

Costa Concordia Disaster

DATE OF EVENT: 13th Jan 2012

OUTCOME: 32 Fatalities

THE CIRCUMSTANCES:

- Cruise ship sailing, normal operations.

WHAT HAPPENED:

- The cruise liner veered off its planned course to conduct a sail by of an island.
- The order had been given by the captain to sail 4 miles closer than planned.
- The ship was around 300m from shore when it struck rock in shallow water.
- The impact tore a 160ft hole in the port side and flooded 3 of the ship's 7 water tight compartments.
- Emergency evacuation was initiated 1 hour after impact, but it was frustrated by the ship listing, officers abandoning post and personnel onboard panicking.
- More than 4200 personnel on board were rescued.
- 32 people died in the event and subsequent evacuation.

MAH Barriers

Change Management

- The decision to deviate from the route was not uncommon or unsafe, but the implementation of it was. The route for the sail by was not plotted correctly.

Emergency Response

- The Captain abandoned ship before the safety of those onboard had been secured. He then refused to return when asked to support the coast guard rescue operation.
- Some of the crew abandoned their emergency response posts before the safety of those onboard was secured.
- The launching of the lifeboats was frustrated by the listing of the ship.

7Cs Discussion Points

Commitment – Crew left their posts during the emergency...

- How do you ensure your team have the resilience to deal with real emergencies?
- What do you think your responsibilities are in an emergency?
- What could you do to make your emergency exercises more realistic and engaging?

