

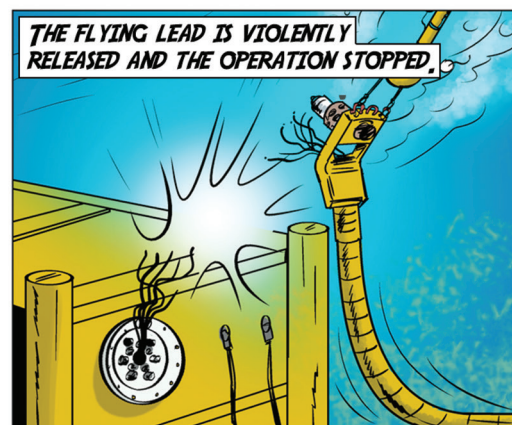
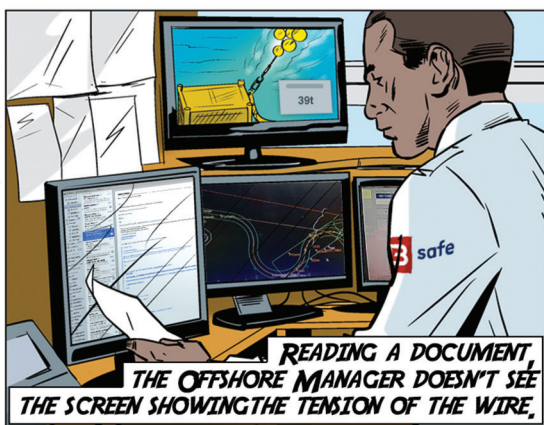
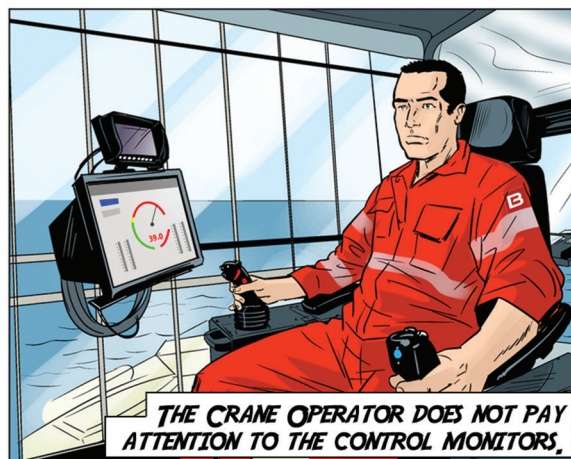
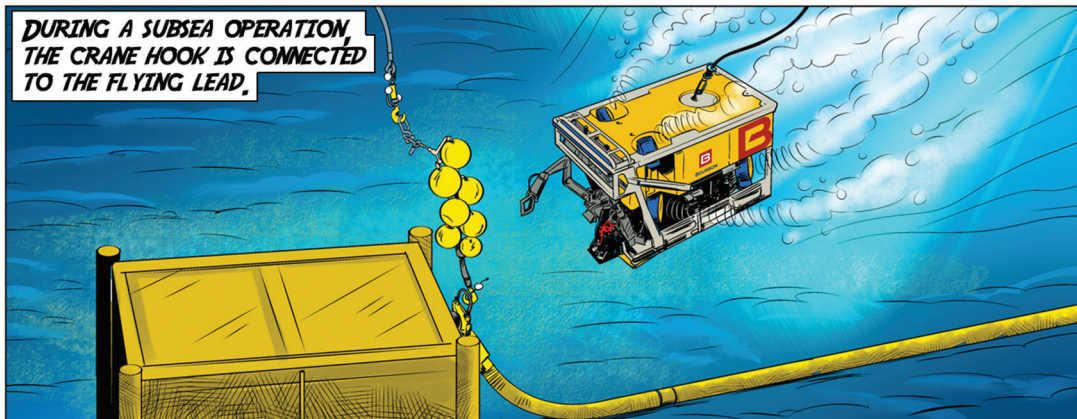


October 2017

## ENSURE CLEAR AND PRECISE COMMUNICATION DURING OPERATION

Effective communication is critical in all operations; and especially in subsea operations where each player (Crane Operator, ROV Supervisor, Pilot, Shift Supervisor, DP Officer...) has a key role in the operation's success. Therefore it is essential that communication is correctly managed and controlled by the Operational Coordinator (Shift Supervisor for Subsea Operation, Bridge Officer for Marine Operations.) In this case, we reflect on how imprecise communication lead to damage on a client asset. Further contributing causes included unclear understanding of the operation and a lack of monitoring during the operation.

**THE SAFETY POST IS BASED ON REAL EVENTS - PLEASE PRINT, POST AND DISCUSS THIS ISSUE!**



## ENSURE CLEAR AND PRECISE COMMUNICATION DURING OPERATION

### DO:

- Establish a communication flowchart in advance when required. Test communication means and backup communications.
- Include communication failure in pre task planning. Involve all involved parties in risk assessment.
- Provide clear and concise instructions and ensure the understanding of the operation by all involved.
- Maintain constant focus on the operation.

### DON'T:

- Issue or apply instructions that are not clear or do not contain specific limitations and values when applicable.
- Become distracted or lose focus during an operation.
- Apply a task without knowing the context of the operation.