



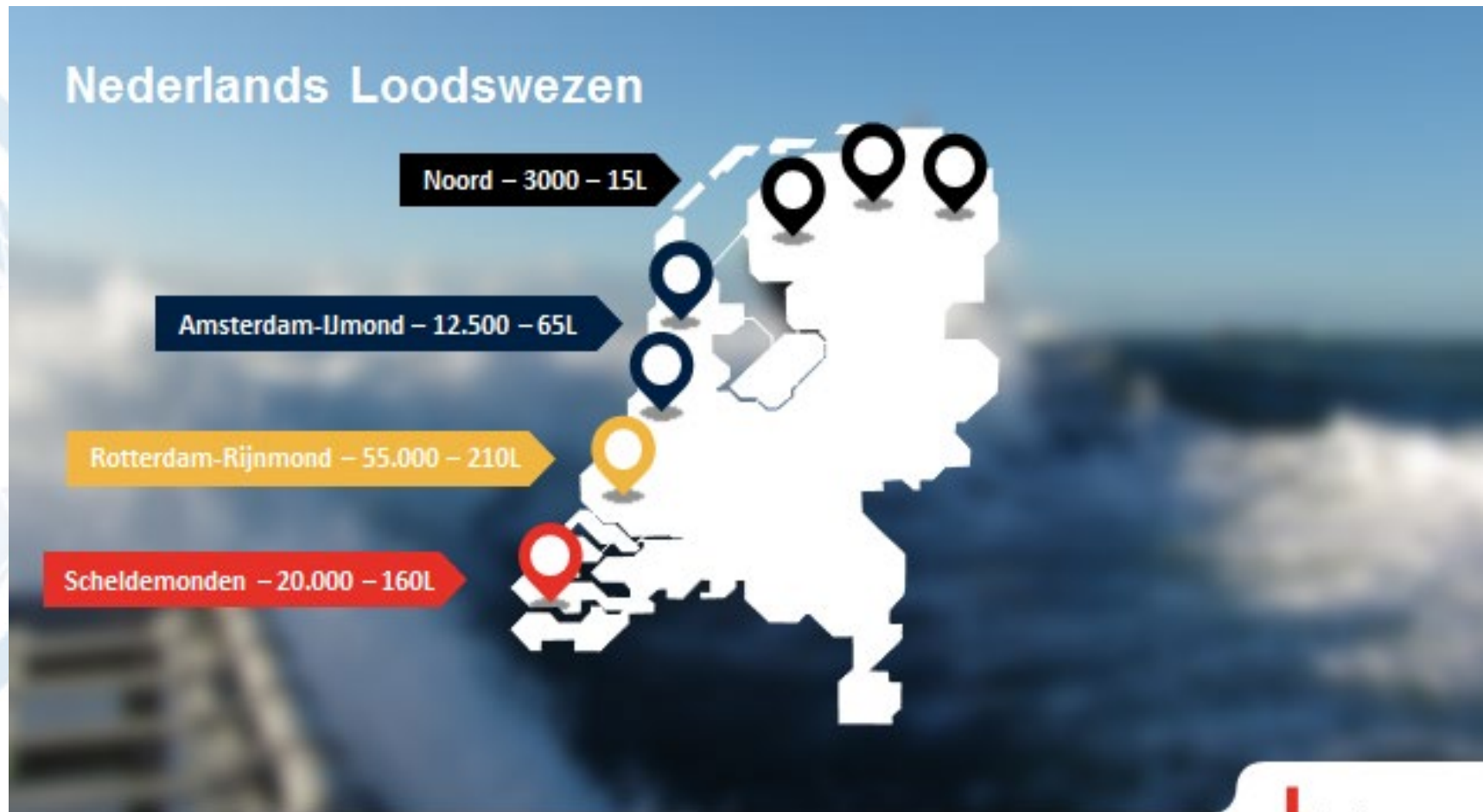
# **International Standard for maritime Pilot Organizations**

Presentation October 17 & 18, 2018

ISPO Conference Brisbane

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# Who am I?



# What do we have?



16 jetdriven pilot tenders



Helikopter contract



3 pilot station vessels

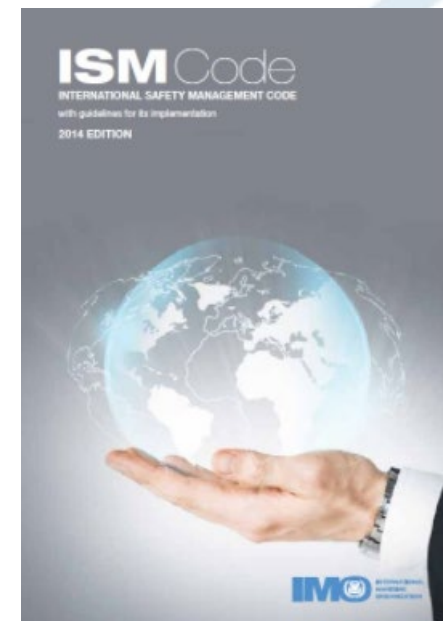


2 Swath tenders



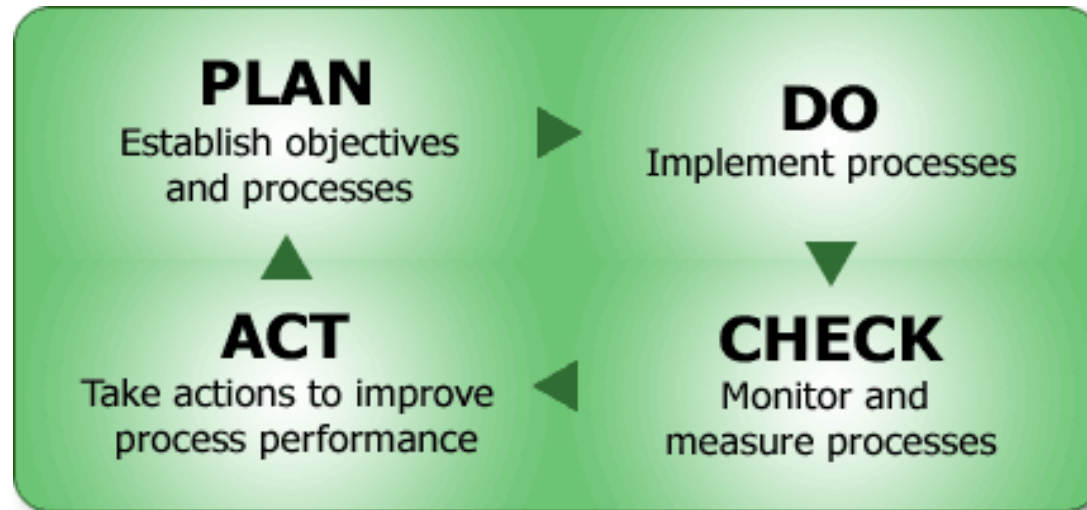


# The missing link





# Quality *and* safety management System





# Let's make a plan!

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- What are the objectives?
  - Safe passage -> What is safe?
  - No delays -> What is a delay? 24/7?
  - Cheap or high quality?
  - High Profit or attractive port?
  - High Service?
  - Who are your stakeholders?



# Let's do it!

- **Do: Implement Processes**

## **Example: Pilot boarding**

What is the process for pilot boarding?

Which risks are involved in pilot boarding?

Which countermeasures did you take to mitigate this risk?

Other examples: Pilot training, Pilot recruitment, Pilot Dispatch, Fatigue, Personal Protective equipment, Information Exchange, Preventive maintenance etc.....





# Risk Management

Process

Risk

Risk mitigation

Pilot boarding  
pilot launch

tripping  
slipping

- . mob ladder
- . mob buoy
- . lifeline
- . anti slip
- . railwork

Pilot on the  
ladder

drowning  
falling

- .crew training
- . life jacket
- . personal locator  
beacon
- . retrieving  
equipment
- . faulty ladder  
reporting system

Pilot launch in  
open water

collision  
grounding  
fire  
oil spil

- . crew certification
- . crew training
- . collision avoidance  
equipment





# Pilot Boarding

- **Check: Where did it go wrong?**

IAD registration

Investigation

Which countermeasure needs adjusting?

- **Check: Customer satisfaction and complaints**

# Why should we do all this?

- Gives stakeholders clear and transparent information regarding the quality and reliability of the service provided by maritime pilots.
- Gives the management clear insight in procedures and risks involved leading to continuous improvement.





# ISPO certified organizations

01 - The Netherlands - Rotterdam

02 - Belgium - Brabo - Antwerp

03 - The Netherlands - Amsterdam

04 - Bulgaria - Varna

05 - The Netherlands - Noord

06 - Scotland - Forth

07 - Trinidad & Tobago

08 - United Kingdom - Liverpool

09 - Australia - Brisbane

10 - Australia - Port Hedland

11 - Turkey - Ditaş Deniz I.v.T. A.S. - Izmir

12 - United Kingdom - Port of Tyne

13 - The Netherlands - Scheldemonden

14 - Kuwait - KOC - Mina Al-Ahwadi

15 - Abu Dhabi – Marine Services

16 - Ireland - Port of Cork

17 - Spain - Palma de Mallorca

18 - Dubai - DP World

19 - Abu Dhabi – Irshad

20 - Australia - Woodside Pilots

Representing a total of 902 pilots.



# International User Group

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## Vision

ISPO is the preferred quality and safety standard for maritime pilot organizations worldwide.





# How to comply with the standard?

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- Produce handbook with procedures
- Identify Risks and Mitigate Risks
- Communicate with stakeholders
- Internal and external audit by independent Surveyor. (External by class. soc.)



# ISPO

- **ISPO Part A**
  - Standard
- **ISPO Part B**
  - Guidelines and additional information
- **ISPO Part C**
  - Handbook of the IUG



# ISPO - IUG

<http://www.ispo-standard.com>

Membership IUG  
Annual meetings



# ISPO future

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- Gradual increase of members
- No paperwork for pilots!
- ISPO is not a commercial enterprise!
- Assist in certification
- Website, Linkedin, Twitter





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**ISPO.**  
**Be good and tell it.**