

*October/November 2011*

## WE SERVE TO SERVE

Over the years, governing bodies such as International Maritime Organisation (IMO), Classification Societies etc have pumped in substantial resources and manpower to study, review and rectify one of the major problems faced in the industry – lifeboat accidents.

A manufacturer of lifeboats and life saving appliances, Vanguard understands the importance in providing support in the effort to reduce injuries and deaths caused by lifeboat accidents.

### Careful Selection

Vanguard recognizes that their lifeboats are only as good as the service network supporting them. Guided by this belief, they have been stringent in the selection of our service agents and careful in the designing of our training program. This is to ensure all important grounds have been covered for their service agents to not only equipped them with the necessary skills and knowledge, but most importantly, to make them experts in the servicing industry.

Furthermore, MSC 1206 brought to attention the frightening rising trend of service agents with an impressive list of certifications from different manufacturers but yet vastly lack in the expertise required of them to understand and carry out the duties to the industry standard.

Negligence by manufacturers in performing thorough background check of the service agents as well as a detailed assessment to evaluate on their understanding of the training provided have also contributed to the pool of substandard service agents in the industry.

### Redesigning for improvement

Wanting to make a difference and to improve the situation, Vanguard redesigned their training program to help service agents serve the industry better.

After a study and evaluation of the existing training programs as well as the service network established by the different manufacturer, Vanguard adopted a doctrine of value addition for service companies to go through a 5 days rigorous Vanguard Service Training Program.



From discussions held with service companies worldwide, core modules that the service agents would like to have in the service training program were identified; to not only apply for use onboard Vanguard Lifeboats and Davits but for other applications in areas of their businesses as well.

Vanguard's Service Training Program consists of both theory and practical modules to allow the participants to have immediate application of the newly gained knowledge. Under the supervision of the trainer during the practical lessons also allow them to identify and revise on theories which they are unclear of.

## A role for everyone

It is everyone's responsibility to ensure that we achieve high safety standards in the maritime industry. Vanguard strongly believes and supports governing bodies in their effort to raise the safety bar by working on the roots of the problem.

For Vanguard, they serve the industry not just by supplying certified and trained service agents but we also monitor closely the jobs done by our service agents for proper follow up.

On top of that, Vanguard has also been constantly innovating to improve the safety features of their lifeboat, offering a range of new products for customers as add-on for their lifeboats that promise enhanced safety.

Some of their new additions in their product range are:

- Fibre Reinforced Plastic (FRP) cylinders which are a better alternative due to its corrosion resistant element. The material used in FRP is also lightweight.

- Cjewel, which is a finalist for the Innovative Category, in the Llyod's Asia Award, is an enhanced night vision kit that helps to improve the visibility of the lifeboat at night. A net measuring 2 meters by 3 meters, Cjewel is armed with bright white LED lights to increase the visibility of the lifeboats at night!

It provides versatility with its ability to be used on water as well as on dry surface. With floats attached to it, seafarers can spread the net on water to alert other ships and rescue teams. Alternatively, it can also be put on the lifeboats as a lit canopy to light up the entire lifeboat for enhanced visibility.



Requiring only low voltage to function and powered using onboard batteries, it presents itself as hassle free safety equipment. The 100% waterproof components such as the connectors, plugs and even the net itself increase the usability of the Cjewel on water and in all kind of weather conditions.

Together with the governing societies, let us work towards a safer environment for all our seamen out at sea!