



Oil Terminals Feedback & Online Social Media

Representative of a Vessel's Safety Risk Rating?

January 2021

What are ship's crew members and Port Terminals reporting regarding the vessel crew safety performance and physical condition?

How does the correlation between crew comments, vessel type impact on IMRRA's Vessel Risk Ratings?

Is it just disgruntled crew and disaffected terminals?

Report Summary: Review seven terminal feedback statements, five negative and two positive crew comments. Every comment is aligned to the associated IMRRA's traffic light vessel risk warning system Red/Amber/Green and includes the recommended risk management action.

Evaluate IMRRA's Risk Trends Tables for long term vessel risk profiles from February 2019 to January and determine the relative risk between vessel types to the benchmarked average.

Why does IMRRA include Social Media & Port Terminal commentary in its vessel ratings?

IMRRA's comprehensive vessel risk rating research includes reviewing non-traditional vessel information sources that includes social media, leaving no stone unturned.

Every vessel recorded includes IMRRA's information on:

- IMMRA's traffic light warning system Red/Amber/Green
- Vessel risk compared fleet type average
- Recommended risk strategy action

Vessel Particulars:

- Vessel Type
- Delivery Date
- Date of Comments
- Risk Rating
- Operator Risk
- Number of fleet vessels risk rated
- Flag
- Date of Vessel Risk Rating
- Class



The Vessel Risk Rating Difference Between Dry & Liquid Vessels: **Comparing the relative risk between Dry & Liquid Cargo Vessels** **Do social media comments reflect the vessel risk rating?**

Introduction:

- So, what if ship's crew members and Port Terminals reporting regarding the vessel crew safety performance and physical condition?
- Is there a correlation between crew comments and vessel risk rating?
- Do the comments impact on IMRRA's Vessel Risk Ratings methodology?
- Do the comments alert IMRRA's analysts to potential safety issues inspections are missing?
- Or, is it just disgruntled crew and port terminals?

IMRRA's vessel risk reports inform the shipping industry on a particular vessel's safety performance. The question asked by its clients is often 'How can I manage my company's commercial risk with the vessel? How is the vessel managed? Is the vessel above or below the average benchmarked vessel risk rating line?'

A quick recap on IMRRA's risk rating reports. Dry & Liquid cargo vessels are benchmarked by IMRRA against the fleet type average as demonstrated below. The following two tables below the average risk by vessel type has been consistently rising for the past two-years. General Cargo vessels in particular are suffering from a significant uplift in risk since the start of the global pandemic.

Last: 2 years year

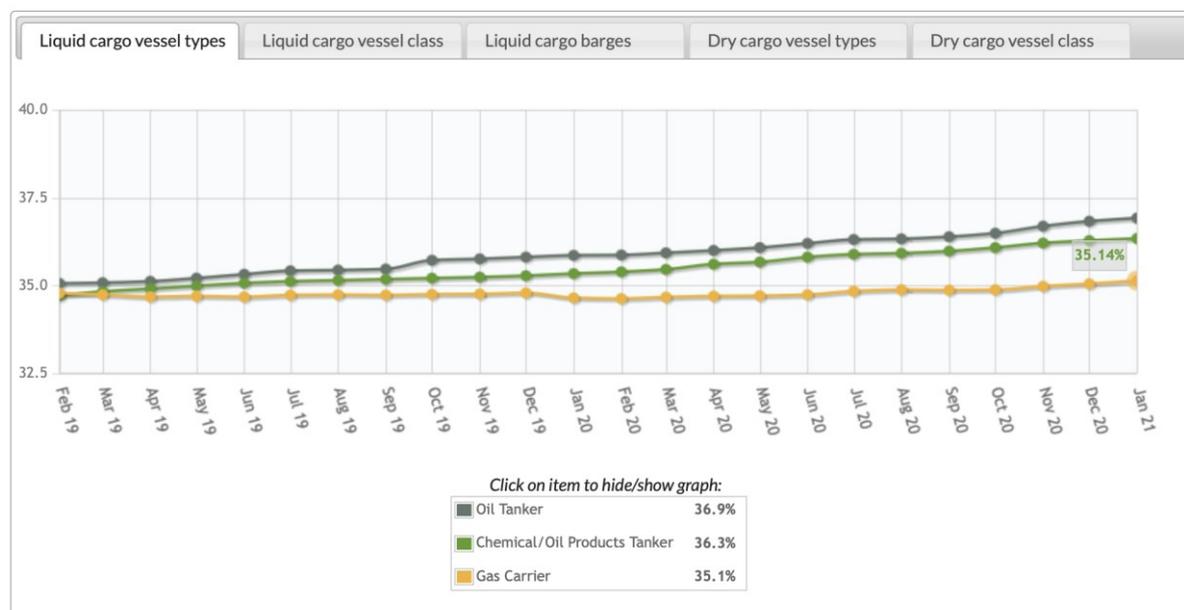


Table 1: Increasing Liquid Cargo Vessel Risk - February 2019 to January 2021
www.marinerating.com



Last: 2 years year

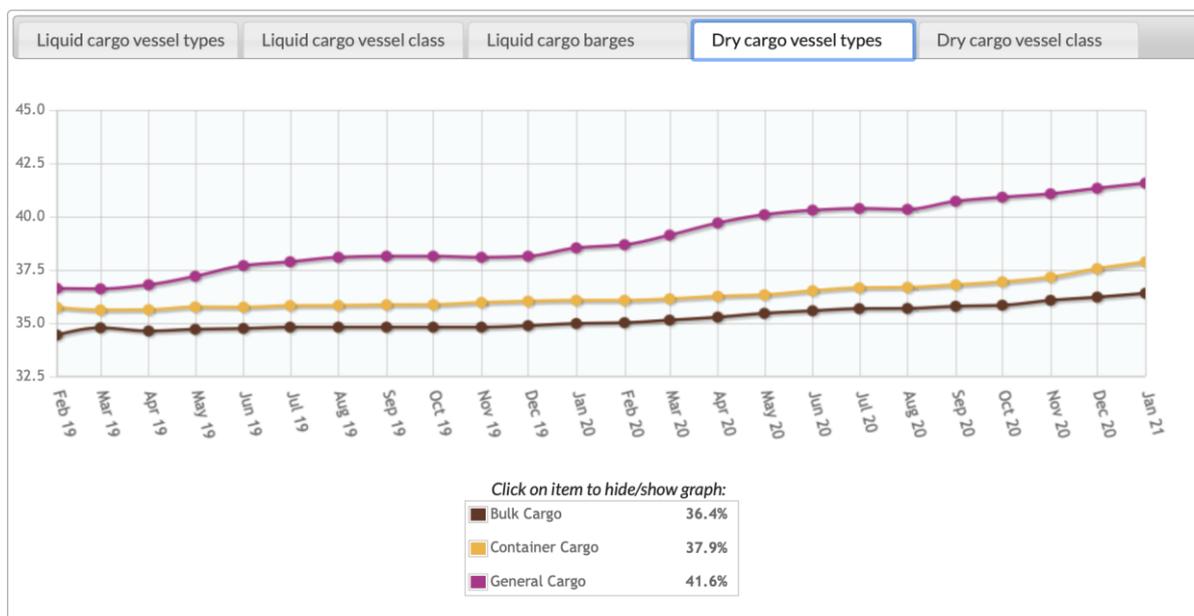
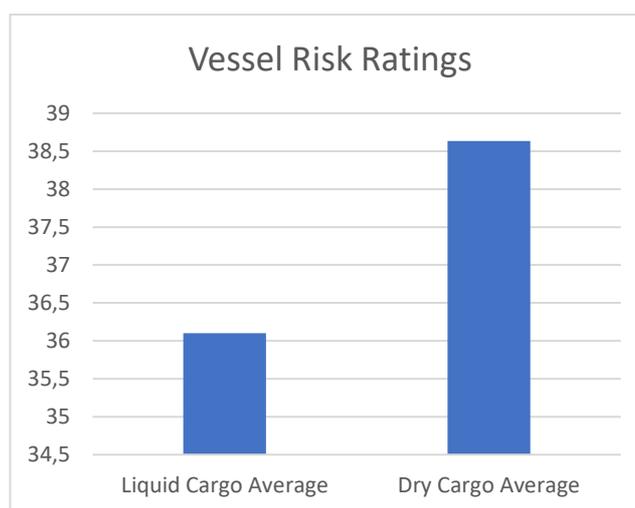


Table 2: Increasing Dry Cargo Risk Vessel - February 2019 to January 2021
www.marinerating.com

According to IMRRA’s exclusive Risk Trend Tables, Dry Cargo vessels have a higher average vessel risk rating of 38.6% directly compared to Liquid Cargo vessels’ rating of 36.1%.

Table 3. Dry & Liquid Cargo Average Vessel Risk Ratings Comparison

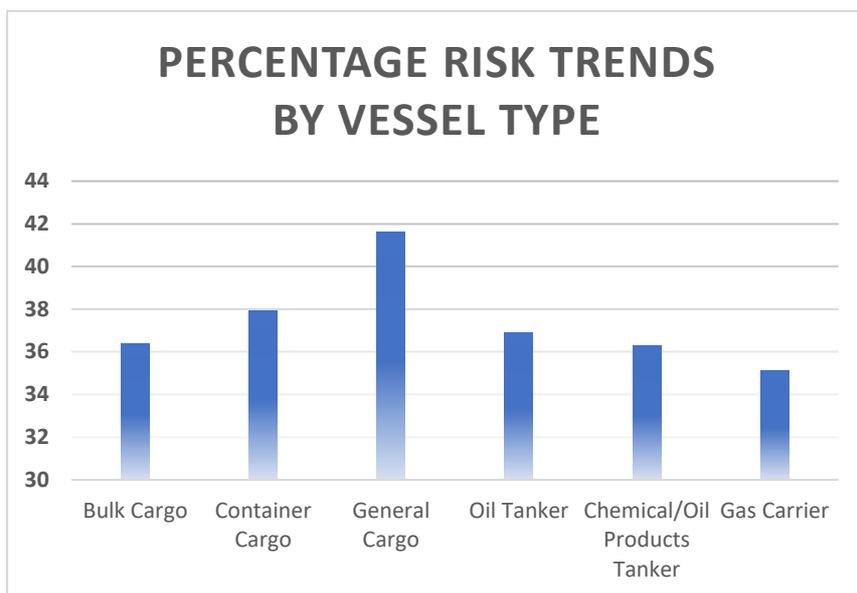


Source www.marinerating.com/ship-trends correct as 26 January 2020

In January 2021 the average vessel safety risk ratings for Dry & Liquid vessels has continued to increase.



Table 4: Comparison of Vessel Risk Trends by Vessel Type



Source www.marinerating.com/ship-trends correct as 26 January 2020

Bulk Cargo is the lowest risk rated Dry Cargo vessel type at 36.4%, with Gas Carriers the corresponding Liquid Cargo vessel at 35.1%. Overall Table 4 demonstrates Liquid Cargo vessels have the lowest safety risk ratings.

Part One: Port Terminals Vessel Feedback Performance

1. Terminal Operators Feedback on Oil & Gas Vessels Crews and Their Vessels Technical Management

Owing to the more serious nature of discharging & loading liquid cargo at a terminal, with the higher implications for error, IMRRA regards Terminal's feedback as an objective and trusted source of vessel risk rating information. The crew are going about their daily business without knowingly being observed as they would be during a PSC or other physical inspection. The feedback gives a true picture of the competency of the crew unobserved.

IMRRA working with the vessel's technical managers: As you will review from the seven examples listed, vessels with lower vessels risk ratings compared to the fleet type average also have terminal safety performance challenges. IMRRA's analysts always contact the technical management for their feedback regarding the comments. When negative comments are known, IMRRA always recommends a physical verification inspection for an objective vessel's risk rating status.



IMRRA's Vessel Traffic Light Risk Rating System Guide:

Red: >50% Risk Rating

Immediate action to control the vessel hazard. High risk for severe incidents/casualties.

Amber: 35-49% Risk Rating

A planned approach to vessel risk management, apply temporary risk management as required.

Green: <34% Risk Rating

Acceptable risk – no further action is recommended due to high standard of vessel operation.

Green risk rated vessels are less likely to harm your company's reputation.

Seven Key Terminal Vessel Feedback Reports

1.1. Vessel Type: Bitumen Tanker

IMO Number: 91552XX
Terminal Feedback: 23/12/2020
Vessel Age: 24 years old
Risk Rated '**RED**': 62 %
Fleet type average: 44%

Terminal Feedback: *'The inconsistency in the actions of the crew led to the release of oil from the tank gauge hatch when emptying (blowing) the ship's main line from the remains of the cargo after the end of loading.'*

IMRRA Analyst Feedback: This info is NOT confirmed by the vessel's technical manager. Risk Rating is further increased based on this feedback from the terminal. To be further evaluated with the technical manager.

1.2. Vessel Type: Crude Oil Tanker

IMO Number: 5922XX
Terminal Feedback: 24/12/2020
Vessel Age: 9 years old
Risk Rated '**GREEN**': 35%
Fleet type average: 37%

Terminal Feedback: *'There was delay with arms disconnection, which is not compliance with the terminal requirements (not more than 20 min for the operation).'*

IMRRA Analyst Feedback: This info is NOT confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal. To be further evaluated with the technical manager.

1.3. Vessel Type: Crude Oil Tanker

IMO Number: 92523XX



Terminal Feedback: 17/12/2020
Vessel Age: 18 years old
Risk Rated 'GREEN': 33%
Fleet type average: 36%

Terminal Feedback: *'Poor communication with the loading master, timely reply was not provided by the vessel in accordance with SSSCL part 6 item 60.'*

IMRRA Analyst Feedback: This info is confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal. To be further evaluated with the technical manager.

1.4. Vessel Type: Oil Products Tanker

IMO: Number 93334XX
Terminal Feedback: 02/12/2020
Vessel Age: 15 years old
Risk Rated 'GREEN': 34%
Fleet type average: 36%

Terminal Feedback: *'The vessel was not ready for cargo operations. The vessel's cargo line blocked by previous cargo.'*

IMRRA Analyst Feedback: This info is confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal. To be further evaluated with the technical manager.

1.5. Vessel Type: Chemical/Oil Products Tanker

IMO Number: 94709XX
Terminal Feedback: 01/12/2020
Vessel Age: 11 years old
Risk Rated 'GREEN': 33%
Fleet type average: 36%

Terminal Feedback: *'Main loading rate was not in compliance with loading rate declared in the vessel's cargo plan. (2800m³/t instead of 3000m³/t).'*

IMRRA Analyst Feedback: This info is NOT confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal. To be further evaluated with the technical manager.

1.6. Vessel Type: Chemical/Oil Products Tanker

IMO: 98516XX
Terminal Feedback: 11/12/2020
Vessel Age: 2 years old
Risk Rated 'GREEN': 31%
Fleet type average: 36%



Terminal Feedback: 'Shore fender was damaged during cargo ops.'

IMRRA Analyst Feedback: This info is confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal. To be further evaluated with the technical manager.

7. Vessel Type: Crude Oil Tanker

IMO Number: 96966XX
Terminal Feedback: 21/12/2020
Vessel Age: 6 years old
Risk Rated 'GREEN': 29%
Fleet type average: 36%

Terminal Feedback: 'On 21/12/2020 the element of shore mooring equipment was damaged during mooring operations while aft spring line was incorrectly set due to misunderstanding vessel's crew and mooring master.'

- A lot of time was spent for connection. The crew forgot to install sampler and disconnection with new connection it was necessary to carry out. Also, poor cooperation from the crew side was noted.'

IMRRA Analyst Feedback: This info is confirmed by the vessel's technical manager. Risk Rating is increased based on this feedback from the terminal.

Part Two: Do social media comments make a difference to IMRRA's Dry Cargo Vessel Risk Ratings?

Disclaimer: *All the comments below have been translated into English, and are crewmembers' uncensored comments as was stated in social media. All the comments listed in this summary are not the views of IMRRA, and the vessels' Technical Operator has a right of reply regarding their vessel.*

Vessels Risk Rated Above the Average Fleet Type Risk: IMRRA's analyst recommend that for every vessel risk rated over the fleet type average, a physical verification is required to validate the risk rating which could improve, or increase the risk rating status.

Five Examples of Crew Feedback, and higher Vessel Risk Ratings:

2.1. ABSHERON - IMO 8721428

Vessel Type: General cargo
Operator: Hagland Shipping AS
Operator Risk: 59%
Flag: TOGO
Class: non-IACs
Delivery Date: 30-DEC-86
Date of Comments: 01.12.2020
Risk Rated 'RED': 59% - Fleet type average 42%



Report Written: 28-SEP-20

Crew Comment: *The ship is poor; everything needs to be repaired. The salary delay is 3 months already. The lid is broken, the ballast is leaking. Only the desperate person will go to work there. There is no extra payment for the extra work*

IMRRA Recommends: *Immediate action to control the high Vessel risk for severe vessel incidents and casualties. Information is subjective. Risk Rating is increased based on the subjective information from the crewmember.*

2. SERENADA - IMO 9201865

Vessel Type: General cargo
Operator: Lumaship Srl
Operator Risk: 48%
Flag: Malta
Class: RINA
Delivery Date: 22-OCT-99
Date of Comments: 18.12.2020
Risk Rated '**AMBER**': 48% - Fleet type average 42%
Report Written: 28-APR-20

Crew Comment: *'The engine room is in very sad condition. Supply is so-so, cut in half. The food is also so-so. The salary is delayed. The company can change the crew before the contract ends.'*

IMRRA Recommends: *Late payers or not being paid – very bad for crew morale and ship safety. Risk Rating is increased based on the subjective information from a crewmember. Feedback to be discussed further with the technical manager.*

3. NAKHCHIVAN - IMO 9353072

Vessel Type: General Cargo
Operator: Palmali Shipping Services and Agency AS
Operator Risk: 43% - 10 Vessels Risk Rated
Flag: Malta
Class: BV
Delivery Date: 08-NOV-05
Date of Comments: 08.12.2020
Risk Rated '**AMBER**': 42% - Fleet type average 421%
Report Written: 25-JUN-20

Comment: *Despite the age of the vessel, all mechanisms are in poor condition, the hull is rusty. No one took good care after the ship.*

IMRRA Recommends: Information is subjective. Risk Rating is increased based on the subjective information from a crewmember. Feedback to be discussed further with the technical manager.



4. LENA - IMO 9347750

Vessel Type: General Cargo
Operator: Marlow Ship Mgmt. Deutschland
Operator Risk: 38% -10 Vessels Risk Rated by IMRRA
Flag: Cyprus
Class: DNV GL
Delivery Date: 10-JUL-06
Date of Comments: 07.12.2020 & 03.09.2020
Risk Rated '**AMBER**': 38% - Fleet type average 36%
Report Written: 14-APR-20

Comments: (1) *The ballast system is designed by an idiot, it is placed in the engine room, the valves do not work. The ship is rusty, the tanks are leaking, and the cabins are not comfortable.*

(2) *I have never seen a worse vessel in my career. Everything is old, rusty, poor supply, black out is very often. I do not advise.*

IMRRA Recommends: Risk Rating is increased based on the subjective information from a crewmember. Feedback to be discussed further with the technical manager.

5. ROBIN 4 - IMO 9399741

Vessel Type: Container ship
Operator: Nsc Shipping Gmbh & Cie Kg
Operator Risk: 36% - 21 vessels risk rated
Flag: Liberia
Class: DNV GL
Delivery Date: 14-DEC-07
Date of Comments: 17.12.2020
Risk Rated '**GREEN**': 37% - Fleet type average 38%
Report Written: 20-NOV-20

Crew Comment: Poor condition of the main engine and engines. Nothing good, everything is leaking, there is dirt everywhere, there are not enough crew.

IMRRA Recommends: Risk Rating is increased based on the subjective information from a crewmember. Feedback to be discussed further with the technical manager.

Two Examples of Positive Crew Feedback:

A happy crew = a happy ship
Vessel inspections not recommended.

1. DINTELBORG - IMO 9163685

Vessel Type: Bulk Carrier
Operator: Wagenborg Shipping Bv



Operator Risk 34% - from 43 Vessels risk rated by IMRRA
 Flag: NETHERLANDS
 Class: BV
 Delivery Date: 11-MAR-99
 Date of Comments: 08.12.2020
 Risk Rated 'Green': 35% - Fleet type average 42%
 Report Written: 07-OCT-20

Crew Comment: Good ship.

IMRRA Analyst Feedback: Information is subjective, physical verification inspection is NOT required.

2. AS LAGUNA - IMO 9435820

Vessel Type: Container Ship
 Operator: As Laguna Opco Bv
 Operator Risk 41% - One fleet vessel risk rated
 Flag: Portugal
 Class: BV
 Delivery Date: 14-MAR-08
 Date of Comments: 16.12.2020
 Risk Rated 'Amber': 41% - Fleet type average 38%
 Report Written: 25-NOV-20

Crew Comment: Good vessel and a good company

IMRRA Analyst Feedback: IMRRA Information is subjective, physical verification inspection is NOT required.

Appendix A: Selected Crew Social Media Comments without Vessel Risk Ratings.

Appendix A: Poor Crew comments

Below are selected comments from vessels not safety risk rated by IMRRA.

07.12.2020	USSURI IMO 9133485 General cargo	A Russian-built vessel with mechanisms from the 1970s. Everything is inconvenient, some things constantly breaks down, a desalination plant is 3x3 m, the box is terrible, it barely works, the pumps all run constantly, the automatic equipment don't work properly. Even after the repair, there are leaks. From under the steering wheel, 30 liters oil is consuming for the mooring, second hold often wedges in - it is impossible to open, the hydraulic cylinders are leaking. There are barrels with hoses to collect leaks. Each opening of the holds breaks the pipes of the hydraulics, the covers of the holds are leaking, permanent wells when raining, the cranes are shit, the ref. installation is barely working. The turbine is constantly clogged on diesel generators.
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		It is dark in the central control room - the logbook is barely visible, the pumps are under the plates to fill the gland - it is impossible to crawl. Pressurized steam is often emitted from the hot tap. The temperatures of the gases on the main engine do not hold. Adjustment with cardboard spacers, the speakerphone is barely audible throughout the vessel - it does not work in some places. Cockroaches in the galley.
	Analyst Feedback	The vessel's Risk Rating, subject to further research, would be increased based on the subjective feedback. The technical manager would be contacted, a physical inspection is highly recommended.
09.12.2020	TRIUMPH IV IMO 9311555 General cargo	The condition is very bad. Misery salary
	Analyst Feedback	Information is subjective. There are no details in the crewmember feedback. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status. The vessel's Risk Rating, subject to further research, would be increased based on the subjective feedback. The technical manager would be contacted, a physical inspection is highly recommended.
11.12.2020	PACIFIC VOYAGER IMO 9158525 Container ship	The vessel is old, but in good condition. Supply is ok, but spare parts have to be requested. There were no problems with the crew changes. Salary is always on time.
	Analyst Feedback	The vessel's Risk Rating, subject to further research, would be increased based on the subjective feedback. The technical manager would be contacted, a physical inspection is highly recommended.
14.12.2020	VOLGO-BALT 213 IMO 8841632 General cargo	The ship is sh*t, delayed wages, no supplies, average food.
	Analyst Feedback	The vessel's Risk Rating, subject to further research, would be increased based on the subjective feedback. The technical manager would be contacted, a physical inspection is highly recommended.
16.12.2020	TASMAN IMO 9189342 Container ship	It's a rusty trough. Everything is falling apart, the owners do not send anything, the electronics have been malfunctioning for a long time, and the monorail has rotted all over for a long time and is kept on paint and rust. If you care about your health and life, then do not agree to go there!



	Analyst Feedback	Information is subjective. Ship manning practices poor. Unsafe working practices – creates issues for safety management – indicative of poorly run vessel. Risk Rating is degraded based on the subjective information from a crewmember. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status.
24.12.2020	OCEAN GULL IMO 9557745 Products Tanker	The ship is just trash. Maybe good as a start of the career. 1/2 of the equipment does not work, everything inside is in bad condition after the previous crew. I do not advise
	Analyst Feedback	The vessel's Risk Rating, subject to further research, would be increased based on the subjective feedback. The technical manager would be contacted, a physical inspection is highly recommended.

Appendix B – Positive Feedback!

03.12.2020	AS FRANZISKA IMO 9295517 Container ship	The vessel is in a good condition. Worked as the chief officer there.
	Analyst Feedback	Information is subjective. Verification inspection is NOT required.
08.12.2020	ELVIA IMO 9570840 Bulk carrier	Nice condition vessel. Engine room is very good.
	Analyst Feedback	Verification inspection is NOT required.
16.12.2020	AS LAGUNA IMO 9435820 Container ship	Good vessel and a good company
	Analyst Feedback	Information is subjective. Verification inspection is NOT required.
17.12.2020	CAROLINA BOLTEN IMO 9718454 Bulk carrier	The ship is in excellent condition. The supply is good. The Internet is constantly available, for a fee - \$ 50 per month, but it catches everywhere, even in the ocean. The husband is there now. He is happy with everything
	Analyst Feedback	Information is subjective. Verification inspection is NOT required.



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