

**1. Abbreviations****A**

AIS	Shipborne Automatic Identification Systems
AMVER	Automated Mutual-Assistance Vessel Rescue System
ARCS	Admiralty Raster Chart Service
ARPA	Automated Radar Plotting Aid
ATA	Automated Tracking Aid

**B**

BMS	Bridge Manoeuvring Simulator
BRM	Bridge Resource Management
BTM	Bridge Team Management

**C**

C/E	Chief Engineer
C/O	Chief Officer
C/P	Charter Party
CES	Coastal Earth Station
CHAYKA	A radio navigation system, similar to LORAN-C, operated by the Government of the Russian Federation
CMS	Company Management System
COLREG	Convention on the International Regulations for Preventing Collisions at sea, 1972 as amended
COSPAS-SARSAT	A satellite system designed to detect distress beacons transmitting on the frequency 406 MHz
COW	Crude Oil Washing
CPA	Closest Position of Approach
CSO	Company Security Officer
CSWP	Code of Safe Working Practices

**D**

D & A	Drugs & Alcohol
DECCA	A low frequency (LF) hyperbolic radio navigation system based on harmonically related continuous wave transmissions
DGPS	Differential Global Positioning System
DO	Diesel Oil
DPA	Designated Person Ashore
DR	Dead Reckoning
DSC	Digital Selective Calling
DWT	Deadweight

**E**

EBL	Electronic Bearing Line (a radar feature)
ECDIS	Electronic Chart Display and Information System
ECS	Electronic Chart System
EGC	Enhanced Group Call
EMR	Environmental Management Representative
ENC	Electronic Navigational Chart
EP	Estimated Position
EPA	Electronic Plotting Aid (electronic plotting device for radar)
EPIRB	Electronic Position Indicating Radio Beacon
ERM	Engine Resource Management

ERT	Emergency Response Team
ESC	Engine Simulator Course
ETA	Estimated Time of Arrival
ETC	Estimated Time of Completion
ETD	Estimated Time of Departure
ETS	Estimated Time of Sailing

## F

FO	Fuel Oil
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## G

GLONASS	Global Navigation Satellite System
GMDSS	Global Maritime Distress and Safety System
GNSS	Global Navigation Satellite System
GOS	General Operator's Certificate
GPS	Global Positioning System (see GNSS)

## H

HE/HIS	Means also She/Hers
HF	High frequency
H&M	Hull and Machinery

## I

IACS	International Association of Classification Societies
IAMSAR	International Aeronautical and Maritime Search and Rescue Manual (published jointly by ICAO & IMO)
IBS	Integrated Bridge Systems
IGS	Inert Gas System
INMARSAT	International Mobile Satellite Organisation
ITF	International Transport Workers' Federation
ITU	International Telecommunication Union

## J

## K

KPI	Key Performance Indicator
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## L

L/B	Life Boat
LG	Loose Gear
LO	Lube Oil
LoD	Letter of Discrepancy
LoP	Letter of Protest
LORAN-C	A low frequency (LF) hyperbolic radionavigation system based on measurements of the differences of times of arrival of signals using pulse and phase comparison techniques
LSFO	Low Sulphur Fuel Oil
LTI	Lost Time Injury
LTIF	Lost Time Injury Frequency
LWC	Lost Workday Case

## M

MSDS	Material Safety Data sheet
MTC	Medical Treatment Case

## N

NAV	Sub-Committee on Safety of Navigation (of IMO)
NC (or NCR)	Non-conformity

**O**

OBS	Observation
OCIMF	Oil Companies International Marine Forum
ODS	Ozone Depleting Substances
OH&S	Occupational Health and Safety
OMEGA	A very low frequency (VLF) hyperbolic radionavigation system based on phase comparison
OPA	Oil Pollution Act
OWS	Oily Water Separator

**P**

P&I	Protection and Indemnity
PLA	Portable Lifting Appliances
PMS	Planned Maintenance System
PPD	Permanent Partial Disability
PPE	Personal Protective Equipment
PSC	Port State Control
PTD	Permanent Total Disability

**Q**

QMR	Quality Management Representative
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**R**

RA	Risk Assessment
RWC	Restricted work case

**S**

SBM	Single Buoy Mooring
SBT	Segregated Ballast Tank
SERS	Ship Emergency Response Service
SMC	Safety Management Certificate
SMCP	Standard Marine Communication Phrases
SMNV	Standard Marine Navigational Vocabulary
SMPEP	Shipboard Marine Pollution Emergency Plan
SOLAS	International Convention for the Safety of Life at Sea (SOLAS)
SOPEP	Shipboard Oil Pollution Emergency Plan
SRS	Ship Reporting System
STCW	International Convention on Standards of Training, Certification and Watchkeeping for Seafarers

**T**

T/C	Time Charter
TRCF	Total recordable case frequency
TSS	Traffic Separation Scheme

**U**

UKC	Under Keel Clearance
UTI	Ullage Temperature Interface

**V**

VRP	Vessel Response Plan
VTS	Vessel Traffic Services

**W**

WGS 84	World Geodetic System (latest version 84)
WWNWS	World-Wide Navigational Warning System
WWRNS	World-Wide Radio Navigation System

X  
Y

## Definitions

Listed below, in alphabetical order, are definitions of several terms which may be directly or indirectly relevant to the contents of the Company Manuals, or may be frequently used in the course of the Company's activities, ashore and at sea. These definitions are intended to provide a clear and uniform understanding of each individual term when used throughout the organization and in communication with third parties.

A

**Acceptable risk** - Risk that has been reduced to a level that can be tolerated by the Company having its legal obligations and its Policies.

**Accident:** An incident involving injury or damage to life, the environment or property (e.g. a ship or its cargo).

**Actively Promote:** Senior Management's proactive approach to ensuring safety and environmental excellence.

**AMVER:** A worldwide voluntary system operated exclusively to support SAR and to make information available to all RCCs.

**Admiralty Raster Chart Service:** Electronic raster charts produced by the UK Hydrographic Office.

**Additional Secondary Factor:** Corrections to be applied when plotting Loran C positions on charts, to take into account variations in the conductivity of the earth's surface over which the signals pass.

**Audit:** Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

**Audit program:** Set of one or more audits planned for a specific time frame and directed towards a specific purpose.

**Auditee:** Organization or person being audited.

**Auditor:** Means an independent person with the competence to conduct an audit.

**Automated Tracking Aid:** electronic plotting device for radars.

B

**Benchmarking:** The process of comparing organisational performance and practices with others, preferably leaders in the same industry, for the purposes of identifying, understanding and adapting best practices from organisations anywhere in the world to help your organisation improve its performance. The four key stages in benchmarking are as follows:

- Firstly, understand in detail your own processes
- Next, analyse the processes of others that you are looking to benchmark.
- Then compare your own performance with that of the others analysed.
- Finally, implement the steps necessary to close the performance gap.

Benchmarking should not be considered a one off exercise. To be effective, it must become an ongoing, integral part of an improvement process with the goal of keeping abreast of ever improving best practice.

**Best Practice:** High performance ways of achieving objectives, which solve problems, create opportunities, and lead to achievement of "safety and environmental excellence". Best practice should be capable of being transferred across fleet through the consistent application of improved processes and procedures.

C

**Change:** Any modification other than replacement in kind (see also **Major change**).

**CDI (Chemical Distribution Institute):** An independent non profit making organization created to provide risk assessment systems for shipping and storage of liquid's in bulk at third party terminals for its participating chemical companies.

**Coastal Earth Station:** Maritime name for an Inmarsat shore-based station linking ship earth stations with terrestrial communication networks.

**Company:** As defined by SOLAS Chapter IX/1, this is the owner of the ship or any other organisation or person such as the Manager, or the bareboat Charterer, who has assumed the responsibility for

operation of the ship from the Owner of the ship and on assuming such responsibility has agreed to take over all the duties and responsibilities imposed by the ISM Code.

**Contained spill:** A contained spill is an escape of oil on the vessel which does not go into the water.

**Continuous Improvement:** Recurring process of enhancing the management system in order to achieve improvements in overall performance consistent with Company stated policies for safety, quality and pollution prevention. A never-ending cycle of evaluation and measurement, feedback and corrective actions that produces incremental improvements in the CMS. A method that seeks ways to make operations, procedures and Company performance better.

**Controls:** Measures which reduces the probability of realizing a hazard's potential for harm and / or its consequence. Controls are the measures taken to prevent hazards from causing undesirable events. Controls can be physical (safety shutdowns, safety devices, etc.), procedural (operating procedures, inspections, etc.) and can address human factors (employee selection, training, supervision), prevention and mitigation measures, alternative measures, etc.

**Consequence:** The outcome of an accident/event. Consequence can be expressed as the number of people affected (injured or killed), property damaged, amount of spill, area affected, outage time, mission delay, dollars lost, etc.

**Corrective Action:** Action to eliminate the cause of a detected non-conformity or other undesirable situation. Corrective action may involve changes, such as in systems and procedures, to achieve quality improvement at any stage of the quality loop.

**Cost-Benefit:** Is a measure of the risk reduction to the amount of money spent.

**Critical Equipment and Systems:** Any ship based equipment, operating system or alarm that, which upon failure may place the crew, the vessel and the environment at risk, or even worse lead directly to an accident.

**Cultural Sensitivities:** To be aware that each individual possesses unique attributes. To accept and appreciate diverse cultural backgrounds.

## D

**Datum:** A reference system for specifying positions on the earth's surface. Each datum is associated with a particular reference spheroid that can be different in size, orientation and relative position from the spheroids associated with other horizontal datums. Positions referred to different datums can differ by several hundred meters.

**Defect:** Any deviation from or a non-fulfilment of a requirement related to an intended or specified use or reasonable expectation including one concerned with safety. A defect (or damage, or malfunction, or failure, or breakdown) of systems and equipment is considered any of the following:

- Important defects of safety, fire fighting, navigation and pollution prevention equipment.
- Important hull defects affecting the ship's strength and/or watertight integrity.
- Defects which can not be rectified by the ship's crew and office support is needed.
- Important machinery breakdowns.

**Designated Person Ashore (DPA):** Means the person defined by the Chief Executive Officer of the Company and he is the link between the Company and the ship's personnel. This person has direct access to the highest level of the Company management as well as the responsibility and authority to monitor the safety and environmental protection aspects of the operation of each ship and to ensure that adequate resources and shore based support are applied, as required. The DPA's responsibilities and authorities, as far as the planning, implementation and monitoring of CMS are concerned, are mentioned in the relevant chapter of CMS.

**Digital selective calling:** A technique using digital codes which enable a radio station to establish contact with, and transfer information to, another station or group of stations.

**Document of Compliance (DOC):** Means a Document issued for a Company by an Authority, a recognized organization from the Authority or by the flag state administration after Authority's application, to which the Company has selected to carry out its works, and it certifies that the Company has complied with the requirements of the ISM Code. This document issues for five years and is under annual audit and endorsement.

**Drive the Organisation Forward:** Proactive activities by Senior Management to achieve the objective of safety and environmental excellence.

## E

**Economical speed:** Speed of a ship which is lower than its normal speed and which may provide an overall saving comparing the reduction in fuel costs with the greater running cost arising from an

increase in the duration of the voyage.

**Effectiveness:** Extent to which planned activities are realized and planned results achieved.

**Efficiency:** The state of being productive with minimum waste or effort. Efficiency is one of the elements of quality, as per our interpretation.

**Effluent:** Any discharges, exhausts or emissions released to the environment.

**Emergency Change:** A change that is required to be carried out in an emergency.

**Emerging Requirements:** Forthcoming and proposed legislation or industry best practice guidance.

**Enhanced Group Call:** Part of the Inmarsat system that complements the NAVTEX system to supply SafetyNET and similar information broadcast services.

**Environment:** surroundings in which a Company and its ships operate, including air, water, land, natural resources, flora, fauna, humans and their interrelation.

**Environmental aspects:** Element of Company activities or products or services that can interact with the environment.

**Environmental impact:** Any change to the environment, whether adverse or beneficial, wholly or partially resulting from Company environmental aspects.

**Environmental Management System:** Part of a Company management system used to develop and implement its environmental policy and manage its environmental aspects.

**Environmental objective:** Overall environmental goal, consistent with the environmental policy, that a Company sets itself to achieve, and which is quantifiable where practicable.

**Environmental performance:** Measurable results of a Company management of its environmental aspects.

**Environmental protection:** The act of keeping safe, defending, guarding and preventing damage to the environment, (i.e. our physical surroundings all over the world). Environmental protection is one of the elements of quality, as per our interpretation.

**Environmental target:** Detailed performance requirement, quantified where practicable, applicable to the Company or its ships, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

**EPIRB:** Device that transmits distress alerting signals via satellites (406 MHz using COSPAS-SARSAT; 1.6 GHz using INMARSAT) and aircraft homing signals on 121.5 MHz.

**Evaluation and Measurement:** The process of checking a system to see whether it is functioning as designed and is achieving its stated objectives and results. Evaluation determines that processes and procedures are functioning and being executed effectively. Measurement determines the quality of the processes and the degree to which the objectives and results are being achieved.

**Event:** An event is an occurrence that has an associated outcome. There are typically a number of potential outcomes from any one initial event which may range in severity from trivial to catastrophic, depending upon other conditions and add-on events.

**Experience Feedback:** Systematic handling of reported improvement opportunities in order to provide organizational learning.

**Exposure hours (OCIMF):** 24 hours per day while serving on board.

## F

**Facility:** Physical equipment and/or plant, including large mobile equipment, involved in the performance of the operation.

**Fatality:** A death directly resulting from a work injury regardless of the length of time between the injury and death.

**Feedback Mechanisms:** The process through which the results of evaluation and measurement are communicated within the organisation to produce corrective actions and improvements.

**First Aid Injuries:** Any one time treatment and subsequent observation of minor scratches, cuts, burns, splinters and so forth which do not require medical care even though provided by a physician or registered professional personnel.

**Force majeure:** Circumstance which is beyond the control of one of the parties to a contract and which may, according to the terms and conditions, relieve that party of liability for failing to execute the contract.

**Frequency:** The frequency of a (potential) undesirable event is expressed as events per unit time, usually per year. The frequency should be determined from historical data if a significant number of events have occurred in the past. Often, however, risk analyses focus on events with more severe consequences (and low frequencies) for which little historical data exist. In such cases, the event frequency can be calculated using appropriate risk assessment methodologies.

## G

**G.M.T.:** Greenwich Mean Time.

**General objective:** An overall goal aimed at by an organization.

**GMDSS:** A global communications service based upon automated systems, both satellite and terrestrial, to provide distress alerting and promulgation of maritime safety information for mariners.

**GNSS:** A worldwide position and time determination system that includes one or more satellite constellations and receivers.

**GOC:** A GMDSS radio operator's certificate for use on ships trading beyond GMDSS Sea Area A1.

## H

**Hazard:** Any real or potential event that can cause personal ill health, injury or death, property damage, reputation degradation, damage to environment, financial losses, or a combination of these. It may be a physical situation (e.g. a shuttle tanker is a hazard because it may collide with the production installation), an activity (e.g. crane operations are a hazard because the load might drop) or a material (e.g. fuel oil is a hazard because it might catch fire).

**Hazard Identification:** The systematic identification of hazards, with measures put in place by management to eliminate or reduce these risks to the lowest practicable level. Timely training is given in this area.

**Hazardous Occurrence:** A situation which could have led to an accident or pollution incident, sometimes called a "near miss".

**Health Hazard:** An inherent capability to induce an adverse effect on the health or well being of an exposed individual. Agents capable of inducing health effects include chemical substances, physical agents (heat, noise, ionizing & non-ionizing radiation), biological agents (bacteria, viruses, pathogenic organisms) and excessive or repetitive stress. Conditions with the capability of inducing traumatic injuries are not typically considered health hazards in this context.

**High priority findings:** Items identified which if not corrected could result in potentially higher risk scenarios.

**High risk:** The combinations of probability and consequence that constitute an area of higher risk as defined by unit management. Incidents resulting from higher risk operations are likely to result in serious injuries and/or fatalities; damage extending beyond site; media beyond local; and/or property damage greater than \$1M.

**Human factor:** A technology that addresses the interaction of people with other people, with facilities and with management systems in the work environment. It identifies factors that affect human performance and provides practical ways to help reduce incidents while improving productivity. Human factor is often called ergonomics, but is intended to more broadly encompass human behaviours that can lead to accidents and injuries.

## I

**Ill health** – Identifiable adverse physical or mental condition arising from and / or made worse by a work activity and / or work – related situation.

**IMO:** The International Maritime Organization. Agency of the United Nations, based in London, England, concerned with safety at sea. Its work includes codes and rules relating to tonnage measurements of ships, load lines and the safe carriage of grain. Issues international trade standards for shipping.

**Induction Process:** A formal entry into a position or office with documented evidence to show that the individual has received appropriate training and familiarisation necessary to undertake their new responsibilities and accountabilities

**Infrastructure:** System of facilities, equipment and services needed for the operation of the Company.

**Inspection Plan:** A plan that is prepared, undertaken and monitored and the findings are reported in a formal manner, similar to that for an internal audit.

**Incident:** It is an event or chain of events which cause, or could have caused, injury, illness and/ or damage (loss) to assets, the environment or 3<sup>rd</sup> parties. It may include personal injury, fires, explosions, releases of toxic/flammable vapors, oil/chemical spills, damages, etc.

**Internal audit:** A systematic and independent verification process carried out by the Company as part of its management function to determine whether the CMS activities and related results are in compliance with the CMS.

**Internal Auditor:** Means a person specialized in confirmation of the compliance of CMS with the requirements of ISM code.

**International Safety Management (ISM) Code:** Means the International Management Code for the Safe Operation of Ships and for Pollution Prevention, as adopted by the IMO.

**Intervention to Realign with the Targets and Objectives:** Senior Management's method of taking appropriate and necessary action to bring the management system back to the original plan.

**J**

**Job Competence:** The individual has the necessary qualification, experience and understanding of the duties required in that rank.

**Job Description:** Contains details of the duties, essential qualifications and key competencies required for a job together with any further relevant experience.

**K**

**Key Performance Indicators (KPI's):** Discrete indicators that track a Company's effectiveness in meeting its aims and objectives. They are a set of 'vital signs' that represent the state of a Company's operational health.

**Key Roles:** Positions considered being of utmost importance to the well being of the Company, both on shore and at sea.

**L**

**Levels of Authority:** Authority levels are provided to approve the minimum competency levels allowed when working on critical systems or when set points on alarm systems etc have to be amended.

**Line Supervisors:** Departmental management on shore and initial level of management at sea - e.g. Superintendents, Bosun.

**Lost Time Incident:** This is an injury which results in an individual being unable to carry out any of their duties or to return to work on a scheduled work shift on the day following the injury unless caused by delays in getting medical treatment ashore (e.g. a death resulting directly from a work injury regardless of the length of time between injury and death).

**Lost Time Injuries (OCIMF):** Lost Time Injuries are the sum of Fatalities, Permanent Total Disabilities, Permanent Partial Disabilities and Lost Workday Cases. (LTI = Fatalities + PTD + PPD + LWC).

**Lost Time Injury Frequency (OCIMF):** This is the number of Lost Time Injuries per unit exposure hours. The most common unit in respect of LTIF is one million man hours

$$LTIF = LTI \times \frac{1,000,000}{\text{Exposure Hours}}$$

Exposure Hours

**Lost workday case (OCIMF):** This is an injury which results in an individual being unable to carry out any of his duties or to return to work on a scheduled work shift on the day following the injury unless caused by delays in getting medical treatment ashore.

**M**

**Major non-conformity:** Means an identifiable deviation which poses a serious threat to personnel or ship safety or a serious risk to the environment and requires immediate corrective action or the lack of effective and systematic implementation of the ISM Code's requirements.

**Management of change:** A structured process that will ensure proposed changes to operational equipment, procedures, or personnel, are evaluated for technical and business exposure and managed to ensure that safety, health and environmental risks arising from these changes remain at an acceptable level. This includes temporary changes and those of limited validity. It should also ensure that all records, plans, drawings, procedures and documents are updated following a change.

**Major Changes:** A significant amendment, alteration, or modification to procedures, systems or equipment, other than replacement in kind, that impacts on the ship operator's safety management system.

**Medical treatment case (OCIMF):** This is any work-related loss of consciousness (unless due to ill health), injury or illness requiring more than first aid treatment by a physician, dentist, surgeon or registered medical personnel, e.g. nurse or paramedic under the standing orders of a physician, or if at sea with no physician onboard could be considered as being in the province of a physician.

**Measurements of Performance:** see "Performance measurement".

**Mitigation measures:** In the context of risk assessments, measures that, if implemented, can reduce the severity or consequences of the risk being assessed, were the scenario to occur.

**N**

**Near Miss (or near accident or Hazardous occurrence):** A sequence of events and/or conditions that could have resulted in loss. This loss was prevented only by a fortuitous break in the chain of events



and/or conditions. The potential loss could be human injury, environmental damage, or negative business impact (e.g. repair or replacement costs, scheduling delays, contract violations, loss of reputation). Statistics show that before a Serious Major Injury occurs there are 10 minor injuries, 30 property damage accidents and 600 (!!!) Near-Misses. This means that Near-Misses serve as warnings of more serious future accidents with the same root cause.

**New Types of Vessels:** Contemporary vessel designs, differing from current vessels in the fleet or vessels that have not been operated in the past.

**New Vessels:** A new building delivered direct to the ship operator's fleet. It can also be an existing vessel that is acquired by the ship operator or an existing vessel that is brought into the ship operator's management.

**No-blame culture:** A management structure of encouragement to promote open communication throughout the Company.

**Non Routine Repairs:** Repairs following equipment breakdown or due to potential of breaking down.

**Non-conformity:** Non-fulfillment of or a deviation from a requirement or an error, or any identified lack of a plan or instruction for a key shipboard operation, which could endanger the safety of people, the ship, its cargo or the environment or a deviation from specific national or international legislation.. Material breakdowns, due to fair wear and tear with no impact on work tasks shall not be regarded as non-conformities.

## O

**Objective evidence:** Data supporting the existence or verity of something. Quantitative or qualitative information, records or statements of fact pertaining to quality, safety or to existence and implementation of a CMS element, which is based on observation, measurement or test and which can be verified.

**Observation:** Means a statement of fact made during a safety management audit and substantiated by objective evidence, that draws attention to a situation or activity that does not warrant the raising of a Non-conformity but may result in the failure of the CMS some time in the future.

**Occupational Health and Safety:** Conditions and factors that affect the well-being of employees, temporary workers, contractor personnel, visitors and any other person in the workplace.

**Operations Integrity:** Operations having sustained reliability that comply with all applicable laws and regulations and which eliminate safety, health and environmental incidents.

**Organisation:** International Maritime Organisation (see IMO).

**Organizational structure:** Arrangement of responsibilities, authorities and relationships between people.

**Original Equipment Design Specification:** The specification established by the original equipment designer and is based on the original requirements of the design. It is important that these requirements are maintained in order to ensure that the equipment continues to function correctly.

**Overall verification plan:** A plan approved by Senior Management that identifies the checks and measures that ensures the safety management system is working effectively.

## P

**Permanent Change:** A change that is Permanent in nature.

**Permanent partial disability (OCIMF):** Permanent Partial Disability is any work injury which results in the complete loss, or permanent loss of use, of any member or part of the body, or any impairment of functions of parts of the body, regardless of any pre-existing disability of the injured member or impaired body function, that partially restricts or limits an employees basis to work on a permanent basis at sea. Such an individual could be employed ashore but not at sea in line with industry guidelines.

**Permanent total disability (OCIMF):** Permanent Total Disability is any work injury which incapacitates an employee permanently and results in termination of employment on medical grounds (e.g. Loss of limb(s) permanent brain damage, loss of sight) and precludes the individual from working either at sea or ashore.

**Person in charge (PIC):** See "Designated Officer"

**Positive Reinforcement:** Encouraging a desired behaviour by acknowledging that behaviour when it is exhibited.

**Prevention of pollution:** Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste in order to reduce adverse environmental impacts.

**Preventive action:** Action to eliminate the cause of a potential nonconformity or other undesirable potential situation. Preventive action may involve changes, such as in systems and procedures, to achieve

quality improvement at any stage of the quality loop.

**Preventative Measures:** Actions taken to avoid equipment deterioration or breakdown at a later time. A type of measure, step or course of action taken in advance to keep something possible or probable from happening or existing.

**Proactive safety campaign:** A promotional event or process that is designed to motivate vessel crews and office staff.

**Promote Sharing of Information:** A proactive activity by Senior Management to ensure those good practices as well as areas for improvement that are identified will be distributed by all available means to all ships personnel.

## Q

**Qualified:** Possessing knowledge and skills, through training and experience, required to successfully perform job-related tasks.

**Quality improvement:** Part of quality management focused on increasing the ability to fulfill quality requirement.

**Quality Management:** Coordinated activities to direct and control an organization with regard to quality.

**Quality policy:** Overall intentions and direction of an organization related to quality as formally expressed by top management. The Quality Policy forms one element of the General Company Policy and is authorized by top management.

**Quality standards:** A document specifying nationally or internationally agreed requirements serving as a basis or example or principle to which others conform or should conform, or by which the quality of others is judged.

## R

**Record:** A “document stating results achieved or providing evidence of activities performed”. Records can be in paper, magnetic, computer disc, or photograph. The Records required by the CMS are identified within the text of procedures.

**Reporting Period:** The appropriate length of time given by the ship operator in order to prepare, compile, and dispatch a report following a planned or unplanned event to the fleet, vessel or crew. This could include a series of management reports or an incident.

**Residual Risk:** Risk remaining after controls have been identified and selected

**Requirements of the Society:** Obligations resulting from laws, regulations, rules, codes, statutes and other considerations.

1. “Other considerations” include notably protection of the environment, health, safety, security, conservation of energy and natural resources.
2. All requirements of society should be taken into account when defining needs.
3. Requirements of society include jurisdictional and regulatory requirements. These may vary from one jurisdiction to another.

**Restricted work case (OCIMF):** This is an injury which results in an individual being unable to perform all normally assigned work functions during a scheduled work shift or being assigned to another job on a temporary or permanent basis on the day following the injury.

**Risk:** A function of the likelihood of an unwanted incident combined with the severity of its potential consequences.

**Risk assessment:** A process for identifying hazards and assessing the risk posed by each and a review as to acceptability of this risk, based on comparison with risk criteria.

**Risk communication:** It is a two-way process that (1) allows all stakeholders the opportunity to provide input into the process, and (2) provides a means of showing the value of decisions to others, which is important when dealing with regulatory agencies or the public.

**Risk evaluation:** Judgement, on the basis of risk analysis of whether a risk is tolerable.

**Risk management:** A process of selecting appropriate risk reduction measures (controls) regarding a specific activity and implementing them in the (on-going) management of this activity.

**Root Cause:** A factor that can be identified as the fundamental reason of the common problem, which if changed or removed, will permanently eliminate a non conformance.

## S

**Safety:** The state in which the risk of harm (to persons and animals) or damage is limited to an acceptable level. Safety is one of the elements of quality, as per the Company interpretation.

**Safety aspect:** Element of Company activities or services that represents an actual or potential risk to safety or personnel, or the ship.

**Safety and Environmental Excellence:** An operation with effective management systems that consistently achieves reliable and incident-free performance.

**Safety Culture:** A philosophy promoting safety as the ultimate consideration for all Company personnel and the activities undertaken, both ashore and at sea.

**Safety Deficiencies:** Any equipment that needs to be used or to be available and is not in a fully operational condition. Any operation or procedure that is not supported by properly skilled personnel or that has weaknesses or omissions within its management system.

**Safety Management Certificate:** Means a document issued to a ship from the Administration or a Recognised Organisation on behalf of the Administration and certifies that the Company and its shipboard management operate in accordance with the approved Safety Management System. This document issues for five years and is under intermediate audit and endorsement.

**Senior Management:** Senior management establishes policy and provides direction within their *Company*. They are ultimately responsible for the active promotion of the concept of "safety and environmental excellence". They champion the establishment of proactive safety campaigns, aimed at reducing operational risks, as well as regular proactive Environmental initiatives (e.g. to encourage zero pollution's for the fleet). Senior management are also responsible for maintaining technical integrity and overseeing the safe operation of the vessels, the well being of the crew and is the holder of DoC.

**Serious (Marine) incidents:**

- Accidents which have caused loss of lives and / or major damages to property and/or the environment e.g. spills / leakage / discharges creating possible health hazards.
- Casualties which lead to investigations carried out by Flag Administration and/or by other formal/governmentally authorized investigation body, and
- Other incidents which have or may be expected to give rise to significant attention in mass media, or which may potentially have legal implications or damage the reputation of the Company.

**Significant (Serious) Near Miss:** An event that nearly resulted in a significant incident. It signals a weakness in the management system that, if not corrected, could have serious consequences in the future. Therefore, it provides an opportunity to improve the management system and reduce exposure to risk and potential catastrophe.

**Staff Appraisal System:** A documented system of formal evaluation with regard to each key staff member. This will include ability reviews and development requirements including any additional training needs, and will commonly occur annually.

## T

**Tolerable Risk:** Risk which is accepted in a given context based on the current values of society.

**Temporary Changes:** Changes or alterations to usual methods or procedures for a specific reason, and a specific time.

**Ton-miles:** A measure of tanker demand; tons carried by a ship multiplied by the distance travelled.

**Total Quality Management:** The management approach of an organization, centered on quality, based on the participation of all its members and aiming at long-term success through client satisfaction, and benefits to all members of the organization and to society.

- The expression "all its members" designates personnel in all departments (and personnel aboard all associated ships) and at all levels of the organizational structure.
- The strong and persistent leadership of top management and the education and training of all members of the organization are essential for the success of this approach.
- In total quality management, the concept of quality relates to the achievement of all managerial objectives.
- The concept "benefits to society" implies, as needed, fulfillment of the requirements of society.

**Total recordable case frequency (TRCF) (OCIMF):** The sum of all work-related fatalities, lost time injuries, restricted Cases (TRC) work injuries and medical treatment Injuries.

**Total recordable case frequency (OCIMF):** This is the number of trcs (i.e., LTIS + RWCS + MTCS) per unit exposure hours. The most common unit in respect of TRCF is 1 million man hours.

$$\text{TRCF} = (\text{LTIS} + \text{RWCS} + \text{MTCS}) \times \frac{1,000,000}{\text{Exposure Hours}}$$

## U

## V

**Verification:** Investigation to confirm that an activity is performed in accordance with the specified requirements. Verification differs from inspection in the sense that verification is an investigation confirming that, for example, a specified inspection is performed.

W

**Well Being:** Those factors which contribute to the crew's quality of life such as food, accommodation, rest and recreation facilities, hygiene, air conditioning, access to ship and shore medical facilities, compassionate leave, etc.

**Work environment:** Set of conditions under which the work is performed.

**Work injury (OCIMF):** This is any sign or symptom of physical damage or impairment to any part of the body directly resulting from an incident, regardless of the length of time between the incident and the appearance of the injury.

**Work Permit:** An official document granting authorisation to perform dangerous/ hazardous work.

**Work related incident/hazard:** An incident/hazard occurring during the performance of work on behalf of Company when the employee is on duty at, traveling to any location on behalf of the Company.

**Workforce:** A broad term generally used to describe employees, or contractors, or other authorized individuals involved in a specific activity. The term is synonymous with personnel.

X

Y

Z

**Zero Spill Statement:** A statement issued by Senior Management to re-affirm the Company's commitment to safety and environmental excellence that all oil spills and other loss of containment incidents are preventable and unacceptable.

**Zero Incident Statement:** A statement issued by Senior Management to re-affirm the Company's commitment to safety excellence that all incidents are preventable and unacceptable.