



**THE STEAMSHIP MUTUAL
UNDERWRITING ASSOCIATION (BERMUDA) LIMITED**

MANAGERS: STEAMSHIP MUTUAL MANAGEMENT (BERMUDA) LIMITED
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To the Members

March, 2000

Dear Sirs,

TRAINING MATTERS

For many years, the Club has recognised that human error is a predominant cause of claims. As increasingly more complex ships operate in an ever more regulated environment, the effect of error can be significant and often dramatic. An isolated act of carelessness, such as failing to follow a procedure correctly, or simple ignorance of the correct procedure itself, can easily result in substantial claims, and commercial losses.

Human error often reflects a lack of training. In shipping operations, training matters because it can substantially reduce the likelihood of accidents, claims, and exposure to uninsured loss. This link between training and loss prevention has long been recognised by the Club and was the catalyst, in 1993, for the commencement of an association with Videotel Marine International involving sponsorship of the production of training videos on subjects of topical importance. As Members will be aware from previous circulars, since 1993 the Club's association with Videotel has resulted in more than 30 training programmes on a wide range of topics.

The objective of the association with Videotel has been to provide the Club's Members with access, at preferential rates, to structured, high quality on board training resources, which are widely recognised by Port State Control Inspectors as evidence of a proper commitment to crew training.

Furthermore, these resources include programmes to which the Club has been able to apply the benefit of its claims experience over many years to ensure that appropriate lessons are learned from the accidents of the past.

The enclosed video and booklet, sent with the compliments of the Managers, reflects the Club's strongly held view on why training matters, and why it is increasingly important for owners to adopt a structured approach to this aspect of their operations.

If any further details are required please contact the Managers' London Representatives.

Yours faithfully,

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