

# A SAFER JOURNEY WITH STENA LINE







# SAFE SAILINGS WITH STENA LINE

Keeping people safe is our highest priority. Throughout our operations we integrate steps to make our ports and sailings as secure as possible.

Rigorous procedures are put into place each year to keep a high-level standard and the work is never complete. Our crew in our ports and onboard share their insights into everyday routines that keep all our freight drivers safe.

We have collected a selected few topics regarding how we work and develop our safety procedures throughout our services.

**Chapter 1: Stress management**

**Chapter 2: Safe loadings onto vessels**

**Chapter 3: Fire safety**

**Chapter 4: Emergency training**



# **STRESS MANAGEMENT IS A CRUCIAL ASPECT OF OUR SAFETY TRAINING**

Dealing with individuals under stress can be challenging, as stress manifests in various ways. Therefore, understanding how to approach a person who is showing signs of stress is an essential part of our staff training.



Conflict management is a part of our training to maintain a high level of service for all our customers. Freight drivers often spend long hours on the road alone, which can be quite demanding. Upon reaching the port, realising that essential cargo paperwork is missing or contains incorrect details, feeling upset is a human response.

“Anyone would feel stressed coming in and realising there are mistakes, it’s only natural to become a little frustrated. Our staff are well-equipped in conflict management training to handle and help to fix errors as best we can. But we are also focusing a lot on the human aspect, showing compassion, and understanding for other people’s situations.” says **Peter Quigley, Group Head of Port Safety & Security**.

He continues, “It can be quite a lonely job, we know that because we meet people every day who have such experiences. So, we always aim to help, and make sure our customers have a good experience”.

After checking in, our staff may ask a simple question like, “Have you been to our port before?” to provide a last helpful service for drivers who may be unfamiliar with our procedures. This rather harmless question can be of great importance when boarding.





# ENSURING THE SEPARATION OF PEOPLE AND VEHICLES IS CRUCIAL FOR SAFETY

Although we have designated walkways for pedestrians and protected areas to keep them apart from vehicles, the risk of collision still requires organised traffic instructions.

“No matter if you are an experienced or inexperienced driver, there are risks involved in directing traffic,” explains **Catherine Longstaff, Group HSSE Assistant**, “Maintaining the speed limit and providing clear instructions while being highly visible are essential. Drivers should feel guided and confident to avoid any stressful situations that could lead to accidents”.

**Josef Stöök, Able Seafarer** on Stena Vinga, emphasizes the importance of observing driving behaviours when directing traffic:

“If someone is driving very slowly or appears twitchy or unsteady, we use our high-visibility clothing and whistles to get their attention and guide them onboard”.





# VEHICLE AND BODY LANGUAGE

Onboard, the signs of stress will show in people's behaviour similarly to what Josef describes as driving behaviour. **Paula Rolof, one of our onboard sales and services assistants** on Stena Vinga, explains.

“The expression of stress can vary greatly depending on the person and situation, but overall body language is an effective way to communicate one's feelings. Since we have many passengers who speak different languages, understanding body language is crucial in our training for de-escalating any stressful situations.”, Paula explains.

Stress can take various forms, but proper training on how to approach a stressed freight driver or passenger is essential for ensuring a good experience. Guided by our core values of welcoming and caring, we take pride in maintaining a high level of service.







# SAFE LOADING OF GOODS ONBOARD

**Guiding traffic in our ports and loading cargo onboard involves rigorous safety procedures. We have developed strategic routines to minimise the risk of collisions for loading vessels and maximising safety for parking goods.**

By combining human presence and technology for our operations we can optimise safety from different perspectives. Our ports and tug masters are equipped with cameras to enhance visibility for security concerns or damages.

Additionally, coordinated teams operate at various levels of responsibility to provide a secure environment for conducting business.

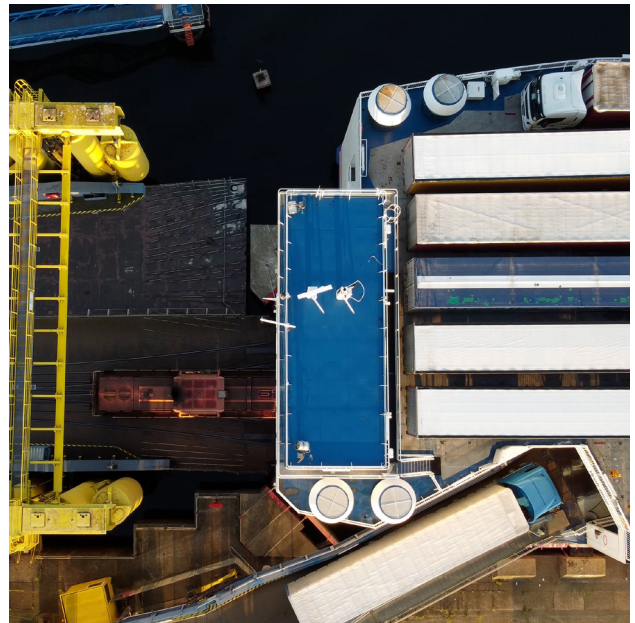
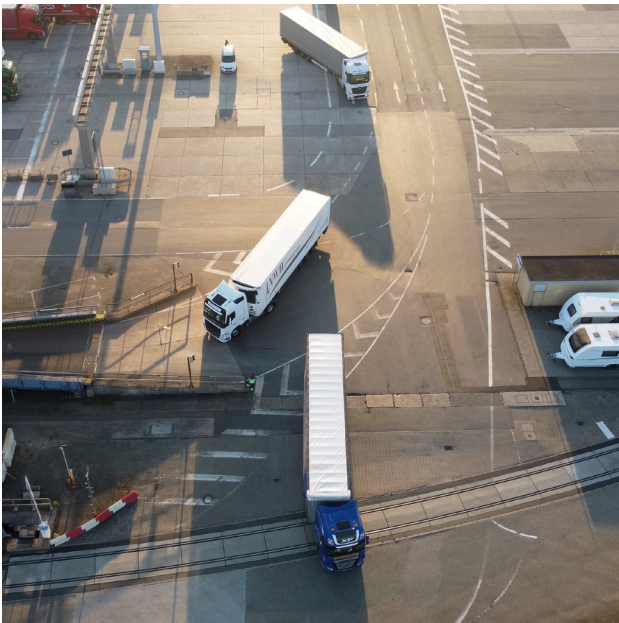


# COLLECTING DETAILS DURING BOOKING

During the booking stage, we gather crucial information for our safety procedures. Customers provide details about the cargo and weight. If there are any specialised goods such as hazardous, this information becomes essential for planning cargo placement on the vessel.

Before loading begins, all goods must be assigned a parking spot on the vessel. Several factors come into play during this stage; the number of units registered for boarding, the cargo contents, and the weight of each unit are a few examples. Proper weight distribution across the ship is a factor to maintain balance at sea and the cargo contents undergo close evaluation to assess potential risks.

“Specialised goods have a unique set of rules for parking. Firstly, certain shipments are prioritised to be placed outside on the upper decks where there is no roof limiting the space. Secondly, we carefully check and systematically place the contents to ensure that no two potentially hazardous materials are adjacent. If there’s any risk, we position them opposite sides to prevent contact.”, says **Josef Stöök, Able Seafarer on Stena Vinga**.





# MINIMISING RISKS DURING LOADING

To ensure the safe loading of cargo onboard, we prioritise minimising the risk of accidents in our ports. Preventing collisions between vehicles and people is of utmost importance. In areas with high traffic, the risks must be closely monitored and minimised by strict rules.

“We have segregated walkways and protected walkways for pedestrians, to prevent any incidents involving vehicles.”, says **Peter Quigley, Group Head of Port Safety**. “Additionally, as an extra safety measure, everyone is required to wear high-visibility clothing once they step out of their vehicle”.

# NAVIGATING WITH HUMANITY

For a successful boarding procedure, body language, hand signals and sound of the whistles play an important role. Josef and his colleagues are among the staff who assist the drivers to the right parking spots.

Josef explains, “Body language is a universal form of communication that reveals most of what you need to know. This applies equally to drivers in lorries or in passenger cars. When someone drives slowly or appears uncertain, we interpret this as a lack of direction. To guide them to their designated parking spot, we use both our whistles and body movements”.

The human aspect is undeniably essential in our safety procedures. Technology is a compliment to everything we do. Cameras are strategically placed throughout our ports, on our tug masters, on deck and onboard to monitor operations.

However, this technology does not replace the personal connection we have with our customers and the level of service we provide.





# **FIRE SAFETY ONBOARD – MINIMISING RISKS AT SEA**

**Fire safety is a critical concern for life at sea. To mitigate risks and ensure passenger and crew safety, we consistently focus on fire prevention and safety measures.**

Onboard our vessels, we maintain a well-trained crew. And while their regular duties may include serving food, steering the vessel, cleaning common areas, or overseeing the weather forecasts, their priorities switch in the case of an emergency.

Although fires onboard are rare, they remain one of the most common potential emergencies and knowing the major risks is an important part of the safety training our crew do while also learning how to assist our passengers during such incidents.

**Josef Stöök, one of our able seafarers** on Stena Vinga explains the teamwork for him and his colleagues.

“To optimise our work, we organise into specialised groups, each contributing to the fire response process - from detecting the fire to extinguishing it. In our team we have fire fighters as well as smoke divers. As a trained fire fighter, my responsibility onboard is to prepare for fire intervention, ensuring my colleagues have the tools needed to limit or extinguish the fire”.



# TEAMWORK ACROSS THE VESSEL

In another part of the vessel, our service hosts play a crucial role in guiding passengers to safety. Coordinating with instructions from the bridge, the teams will search through each level of the vessel, leading passengers toward safe zones or lifeboats in the event of an evacuation.

“If we need to evacuate, we ensure that everyone has a life vest and is directed towards the lifeboats. This is our main task, but we will also work to maintain a calm atmosphere and communicate clearly to avoid any confusion or additional stress for our passengers”, says **Paula Rolof, onboard sales and services assistant** at Stena Vinga.

On the deck, our able seafarers, trained in life-saving appliances (LSA) will stand ready to fill the lifeboats with passengers. Organised into groups of three, A, B and C, our crew handles various responsibilities, including loading passengers onto the lifeboat, counting all loaded passengers, and steering the lifeboat to safety.

Through structured procedures, we proactively address any fire-related emergencies during all our sailings minimising severe damage and ensuring passenger safety. Keeping ‘crew only’ areas free from passengers, patrolling the vessel during sailing, and monitoring areas that are closed during sailing are a few ways we keep an eye on any potential risks.





# REGULAR EMERGENCY TRAINING FOR A SAFE LIFE AT SEA

**Emergency training is a weekly routine for our crew. Whether it is acute medical situations or fire crises, these scenarios can create immense stress. To alleviate this, our staff regularly practice safety procedures, ensuring passengers feel secure while traveling with us.**

Our Onboard Sales and Service Assistants, who are responsible for tasks like serving food, maintaining common areas, and attending to passenger needs, are well-prepared to handle various emergencies. From providing medical assistance and first aid for wounds and injuries to guiding passengers to assembly points onboard during potential vessel evacuations, their training equips them to respond effectively in critical situations.



# THE FIRST STEPS FOR FIRE EMERGENCIES

While fires onboard are rare, they remain one of the most common reasons for initiating emergency procedures. These are the first steps of a critical process:

## BRIDGE COMMUNICATION

The bridge promptly informs our staff about the situation and provides instructions on how to proceed. A loud signal will sound through every space onboard, ensuring that all passengers receive the vital message about the emergency and understand what to do next.

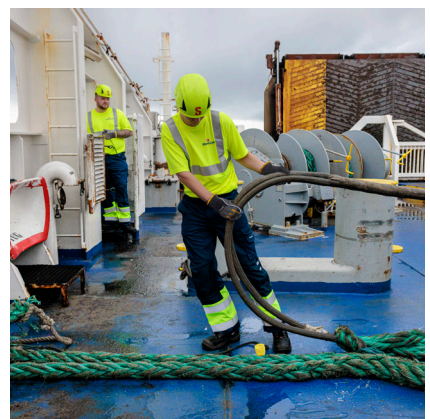
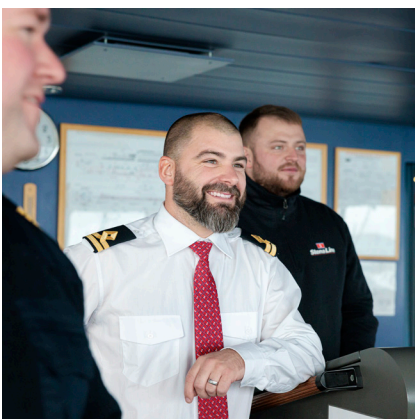
## SITUATIONAL UPDATES

Continuous announcements will keep everyone informed. Information is crucial for maintaining calmness and providing clear instructions.

## OSS ASSISTANTS ROLE

Our OSS Assistants are present to assist passengers. They guide passengers through the safety procedures. Making sure that all passengers are moving towards assembly points can be one of the actions taken. In the rare case that evacuation is ordered, their primary task is ensuring that everyone has a life vest and is directed towards the lifeboat.

“If we need to evacuate, we ensure that everyone has a life vest and is directed towards the lifeboats. This is our main task, but we will also work to maintain a calm atmosphere and communicate clearly to avoid any confusion or additional stress for our passengers” Paula says.



# MINIMISING DAMAGE AND ENSURING PREPAREDNESS ARE KEY

In the unlikely event of a fire-related evacuation, our staff works seamlessly in teams to secure both the vessel and our passengers.

While our OSS Assistants focus on attending to passengers to ensure they receive proper care during the emergency our able seafarers work to minimise or extinguish the fire, including preparing for evacuation. They are specialists in firefighting, smoke diving, and live-saving appliances (LSA).

**Josef Stöök, able seafarer** onboard Stena Vinga explains his role:

“To optimise our work, we organise into specialised groups, each contributing to the fire response process - from detecting the fire to extinguishing it. As a trained fire fighter, my responsibility onboard is to prepare for fire intervention, ensuring my colleagues have the tools needed to limit or extinguish the fire”.

By working together, our crew ensures passenger safety during critical moments at sea

The LSA team operates in three distinct roles, one ensures passengers board lifeboats, another conducts head counts during boarding and a third is responsible for steering the lifeboats to safety.





# KNOWLEDGE AND PROCEDURES UP TO DATE

To maintain readiness, we conduct weekly procedural trainings for emergencies onboard. These sessions simulate real-life scenarios—from sounding alarms to receiving critical information via announcements to our staff practices the necessary steps for each area of responsibility.

Safety onboard remains our top priority. Regular emergency training is a fundamental part in ensuring the well-being of both passengers and staff during life at sea.



# A SAFER JOURNEY WITH STENA LINE

Learn more about our work with safety and security  
at [stenalinefreight.com](https://stenalinefreight.com)

