

# Pilot Transfer Operations

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# Introduction

This document aims to provide information to pilot organisations and/or competent pilotage authorities on the conduct of pilot transfer operations.

The purpose of the document is not to prescribe a specific approach to pilot transfer operations but to provide information on factors to be considered when preparing for and executing pilot transfer operations to meet local requirements.

The document is structured as follows:

**Part A: Personal safety training.** This section deals with the training required to support safe pilot transfer operations. It is designed to provide additional information for pilot organisations and competent pilotage authorities responding to the recommendations on personal safety training contained in IMO Assembly Resolution A.960(23).

**Part B: Personal Protective Equipment (PPE).** This section deals with equipment designed to enhance the safety of pilot transfer operations.

**Part C: Pilot transfer operations.** This section deals with the conduct of pilot transfer operations.

**Part D: Emergency preparedness and response.** This section addresses developing and implementing emergency response or crisis management plans.

**Part E: Incident reporting.** This section addresses the role of incident reporting in advancing the safety of pilot transfer operations.

The information provided is designed to support pilots' organisations and/or competent pilotage authorities in enhancing the safety culture around pilot transfer operations to meet national, provincial or local regulations and expectations. Notwithstanding, the document is not silent on the role of organisations and personnel assigned responsibility for the safety of pilot boat crews and Pilots during pilot transfer operations.

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# Part A

## Personal Safety Training

### **A1 Survival and Personal Protective Equipment (PPE)**

To minimise the risk to personnel during any phase of the pilot transfer operation, personnel responsible for the safety of pilot boats, pilot boat crews and Pilots themselves should be:

1. Competent in survival techniques.
2. Familiar with the personal protective equipment they will use during pilot transfer operations.

Any training undertaken should never put personnel at risk.

Training in survival techniques and re-validation of competence in survival techniques should be delivered based on appropriate national, provincial or local requirements. Re-validation training should be provided at appropriate periods. Five years is a common and reasonable frequency.

All new personnel should be trained to use and be familiarised with the personal protective equipment they are expected to use during pilot transfer operations. All (new and experienced) personnel should be re-trained whenever new or replacement personal protective equipment is introduced.

Periodic training and familiarisation for all personnel should be considered so that:

1. Inspection and maintenance of personal protective equipment is being conducted in accordance with the manufacturer's instructions.
2. Personnel are wearing personal protective equipment in accordance with the manufacturer's instructions and are aware of the risks arising when personal protective equipment is worn in combination with anything that interferes with its operation.
3. Personal protective equipment can be used or activated instinctively.

National, regional and international pilots' organisations should support organisations and those personnel assigned responsibility for the safety of Pilots by actively promoting the use of appropriate personal protective equipment by Pilots.

### **A2 Assessing pilot transfer arrangements**

Organisations, those personnel responsible for Pilots' safety during pilot transfer operations, and Pilots should be familiar with the characteristics of compliant and non-compliant pilot transfer arrangements. This will assist any Pilot in making an informed decision on whether or not to embark or disembark a ship and to STOP WORK if necessary to ensure their safety.

Training on pilot transfer arrangements found on ships should be based on the following references:

1. The requirements of SOLAS Regulation V/23 (Pilot Transfer Arrangements) and its associated Recommendation on Pilot Transfer Arrangements (IMO Assembly Resolution A.1045(27) as amended by A.1108(29)).
2. Relevant international standards:
  1. ISO799-1:2019 – Pilot ladders – Part 1: Design and specification
  2. ISO799-2:2021 – Pilot ladders – Part 2: Maintenance, use, survey, and inspection
  3. ISO799-3:2022 – Pilot ladders – Part 3: Attachments and associated equipment
3. Supplementary industry recommendations and guidance:
  1. IMPA and ICS: Shipping Industry Guidance on Pilot Transfer Arrangements
  2. IMPA: Requirements for Pilot Transfer Arrangements Poster
  3. Any other specific national, provincial or local requirements

National, regional and international pilots' organisations can support organisations and personnel assigned responsibility for the safety of Pilots with information and good practices and by actively promoting that Pilots put their knowledge into practice during pilot transfer arrangements.

### **A3 Use of pilot ladders**

Organisations and personnel responsible for Pilots' safety should implement training for new and experienced Pilots covering all aspects of ladder climbing.

Such training can be provided by organisations themselves or by using a third party. In any event, the training provided should be as realistic as possible.

Any training should enable Pilots to:

1. Assess the environmental conditions and the impact on embarkation or disembarkation, and know the effects of adverse weather on the hazards of pilot transfer operations.
2. Identify non-compliant pilot transfer arrangements and, where necessary, decline to use them.
3. Transfer to and from the pilot boat using proven techniques which help the Pilot make the transfer in a controlled manner.
4. Address the physical abilities associated with completing a safe transfer.

The emphasis of the training should be on providing Pilots with a realistic experience. Consequently, reliance on computer-based training (CBT), alone or in considerable measure, is not advised. Training should combine minimal CBT or classroom-delivered theory with a substantial number of practical ladder climbs in a realistic environment.

Supervised and observed practical ladder climbs are considered the preferred training method. When practical ladder climbs are conducted in a controlled environment, multiple vertical climbs up to a height of 9m should be completed in progressively more demanding conditions (wave height,



rain, darkness) until it would be unsafe to continue. In addition to vertical climbs, Pilots should practise transferring or stepping across to or from a fixed platform.

All training climbs should be undertaken using personal protective equipment outlined in Part B.

All training should be conducted with equipment and arrangements which demonstrate due regard to the requirements, standards and guidance outlined in the references in Part A2.

#### **A4 Pilot boats**

Any vessels used for pilot transfer operations should comply with national regulations.

Personnel assigned responsibility for the safety of pilot boats, pilot boat crews and Pilots during pilot transfer operations should be:

1. Competent to undertake their duties during pilot transfer operations, as appropriate to their role onboard the pilot boat.
2. Competent to operate all safety equipment provided onboard pilot boats that they use, based on the manufacturer's instructions.
3. Familiar with the position and stowage of all safety equipment provided onboard pilot boats that they use, and ensure it is ready for immediate use.
4. Familiar with and competent to operate any emergency exits from the pilot boats.
5. Familiar with the hazards of auto-inflating lifejackets within the confines of a pilot boat, including in the event of a capsized.
6. Capable of assisting in the recovery of a person from the water.

Periodic training and re-validation should be complemented by routine practical familiarisation with embarkation practices.

#### **A5 Helicopters**

In addition to the relevant national aviation regulations, personnel responsible for Pilots' safety during pilot transfer operations involving helicopters should ensure that Pilots receive the training required by relevant aviation authorities. Responsible personnel should:

1. Have a documented procedure for helicopter operations.
2. Ensure Pilots receive an appropriate briefing for helicopter operations.
3. Ensure Pilots have completed Helicopter Underwater Escape Training (HUET). Refresher courses should be given at appropriate intervals.
4. Ensure Pilots have completed practical winching training. Refresher courses should be given at appropriate intervals.

#### **A6 Emergency first aid**

Personnel responsible for the safety of pilot boats should ensure that pilot boat crews and Pilots are trained to provide safe, prompt and effective first aid in response to any likely medical emergencies that may occur during pilot transfer operations.



Training should be based on national, provincial and local requirements and recommendations, reflecting the likely emergency scenarios. Particular attention should be given to Pilots and pilot boat crews being capable of providing safe, prompt and effective first aid to:

1. Casualties recovered from the water and suffering from the effects of cold water and water inhalation.
2. Casualties involved in a fall from height and suffering consequential trauma injuries.

Pilot transfer operations are often in remote locations. Training and additional equipment should be included to effectively deal with a seriously injured casualty during the extended time before professional medical assistance is available.

Consideration should be given to utilising a training provider specialising in maritime responses to medical emergencies.



# Part B

## Personal Protective Equipment (PPE)

### **B1 Risk assessment**

The requirements for using PPE equipment should be determined by local risk assessment. Pilots should be involved in these risk assessments.

PPE should improve safety and never introduce intolerable risks to the user. Gender-specific PPE should always be provided.

Any PPE used must be compatible with and not interfere with other items of PPE.

Checks and maintenance should be undertaken as per the manufacturer's instructions.

### **B2 Helmets**

Wearing a helmet can significantly reduce the risk of head injury.

Helmets are generally designed for specific risks. However, Pilots need to consider multiple hazards including, but not limited to:

1. Falling from height, into the water or onto solid surfaces.
2. Heading injuries when being recovered from the water.
3. Risk from falling objects.
4. Localised requirements for terminals, ships, other vessels and helicopters.

Things to be considered when choosing a helmet.

1. Identify and prioritise the risk.
2. The wrong choice of helmet can have potentially serious consequences such as bucketing which may cause neck injuries.
3. Helmets should not interfere with personal flotation devices or sprayhoods.
4. Helmets should not restrict vision, hearing or head movement.
5. Helmets should not be heavy to wear.
6. Helmets should be of a hi-visibility colour or fitted with approved reflective tape to aid the location of the Pilot in the event of a man overboard.

Performance standards can guide and assist in what specific outcomes can be expected in particular scenarios. Many helmets meet multiple standards and cover a more comprehensive range of outcomes. Some useful standards to consider are:

- EN12492 (mountaineering helmet).
- EN14052 (high-performance industrial helmet).
- EN1078 + A1 (cycling helmet).
- PAS028 or EN 1385 (marine safety helmet).

Selection of personal protective headwear should be a matter of local risk assessment and user trials. Providing a choice of helmets allows the individual to choose a helmet to suit their preference.

### **B3 Protection against drowning**

If a Pilot enters the water, it is essential to ensure they return to the surface as quickly as possible, return to a face-up position, and are conspicuous.

Personal flotation devices also provide handholds that can assist with a person's recovery from the water.

Personal flotation devices should increase your visibility in the water.

All personal flotation devices should be fitted with a suitable lifejacket light. When operating in offshore areas and during significant periods of darkness, consideration should be given to adding a high-intensity strobe light.

As part of the risk management process, consideration should be given to selecting a foam, single, or multi-chamber personal flotation device for their additional redundancy.

Consideration should be given to the benefits of using a personal flotation device fitted with a spray hood when operating in offshore areas.

This is best achieved using a personal flotation device which conforms to a standard not inferior to:

1. ISO 12402-3: - Personal flotation devices - Part 3: Lifejackets, performance level 150 - Safety requirements for offshore or rough water use.
2. ISO 12402-2 - Personal flotation devices - Part 2: Lifejackets, performance level 275 - Safety requirements for offshore or extreme conditions.
3. SOLAS Chapter III (or twin chamber) and Section 2 of Chapter 2 of the Life Saving Appliances (LSA) Code.

Personal flotation devices with a minimum performance level of 150 Newtons should be used.

Performance standards give guidance and assistance, but real-world use in different and complex environments can often generate a range of needs - the selection of personal flotation devices should be a matter of local risk assessment, testing and user trials.

Pilots should comply with manufacturers' operating instructions for their flotation devices. The use of a crotch strap is highly recommended.



## **B4 Working in cold weather**

Pilot organisations, pilot boat crews and Pilots who operate in cold weather and areas of cold water should be familiar with the dangers and consequences of operating in such conditions.

Pilot boat crews and Pilots should be trained to deal with issues such as cold-water shock and hypothermia. Cold water shock can occur when the water temperature is less than 15 degrees C (60 degrees F).

A thorough risk assessment must be carried out to determine the most appropriate Personal Protective Equipment (PPE) for personnel working in cold weather and areas of cold water.

Any other garments worn should be appropriate for the general weather conditions of the operations and should not hinder the movement of the Pilot.

Pilot boats should be provided with appropriate equipment to deal with particular dangers facing casualties recovered from the water in cold weather and areas of cold water.

## **B5 Working in hot weather**

Pilot organisations, pilot boat crews and Pilots who operate in hot weather should be familiar with the dangers and consequences of operating in such conditions.

Pilot boat crews and Pilots should be trained to deal with issues such as heat exhaustion and dehydration.

A thorough risk assessment must be carried out to determine the most appropriate Personal Protective Equipment (PPE) for personnel working in hot weather, including the risks of exposure to the sun.

PPE and other garments worn should be appropriate for the general weather conditions of the operations and should not hinder the movement of the Pilot.

## **B6 Personal locating devices**

To assist in the location and recovery of a Pilot or pilot boat crew from the water, the use of man overboard (MOB), personal locating or marine survivor locating devices should be considered.

The minimum locating functionality which should be accepted for devices used during pilot transfer operations is:

1. High-intensity strobe light with water activation (or activated by inflation of the personal flotation device).
2. Transmission of automatic identification system (AIS) messages.
3. Transmission of VHF digital selective calling (DSC) messages.

The device should be mounted according to manufacturers' recommendations, and have an operational temperature range compatible with the minimum and maximum temperatures expected to be encountered locally.



There are no international standards for personal or marine survivor locating devices. If used, such devices should conform to the applicable national and international standards governing AIS and DSC.

In selecting a personal locating device, the primary focus should be to provide a means for vessels and rescuers in the immediate vicinity to locate a person in the water. The array for the local region should be the primary driver. Rescue services typically use 121.5MHz for casualty location.

Noting the circumstances of pilot transfer operations, it is not advisable to exclusively use electronic location devices such as 121.5 MHz personal locating beacons (PLB) or 406MHz emergency position-indicating radio beacons (EPIRB). These beacons may not allow ships and other vessels in the immediate vicinity to locate a person in the water if the ships and other vessels are not fitted with the appropriate receivers.

A water-activated strobe light is the most immediate means of locating a person in the water.

### **B7 Modifications to PEE**

Personal protective equipment should not be modified or adapted without consultation with the manufacturer to determine the potential impact on the effectiveness of the equipment.

### **B8 Compatibility of PPE**

When multiple items of PPE are used together, they should not interfere with or prevent the operation of other PPE equipment.



# Part C

## Pilot Transfer Operations

### C1 Pilot boats

Vessels used for pilot transfer operations should be designed for the purpose. The design, construction, equipment and minimum manning for pilot boats should be in accordance with the applicable national regulations and local requirements.

### C2 Manning of pilot boats

Organisations and personnel assigned responsibility for the safety of pilot boat crews and Pilots during pilot transfer operations should consider the following capabilities in determining the minimum operational manning of a pilot boat engaged in pilot transfer operations:

1. Maintain safe navigation and radio watches throughout pilot transfer operations.
2. Operate main and auxiliary machinery, firefighting, emergency and lifesaving appliances and close watertight openings. This includes operation in reversionary modes.
3. Moor and unmoor the pilot boat safely.
4. Safely perform pilot transfer operations.
5. Promptly and effectively execute emergency procedures, including recovering a person from the water in all conditions that they are required to operate in.
6. Maintain up-to-date and accurate records of events during pilot transfer operations.
7. Provide emergency casualty care while the pilot boat is in transit.

Organisations and personnel assigned responsibility for the safety of pilot boat crews and Pilots during pilot transfer operations should ensure:

1. LSA and recovery equipment are routinely inspected and maintained by competent persons.
2. Regular MOB drills are performed.
3. Crew are competent and trained to provide the safe transfer of Pilots.

### C3 Standard pilot transfer operation

1. The ship should receive timely and proper instructions to rig pilot transfer arrangements, considering the weather forecasts and sea conditions expected in the pilot boarding area.

2. During the transit to the pilot boarding ground, the ship should be monitored to ensure it meets its ETA at the pilot boarding ground.
3. The pilot boat and ship Master should communicate to determine a safe course and speed for pilot transfer operations according to traffic and available manoeuvring space.
4. The bridge team should monitor the pilot transfer and be ready to take immediate action in case of MOB.
5. The vessel should allow the pilot boat to clear before making any large course changes.

#### **C4 Operational limits for pilot boats**

Organisations and personnel responsible for the safety of pilot boat crews and Pilots during pilot transfer operations should communicate safe operational limits to all stakeholders in pilot transfer operations so that they are aware of conditions likely to delay or suspend pilot transfer operations.

The locations and numbers of persons onboard pilot boats should be known to organisations and personnel assigned responsibility for the safety of pilot boat crews and Pilots or to an authorised third party delegated the task of monitoring pilot transfer operations.

During periods of heavy weather or restricted visibility, the position of pilot boats conducting pilot transfer operations should be actively monitored.

#### **C5 Assessing the risk**

The Pilot and pilot boat crew should dynamically assess the risk of any particular pilot transfer operation, particularly in marginal conditions, to determine whether or not to delay or suspend a pilot transfer operation considering:

1. Environmental conditions (e.g., wind, wave height, sea state, visibility, darkness), including any operational limits applicable to the pilot boat or pilot transfer operation.
2. The conduct of the ship, including the ability to establish communications with a responsible officer onboard.
3. The ship's condition and the likely impact on the safety of transfer operations.
4. The condition of the pilot transfer arrangement and its compliance with the standards outlined in Parts A2 and C8. Before using any pilot transfer arrangement, the Pilot should inspect the arrangement as far as possible based on the training received described in Part A2. Where there is evidence of the arrangement being non-compliant or there is any doubt about the safety of the pilot transfer arrangement, the operation should be ended.

**Competent authorities, ports and pilot service providers should offer unequivocal support to any pilot who determines that it is necessary to STOP WORK to ensure their safety when embarking or disembarking a ship.**



## C6 Conduct on the pilot boat

Onboard a pilot boat, Pilots should comply with any reasonable instructions given by the pilot boat crew to ensure their safety whilst onboard and to enable the pilot boat crew to operate the pilot boat safely and efficiently.

The Pilot should remain within the cabin of the pilot boat until the pilot boat is in the lee of the ship.

The pilot boat crew and the Pilot should use the safest route from the cabin to the ladder position. The factors to be considered when assessing the safest route include:

1. The design and particular arrangements provided on the pilot boat to facilitate pilot transfer, including specifically designated routes.
2. The width of the weather deck of the pilot boat.
3. The location and usability of the safety rail.
4. The relative motion of the pilot boat and the ship and its impact on the space between the deckhouse and the ship's hull.
5. Environmental conditions and exposure to the prevailing weather when a good lee is not possible, or there is passing traffic.
6. The heel of the pilot boat during transfer.
7. The proposed transfer location on the side deck.
8. The ability of the coxswain to view the transfer operation.

The pilot boat coxswain should communicate with the ship, the pilot boat deck crew, and the Pilot during the transfer operation.

## C7 Position of the pilot boat

The Pilot and the pilot boat crew should risk assess and agree upon the pilot boat's position during the climb before the Pilot transfers to the ladder.

The factors to be considered should include but not be limited to:

1. Fouling the pilot ladder during the transfer.
2. The risk of trauma due to a fall from height.
3. The ability to safely recover a casualty from the water in the prevailing conditions.

## C8 Pilot transfer arrangements

Ships which may embark a Pilot shall be provided with pilot transfer arrangements complying with SOLAS Regulation V/23 (Pilot Transfer Arrangements).

Supplementary international standards are:

1. ISO799-1:2019 – Pilot ladders – Part 1: Design and specification



2. ISO799-2:2021 – Pilot ladders – Part 2: Maintenance, use, survey, and inspection
3. ISO799-3:2022 – Pilot ladders – Part 3: Attachments and associated equipment

Additional industry recommendations and guidance on pilot transfer arrangements are available in:

1. IMPA and ICS: Shipping Industry Guidance on Pilot Transfer Arrangements
2. IMPA: Requirements for Pilot Transfer Arrangements Poster

Organisations and personnel responsible for Pilots' safety during pilot transfer operations should support Pilots in reporting unsafe and non-compliant pilot transfer arrangements and consider all such reports as near-miss incidents. Pilots should report unsafe and non-compliant pilot transfer arrangements to the authorities responsible for receiving such reports, including but not limited to port state control.

### **C9 On the pilot ladder**

The decision to transfer to or from the pilot ladder is to be made by the Pilot. No organisation or individual shall prevent the Pilot from using their professional judgment during pilot transfer operations.

Three points of contact should always be used when on the ladder. Particular caution should be exercised when transitioning between the ladder and pilot boat, accommodation ladder or ship's deck.

Bags and backpacks should not be worn by the Pilot while climbing the ladder if they compromise the ability of the personal flotation device to operate effectively or hinder the Pilot's ability to climb the ladder safely. In such situations, consideration should be given to transferring the bag by heaving line.

While the Pilot is on the ladder, the pilot boat crew should assist the Pilot by communicating any important information and taking any necessary precautions to ensure the ladder does not become fouled by the boat.

### **C10 Helicopters**

Pilots should be familiar with the ICS Guide to Helicopter/Ship Operations to assess suitable helicopter operational areas for their respective operations (land-on or winch) and aircraft type.

Organisations and personnel assigned responsibility for the safety of Pilots during pilot transfer operations involving helicopters should ensure that:

1. The helicopter operation is complying with the relevant statutory regulations.
2. The helicopter crew is familiar with pilot transfer operations.
3. The ship's Master has been informed of the use of the helicopter for pilot transfer operation before take off.
4. The ship Master gives his agreement for this operation before taking off.



### **C11 Specific PPE for helicopters**

Organisations and personnel responsible for Pilots' safety during pilot transfer operations involving helicopters should ensure that Pilots have the required PPE that is compliant with national aviation regulations.

### **C12 Operational limits for helicopters**

Helicopters should operate, at all times, within prescribed operational limits determined by applicable national aviation regulations and local requirements taking into account:

1. Helicopter type.
2. Swell and wind limits.
3. Whether the operation is winch or land-on.
4. Roll and pitch limits for the helicopter.
5. Recovery limits for rescue in the event of ditching.
6. Visibility and cloud base limits (generally dictated by the regulatory authority).

Helicopters used for pilot transfers should not be expected to rescue a man overboard without crews having conducted regular rescue training. They may assist by locating the casualty and directing the appropriate search and rescue service.

### **C13 Conduct in the helicopter**

Pilots should perform regular briefings to ensure they are familiar with entry, egress (and emergency egress), emergency procedures and safety equipment on each aircraft or variant of aircraft they use.

Onboard a helicopter, Pilots should comply with any reasonable instructions the aircrew gives to ensure their safety whilst onboard.

Notwithstanding that anyone on board should have the authority to call the flight or transfer off, the Helicopter Pilot has the ultimate authority to decide whether to operate. Marine Pilots should not attempt to unduly influence a safety decision made by the Helicopter Pilot.

### **C14 On the ship**

Onboard the ship, the safety of the Pilot is the responsibility of the Master. The Pilot should comply with all reasonable instructions from the Master concerning their personal safety and security.

All companies shall have an approved safety management system which includes ship-specific procedures for the safe conduct of pilot transfers. The ISM code requires that these procedures comply with SOLAS Chapter V Regulation 23 and conform to IMO recommendations, international standards and guidance from marine industry organisations.

### **C15 The Responsible Officer**

The ship's Master must designate a Responsible Officer. The Duties of the Responsible Officer are:

1. Know the correct use of pilot transfer arrangements.



2. Establish direct communications with the bridge.
3. Communicate with the bridge during the pilot transfer process.
4. Oversee/Check compliant rigging of the ladder.
5. Test safety equipment in place and ensure readiness for use.
6. Arrange for the Pilot to be safely guided to/from the bridge via a clear, illuminated route.



# Part D

## Emergency Preparedness and Response

### **D1 Medical emergencies**

Organisations and personnel responsible for the safety of pilot transfer operations should ensure that procedures and arrangements are in place to respond to casualties during pilot transfer operations. They should consider the remoteness of locations where pilot transfer operations occur and the consequent likely delay in the attendance of emergency services.

The procedures and arrangements should cover all reasonably foreseeable events during pilot transfer operations, including but not limited to:

1. A fall from height and associated trauma injuries.
2. A man overboard.
3. Cardiac trauma.

The outcome of these events depends on the response of those on the scene. Pilot boats should be equipped, and pilot boat crews and Pilots should be trained to respond promptly and effectively to medical emergencies.

Emergency procedures and arrangements should be validated and tested. The emphasis should be on practical demonstration of effectiveness and the safety of personnel.

### **D2 A fall from height and associated trauma injuries**

Equipment, arrangements and procedures for the treatment of persons who have fallen from height and associated trauma injuries should enable pilot boat crews and Pilots to:

1. Assess wounds and trauma.
2. Provide medical care and post-rescue support onboard, including stabilising the casualty until rendezvous with emergency services is possible.

### **D3 Man-Overboard (MOB)**

Equipment, arrangements and procedures for recovery of persons from the water should enable pilot boat crews and Pilots to:

1. Locate and make contact with the casualty.
2. Recover the casualty from the water.
3. Provide medical care and post-rescue support onboard, including stabilising the casualty until rendezvous with emergency services is possible.

#### D4 Serious casualty or fatality

Organisations and personnel responsible for the safety of pilot transfer operations should develop an emergency response or crisis management plan or incorporate serious injuries or fatalities during pilot transfer operations into an existing emergency response or crisis management plan.

The plan should:

1. Identify who is involved in the plan and their roles and responsibilities.
2. Explain how those involved in the plan will communicate in the event of a serious casualty or fatality, both with each other and with external stakeholders and emergency services.
3. Identify and make ready the resources that may be required to deliver the plan.
4. Develop a plan for responding to a serious casualty or fatality during pilot transfer operations.
5. Include a process to validate, test, and review the plan regularly.

#### D5 Liaison with emergency services

Emergency response or crisis management plans should be shared with stakeholders who may be directly involved in a response. This liaison offers an essential opportunity to:

1. Familiarise emergency services and other stakeholders with:
  - a. The work of Pilots and pilot boat crews and the likely incident scenarios they may be involved in.
  - b. The incidents that may occur during pilot transfer operations and the likely mechanisms of injury to Pilot and pilot boat crews.
  - c. The capabilities of Pilots and pilot boat crews to get a casualty to a place where they can access more advanced medical care.
  - d. Identify suitable rendezvous positions for the pilot boat and emergency services.
2. Allow emergency services and other stakeholders the opportunity to share:
  - a. Their capabilities and expertise in general.
  - b. Any limitations on their ability to provide emergency assistance to Pilots and pilot boat crews in the event of an incident.
  - c. Best practices for the handover of casualties.

This will help validate any planning assumptions made in the emergency response or crisis management plan. Where gaps in response are identified, the emergency response or crisis management plan must be adapted to remain effective.

Emergency response or crisis management plans should be validated and tested periodically. This may take the form of a tabletop exercise, where all stakeholders can work through various scenarios and establish the effectiveness of the planned responses.



## **D6 Post-incident response**

Rescues and medical emergencies are potentially very traumatic events for those involved, both casualties and rescuers. The response of individuals may vary from incident to incident and between those individuals engaged in the same incident.

Organisations and personnel responsible for the physical safety of Pilots and pilot boat crews should ensure that all personnel have access to suitably trained and qualified support after an incident.

This may be achieved through facilitated debriefs and referral to external healthcare professionals, if required.

## **D7 Engagement with the media**

The emergency response or crisis management plan should address responsibilities for engaging with the media in case of a serious accident or fatality.

Individuals responsible for engaging with the media should receive relevant and appropriate media handling training. This will enable them to handle media engagement with confidence.

Local and national Pilots' organisations should consider identifying a spokesperson responsible for handling media queries in case of a serious accident or fatality. This spokesperson should be provided with relevant and appropriate media handling training.



# Part E

## Incident Reporting

### **E1 Learning culture**

Organisations and personnel responsible for Pilots' safety during pilot transfer operations should encourage blameless reporting of accidents or near-misses within a just and learning culture.

This approach enables incident reports to serve their primary purpose: preventing the re-occurrence of unsafe situations during pilot transfer operations.

### **E2 Reporting accidents or near-misses**

Pilots should report any accident or near-miss during pilot transfer operations in accordance with the instructions of organisations and personnel assigned responsibility for the safety of Pilots during pilot transfer operations. Such instructions should conform to any applicable national maritime safety incident reporting regulations.

### **E3 Anonymous reporting**

Pilots should always consider making anonymous maritime reporting reports to CHIRP Maritime. More details on the scheme are available at: <https://chirp.co.uk/maritime/>

In addition, Pilots should consider making anonymous reports during the annual IMPA Safety Campaign/Survey (first two weeks in October each year). These reports support IMPA in achieving its objectives of enhancing the safety of pilots.

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