

On board training program of CNC Line

Eva Chu

Cheng Lie Navigation Co., Ltd. (CNC Line) is an amazing shipping company which trains its office staff to know the operation on board and at terminal by arranging them physically getting on board over night to find the sea life themselves. I therefore have this chance to show you that what is the real sea world with my own eyes.

For the kind of the person like me, with legal education and experience background, who works at the office of a shipping line. I deeply want to know what was going on to the alleged damaged container or cargo when it was at terminals or on the vessels. Although via the related document, each of them shows a part of fact, I still feel the desire to exactly know the other world from this mainland world, to breathe the sea air and to stand on the sea road. If the marine life is always the imagination land to me, how could I real make sure that I know the next step which I put to the cargo claim case is on the definitely most benefit one to our company? I want to actually understand and experience my job.

It was unbelievable that my company listens to my heart and provides all of us the wonderful chances

to get on board over right during the transportation to find the reality of truth ourselves. This decision was immediately supported by a lot of the staff who just like me do not have the on board experience and always want to get a taste. I believe that this program costs a lot of money of our company, but it also connects the relationship between the company and his staff. During the trip, I met a lot of crew who were nice to me and worked hard for CNC too. I deeply feel that although we do not get together in one office, but we are working for the same goal—the benefit of our company as well as our customer, and we are just a warm family even living in the different areas on this world.

Since the schedule of vessel KUO CHIA which we (I and the other sweet colleague) were going to get on board should arrive at night on Thursday at Keelung port, we launched out to Keelung city from Taipei head office after finishing our work around PM19:00. The vessel KUO CHIA was reported to arrive at Keelung port around PM 21:00. We therefore got to Miaokou Night Market on Keelung City first to have our full dinner before getting on board. While we were enjoying the 3

Brothers Dou Hwa around PM 20:00, one of my sweet operation department colleagues who checked the vessel schedule and called us to inform us that the vessel will be delayed and arrive at Keelung port around PM23:00. Fortunately, my sweet colleague keeps the good relationship with our agent at Keelung, therefore one staff of the agent company who was very kind to provide us with the Keelung city tour as well as the Keelung terminal tour. He introduced his work particularly and also explained the operation at Keelung terminal to us. We therefore know that how it works and also the situation of agent and terminal.

We saw the huge gantry crane at terminal. Comparing to the car, it was indeed a giant.



There were the caution signs on the bottom of the gantry crane.



We saw a lot of containers which were stowaged at this terminal and waiting for the next trip.



Thank God to delay the vessel KUO CHIA to let us have the nice appetizing at terminal of the coming on board trip.

The vessel KUO CHIA finally arrived in front of our eyes around AM 00:20.



It was amazing that while the vessel was berthing, there were so many crews working on board with energy, as well as a lot of stevedore waiting to get on board to work with power. I then knew that there are a plenty of people who are working day and night for all the human being. Thank for all of them, night working men.



It should be very strange for the two girls (I and my colleague) moving on the terminal at noon dressing beautiful clothes. We were watched by almost all the night working men around us, but they were very nice to us, telling us should never stand at the damages area, and explaining what they knew about the vessel or terminal. One of them even gave us a snack bar as the gift.

After getting on this vessel, the kind Master Chen treated us with the beautiful fruit.



Because we got on board around AM 01:00, therefore we went to sleep after the Master explained us the safety checking list.

The next morning, after having the early breakfast of fried rice, 2/O guided us to this beautiful vessel.

We went down to visit the engine room first. While we were going down by stairs, the temperature got higher and higher. It was so heat. First we saw the boiler. Following we saw the steam engine, where the temperature was higher. I was sweating from every pore of my body, and I could even hard to open my eyes since the sweat was keeping come from my eyelids. I could not help to think about the engine crew who need to work at this place several hours a day, who was really the men. I believe! Then we got into the engine control room where there had the wonderful air condition to bring us the cold air. What a relief! This is the oasis in a killing-heat engine desert.



Then we went up the deck. We saw the dry and reefer containers with the twist locks and the lashing bars. I have to say that this vessel was rolling around 15 degrees on the other day when it was floating outside the Kaohsiung port to wait for berthing. I was on the bed in my room and I felt that I may fall down from my bed. Thinking about it may happen something to the containers on the deck, I therefore went out from my room to the deck to check the containers. The containers were firmly attached to this vessel still. This was an amazing moment.

The master said that one of the ways to judge the rolling degree of vessel is judged by this.



During these days, I got onto the navigation room frequently and saw many things at and from there. After this vessel berthed at the wharf, the stevedore first removed the containers from this vessel onto the trucks at terminal, then removed the containers at terminal onto this vessel for the next call. I therefore know the touching points between gantry crane and containers as well as what kinds of issues of cargo claims which could be incurred therefore.

After the containers were stowaged and fixed well, this vessel then prepared



the procedure to leave from the berth and get out from this harbor. The Master called the pilot association to ask a pilot to get onto this navigation room to guide / assist the Master to navigate this vessel to leave this port. The pilot called a tug boat to assist us, because inside the port, this vessel could not use too much power to move in case causing damage to other vessels or equipment of harbor. Of course, we did it smoothly under the existence of our handsome, competent Master.

From my childhood, I always want to know if it is truth that there are monsters in the sea. I checked several times on the deck with my own eyes. On the sea road, all I could see was blue, warm sea water, pure peace, and kind waves. All the worries just gone with the airflow from sea, and I felt the silence from the deepest end of my heart. Probably, on the moment, I touched the one, God.

While we were berthing at Taichung port, it was raining. Piloting was almost totally different under sunny from in the dark. In the daytime, we

could see almost everything directly by our eyes; In the dark, the Master and pilot needed to rely on the related machines as well as the binoculars; therefore it was much more danger then it did under the sun. The Master showed me the radar screen to see the topography around the vessel to help him to know the situation around in the silent dark. I really admire the Master who is dependable and trustworthy when this vessel was moving on the lonely, silent and dark sea with all the control under him. We did not only be supported by the machine composing this vessel, but also, may be more, relying on the wisdom and experience of the Master. After I met the Master of KUO CHIA, I suddenly know the other side of my dear father who is also a great captain working for another shipping line company Evergreen Marine Corp. I had

no idea at all how great my father was until I met KUO CHIA captain in this navigation room. I missed my father so much suddenly at that night in his blue water world.

During the whole voyage, I saw the pilots came and went several times. I tried to be nice and chatted to them, and unexpectedly they taught me many things which are valuable to my job and could not learn from the books. I deeply appreciate so much to our good company CNC Line for granting us this very chance to see the operation at terminals and on board, which is really helpful to my daily job. Now I deal with cargo claim cases better and deeper, and I will devote myself for return. I have to say that CNC Line has the great working environment which I can never image. As the vessel KUO CHIA Captain Chen said that “We are a family.” I believe so.

正利航業的員工上船訓練心得

鞠 逸 慧

正利航業股份有限公司（Cheng Lie Navigation Co., Ltd.，即CNC Line）是一家重視員工成長與員工表現的外商公司，由公司提供時間及金錢讓辦公室裡成天看電腦寫 Outlook、打電話說案件的員工親身體驗海上的船員生活，以便更進一步

培養扎實的工作能力。正利航業是一家歷史久遠的海運公司，憑藉在近洋航線的專業經營造就非凡成績，更於西元2006年4月成為全世界第三大法國船公司CMA CGM的子公司。因為是子公司，因此財務部分仍然獨立運作；員工管理方面受到法國經營模式

的影響並融合本地國情之生態，特別重視員工個人的工作權，包括休假、福利等也儘量比照法國公司標準。同事們會利用年假出國增廣見識，我們也因此有機會品嚐到世界各地的名產。我有幸服務於此公司的法律及保險部門，主要負責處理海運貨損案件，因為常與貨主有直接的溝通，因此產生的問題也算是五花八門，人、情、事、故雜雜鑲嵌，非常感謝公司給予相當大的發揮空間，在團隊精神以外亦注重員工的個人表現，讓我有機會找到法律與事實的平衡點，不但盡可能保護公司的最大利益，亦能彌平貨主在財產與心情上的遺憾。

我是法律背景出身，因此特別想親身經歷船上及碼頭的運作情況，以便確知自己在貨損案件上的法律判斷的正確性。我很早之前就告訴自己，我必須想辦法徹底瞭解我工作的這個領域，才有機會掌握方向、精確的為公司爭取到最大利益。我想公司大多數的員工應該也有這樣的野心，因此當公司宣佈提供上船訓練的機會後，眾多員工們踴躍報名。我相信這個員工訓練計畫應該花費不貲，但這次機會卻像一條索引，拉近公司與員工的心。船上訓練過程中，我遇到很多同樣為公司服務的船員，大家相處起來

就像是一家人，讓我深深了解到CNC不只是我們的公司，還是我們的家庭。

我跟我美麗又可愛的同事被安排上我們公司的國家輪，該輪預定到達基隆港的時間是星期二晚上九點，因此，星期二下班之後我們約好先去基隆的廟口夜市飽餐一頓。正當我們在基隆的三兄弟豆花享受美食之際，某位好心的同事打電話告訴我，因為等靠港的關係，國家輪的靠港時間改成晚上十一點。好險我美麗又可愛的同事人緣超好，因此他的朋友特別前來幫我們介紹碼頭運作，讓我們進一步瞭解貨櫃在碼頭的運作，以及代理行跟碼頭的聯絡情況，真的是很幸運的學到一課。

在基隆港碼頭內，我們看到下盤超大、體積超高的橋式起重機。第一次親眼看到、親身體驗這樣的龐然大物，真的讓我很吃驚。看起來力大無窮的橋式起重機，腳架的下面有警告標語。相較於一般汽車的體積，可以輕易比較出橋式起重機的巨大。我們也看到眾多的貨櫃堆放在碼頭，等待著下一段航程的運送。

午夜時分，我們親眼看到我們的國家輪緩緩靠港；當提單上的國家輪真實出現在自己的眼前，心中真有說

不出的感動。非常神奇的是，明明是大半夜，船上的船員與碼頭的工作人員都充滿活力的工作著，不但親切而且笑容可掬。我深深體會到我們每天去超級市場就能輕鬆買到日常物資，真是要謝謝這批隱藏在黑夜中為社會服務的無名英雄。終於登上期待已久的國家輪後，船長招待我們吃超甜美的水果。因為當時已經接近半夜一點鐘，因此船長在說明安全相關注意事項之後，就請我們先就寢，以為明日作準備。

隔天一早用過美味的炒飯之後，擅長口語表達的熱心二副帶領我們了解船舶設備與運作。我們首先下甲板到機艙瞭解傳說中熱地獄的真實模樣。熱地獄果然名不虛傳，每往下幾個階梯，我就感受到氣溫又上升了幾度；我發誓，我身體上每一個細胞都在冒熱汗，甚至連眼皮也不例外，以至於我連掙開眼睛都有困難，只能不斷的擦汗，擦到衛生紙都可以擠出汗水來。因此當我們終於來到機艙的控制室時，我簡直覺得自己是來到了沙漠中的綠洲，這種感動無法言喻。

解說完輪機室後，二副帶領我們回到甲板上，喔，藍天微風真是天堂的寫照啊。在甲板上，我們看到整齊堆放的冷凍櫃與乾櫃。因為我的工作

是處理客人對於貨損的索賠（Cargo Claim），所以對於船上的貨櫃特別有感情，簡直像男生追女生一樣的想要了解貨櫃在船上出事所有的可能性。之後的某天下午，我躺在船上補眠中，突然感到天搖船動，我緊貼著床、時而抓牢床邊以免掉下去；本以為是兩三分鐘的事情，但是卻一直等不到結束；突然，我想到，貨櫃不知道怎樣了，我連忙帶起安全帽、跑到甲板上看看我的愛人們，喔，那一刻我真覺得見到奇蹟，所有的貨櫃穩如泰山的蹲在甲板上，一點都沒有受到影響。我感受到天力的強大，卻也同時感到受人力的堅毅。

上船訓練的這幾天，不論月黑日白，只要船長一廣播開始進出港作業，我馬上從床上跳起來、踩入皮靴、抓起筆記本，五分鐘內跑到駕駛台，開始用眼睛跟原子筆記錄所看到的一切。有一次我趕著上樓梯，途中遇到也正在往駕駛台走的陌生人，不過因為我才來幾天，船上有一半以上都是陌生人，因此我對他笑了笑，不以為意，跟在他後面走；沒想到來到駕駛台後，船長看到他就說：某某領港好。我心想，好險我剛剛很有禮貌，沒給公司漏氣。

趁著這次機會，我終於看到夢寐以求的船邊作業，親眼看到如何吊櫃與卸櫃、如何解櫃與繫櫃、碼頭工人如何在貨櫃上像孫悟空一般跳來跳去，真是讓我大飽眼福。另外，親身體驗引水的整個過程也讓我非常興奮：船長如何請引水人來、引水人如何上船、引水人如何立即了解船況、引水人如何聯絡拖船、引水人如何讓船離開碼頭邊、引水人如何領船開向港口、引水人如何下船...等，都讓我獲益良多。

我在幼年時期就很想知道海裡面到底有沒有海怪，因為我爸爸是船長，因此我問過我爸爸好多次，但是我爸爸很肯定的告訴我，海上唯一有的東西（thing）就是「什麼都沒有（nothing）」。這次難得的海上訓練中，我休息完或吃完飯就到甲板上待一會兒，順便檢查一下海裡面有沒有異常物體；然而海洋不斷發出寧靜的聲音與打出規律的波浪，我看著看著竟感受到一股前所未有的吸引力，讓我忍不住閉上眼睛，傾聽大海的話語。有那麼一瞬間，我好像在徹底的寧靜中接觸到上帝。

我們在台中靠港的時候是半夜而且正在下雨，雨雖不大卻也不是毛毛雨，但是天黑的關係，讓靠港的

難度瞬間增加好幾倍。半夜靠港與白天靠港的過程截然不同，白天靠港的情況，引水人可用肉眼判斷相當多物件；然而，黑暗中靠港卻相當倚賴儀器與望遠鏡，船長特別教我如何看雷達螢幕判斷附近地形。看到碩大船舶與眾多的船員如此倚賴船長一人，而船長就是如此的讓人信賴，我突然思念起我的父親。這幾十年來，我從未感受到我父親是這樣一個令人崇拜的人，直到我在國家輪的駕駛台遇到陳船長。那一晚，我突然極度想念遠派他方的、海洋的另一邊的、我的父親。

每次我看到引水人上船，我都會跟引水人問好，有時候因為等拖船要一些時間，引水人還會跟我分享很多實務問題的關鍵，這些關鍵可是書上找不到的呢，真得是非常感謝他們如此照顧後輩！本次訓練讓我們身歷實境體驗海上與港口作業；回到工作崗位之後，看到文件上的描述便能有具體化的能力，相當有助於工作上相關事務的判斷，真的非常感謝公司提供我們這樣寶貴的機會。

【作者目前任職於正利航業公司】