



## THE NEED FOR CONFIDENTIAL REPORTING

Captain Winston Singh CMMar

CHIRP Maritime Ambassador



# *Key Discussion Points*

- **The Role of CHIRP**
- **What are the issues?**
- **Financial Cost of issues**
- **Safety investigations**
- **Findings of Investigations**
- **The Reporting Process**





# The Role of CHIRP

**Confidential. Independent. Impartial**

- Confidential reporting system – a safe space to report concerns
- Work with company and stakeholders to address issues
- Undertake data analysis and trend identification
- Promote a ‘just’ culture
- Reports can be made online, via app, email, telephone, web chat



# We are ...



## **VOLUNTARY**

Voluntary submission of reports concerning events related to safety for the purpose of system alerting, understanding and learning

## **CONFIDENTIAL**

*Protection of identity through disidentification of persons, companies, and any other identifying information*

## **INDEPENDENT**

Trusted, unbiased dissemination of safety information and advice

## **JUST CULTURE**

*Non-judgemental safety net for reporting occurrences that might not otherwise be reported*

# OK, but ...

**We already have our own reporting system. Why use CHIRP?**



**The CHIRP database reflects the experience and learning of the wider maritime industry, not just that of your company. We help share 'best practice' across company and sector boundaries worldwide!**

**Won't telling you about our incidents incur reputational risk?**

**CHIRP assiduously removes all identifying information prior to publication and we never reveal the details of people, places, vessels or companies involved.  
We share the learning; we don't point the finger.**

**How Confidential are you, really?**

**We have operated for 22 years with 0 breaches of confidentiality!**



# What are the issues?

A maritime worker **dies** every 14 minutes

**1000**  
passenger  
ferry deaths pa

**36,000** fisher  
deaths pa

2,700 shipping  
incidents  
globally

>60 large ships  
lost pa

**56** enclosed  
spaces deaths pa

>75% of  
incidents  
attributed to  
human error

>1500 shipping  
containers lost  
pa

**543** cargo-  
related hazard  
deaths pa





# ***The financial cost of incidents***

**There are 2,700 maritime incidents pa...**

- **Minor** (collisions, pollution fines, cargo damage) **\$15-500k**
- **Moderate** (fires, injury, port damage) **\$0.5-10m**
- **Severe** (groundings, oil spills, loss of life) **\$10-100m**
- **Catastrophic** (total loss, major environmental damage)
  - Ever Given grounding (\$400m per hr) **\$2 bn**
  - Baltimore Bridge **\$4 bn**

***Cost per incident: \$1-10m mean, \$15-50k mode***



# Objectives of a safety investigation

## PREVENT

MSC.255(84)/A.1075

*‘...to prevent similar casualties and incidents in the future’*

## IMPROVE

A.884(21) HF Guidance

*‘To improve...the lives of personnel, and more efficient and safer operations’*

## LEARN

No regulatory requirement!

*“We don’t learn from experience, we learn from reflecting on experience”  
(John Dewey)*



# *Why we need to share*

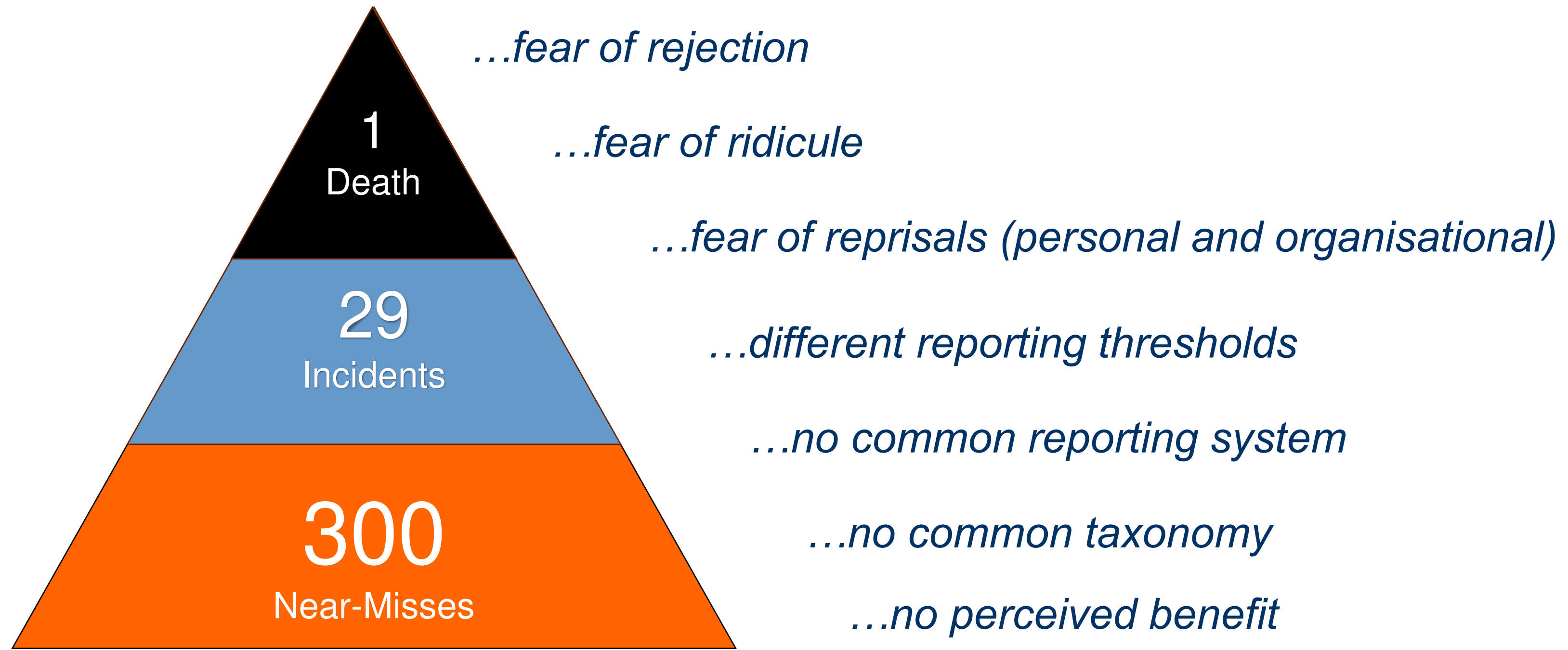
**“May you live in ‘*interesting times*’!”**

- Novel fuels – transition risks & inherently more hazardous
- Autonomy – reliability, integration, crewed/uncrewed vx interface
- AI – cyber security risks, inadvertent ‘decisions’

**Challenges?** Training, familiarity, technology integration, regulatory alignment, standardisation, trust, **pace of change, existing safety cultures**, and most importantly **reluctance to share** (fear of reputational damage)



# Why aren't reports raised?





# Our Findings

## Common Incident Characteristics:

✓ Crew **taking short-cuts** (Work-arounds in normal conditions) and did not detect that the situation was changing.

### Why?

✓ Crew **distracted** by high workloads, and not fully aware of the risks. Team members **did not speak up** (alert) about defects or other issues

**Many incidents start in the Board Room!**

SHIELD Factor	Deadly Dozen
<u>Acts</u>	
Incorrect decision or plan	Local Practices
No transmission of information	Communication
Workaround in normal conditions	Deviation
No/wrong/late visual detection	Situational Awareness
No or late detection by other means	Situational Awareness
<u>Preconditions</u>	
Inattention	Distraction
Risk underestimation	Complacency
No cross-check or speaking up	Alerting
<u>Operational Leadership</u>	
Authority gradient	Communication
Inadequate supervision	Teamwork
<u>Organisation</u>	
Safety culture	Culture
Insufficient personnel	Pressure
Equipment design	Design
Safety management	Culture

# Our Findings – (Continued)

## Common incident characteristics:

### Why?

✓ Not adequately briefed on risks; **supervision lacking.**

**Did not feel empowered to speak up when they saw something amiss.**

### Why?

✓ Vessel/people running ‘efficiently’ ie *under-resourced.*

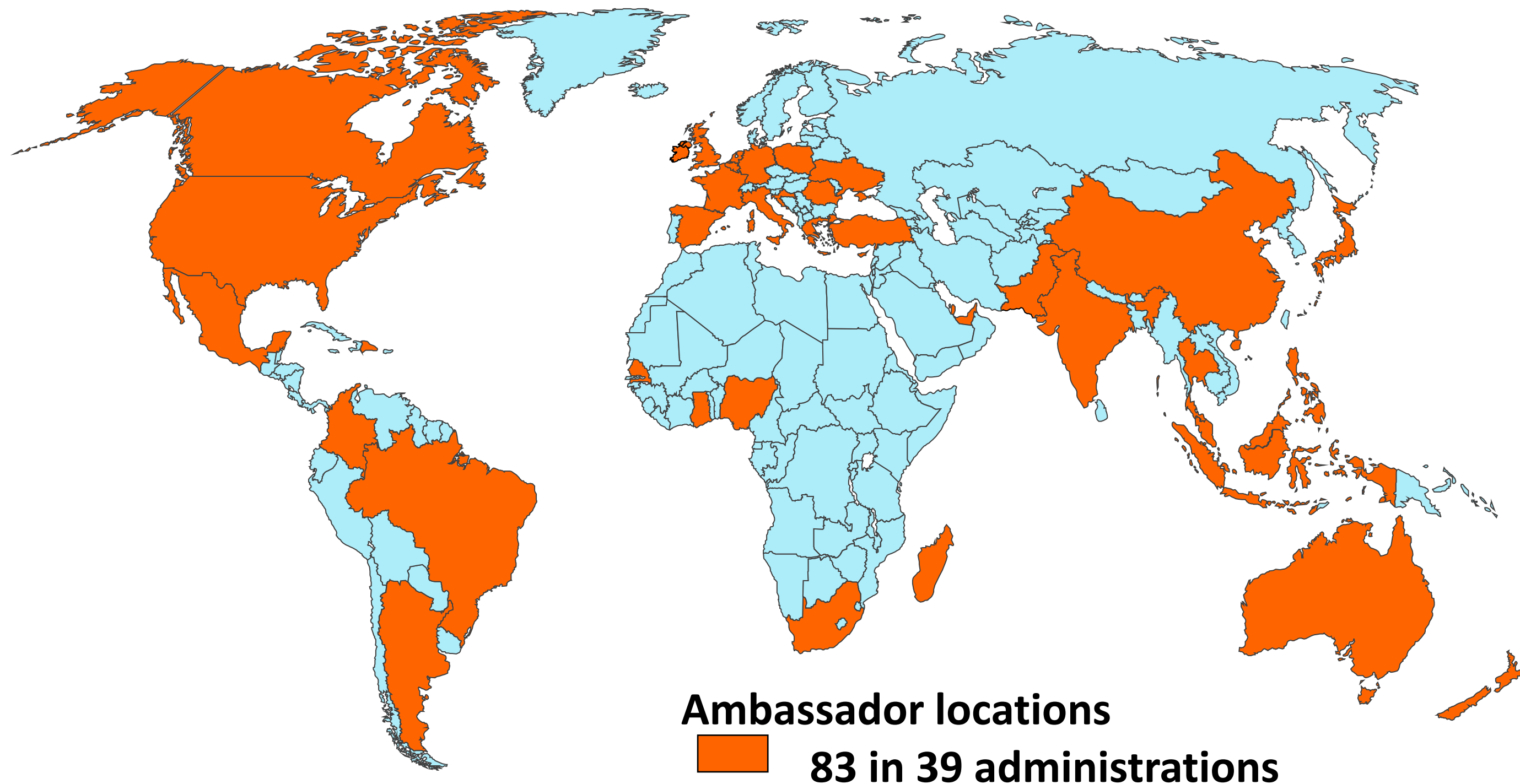
Equipment defective, missing or had design issues.


**Safety culture** did not champion issues being raised, or did not react appropriately when they were.

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## ***Our Reach***



**Ambassador locations**  
 **83 in 39 administrations**





# The Reporting Process

Reports received via website, app or email

We liaise with reporter, gather further detail, then disidentify

Maritime Advisory Board meets quarterly to assess reports

Publication of Maritime FEEDBACK newsletter online, in app, in hard copy – in 8 languages

Annual digest published every April





# Reporting

## Report safety incidents involving

- You
- Your organization or your vessel
- Other people you deal with

## Report when

- Other reporting systems haven't worked
- Others could benefit from a 'lesson identified'
- You are concerned about reprisals

## Don't report

- Non-safety incidents
- Personality clashes
- Industrial relations issues

# Reporting channels



## By form

Submit your report directly from this device via our online form



## By chat

Submit your report via a series of text questions to a human, not a chat-bot

Chat here



## By phone

Submit your report or concern in one of up to 12 languages

phone: 020 3876 8588

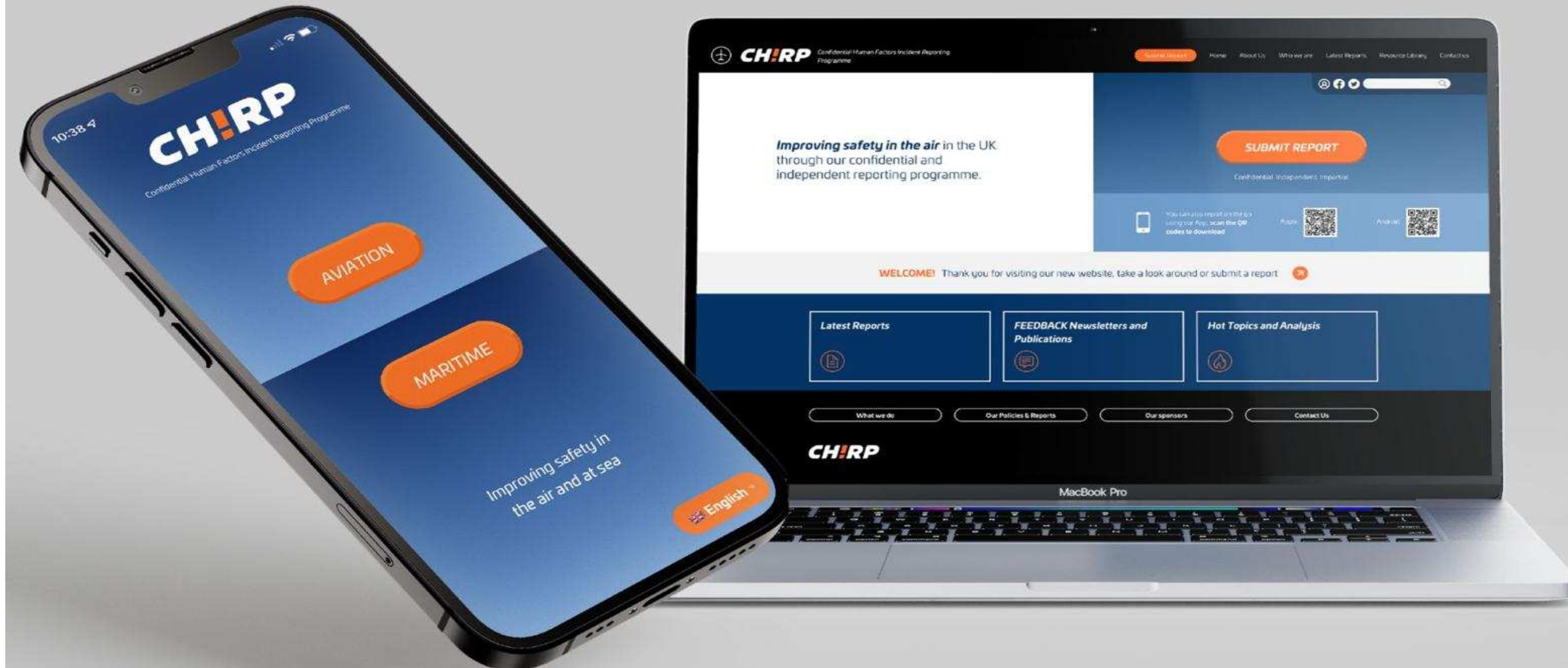
- [Submit a Report – CHIRP](#)
- [Who's On Chat: Start Chat Session](#)
- **+44 203 876 8588**







Confidential Human Factors Incident Reporting Programme



You can report on the go using our App, scan the QR codes to download  
**[www.chirp.co.uk](http://www.chirp.co.uk)**

Apple:



Android:



Confidential. Independent. Impartial.

***YOU REPORT IT WE HELP SORT IT***





# ***SUMMARY***

- **Chirp advocates for a “just” culture – one that encourages reporting without fear of punishment**
- **The focus is on what happened not who’s to blame**
- **Each report is a chance to prevent a disaster**
- **Your voice can change the course of someone’s life at sea don’t underestimate that.**





- Thank you !

*“Learn from the mistakes of others. You can’t live long enough to make them all yourself.”*

*Oliver Wendell Holmes*

