



# Loss Prevention Service Menu 2022

Due to the ongoing Covid-19 pandemic, The Club will continue to provide training via Microsoft Teams and Zoom for 2022. Please call or drop us an email at [lp-er@norclub.com](mailto:lp-er@norclub.com) if you'd like to find out more, or to book training.

**Norwegian Hull Club's exercises, training, presentations and workshops** are founded upon our handling of more than 3,000 cases annually, on average.

## EMERGENCY RESPONSE EXERCISES

### Table tops, Input Response or Full-Scale Exercises

Our exercises are adapted to the client's needs and in a format that enhances the objectives of the training. Depending on the type of scenario, some of these exercises will be conducted in cooperation with strategic partners such as Crisis 24, SMIT, T&T, MARINT, RNoN, among others.

Each exercise is tailored to meet the client's needs. This provides an invaluable opportunity to review and discuss the actions to be taken in an emergency incident, including such elements as media and next-of-kin response. The exercise may involve one or more levels of the Company Emergency Response Organisation (ERO). Norwegian Hull Club will provide a relevant scenario based on present and emerging risks, involve key personnel of the ERO and, by doing so, address roles, responsibilities and duties using the Proactive Method for crisis handling.

The different types of exercises are used to assess the Emergency Response Plan (ERP) and other emergency response documentation in the client's organisation. We may focus on pure Operational or Strategic matters or combine them.

Exercises meet **ISM code art. 8** training requirements. Duration of an exercise depends on the type chosen but two-to-four hours is typical. Training certificates and documentation will be provided for your records.

*Continued overleaf*



NORWEGIAN HULL CLUB

## RISK AWARENESS

### Risk Assessments

These include different levels of involvement from The Club. The most basic risk assessment is a Voyage Risk Assessment for a single ship voyage. The next level of service is to introduce our risk assessment tool, enabling the client to run the voyage-risk process alone e.g. a complex single voyage. In some large projects or complex settings, The Club will participate with tools and facilitate a full risk assessment.

### Technical Risk Sessions

These insightful sessions with members of our Claims Department's Technical Team put the spotlight on several current industry topics, challenges and developments, including low sulphur fuel, new fuels, fires from low-pressure systems, as well as being an opportunity to share The Club's experience and insights gained from its accumulated data based on typically more than 3,000 reported claims annually.

### Remote Survey

Remote Survey is a tool used for damage surveys and repairs, both by The Club's network of correspondents and our own technical department. This could also be used by Owners for remote ship / shore assistance, possibly including service technicians and specialists. Remote Survey is part of The Club's ongoing technology journey and long-term commitment to its members and clients. As such, we believe in sharing both the tool itself and our experiences with it.

## WORKSHOPS & TRAINING

### Marine Benefits Re:refresh

Re:refresh is a dynamic management tool from The Club's subsidiary Marine Benefits that conceptualizes health and wellbeing on a group level. It is the most comprehensive global maritime health and wellness tracker available. Re:refresh is based on 16 of the most used medical models within physical, psychological, social, and spiritual domains.

### Case Studies

Lessons learnt from Norwegian Hull Club's handling of typically more than 3,000 cases annually.

### Marine Insurance Course

Workshops and interactive sessions following the claims process from incident via notification to payment of claims. Geared towards superintendents but everyone involved in the claims process will benefit.

### Salvage

Knowledge sharing between The Club and attendees regarding experience and lessons learnt from various complex salvage scenarios; particularly beneficial for Legal/Insurance and Technical/Operations departments. Topics include: The changing global salvage segment; Waste management challenges; Funding mechanisms under a salvage contract and their impact; Effect of Covid-19 on salvage operations; Salvage under Law in rivers and ports - can it be controlled? The Club's structured MOUs with salvage companies - how do they benefit clients?

## PRESENTATIONS

### Preparedness by Awareness

Based on our own experience, as well as other incidents that have left their mark on the maritime industry, The Club's tailor-made Preparedness by Awareness presentations are ideal for loss-prevention-focused gatherings, seminars and conferences.

### Human Behaviour in a Crisis

Based on a grounding scenario and real-life incidents, we discuss how humans react and behave differently in crisis situations. We also examine how stress and anxiety often have a negative impact on crisis response. This training focuses on how mental preparedness, good leadership, positive human relations and teamwork will reduce the likelihood of 'knee-jerk' reactions by preparing people for a worst-case scenario.

### On-board Leadership, Communication and Human Relations

'A happy ship is a safer ship'. Based on real cases and examples, this session focuses on the importance of good leadership, communication, human relations and teamwork.