



NORWEGIAN HULL CLUB



Service Menu 2022

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

Our Preparedness by Awareness exercises, presentations and workshops are founded upon Norwegian Hull Club's handling of some 2,500 cases annually. Topics covered include:

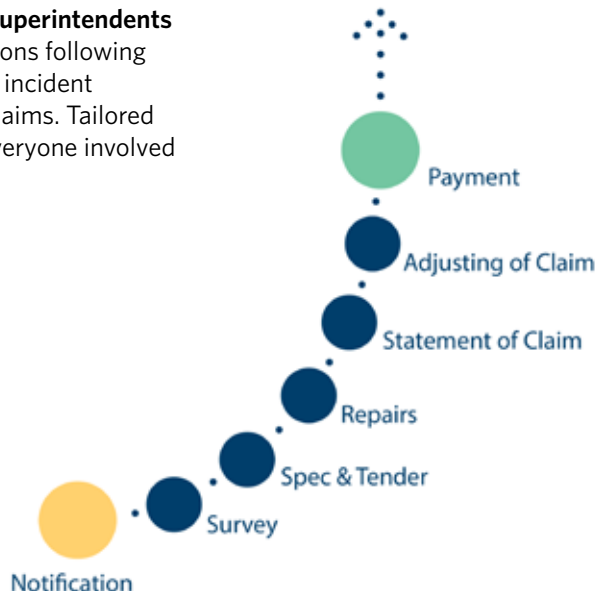
- **ECDIS case studies** - Lessons learned from ECDIS supported groundings.
- **On-board crisis management** - The golden hour. Based on a collision scenario discussion on actions to be taken from incident to normalization.
- **On-board leadership, communication & human relations** - 'A happy ship is a safer ship'. Based on real cases and examples the session focus on the importance of good leadership, communication, human relation and teamwork.
- **Human behaviour in a crisis** - Based on a grounding scenario and examples from real life, we discuss how all 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, human relations and teamwork will reduce the reactions and prepare us for the worst.
- **Salvage 2022** - Knowledge sharing between The Club and attendees on 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?

- **Introduction to voyage risk assessment**
- **Use of pro-active method in crisis management**
- **Norwegian Hull Club emergency response, service & support**

Like to know more? Contact us at lp-er@norclub.com or call +47 55 55 95 00

- Marine Insurance Course for Superintendents / workshops** - Interactive sessions following the claims process (*right*), from incident via notification to payment of claims. Tailored towards superintendents but everyone involved in a claims process will benefit.



- Technical sessions** - These insightful sessions with members of Norwegian Hull Club’s Claims Department’s Technical Team will examine a number of current industry topics, challenges and developments including Low Sulphur Fuel; Fire: low pressure systems; Remote Survey
- Marine Benefits Re:refresh** - Re:refresh is dynamic management tool that is conceptualizing health and wellbeing on a group level. It is the most comprehensive global maritime health and wellness tracker available and is based on 16 of the most used medical models within physical, psychological, social and spiritual domains.
- Tabletop exercises** - Some of these will be conducted in cooperation with our strategic partner Crisis 24. Our Tabletop Exercises can be used to assess your organisation’s Emergency Response Procedure (ERP), procedures and policies in an informal, low-stress setting.



They typically involve key personnel discussing simulated emergency scenarios with a focus on roles, responsibilities and duties. 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.

Norwegian Hull Club’s Tabletop Exercises meet ISM code art.8 training requirements. Duration is typically two hours and training certificates and documentation will be provided for your records.