



SIRE Programmes Survey 2022/23

# Summary Report



### Introduction and objectives

OCIMF has commissioned a series of surveys to gather feedback from users of its Ship Inspection Report Programme (SIRE) vessel inspection regime. The objective of the surveys is to collate feedback on programme users' experience with, and opinions of, SIRE to understand user satisfaction and identify potential areas for improvement.

The surveys have been structured to provide feedback across four (4) key areas:

- Overall programme quality (report accuracy, remote inspections, communications)
- Tools and services (questionnaire, database, and services)
- Programme integrity (feedback on Inspectors, policies and procedures)
- Transition to SIRE 2.0

The four SIRE programme user groups – submitting companies, Programme Recipients, Vessel Operators and Inspectors – have been surveyed about the aspects of the programme that apply to their use and interaction with the inspection regime.

### Research methodology

The research was conducted by a third-party communications and research agency on behalf of OCIMF. The research and analysis has been conducted in accordance with the Market Research Society (MRS) Code of Conduct on respondent anonymity and under the rules of the Data Protection Act.

As the use of the programme differs for each programme user group, a unique survey was created for each one. This means four separate surveys were conducted for SIRE programme users. Where appropriate, questions were replicated across respondent groups for the purposes of comparison against each other and with the previous survey (conducted in 2020).

The surveys, completed anonymously, are quantitative, with options for providing additional written comment for each question.

The survey links were distributed by OCIMF through the SIRE Portal in December 2022 and closed for responses eight (8) weeks later, in February 2023.

### Respondent profile

The target sample was all registered users within the SIRE Portal – these are active users of the inspection programme.

In total, 1107 respondents participated in the SIRE survey in the 2022/23 data collection period. This compares to 778 total respondents in 2020 (the last time the survey was conducted.)

It is important to note that the response rates differed considerably between respondent programme user groups. For Submitting Companies and Programme Recipients in particular, the response rates were low and as such the statistical significance of results and analysis for these two user groups is less robust.

### Key findings and analysis

The following pages report on the key findings across all four SIRE surveys. Statistical analysis shows the percentages based on those answering each question.



The objective of the surveys is to collate feedback on programme users' experience with, and opinions of, the SIRE programme to understand their satisfaction and identify potential areas for improvement

### Executive summary

In the main, respondents were asked to either rate their agreement with statements (from 'strongly agree' through to 'strongly disagree') or to rate (from 'very good' to 'poor') their use of key tools/processes within the SIRE inspection regime that are most pertinent to them. Because users do not interact with the tool in the same way or have access to the same tools or functionality, questions were tailored to their experiences/engagement with the programme.

Overall, the survey results show that satisfaction with the SIRE programme is high and there are no standout issues of concern that have emerged since the last report in 2020, except for the additional focus on SIRE 2.0 among all users of the programme. 86.17% Submitting Companies, 86.95% of Programme Recipients and 84.10% of Vessel Operators rate the quality of the programme as either 'high' or 'very high'. Of those respondents rating the programme as 'average', Vessel Operators make up the highest percentage at 15.40%.

As the purpose of the SIRE programme is to enhance safety onboard tankers, measurements relating to programme users' views on the effectiveness of the programme in enhancing safety and improving vessel assurance/vetting processes are the most pertinent questions.

Despite being the 'least satisfied' group of users, among Vessel Operators 20.10% 'strongly agree', 64.53% 'agree' that '*SIRE reports reflect the actual condition*' of vessels. 37.20% of Vessel Operator respondents also 'strongly agree' and 55.46% 'agree' with the statement: '*The SIRE programme improves the operating standards of my vessel/fleet*'.

The overwhelming majority of Inspectors agree (56.92% 'strongly agree' and 35.64% 'agree') that SIRE does improve safe operating standards, in responses the rates were very similar to 2020 (80-90%). Many Inspectors pointed out in their additional comments that the overall safety of the tanker fleet has improved significantly since SIRE's inception and recognised the changes that are due to come down the line with SIRE 2.0.

It is also very positive to note that 87.24% of respondents from Submitting Companies and 91.31% of Programme Recipients either 'agree' or 'strongly agree' with the statement: '*SIRE reports accurately describe the safety and operational standards on vessels*'.

In terms of areas of focus, questions relating to the transition to SIRE 2.0 and related documentation and training garners the most detailed feedback. Views are mixed and, as many respondents point out, it is difficult to provide feedback on a system that is not yet live. However, key themes emerge particularly relating to concerns about the ability to assess human factors performance and the very detailed documentation and guidance that programme users need to familiarise with. There is also some confusion on whether SIRE relates to barges and inland vessels (BIRE) and some concern, repeated throughout the survey, on the lack of a firm timetable, with dates included, for transition to SIRE 2.0.

Despite this, the data shows that the overall opinion of SIRE 2.0 and the benefits it is intended to bring is largely positive.



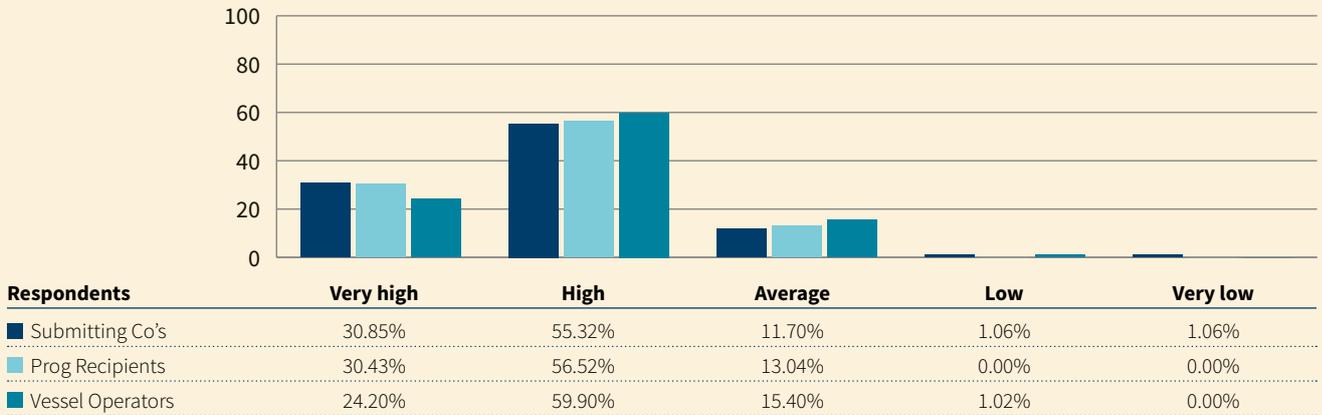
Overall, the survey results show that satisfaction with the SIRE programme is high and there are no standout issues of concern that have emerged since the last report in 2020

# Overall programme quality

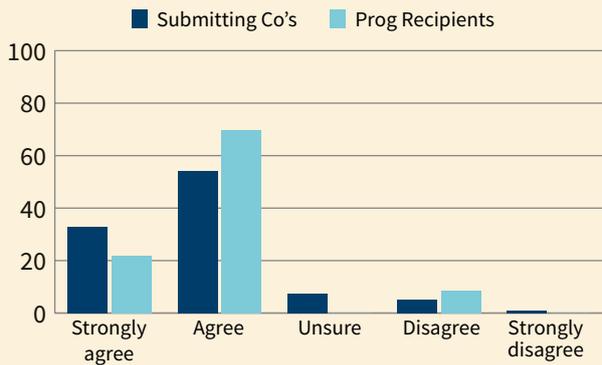
Each respondent group was asked a series of questions about their views on the quality of the SIRE programme, the accuracy of SIRE reports and the extent to which SIRE helps to improve safe operating standards.

- Overall satisfaction with the SIRE programme is high and there are no standout issues of concern that have emerged since the last report in 2020, except for the additional focus on SIRE 2.0 among all users of the programme.
- 86.17% Submitting Companies, 86.95% of Programme Recipients and 84.10% of Vessel Operators rate the ‘quality’ of the programme as either ‘high’ or ‘very high’. Of those respondents rating the programme as ‘average’, Vessel Operators make up the highest percentage at 15.40%.
- The overwhelming majority (93%) of Vessel Operators and 93% of Inspectors agree that SIRE improves operating standards on vessels/fleets.
- 87.24% of respondents from Submitting Companies and 91.31% of Programme Recipients agree that SIRE reports accurately describe the safety and operational standards on vessels.

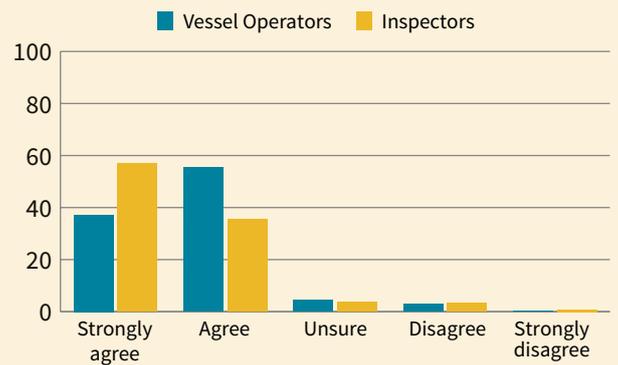
**How would you rate the quality of the current SIRE programme as a whole?**



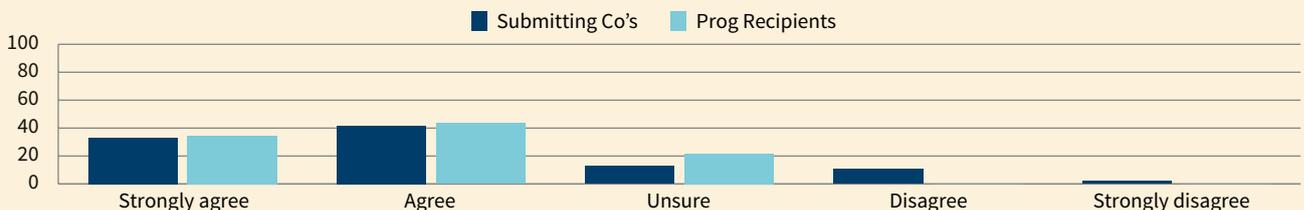
**SIRE reports accurately describe the safety and operational standards on vessels**



**SIRE programme improves operating standards**



**The SIRE programme helps reduce the number of repeat inspections on the same vessel**

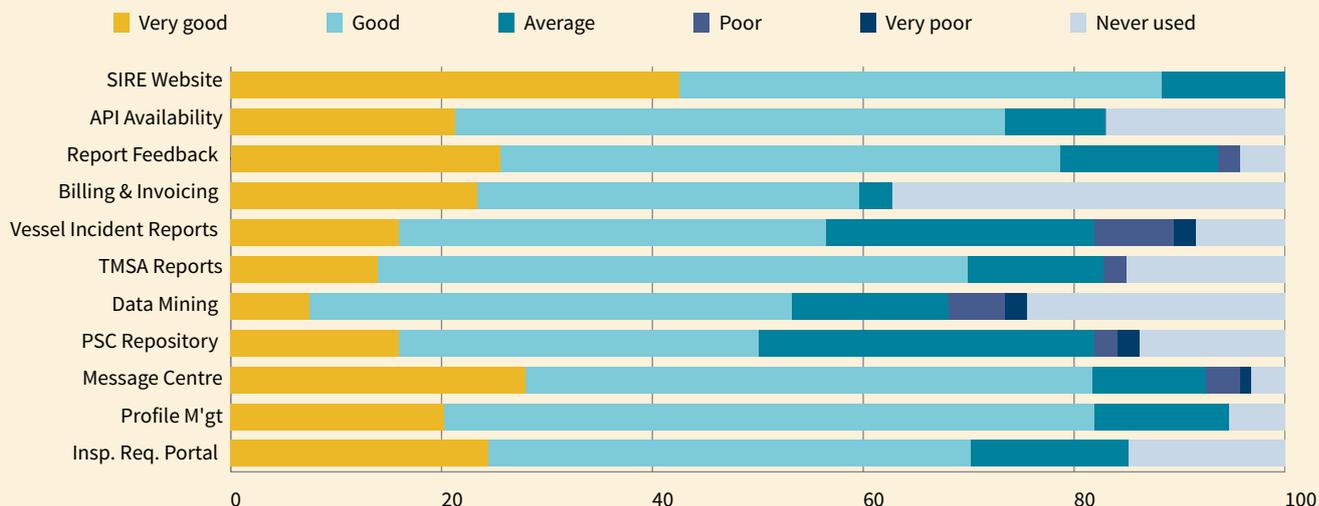


# Tools and services

Respondents were asked to rate (from ‘very good’ to ‘poor’) their experience of using key tools within the SIRE inspection regime that are most pertinent to them, as not

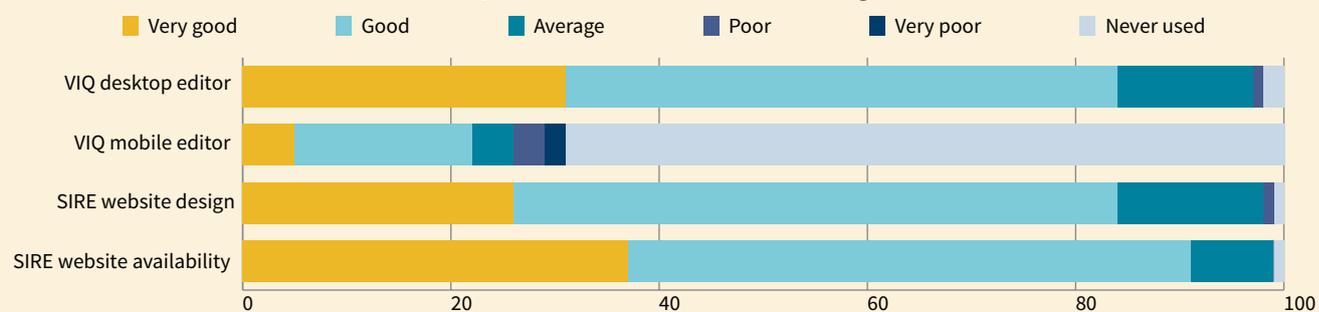
all users interact with the tool in the same way or have access to the same tools or functionality.

**Submitting Companies: tools and services ratings**



Tools and Services	Very good	Good	Average	Poor	Very poor	Never used
SIRE Website	42.55%	45.74%	11.70%	0.00%	0.00%	0.00%
API Availability	21.28%	52.13%	9.57%	0.00%	0.00%	17.02%
Report Feedback	25.53%	53.19%	14.89%	2.13%	0.00%	5.32%
Billing & Invoicing	23.40%	36.17%	3.19%	0.00%	0.00%	37.23%
Vessel Incident Reports	15.96%	40.43%	25.53%	7.45%	2.13%	10.64%
TMSA Reports	13.98%	55.91%	12.90%	2.15%	0.00%	15.05%
Data Mining	7.45%	45.74%	14.89%	5.32%	2.13%	24.47%
PSC Repository	15.96%	34.04%	31.91%	2.13%	2.13%	15.96%
Message Centre	27.96%	53.76%	10.75%	3.23%	1.08%	3.23%
Profile M'gt	20.21%	61.70%	12.77%	0.00%	0.00%	5.32%
Insp. Req. Portal	24.47%	45.74%	14.89%	0.00%	0.00%	15.96%

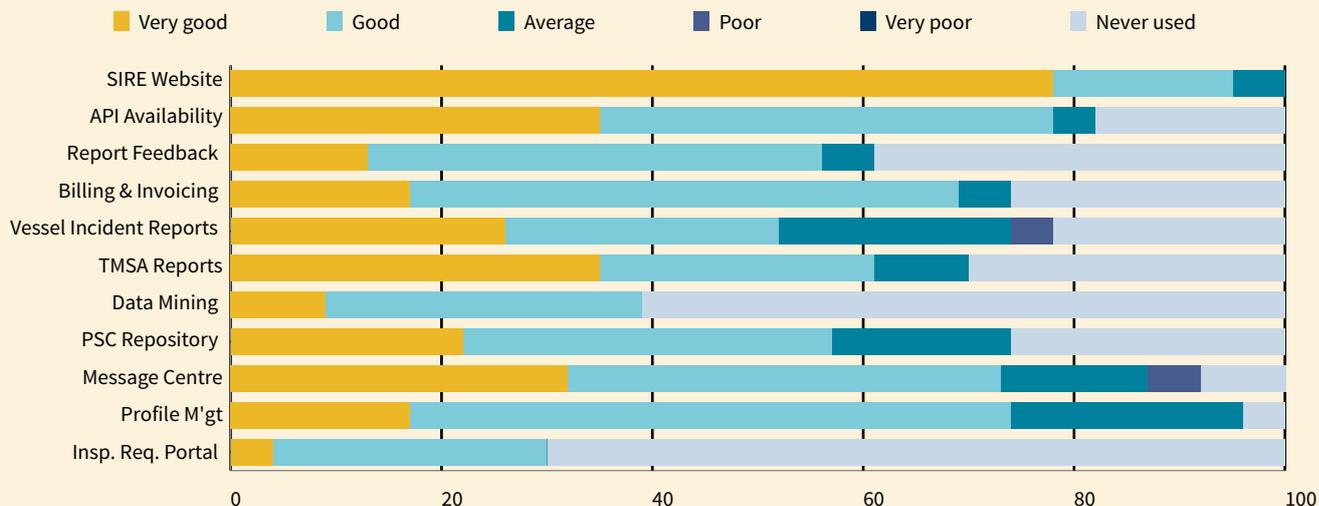
**Inspectors: tools and services ratings**



Tools and Services	Very good	Good	Average	Poor	Very poor	Never used
VIQ desktop editor	31%	53%	13%	1%	0%	2%
VIQ mobile editor	5%	17%	4%	3%	2%	70%
SIRE website design	26%	58%	14%	1%	0%	1%
SIRE website availability	37%	54%	8%	0%	0%	1%

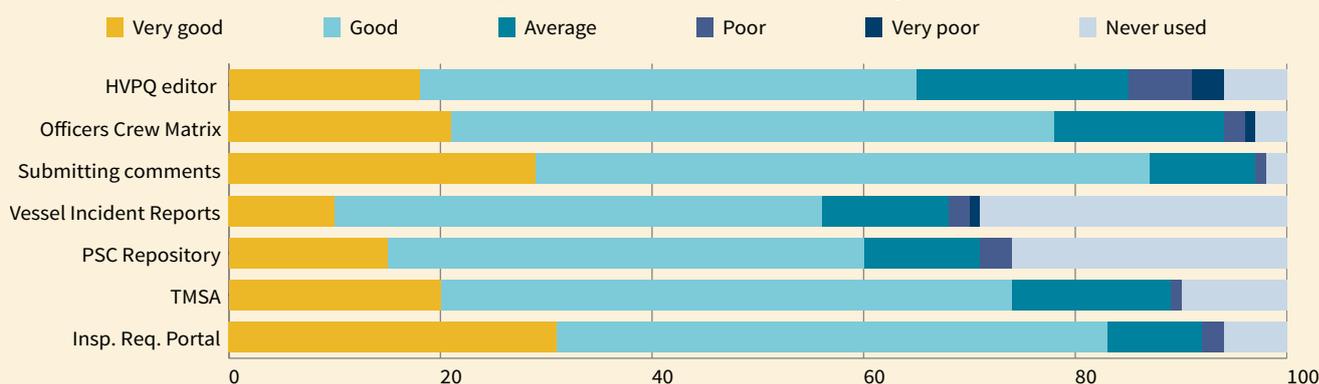
# Tools and services

**Programme Recipients: tools and services ratings**



Tools and Services	Very good	Good	Average	Poor	Very poor	Never used
SIRE website	78%	17%	4%	0%	0%	0%
API availability	35%	43%	4%	0%	0%	17%
Report Feedback	13%	43%	4%	0%	0%	39%
Billing & Invoicing	17%	52%	4%	0%	0%	26%
Vessel Incident Reports	26%	26%	22%	4%	0%	22%
TMSA	35%	26%	9%	0%	0%	30%
Data Mining	9%	30%	0%	0%	0%	61%
PSC Repository	22%	35%	17%	0%	0%	26%
Message Centre	32%	41%	14%	5%	0%	9%
Profile M'ngt	17%	57%	22%	0%	0%	4%
Insp. Req. Portal	4%	26%	0%	0%	0%	70%

**Vessel Operators: tools and services ratings**



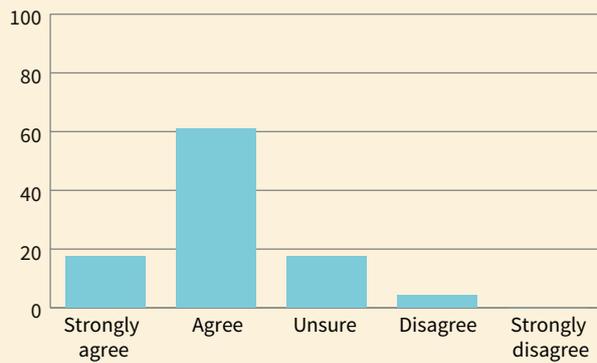
Tools and Services	Very good	Good	Average	Poor	Very poor	Never used
HVPQ editor	18%	47%	20%	6%	3%	7%
Officers Crew Matrix	21%	57%	16%	2%	1%	5%
Submitting comments	29%	58%	10%	1%	0%	3%
Vessel Incident Reports	10%	46%	12%	2%	1%	29%
PSC Repository	15%	45%	11%	3%	0%	26%
TMSA	20%	54%	15%	1%	0%	10%
Insp. Req. Portal	31%	52%	9%	2%	0%	7%

# HVPQ feedback

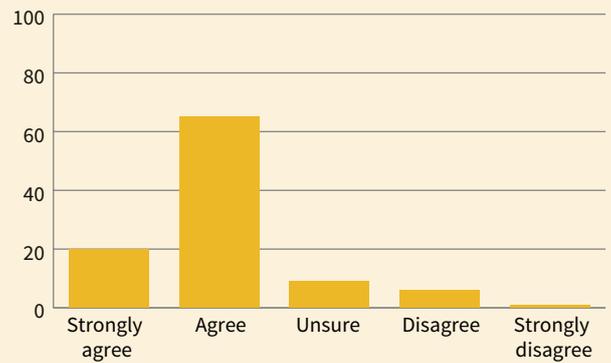
Across the surveys, questions were asked about both the Harmonised Vessel Particulars Questionnaire (HVPQ 6) and the Vessel Inspection Inspection Questionnaire (VIQ7),

which provides the template of questions Inspectors cover and accompanying guidance notes.

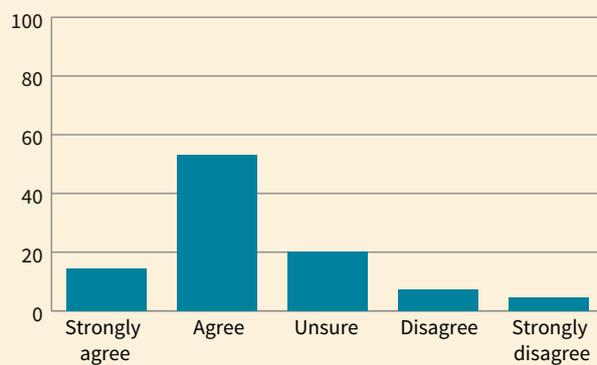
**Programme Recipients: HVPQ 6 captures information necessary to evaluate vessels for assurance**



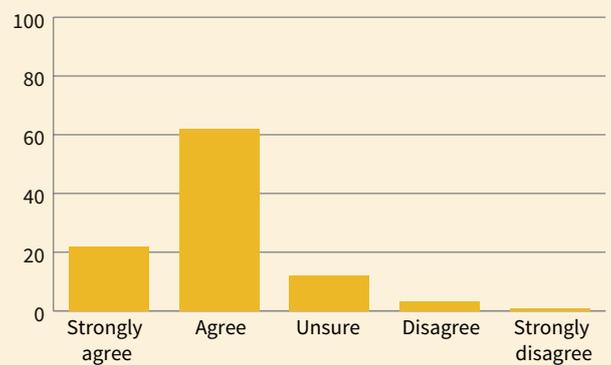
**Inspectors: HVPQ 6 captures information necessary to evaluate vessels**



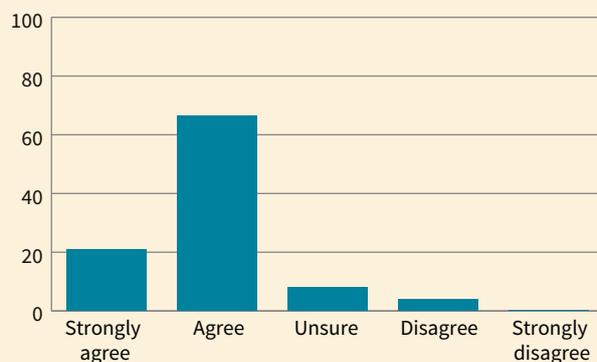
**Vessel Operators: HVPQ 6 improved the assurance process to evaluate vessels**



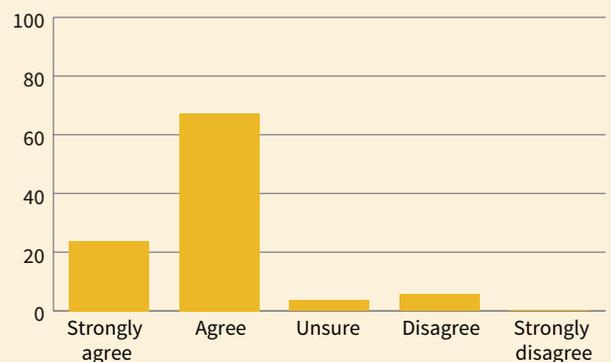
**Inspectors: HVPQ 6 provides improved information to the inspection process**



**Vessel Operators: VIQ7 covers the correct scope to evaluate vessels**



**Inspectors: VIQ7 has the right questions to report on safety critical issues**



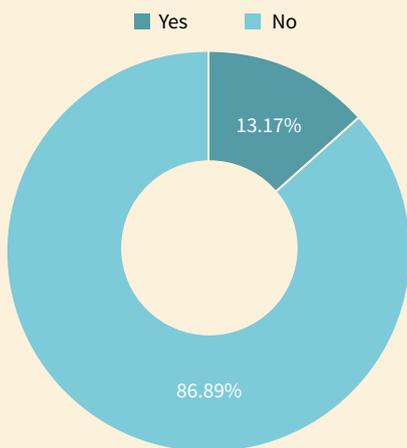
# Programme integrity and policies

Programme users were asked to share their opinions on the knowledge, integrity and conduct of participating groups as well as their views and experiences relating to issues of

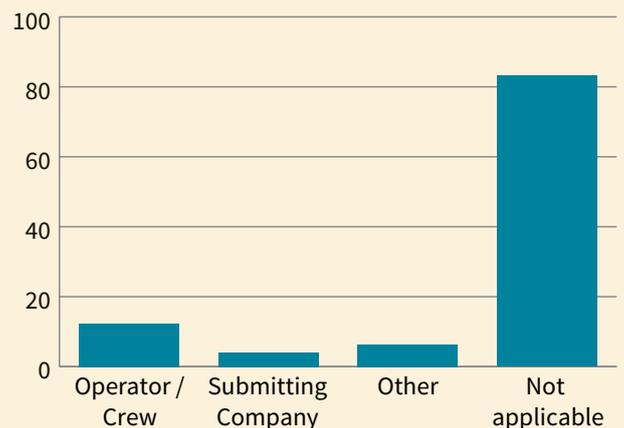
misconduct. Overall feedback among the participant groups was positive and complimentary, with some issues raised for further exploration and improvement actions.

Vessel Operators' views on Inspectors			
	In general, do you feel Inspectors spend enough time on board to complete inspections on all parts of the vessel?	In general, do you feel Inspectors pay close attention to all the questions and associated guidance?	In general, do you find the conduct of the Inspectors to be professional and courteous?
Yes	95.11%	91.23%	93.74%
No	3.37%	6.75%	3.72%
I do not know	1.52%	2.19%	2.71%

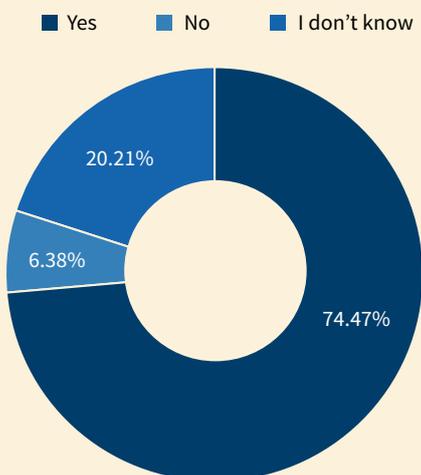
**Inspectors: Have you been pressured to submit inaccurate reports?**



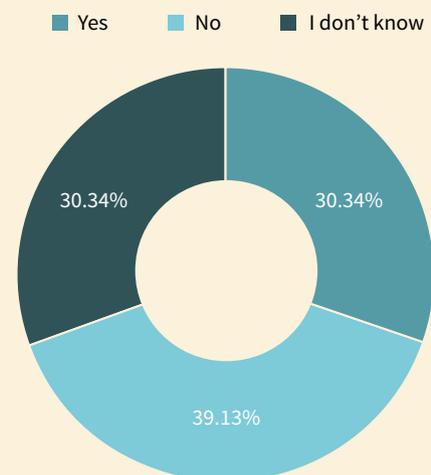
**Inspectors: If pressured to submit inaccurate reports, where was the pressure from?**



**Submitting Companies: Does your company report issues with Inspectors?**



**Programme Recipients: Does your company report issues with Inspectors?**

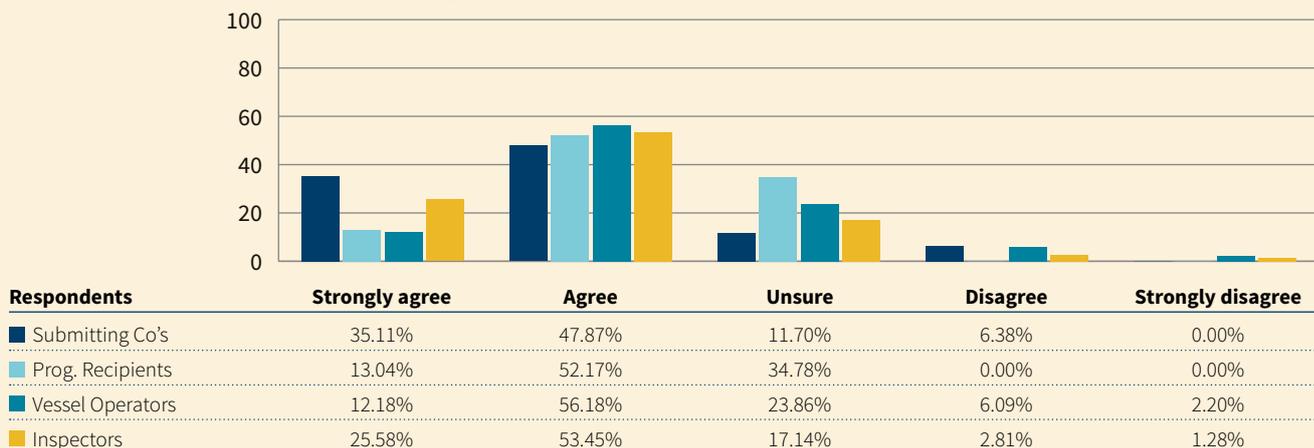


# Transition to SIRE 2.0

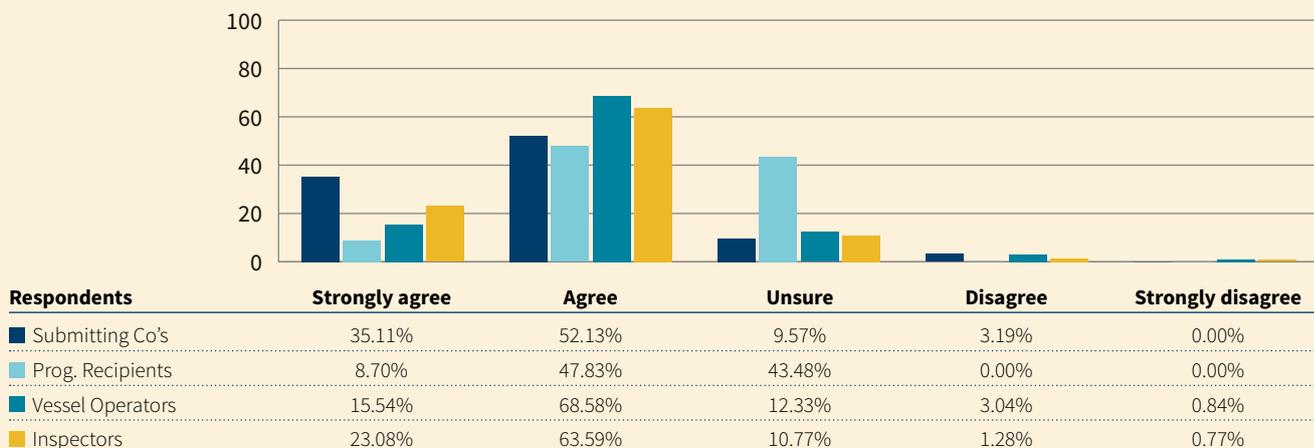
Work to develop and transition to the updated and digitalised vessel inspection regime, SIRE 2.0, has seen the most significant changes since the previous study conducted in 2020, and as such additional questions relating specifically to SIRE 2.0 have been

included. All four programme user groups were asked to rate their opinion on five statements relating to their understanding of key objectives of the SIRE 2.0 programme and the work undertaken to ensure readiness for its roll-out.

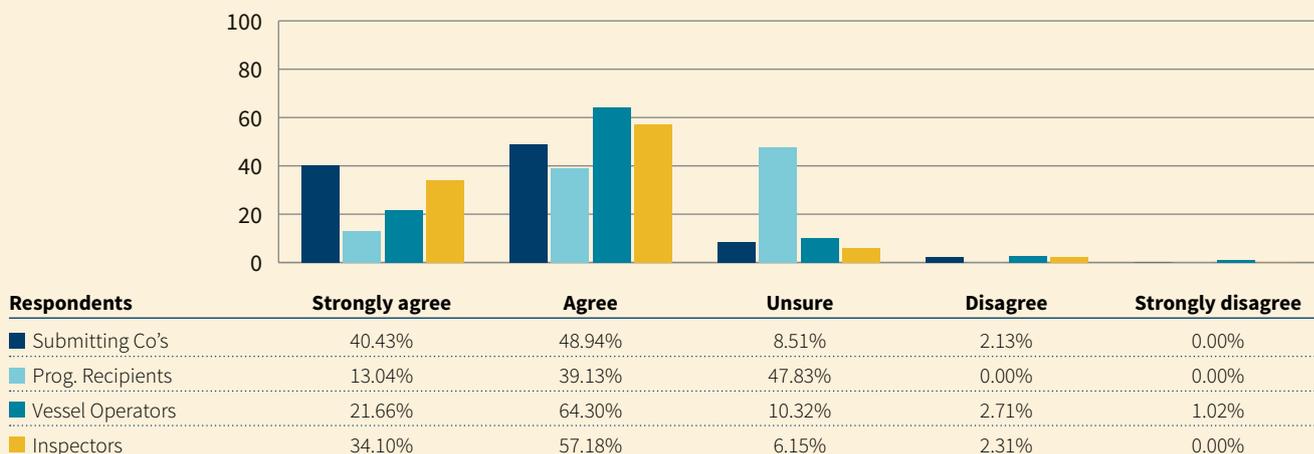
### I/my organisation understands how SIRE 2.0 will enhance inspections



### I/my company has reviewed the SIRE 2.0 question sets released by OCIMF



### I/my company is actively monitoring development of the SIRE 2.0 project and preparing for its roll-out





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