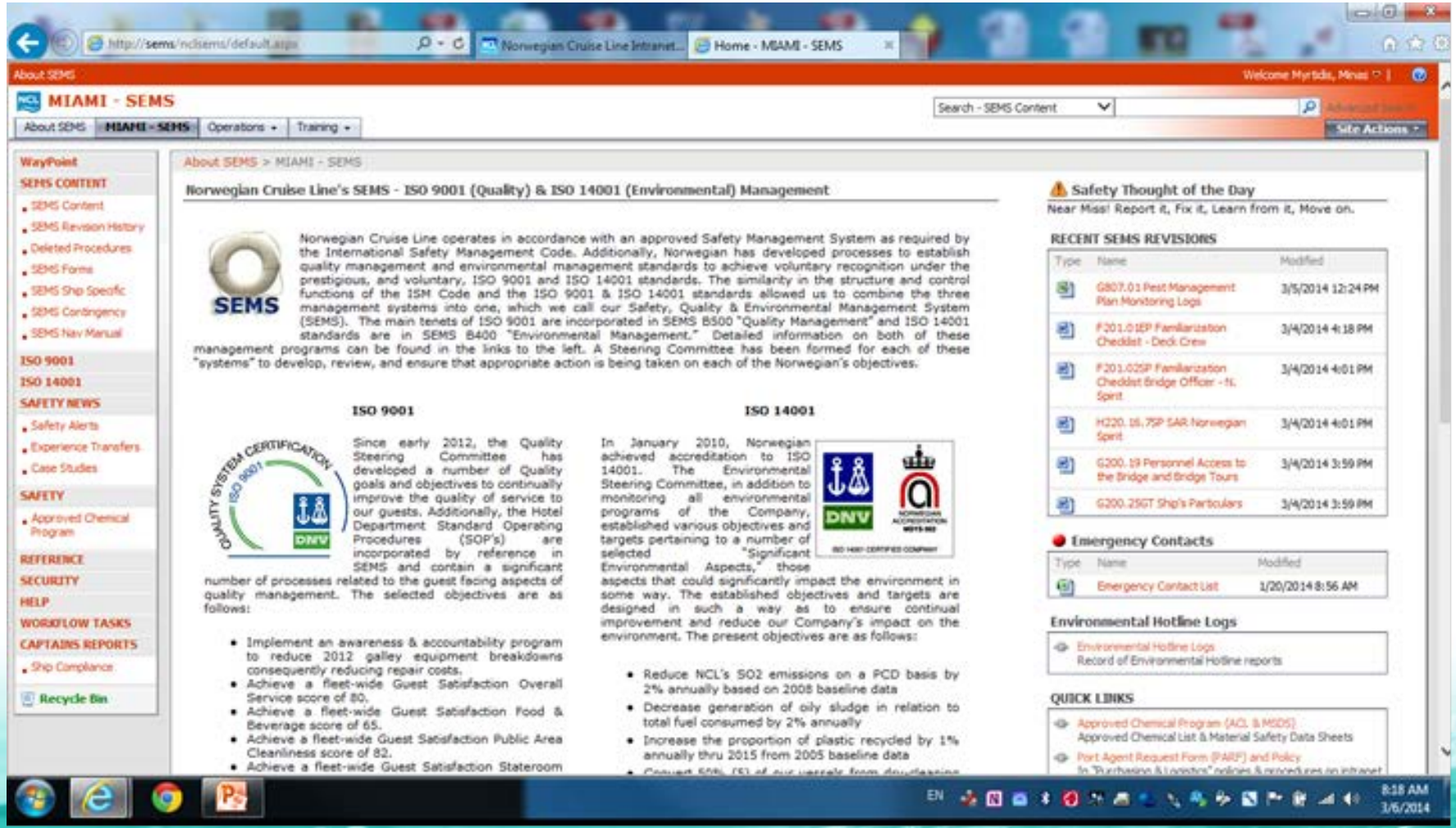
NORWEGIAN CRUISE LINE
CORPORATE OVERSIGHT
of
SHIPBOARD SAFETY

March 25, 2014

CRUISE LIKE A NORWEGIAN

SAFETY CULTURE

- SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM (SEMS)



SAFETY CULTURE

- Safety of Navigation
- Safety of Technical Operations
- Life Saving
- Fire Fighting
- Damage Control
- Evacuation
- Accident Prevention
- Occupational Safety
- Environmental Protection
- Training

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Corporate Oversight

- Internal Audits
- Shipboard Self Assessment
- Briefings & Debriefings
- Master's review
- Management review
- Action Logs
  - Corporate Office
  - Fleet

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Corporate Oversight

- Risk Management Committee
- CCTV bridge/engine room
- VDR (Analysis of incidents)
- Simulation integration
  - BRM,
  - ERRM,
  - Damage Control/Firefighting

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EXIT

Corporate Oversight

- Open communication to the office
- Hot lines (Anonymous reporting)
- Revision of procedures and implementation
- Experience transfer

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Corporate Oversight

- Professional Fire fighter (Travelling Safety Manager).
  - Fire fighting
  - Close space entry
  - Maintenance of firefighting and life saving equipment
  - Ships' reports
- All crew trained in the use of fire fighting equipment

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Corporate Oversight

- Specific drill scenarios and monitoring
- Actual operation of fixed firefighting systems
  - Technical spaces
  - Galleys
- Advanced fire fighting plans and location specific instructions
- Director Safety (verification)
- Director Nautical (verification)

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Corporate Oversight

- Monthly reviews of safety Culture program
  - Report back to the fleet
- Alcohol policy
  - 0% tolerance for all Senior and numerous other officers (Deck, Engine, Hotel), and watch standers (bridge and ECR).
- Annual crew surveys
  - Engagement, culture, safety awareness, etc.
- Prevention and Corporate oversight begins with robust training.

CRUISE LIKE A NORWEGIAN

721 13 783

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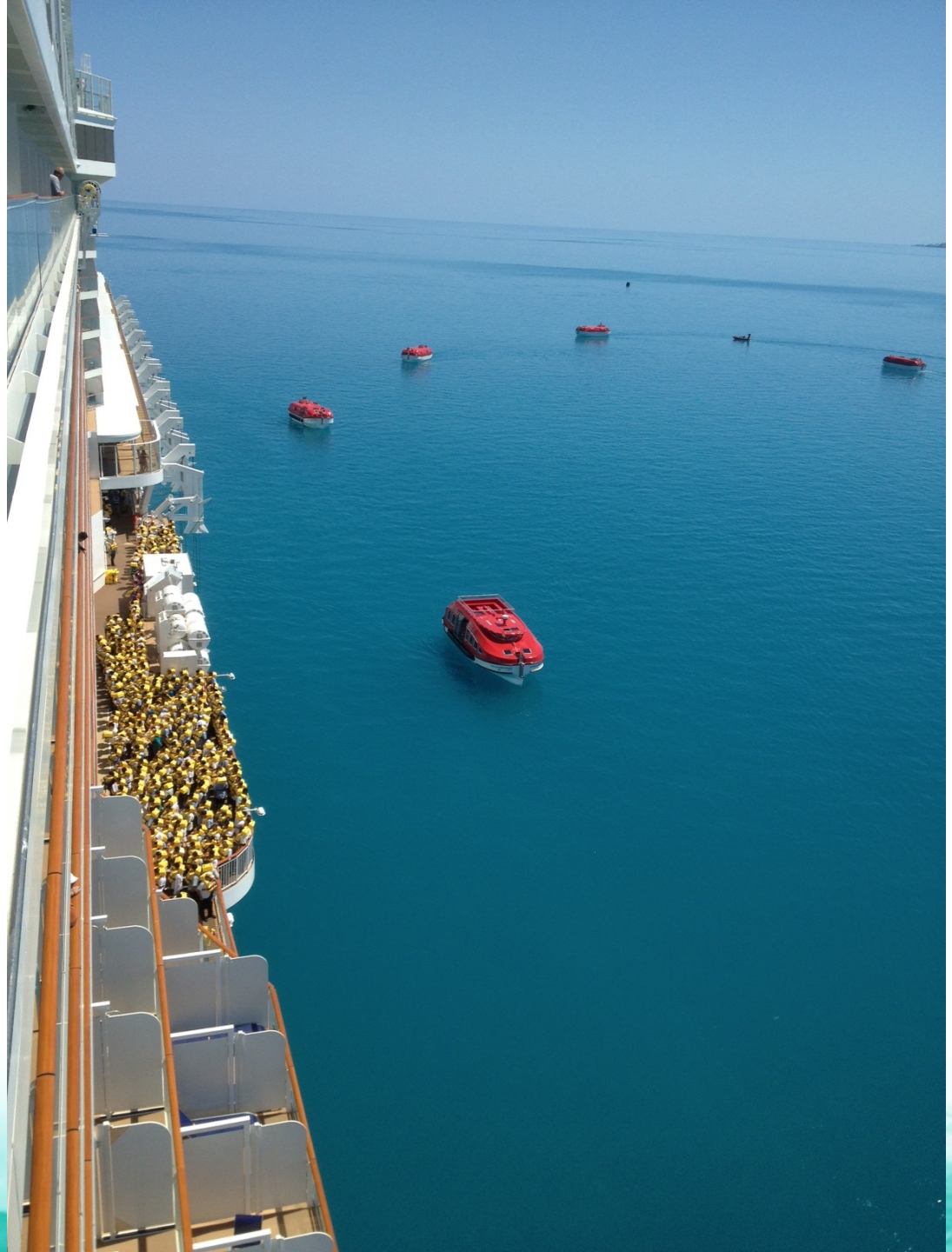
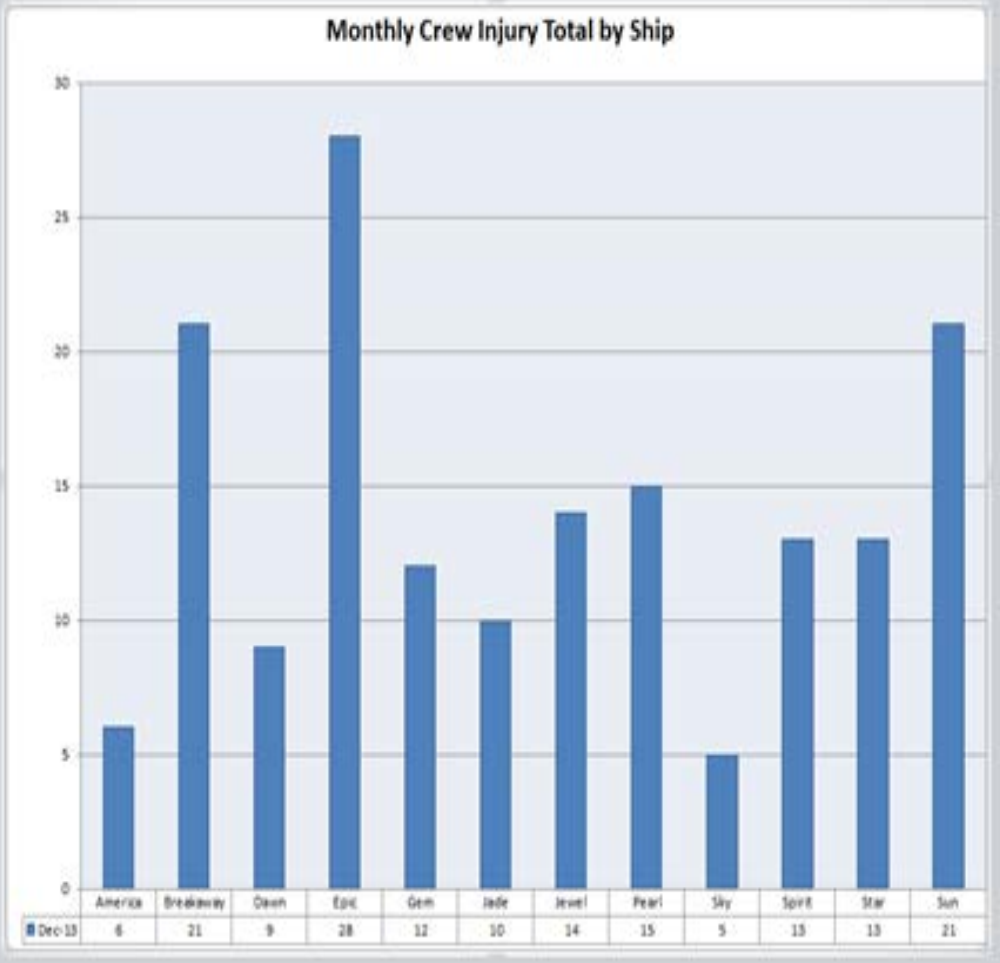


CRUISE
LIKE A
NORWEGIAN

267 PERSONS
NORWEGIAN EPIC
7


Monthly Crew Injury Total by Ship
30
25
20
15
10
5
0
America
Breakaway
Dawn
Epic
Gem
Jade
Jewel
Pearl
Sky
Spirit
Star
Sun
Dec-13
6
21
9
28
12
10
14
15
5
13
13
21

COMPUTER BASED TRAINING COURSES - NORWEGIAN SPIRIT - JANUARY 2014

DEPARTMENT	ACCIDENT INVESTIGATION R.C.A.	HUMAN ELEMENT	JOB HAZARD ANALYSIS	PERFORMING SAFETY INSPECTIONS	SAFETY AND YOU	PPE OVERVIEW	PPE PART 1 INTRODUCTION	PPE HEAD PROTECTION	PPE EYE AND FACE PROTECTION	PPE HAND AND ARM PROTECTION	PPE BODY PROTECTION	PPE FOOT PROTECTION	PPE HEARING CONSERVATION	PPE RESPIRATORY PROTECTION	PPE ELECTRICAL PROTECTIVE DEVICES	LEVELS OF PROTECTION/PROTECTIVE GEAR	AERIAL LIFTS	FALL PROTECTION	FIRE WATCH	LOCKOUT/TAGOUT	HOUSEKEEPING ON THE JOB	PREVENTING SLIPS, TRIPS AND FALLS	TOTAL COURSES BY DEPARTMENT	TOTAL CREW PER DEPARTMENT
ADMINISTRATION	17	31	15	19	14	20	7	4	8	7	7	19	3	9	3	6	6	2	0	6	31	28	262	32
ART	1	2	1	2	1	2	2	0	2	2	2	2	0	0	0	2	0	0	0	0	2	2	25	2
BAR	5	5	2	5	5	28	37	10	45	45	45	44	6	7	0	2	0	2	3	4	50	51	401	51
CASINO	9	21	7	11	12	18	23	7	22	23	23	23	8	7	0	19	4	1	0	0	24	21	283	25
CRUISE/ENTERTAINMENT	7	7	7	9	5	23	11	5	10	9	9	24	4	3	4	15	6	7	15	4	22	22	228	27
DECK	22	30	16	32	21	45	45	53	54	56	56	58	50	50	10	9	46	42	35	3	59	61	853	70
ELEC/TECH	5	3	6	5	5	12	4	12	12	12	12	12	5	12	6	1	10	3	12	12	12	12	185	12
ENGINE	6	6	4	6	6	33	8	35	40	38	38	43	50	40	6	0	31	5	33	33	41	38	540	47
GALLEY	10	54	11	15	10	3	152	51	148	144	144	152	71	48	0	5	0	1	22	65	145	156	1407	168
GIFT SHOP	1	8	0	9	1	7	4	0	7	7	7	8	0	0	0	0	0	0	0	0	9	9	77	12
HOTEL	9	3	9	9	9	20	103	32	128	127	127	125	68	112	0	5	1	5	3	3	122	121	1141	134
PHOTOGRAPHY	2	4	1	4	4	3	3	3	3	3	3	7	3	7	0	0	0	0	3	0	8	8	69	7
PROVISIONS- F& B	1	6	1	5	1	7	10	16	15	12	12	15	9	11	0	0	0	0	1	2	9	9	142	16
RESTAURANT	8	24	8	14	11	102	111	7	175	175	175	179	9	11	0	9	2	5	31	0	188	188	1432	199
SHOREX	2	2	1	1	2	3	3	0	1	1	1	3	0	1	0	3	2	0	1	0	3	3	33	3
SPA	1	12	1	1	1	1	0	1	11	11	11	12	0	0	0	13	0	0	0	0	12	13	101	13
Total Crew																								818
Total Courses	106	218	90	147	108	327	523	236	681	672	672	726	286	318	29	89	108	73	159	132	737	742		7179

Safety Culture Concept Engagement

Department	Crew Interviewed	Possible Points	Total Points
Admin	3	9	9
Art	1	3	2
Bar	5	15	11
Casino	5	15	11
Cruise	8	24	21
Deck	6	18	11
Elec/Tech	2	6	5
Engine	6	18	10
Galley	20	60	22
Gift Shop	2	6	3
Hotel	15	45	25
Photo	2	6	4
Provisions	2	6	4
Restaurant	20	60	41
Shorex	1	3	3
Spa	2	6	6
Total	100	300	188

MANAGEMENT

ALL CREW

Red - Immediate remedial action required - Below standard

Yellow - Intermediate remedial action required - In some cases almost touching red zone

Green - At goal or almost at goal - Close to or are achieving the required total

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And the Safety Thought of the Day is?

And the Safety Thought of the Day is?

UNDER PROTECTED IS UNDER SAFE!

USE THE CORRECT PPE FOR THE JOB!

A near miss reported today,

the correct PPE for the job!

SAFE

pen tomorrow!

f the Day is?

by CHANCE!

CRUISE LIKE A NORWEGIAN

SAFETY
is
NORWEGIAN CRUISE LINE'S
#1 PRIORITY

CRUISE LIKE A NORWEGIAN