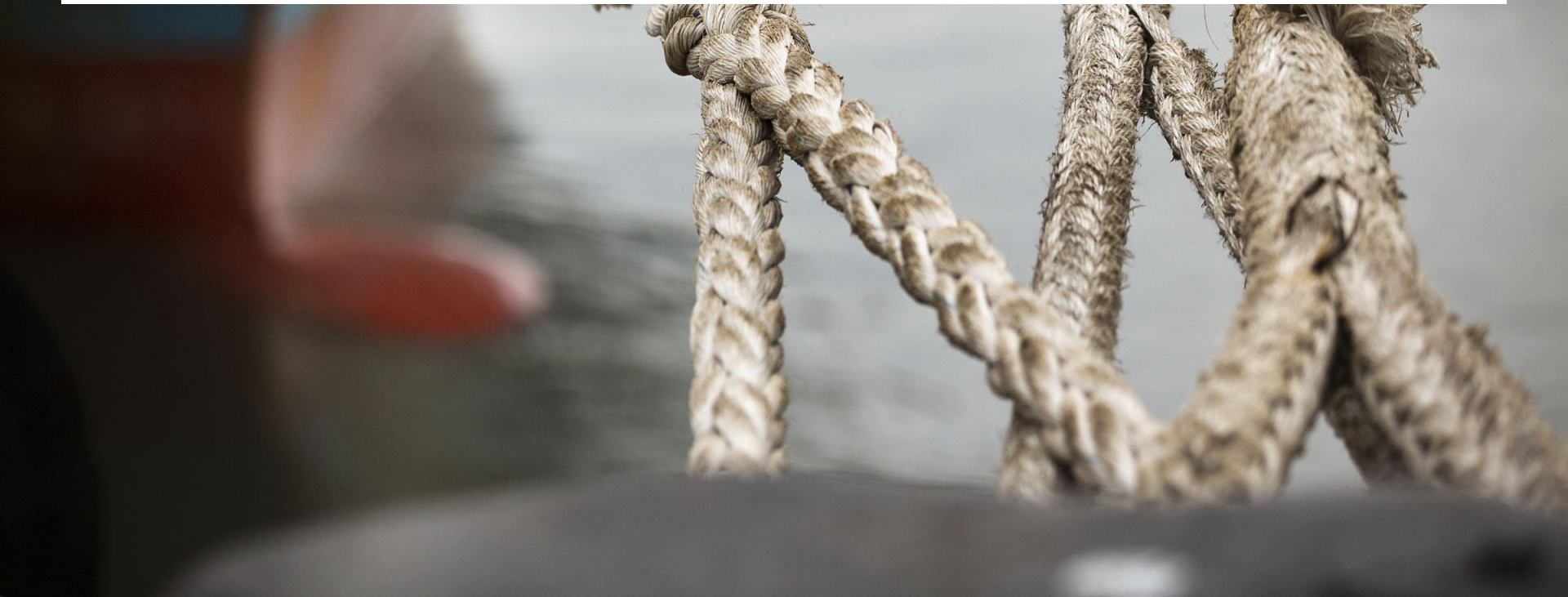




# Effective Communication

Harren & Partner Group

Hamburg, 15 October 2019



# Harren & Partner



# Company Profile

## Harren & Partner Group

Harren & Partner was founded in 1989 by Captain Peter Harren.

Since then Harren & Partner has developed into a leading shipping company in Germany that combines several maritime activities under one roof.

- » Diversified fleet of 70 vessels (offshore units/jack-up, heavy lift carrier/dock ships, tanker, container feeder, bulk/multipurpose carrier, expedition yacht, tugs and barges)
- » Fully ISO certified ship manager for own and third party assets
- » In-house HSEQ department to ensure international quality and safety
- » In-house crewing to ensure high retention rates and quality of seafaring staff
- » In-house engineering department
- » Investment partnerships with leading international investors

About 250 employees ashore and more than 2,300 seafarers offshore/on board

# Company Profile

## 19 Offices Worldwide



# Company Profile

## The Harren Intermediate Tanker Fleet

		SHIP'S PARTICULARS SUMMARY										
	YEAR BUILT	GRT	DWT	TANKS	CAPACITY	LENGTH	BREADTH	MAX DRAFT	LOAD RATE	IG SYST	SEGR	PUMPS
PATRONA I	2004	11935	16716	12 + 2	19052 m3	144.2 m	23.2 m	8.9 m	2000 m3/h	Nitrogen	8 + 1	Framo
PATALYA	2005	11935	16664	12 + 2	19052 m3	144.2 m	23.2 m	8.9 m	2000 m3/h	Nitrogen	8 + 1	Framo
PATRICIA	2005	11935	16642	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	-	8 + 1	Framo
PATAGONIA	2006	11935	16772	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	-	8 + 1	Framo
PATERNA	2006	11935	16748	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	-	8 + 1	Framo
PATNOS	2006	11935	16714	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	-	8 + 1	Framo
PATEA	2008	11935	16651	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	Nitrogen	8 + 1	Framo
PATANI	2009	11935	16670	12 + 2	19052 m3	144.2 m	23.0 m	8.9 m	2000 m3/h	Nitrogen	8 + 1	Framo
PATRAS	2007	12137	16739	12 + 2	19624 m3	144.2 m	23.2 m	8.9 m	2000 m3/h	IGS	6 + 1	Framo
PATARA	2007	12164	16979	12 + 2	19624 m3	144.2 m	23.2 m	8.9 m	2000 m3/h	IGS	6 + 1	Framo



# Company Profile

## The Harren & Partner Fleet – Tankers



# Introducing myself

- » Ömer Faruk BAYAR - Marine Fleet Manager, Fleet Captain
- » Seafarer since 1994
- » Joined H&P 2004



# Reaching the crew and building the understanding for company's goals

## What is Effective Communication?

### Effective

successful in producing  
a desired result



### Communication

exchanging  
information or news

Effective Communication is when someone achieves a desired outcome by sharing key information or news.

Effective communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.

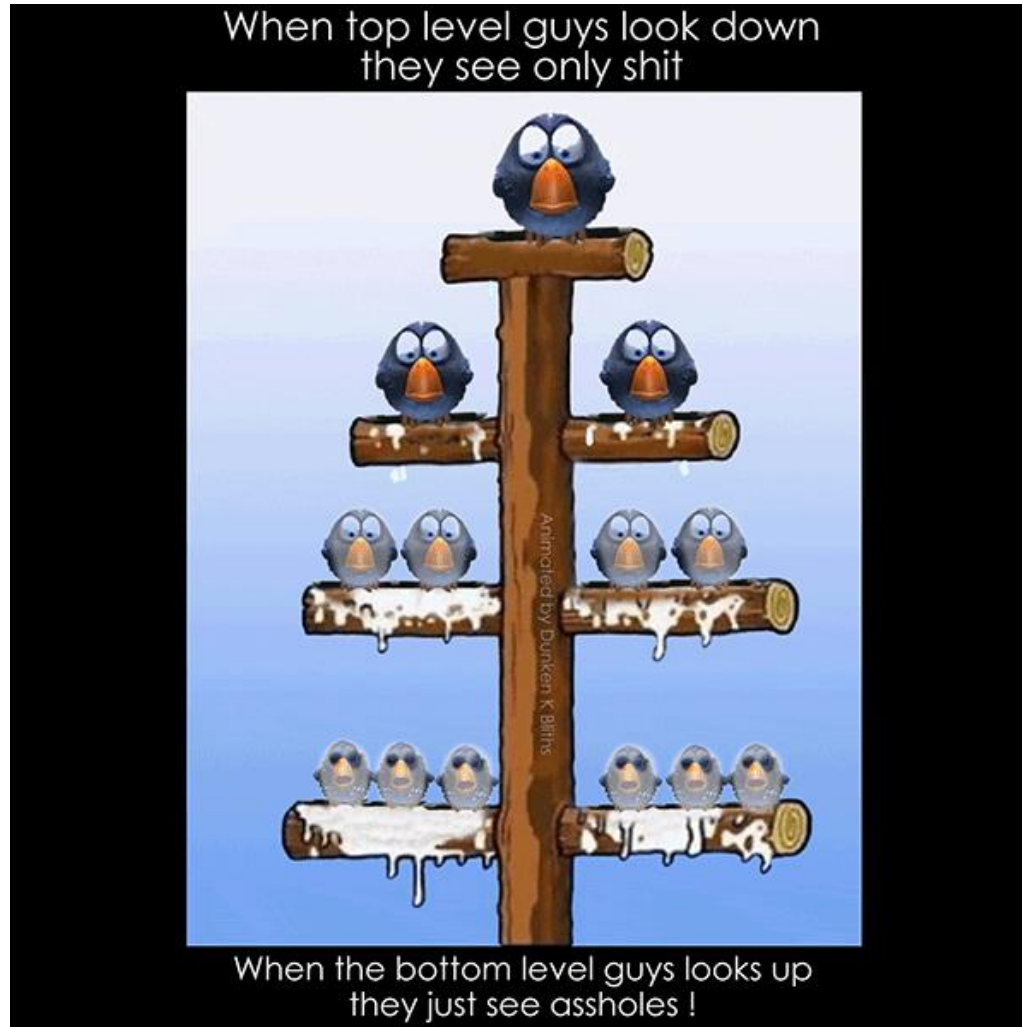


# How we see it?

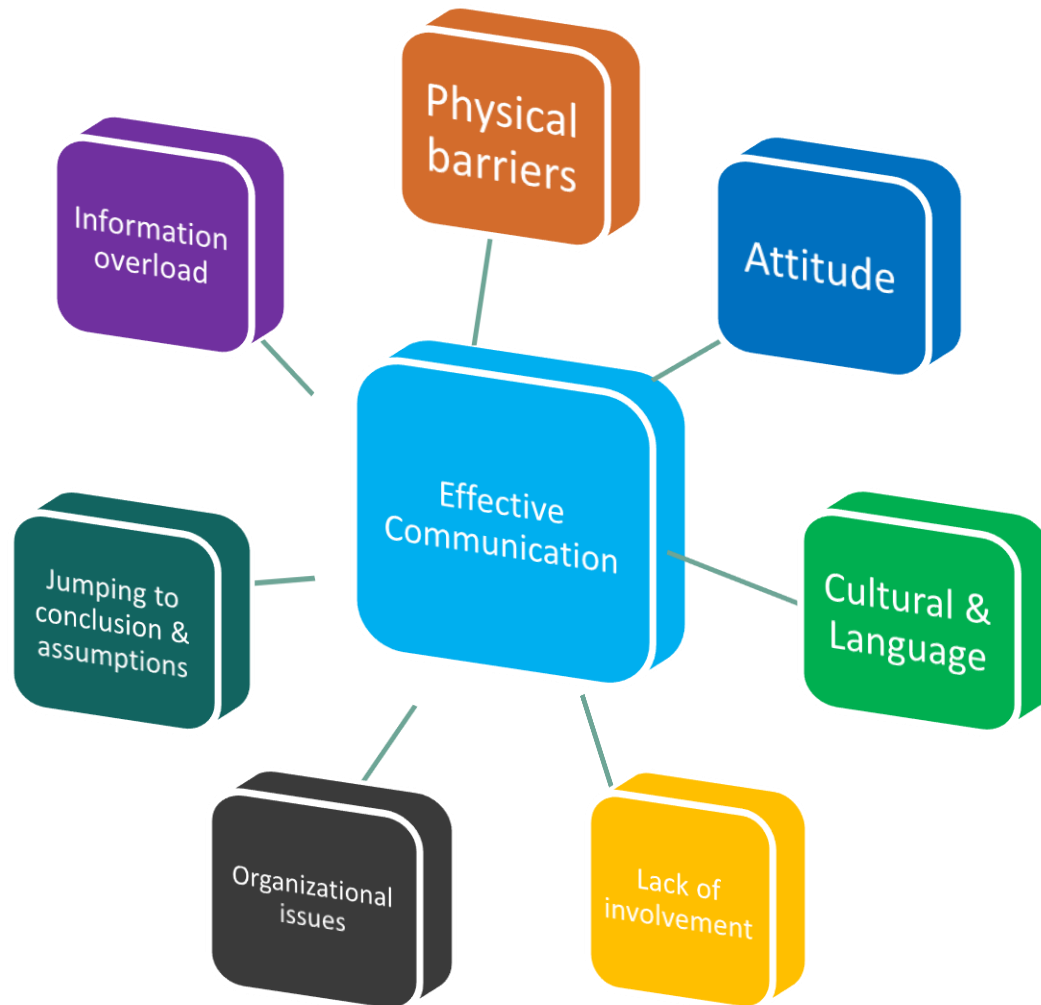
“Communication – a key parameter in reaching the crew and building the understanding for company's set goals”

Effective communication  
=  
Communication that is effective  
😊

# What are the barriers?



# What are the barriers?



1. All applicable to both sender and receiver
2. Simplified overview, possibly a lot more
3. Mostly generic, regardless of industry / country / type of organization

# How do we overcome barriers?



Not every rank gets equal level of access to information

Crew ashore – hard to reach

Increased effort on company sponsored seminars

Series of workshops

Top management involvement – as participants

Regional workshops for all crew ashore







# How do we overcome barriers?



Key challenges:

1. Communication from ship – reserved to top 4
2. Operational level – not interested
3. From HSE perspective – a key area where change is required

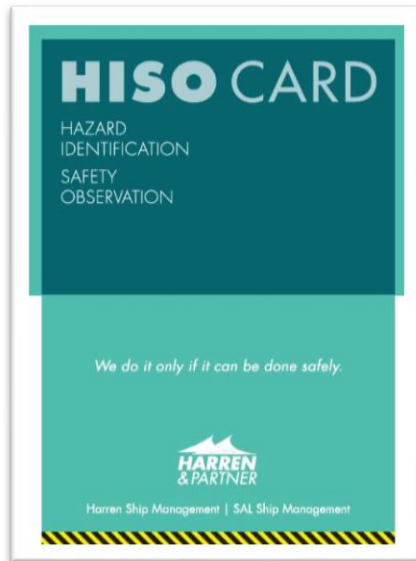
# How do we overcome barriers?



## Main challenge

to get all seafarers involved in day-to-day behaviour change process

# How do we overcome barriers?



**HISO CARD**  
– To be completed by the person who observes (originator) –

**1. Details**  
Date:                      Location:  
Time:                      Activity:

**2. Hazard Identification / Safety Observation**  
☐ New Hazard   ☐ Unsafe Condition   ☐ Improvement Idea  
☐ Near Miss   ☐ Unsafe Act   ☐ Positive Observation

**3. STOP THE WORK authority executed**  
☐ Yes                      ☐ No

**4. Observation Details** (What/Where/When/Why/How)

**5. Immediate Actions Implemented**

**6. Recommendations / Proposed Actions**

**7. Your Details**  
Name (optional):  
Designation:  
Company:

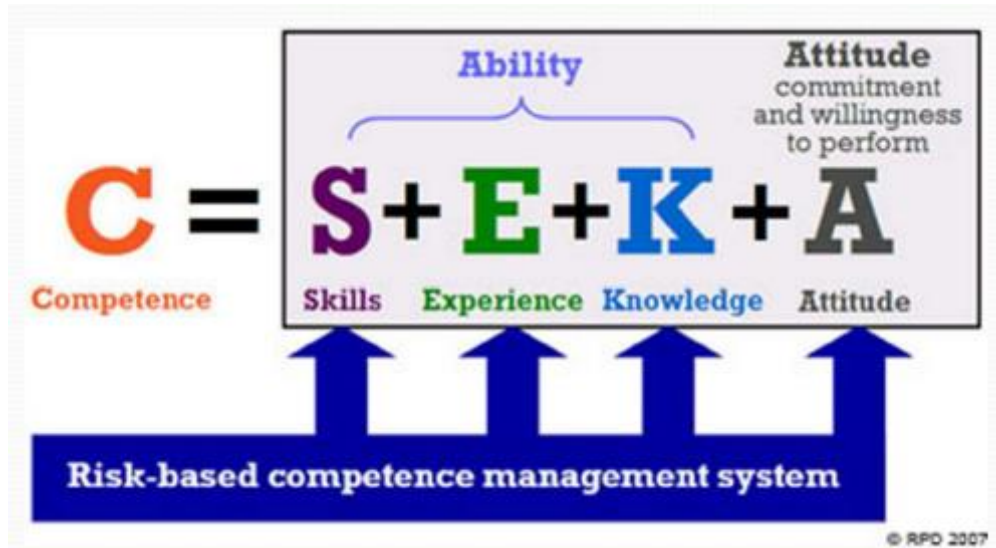
*Thank you for your effort!*

1. Very personalized system
2. Each crewmember in possession of booklet and challenged to report/suggest
3. Positive observations promoted

# Competence



Competence – is the ability of an individual to do a job properly, to the required standard.





# How do we overcome barriers?



Targeting “attitude” and “behaviour” in our trainings  
Changing attitude – considered as key parameter

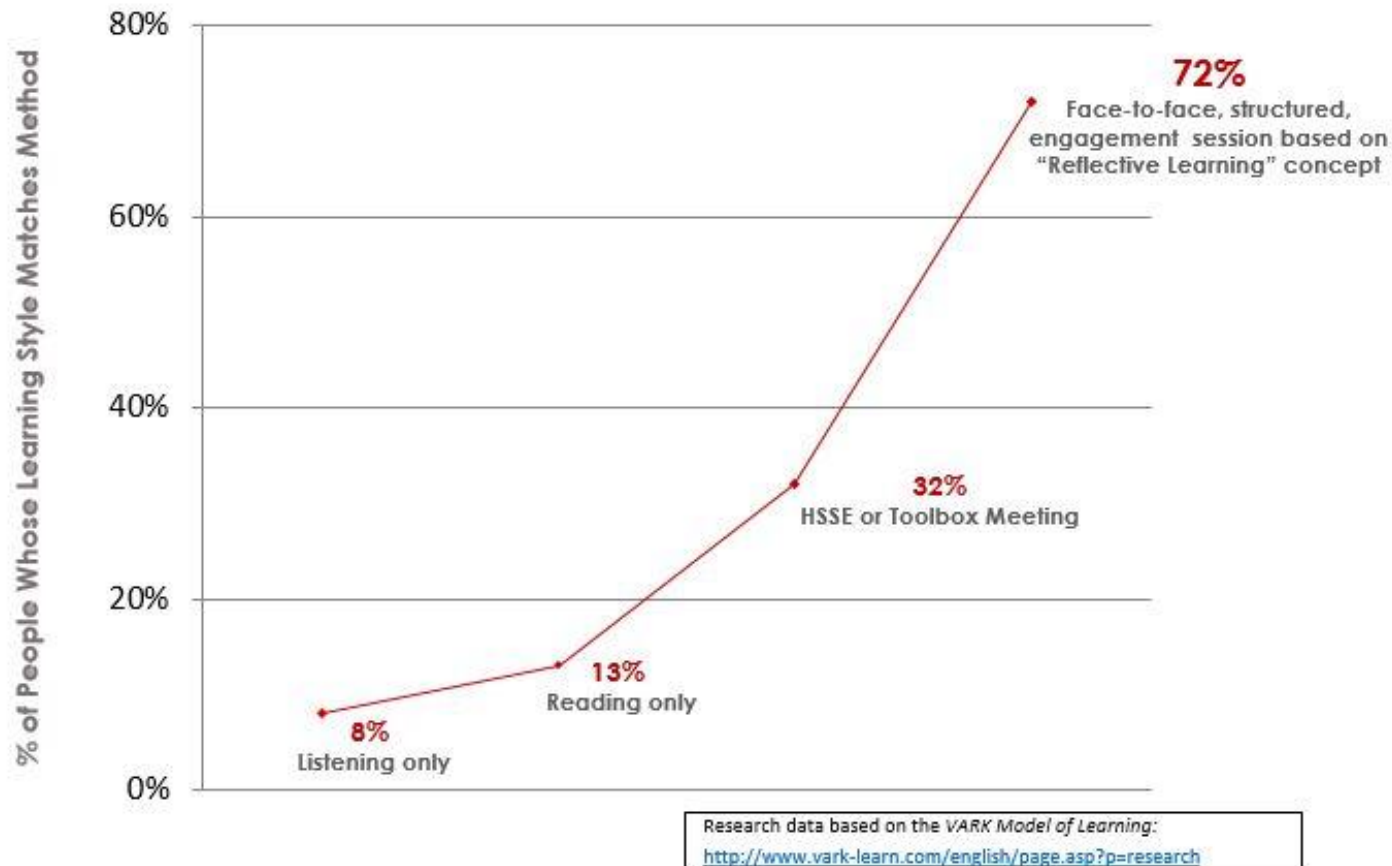
Resilience training scheme running in changed format since 2 years

Shipboard visits by top management

Very personalized approach through Training Dept and CMS

Focus set on various types of reflective learning concept

# How do we overcome barriers?



# How do we overcome barriers?



**QUALITY – SAFETY BULLETIN**  
As supplement to Management Review 2018  
ISSUE 1 / 2019

**HARREN & PARTNER**

1. First bulletin published by Quality-Safety Department solely
2. Printed and distributed in hard copy to each crewmember (also on shore leave)
3. As supplement to Management Review
4. “Translating” figures, stats and goals into format that speaks to everyone

## FROM THE MANAGEMENT

2

## INCIDENT PREVENTION PROGRAM

3

## FLEET PERFORMANCE

8

Cargo-related incidents

## FLEET PERFORMANCE – AUDITS

9

ISM Code 3.2

Total NCs and OBs

## FOCUS AREAS

14

The areas where the Company wishes to put emphasis on for the year, following Management Review comments.

## MEET THE TEAM

15

Interview with Babu Vinayak, Vetting Co-ordinator

## 4 Tools

- Strict compliance to Garbage Management Plan
- Ship Energy Efficiency Management Plan – promoting pro-active approach
- Ballast Water Management Plan
- Biofouling Management Plan
- SOPEP preparedness
- Green initiatives
- High quality work tools and safety equipment
- Design assessment for new-build vessels
- High quality and standards for vessels
- Quarantining damaged equipment (lock out & tag out)
- Strict policy for use of PPE in the workplace
- Strict compliance to energy Isolation procedures

Where's your favorite place on earth?

For me its the Earth itself!

Early last year, it was great experience travelling inside southern region of Western Ghats in India. It is a large area and one of the hotspots of biological diversity with forests, mountains and coast lined with colorful beaches.

When you were a kid, what did you want to grow up to?

Triton – a comic adventure character.

Which three individuals, living or dead, would you like to eat dinner with the most?

– Tenzing Norgay, Mountaineer

# How do we overcome barriers?

## Reducing unneeded information distribution



30/09/2019

Vessel

TS

built

last DO

next DO

employman

t status

Updated 30.09.2019

Employment

Offhire

reason for offhire

Update 30.09.2019

Crewing

Updated 30.09.2019

Vetting / Approvals

Updated 23.09.2019

Q&S / DPA

Updated 30.09.2019

General Technical Issues

Updated 29.08.19 from

H&P BU/KPS 2019/Q2

Any other noteworthy issue

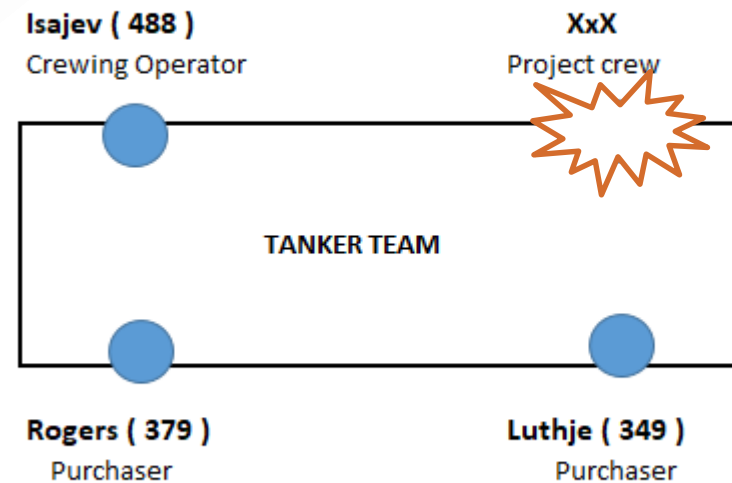
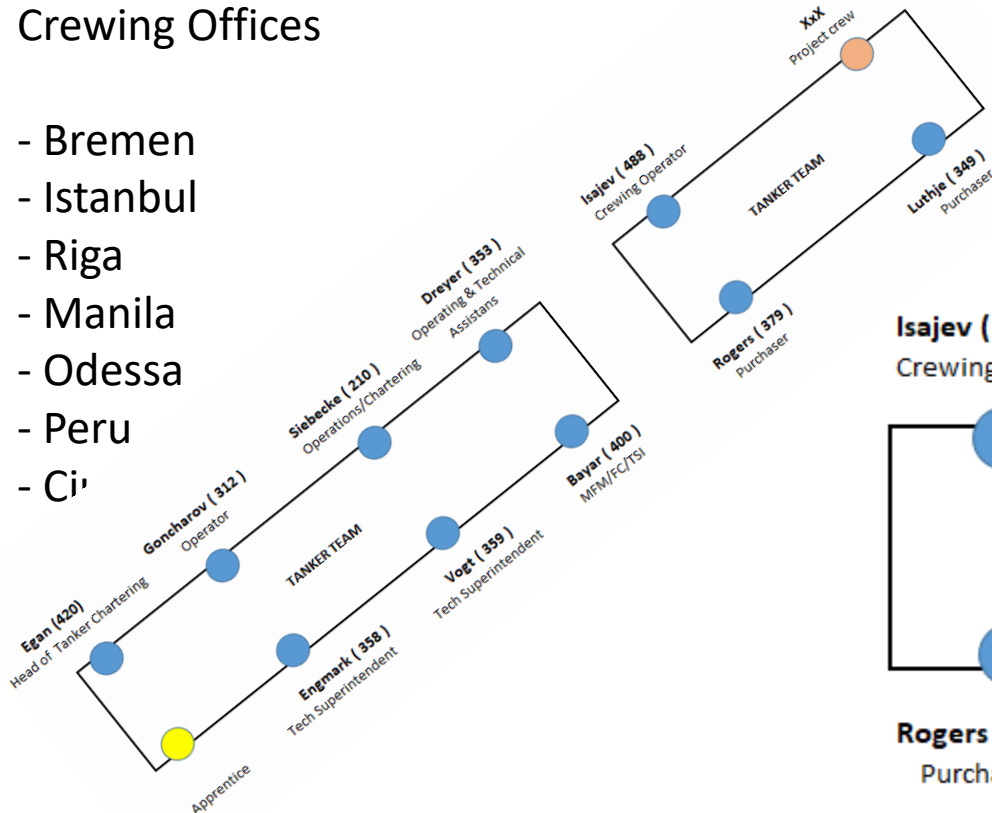
</

# How do we overcome barriers?



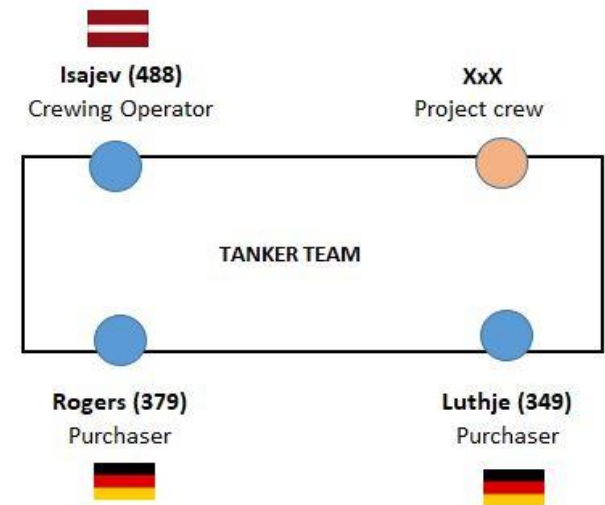
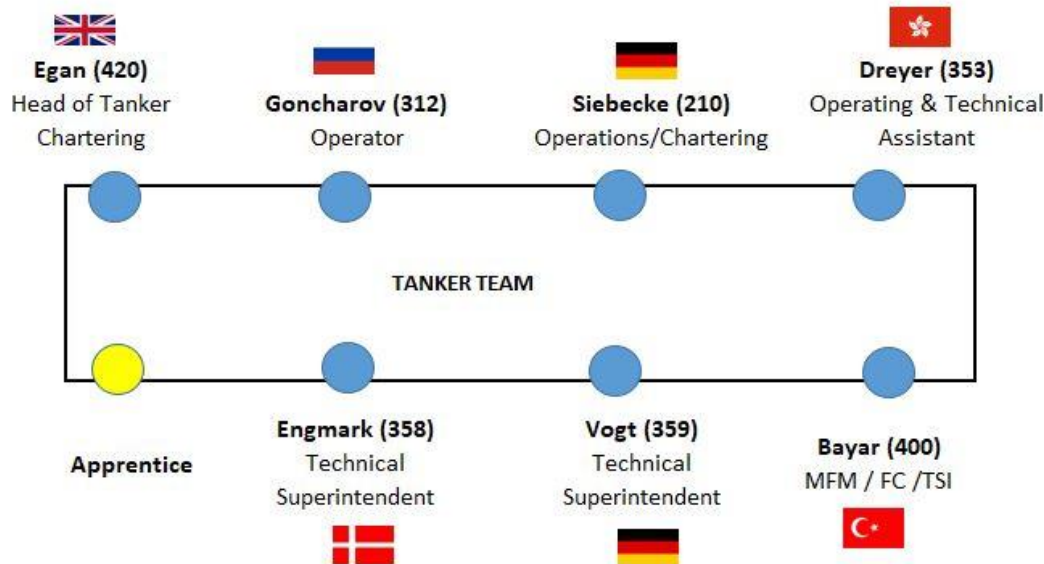
## Crewing Offices

- Bremen
- Istanbul
- Riga
- Manila
- Odessa
- Peru
- Ci'



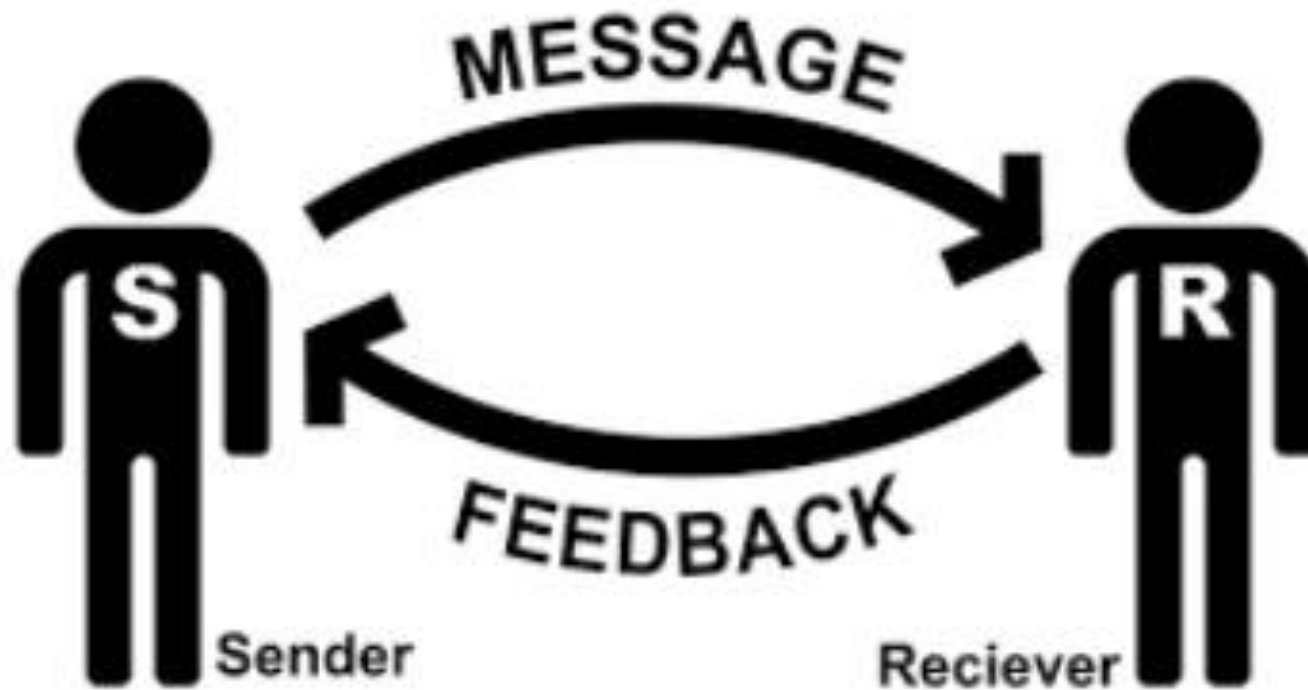


# How do we overcome barriers?



# Conclusions

# Conclusions





Harren & Partner Group  
Hermann-Hollerith-Straße 10  
28355 Bremen  
Germany

[www.harren-partner.de](http://www.harren-partner.de)

Ömer Faruk BAYAR  
Master Mariner  
Marine Fleet Manager  
Fleet Captain

**Phone** +49 421 46 86 400

**Email** [o.bayar@hp-shipping.de](mailto:o.bayar@hp-shipping.de)



# Thank you!

Harren & Partner Group

Hamburg, 15 October 2019

