



Onderzoeksraad voor Veiligheid

[REDACTED]

P.O. Box 95404

2509 CK The Hague

[REDACTED]

[REDACTED]

29.11.2022

DSB - Status update issued recommendations report

Collision Viking Idun - Chemical Marketer 1 April 2019

Dear [REDACTED]

We appreciate an opportunity to provide a more detailed explanation of actions taken to improve the safety onboard after the incident of the Viking Idun in 2019.

Sailing on the Westerschelde

Since the incident, we have sailed the Westerschelde only with Captains and Officers with a vast knowledge of the area. As a rule, if there is no person on board with the required experience and skill set, we hire pilots to navigate Westerschelde. We do not make any exceptions to this rule, and we dedicated an additional budget to it.

Safety Management System

Since 2019, Viking has adopted a Safety Management System and become certified by ISO 45001 and ISO 14001. Our continuous improvement process reviews our safety procedures, investigates near-misses and incidents, and adapts our methods and initiatives according to needs. Our corporate teams are conducting regular internal audits and training in safety procedures onboard.

Close monitoring of sailing

Our Corporate Captains and the team responsible for planning are paying particular attention to the ships sailing through Westerschelde. The ships are closely monitored using AEC Viewer and Fleetmon, and the Corporate Captains frequently communicate with the crew.



Training Initiatives focused on the Westerschelde.

We have initiated several initiatives to assess and improve our employees' sailing and navigational skills. We also have training explicitly aimed at Officers sailing in Westerschelde.

We have scheduled refresher training for all our officers since 2018. This training takes place every three years in a simulator environment. Officers from a specific river are invited to training in bridge resource management with SimWave or with STC in Rotterdam, Netherlands. This training lasts one week. One of the lessons is about navigation at Terneuzen. In 2023, we will train the crew aboard the vessels operating on the Antwerp-Ghent-Hansweert route with refresher training via Webinar.

During the annual Season Start Training, we train all officers in a classroom using prepared content and maps of the area. This takes place in March and April at all our ports. One of the classes is "Incident prevention training" on the Westerschelde between Antwerp, Ghent, and Hansweert. The training takes over 2 hours, is prepared by an experienced trainer, and is delivered by Captains to their officers and the rest of the Nautical crew.

Also, during the season start, all crew members are trained in comprehensive safety and emergency response training. The training is planned for one day, where each ship's whole crew participates in several safety drills and emergency simulations.

In 2023 we will share all relevant information about the training and the sailing area in a Teams Chat group with every vessel sailing in the Area. We have a live chat with the Officers and Captains, where they can ask questions, and we share the latest relevant information about the Westerschelde.

Other training initiatives

All newcomer officers and officers promoted to a higher rank throughout our operations are invited for a simulator assessment. The assessment focuses on their sailing skills, language, communication, use of marine equipment, and knowledge of the fairway. This initiative helps us have an overview of each officer's skill level and plan further training to help them improve.

We are also investing in the growth and development of our crew members by implementing talent development programs. Through participation in those trainings, crew members can grow from their role as Sailors to Officers and Captains.

In Q2 of 2022, we have designated one of our ships, the Viking Bestla, solemnly for training purposes. Programs run onboard to focus on nautical knowledge, Nautical German language classes, and practical training in the wheelhouse. We will continue using the ship as a training vessel until the summer 2023. We have also installed six simulators provided by our partner VSTEP:

- 2 Bridge Wing simulators for training maneuvering
- 2 Part-task simulators for training Radar, ECDIS, night sailing
- 2 Full mission simulators for training the complete spectrum
- 1 Instructor station
- 1 Debriefing station



A particular focus of our simulator programs is on nautical communication skills.

We are expanding our training to a personal online environment where we can track individual progress and the development of our officers. VSTEP is one of the possible partners we are looking at.


It was a pleasure to elaborate a bit more on our extensive measurements. The incident has made a lasting impression on the Nautical department. And we are doing our utmost best to learn from every incident that is happening within our fleet and industry.

Best regards,



Thomas Bogler

VP Technical & Infrastructure



Menno de Sera

Executive Director Nautical Operations