safety, security and emergency preparedness training
Bringing safety standards to the top of the ladder
At Maersk Training we provide not only the mandatory industrial training, but also work with long-term safety solutions and robust campaigns for overall and thorough improvements. This takes your company up to the highest step in safety performance.

SAFETY CULTURES
Moving a company’s safety culture from a basic pathological level, where nobody takes ownership, all the way up to the highest level, where the culture is generative, is not an easy task. Results in the best safety cultures are found where employees integrate safety in their day-to-day business models and where ownership and responsibility go hand-in-hand. It is our philosophy that safety is a dynamic topic and is under constant development. All our training courses and safety climate campaigns include the most recent safety environment methods and we work in close cooperation with some of the best safety advisors in the world.

SAFETY FIRST
Safety first and quality always - default settings for all our courses and seminars. At any given day at any given safety course, our instructors are performing with reliability, quality and highest standards within the maritime, oil & gas and wind industry.

quality in safety performance requires quality in safety training

Company reputations are built on results and sustained by performance. Safety is a crucial factor in performance and it is around the company’s approach and attitude to safety that reputations are built, and lost.

Be well trained and prepared – high work & low risk
personal safety

So there you are, doing your job. You think you have what it takes, after all you have done it all, seen it all before. So why do you still have to listen to this safety stuff? What’s the point? You think, just let me get on with my job – safety isn’t that what the safety rep is for?

A very wrong and dangerous assumption – safety is all about you!

FIRST, you need to have the know-how for the job. If you don’t know what you are doing, don’t know your limits, then you are putting yourself and others at risk. You’re the hazard. So you need to be honest about what you know you can do safely. Keep your skills up to date. Make sure you have the know-how for the job.

SECOND, you’ve got to co-operate with the people working alongside you. Be open, share your knowledge and experience, if something doesn’t look safe, then say so. Be willing to listen. If a colleague has something to say to you about safety, then learn from them. That is called cooperation.

THIRD, you’ve got to remember, you always have a choice. Every day you can choose, to cut corners, to take risks, or you can chose to think safe. You can think about the hazards. Think about what you have to lose, and then you can choose to do the right thing, the safe thing. So, it is your choice.

• Your know-how
• Your cooperation
• Your choice

That is what we mean about a personal responsibility for safety. It starts with us, but it ends with you!

SAFETY IS PARAMOUNT

If we had to pick out a factor common to virtually every one of the hundreds of courses we conduct, it would be safety. Without it there is no way forward. It is a core consideration in everything we do, from assessing the risks of using a ladder, to manoeuvring a vessel in a crowded oilfield. Safety is paramount.

There is no more valuable way of getting safety into every pore than by establishing a culture where the aim to do the job without risk is embedded into every proposed or intended action. We do this to mass audiences, groups and individuals. The course portfolio addresses this from the shop floor right up to the boardroom, from that required by law to that required by common sense. We conduct training from those whose designated duty it is, like Company and Ship Safety Officers, to those who as figureheads set an example, masters of vessels and chairmen of companies. They through training and desire become Safety Ambassadors, driving the message throughout their organisations.

Through specific courses we take safety awareness into the maritime, oil & gas and wind turbine industries, with one never changing goal – zero accidents.

We think safety, breathe safety, live safety.
MCI’S GREAT SAFETY CAMPAIGN

The Great Wall of China was labelled ‘the world’s longest cemetery’ due to the huge number of people who died in its creation – it’s estimated that over a million perished during its three centuries of construction.

Today at Maersk Container Industry’s Dongguan plant they could replace the length of the Great Wall with a great wall of containers in under five years - and they aim to do so without any accidents. They turn out one 40’ container every four minutes, twenty four hours a day and six days a week, enough to replace the 6,259 kilometres of the Great Wall in four years, eight months.

SAFETY CULTURE SEMINAR

Maersk Training Svendborg delivered a Safety Culture Seminar to ten members of the Dongguan plant and they in turn spread the message to the other 2,500 employees. It will be an ongoing process since around fifty new employees join the firm each week.

To get the message across Maersk Training Svendborg and the management at MCI made a series of eight videos using the local environment as the location and workers as actors – ‘It really helped to sustain their interest in the project to see faces they knew going about the rights and wrongs of working in safe and unsafe ways,’ said Per Mazur, Senior Safety Instructor at Maersk Training Svendborg.

Maersk Container Industries now plans to globally roll out the ‘Safety First at MCI’ campaign right across its 5,700 workforce.

The legacy of a successfully conducted workshop programme filters right down to the bus stop. Here employees, waiting for transport home, kill the minutes by looking at their own observations, in their own words and pictures. Different cultures learn best through differing methods; here at MCI Dongguan, the power of the image proclaims the value of the workshop through subtly implanting the safety first, safety always message at every opportunity.
Our Surviving Piracy and Armed Robbery (SPAR) course is still the most unique and essential maritime security course in the marketplace. The course has long been a steadfast tool in the mental weaponry to prepare seafarers, and those responsible for them, for the potential situation of unpleasant encounters. The three days of instruction and psychological aid may prove to the individual, to be the most valuable learning experience ever undertaken.

“At first we thought we would be free after three or four months but then it got unbearable. They made us call our families and put pressure on them. When I heard my wife and children cry — what father can bear it? I then decided to kill one or two pirates. The others also thought so. We had lost all hope, we knew it would be suicidal, but we thought we should try. If I killed even one, I knew they would not leave me, but I thought I must do something.”

Chief Officer Mujtaba
MV Albedo - released after 21 months

STATEMENTS FROM SPAR PARTICIPANTS
- I think everyone should participate in such training
- The practical exercise gave us a chance to feel something close to a real situation
- It was really good to have a professional psychologist lecturing
- Course control on high level. Excellent
- Challenging to me as staff member of MPHPRP
- Before start I could not see that this course could last for 2½ days, but it was actually too short!
The aftermath of an attack presents a ship’s master with one of the most demanding tasks he or she might have to face in their career. The International Maritime Organization (IMO) recognises that properly conducted psychological debriefings enable crews to confront their experiences and come to terms with the trauma they have endured.

**DEBRIEFING**

Conducting a good and robust debriefing requires not only skills, but specific and essential training. Therefore it seems unrealistic just to expect that all masters, owners, SSO’s and CSO’s are capable of arranging and conducting a psychological debriefing. There are many aspects in obtaining the correct debriefing technique. The worst case could be a contrary outcome, which damages more and doesn’t support the individual seafarer.

There is much more to a psychological debriefing than just recapping a series of events. Letting steam out, building a common picture and applying psychological support to the crew-members are just some of the essential elements and the most optimal debriefing consists of six structured phases, which should be known to each de-briefer. They are: introduction, facts, thoughts, emotions, support and termination.

**POST INCIDENT FOLLOW UP**

IMO Marine Shipping Circular 1334 requires the master to conduct a Psychological Trauma Debriefing. They put it like this: 

*Post Incident Follow Up: The ship-owner should be aware that the seafarer may suffer from trauma or similar condition after being victimized under an attack from pirates or armed robbers. An important first step in reducing the risk from trauma is for masters to debrief crew immediately after the attack or release of a vessel in order to get crew to confront their experiences.*

At Maersk Training we go beyond statutory or regulatory believing that preparing for the unlikely and unpleasant is as valuable as training for the routine.

**the counter piracy and hostage survival course**

The Counter Piracy and Hostage Survival Course is our latest approach to confronting a modern-day seafaring threat which has cost the industry billions of dollars and individual seafarer’s intolerable mental stress and pain.

We’ve teamed up with the leading maritime hostage and survival experts, Citadel Solutions to bring this, the next generation in specialist security training.

One day shorter and correspondingly more cost-efficient than the highly rated Surviving Piracy and Armed Robbery course, it is an alternative and additional tool to SPAR, not a replacement. Alternative because much is packed into just two long days and additional in that the method and content are not the same as SPAR.

Two instructors with up to 24 participants cover all aspects from privately contracted armed security personnel to stress management during attack, psychological First Aid and post incident debriefings. The sessions start with an update looking at current events and trends, leading to legal issues and incident management and the setting up of safe rooms.

Recurring nightmares, a reluctance to return to duties, confidence shattered, abilities tainted – the price the individual silently pays for a traumatic experience like a piracy situation often lingers way beyond the actual event.
Crisis management is the process by which an organisation deals with a major event that causes or threatens to cause harm to the organisation, its stakeholders, or the general public.

Three elements are common to most definitions of crisis:
- A significant threat
- The element of surprise
- A short decision time

All companies should have their basic Emergency Response Training in place and identify potential emergency situations, and establish procedures to respond to them.

Maersk Training Svendborg has completed major Crisis Management Exercises for SVITZER, Annual ISPS Exercise for Maersk Supply Services and Emergency Respond Training Courses for Maersk Oil & Gas.
Maersk Training Offshore Simulation and Innovation Centre (MOSAIC) in Svendborg was originally designed and built for the maritime industry, now a twin building concentrates on the oil & gas industries. Together they form the complete training environment capable of representing just about any real-life situation.

With offshore platforms, crane operations, semi-submersibles, jack-ups, drillships, anchor handling, dynamic positioning, engine control room operations and a dedicated emergency response room equipped with crisis management software from IntraPoint, we can simulate and train any kind of maritime or offshore emergency situation.

Going online the scenarios can be extended with input from two line emergency response team members, and each dilemma, risk assessment and decision can be evaluated with the specific dedicated line managers and operators. Having the additional option of connecting media awareness training; our customers are provided with the best emergency response training in the world.

MOSAIC II – can splice all emergencies scenarios into one common platform and ensure a 360° training experience.

Management of Major Emergencies

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Management of Major Emergencies

Should an incident occur, the first minutes of the response are critical in preventing escalation and to reaching a successful conclusion. Even in a built-up area, where the emergency services can be quickly summoned, it is still the initial response that dictates the outcome and someone must take control.

The OIM has the primary duty of identifying the problem, determining the correct level of response and ensuring that this response is implemented. Events need to be anticipated, a plan formulated and the emergency management team (EMT) must support the manager’s decisions and act accordingly. Before personnel can go forward for formal assessment in emergency management, they first require training in handling major emergencies at the scene and an evaluation of their capabilities under duress. Emergency management also requires specific qualities and skills which are essentially different from those demanded by daily routine.
safety courses

safety culture workshop

DURATION: 1 DAY
Through interactive participation, group work, videos and process-based lectures, the participants gain knowledge and understanding of their individual roles and responsibilities of creating safe behaviour and a safety culture. At the end of the workshop the participant will feel inspired and empowered to continue with safety work onboard in order to reach our common goal of “Zero accidents”.

safety awareness

DURATION: 2 DAYS
The purpose is to increase the awareness of safety among the participants on the training course and highlight the Company’s standpoint and policy towards safety. This will include introducing the participants to the Company safety systems in order to improve the safety and the working environment, with focus on the individual’s own attitude towards safety.

working environment §16 / §14

DURATION: 3 DAYS
In groups each participant will work with the Danish Safety and Working Environment legislation and procedures. They will learn how to work in the safety organisation onboard in a structured way using, analysing, problem solving, meeting and communication skills. There will be an introduction to chemicals and other exposures affecting the health on short and long-term basis.

As in the Safety Organisation onboard they will work with near misses and accident investigation and learn how to make risk assessment and workplace instructions.

safety climate survey

How healthy is your safety system? Are your managers managing safety or is safety managing them? There is increasing scientific support for the causal relation between safety climate and safety performance (Low Lost Time Accident Frequency). Maersk Training offers a Safety Climate Survey which is designed to provide an insight into workplace safety culture and identify areas for improvement. The effectiveness of the management system is considered by obtaining a ‘snapshot’ of safety perception within the organisation. Our questionnaire has been pilot tested in various industries, and the results confirm the reliability and validity of the questionnaire.

Danish Maritime Legislation (DML) for foreign officers

DURATION: 2 DAYS
The trainee will be informed of the purposes of the Danish acts, orders and regulations mentioned in the Danish Maritime Authorities Annex 1 / Danish Shipping Legislation for foreign senior officers, except masters. In addition, the trainee will become familiar with the application of this legislation and be able to find answers and solutions to problems of common occurrence. The trainee will become familiar with the responsibility of a senior officer as well as the penalty clauses in the acts, orders and regulations.
security courses

SPAR
DURATION: 3 DAYS
Surviving Piracy and Armed Robbery is a major concern for personnel operating in many of the areas of the world where commerce and crime collide. Participants gain the knowledge, insight and a perspective that enhances their ability to act appropriately during a piracy incident or similar stress-fuelled event. The course is specifically focused on the participant’s own behaviour and that of fellow crew members.

Through classroom education, role-playing and practical group exercises, they work with the different psychological aspects which occur throughout an entire acute critical situation.

counter piracy and hostage survival training
DURATION: 2 DAYS
It has been established that seafarers who have had survival training suffer less post event trauma than those who have not. Over two full days we aim to minimise the cost in human terms throughout the three phases of a piracy encounter, before, during and after.
Issues addressed include:
• Conduct in the event of a citadel break-in
• De-escalating behaviour
• Dealing with armed pirates high on the stimulant khat
• Dealing with stress-fuelled events
• Psychological First Aid and group dynamics

major emergency management initial response training
DURATION: 4 DAYS
OPITO APPROVED
After demonstrating the need for emergency response plans we run several emergency scenarios. Only when participants have evaluated their performance during the scenarios and worked out a plan for their initial response in managing a major emergency, is the objective met.

crisis management training (2nd & 3rd line)
DURATION: 2/3 DAYS
COMPANY SPECIFIC
Tailor-made exercises to test existing crisis response plans, exercise participants in using them and to highlight the need for an effective crisis response organisation. These programmes are conducted on three levels:
BASIC - comprises of a scenario creating awareness by developing personal and group action plans.
STANDARD - achieves defined objectives against existing crisis plans creating personal and group awareness and understanding.
ADVANCED - sets the bar higher with specific case studies and detailed reviews of crisis plans and activities.

security seminar
DURATION: 4 HOURS
An introduction to the international maritime security situation resulting in participants receiving relevant background information from the company on the implementation of the International Ship & Port facility Security (ISPS) code. The seminar will help ensure that they can fully carry out their tasks onboard.

emergency response training (1st line/control room)
DURATION: 2 DAYS
Directed towards individuals who are either designated as being in charge of, are members of, or provide support to, an emergency management team. Emergency management tools are employed with a high focus on scenario training and team assessments. The course includes elements of:
• Establishment of priorities and effective action to be taken
• Efficient communication
• Monitoring and controlling resources
• Evaluation of progress and communicating plans effectively