life was miserable and that she didn't know how she was going to make it. She was tired of fighting and struggling all the time. It seemed just as one problem was solved, another one soon followed. Her father, a chef, took her to the kitchen. He filled three pots with water and placed each on a high fire.

Once the three pots began to boil, he placed potatoes in one pot, eggs in the second pot and ground coffee beans in the third pot. He then let them sit and boil, without saying a word to his daughter. The daughter, moaned and impatiently waited, wondering what he was doing. After twenty minutes he turned off the burners. He took the potatoes out of the pot and placed them in a bowl. He pulled the eggs out and placed them in a bowl. He then ladled the coffee out and placed it in a cup.

Turning to her, he asked. "Daughter, what do you see?" "Potatoes, eggs and coffee," she hastily replied.

"Look closer", he said, "and touch the potatoes." She did and noted that they were soft.

He then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg.

Finally, he asked her to sip the coffee. Its rich aroma brought a smile to her face.

"Father, what does this mean?" she asked.

He then explained that the potatoes, the eggs and coffee beans had each faced the same adversity—the boiling water. However, each one reacted differently. The potato went in strong, hard and unrelenting, but in boiling water, it became soft and weak. The egg was fragile, with the thin outer shell protecting its liquid interior until it was put in the boiling water. Then the inside of the egg became hard. However, the ground coffee beans were unique. After they were exposed to the boiling water, they changed the water and created something new.

"Which one are you?" he asked his daughter. "When adversity knocks on your door, how do you respond? Are you a potato, an egg, or a coffee bean?"

*"In life, things happen around us, things happen to us, but the only thing that truly matters is how you choose to react to it and what you make out of it. Life is all about leaning, adopting and converting all the struggles that we experience into something positive."*

## ***Oil Major Analysis***

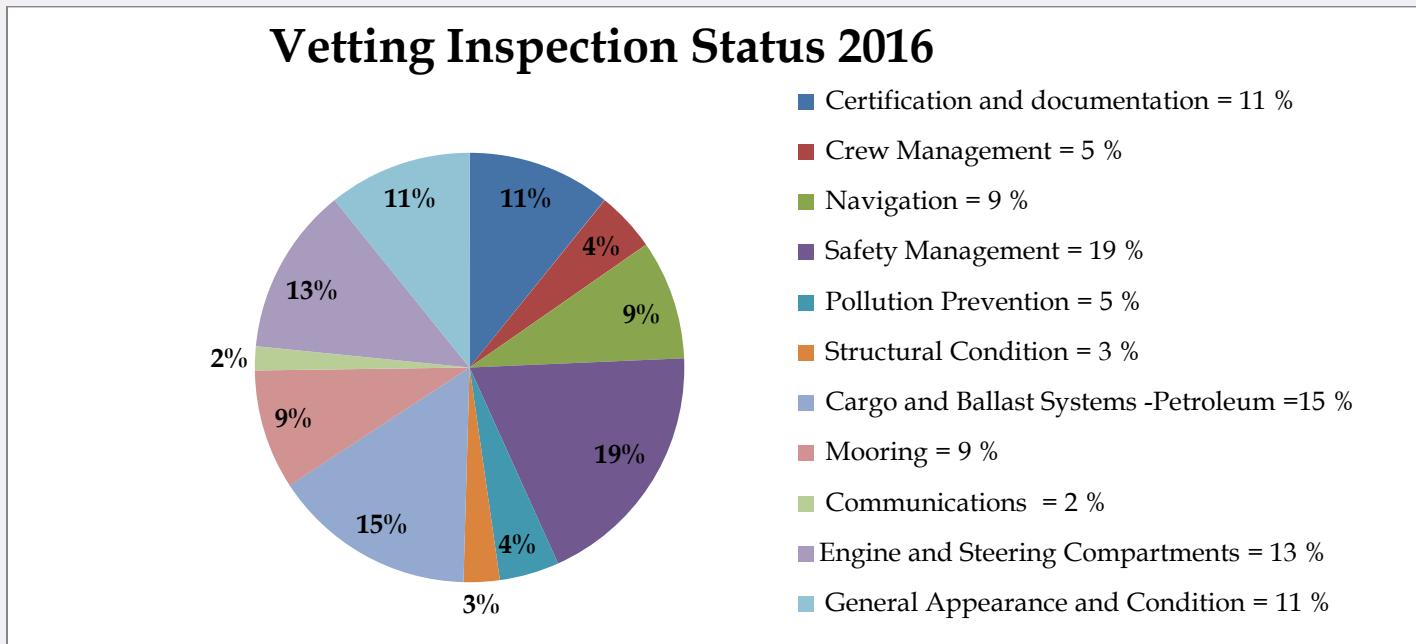
All the vetting inspections requested have been carried out in a satisfactory way.

In period Jan'16 -Jun-16 ,the external analysis Inspection on Fleet Vessels, shows weakest areas in Safety Management, for which it is necessary to investigate in depth, and launch an intensive Seminar.

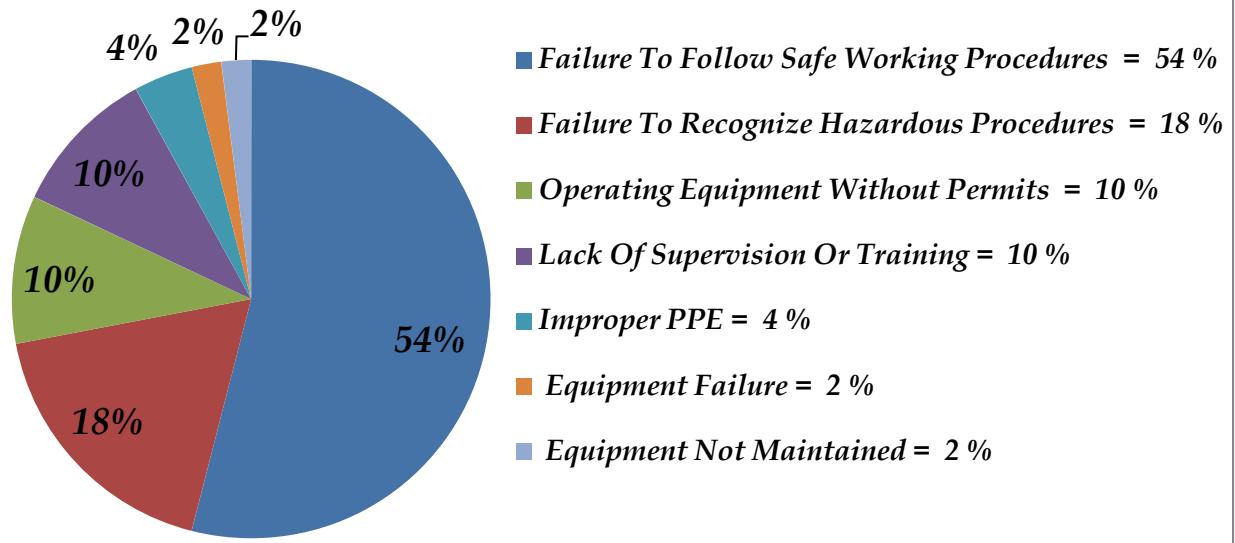
The Corrective /Preventive actions to implement have been the following:

- Effective Seminar
- Onboard Training
- Safety Campaign

The Master, to support the company by monitoring and recording training results in order to measure their effectiveness, reporting the information through the dedicated section .



## Freeze Card Analysis

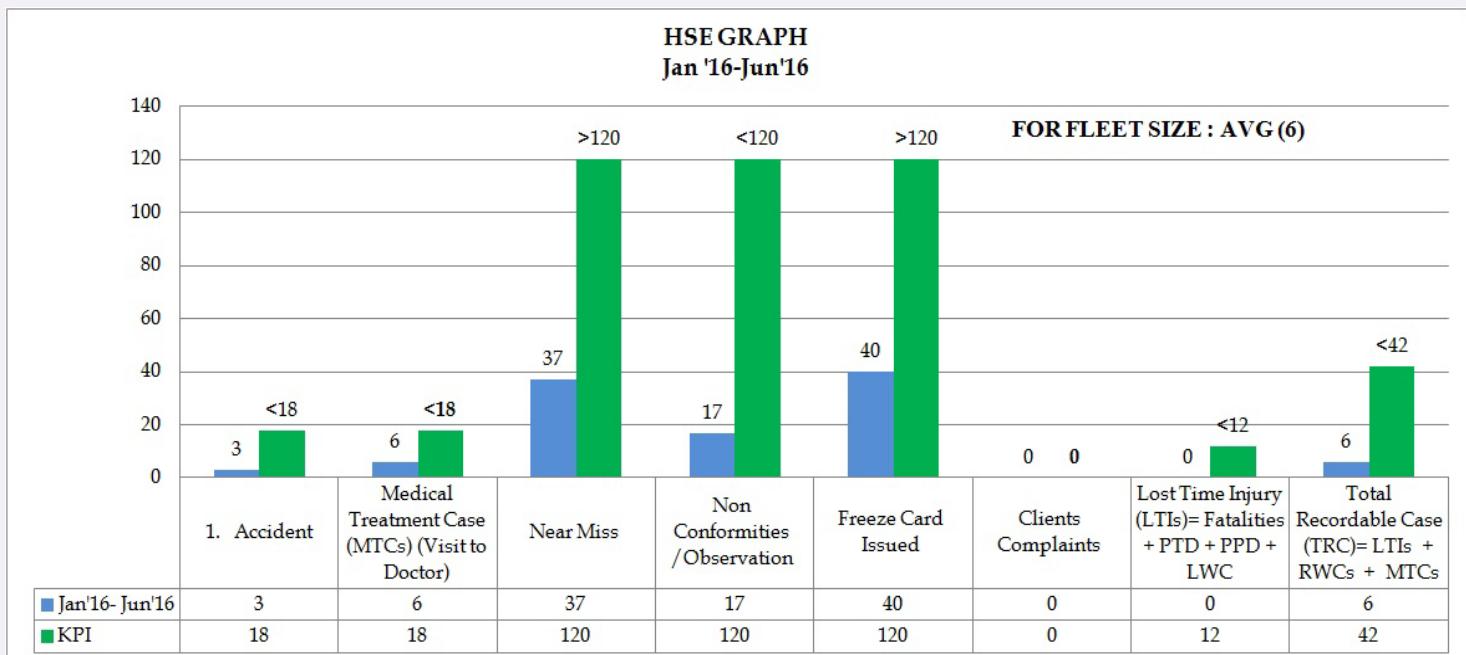


We find ignorance of Ship staff for following Safe Working Procedure it means the missing of proper work planning , Toolbox Meeting to ensure that tasks undertaken are performed safely with the minimum risk of accident of injury.

Further we find failure of ship staff to recognize Hazardous procedure.

A straightforward way to identify a hazard is to ask simple questions:

- What could go wrong (Hazard)
- What is the potential loss/ result if it does go wrong (Consequences)
- How realistic is it that something may go wrong (Likelihood)
- How much harm would be caused if it did go wrong (Degree of Impact)
- What can we do to minimize the chance of something going wrong (Operational Controls)
- Are the controls enough to proceed with the task (Decision based on the Level of Risk)



# Best Safety Issues

## Freeze Cards

Incident	Corrective Action	Office Feedback
During Deballasting Operations, the duty watch person was repeatedly called on Walkie Talkie, but there was no response.	Gangway watch person was immediately called by DO and briefed that he must always take a charged battery at commencement of his watch. Communication must also be checked at regular intervals to avoid any untoward incident.	Communication gap should be eliminated by regular checking/testing during use. The equipment must be tested regularly. The battery of W/T must never be changed on deck/hazardous area. Also the W/T should be used with a cover for it to be intrinsically safe in case it falls on deck while use.
During Garbage segregation found crews are filling altogether (plastics / paper products etc.) in one garbage bag.	Stopped the work and called all the crew members including E/R staff and briefed regarding proper segregation , storage & disposal of garbage as per MARPOL Annex V.	Agree with your corrective action. Kindly brief and train all crew regarding the MARPOL/Company's garbage disposal regulations.
Found crew standing down suspended load during passing cargo hose	Tie the hose with rope and pass the cargo hose at a safe distance from suspended load.	Kindly train and brief the crew to never stand or pass under suspended load as it can lead to accident. Proper PPE to be worn at all times.

## Near Miss

Incident	Corrective Action	Office Feedback
COOK found Cooking Rice and Vegetable in Bad weather without Putting safety bars around the cooking pots.	Briefed Cook and GS for using Safety bars when cooking food in rough seas . Explained safe working practices on board and use of proper PPE for Various jobs	Cook failed to evaluate the consequences of this action. Kindly brief/train all crew regarding safe working practices onboard and also explain the consequences of above to the Galley team.
The Main Compressor was being run to provide air for filling Air Bottles. The Duty Engineer heard an abnormal noise emanating from Compressor side. The Compressor was shut down immediately. On further investigation it was observed that the V belt of Fresh Water Pump for cooling Compressor was damaged which was causing the abnormal sound.	The importance of regular rounds in the machinery spaces to check the running health of equipment would be further highlighted during the next Safety Meeting.	Agree with your RCA. Regular rounds are very important to identify such deficiencies. Kindly brief the crew about the instance.

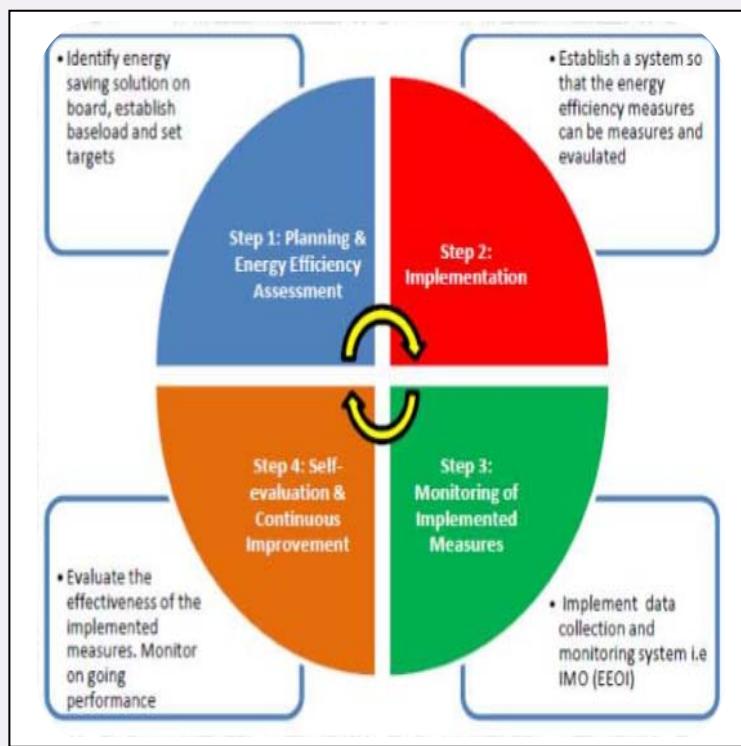
# Goes Green

## Ship Energy Efficiency

Ship energy efficiency is a topic that has been at the core of IMO's work as it contributes to world efforts to stem climate change and global warming by developing and enacting regulatory measures that will limit or reduce the emission of greenhouse gases – and, indeed, of air pollutants too – from international shipping.

The International Maritime Organization (IMO), as the main regulatory body for shipping, has, in recent years, devoted significant time and effort in order to regulate shipping's energy efficiency and thereby control marine GHG emissions. For this purpose, IMO has developed a number of technical and operational measures that include: - Energy Efficiency Design Index (EEDI) ; - Energy Efficiency Operational Index (EEOI) ; - Ship Energy Efficiency Management Plan (SEEMP).

There are four key processes that the SEEMP must address and describe and together they form a continuous improvement process as shown in Figure 1. Each process, taken from the SEEMP Guidance (MEPC.1/Circ.683), has been summarized in the following picture.



### 1) Planning & Energy Efficiency Assessment

As part of each SEEMP, the ship owner is required to review current practices and energy usage onboard each ship with a view to determining any shortfalls or areas for improvement. This is a crucial first step to developing an effective management plan and should identify various aspects relating to -Ship-Specific measures (speed optimization, weather routing, hull maintenance, machinery operation.) -Company specific measures (improved communication and interaction with other stakeholders, such as charterers in order to assess feasibility of 'just in time' operations or traffic

management services for availability of berth) -Human resource development (Awareness and training of personnel is critical in ensuring successful implementation of any measures)

### 2) Implementation

Upon completion of the planning stage, a system of how each energy improvement measure is to be implemented needs to be developed. The system should set out the tasks required to achieve each measure along with who is assigned to them. The implementation itself needs to follow the implementation system and should involve a system of record-keeping

### 3) Monitoring

The only way to assess whether the energy improvement measures are working is to quantitatively monitor each one. A shipowner may have existing systems in place to do this although monitoring should be carried out using established methods, preferably of an international standard. The SEEMP guidance (MEPC.1/Circ.683) recommends one internationally established tool in particular: the Energy Efficiency Operation Indicator (EEOI). This has been developed by the IMO to quantify the energy efficiency of a ship in terms of CO<sub>2</sub> production per cargo tonne-nautical mile (g CO<sub>2</sub>/ t.nm) and its use and calculation is given in MEPC.1/Circ.684. In addition, it suggests that, if appropriate, a Rolling Average Index of the EEOI may be used to monitor energy efficiency of the ship over time 4)

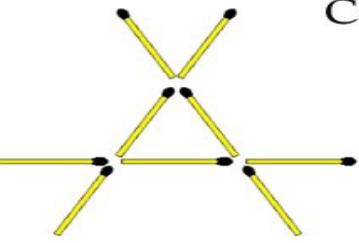
### 4) Self Evaluation and Improvement

This is the final stage in the cycle and is the means by which each measure can be assessed and the results fed into the planning stage of the next improvement cycle. Self-evaluation and improvement not only identifies how effective each energy improvement measure is, but also determines whether the process by which it is implemented and monitored is suitable and how it can be improved. Each measure needs to be evaluated individually on a periodic basis and the results should be used to understand the level of improvements seen for each ship.

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## Puzzle

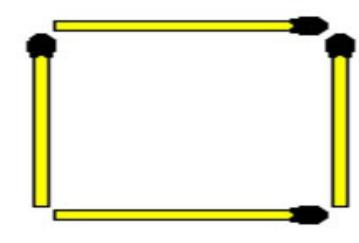
**Can You Form Triangle Puzzle**



You can see single 1 triangle in the figure above.  
Can you move exactly three matchsticks to form 3 touching triangles ?

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**Hardest Matchsticks Puzzle**



By adding just four matchsticks in below picture, you need to create

1. Four Triangles
2. Two Squares

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*Answer: See Answer on last page*

# Clan

## Vessel Take over under Management

GP Asphalt IV (Ex. M.T Rathboyne), IMO No. 9142502 comes under Technical Management from March'16



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### Puzzle Answer

Matchstick Puzzles With Answers  
Can You Form Triangle Puzzle

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A diagram showing a configuration of 7 yellow matchsticks forming two triangles. The top triangle is oriented vertically, and the bottom triangle is oriented horizontally, sharing a common vertical side.

Answer  
Hardest Matchsticks Puzzle

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A diagram showing a solution to a matchstick puzzle. It consists of a 3D cube made of yellow matchsticks with black dots at each corner. The cube is oriented such that it appears to be floating in space.