

Basic Crowd Management Guidebook for the Crew of Passenger Ships



The Maritime Human Resource Institute Japan

Foreword

Passenger ships are set apart from cargo-carrying commercial ships by the large number of passengers that they carry. This means that, should an accident such as collision or running aground occur, securing the safety of those passengers is the top priority.

In recent years numerous large ships have sunk, leading to the tragic loss of large numbers of passengers' lives. One common problem considered to be responsible for the scale of these accidents is that the captain and crew of the ships in question were unable to satisfactorily evacuate the ships of their passengers after the accident occurred.

In order to prevent a repeat of such tragedies, needless to say, securing safe sailing in order to prevent such accidents from ever occurring is the best possible measure. At the same time, however, in the worst-case scenario in which such an accident does occur, there is also a requirement to conduct suitable crew training so that they understand the best way to protect the lives of those onboard.

In particular, as passenger ships carry a large number of people, it is even more important to have an understanding of how to handle all of the passengers together as a crowd (group), rather than just as individuals.

The importance of this issue has again been recognized internationally, and the STCW Convention, which designates such things as required crew training and qualifications, has now added that new training on crowd control for passenger vessels be suitably implemented.

Against such a background, this guidebook takes into account the content as determined by the STCW Convention and presents in an easy to understand format the basics of how a crew should handle passengers as a crowd in order to best protect their lives when an emergency occurs due to a major accident.

It is our hope that, with reference to this guidebook, companies operating passenger ships will conduct evacuation and other drills in preparation for any accidents that may occur, and that ship captains and other crew members will be ready to provide suitable guidance for passengers in the unfortunate case of an accident occurring, and that this guidebook may ultimately help protect the lives of passengers.

This guidebook will also prove more than worthy as reference in relation to cargo ships, too, and it is our hope that the crew of cargo ships also find it useful.

Section 1 Basic Crowd Control Knowledge

1-1 Emergencies	4
1-2 Psychology and Actions of People in an Emergency	7
1-3 The Dangers of Mass Panic in an Emergency	9

Section 2 Basic Approaches to Crowd Control

2-1 Awareness of Locations in which an Emergency may Occur	11
2-2 Response Procedures in an Emergency	12
2-3 Maximize Effective Use of Personnel During an Emergency	12
2-4 First Response to an Emergency	12
2-5 Leadership Skills in an Emergency	13
2-6 Stress Management in an Emergency	13
2-7 Points to Remember concerning Peoples' Responses to an Emergency	14
2-8 Establishment and Maintenance of Effective Communication During an Emergency	15

Section 3 Knowledge and Skills Required by Crew for Crowd Control

3-1 Basic Knowledge	17
3-2 Specific Skills	18

Section 4 Response to Mass Panic

4-1 Response in Order to Prevent Mass Panic from Occurring	20
4-2 Response when Mass Panic Does Occur	21

A Final Word	22
--------------------	----

Reference Materials

Basic Steps to Take in Order to Survive the Sinking of a Large Passenger Ship (Extract)
Japan Disaster Education and Training Center
Representative Director Sunny Kamiya

Section 1

Basic Crowd Control Knowledge

When a passenger ship faces an emergency, in order to protect the lives of all aboard via their appropriate evacuation of the ship, the crew needs to conduct accurate crowd management of the passengers. Conducting such precise crowd management is very difficult.

Regardless of difficulty, however, it remains an absolute requirement. How, then, can precise crowd management be achieved?

The first step is to obtain an understanding of basic knowledge pertaining to such situations, such as the psychology and actions of people in an emergency.

Without this understanding, it will be impossible to respond accurately when an emergency occurs, thereby placing the lives of passengers at risk.

Therefore, we will begin with an explanation of the psychology and actions of people when faced with an emergency.

1-1 Emergencies

“Emergencies” as defined for this guidebook refer to those situations in which a passenger ship faces a situation that places the lives of those aboard in danger.

Now consider for a moment what kind of emergency may occur.

Emergencies, in principle, occur due to some kind of accident that occurs either while the ship is at sea or while it is at anchor.

There are many possible such accidents, large and small, but the explanations in this booklet focus on major accidents, such as those shown below, which potentially place the lives of all passengers aboard in danger.

Running aground



Collision



Fire



Sinking



When such an emergency does occur, the crew and passengers will potentially face the following conditions. The conditions presented here are the worst possible cases for an emergency, and will prevent crew

Crew Conditions



Unable to obtain accurate information.

▼
Lines of communication become confused.

▼
Unable to make appropriate decisions.

▼
Chain of command becomes confused.

▼
As a result, the crew become unable to provide passengers with accurate instructions in order to evacuate the ship.



from protecting the lives of the passengers, so they must be avoided at all costs.

Passenger Conditions



Individuals start to panic.



This ultimately leads to mass panic.



To the situation goes out of control.

1-2 Psychology and Actions of People in an Emergency

When an emergency occurs, what is the psychology of the average person, and what kind of actions do they take? While there is a relationship between the individual and the crowd, there are also differences in terms of behaviour.

1 In the Case of Individuals

Characteristics of Individual Psychology

Fear occurs	Feelings of risk to life and fear occur.
Instinct for self-preservation occurs	Feelings of “just wanting to save oneself” arise.
Flight or hide response	Impulse to “escape from this place as quickly as possible” or “hide in a safe place” arises.
Confusion	Not knowing what to do, confusion arises.

Characteristics of Individual Actions

Unplanned	People take actions such as “milling about in confusion” or “moving around blindly”.
Unilateral	Instinct for self-preservation leads to people trying to escape or trying to hide without thinking of others.
Self-righteous	People take selfish actions based on self-centred decisions (often the wrong decisions).
Passive	People blindly follows the actions of others.

② In the Case of Crowds

Characteristics of Crowd Psychology

Transmission & spread of inaccurate information	In a crowd, even if the information is correct to start with, there is a high potential that it will lose its accuracy as it is transmitted.
Transmission & spread of negative information	Rather than good, positive information, such as “this is what you can do to survive”, the worst or most despairing information, such as “we can’t be saved!” tends to be transmitted and spread more easily.
Immobilization of psychology	Once thinking in a crowd becomes fixed, it is a lot harder to change than it is in individuals.

Characteristics of Crowd Actions

Lacking in unification	Unable to act in a unified manner in accordance with instructions, people’s actions are scattered and directionless. In some cases, a number of small groups may form that all act independently.
Impossible to communicate	Agitation, shouts, screams and other factors create a situation in which instructions, aid, etc. from the outside cannot be received, and accurate discussion or communication within the crowd also becomes impossible.
Loss of control due to panic	A single trigger can cause the crowd to suddenly all move in a single, bad direction, and stopping this can be very difficult.

③ Differences Between Individuals and Crowds

Individuals: Comparatively easy to control.

Crowds: Difficult to control; know-how is needed to exercise control.

1-3 The Dangers of Mass Panic During an Emergency

The worst possible case for crowd psychology and crowd actions is mass panic. If mass panic does occur, the situation becomes almost impossible to control or resolve, meaning that crowd control has completely failed.

Of course, if mass panic does occur, there are still steps that can be taken, as detailed later in this guidebook. It goes without saying, however, that every step should be taken to prevent such panic from occurring in the first place.

Therefore, the primary objective of crowd control is, “how best to stop mass panic from occurring”, and all crew members should be clearly aware of this objective.

① The Causes of Mass Panic

Mass panic basically arises out of the fear of individuals. A typical example of mass panic would be the fear from each individual in the crowd being transmitted among them, unifying them behind the idea that “We are going to die if we don’t do something; we have to escape from this place!”, and once that idea becomes too large, a form of group hysteria is triggered, causing people to act blindly (go out of control).

Typical examples would be “an earthquake in a theatre, causing patrons to rush towards an exit, blocking it and preventing anyone from getting out,” or “an accident involving explosives at a fireworks demonstration, causing the crowd to all run together in an attempt to escape, and leading to people getting caught up in that and falling over, and then more people falling like dominoes, leading to multiple fatalities.”

② Characteristics of Mass Panic

Mass panic is characterised by a group lacking the general good sense that is normally held by individuals (making informed decisions, respecting rules, considering others, etc.), and the effects of this cannot be understated.

In the case of a single individual panicking, they will generally have little influence and so little will happen, but as in the examples stated above, when the considerable power of a crowd loses all semblance of order and control, the situation becomes very dangerous.

Furthermore, in the case of mass panic, it is very hard to predict how one action will transition to the next. In other words, because the crowd acts without reason and without order, it is difficult to make predictions based in logic concerning what they will do next. “The way they acted was so unexpected, there was nothing we could do.” I’m sure we’ve all heard that before.

In addition to this, mass panic is easily transmitted. In other words, when a large unit such as a crowd causes a panic, smaller groups or individuals around them are highly likely to be fuelled by that and start to panic themselves.

The most prominent characteristic of mass panic, however, is that once it occurs it is extremely difficult to stop.



Section 2

Basic Approaches to Crowd Control

In Section 2, we are going to build on understanding of the basic points from Section 1 in order to lay out the basic approach to effective crowd control, including points of commonality and key factors not just with ship-based emergencies but emergencies in a variety of situations.

2-1 Awareness of Locations in which an Emergency may Occur

The first point is perhaps the most obvious; it is impossible to provide accurate crowd control without a prior understanding of the state of a place (square, building, train, aircraft, ship, etc.) in which an emergency can occur. For each possible place, the crew need to be aware of at least the following information.

- Evacuation routes and escape routes.
- The locations of potential obstructions to evacuation or escape.
- Types of dangerous materials present, and the locations where they are stored, etc.

2-2 Response Procedures in an Emergency

In order to prepare for an emergency, procedures for such things as gathering passengers and guiding them during evacuation will need to be established and fully understood by the entire crew. In order to achieve this, at least the following should be performed.

- Organizationally and systematically create documents detailing response procedures for an emergency, such as guiding passengers during an evacuation.
- These response procedures should be reviewed, studied and trained for, ensuring that the entire crew has a good understanding of them.

2-3 Maximize Effective Use of Personnel During an Emergency

During an emergency, the capacity to fully utilise all crew members is needed. In order to achieve this, at least the following points should be taken into account.

- During an emergency, it is possible that the available options will be limited.
- As needed, it will be necessary to immediately make full use of all personnel and devices as quickly as possible.

2-4 First Response to an Emergency

When an emergency occurs, the first response is vital. Therefore, at least the following abilities are required.

- In regard to the occurrence of an emergency, the capacity to make an appropriate initial decision and then plan for an effective response is required.

2-5 Leadership Skills in an Emergency

During an emergency, crew need to be able to take the lead and give instructions to passengers (and crew). In other words, leadership skills are needed. At least the following abilities are required.

- To set an example for others during an emergency.
- Be able to focus on decisions that are required, in order to allow for quick actions to be taken during the emergency.
- To provide passengers (and crew) with motivation (heighten their feelings and guide them), courage (encouragement), and aid.

2-6 Stress Management in an Emergency

During an emergency, it is only natural for stress to arise. While the extent will differ depending on the individual, stress can have a major effect on the actions that people will take. Accordingly, it is necessary to understand the following points.

- To be able to identify signs of extreme stress among people and the crew guiding them, and the intensity of it.
- An understanding that the stress caused by an emergency may have an effect on the performance of individuals, their ability to act upon instructions, and their ability to adhere to procedures.

2-7 Points to Remember concerning Peoples' Responses to An Emergency

In regard to an emergency, crew need to be fully aware of the psychology, actions and responses of people, and have the capability to respond accordingly to the passengers. In order to achieve this, knowledge of at least the following general responses that can be expected from the passengers is required.

- It can generally take a certain amount of time before people are able to accept the fact that an emergency is taking place.
- Some people may not be able to act with a normal level of rationality, and may descend into panic.
- Their powers of understanding (perception) may be compromised, and they may not respond to instructions in the same way that they would in a non-emergency.
- If the ship is listing, passengers generally have a tendency to move to the higher part.
- There is the potential for passengers to panic if they are separated from other family members.

2-8 Establishment and Maintenance of Effective Communication During an Emergency

During an emergency, the crew need to be able to establish and maintain communications. In order to achieve this, they need to at least know the following information.

- It is vital that instructions and reports are given clearly and concisely.
- It is necessary to promote exchange of information with passengers and other crew members and obtain feedback from them.
- During an emergency, the ability to impart information to passengers and other crew members is required, such as letting them know about waves hitting the deck.
- The languages spoken by the passengers and other crew members need to be known, or an appropriate language needs to be known.
- When verbal communication is not possible, it may be necessary to communicate for the period of the emergency using various other means, including demonstrations, hand signals, and directions to places where written instructions are kept, gathering locations, lifesaving methods and evacuation routes.
- Language will be required during the emergency for emergency broadcasts, giving instructions and saving passengers.

Section 3

Knowledge and Skills Required by Crew for Crowd Control

In section 2, the basic, general approaches for accurate crowd control were introduced.

In section 3, based on these approaches, we are going to outline the knowledge that the crew should be fully aware of and the skills that they should be proficient with in order to accurately perform crowd control on a ship, especially a passenger ship, during an emergency.

Crowd control drills, including such aspects as the evacuation of passengers from a passenger ship, should be regularly planned and implemented, with the intention of honing the following knowledge and skills and protecting the lives of all passengers.

3-1 Basic Knowledge

The following basic knowledge is required in order to precisely respond to an emergency.

- To know the movements of the passengers, where they are, and when, etc.
- To know that if the ship is listing, passengers generally have a tendency to move to the higher part.
- To know the plan, procedures and instructions to be given when leading an evacuation.
- To know the equipment that can be used when leading an evacuation and the equipment that is useful.
- To have immediate access to the passenger list in order to check gatherings of passengers, and to know emergency instructions for gathering passengers.



3-2 Specific Skills

Furthermore, the following skills are required.

- To be able to give instructions clearly while imparting a sense of reassurance.
- To be able to lead passengers down corridors, flights of stairs and passenger corridors.
- During an escape or evacuation, to know the locations of everything that may impede that progress, and clear them in order to ensure successful escape or evacuation.
- To have a complete understanding of places in which passengers may be, including passenger rooms and common spaces, and to be able to search them effectively.
- To pay special attention to disabled passengers or others who require special assistance, and enable them to get off the ship or be evacuated safely.
- To be able to perform the following in regard to gathering of passengers.
 1. Give continuous instructions.
 2. Use procedures to reduce or avoid panic.
 3. Appropriately confirm the numbers being evacuated.
 4. As far as possible, wear clothing suited to leading the evacuation of passengers.
 5. Be able to check whether the passengers are correctly wearing their life jackets.

Section 4

Response to Mass Panic

Finally, we will provide some details on mass panic, a state that can commonly occur during an emergency. This information is offered because the occurrence of this kind of panic can lead to the worst-case scenario, true tragedy, which needs to be prevented at all costs. In order to achieve this, acting accurately based in understanding and practise of the information already provided will aid in preventing the occurrence of mass panic, and the basic knowledge required to prevent it from occurring is detailed below.

Furthermore, while preventing mass panic from occurring should always be the primary goal, there is also a requirement to know what to do if it actually does occur.

Therefore, that information is also provided.



4-1 Response in Order to Prevent Mass Panic from Occurring

When an emergency occurs, initially the most important thing is the first message made to the passengers by the captain. It is no exaggeration to say that if this can be performed correctly then the crowd can be kept calm, and the occurrence of mass panic can be almost completely avoided.

This message should take the following points into consideration.

The three main elements required are:

be concise, be clear, and impart a sense of reassurance.

Concrete examples are as shown below.

- Concisely explain the situation.
- Clearly explain that following instructions will keep the passengers safe, imparting a sense of reassurance.
- Give clear instructions.

Of course, subsequent provision of accurate instructions and guidance to the passengers is also vital, but if this first message is accurately conveyed then the passengers will more easily follow the individual instructions that come next, and this will ultimately prevent panic from occurring.

4-2 Response when Mass Panic Does Occur

What to do, then, when mass panic does occur? In reality, stopping this is exceptionally hard. If left unchecked, however, it will only spread and lead to the worst possible situation, so something obviously has to be done. At the least, the following points should be performed, and all efforts made to contain the mass panic. The following responses can be considered effective under such circumstances.

- **Gather as many of the crew as possible, and use loudspeakers, etc. to repeatedly provide slow, clear instructions, etc.**
(Caution: Using threats, intimidation, or heavy-handed instructions will increase the stress among the crew, and only worsen the state of panic felt by the passengers).
- **Depending on circumstances, it may be necessary to make a loud noise in order to catch the attention of the crowd and then use that opportunity to quell the panic.**

While the above methods can be considered, once panic occurs it is extremely difficult to contain it again. Therefore, as much as possible, the crew should use the other information presented here in order to prevent mass panic from occurring in the first place.

A Final Word

As laid out above, in this “Basic Crowd Management Guidebook”, we have collected together the things that a crew need to know in order to be prepared for an emergency when at sea on a passenger ship. In regard to ship navigation, it goes without saying that the best approach is to secure safe navigation so that an emergency never occurs. However, if an emergency does occur, and in particular if an emergency occurs on a passenger ship, protecting the lives of the passengers becomes the most important responsibility of the crew.

This guidebook has compiled approaches, knowledge and skills required by crew members in order to perform crowd management, including the psychology of humans during an emergency and the kind of actions they will take, from the perspective of allowing the crew to effectively complete this responsibility.

We hope that this guidebook will aid the crews of passenger ships in implementing such things as passenger ship evacuation training.

Furthermore, this guidebook should also be of use to crews of cargo ships, and we hope that all crews, whether they be on passenger ships or cargo ships, will read it.

●Reference Materials**Basic Steps to Take in Order to Survive the Sinking of a Large Passenger Ship (Extract)**

Japan Disaster Education and Training Center
Representative Director Sunny Kamiya

The following is an extract from a piece written by Sunny Kamiya, Representative Director of Japan Disaster Education and Training Center.

While the content is aimed not at crew but at passengers, it is useful for crew to be aware of this for crowd control, hence it is included below with the consent of the author.

Furthermore, this content is entirely as provided by Sunny Kamiya. It may not be totally pertinent or applicable in all cases, however, it is introduced here purely for reference purposes.

(Homepage for the Japan Disaster Education and Training Center: <http://irescue.jp>)

Profile of Sunny Kamiya (Partial)

- Former Fukuoka City Fire Department Rescue Platoon Leader
- Former State of New York Emergency Personnel
- Saved four lives in a Korean cargo ship accident during a typhoon in Hakata Bay, for which he was awarded the Prime Minister's Award. Has rescued more than 1,500 people in his career.

Prior to Departure

●Whatever kind of ship you will be taking, make sure you confirm the location of the personal lifesaving equipment.

Even when taking a short trip, a daytrip, or when on a cruise, checking the location of lifesaving equipment is an important step that may save your life.

When on a cruise, as part of your standard safety training for a large passenger ship, first confirm that there is a lifejacket in your room. If

required, confirm that there are also lifejackets for infants and children. If they aren't provided, inform the crew at once. Furthermore, also check whether there is a lifeboat close to your room. When doing so, check whether the route to the boat would be clearly lit even in the case of poor visibility. Generally, emergency exits are indicated with lights, like in an aircraft.

Read the instructions for how to put on and use the personal lifesaving equipment, and ask the crew concerning any points you are unclear on.

If you are taking a ship with a crew who do not speak your native language, find a person who will be able to directly give you instructions in the case of an emergency. It is most reassuring to make these points clear prior to travelling on a large passenger ship.

In the case of a ship sinking

●Listen for evacuation signals.

The standard signal is seven short warning sounds, following by one long warning sound. (Note that this kind of signal is not always used).

Furthermore, the captain and other crew will likely use the internal broadcasting system to talk to all passengers and crew.

●Use a life jacket.

If you have time, please put on your life jacket prior to escaping from a large ship. If there is other lifesaving equipment on hand, such as floatation devices, please use them as well.

However, do not put your own life or the lives of others in danger by taking time to obtain this lifesaving equipment. When putting your lifejacket on, first put your own lifejacket on, and then help infants, children or pets put theirs on.

●Obey instructions.

This is the most important procedure. If you don't know what to do in order to stay safe, the captain or other crew members will give you instructions.

The crew of a large passenger ship have received extensive rescue training and know what you need to do in order to remain safe. If you have no one to give you correct instructions, attempt to escape for yourself.

A large passenger ship should have set gathering places, and the evacuation will begin once everyone has gathered there. If you have been trained to go to a gathering place, then if something does happen please act in accordance with that training.

If you cannot hear the instructions or are unable to understand them (they are not in your language, etc.), keep one thing in mind at all times: if you can reach the higher parts of the ship, you can escape. It isn't wise to be in the centre or interior of the ship and being there can lead to panic.

If the captain gives you a task to perform, and if you think you will be unable to do it, please clearly convey that to the captain. Otherwise, do your best to complete the task assigned to you.

●Stay calm. Do not panic.

Although this seems like obvious advice, the more you panic, the longer it will take for you to reach the lifeboats. Certain research indicates that only 15% of people will not succumb to panic, with 70% losing the ability to think logically, and the remaining 15% completely losing all capacity to reason.

Staying calm is vital in order to help you respond to other passengers, and to think about what you need to do in order to survive. If the people around you are panicking, please try to remain as calm as possible. Remaining panicked will delay action being taken and potentially prevent

successful evacuation altogether.

Regrettably, panic onboard a ship will cause trouble for many people, and people pushing each other may lead to injuries before they can even escape from the ship.

You should also be aware that the opposite of panic is a dazed state in which the person does not respond to anything.

If someone is unable to move due to fear, shout directly at them. The cabin crew on aircraft are trained to use this approach when helping passengers escape from a burning aircraft, and so it can also be used on ships. You should also work to keep your breathing regular. If you know breathing techniques used for relaxation, such as yoga or Pilates, use them to calm yourself down.

Also, if you have to go into the water in order to survive, use that same breathing technique.

● **Consider escape using not the shortest route, but the fastest.**

Escaping quickly is more important than escaping using the shortest but most dangerous route. If the ship starts to list, hold onto something, and continue to hold onto things that allow you to stand upright and proceed to your destination. Handrails, pipes, hooks and light fittings are good examples of things to hold onto.

Do not use elevators. Just as when fleeing from a fire, elevators should not be used, and anything that operates using electricity should be avoided.

If you are on the deck area of a large passenger ship, be careful not to get thrown overboard and hit by any floating debris. Getting hit by a large object may cause you to lose consciousness and even die.

● **Once you make it onto the deck, head to the emergency gathering place or the closest lifeboat.**

Many of the large passenger ship cruisers today conduct safety

training and an explanation of procedures prior to leaving port, so that passengers know where to go in an emergency. If you have not been given such training or explanation, head toward a place where it looks like the crew will be able to evacuate you from the ship.

The duty of the crew is, for the sake of safety, to first get the passengers off the ship, and so normally the crew will be the final ones to escape from a large passenger ship.

If there are still crew on the ship, don't try to become a hero by staying behind yourself. Do what you have to do in order to provide the best chance to survive to yourself and those you love. An emergency like this is not like the ones you see in the movies.

● Search for a lifeboat.

The best situation is to get aboard a lifeboat without getting wet. If you do get wet, the risks of contracting hypothermia and low temperature shock (see below) are greatly increased. If the lifeboats have already been deployed, obey the instructions from the crew, and get into or jump into the best possible position.

If there are no lifeboats, search for a floatation device or other comparable equipment and throw it into the water. If you have to go into the water then your chances of survival will be greatly reduced, but having something providing floatation is better than having nothing at all.

Circumstances should also be considered in which you may have to jump from the boat, or when the boat is listing and you simply have to go down into the water. If there are lifeboats nearby, swim to them, wave your arms and shout to attract attention.

If you have to jump into the water, please look carefully at the spot to which you will jump. There could potentially be people, objects, propellers, or fire on the water's surface. Also check that there is nothing below the water that you may get hit by.

In the ideal situation, you will climb directly into a lifeboat. If you

can't do that, jump into the water as close to a lifeboat as you can and get into the lifeboat as quickly as possible.

● **Once you get into a lifeboat, obey instructions, stay calm, and wait for rescue.**

Completely at odds with being aboard a comfortable large passenger ship, waiting for rescue out on the sea, potentially alone, is going to feel very threatening. Have patience. Rescue will come.

Aboard the lifeboat, allocate your resources carefully. Do not use smoke candles without good reason; only use them when you are sure that rescuers will be able to confirm your boat as a result. Stay close together in order to maintain warmth. Deploy lookouts. Save rainwater, and do not drink seawater or urine. If you or someone else is injured, care for them as best you can.

Keep your wits about you. According to people who have survived at sea, the people who are ultimately rescued and survive are the ones who wait for rescue even amidst the harshest conditions, and who keep their heads regardless of circumstances.

If you can't see any lifeboats, search for something you can use instead. Examples would include a rubber lifeboat and floating things from the boat (floating wreckage, garbage).

Importance of Helping Each Other

- **In order to survive you will need to help each other.
Alone, you may be unable to survive.**
- **Stay around other people.
This will allow you to maintain morale and help each other.**

Q & A

Q What's the best way to jump from a high place, such as the deck of a large ship, into the water?

A Do not jump into the water from a high place. Even if you think it would be easy to jump in from a certain location, look for a place that is closer to the water. If you jump into the water from a height of 20 meters or higher you will hit the water at a speed of 80 km/h, making the water feel like you are hitting concrete and causing severe injury or death.

Q What should I do if there are no lifeboats?

A Hold on to anything that will float, like a piece of wood. If the water is not too cold, put on a lifejacket and jump into the water.

Q If I am surrounded by water and trapped inside a large passenger ship, what should I do?

A Find a way to escape before the place you are currently in fills with water. If there are any windows, break them to escape.

Q What should I do if there are sea creatures, such as sharks, in the water? Should I still get into a lifeboat?

A If you're only other choice is to sink with the ship, you have a better chance in a lifeboat. It is very rare for sharks to attack people who are in lifeboats. Extending your life by getting into the boat is the best option.

Q If I have to get into the water, is it better to swim toward something that floats right away, or to remain on the boat for as long as possible?

A You are better advised to move to something floating such as a lifeboat. If the sinking boat is creating whirlpools, you need to get away from it.

Q If I have to jump into the water from a sinking ship, where is the best place to jump in from?

A Jump in somewhere close to the water, in order to avoid any danger. If possible, injuries are best avoided by gently entering the water.

Q If the ship's lifeboats appear to be moving toward the propeller of a large passenger ship, what should I do? What should I do if there are sharks?

A Transfer to a different boat.

Q When a large passenger vessel sinks, it creates whirlpools. Is it better to be in a lifeboat, or to try and swim away from it as far as possible?

A Stay in the lifeboat. If it seems you are being pulled into a whirlpool, just hold onto something.

Q What things should I prepare before taking a trip on a large passenger ship?

A Vacuum or waterproof packed emergency rations, plastic bottles of water, a basic first aid kit, and warm and suitable clothing.

Q What should I do if the large passenger ship I am on capsizes?

A After being exposed to the air, the ship will sink into the water. It will create a vortex of water when it sinks, so escape from the ship and stay away from it.

Q If I have infants or children with me, what should I do?

A First, put your own lifejacket on. Then put lifejackets onto your children. If possible, when getting onto a lifeboat or when escaping, tell them to form a line and all hold hands.



Created March 2018

Edited By: The Specialist Committee for Research & Development into
Crew Member Training to Meet with International Treaties

Cooperating Bodies: Japan Maritime Center

Provision of Materials: Japan Disaster Education and Training Center

Representative Director: Sunny Kamiya

Published By:



The Maritime Human Resource Institute Japan
<http://mhrij.org/>

5F, Japan Maritime Center, 4-5 Koji-machi,
Chiyoda-ku, Tokyo 102-0083 JAPAN