



COBH

Cathedral (91) SPIRE

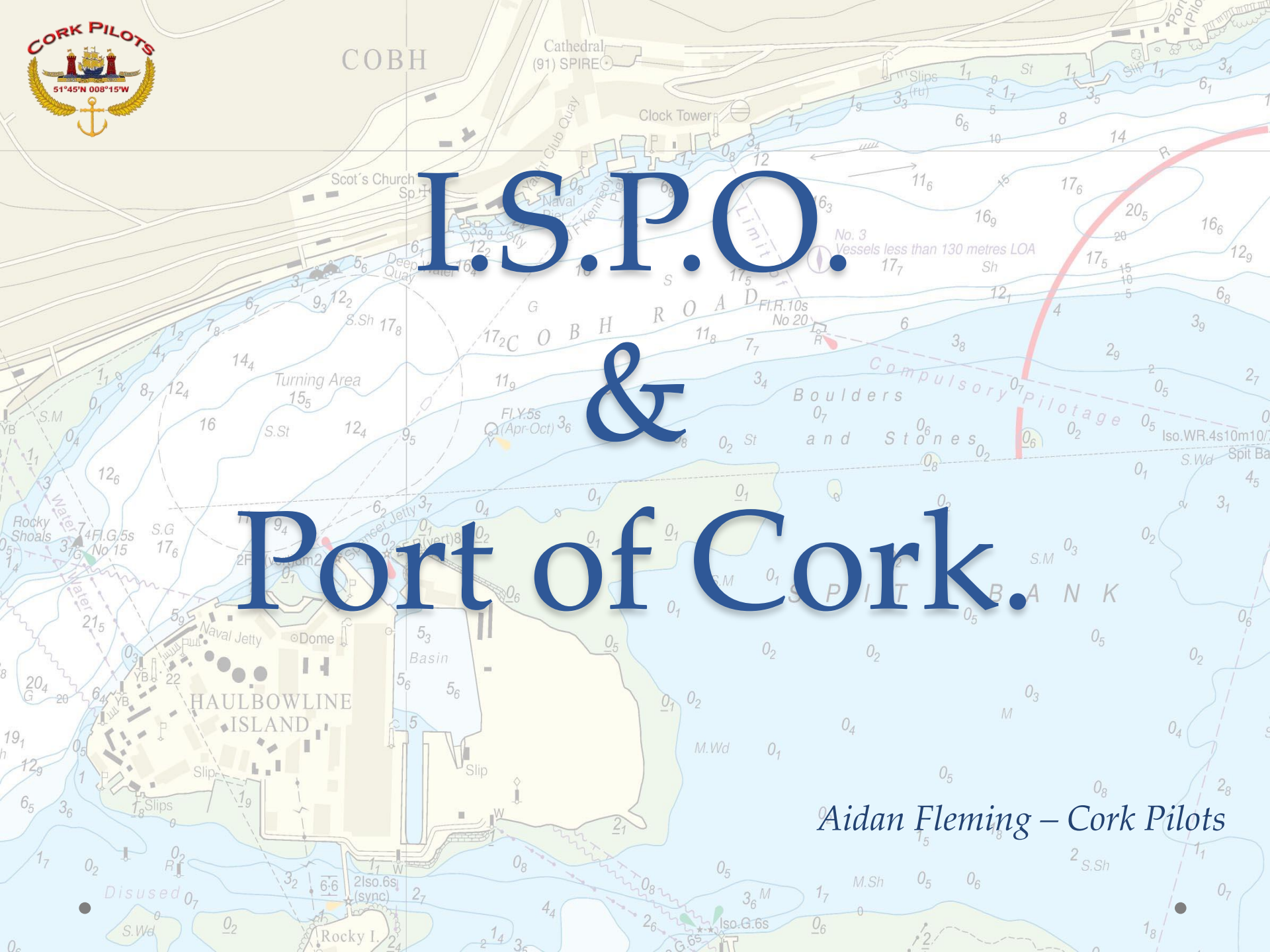
I.S.P.O.

&

Port of Cork.

HAULBOWLINE ISLAND

Aidan Fleming – Cork Pilots





COBH

ISPO & Port of Cork



PORT of CORK
NO UNAUTHORISED
PARKING



Port of Cork

- Multimodal port
 - Bulk
 - Oil
 - Container traffic
 - Ro/Ro
 - Passenger vessels
 - Project Cargo
 - Offshore
- Approx 2,750 Pilotage movements per annum
- 10.6 million Tonnes & 260K TEU





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Bulk facilities

- Ringaskiddy DWB

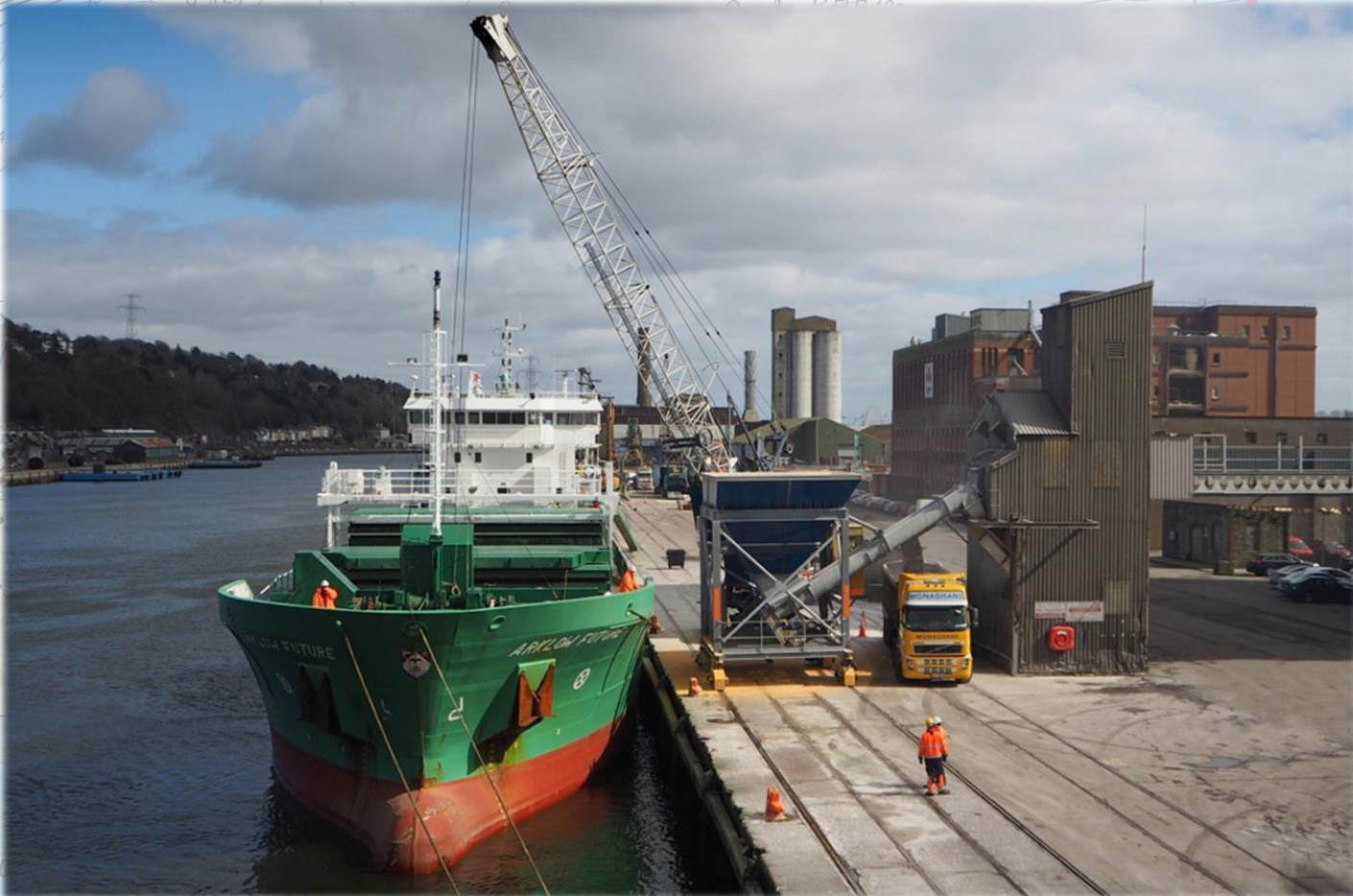




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Bulk facilities

- City Quays





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Oil facilities

- Whitegate Marine Terminal (Irving Oil)





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Oil facilities

- Tivoli





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Cathedral
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Container Terminals

- Tivoli





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Container Terminals

- Cork Container terminal - Ringaskiddy





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Cruise traffic

- Cobh Cruise terminal





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Project Cargo

- Liebherr
- Wind farm components





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Offshore

- Mobilisation, De-mobilisation & Replenishment.



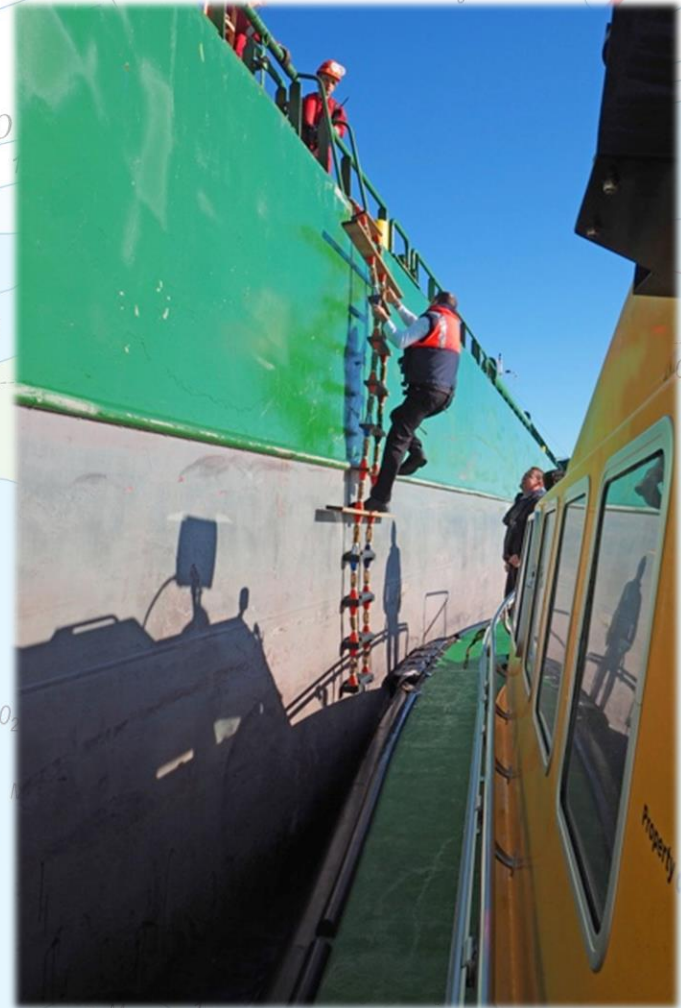


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Cathedral
(91) SPIRE

Cork Pilots

- 12 Pilots
- Pilots ordinarily work an eight days on/off rotation.
- Pilotage district of 17NM in length, with six main locations.
- VTS role included in the Pilots duties.





What is ISPO?

“The International Standard for Maritime Pilot Organisations is a standard of best practice for Pilots and Pilot Organisations, improving safety and quality. Providing self regulation and transparency in Pilotage standards to all Port related stakeholders.”

“The responsibility for the standard lies with the International Users Group (IUG) of ISPO certified organisations”

ISPO website



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Why ISPO?

- Standard for Pilots, written by Pilots.
- Continues to gain recognition worldwide.
- Demonstrates a Pilotage Authority's commitment to customer satisfaction, i.e. the authority is providing an efficient service to a high standard through reviews, assisted by customer feedback.
- Flexible, enabling tailoring to specific ports needs and systems.



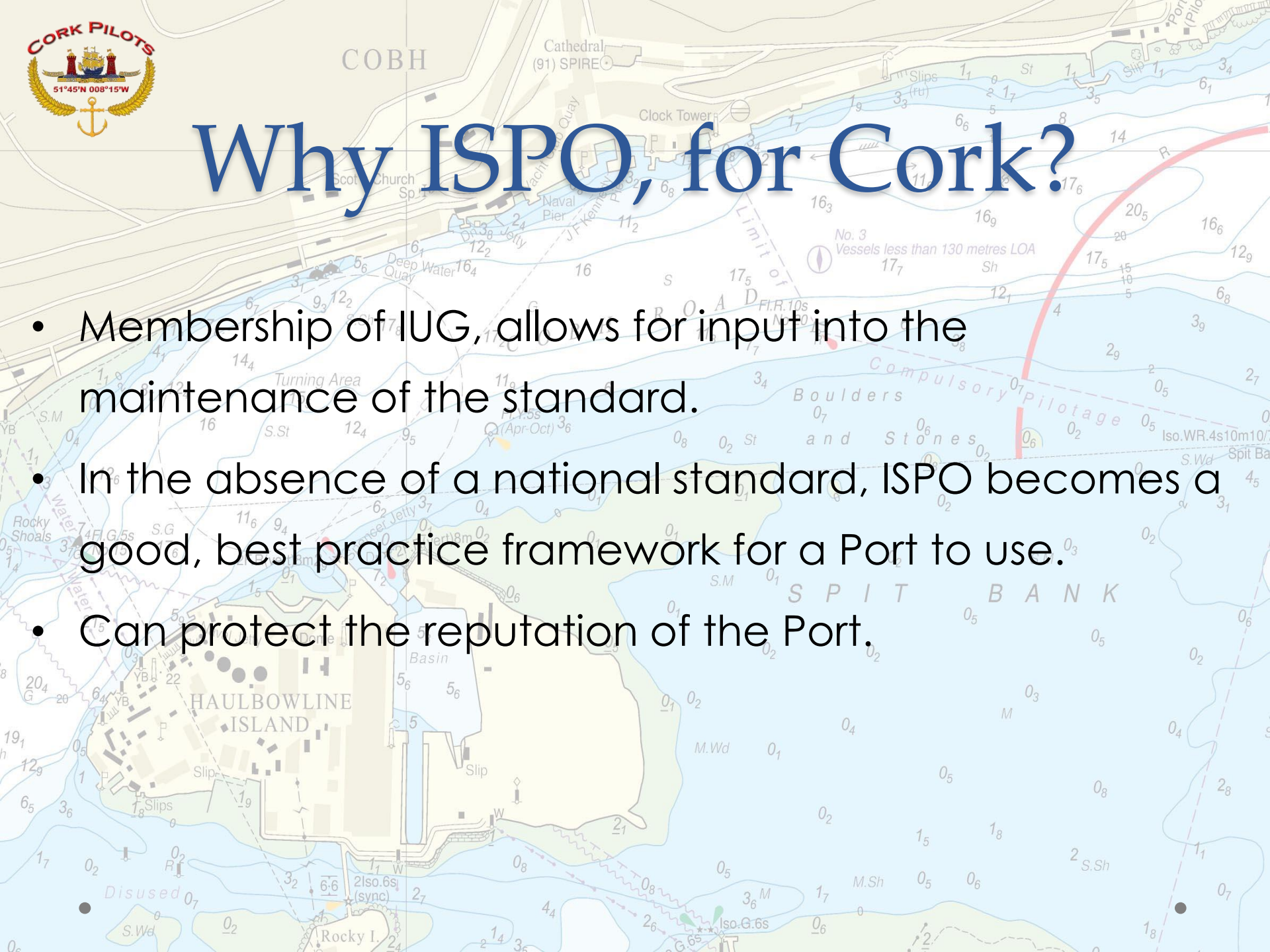
Why ISPO, for Cork?

- The Ports customers invariably operating a safety management system of their own, and are happy to know that the Port they are using is as committed to safety management as they are.
- Operational procedures, and policies (Quality, Environmental etc) easily recognisable to customers.
- Personnel find the training procedure, amongst other procedures easy to follow, having things in procedural format. Demonstrated by recent recruitment.



Why ISPO, for Cork?

- Membership of IUG, allows for input into the maintenance of the standard.
- In the absence of a national standard, ISPO becomes a good, best practice framework for a Port to use.
- Can protect the reputation of the Port.





Safety Management Systems

- Change of personnel.
- “Sure, didn’t we always do it this way!”
- Newer recruits, within the last number of years, probably coming from a safety management system (ISM) which would be familiar to them, during their time with other shipping companies.
- Majority of the work undertaken is written down in a procedural format, We say what we do and we do what we say.



HM Observation Trips

- Whilst sometimes referred to as a “Check Ride”, its not seen as a test of the Pilot, rather than checking that systems are adequate and procedures working.
- Demonstrations of any such failures in the above are a more effective way of fixing them.

ISPO ref	13.12
First Issue:-	15.06.15
Revised :-	06.10.15

Port of Cork Pilotage Authority – HM & Pilot Observation trip.

Date :- 05/07/2020		Pilot :- [REDACTED]	
Vessel Name:- Melusine			
LOA :- 162.50m		GRT :- 23987	
Draft :- 6.1 m			
Piloted From :- Sea		Piloted To :- Ringaskiddy RoRo	
Other Port users involved e.g Tugs, Mooring boats etc. (if applicable) DSG Mooring boat			
Did the Pilot receive adequate notice of the Pilotage act to be undertaken?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Did the Pilot receive adequate instructions pertaining to the vessel?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Was the Pilot ladder rigged in accordance with SOLAS Chapter V Regulation		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Was the Master Pilot Exchange sufficient to provide both the Master and the Pilot with enough information to satisfy both parties?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
HM/DHM's Observations (if any) PEC Exam for Master of Melusine Nikolai Tokarev		Pilots Observations (if any) None	
Recommendations (if any)			
Signed HD/DHM NJK		Signed Pilot [REDACTED] (unsigned due to COVID 19)	



Customer Feedback

ISPO Standard Section 10

Customer related Process

➤ 10.4 Customer Communication

➤ 10.4.1

The pilot organization determines and implements effective arrangements for communicating with customers in relation to:

- Service information;
- Enquiries and arrangements in relation to services;
- Customer feedback (complaints and perception).



Customer Feedback



ISPO Form 13.18
Issued :- 14.01.16
Revised :-

Port of Cork Pilotage Authority

Ship Master Questionnaire

Date & time 30.07.2021 20:30 LT	Vessel name BG Diamond
Name and capacity of P. of C. official. Nicholas Bourke / DHM	Masters name Mess, Jens Henning

1. Where did you embark the Pilot? Pilot station #2		
2. Did you receive good communication from Cork Harbour Radio prior to embarking the Pilot regarding :-		
(a) The Pilot Boarding Area Yes	(b) Traffic movements Yes	(c) Boarding arrangements Yes
3. Was the Master Pilot Exchange (MPX) completed satisfactorily? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
4. Did the Pilot give clear instructions during the manoeuvre? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
5. If used, were you happy with the Pilots use of Tugs and the operation of the tugs during the manoeuvre ? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
6. Were mooring operations carried out satisfactorily? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
Any other comments / feedback on the Pilotage services at the Port of Cork.		

Signed: NBL
P.of C. Official

16

[Signature]
Master



ISPO Form 13.18
Issued :- 14.01.16
Revised :-

Port of Cork Pilotage Authority

Ship Master Questionnaire

Date & time Monday 09/08-2021 14:50	Vessel name Mærsk Mariner
Name and capacity of P. of C. official.	Masters name Henrik Mooiweer Gohs

1. Where did you embark the Pilot? Ringaskiddy 05/08-21		
2. Did you receive good communication from Cork Harbour Radio prior to embarking the Pilot regarding :-		
(a) The Pilot Boarding Area Yes	(b) Traffic movements Yes	(c) Boarding arrangements Yes
3. Was the Master Pilot Exchange (MPX) completed satisfactorily? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
4. Did the Pilot give clear instructions during the manoeuvre? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
5. If used, were you happy with the Pilots use of Tugs and the operation of the tugs during the manoeuvre ? N/A Yes/No <small>Delete as appropriate.</small>		
6. Were mooring operations carried out satisfactorily? <input checked="" type="radio"/> Yes/ <input type="radio"/> No <small>Delete as appropriate.</small>		
Any other comments / feedback on the Pilotage services at the Port of Cork.		
<p>The various pilot who have taken us in and out of Cork has always been professional and nice. They are really helpfull and gives good and clear instructions.</p> <p>The also have been very consistant in the use of PPE during the covid pandemic.</p>		

Signed: NBL
P.of C. Official

16

[Signature]
Master
MAERSK MARINER
MARNER OWASU
IMO 9787471 ON 04/02
GT 12181 488 1998



Customer Feedback



ISPO Form 13.18
Issued :- 14.01.16
Revised :-

Port of Cork Pilotage Authority

Ship Master Questionnaire

Date & time 19-09-2022	Vessel name BYLGIA
Name and capacity of P. of C. official.	Masters name K. BONWELD

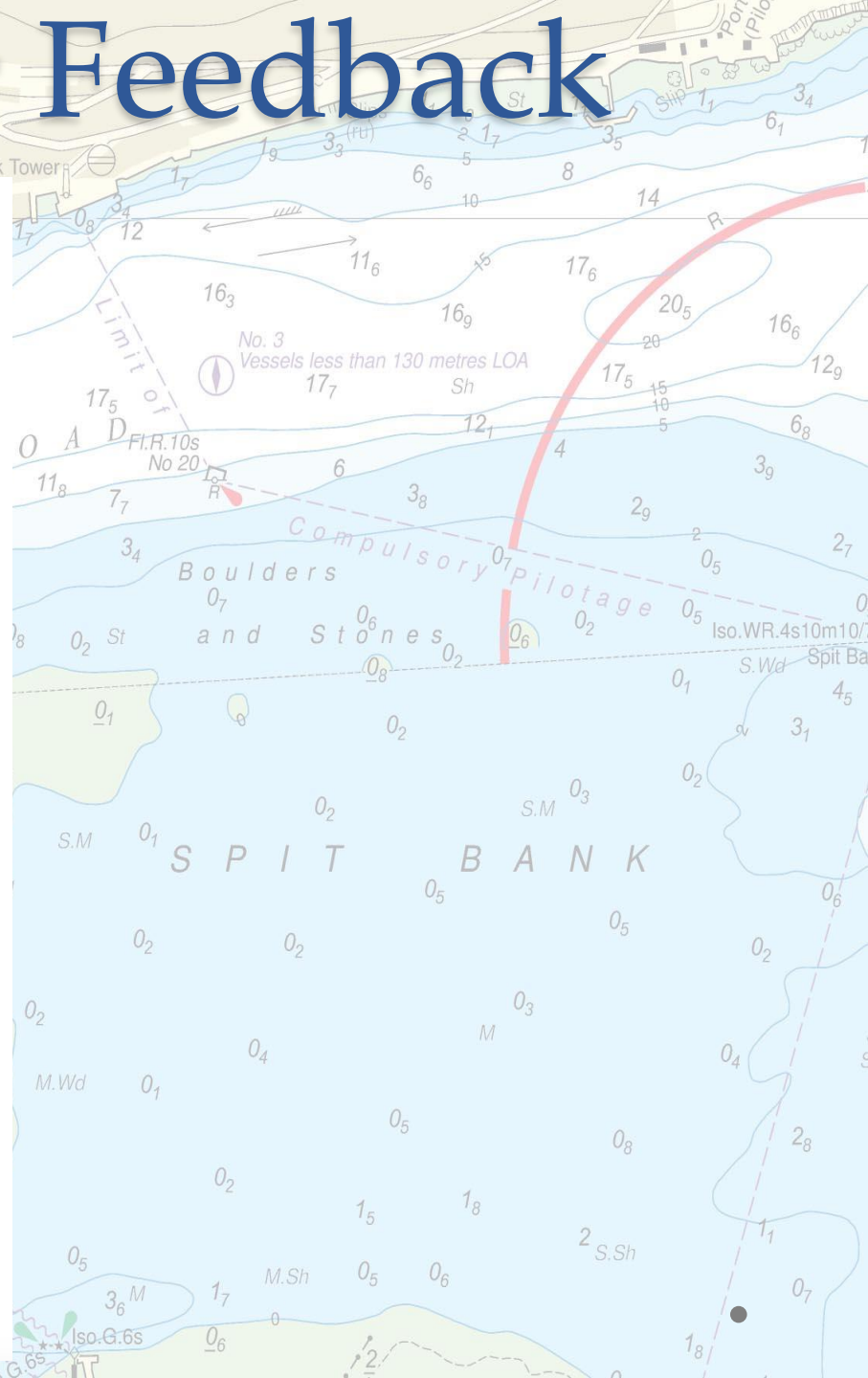
1. Where did you embark the Pilot?			BOARDING GROUND 3.
2. Did you receive good communication from Cork Harbour Radio prior to embarking the Pilot regarding :-			
(a) The Pilot Boarding Area	(b) Traffic movements	(c) Boarding arrangements	
Yes	Yes	Yes	
3. Was the Master Pilot Exchange (MPX) completed satisfactorily?			Yes/ No Delete as appropriate.
4. Did the Pilot give clear instructions during the manoeuvre?			Yes/ No Delete as appropriate.
5. If used, were you happy with the Pilots use of Tugs and the operation of the tugs during the manoeuvre ?			Yes/No Delete as appropriate.
6. Were mooring operations carried out satisfactorily?			Yes/ No Delete as appropriate.
Any other comments / feedback on the Pilotage services at the Port of Cork.			
DURING OUR STAY IN THE AREA WE HAVE RECEIVED THE UT MOST COOPERATION AND GOOD SERVICES I WISH TO EXPRESS OUR GRATITUDE TO ALL INVOLVED, PILOTS AND LONG SHORE MEN. IT HAS BEEN A PLEASURE.			

Signed : _____
P.of C. Official

16

Signed : _____
Master

AHTS BYLGIA





Customer Feedback



ISPO Form 13.18
Issued :- 14.01.16
Revised :-

Port of Cork Pilotage Authority

Ship Master Questionnaire

Date & time 19-09-2022	Vessel name BYLGIA
Name and capacity of P. of C. official.	Masters name K. BONWELD

1. Where did you embark the Pilot?		BOARDING GROUND 3.	
2. Did you receive good communication from Cork Harbour Radio prior to embarking the Pilot regarding :-			
(a) The Pilot Boarding Area	(b) Traffic movements	(c) Boarding arrangements	
Yes	Yes	Yes	
3. Was the Master Pilot Exchange (MPX) completed satisfactorily?			Yes/ No Delete as appropriate.
4. Did the Pilot give clear instructions during the manoeuvre?			Yes/ No Delete as appropriate.
5. If used, were you happy with the Pilots use of Tugs and the operation of the tugs during the manoeuvre ?			Yes/No Delete as appropriate.
6. Were mooring operations carried out satisfactorily?			Yes/ No Delete as appropriate.
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Signed : _____
P.of C. Official

16

Master

AHTS BYLGIA

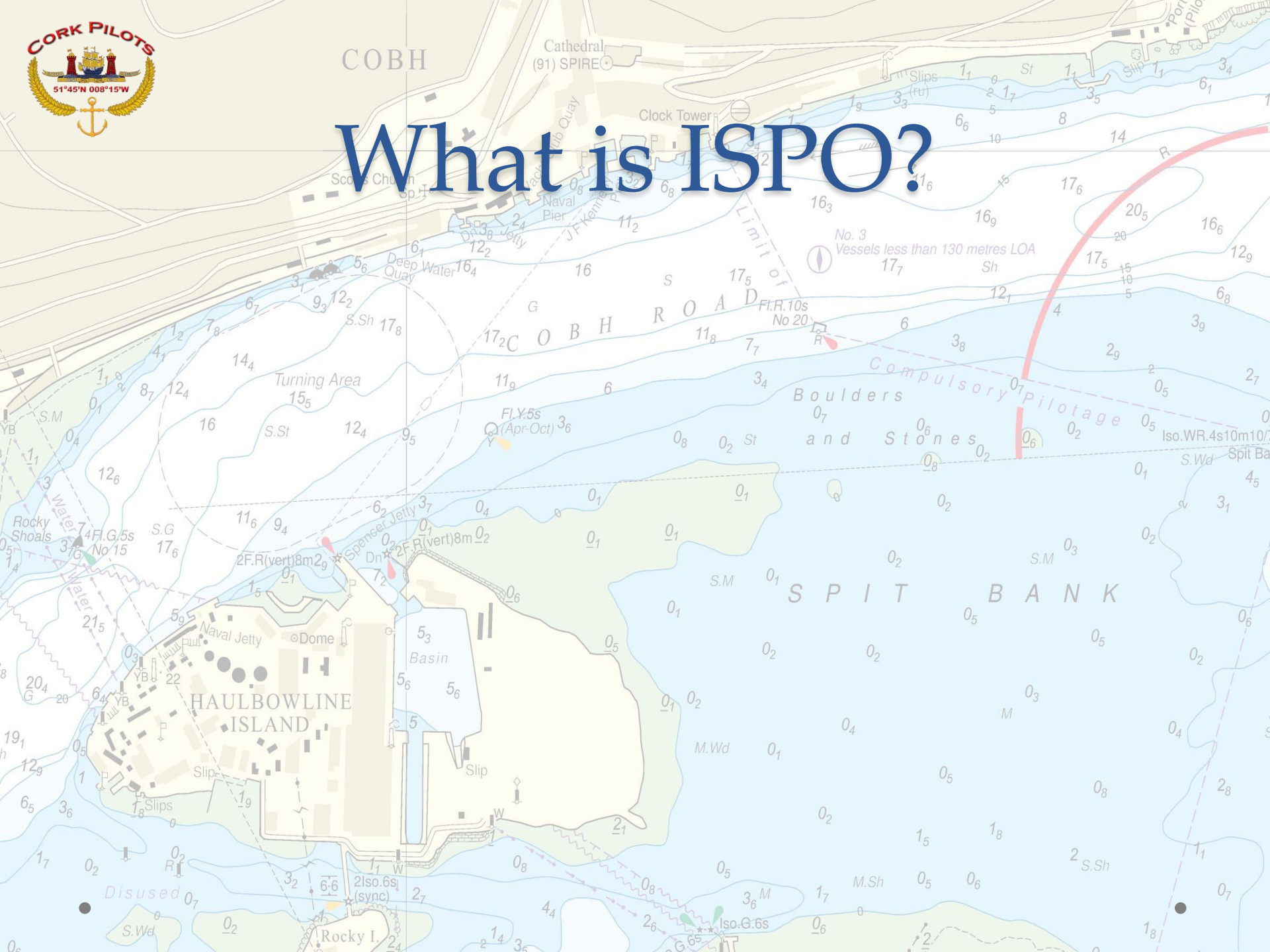


Not always positive!!



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What is ISPO?





What is ISPO?





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Thank you.

