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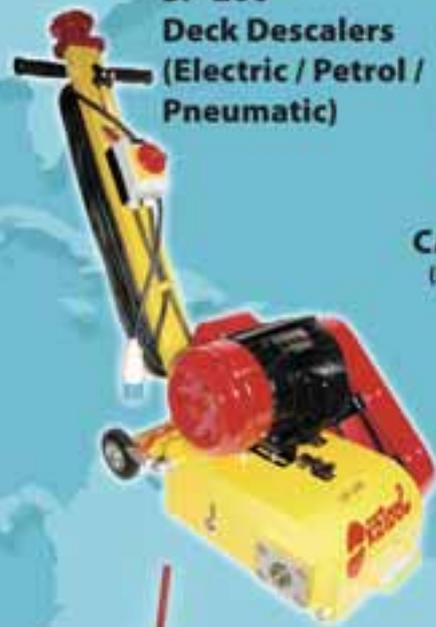
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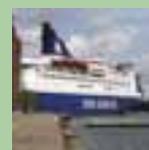
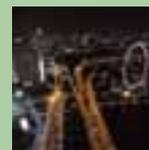
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Foreword	8
UK, Europe & Mediterranean Regional Focus	11
Lifesaving Equipment	18
Offshore	23
Diary Dates	25
Singapore	26
Anchors & Chains	34
KM Kinley Marketing, Company Profile	37
Bonded Stores & Duty Free	38
Chemicals & Coatings	49
ISSA 56 Convention Review	52
ISSA News	58
People & Places	73
Market News	75



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Foreword

Dear ISSA Members and Maritime Colleagues

It was great to see so many of you at our recent 56th Annual ISSA Convention & Trade Exhibition which, for the first time ever, was held at sea.

Everybody worked hard to make sure it ran smoothly, and I'm pleased to say it did, so I was very proud, and very tired afterwards!

Being on a ship, it was a totally different environment to what we are used to. We could focus a lot more on the programme and we had many more people attending the conference, in fact we had more people than I can ever remember attending the whole programme.

There was a good, constructive spirit surrounding the Convention and since returning I have had a great response – more than usual – which has all been extremely positive.

I also know the Convention's social programme was well received by partners and I have had some very good feedback with everyone enjoying the tours and attractions.

I must say it was a challenge to host the Convention on a ship but DFDS were extremely helpful, as were the staff members onboard who made sure everything was in perfect order. I certainly would not be afraid to have it in that kind of environment again but it does demand a lot of attention on the logistics side of things, than if it was held in a hotel location as it normally is. But it was very worthwhile.

Next year we are looking forward to holding the Convention in Cadiz in southern Spain from 25th to 26th May. We are already very

much up and running with the preparations for that.

One of the hot topics that came up at Convention this year is the increasing problem of suppliers being denied access to ships following the introduction of the International Ship and Port Facility Security (ISPS) Code. In some places you have to pay large amounts of money to take your supplies into the port while in other places people are having great difficulty getting in. Difficulties can also arise when you have to have certification for every person going into the port. For instance, if you change your driver, before you can employ him he needs to get certification which can be very problematic.

The bureaucracy is really increasing and you have to buy the certification in many places, so it is turning into a bit of a money machine.

We will be raising this issue at the IMO Facilitation Committee's 37th session which takes place from 5th to 9th September. The IMO is taking a great deal of notice of what we are saying because the access problems are going against its policy.

Ship suppliers are mentioned in the IMO legislation as some of the people who need to have access to the ships so what we are hoping to do is to persuade the IMO to issue a circular to all governments stating that they must provide free access to people who have a need to go onboard a ship.

This year's Convention was also the first to be held following the change in the ISSA Governance.



Cadiz, the stunning location for the 2012 ISSA Convention

One of the hot topics that came up at Convention this year is the increasing problem of suppliers being denied access to ships following the introduction of the International Ship and Port Facility Security (ISPS) Code

The modernisation of the ISSA structure was one of the objectives of my first 'Road Map' which I introduced to the Executive Committee following my appointment as President three years ago.

At last year's Convention in Dubai, the ISSA Board agreed to dissolve itself and re-form as the ISSA Assembly and from 1st January this year, the Executive Committee became the ISSA Executive Board.

This new set-up seems to be working well. There have been a few teething problems because the procedures have changed but I think overall it has been very satisfactory and many people are happy about the involvement they now have. It has also given the Executive Board more responsibility which I am pleased to say it has embraced.

At the Assembly meeting I was re-elected as President of ISSA and Rocky Rocksborough-Smith was unanimously re-elected to the position of Senior Executive Vice-President by his colleagues at the Executive Board that also re-elected Alfred Borg as Treasurer for a three year period commencing 1st January, 2012. Rafael Fernandez, Chairman of the Spanish Ship Suppliers Association, was elected onto the Executive Board while also re-elected were Matti Kokkala, Chairman of the Finnish Ship Suppliers Association and Abdul Hameed Hajah, Hon. Secretary of the Singapore Association of Ship Suppliers.

I presented an up-to-date 'Road Map' containing a few remaining items from the last, along with some new aims for this term of office. The map is very proactive and will be updated every year.

As well as the new governance, another objective we have ticked off the list was to change the Convention to be held at the same time each year so people can plan ahead.

Following Cadiz next year it will move to London for three years. By having it in one location we hope we can interest other sectors of the maritime industry and make it a large and important annual event for the industry as a whole. We are hoping to attract more customers and other people within shipping which will make it more interesting for the ship suppliers instead of primarily meeting their colleagues.

Another aim is to look at the reformatting of ISSA's education programme which ran for a couple of years, teaching people the basics of how to be a ship supplier. It is particularly important for the younger people in the industry but there was a lack of demand for the seminars mainly because of the economic climate.

Saaed al Malik, from Dubai, has taken on responsibility for the education programme and has been working very enthusiastically on this since his election in November. We are now looking at a different approach which may include distance learning and it is our aim to hold the first seminar in connection with the Convention in London 2013.

The ISSA Quality Standard 2010 has also been going from strength to strength and there has been a tremendous increase in the amount of companies who wish to be ISSA Quality certified. This is obviously great news for the Association and its members and we hope the numbers keep on growing.

So, all in all there is plenty to do in my new term of office and all the changes that have been made have been for the good of the Association. They have kept us very much on our toes and we need to make these improvements to be our base for the future.

Keep up to date with the latest news on the ISSA website at www.shipsupply.org and send in your comments and views to the ISSA Secretariat either by phone on +44 (0) 20 7626 6236; Fax +44 20 7626 6234 or email secretariat@shippsupply.org

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United Kingdom

A principled approach



British marine catering management company Garrets International is celebrating after being named one of the UK's top 100 international-selling companies in The Sunday Times. The International Track 100 league table, which is compiled by Fast Track, ranks companies' international sales growth over the last two years of available accounts and the Essex-based firm came 27th.

Garrets International was founded in 1991 to provide ship owners and managers with high quality onboard catering services by offering comprehensive options such as daily feeding rates. The company, which holds ISSA membership, saw an international sales growth of 102% with sales hitting £24.2m in 2010.

The family firm was set up 20 years ago by Managing Director Derrick Samms, who started his career as a catering manager on cargo ships. Garrets International now provides catering services to over 650 vessels worldwide.

"It's a huge honour for us to be featured in the Track 100 List," said Senior Manager Barry Samms. "We have great clients (including several blue chip owners) and we look for leading suppliers within the industry – we've been using some suppliers for 20 years and 70% of our business has been through word of mouth, from one client to another. This has been a strong aspect of our business – we've not had to go out of our way too much to sell ourselves, work has just come to us and that has led to a steady growth."

Having received The Queen's Awards for Enterprise for International Trade in 2009, Garrets International prides itself on retaining high standards, with a dedicated team working round the clock. Mr Samms described his company's daily feeding rate option: "We consider factors such as where each vessel trades, special dietary requirements and the nationalities of the crew, then calculate a fixed rate per individual seafarer, per day, which we will agree with the owner. We then need to keep to that budget and the owner pays us a daily fee. The suppliers are adapted enough to supply for special dietary requirements, whether it be vegetarian, kosher, food intolerance or allergies etcetera. Generally, these different food requirements are easily catered for at all the main ports such as Rotterdam and Singapore."

The company has also developed a sound reputation as a provider of healthy and eco-friendly provisions, including free range eggs, pork and chicken, sustainably-sourced fish and healthy eating alternatives such as substituting sunflower oil for vegetable



The Garrets International team with Barry Samms, Senior Manager, seated front right

oil and supplying lower salt, sugar and fat options for mayonnaise, ketchup and tinned products.

As Mr Samms explained, Garrets International got involved in providing healthy eating and ethically sourced options following a focus within the British media a few years ago, in which celebrity chefs such as Jamie Oliver and Hugh Fearnley-Whittingstall raised awareness about caged hens and the benefits of free range produce. "We started discussing this at Garrets International – the team all buy free range eggs at home but we weren't supplying them to the vessels," Mr Samms said. "We decided to make a positive change and asked our suppliers to work closely with us, to ensure the vessels could be supplied with free range eggs with minimal price difference. The vessels are feeling the benefit of quality produce and from that, suppliers are coming to us and reporting that other companies, managers and owners are approaching them to request free range products."

Mr Samms added that a similar situation has occurred with sustainable fish, where awareness of depleting fish stocks has grown, both within the maritime industry and general public: "Some species are so over-fished, it's only a matter of time, perhaps a decade before certain fish stocks are completely depleted. We're looking to the future – there are many alternative varieties which can be purchased at good value prices. It's early days but we've been talking to many different suppliers and I believe over the next 12 months we're going to have a real push on this. You can change cod for pollock; an accessible, good value fish which is easy to find in many parts of the world." Mr Samms concluded that from his first-hand experience, he has noticed a surge in demand for free range products, not just within the UK but on a global basis. ■

Spain

Family values



Headquartered in Algeciras, one of the busiest ports in Europe – with additional premises in Gibraltar, Bilbao, Barcelona, Valencia, Cartagena and La Coruña – Albatros Shipping specialises in the supply of deck stores, engine stores, provisions and bonded stores to the maritime market.

Company founder Maria Salguaro established Albatros Shipping five years ago, following in the footsteps of her father, who also worked as a successful ship supplier. Though Albatros Shipping is a relatively young player in the competitive Spanish market, Ms Salguaro has 25 years' experience in ship supply and her company has grown rapidly and now serves all Spanish ports, in addition to Gibraltar. The company has a 5,000 sq m warehouse and is also able to provide spares in transit, which follow ISSA requirements, to any vessel in Spanish waters.

Marco Ribano, Technical Manager, explained that being headquartered in the vibrant port of Algeciras is beneficial, since a huge level of maritime traffic passes through there: "Many container lines stop here as they pass Gibraltar, Spain and Algeciras Bay and plenty of tankers arrive here, so we serve a wide variety of customers."

He added that Algeciras is an especially competitive port, where local suppliers and multi-national companies contend for business.

However, the family firm of Albatros Shipping has found success across Spain owing to a focus on customer service and quality goods. As Spain is a major European food producer, particularly of fruit and vegetables, Mr Ribano added that quality, locally-produced provisions are a speciality for his company.

He noted that since Albatros Shipping was formed five years ago, there has been a noticeable shift in the ship supply market owing to the recession: "Prices are affected because we see shipping companies changing strategy on the purchasing side of their business. There is a focus on large ports in Holland, Germany and our base, Algeciras."

He said delays in payments have been an issue from some customers and so, this brings a further strand of competitiveness, in which different Spanish companies vie for the most reliable customers, but Mr Ribano emphasised his company's commitment to customer service and to providing quality, locally-sourced products.

In addition to Algeciras, the ports of Valencia and Barcelona have also been crucial for Albatros Shipping in building on the company's customer base. Mr Ribano described Valencia as the 'door to merchandise' for Spain, while Barcelona is a popular port for passenger vessels, with up to 50 cruise vessels arriving per month. ■

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Italy

Celebrating 40 years



Port development and varying customs regulations were some of the key topics discussed at the 40th convention of the Associazione Nazionale Provveditori Appaltatori Navali, the Italian Shipsuppliers Association.

The event was held recently at the Palazzo Erizzo in Venice, home of the Ligabue family, and hosted by the Ligabue Group of Venice, a supplier of ship and industrial catering services.

Inti Ligabue, Executive Director of ANPAN, opened the doors to the convention which also marked his father Giancarlo being one of the first presidents of the association, started by his father Anacleto 40 years ago.

Many people were at the convention including representatives from local, government and port authorities and customs.

Inti Ligabue told delegates: "I am delighted to host this important convention in Venice where the idea for the association originated and where my family created a new link in the chain of supplying services to ships.

"Ship catering, which is our business, poses increasing demanding challenges. We must keep abreast of the times, incorporate the best technologies for supply logistics and seek every possible synergy to allow us to compete and retain our position in a

more and more global and competitive market. All this through a strong sense of belonging to our trade association ANPAN, which must support us and help us to identify these synergies."

"There was a big discussion of our industry and we had very positive results," said Alfredo Tosato, Chairman of ANPAN.

Main topics for discussion were customs regulations and the possibility to operate 24 hours, 7 days a week.

Italy is divided into many departments, each with their own regulations, said Mr Tosato: "What is valid for Genoa is not valid for Naples. What is valid for Naples is not valid for Venice, and so on. We were asking for the government to apply a common regulation all over Italy to simplify our job."

He added: "We had other issues regarding the port developments because our industry is connected strictly to the growth of the harbours. Our report was mainly dedicated to explaining to the government that this project to develop the Italian net distribution should be developed and implemented.

"I am sure it has been accepted and we are confident that in the near future this programme to enlarge the ports will mean the difficulties between the government and the port authorities and the operators will be eliminated." ■

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Greece

Cutbacks affecting Greek ship suppliers



With Greece crippled by its worsening economic crisis, many of the country's businesses are being affected by the uncertain financial future and ship suppliers are not being spared.

"The general economic reduction has affected us and all of the similar enterprises in terms of cutbacks of quantities," said Eva Karapanagiotou, Operations Manager at CHEMA marine chemicals.

"Customers have limited their supplies of chemicals to only what is absolutely necessary."

She said shipping constituted the second most important growth factor in the country with the Greek fleet the biggest in the European Union and fourth in the world, so it was inevitable the industry was feeling hard hit by the economic downturn.

CHEMA has been actively involved in the production and supply of marine chemicals since 1980 and is based in Piraeus where it has a modern manufacturing plant and warehousing premises, from which all chemicals are produced and distributed to stock points worldwide.

The company employs 20 people and works with international distributors and agents to offer a range of 60 products covering maintenance, water treatment, fuel treatment and water, fuel and oil lube test kits. It also specialises in tank cleaning and customers are mainly Greek-owned shipping companies, international shipmanagement companies and charterers worldwide. All of the products have been evaluated through IMO's BCH Working Group on the Evaluation of Safety and Pollution Hazard of Chemicals and found to meet requirements.

Emphasis has recently been placed on special cleaning products for cargo holds such as its cement remover and it has also introduced a tailor-made portable water test kit which complies with the ILO Maritime Convention No. 178 to test the safety of drinking water.

Despite the gloomy economic cloud hanging over Greece, however, Ms Karapanagiotou remains optimistic.

"There are prospects of small improvements and there is always hope in the market for the world economic upturn," she said. ■

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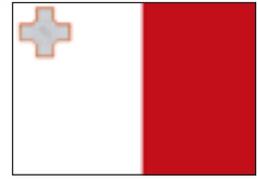


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Malta

A Mediterranean hub



Located around 90km south of Sicily and 288km north of the African coast, Malta is situated at the heart of the Mediterranean Sea. Consisting of 3 islands – Malta, Gozo and Comino, the archipelago is renowned for its warm climate and historical locations stretching back over 7,000 years, including megaliths and caves.

This densely populated island nation is not only celebrated for its fascinating historical sights, but is also a vibrant destination with clear beaches, spectacular views, over 3,000 hours of sunshine a year and a nightlife popular with locals and tourists alike.

As Alfred Borg, President of the Malta Ship Suppliers Association explained, Malta is an exciting location for ship suppliers as the island's location ensures high traffic levels, particularly at Malta Freeport – one of the busiest container ports in Europe. "Malta is the hub for containers and the Freeport is extremely busy," Mr Borg said. "A great deal of business is taking place here. Being a small island, the market is large for us, though it may seem small

compared to other regions." Mr Borg added that the Malta International Ship Register is also a strong flag, bringing a good number of ships into the Maltese market.

"It is true that the volume of work in Malta has increased for local ship suppliers – the market has improved, despite problems from our neighbouring country, Libya," Mr Borg added. Though direct supplying from Maltese chandlers to Libyan customers appears to have ceased at this time, ship suppliers based on the islands have started supplying to ships doing humanitarian work (such as those working on behalf of the United Nations).

Mr Borg noted the importance of holding regular meetings between ministers, customs and ship suppliers and maintaining strong contacts with government. "Being a small island we aim to sort through any issues quickly. The situation in Malta is good at the moment - there is a positive economy at this time," he concluded. ■

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Sling your hook

By Helen Jauregui

Safety is frequently identified by owners and managers as a crucial issue within shipping operations, yet reports of avoidable accidents onboard still pepper the maritime press. Some of the most shocking accidents of recent times have involved lifeboat safety systems – essential equipment which, when faulty, can spell disaster for seafarers, even those participating in routine, mandatory lifeboat drill exercises.

In April 2011, two officers onboard the CMA CGM vessel *Christophe Colomb* died during a lifeboat drill near the port of Yantian, China. The deck officer and cadet were

participating in a compulsory lifeboat exercise when the release mechanism failed. Both men were thrown into the ocean and died, despite a rescue attempt by the Master and Chief Officer, who dived from the 13,830 teu boxship into the ocean to assist their colleagues. A Filipino rating who was assisting with the lifeboat exercise also sustained serious injuries.

The Wilh. Wilhelmsen operated car carrier *Tombarra* was also the scene of a fatal accident involving lifesaving equipment on 7th February at the port of Bristol, UK. The accident occurred during a rescue boat exercise in which one Filipino seafarer died and three were hospitalised.

Lifeboat accidents emphasise the need for total vigilance within safety practices onboard and the IMO highlighted the issue of lifeboat safety systems during its Maritime Safety Committee (MSC), which met at the Organization's London headquarters for its 89th session from 11th to 20th May 2011.

During this session, the MSC adopted changes to SOLAS (paragraph five, regulation III/1), stipulating that lifeboat on-load release mechanisms which do not comply with new International Life-Saving Appliances (LSA) Code requirements must be replaced before the first scheduled dry-docking of the vessel post 1st July 2014. All mechanisms which do not comply must be replaced by 1st July 2019.

This amendment, which comes into force on 1st January 2013, is designed to enforce a stricter safety culture for lifeboat release and retrieval systems. The IMO's focus has been to prevent accidents during lifeboat launches and member governments have been asked to push forward with approval processes for newly manufactured on-load release systems, in full compliance with these amendments.

For those involved in the statutory inspection and testing of lifeboat safety systems, this is a welcome advancement in

ensuring safety remains paramount. Paul Watkins, Project Manager at Survival Craft Inspectorate, a Maritime and Coastguard Agency-approved lifeboat servicing and testing organisation said: "It has been widely acknowledged by industry that there are types of release gear out in the field, which may not be fit for purpose or ought to be replaced in the near future. Much of the focus of the work of the IMO, has been on agreeing the minimum criteria which lifeboat release hooks must meet in order to remain in service, with the ultimate aim being that release gear systems meet the entitled expectations of seafarers – that is, of using a reliably equipped, safe lifeboat and not one which may harm them."

As part of Survival Craft Inspectorate's work within the International Life-Saving Appliance Manufacturers' Association, Mr Watkins and his colleagues have taken part in sub-committees and specialist working groups at the IMO, the key aim of which is to put seafarer safety at the forefront of regulatory change. As part of these efforts, Survival Craft Inspectorate created Safelaunch – a specially designed lifeboat release hook system which features an integral fall prevention device which, when used during a drill or routine maintenance, totally eliminates the possibility of an accidental release. Safelaunch has also been approved by Det Norske Veritas in line with the EU Marine Directive.

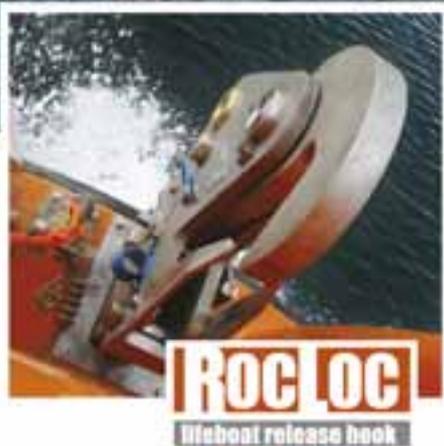
Safety during lifeboat exercises has also become a major concern for maritime training provider Videotel, which is currently creating a programme to educate seafarers about safe practices during drills. The programme is currently in its production stage and will cover every aspect of conducting a safe drill.

Nigel D. Cleave, Chief Executive, said Videotel has formed a steering group involving owners, managers, class, flag administrations and experts from within the industry in order to produce a training programme fully in line with regulations and requirements, with the aim also of focusing on recent incidents. He said: "There have been far too many incidents involving



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Image courtesy of TechnoFIBRE

lifeboat drills. Accident statistics are totally unacceptable and it is vital to improve the situation by educating crew members. We want lifeboat drills to be carried out safely and correctly. One death is by far one too many.”

Dean Pelley, Chief Executive and co-founder of Mad Rock Marine Solutions – a provider of marine evacuation technology based in Newfoundland and Labrador, Canada added: “The industry is going through a major change regarding lifeboats and release hooks. It is estimated by insurance companies that since 1991, there have been 1,200 lifeboat accidents and 600

people have died, all during training drills. We started Mad Rock in 2002 and have worked to provide a low maintenance, more stable hook system.” Mr Pelley has been part of the Canadian delegation at the IMO since 2004 and dedicates much of his professional life to lifeboat safety.

Mad Rock Marine Solutions derives its name from a small section of Bay Roberts, Newfoundland, known for its harsh ocean conditions. In addition to specialist services such as retrofitting (installation, testing and training), Mad Rock also offers RocLoc – a patented lifeboat release system which corresponds with the new SOLAS and LSA code requirements and was the first fail closed on-load release gear of its kind. Through a system of locking stability and warning indicators, the gear is designed to prevent premature lifeboat release. The RocLoc on-load release hook also allows for locking stability despite hazards such as broken cables.

“We offer an open source hook, so we don’t tell customers they have to use our company specifically for maintenance and inspection following installation – this is attractive to customers as they can choose who services their equipment,” Mr Pelley explained. Though Mad Rock is a relatively young company, it is growing rapidly and has sold almost 400 sets of lifeboat release hooks. Mad Rock also now offers the RocLoc FRC, a fast rescue craft signal point hook, which is type approved by the US Coastguard.

Sultan Ahmad Khan, Managing Director of Noreq, a Singapore-based manufacturer of lifesaving equipment, also emphasised the need to ensure the safe launch of lifeboat systems: “The launching of the lifeboat is important as you can have a solid

lifeboat but if you don’t launch it correctly, this is pointless. The lifeboat can swing against the side of the vessel and because you are fitting a fibreglass lifeboat against ship metal, it can crack. The launching of the system is integral.”

Noreq offers entire lifeboat launch systems, including the Noreq NPD series of davits, which are designed to ensure the safe launch and retrieval of lifeboats, even in harsh conditions. Products include the rescue boat davit, which complies with the most recent IMO, SOLAS and LSA Code requirements, in addition to the European Council Directive 96/98 on Marine Equipment (MED). The davit can be supplied with a range of features including a shock absorber system and radio remote control.

Evangelos Vallianatos, Managing Director of Greek marine equipment firm Eval, also noted the importance of quality and functionality as ‘key terms’ in the realm of lifesaving equipment: “Quality determines the ability or not of a safety system to function properly during a time of need, as it may be used only once, in a real emergency. That’s why, as a manufacturer of lifesaving equipment, Eval has focused on its quality control department, which is staffed with specialised engineers.

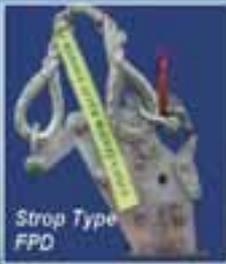
“Adherence to regulations is ensured as every single lot sample is thoroughly tested before entering the market. Continuous co-operation with notified bodies also creates a safe base for production quality in order for our company to release products to the market.”

This dedication to quality is also shared by TechnoFIBRE, a Singapore-based company providing safety services, including the maintenance, testing, overhaul

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and repair of lifeboats, davits and winches; crew training and load testing services.

R. Ramesh, Managing Director, told The Ship Supplier he anticipates approximately 30,000 lifeboats will require hook replacements within the next five to 10 years and so, all 14 of TechnoFIBRE's global service stations are gearing up to follow the latest IMO and SOLAS regulations: "We have around 150 technicians in our group and are upgrading their skill sets to allow them to carry out services beyond routine servicing of hook release systems. In my opinion, in order to carry out 30,000 hook change outs – assuming it takes roughly 10 days to do each – it will take a huge amount of resources to complete this within a year.

"Even if you are considering doing it over five years, that's still around 6,000 hooks a year, which is a lot. We are working with manufacturers such as Mad Rock and Vanguard to ensure we all have the right supply lines available to get the job done. This is one of the most critical issues, which has been pending with the IMO since 1996. We've identified training and maintenance as the biggest issues and we need to take action to get this solved." ■



Raising the alarm

Fire safety at sea is another vital lifesaving issue which should not be overlooked. UK-based company Detector Testers specialises in the manufacture of smoke and fire detection equipment and as company representative Alex Brown explained, the maritime industry is in-tune with fire safety requirements: "Fire detection is an area where people realise they cannot cut costs – if they do they run the risk of not only falling foul of standards and legislation, and putting property and assets at risk, but also endangering human life."

Testifire by Detector Testers is the world's first multi-stimulus detector tester which is effective for smoke, heat and/or CO fire detectors. Mr Brown said the ability to test many different detectors with one tool means test engineers need only carry one test tool, even when testing all sensors onboard a vessel.

"There appears to be no evidence of ship owners and ship managers overlooking the importance of investment in fire detection. If anything they are investing more in order to access better tools which serve more needs and provide a greater return on investment," he concluded. ■

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No compromise on quality

As Managing Director of British maritime supplier Hutton's, Alex Taylor has built up a strong understanding of supply to the offshore industry – a sector which requires the utmost quality and service.

As Mr Taylor told *The Ship Supplier*, the offshore industry is now operating in more remote places on a daily basis and while oil majors have traditionally focused on offshore oil and gas hubs, these companies are now concentrating on the emerging markets of West Africa and Brazil, where a large amount of offshore support may be required for successful operations.

Naturally, a reliable supply chain is key to ensuring success in these regions. Mr Taylor said: "We have key contracts with well-known offshore support vessel operators, providing their full provisions, stores and hardware requirements. The key issue when dealing with the offshore market is that quality must be A1 and service must be of the highest level – you're dealing with time critical customers who require a quick turnover for a high value unit so they must have a supplier they can rely on who is waiting for them and able to provide their full requirements."

But what other factors are important when supplying to the offshore market? Though Mr Taylor noted that being an established firm has benefited his company's activities in the offshore sector, he added that Hutton's has had to build on its knowledge and expand since moving into the offshore market six years ago. "Previously, shipping was our core business, but we're now becoming further involved in the offshore market. We like to build long-term relationships with customers and retain

these by being a supplier our customers can rely on, who they know will provide them with the required level of support," he said.

He noted that one of the greatest challenges when supplying to the offshore sector is creating strong customer relationships and building a company name which customers can trust implicitly. Hutton's operates from nine UK offices, supporting all British ports and Mr Taylor explained how key locations such as Aberdeen allow Hutton's to provide maritime logistics solutions to offshore customers on a 24/7 basis.

Mr Taylor is also a Director of LKC Marine Catering – a specialised company offering catering services (including fixed daily feeding rate options), in addition to supply chain logistics solutions to the offshore and shipping industries. Founded in February 2011, LKC Marine Catering is a fairly new player in the market but Mr Taylor said the company has an experienced team who are well-versed in the needs of those offshore companies operating in new and up-and-coming regions.

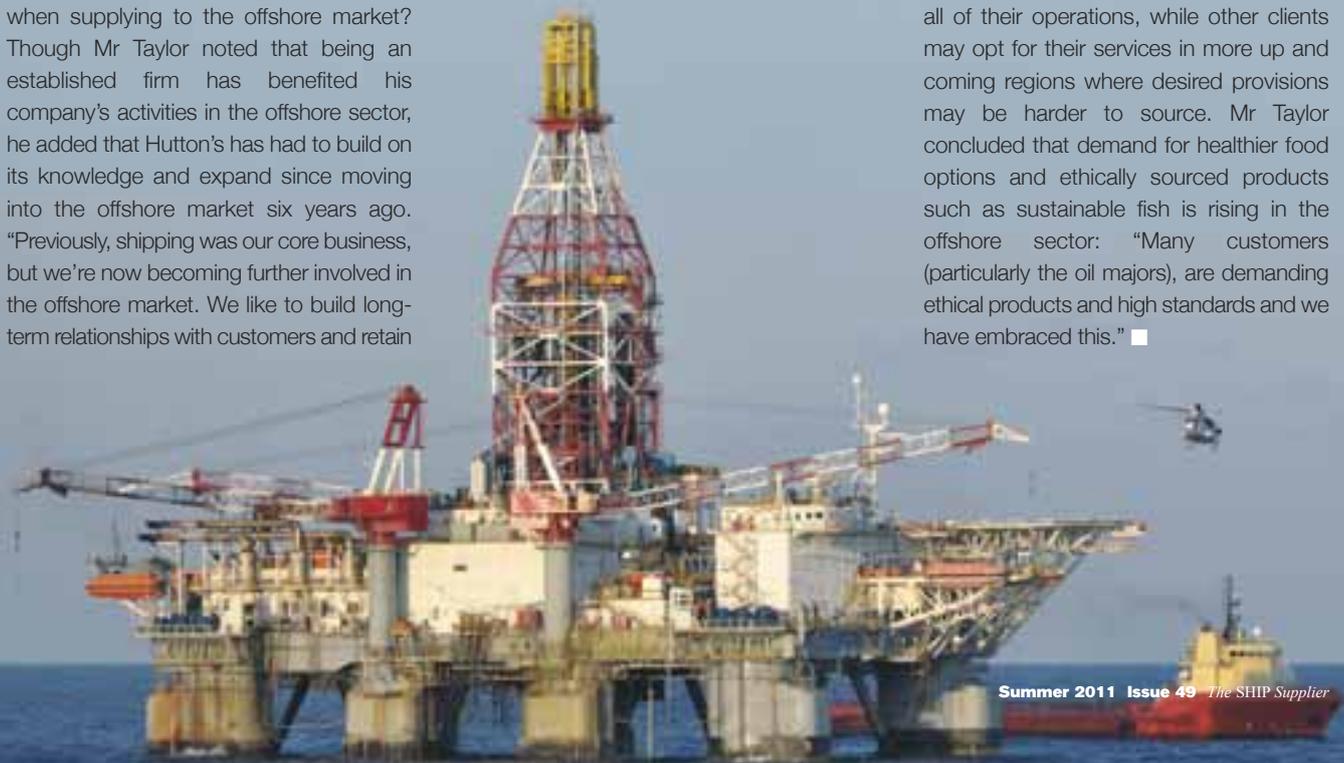
"The offshore sector is a time critical industry so we know we need to go that

extra mile – we go and meet face-to-face with representatives from local supply networks to be able to follow the supply chain, which we perform audits on from start to finish in places like Ghana and Brazil. Through this, we have also been able to develop a good reputation locally, building on our local knowledge and ensuring better rates while providing a high level of service," Mr Taylor said.

He said that LKC Marine Catering is focused on "providing provisions and supply chain logistics services in all areas, even where it can be difficult to rely on the local supply chain and to ship products in". An emphasis on health, safety and hygiene means catering officers are audited on a regular basis, while guidance and training are provided to ensure food is handled, stored and served correctly.

Mr Taylor explained: "It is vital to deliver a service which is tailored to the customer's requirements because the offshore industry has extremely high standards onboard and having to look after clients such as engineers and divers means it is quite a niche market, but we offer our services on a worldwide fixed rate basis."

He noted that some companies may choose to take on LKC Marine Catering for all of their operations, while other clients may opt for their services in more up and coming regions where desired provisions may be harder to source. Mr Taylor concluded that demand for healthier food options and ethically sourced products such as sustainable fish is rising in the offshore sector: "Many customers (particularly the oil majors), are demanding ethical products and high standards and we have embraced this." ■

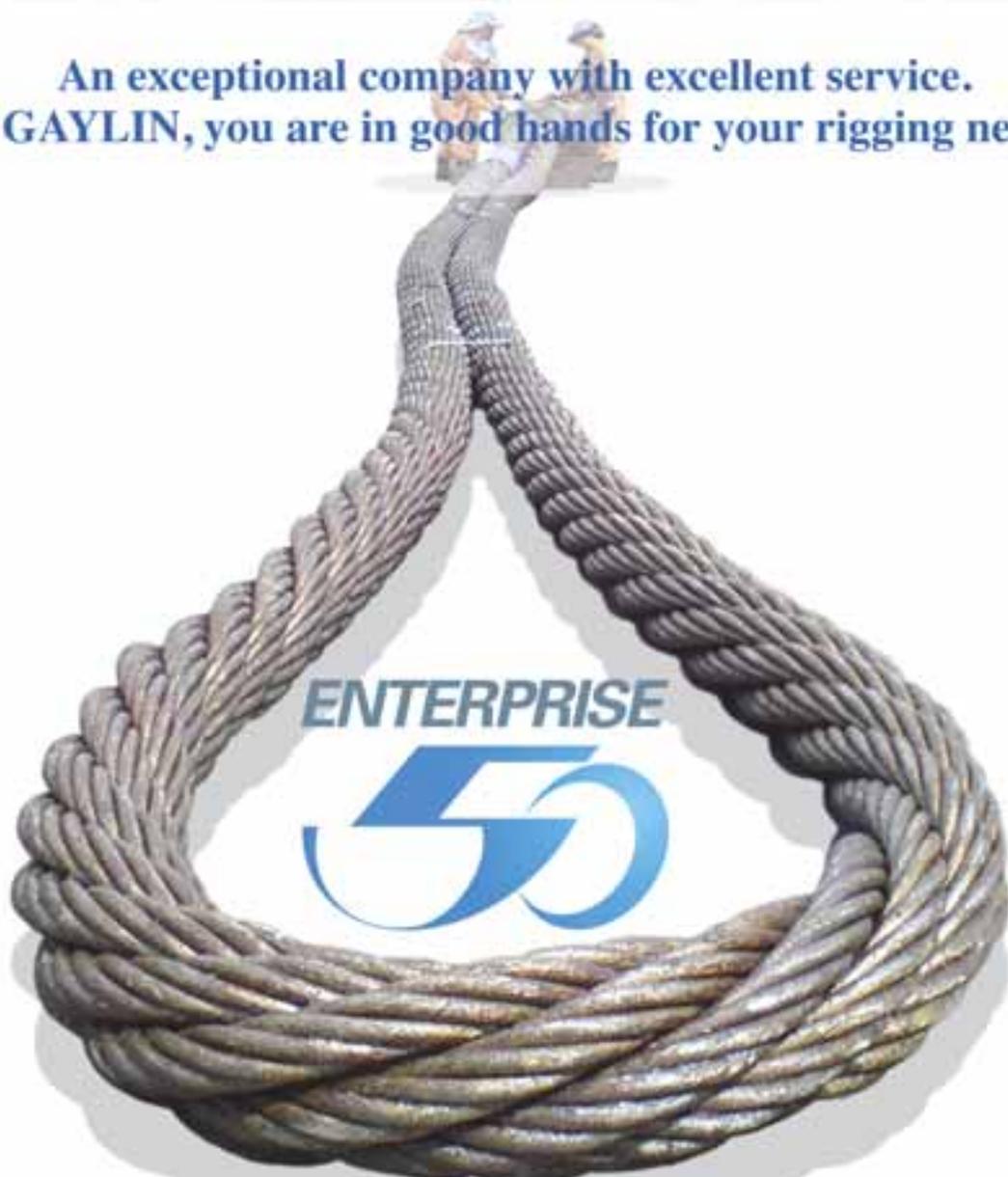


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Recession? What recession?



Walk down to Clarke Quay any evening and you could be excused for thinking you had escaped the doom and gloom of the global recession and had gone back to the boom times of the years leading up to the Lehman Brothers crash in September 2008.

Because there is no talk of recession but only the constant chitter chatter of growth and expansion. Singapore's claim to be the new maritime cluster is materialising faster than many could have imagined. New businesses are coming to town and more significantly, many are bringing their main bosses with them. No longer is Singapore a South East Asian outpost but a corporate headquarters in its own right. And it hasn't stopped growing.

Indeed, according to recent economic figures, Singapore's growth rebounded last quarter as manufacturing surged, capping the biggest annual increase in output since independence in 1965. Gross domestic product rose an annualised 6.9% in the three months to the end of

December 2010, from the previous quarter, when it contracted a revised 18.9%. Many pundits believe Singapore is on course to be the world's second-fastest growing economy, adding to inflation pressures that have prompted policy makers to allow faster currency gains and take steps to cool the property market.

According to recent press reports, Singapore's biggest companies are boosting operations or expanding overseas as the global economy recovers from a slump in 2009. DBS, Southeast Asia's biggest bank, announced in December that it would take over Royal Bank of Scotland Group Plc's retail and commercial banking businesses in China while Neptune Orient Lines, owner of Asia's second-largest container line and controlled by Singapore state-investment fund Temasek Holdings, in July signed a \$1.2 billion order for as many as 12 vessels with Daewoo Shipbuilding & Marine Engineering Co.

Singapore's 14.7% growth last year made the city of five million people the fastest-growing economy in the world after Qatar, according to International Monetary Fund estimates. GDP grew 12.5% in the fourth quarter from a year earlier and the government expects an expansion of as much as 6% in 2011. But how is this being reflected in the state of the island's shipping industry?

In line with the global economic recovery

and improved performance of the container shipping industry, the Port of Singapore Authority (PSA) posted a throughput increase of 14.4% in 2010 over a relatively low base in the previous year. The total PSA Group volume from port projects around the world totalled a record 65.12 million teu.

The PSA flagship in Singapore handled 27.68 m teu and registered growth of 10.1% to secure Singapore's position as the second largest container port in the world. PSA terminals outside of Singapore recorded combined volumes of 37.44 m teu over the same period, 17.8% stronger than in 2009, on the back of improving world economies. In tandem with volume growth, PSA Group revenue rose to S\$4.08 billion while net profit grew by 20.8% to S\$1.18 bn, made possible by more favourable business conditions and judicious cost management.

The PSA's balance sheet remains strong with a gross debt equity ratio of 0.93 times at the close of 2010. "The world economies were greeted with caution and uncertainty as they entered 2010 but in the course of the year the global economic recovery and growth in trade flows turned out to be much stronger than expected," said Fock Siew Wah, Group Chairman, PSA International.

"Some analysts and economists have high expectations for 2011, believing that global economic

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**SASS celebrates 30 years in 2012
look out for events to mark this milestone**

Back Row - L to R: **Abdul Hameed Hajah**, Hon. Secretary, Black Sea Marine & Trading Pte Ltd - **Douglas Inch**, Executive Secretary, Culmet Services Pte Ltd - **Desmond Teo**, Council Member - Gaylin International Pte Ltd - **Michael Teo**, Council Member, Moby Dick Supplies Pte Ltd - **Colin Lim**, Council Member, Weng Hock Hardware Pte Ltd - **Zavier Koh**, Council Member, RIC Marine Private Pte Ltd

Front Row - L to R: **Chris Madsen**, Hon. Treasurer, ShipCentric APAC Pte Ltd - **Tony Ng**, President, Con-Lash Supplies Pte Ltd - **Danny Lien**, Vice President, Amos International (S) Pte Ltd.

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recovery is now on a solid foundation. I hope they are right though I continue to be bothered by the lingering economic problems in the developed countries and the unfolding of a slowdown in China. PSA must therefore continue to remain very vigilant and focused so that we can be prepared for any challenges and seize any opportunities that come.”

This tone was echoed by Eddie Teh, Group CEO, PSA International, who added: “In 2010, a convergence of all the measures macro and micro – government and industry – all collectively had the desired effect of calming the global markets. PSA and the port and shipping sector in tandem with all other industries benefited from the resulting outcome. Container volumes recovered strongly from the previous year and, with contribution of volumes from newly commissioned terminals in Busan in South Korea, Chennai in India and Vung Tau in Vietnam, PSA Group ended the year with a new peak of 65.12 m teu (14.4% increase year on year), surpassing the previous high of 63.2 m teu achieved during the heady and tumultuous times in 2008.”

Jens Martin Jensen, Managing Director and CEO of Frontline Management, gave his views on Singapore’s growth: “It is still growing and companies like Vela have moved their chartering activities to Singapore and more of the oil traders have started trading out of Singapore so there is a lot of activity. Indonesia is booming and spilling into Singapore and it is true to say that we haven’t felt the recessionary crisis,” he said.

“With the various tax issues and bonus issues going on in some of the European countries it is easier to attract more high level staff to come to this part of the world. It seems there is more of a willingness for higher level people to move out here. It has taken years for Singapore to get to the position it is in now but it is becoming a real hub,” he added.

This view about Singapore’s growth was repeated by Douglas Inch, from Cullen Metcalf and Tony Ng, President of the Singapore Association of Ship Suppliers and head of Con-Lash Supplies Pte. “Singapore is a major oil hub and is becoming a major cruise hub so there is a lot of growth potential going on,” said Mr Inch. Both these chunks of the shipping industry are incredibly capital intensive aspects of shipping. The ship owner needs a very slick organisation onshore to turn his



vessel around and get out to sea again and that is where SASS comes in as an association of quality ship suppliers.”

He added: “Singapore has an enterprise culture which states that within reason any individual can set up in business. What it means is that you end up here with the world’s number one port and a lot of very expensive ships on the go and a huge number of suppliers on hand to service their needs, which is not the case in Rotterdam. There are at least 300 suppliers here and that is because of the enterprise culture. At one end of the spectrum you have the one man band and at the other end you have the ultra modern capital intensive operation. You have this huge difference between the one man operation who I guarantee won’t even have a storage room or an office, who operates out of his

car by mobile phone. Can he still do the business? If that is the sort of business the ship owner wants then yes he can. But we also have an aggressive climate here and ships need food and you cannot mess about with fresh meat and milk and vegetables by leaving it outside,” Mr Inch said.

Abdul Hameed Hajah, Honourable Secretary of SASS, said there had been a slight improvement in the shipping movement in the past year, but not all had benefited from it.

“It all depends on your customer base. There are companies enjoying better business but there are some companies who have suffered too. It all depends on the segment of the business.”

He said container shipping seemed to be the more successful as freight had gone up, with some even fully booked, and those serving liners coming into Singapore along with the feeder services had probably increased business.

He said the problem was that margins were not getting any better: “Talking gross or net, if you make 1% or 2% after everything you are lucky.”

Indonesia, India, Thailand and Malaysia all had better margins, he said, and there had been concern over the amount of people leaving big companies to start new, smaller companies.

“They go into the market and offer bigger discounts but they only stay for a short while and then disappear,” said Mr Hajah, who also emphasised the



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importance of maintaining quality in line with value. However, Mr Hajah added that Singapore still offers very competitive prices compared to other ship supply regions in Asia.

So where does SASS fit in? Well according to Mr Ng, in two places; in the professional category but also in that SASS offers the ship owner a means of benchmarking. "We have criteria for membership and that is a standard which is set internationally by ISSA and set nationally by SASS. To ensure the supplier is properly capitalised and that it has staff and that it knows what it is doing and operating safely, and hygienically.

"We are a registered non-profit organisation under the Register of Societies in Singapore – a government organisation which ensures SASS operates within parameters defined by the constitution of the organisation, which state what SASS can and can't do.

"We hold an AGM every year and the membership can call an EGM if they believe there is something they want to address. Over 50% of our members have ISO or



Members of the Singapore Association of Ship Suppliers and guests enjoying a night out during Sea Asia 2011

ISSA Quality membership," he added.

So how has Singapore changed? Tony Ng again: "Demand from the owners is much higher and they expect the service level to be higher and the price to be cheaper. Every day we are pushing up service levels. Payment issues and problems are not unusual as payment is always an issue. A lot of owners need the stores yesterday and give last minute orders so we need the manpower to fulfil these

supplies and they expect the quality to be there.

"During its 30-year history, SASS has seen some vast changes to the industry that we serve, and indeed to the way that we handle our day-to-day business. During that period, containerisation has consolidated, and today has almost removed the general cargo ship from our dockyards. In general terms, ships have become bigger, plus we now live in an era

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with literally dozens of large cruise ships, all of which count their passengers in the thousands. Certainly, the smaller ships are still around and will remain an important customer, but overall, ships and rigs have become vast investments for their owners. The ship suppliers remain a key component in the consolidated industry that turns them round quickly and efficiently. As such, today, it is even more important that ship and rig owners and managers have access to and are readily able to recognise reliable supply partners. A key function to our international association – ISSA – and our own organisation in Singapore, is to maintain standards and ensure that when a customer selects a SASS member, he or she can do so with confidence.”

And what about your own business Con-Lash? “Business is very competitive and every year is getting more and more difficult to operate in. We must be on our toes to try and improve which is why we have a lot of internal training. At Con-Lash we have the latest ISO 9001/2008 and the ISSA Quality Standard. Turnover of staff in Singapore is quite high which is why we

employ foreign workers because we know they will be here for the next two years. If we are investing in training people we want them to stay longer with us. The foreign workers pay a lot of money to come to Singapore so we are sure they will stay unless they do not meet our standards.

“We expect turnover to be higher and we are trying to get in more household name products. We are the sole distributors for Amstel beer here in Singapore and we import a lot of duty free items such as cigarettes and beer and wine,” he added.

Desmond Teo, Managing Director of Gaylin International, added to the debate: “The first three months of this year have been very good after the recent slowdown. It is the offshore sector which is very busy and 2012 will be a very busy year. Demand is the same, quality and price is important. But for offshore it is different, customers want the top brands. All our products are sourced from Europe and the US – Holland and the UK. Everyone is concentrating on Asia. Lots of investors from overseas have bases in Singapore,” he said.

So where is growth in the offshore sector coming from? According to Mr Teo, it is definitely Vietnam, Thailand and Brunei and now in Australian waters and in and around Indonesia. “We feed into all of these areas. Our big markets are Vietnam and Australia and Thailand and Myanmar is also getting important,” he said.

Gaylin set up a branch in Vietnam three or four years ago and last year bought a new venture in New Orleans. Mr Teo added: “We bought a company over there it is called Halo and we are 70% owners of the company. Our future presence will be in Europe then China and India. Europe and China by next year because we are going to be listed on the Singapore stock exchange by end of this year so once we have money from that flotation, we will expand. We intend to float by the end of this year and this will not only give us more scope to expand but also more credibility in the market.”

Mr Teo said Gaylin would also move more into the offshore installation of the deep sea moorings sector: “We have good engineers standing by and we can use the same Gaylin brand.” ■

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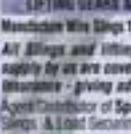
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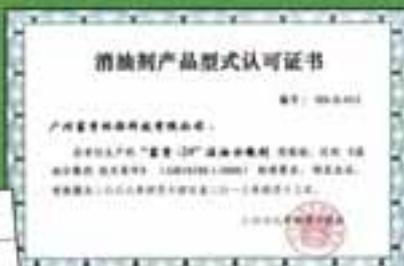
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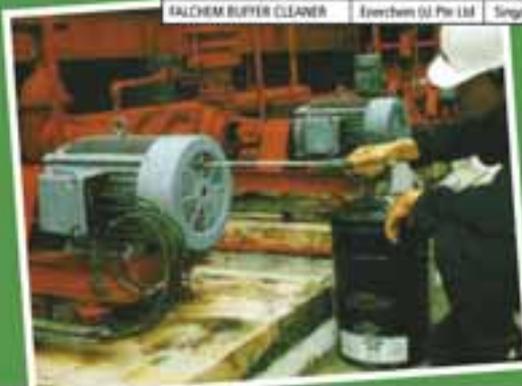
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ANNEX II CARGO TANK CLEANING ADDITIVES EVALUATED AND FOUND TO MEET THE REQUIREMENTS OF REGULATION 13.5.2 OF ANNEX II OF MARPOL 73/78

Name of cleaning additive	Name of manufacturer	Reporting country	Evaluated in accordance with MEPC.1/Circ.590
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FALCHEM CITRUS KLEEN	Enerchem (S) Pte Ltd	Singapore	X
FALCHEM ENVROCLEAN	Enerchem (S) Pte Ltd	Singapore	X
FALCHEM NEUTRAL CLEANER	Enerchem (S) Pte Ltd	Singapore	X
FALCHEM SOLVATE OIL AND GREASE EMULSION	Enerchem (S) Pte Ltd	Singapore	X
FALCHEM TANKLEEN	Enerchem (S) Pte Ltd	Singapore	X
FALCHEM ENERPOL	Enerchem (S) Pte Ltd	Singapore	X
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Adding weight to the importance of anchors

Class societies have reported as many as one anchor per 100 ships being lost each year, with the potential for serious and costly consequences.

If a ship starts dragging its anchor in bad weather, it can lead to a collision with another vessel, grounding and loss of the ship or damage to cables and pipelines on the seabed. What concerns Marcel Wortelboer, of Rotterdam-based anchor and chain cable company Wortelboer is how many people underestimate the importance of such equipment.

"Anchors and chains always come at the end of purchasing the ship and because some of the owners do not have much money left, they are always trying to buy the cheapest," he said.

"People think it is a bit of steel and it is a damn shame they have to hang it onboard because it is only taking up space and not earning money, but it really

is a tremendously essential item. If a ship loses engine power, it is the only way the crew can stop the ship from crashing into other vessels or running ashore."

Wortelboer is a family-owned company which was started by Marcel's father just after the Second World War. Today it employs 15 staff, including his brothers and niece, and concentrates on three divisions – offshore, general shipping and yachting.

The bulk of the market is general shipping and all three divisions are subdivided into newbuildings, replacement and delivery and fittings. Having the best equipment you can afford, and knowing the market, is extremely important, said Mr Wortelboer.

In the yachting division he is often asked for advice about the best types of anchors and chain cable for the job: "We have got a tremendous output in newbuildings in the European market for

anchors and chain cables for yachting and while I am not saying I am the guardian of the business for yachting, people do listen to me.

"Advising in that capacity is very essential especially at the start of a newbuilding, and people appreciate that. They are more than willing to listen so they can adjust their needs.

He added: "In general shipping the type of anchor is chosen with the design of the vessel in mind and it is not really possible to change.

"It is important with the builders and designers to determine what is used depending on the type of vessel. If it is a chemical tanker, for instance, I can imagine you would want to take some risk off the equipment. That means if something happens with the chemical or the tanker you can be sure you are on the safe side. On other vessels, however, they don't even care about what type of

equipment is going onboard and they only tend to choose the lowest possible in class with the smallest diameter and less length of chain cable."

Mr Wortelboer said for vessels such as reefers, bulk carriers, tankers and container ships, anchors do not actually give the holding power required, it is the chain cables which provide that to keep the vessel in position.

"The real weight factor is the chain cable and the length because it is weighing sometimes five or 10 times what the anchor weighs," he said.

Some shipping owners, he said, do not listen to the experience of the seafarers themselves in deciding what weights to provide.

"However in yachting, owners are listening more to the captains who might say 'I have the experience and I don't want this range of anchors, I want double the weight and I want more length of chain cable' because these vessels are not small.

He said class societies had a simple calculation for the length of chain cable needed but many companies only used the minimum specification.

Another important factor in the safety of anchors and chain cables is maintenance. If an owner has a pretty good schedule on his ship he will have his anchor and chain cable inspected every six months to ensure all the connections are still in good order.

Anchors last, on average, between eight and 12, maybe 15 years, depending on how often they are used and maintained. Those in constant use in a harsh sea environment can be worn down in as little as four years. They are protected by a coating at first, but after a year of use, or even sooner, this coating will be eroded by seawater and all that is left is plain steel.

Using them is not the issue, it is having them laid in the chain locker in salt water that will affect and rust them. "Using them really is the key thing," said Mr Wortelboer.

However, he added: "If you use the anchors and chain cables to their maximum wear level and the chain cable is getting so thin, it might break off, then you are in a risky situation."

Responding to such situations is one of Wortelboer's strengths, he said. The company has a substantial stock at its Rotterdam premises – over 7million kgs of

anchors and chain cables – and all available at quick notice.

"If a vessel has lost an anchor and chain cable and they are not allowed out of the port we will take care of the situation," he explained.

"We can offer air freight if it is an emergency and we guarantee a fast response, 24 hours a day, seven days a week."

Indeed, four years ago Wortelboer was called into action to deal with one of its biggest emergencies to date when two vessels lost their anchors in US waters. It immediately transported to Seattle four high holding power anchors weighing 15 tonnes each on one of the world's largest cargo planes, Antonov An-124.

"It was a big challenge, but just one of many we have dealt with," said Mr Wortelboer.

Responding quickly to emergencies is also a service boasted by Norwegian company Sotra Anchor & Chain.

Its main yard and head office are in Bergen Norway and it also has yards with anchors and chains in Aberdeen, Scotland, Nantong, China and, in April, opened a new yard in Rotterdam to supply studlink anchor chain, anchors, swivels and shackles for immediate delivery.

"These four locations give us the greatest flexibility for deliveries worldwide and bring our products nearer to their main markets," said Marketing Manager Tor-Frederik Friis.

"In Rotterdam, we can deliver quickly and economically to all European countries and also be in position for quicker shipment to North and South American customers."

Sotra Anchor & Chain is part of The Sotra Group, founded in 1980 at Sotra on the west coast of Norway.

Today the company has more than 10,000 tonnes of new and second-hand anchors, chains, shackles and accessories for supply within shipping, offshore, aquaculture, shipyards and even for the decoration market.

"We are able to load and deliver immediately upon order, 24 hours a day, seven days a week," said Mr Friis.

Wortelboer is also considering expansion, into the Asian market.

"This would be a huge step for us but it is one we are contemplating and we are working on some ideas," said Mr Wortelboer.

However, he said there was still caution about the move because the bulk of the company's market was in general shipping and it had been affected by the global economic downturn.

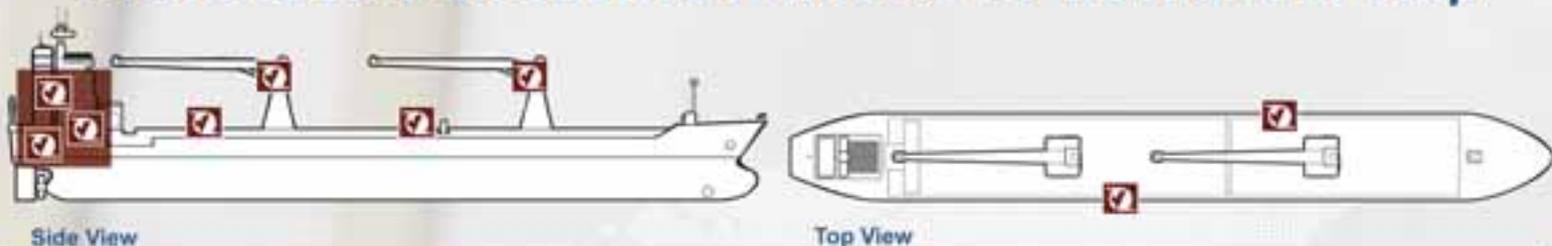
"We used to have a pretty large order intake for newbuildings but this has fallen tremendously in the last couple of years," he said.

"There are less newbuildings in Europe at the moment and there is some stiff competition for our business in the Rotterdam area."

He added: "The shipping industry is still not earning enough and it is not turning around as quickly as we had hoped. Even next year will be difficult."

He believes the recovery in the industry will be slower than the economy in general, maybe up to a year later, but remains optimistic. "If everyone is spending money, goods will have to be transported and so there will be a lot more export and import. That means people are going to invest in newbuildings and put more ships out to sea, so the business will pick up for us. Let's hope it happens sooner than expected." ■

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Singapore-based manufacturer KM Kinley Marketing has grown significantly since it was founded in the 1980s as a small business focused on the manufacture of marine water-powered, pneumatic and electrical ventilators and the sale of industrial tools and brushes for de-rusting. With a 40,000 sq ft warehouse and 25 employees, the company now specialises in tools and equipment for a number of industries, including the maritime and offshore sectors and is a manufacturer of the Cobolt brand of marine equipment. KM Kinley Marketing is also an agency and distribution centre for the South East Asia region for other major brands, including Texas Pneumatic Tools, Ramfan and Gilkes UK marine fans, water motors and turbo pumps.

Samuel Han, Marketing Manager and Electrical Marine/Offshore Consultant said: "Singapore is an international hub and an excellent port to be based in. Our company uses this location as a centre, from which to distribute our products across the South East Asia market. Our customer base is not just shipping but also construction, oil and gas industries, refineries and the Navy. Because of the recession, it has been a difficult time for the shipping industry as a whole but we have benefited from taking a wider scope and finding customers in other areas to assist with building on our revenue from a number of sources."

Michael Han, General Manager and Industrial Design Engineer, said: "We had invested great efforts in product design and developments and our end products are designed, engineered and manufactured to withstand the toughest conditions. Through the process of research and development, we are confident our product lines are competitive, good value for money and increase usability, while optimising machine function."

A focus on innovation within design and manufacturing has served KM Kinley

Marketing well and the Singapore warehouse currently holds hundreds of products. Though tools such as surface preparation machines, pneumatic and water-driven gas freeing fans and tank cleaning machines remain popular, the company is also dedicated to building on its product range with new innovative designs and features. The Cobolt product line is delivered through a worldwide network of sales agents and distributors.

From its workshop in Singapore, the brand's technical team also offers a bespoke service and is able to develop and customise products according to customers' specific requirements. The product range has also expanded to include additional marine products, for example, the company has taken on distribution responsibilities in Singapore for South East Asia for a range of marine tapes designed by the Canadian company Innovative Manufacturing.

Ensuring a variety of products are available, the company's ethos has also developed to embrace environmental concerns, as Michael Han said: "Right now, older vessels are being replaced for newer ones with better and more environmentally-friendly technologies. This is a great opportunity for us to step forward and play our part in the new era of shipping. Within our own products, we are trying to cut down on power consumption and use more efficient power, with a lower output. We are committed to ensuring our products are environmentally friendly and non-hazardous to our customers."

With such a broad and growing range of merchandise available, it's only natural the company is looking to expand into other regions, as Michael Han explained: "We are looking to set up a small office in the US to deliver stock, perhaps in Houston, Texas but we have also considered Europe and are looking into the possibilities for 2012. We are investigating the global market and how we can work to better serve our



customers. It is a growing market and our sales have improved. We also understand there is great demand within the offshore oil and gas markets and we have plans to expand our business further within this also."

Though the market is competitive, Alan Han, Operations Director said he is confident customers will continue to look for quality brands and that KM Kinley Marketing is committed to meeting each customer's specific needs by ensuring safety, excellence and innovative products: "The quality of our brand is well known to many shipowners, shipmanagers and chandlers worldwide. We are securing orders to fulfil the requirements of both newbuildings and older vessels." ■

Moving with

“Short-term pain for a long-term gain” is how ship suppliers have described the introduction of the Excise Movement and Control System (EMCS).

Despite previous apprehension it seems the changes brought in on 1st January to shake up the bonded and duty free sector have been warmly received, though a few countries have been left struggling in the wake of the new technology.

Previously the customs process involved reams of paperwork as goods went on their journeys with

paper Administrative Accompanying Documents (AADs). Now the computer system captures and processes information in respect of all movements of excise goods in duty suspension within the EU with just one commercial document travelling with the goods.

“It’s gone really well,” said Darren Mills, Commercial Contoller at Dover-based C G Hibbert, wholesalers specialising in wine, spirits, beers and tobacco.

“It was very much trial and error because the UK Customs decided there would be no trial system. The first couple of days were very difficult

because there were certain things in the EMCS that were new.

“As a company we have had to make lots of software changes to be able to incorporate the EMCS, as has everyone else. It’s short-term pain for what will be a long-term gain.

“It adds security knowing that the goods have arrived. With the electronic system you know immediately whether the goods have been delivered or not. With paper AAD you sometimes had to wait up to three months for them to come back.”

Andrew Hunter, General Manager at C G Hibbert, estimated his company

h the times

By Samantha Giltrow

raised upwards of nearly 2,000 of these documents per month.

"It's a massive flow of information so ultimately this is a great system," he added.

"If you deliver products to a warehouse in Germany, for instance, rather than waiting to get a piece of paper coming back to say they've stamped and received it, the way the system works it should happen automatically. It's a major step forward."

His comments were echoed by Stuart Burden, Managing Director at ship supplier Cavendish Ships Stores, also based in Dover.

He admitted his company had been "getting a little bit nervous" about the introduction of EMCS and even went to the lengths of having a regional meeting in Southampton at the end of last year.

"We got a lady down from customs in Manchester and a man from e-customs, had a meeting and thrashed it out," he said.

"What we are finding is that certain EU countries are struggling. As far as the UK is concerned it has gone far smoother than we ever anticipated.

"We only had teething problems for the first couple of days. It did surprise us because of the horror stories we

were hearing beforehand!"

Despite the positive start Mr Burden believes it will still be a while before the paperwork completely diminishes.

"At the moment it is still quite long-winded," he said.

"There is still a fair bit of paper replication but, over a period of time, it should go down," added Cavendish Director John Davey.

"At the moment you still have to ask customs to pack and pick and give them chance to inspect. Once that goes out of the way you can just process. Once they are confident people are not bypassing the system

and there is no transport on the road without the correct documentation, then I think it will be easier.”

“It adds security knowing that the goods have arrived. With the electronic system you know immediately whether the goods have been delivered or not. With paper AAD you sometimes had to wait up to three months for them to come back” *Darren Mills, Commercial Controller, C G Hibbert*

Cavendish Ship Stores’ beginnings were in 1974 when its now sister

company, James Burden Ltd meat and poultry traders, was set up at Smithfield Market in London.

A few years later it won the contract to supply chicken to P&O’s *Canberra* cruise liner which was commandeered during the Falklands War. The firm ended up supplying the NAAFI.

“To cut a long story short, they thought it would be a good idea if they went into ship supply, so they started a new business, Cavendish Ship Stores in 1984,” explained Mr Burden.

The company was set up in Dover supplying frozen, dried and chilled goods to ferries. At its height, there were six depots because the firm moved into food service, supplying pubs. However, this part of the business was shut down in 2001 and business concentrated on the two shipping depots in Dover and Fareham, Hampshire.

Now it covers the main cruise and ferry ports in the UK – Dover,

Portsmouth and Southampton – and employs 40 staff across the two depots.

“Over time we decided we should be more of a one-stop shop for cruise lines and shipping customers,” said Mr Burden.

The company also offers bonded stores, technical products, consumables and specialist services such as containerisation.

“We service all the cruise liners in the UK and we have a very healthy US cruise line business, mainly out of Southampton,” said Mr Burden.

Cavendish, which boasts the ISSA Quality Standard, has around 800 food lines and sponsors an annual food fair in Southampton to highlight local producers, something the company feels passionately about.

Indeed, they even held an event on P&O’s *Oriana* where they invited 150 local suppliers to showcase their produce.



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"We have to keep sharp ourselves. We have to see what is going on in the business," said Director John Davey.

This knowledge is a big advantage when dealing with the American cruise ship customers.

Mr Davey again: "They come to us because they like to know what the British market can offer and they like to have certain products onboard.

"On the bonded side, Royal Caribbean, for instance, want to know what English passengers want to drink. They want to know what the most popular real ales are and what the most popular cider is.

"They do listen to us. We know the business. I've operated ships myself and Stuart has been in the game a long time. They come to us and say 'what is your interpretation of the market?' That's all part of the added value."

When it comes to supplying to the cruise market, brands are big.

Some of the biggest growth in the

alcohol market has come from cider, with its popularity starting around three years ago. Strongbow and Magners are in most demand at Cavendish.

"The bonded side of our business is generally very brand-orientated," said Mr Burden.

"If they ask for Heineken there is no point offering them a cheap beer from Belgium instead."

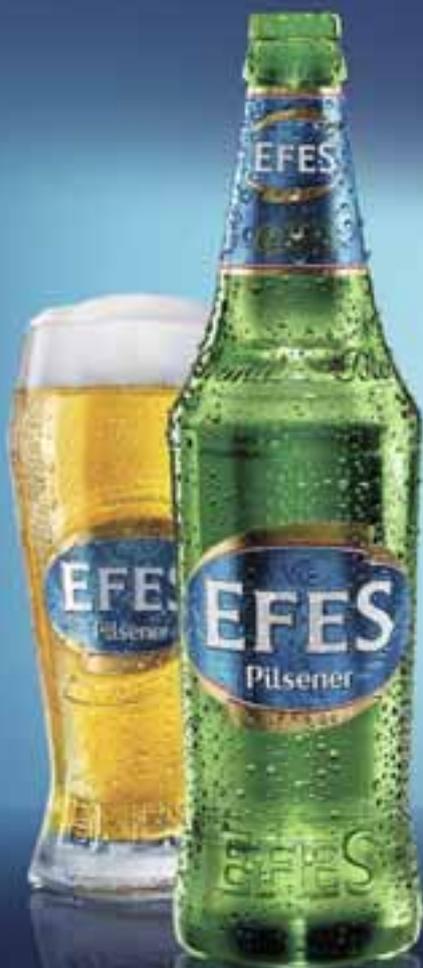
Other new products currently selling well include Crabbies Alcoholic Ginger Beer which, this year, has been listed on P&O Cruises for the first time. Real ales are also making a big comeback.

The trouble with the brands is the bigger they are, the bigger the competition.

"With Heineken, the market is competitive because you can buy that from other European countries," said Mr Burden. "Everyone is fighting over the price and there's not much margin in it."

"The bonded side of our business is generally very brand-orientated. If they ask for Heineken there is no point offering them a cheap beer from Belgium instead. With Heineken, the market is competitive because you can buy that from other European countries" *Stuart Burden, Managing Director, Cavendish Ships Stores*

Laurence Wright, Sales Manager at C G Hibbert, said the cruise industry was buoying up its sales as the general



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cargo business trade had dropped away considerably.

"Years ago it was the bulk of the duty free market. Now it's miniscule compared with the rest," he said. "Where the business is, is where cruise ships come in and the supply of products to cruise ships is increasing.

With bonded stores, business has changed a great deal in recent times, especially with many ships becoming dry and banning smoking.

Mr Wright added: "I am aware that some shipping companies are

"The business is where cruise ships come in. The supply of products to cruise ships is increasing"

Laurence Wright, Sales Manager, C G Hibbert



monitoring alcohol and how many cans of beer crew members consume."

He said he and everyone else in supply understood the reasons why as ships are getting bigger and if there is an incident and alcohol is to be blamed, that could have very serious consequences. "I think more and more companies want to show they are socially responsible."

Indeed, C G Hibbert's parent company, Pernod Ricard, recently held a responsible drinking campaign aimed at educating its staff about the perils of drinking and driving and C G Hibbert staff took part.

With many ships now calling for seafarers to adopt healthier lifestyles do some of the companies even budget for alcohol and cigarettes?

"Their budgets have been cut on these things," said Mr Wright. "But then many people on the ships have gone onto juices and fitness drinks, and then you have the crews who cannot afford to buy premium beer."

However, he said with many crews away for long periods of time, for instance those at sea on a six-month cruise, the companies had to look after them, as they were quite entitled to drink responsibly in their own quarters. On some of these ships, the crew order was as important as the passenger order, he said, and to keep it duty free was important.

"The good thing in terms of the brands that we supply is they are all well managed and they are internationally recognised brands," added Mr Hunter.

C G Hibbert acts as a wholesaler, supplying the trade. It is supply chain partner for a number of blue-chip internationally recognised brand owners including Heineken, Scottish & Newcastle,



which has brands including John Smith's bitter, Foster's and Kronenbourg lagers and Philip Morris International which owns the Marlboro cigarette brand. It is also agent for Guinness in the UK duty free market.

"We have the flexibility to be able to work in a number of different markets and it gives our customers and our brand owners the comfort they are dealing with a significant organisation in terms of back of house support and obviously our financial standing as well," Mr Hunter said.



Mr Wright said the cruise profile used to be a much older group but the age is now dropping back and this was obviously influencing the brands of drinks being sold onboard.

The main brands included Heineken, Foster's, Kronenbourg, Guinness, John Smiths and Strongbow.

"The cruise market growth is phenomenal. Cruising has not got this snobby image any more. The age profile has lowered and more families are now going onboard"

*John Davey, Director,
Cavendish Ships Stores*

"Carnival UK which has the P&O fleet markets each ship differently. People know what they are buying into," he said.

Wine sales are also on the increase and providing big growth on cruise ships: "It's a growing market as a lot more people are drinking wine. Some companies make it quite reasonable and there are others looking to make quite a lot of profit in that area."

Passenger vessels is where the main growth is in the overall drinks market and with more cruise ships being positioned in the UK this will benefit sales even further.

According to Cavendish, the UK cruise market is growing by 15% a year and Director John Davey described this as "phenomenal".

He also said the profile of the average cruise customer had changed: "Cruising has not got this snobby image any more. The age profile has lowered and more families are now going onboard." However, with this growth, he said, had come tougher competition.

"The market is becoming more competitive and it's a tough business with margins under pressure, but we can stand up and be counted," he said.

"Customers have brought in the big players but we have taken them on head to head and won."

And, adding a huge boost next year will be the 2012 London Olympics. Mr Burden predicts there will be more cruise ships around the UK and more ferry passengers coming into the country.

"If there are more passengers and more ships there will be a general increase."

He also believes crowds will flock to witness the Queen's Diamond Jubilee celebrations in June and P&O's 175th anniversary 'Grand Event' which will see P&O sailing its entire fleet of seven ships across the Solent from Southampton on 3rd July next year.



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The Olympics boost will also be welcomed by C G Hibbert which has seen major sporting events such as the football World Cup, Rugby World Cup and Le Mans 24 hour race increase business by 30%.

"Passenger numbers will increase particularly through the port of Dover," said Mr Hunter.

"There is a lot of opportunity around. I'd like to think that we can do some work with the 2012 Olympics in terms of brand owners. Heineken for instance are a sponsor and the preferred beer of the games."

C G Hibbert currently has 23 staff and has a fully bonded warehouse across two sites covering pretty much anywhere from the north of Scotland to Dover in the south of England.

The company is looking ahead with excitement at the upcoming opportunities such big occasions will offer.

It is also eyeing up other markets

where it can distribute its own brands and continuing building up business with the airlines and recently appointed a new Sales Executive, Corin Lehmann.

C G Hibbert is also involved in containerisation of products for global distribution. "It's an area where we see increasing growth," said Mr Wright.

It is also an important part of Cavendish's business, particularly in the winter months when cruise ships stay in sunnier climes.

"When a cruise ship goes on a world cruise we are one of two consolidators for Carnival, so we will pack all the containers to send off around the world," explained Mr Burden.

"So, everybody else's products are coming to us, we stuff the containers, do the documentation and off they go."



Talking about longer term plans for C G Hibbert, Mr Hunter said: "We see further development within our agency portfolio and we are forever looking at other opportunities within that. We are ever mindful of what we are doing with our ferry operators as well. There are also opportunities in other areas such as the wind farm business.

"We are looking to really push the boundaries of the business over the next 18 months to two years." ■



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Coatings market has cost-cutting covered

As many shipping companies aim to further reduce operating costs and their carbon footprint, investing in the latest technological advances is proving crucial.

Downtime, as everyone knows, means loss of income so new products which enable ships to get back out to sea quickly are being heralded as an important investment.

International Paint recently launched its latest chemical tanker cargo tank coating which promises to cut cleaning times and costs and increase the flexibility and volume of cargoes which can be carried.

Interline9001 enables ships to carry all the cargoes that the standard epoxy phenolic technology can, plus a further 25% of the large volume cargoes it currently cannot. It also has over 60% fewer cycling restrictions.

"Many cargoes previously classed as easy chemicals are now classed as high specification chemicals, so the challenge is becoming greater," said Andrew Hopkinson, International Paint's Business Development Manager.

Up until now, coatings used have been zinc silicate and the popular epoxy phenolic but both have limitations in that they absorb and retain cargo resulting in lost earning potential as lengthy cleaning processes are needed to eliminate traces of the previous cargo.

For example, a tanker carrying methanol from the Middle East to the Far East and then carrying clean petroleum products back to the Middle East would need seven to 10 days of cleaning in between if it had an epoxy phenolic coating.

"Cargo retention causes the cleaning headache because we have to run the cleaning machines long enough to remove that retained material.

"If we don't spend the time and effort and costs, in terms of bunker fuel we are burning, we run the risk of contaminating the subsequent cargo," stressed Mr Hopkinson.

Stainless steel tanks, which do not require coatings, are an alternative option as they do not absorb or retain cargoes but they have become extremely expensive, often to the point where it is uneconomical for them to be used.

Interline9001 is a bimodal epoxy coating which works with a special combination of low and high molecular weight polymers creating a loosely bound, but highly cross-linked, flexible network chain on ambient curing.

Along with greatly improving the downtime, Mr Hopkinson said costs associated with cleaning are also significantly reduced with Interline9001.

International Paint is already in contract negotiations with several different companies for some newbuildings and vessels coming in for maintenance and repair. Mr Hopkinson estimates there are currently about 7,000 chemical carriers in the market – 4,000 chemical tankers and 3,000 product vessels – with a further 800 to 900 currently in production for each sector.

He believes the new coating will hit both newbuild and maintenance and repair markets as vessels coated with epoxy phenolic coatings in 2003/04 would now be due for maintenance and repair.

"We also expect more orders to come in for newbuilds over the next 12 to 18 months," he added. "The projected growth for the chemical market is 6% to 8% year on year."

Although Interline9001 comes at a price – up to three times more than an epoxy phenolic coating – Mr Hopkinson claimed payback would come as soon as between six and 12 months.

International Paint also expects the coating to last twice as long as an epoxy phenolic coating, which usually has a lifetime of about seven and a half years.

Netherlands-based Sigma Coatings says fuel consumption is set to rise by about 117m tonnes by 2020, meaning a total cost increase for global shipping of \$60bn.

Longer range scenarios also show that by 2020, in the absence of policies, CO₂ emissions from international shipping may grow from 1,120m tonnes in 2007 to 1,457m tonnes.

In response to the financial and environmental challenges, Sigma Coatings launched its new coating Sigmaglide 990, a third generation fouling-release product. Sigma says its pure silicone topcoat reduces frictional resistance to the point where fuel savings of a guaranteed 5% can be made.

Sijmen Visser, Sigma Coatings' Global Segment Manager Marine – Maintenance and Repair, said it was vital to look at fuel costs and ways of cutting back on the amounts used within the shipping industry.

"With conditions improving within the global economy, and the prospects of continued growth in global trade, it is foreseen that fuel consumption will increase in the coming decade. Carbon dioxide emissions will also develop at a comparable pace."

Another company making waves in the greener coatings market is Gibraltar and UK-based Brunel Marine Coating Systems.

Its EnviroMarine hull coating has been around for over a decade now and was the first and only hull coating to be approved and certified by DNV as eligible for a subsidy from the Shipowners' Environmental Fund, due to its green credentials.

While the industry is searching for ways to extend dry-docking intervals and others trying to achieve a seven and a half year docking interval,

EnviroMarine has been singled out as suitable for a 10-year docking interval.

David Shreeve, Director and Co-Founder of the UK's Conservation Foundation, praised the company's green credentials: "Whoever we are, wherever we are, we all have an environmental footprint. From what I have seen of Brunel's EnviroMarine, it certainly helps the marine industry to reduce its environmental footprint." ■

Chemicalreaction



Jason Georgiou, Marine Director, Vecom

Since its formation in 1953, the Holland-based Vecom Group has offered a broad range of products and services to the maritime market, from safety equipment to the ultrasonic cleaning of machinery, but the production and distribution of chemicals is a main priority within Vecom Marine Alliance's commercial activities.

With products including maintenance and tank cleaning chemicals, water treatments, carbon solvents and electro cleaners, Vecom is constantly adding to its range of new chemical products and as

Jason Georgiou, Marine Director told *The Ship Supplier*, 2011 marks a busy period for the company: "We supply to 850 ports around the world at this time and are expanding. It is quite busy because we recently reorganised the company and are also in the process of buying other firms. Vecom is planning to expand into the United States with a form of alliance partnership and also to open our own office in Singapore. We are focused on bringing our products and services to more regions and customers."

On the chemicals side of the business, Mr Georgiou explained the majority of deliveries are taking place in Asia at the moment, particularly Singapore and China, though Rotterdam, the Mediterranean and the US are also strong markets for Vecom marine. Demand for Vecom's chemicals range has also remained strong in Greece, Germany and the US, but Mr Georgiou reiterated the importance of focusing on growth in the Asian market, particularly where Vecom's biological and environmental products, such as the company's new line, Veclean Eco are concerned.

As Mr Georgiou noted, the Veclean Eco Line provides an alternative to acid-based products and includes cleaning agents, low pH cleaners, descalers, sanitation systems and oil spill dispersants, to name just a few products in the range: "We co-operated with a US-based lab to complete a series of tests over four years, enabling us to replace the acids in our products with Enviro ones and created the Veclean Eco Line. The line has been well-received and is currently used by some high profile clients, particularly within the cruise market. We have around

600 clients on a daily basis, through all of our companies and partners worldwide. The fleet using our chemicals is extensive – some clients choose to use our products on all their vessels while others choose just a selection, depending on their requirements."

The environment is high on the shipping industry's agenda at this time but Vecom has built on its experience of creating environmentally sound products for over two decades. Mr Georgiou again: "We have been creating environmental products for the last 25 years but we are expecting demand to increase now. Veclean Eco is a new and unique line of environmentally-friendly products in our chemicals range, which replaces acids with 100% biodegradable products and is proof of our slogan 'Clean Ships...Clean Seas'.

"From a manufacturer's point of view, regulations are becoming more stringent on a daily basis and are in-line with some key industry concerns. Production is becoming more strict and expensive for the manufacture of chemicals. There are three forms of regulation which are especially significant – in Holland you have to follow local rules for production, while it is through IMO regulations which we gain approval, in addition to engine manufacturers after testing." Mr Georgiou emphasised the need for proper training when changing from working with hydrocarbon (diesel-based) products to the Veclean Eco Line. "Time is an important element in the maritime industry, in addition to environmental concerns. So it is ours and the shipowner's job to train crew to use the right products for the right results," he said. ■

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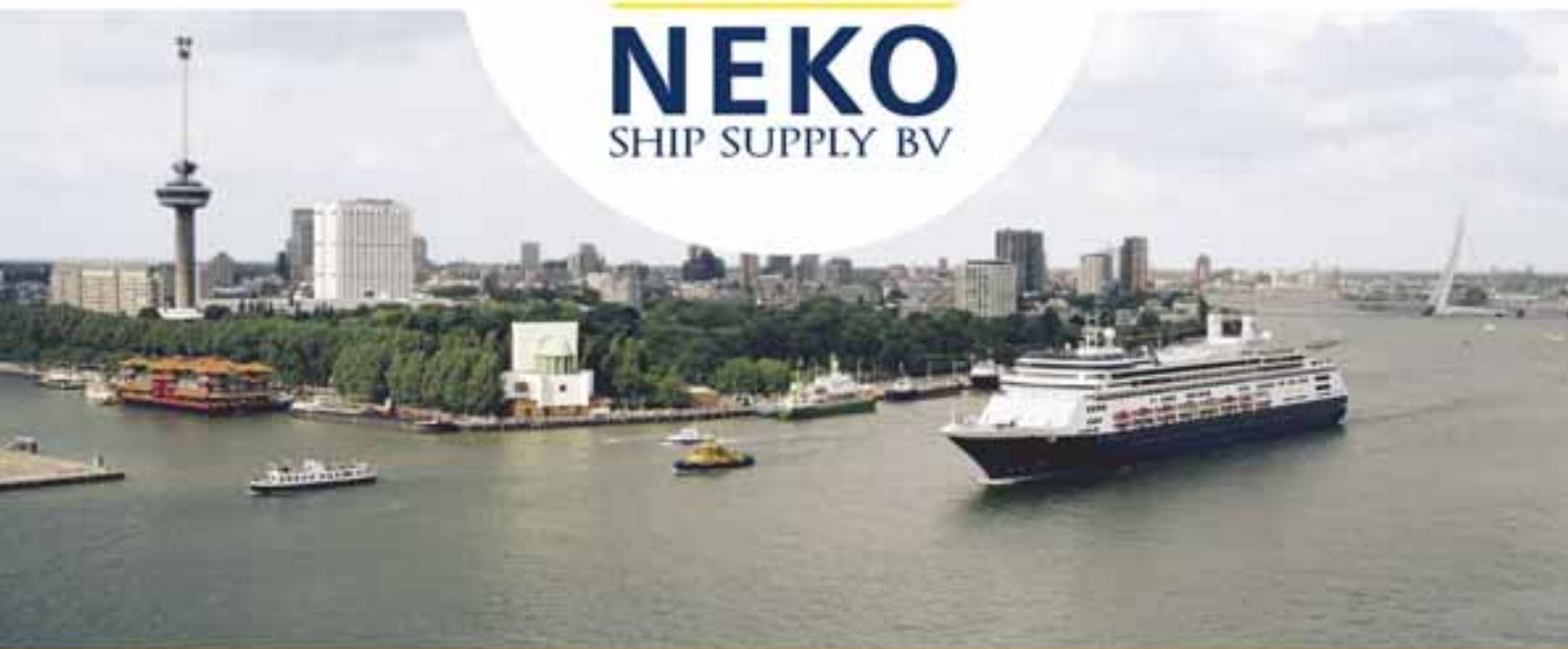
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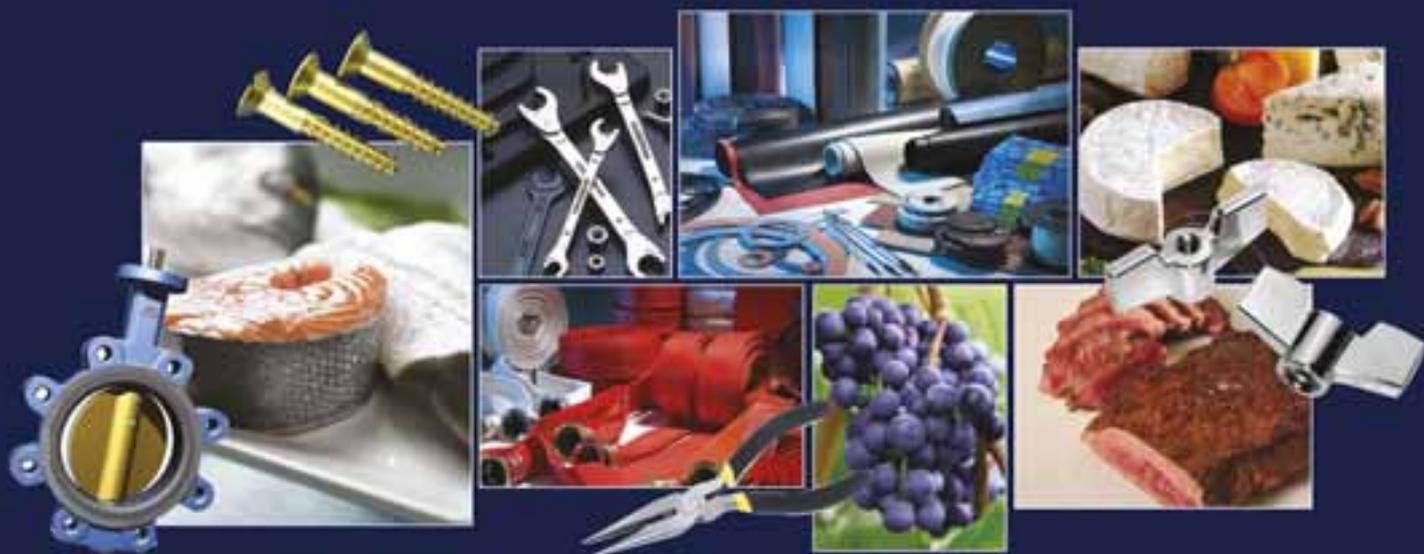


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Getting Convention underway

It was anchors 'aweight' for nearly 200 members of the International Shippers & Services Association as ISSA held its annual Convention onboard ship for the first time.

ISSA delegates boarded the DFDS cruise ferry *Crown of Scandinavia* in Denmark and spent three days networking, debating and socialising as the ferry glided between Oslo to Copenhagen. Apart from a choppy second night's sailing from Copenhagen to Oslo, it was plain sailing for the ISSA delegates as they listened to presentations ranging from the workings of the Finnish customs, to the intricacies of ship owner negotiations when a vessel is hijacked by Somali pirates.

This year's Convention was unique in that it was the first time ISSA delegates got together under the new governance system. At last year's Convention in Dubai,

the ISSA Board agreed to dissolve itself and re-form as the ISSA Assembly. This radical step was designed to bring ISSA in line with many international trade associations by streamlining its governance and accountability to the membership.

From 1st January, 2011 the present nine person Executive Committee also became the ISSA Executive Board. The ISSA Assembly is formed of one representative from each of ISSA's 43 national associations plus the Assembly Member for the Associate Membership. The 44-person Assembly is under the chairmanship of the ISSA President and now meets annually to endorse the operational actions of the ISSA Executive Board.

National representatives and the Associate Membership representative are now styled Members of the ISSA Assembly (MIA) and those elected to the Executive Board will retain the title ISSA Executive Vice-President.

It was an important first morning of Convention onboard the *Crown of Scandinavia* which saw the holding of the first ISSA Assembly and AGM with the voting in of four members to the ISSA Executive Board. Jens Olsen was unanimously re-elected as President of ISSA and Rocky Rocksborough-Smith was unanimously re-elected to the position of Senior Executive Vice-President. The Executive Board also re-elected Alfred Borg

as Treasurer for a three year period commencing 1st January, 2012. Rafael Fernandez, Chairman of the Spanish Ship Suppliers Association, was elected onto the Executive Board while also re-elected were Matti Kokkala, Chairman of the Finnish Ship Suppliers Association and Abdul Hameed Hajah, Hon. Secretary of the Singapore Association of Ship Suppliers.

Convention is never the same without its expert Master of Ceremonies Rocky Rocksborough-Smith who did a splendid job directing proceedings on stage and also officiating over the ever-popular Suppliers/Sub-Suppliers panel.

It was then left to ISSA President Jens Olsen to get the Grand Opening Ceremony underway by welcoming guests to this year's event. He said: "Under the theme of 'Finding New Routes to Market', it gives me great pleasure to welcome you all to the 56th ISSA Convention which for the first time is staged onboard a ship. To me it seems right that as ship suppliers we should take our event to sea and thanks to those who have travelled many miles to be here. The salty sea and the wind in our hair should blow away the cobwebs and enable us to focus on many of the vital issues facing our industry in these troubled times.

"While I am sure we will be sailing today and tomorrow in calm waters the same cannot be said for our industry. Indeed shipping continues to experience challenging times and is seeking innovative

ways to cope with a market that remains in difficulties," he said.

Following the President's address it was time for the traditional ISSA cultural slot and nothing prepared us for the excitement that followed. The cultural slot started with the blowing of two Viking horns followed by what can only be described as a display of how the Vikings would have resolved their differences in their encampments. To the layperson it involved actors and actresses dressed as Vikings and their wives fighting each other for dominance. The shrieks and screams were very realistic, we were told, and were a snapshot of the brutality that must have been present in Viking times.

After this excitement, delegates were treated to a thoroughly interesting keynote address by Per Gullestrup, CEO Ferries/Ro-Ro at Denmark's Clipper Group. Mr Gullestrup was heavily involved in negotiating with pirates who held his ship the *CEC Future* for 71 days. They released it after negotiations and the payment of near DKK9 million. His speech to delegates included a spine chilling account of the radio conversation between the ship's

bridge and the NATO warships as the pirates boarded the vessel. If there was any reason for the industry and the general public at large to understand the responsibilities and dangers today's crew members experience then this was it. InterManager Vice President George Hoyt took an opportunity to then ask all delegates to spend one minute reflecting on the importance of those seafarers still held hostage and their families ashore.

After a coffee break delegates then returned to the ship's very effective conference centre to enjoy the start of the main plenary session. Leo Nissinen, Senior Director of Finnish Customs, talked clearly about the progress made between customs and ship suppliers. He was followed hot on his heels by ISSA friend and favourite Torben Brammer who presented the One Maritime concept to Convention delegates. Interest is strong in the product and it looks to be going from strength to strength.

Lars Erik Kristiansen, Sales Director of MarineLink, gave one of the most interesting and focused presentations on



*Rocky Rocksborough-Smith,
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the whole of electronic storing. It was followed by a volley of pointed questions from the audience. Delegates ended the first day's deliberations with a couple of hours rest and networking before attending a welcome cocktails reception and dinner in the 7Seas Restaurant.

The second day's events got off to a strong start with a presentation on the public face of ship supply, by *The Ship Supplier* Publisher, Editor and PR guru Sean Moloney. Sean spoke about the importance of good public relations and gave some good hints how to deal with the press. It was then down to InterManager Vice President George Hoyt to address delegates about the important topic of: "Managers and Suppliers: How strategic a partnership should they have?" ISSA's relationship with InterManager has strengthened over the years to the extent that ISSA now sits on the InterManager ExComm and plays a vital role in formulating global management strategy.

Again, after a well deserved coffee break, Henrik Falck, from the Tschudi Shipping Company, talked about the

fascinating subject of Arctic shipping and the challenges of transiting the Northwest Passage.

The Northwest Passage is a sea route through the Arctic Ocean, along the northern coast of North America via waterways amidst the Canadian Arctic Archipelago, connecting the Atlantic and Pacific Oceans. The various islands of the archipelago are separated from one another and the Canadian mainland by a

series of Arctic waterways collectively known as the Northwest Passages or Northwestern Passages. Sought by explorers for centuries as a possible trade route, it was first navigated by Roald Amundsen in 1903-1906. Until 2009, the Arctic pack ice prevented regular marine shipping throughout most of the year, but climate change has reduced the pack ice, and this Arctic shrinkage has made the waterways more navigable. However, the





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Now it is Cadiz's turn for 2012

contested sovereignty claims over the waters may complicate future shipping through the region.

Before retiring to enjoy the traditional Carlsberg Networking Lunch, delegates heard Geoff Marchant, ISSA's own head of quality, give a valued update on the ISSA Quality Standard 2010. Important changes have been made to the ISSA Quality Standard and more and more ISSA members are being audited under the terms of the Standard.

The afternoon session on the final day is normally put over to a debate between suppliers and their customers the owners or managers but this year an interesting round table was staged between ship suppliers and sub suppliers. Taking part in this heady debate were four very worthy round tablers in Bob Blake, Managing Director of Admiral Harding; Mario Adam, Director of Cisam; Thomas Lo from Fortune Wholesale and Wolfgang Sump from Richard Sump.

It was then out for a coffee break and networking opportunities before ISSA members returned for the annual Members Open Forum, moderated by ISSA President Jens Olsen. This is seen as a chance for ISSA members to question the ISSA team and be updated on future plans.

With completion of the Open Forum came an end to the formal business programme of this year's Convention. Delegates retired to their cabins to prepare for the pre-dinner Cocktail party followed by the Gala Dinner in the ship's Blue Riband restaurant followed by the flag ceremony, ISSA Fanfare and dancing in Heaven Eleven, the ship's night club. This gave delegates and their accompanying persons time to relax and let their hair down, although dancers did well to keep up with the gentle rocking movement of the vessel as she made her way back from Oslo to Copenhagen for the final time.

ISSA will be holding its 2012 Convention in the Spanish port city of Cadiz before returning to London as the base for its Convention until at least 2015. ■



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Philip Prince and ISSA President Jens Olsen



ISSA Executive Board Member Wim van Noortwijk and family



Abdul Hameed Hajah receives recognition for being 2010 Ship Supplier of the Year



A happy moment at the Gala Dinner



The Viking Horn Ceremony



Vladimir Koval and Veronica Koh



Gianfranco Mercandino, Mario Adam and Richard Vosbergen



Jens Olsen congratulates Hennig Engels



Marion Migneco and Jens Olsen



Good networking was had by all



Jens Olsen and Norway's Marit Eggen

ISSA and Ship Supply News



Join the fiesta

The excitement of ISSA 56 may have drawn to a close but 2012 will bring further opportunities to network and socialise with the international ship supply community as Convention will take place during May in the historic city of Cádiz, Spain.

Situated on the southern tip of the Iberian Peninsula in the region of Andalusia, Cádiz is one of the oldest cities in Europe and ancient settlements have been recorded in the area as long as 10,000 years ago. According to folklore, the city was founded by the Greek legend Hercules, who created the Strait of Gibraltar by smashing through the mountain of Atlas to form a new channel, forever linking the Mediterranean Sea with the Atlantic Ocean.

The mythical background for this vibrant city is certainly colourful and has proven influential (the pillars of Hercules are depicted on the Spanish coat of arms) but visitors to the Province of Cádiz will discover a region immersed in genuine cultural tradition, where picturesque vineyards and flamenco have forged a home, alongside

expansive natural parks, stunning sea views and architecture dating from Spanish colonial times, with some buildings reminiscent of the Cuban capital Havana. Visitors can also enjoy impressive weather conditions as the region boasts over 3,000 hours of daylight each year and an average temperature of 18°C.

Describing plans for a large convention in the heart of the city, Eugenio Mediavilla, Secretary of the Spanish Ship Suppliers Association (AESMAR), explained that Cádiz will prove a scenic destination for delegates, particularly as it is surrounded by the sea, while the region also features mountain ranges in the Sierra de Grazalema Natural Park. As ISSA delegates will be attending this 'summer location' in May, good weather is to be expected as Mr Mediavilla said: "Everyone knows Spain for its great weather and landscapes – delegates and guests will see a lot of white sand beaches and our region is a beautiful place."

2012 is an especially important year for Cádiz as residents and visitors across the

city will celebrate the bicentenary of the passing of the first Spanish constitution, which was signed by 'Las Cortes de Cádiz' (the national legislative assembly), in the city on 19th March 1812. The constitution was the first of its kind in stating rights, freedom and solidarity for Spain and Latin America and is affectionately nicknamed 'La Pepa' by Spaniards, as it was adopted on Saint Joseph's day. The constitution is an important symbol of democracy in the Spanish speaking world and throughout 2012, Cádiz will be leading the celebrations in marking the historic occasion of its signing.

The Spanish Ship Suppliers Association Chairman, Rafael Fernández, told *The Ship Supplier* that he is looking forward to celebrating the ISSA Convention in this historic city (and his birthplace). As Mr Fernández noted, 2012 will prove the perfect opportunity to show the international ship supply community what Spain has to offer: "Cádiz has been designated the Ibero-American Capital of Culture in 2012. The city was the forerunner for liberty in Spain



owing to the signing of the first Constitution and to commemorate its bicentenary, Cádiz will be holding a number of festivities with events including the Ibero-American Festival of Theatre and weekend street performances.

"In May, typical 'ferias' will also take place in nearby towns in the region, such as the Feria of Jerez or Puerto de Santa María, where there will be horses, flamenco, tapas, fried fish and seafood typical of the region, jamon (Spanish ham), olives and Jerez/ Xérès Sherry wine. Products of excellent quality and worldwide recognition can be tasted throughout Cádiz!" Mr Mediavilla said.

Delegates are invited to stay where the convention will be based at the Meliá Sancti Petri Hotel, situated on the Cádiz shoreline in a popular tourist area where long, white sandy beaches, restaurants, shops and commercial centres are nearby in addition to La Estancia – an 18-hole golf course.

This exclusive hotel offers stunning architecture, which blends the look of an Andalusian hacienda and Moorish palace, combining contemporary flare and modern facilities in a building which is typical of

Southern Spain. The hotel holds Quality and Environmental Certifications ISO 9001:2008 and ISO 14001:2004 and offers a well-equipped business centre, four meeting rooms and free wi-fi throughout.

As Mr Mediavilla explained, Cádiz is a popular cruise destination with many activities for visitors and so Convention will also offer an enjoyable Social Programme for 2012: "Our city is great for this aspect of Convention because it's a summer location. The hotel is on the beach, close to the city centre and commercial centre so we will have many tours and a strong programme for accompanying persons." Though the programme has not been finalised, he said activities are likely to include a tour of Cádiz and visits to castles and historic buildings such as the City Hall, the 'old gaol', the cathedral and the customs office. The region also offers a number of recreational sports – everything from sailing, golf, horse riding and cycling to motorsports and paragliding.

Those seeking a cultural exploration of the region can also enjoy excellent food fare which includes delights such as fresh tapas, locally produced 'Jerez' wine and free range pork from the nearby hills. A visit

to a nearby 'white village' in the mountains such as Vejer de la Frontera – a location with Moorish heritage, from which glorious sea views can be enjoyed while sipping a cup of Moorish tea. Other possibilities include a visit to Barbate – a local fishing town famous for its 'almadraba' method of catching tuna fish

through a maze of nets, or a trip through the bay of Cádiz to the city of Puerto de Santa María in a 'vaporcito' wooden boat.

Delegates and accompanying persons may also enjoy a visit to a local bodega (traditional wine cellar) as the Gala dinner is due to take place at the Tio Pepe bodega in the nearby town of Jerez de la Frontera, situated slightly north of Cádiz. This large bodega was founded by the Gonzalez Byass brand – a famous Spanish producer of alcoholic beverages such as wine and sherry, and visitors can enjoy a flamenco show and sherry tasting, accompanied with tapas in this unique and relaxed environment.

With such a varied schedule planned for Convention, delegates and their guests will be pleased to know that transport needs are already being carefully considered. Buses will run from the hotel to the centre of Cádiz every 20 minutes and different locations in the region can be easily accessed via taxi.

The Spanish Ship Suppliers Association has almost 60 members and as Mr Mediavilla explained: "Convention will provide an unrivalled opportunity for Spanish and international ISSA members to develop business relationships and network with representatives from around the world. The Strait of Gibraltar is a 'hot point' in the ship supply world and Convention will revert important benefits to our peers in industry, bringing together ship owners, ship suppliers and other companies related to our industry.

"Cádiz is in a unique position at the entrance to the Mediterranean Sea and the exit to the Atlantic Ocean, which has held strong links to business and commerce for more than 3,000 years. We want to show Cádiz to the world, in particular to the shipping industry, and 2012 will offer a unique opportunity to do so." ■



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Defence holds off bite of recession

Cyprus-based EAP Marine is doing so well out of its supply to the Italian Navy that it has turned the business into a separate part of the company.

The company, which has offices in Limassol and Larnaca, as well as an office in Piraeus, Greece, is an official supplier having struck up a contract with the Ministry of Defence in Rome and, for the past five years, it has also supplied the Greek Navy.

"Personally I give a lot of time to this part of the business," said Managing Director Demetris Philiastides. "The market has grown so big that it has turned into a separate part of the company."

And, while the recession affected quite a number of suppliers in Europe, he said EAP Marine had managed to avoid a big hit.

"I could see statistically how the European market went down for us but our

clients were using routes between Latin America and the Far East and the big freights were kept high on those routes. So the recession has not affected us too much."

EAP Marine was set up by his father, Elias, as Philiastides Trading & Shipping Services in 1960, serving as a traditional ship chandler. The company has grown to serve 498 ports through 57 countries on five continents and now offers a one-stop shop including marine equipment, provisions, bonded stores, and services such as repairs, certification and spare parts.

It also has a catering management sector which serves and distributes food to over 180 ships each month.

Although the journey through recession has been largely smooth there are still a few issues affecting the company, according to Mr Philiastides, mainly late payment by customers and pricing.

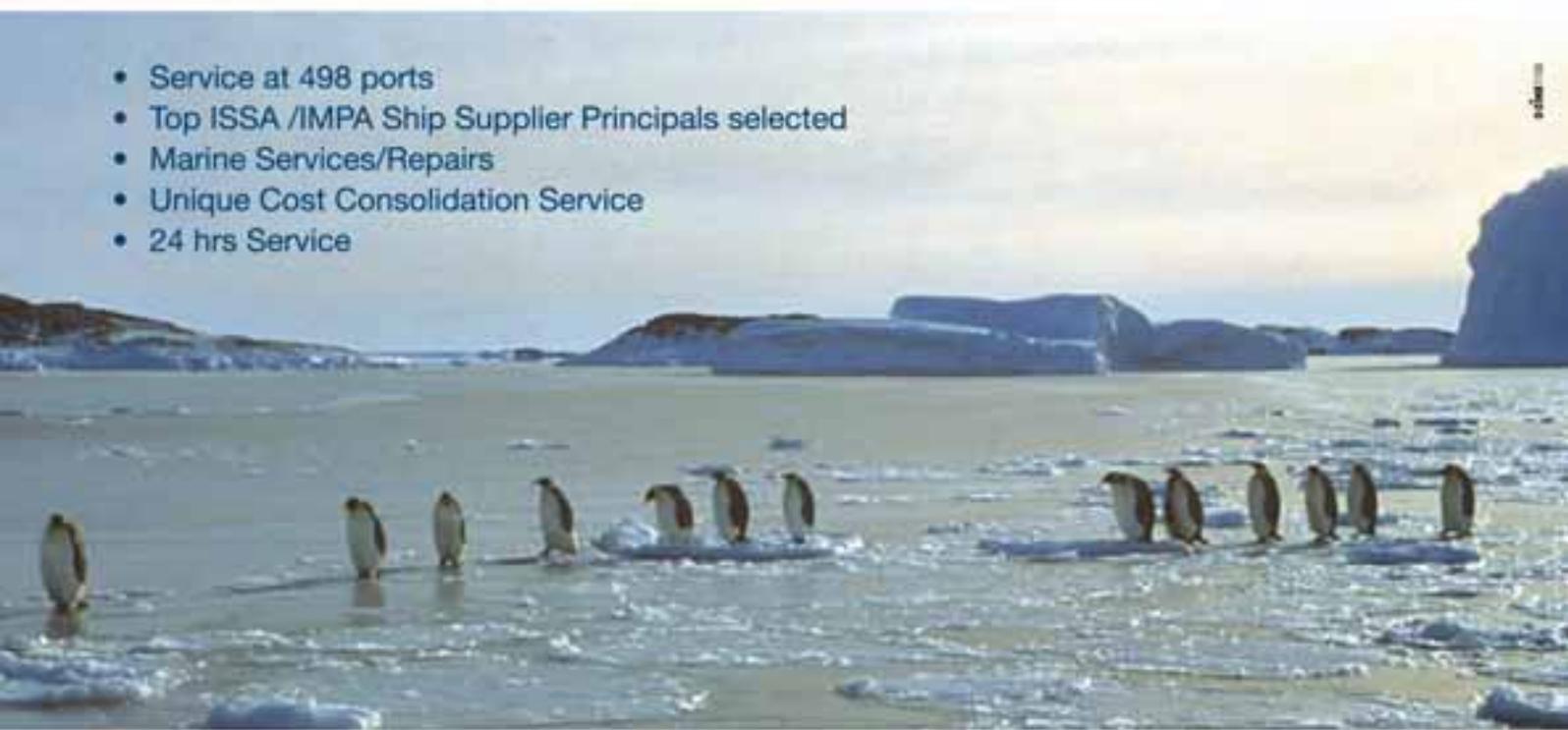


"A big problem is that you cannot always do what an owner asks when they want the best quality with a minimum price. This is a big problem and we need to meet somewhere in the middle."

He said EAP was looking to move the business forward and, although he could not state how, said: "We will have announcements to make in the near future." ■

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The right direction

Association – the National Association of Marine Services, and the Canadian Shipyards and Services Association. On 18th-21st August 2011, COMPASS will meet at the Millennium Hotel in Boston – the capital of Massachusetts and largest city in New England – for a packed schedule, focusing on key issues and concerns affecting North American suppliers.

The Board of Directors meetings for both NAMS and CSSA will take place on Thursday 18th, while the COMPASS General Sessions are scheduled for 9am on the Friday and Saturday. Both associations will also hold their Annual Meeting of Members on the Saturday morning, followed by a business session and open forum.

The COMPASS meeting will also provide plenty of opportunities for socialising with fellow suppliers, including the COMPASS Golf Tournament, to be held at Granite Links Golf Club, Quincy, following meetings on the Thursday. Social events also include the opening reception, the gala dinner on the Saturday evening and a number of coffee breaks where delegates can meet both old and new faces from the ship supply world.

The event will include a social programme for accompanying persons, including a tour of Boston, viewing local attractions and places of historical interest. In addition, the COMPASS Hospitality Suite will be open every

evening for attendees to enjoy a night cap and continue the conversation.

Alan H. Kotz, Chairman of COMPASS and ISSA Representative for NAMS told *The Ship Supplier*: "Our meeting is usually in the spring time but as the ISSA 56 Convention took place in May, we rescheduled our meeting for late summer. We're looking forward to a well-attended meeting of US and Canadian ship suppliers. The programme looks interesting and varied – Torben Brammer, Chief Executive of One Maritime and Paul Østergaard, Chief Executive of ShipServ will be there to discuss their products, talk to members and answer questions. From attending Convention, I have also come up with a few new ideas to take back and share with our members in Boston at the COMPASS Meeting."

Mr Kotz concluded: "We should have around 40-50 delegates and will probably have a total of around 80 people all together – it's a nice crowd. COMPASS was formed in order to promote better attendance at our annual general meetings and now, in one spot, there will be all the delegates you need to see. In addition to ship chandler members, associate COMPASS members will also be there – these are representatives who sell marine suppliers to us, such as manufacturers or specialised distributors. We also hold social gatherings and there will be plenty of time for networking with fellow North American representatives." ■

Working together towards shared interests and common goals is a vital component in ensuring the success of the ship supply industry in any region, and for those suppliers operating in North America, the 16th Annual COMPASS Meeting will offer an unrivalled opportunity for networking and sharing different points of view.

COMPASS – the Committee of Marine Professionals and Ship Suppliers, represents a joint committee of the US



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AGM signals bright forecast for German suppliers



The German Shippers Association held its Annual General Meeting in Hamburg on 3rd May 2011. It was presided over by its chairman Hennig Engels and attended by 43 member companies, which unanimously approved the acts of the board and secretary.

This election of the board also took place during the meeting and Mr Engels of Hamburg, who had been on the board for more than 22 years (including 14 years as chairman of the association), did not offer himself for re-election. The other members of the board were re-elected by the AGM and were joined by one newcomer. For the next three years the board will consist of Mr Frank Engellandt (Chairman), Mr Wolfgang Sump (Vice Chairman), Mr Mathias Overhaus (Treasurer) and six other board members. In his speech, Mr Sump thanked Mr Engels for his work and wished him all the best for his retirement.

In his report on the business year, Mr Engels mentioned that in 2010 the association had again successfully represented the interests of its members. Consequences of the worldwide economic and financial crises were still present – recovery was announced in the second half of this year. The situation of

Germany's ship supply industry was described from some members as 'declining' but others reported an increase of their business. Stagnation was announced in the areas of cruise and in the river cruise market.

A declining development was mentioned in ferry shipping and regional merchant shipping. Positive developments were reported in the areas of catering, technical supplies, provisions and spare parts. In particular, a prospering shipbuilding industry abroad has brought new orders for technical ship suppliers. Ordered products have not always been of high quality but this could lead to a stronger demand of high quality products in the future.

Strict security requirements (from the ISPS Code for example) would have led to additional expenditure and delays. Members suggested there will be an increase in the areas of cruise, catering, special ships and offshore wind industry. Again, bad payment manners – especially from international clients were mentioned. From the areas of duty free and tax free it was reported that the overall positive result for 2010 was as it was predicted in 2009.

Many new cruise ships were operated, ship supply, catering and cruise ship

supply had increased. The German members were positive about the future developments in the maritime sector. German members had delivered goods to German army troops (and those of other nationalities), diplomatic corps and international organisations in Germany and abroad, too.

Mr Engels thanked everyone who had been involved in the excellent work of the association in the past year and invited members to continue supporting this work with new ideas and suggestions.

Mr Sump, the OCEAN representative and chairman of the OCEAN veterinary working group, reported and explained the work of OCEAN. Mr Engels (ISSA representative until last December) and Mr Rapp reported about the work of ISSA and the German ISSA Ship Stores Catalogue working group.

151 companies were organised in the German Shippers Association at the end of 2010, such as general shippers, specialised shippers (e.g. office-products, deck and engine stores, ropes, electric spare parts, marine paints, paper products, meat products, frozen food, beverages, catering, lights, life-saving equipment, hand cleansers, chemical products, textiles, communication technology etcetera) and manufacturers.

The new association board is pictured as follows (L-R): Ralf-Thomas Rapp (Cosalt GmbH, Hamburg, ISSA Representative); Thorsten Harms (Secretary); Nadine Kloska (Kloska Group, Hamburg/Bremen/Rostock); Mathias Overhaus (Emder Schiffsausrüstungs AG, Emden, Treasurer); Frank Engellandt (HMS Hanseatic Marine Services GmbH & Co. KG, Hamburg/Kiel, Chairman); Gunnar Heinemann (Gebr. Heinemann, Hamburg); Wolfgang Sump (Richard Sump GmbH, Vice Chairman); Lennart Clasen (Holger Clasen GmbH & Co. KG) and Jens Pfeiffer (EMS Ship Supply (Germany) GmbH, Hamburg); Andreas Albert (H. Albert GmbH, Bremen) was absent.

The 2010 Annual Report is available as a PDF download on the association's website: www.shippers.de ■

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Chilean company targets access to ships solution

Luis Irlles, General Manager of Gandara Chile, is hoping for new regulations and improvements in order to solve current obstacles there are in Chile.

Over recent years, access to ships has become more restricted due to the introduction of the ISPS Code, something that has been seen in other parts of the world too.

"Chilean customs represents an important part in our lead times", said Mr Irlles, "and since the implementation of ISPS Code we have faced important issues due to more bureaucracy and other costs, which we have to assume in order to not increase our prices".

He hopes the new government administration can include this in its schedule and tackle this problem.

Gandara Chile was founded in 1905 in Spain and established in Chile in 1982, at first supplying shipyards, cruise ships and fishing vessels. It operates five divisions – marine provisions and slopchest, shipyards, marine safety,

fishing and aquaculture, mining and industrial areas and has six branches serving most of the Chilean ports.

"Chile is a long and narrow country – there can often be 400km between each port," said Mr Irlles "But it is also fantastic because it has very good agriculture and offers very good produce. On the other hand we are a little more expensive as we do not have many manufacturers of technical products, so we have to import almost everything.

Mr Irlles again: "Sometimes when owners ask for something that you can get easily in Europe it is more difficult for us. For instance, if you are in Spain and you order something from Sweden, you can have it in 24 hours. It is obviously longer here."

Gandara Chile is proud to have the ISSA Quality Standard approval and Mr Irlles is equally proud of his commitment to staff training.

"We send our employees to be trained in Europe and the US with the cruise ships where they can apply all



their knowledge such as regulations," he said.

"We have had excellent results due to our commitment of improving our service through constant training and audits of our procedures, other companies have to follow this example, which results in a better image for our country." ■

Keeping up with the competition

Keeping up with the competition and secure payments are two of the main challenges currently facing Italian ship supplier Eurosupply, according to its President, Alessandro Boccardo.

The Genoa-based business has seen many changes since it was formed in 1994 from the merger of two ship supply companies, one of which was run by his father.

"Globalisation is quite an issue," said Mr Boccardo. "In the future we will have to face competition from very big suppliers that have offices in many different locations. Of course, we have to find a way to be competitive and this is the biggest challenge."

In Genoa, there is of course local competition from a few other companies but in the Rotterdam area there is a great deal of competition for customers in north European countries such as Germany, Norway and the Netherlands.

"These big companies do not have to keep large stocks because everything is available within half an hour," said Mr Boccardo.

"In Genoa, if we want to be competitive we have to keep stock. We have a huge stock of consumables and technical items and so we have to select the suppliers and import from different countries. There is more cost involved with this because we have to buy in bigger quantities and have it ready, instead of buying day by day. It is the only way to be competitive."

Another issue the company is facing is security of customer payments: "We are sometimes supplying to ships that we have never heard of and if we receive an order for delivery the next day, we do not have the time to check if they are reliable or not. You have to be careful."

Eurosupply has seen a consistent growth since it was formed, now

employing 25 staff, and offers general supplies including provisions, deck, engine and cabin stores, along with mooring ropes, anchors, chains, deck accessories and steel wire ropes. It also has a testing bed for wire ropes.

With Italy being a very long country, Eurosupply relies on the support from fellow ship suppliers to ensure it can meet customers' demands.

"We have a good relationship with some of the other suppliers because it is impossible to cover the whole country from one location. We also cover the South of France as it's not far and prices there are much better."

Looking ahead to the rest of the year, he said he hoped there would be further recovery from the global recession.

"We also hope the freight rates for ship owners are better because the first thing they cut if they have to make savings is the consumables." ■

Strength in numbers

Following the decision taken during 2010 at Convention in Dubai to dissolve and re-form the ISSA Board as the ISSA Assembly, this year's ISSA 56 Convention onboard the Crown of Scandinavia also saw the announcement of a number of new responsibilities and initiatives within the Assembly. This includes the appointment of Wim van Noortwijk as Assembly Member for the Associate Membership – a new role designed to provide a more effective voice for associate members of ISSA.

Mr van Noortwijk has been an Executive Vice President of ISSA for three years, following a nine year term as ISSA President. He also represents ISSA within the Executive Committee of InterManager – the international trade association for the shipmanagement industry. The Members of the ISSA Assembly (MIA) currently consist of 43 individuals, each representing one of ISSA's national associations, in addition to Mr van Noortwijk, who represents around 560 suppliers who are not affiliated with any of the national associations.

As he told *The Ship Supplier*, Mr van Noortwijk is excited to be representing ISSA's Associate Members – a group which consists of suppliers from around the world. He added that he is especially pleased to be working to ensure ISSA standards are maintained across this section of members: "We have high recognition in the industry – ISSA is seen not just as a logo anymore, but a logo which stands for quality, both from associate members and members from national associations."

He explained that he is not only responsible for representing associate members and their interests, but also for ensuring that only quality suppliers may become associate members. "In the past, there was nobody to check the legitimacy of associate members as they were not represented by a national association. We created the ISSA Quality Standard and criteria of how to become an ISSA member based on the ISO system and now, to become an ISSA Member,



companies must go through the process of becoming a quality ship supplier – there are many applications but only 60-65% succeed."

Noting the importance of maintaining high levels of communication, Mr van Noortwijk explained why it is vital for associate members to meet, network and share ideas, particularly in those regions where quality ship suppliers operate but not under the umbrella of a national association: "In Africa, there are many ship suppliers but only a small number of national associations – South Africa, Kenya and the Ivory Coast. However, in countries such as Egypt, there are a number of quality ship suppliers.

"For the first time this year, we will have an ISSA Africa Regional Meeting in Ghana, West Africa where we will tell participants about ISSA and how to become a quality supplier. The General Secretary will invite everybody in the region – of course, while we are there, there will be a strong delegation of ISSA members and ISSA Executives. We are aiming for a highly educational impact from us being there and sharing information and expect the outcome will be that we will receive many applications for ISSA membership – our ISSA department of quality will be extremely busy, analysing, checking and advising different companies."

But what advice would Mr van Noortwijk offer to potential associate members hoping to gain ISSA membership? "For me personally, all products that go onboard must be quality, in the sense of safety for crew and ship operations – suppliers should not provide shoddy or imitation products which may fail and endanger the crew. Suppliers must also learn to work with security codes such as the International Ship and Port Facility Security (ISPS) code and there must be an emphasis on safety and security. Ship suppliers can organise themselves better by learning from ISSA and co-operating with other ISSA members."

Mr van Noortwijk added that an emphasis on training will be necessary in the future to ensure the continued success of associate members: "Those who are successful now may not remain so in the future if they do not adapt. Cooperation, even with competitors is necessary. When we consider the ISSA 56 Convention and recent meetings with InterManager (where key performance indicators have become a top priority in ship operations and quality awareness for suppliers), we feel those in industry have become closer and look at each other in a different way. Family-owned companies may have been competitors for many years but they are now realising that perhaps it is a good idea to talk to each other to reach shared goals for quality performance," he concluded. ■

Hutton's MD adds 'young' blood to BASS Council



Fresh blood and forward-thinking ideas are two of the key elements Hutton's Managing Director Alex Taylor is hoping to bring to the table as the newest, and youngest, member of the British Association of Ship Suppliers (BASS) Council.

Mr Taylor, who has just turned 32, believes he is probably the youngest-ever serving BASS councillor, but he plans to turn his age to his advantage.

He was voted onto the council at the association's recent AGM and luncheon, almost 30 years to the day that his father, Alan, joined the same board.

"I think the shipping industry in general is changing at a very fast pace at the moment, and so I think any organisation needs a good mix of older, experienced people on it with some younger members who join with younger ideas, a fresh approach, and who are a bit more in tune with the direction the market is going," he said.

"It is also about getting as wide a spectrum of companies as possible on the council, and I come from a very established company, one of the biggest players in the UK. At the same time I am very much in tune with way the market is going."

Like other councillors, Mr Taylor will serve three years before being given the

opportunity to be re-elected for a further three years.

He has already identified several key issues he would like to tackle including raising the profile of BASS.

"The way I see it is, this is a very exclusive club for quality suppliers in Britain. It's a case of maintaining the values so it legitimises the industry and we can use it to promote itself.

"That is a key point I am going to be pushing across during my time on the Council. Rather than driving up membership, and therefore increasing the coffers of the association through subscriptions, I would rather maintain the quality and use that to promote the association.

"We need to ensure that the name is being pushed all the time – at every trade show and every conference, in the press, and also spend more time in workshops and on round table discussions with other trade associations."

The promotion, he says, is even more crucial with London hosting the 2013 annual Convention of the International Ship Suppliers Association (ISSA).

"It is a great opportunity in a number of ways," he said. "It is a great way for Britain to get on the world map and for BASS to get involved with that and to promote companies not to just those within the shipping industry but to people outside of it."

No decision has yet been announced as to where the Convention will be held in London but it is on Mr Taylor's list of targeted topics as he feels passionately that BASS should get onboard with all of the planning.

"I think BASS will have to be involved to spread the load," he said. "I already have some ideas of things that we could do.

"The council only meets three times a year and I don't necessarily think that is enough. It's going to have to be ramped up approaching this and meet, certainly, on a quarterly basis with key objectives to achieve," he added. ■

BASS AGM: Good debate on the Thames

It was an opportunity for solid debate, good networking and to taste excellent fare as members of the British Association of Ship Suppliers (BASS) held their annual general meeting onboard the HQS Wellington alongside London's Victoria Embankment.

The Wellington sailed the trade routes, protecting Britain and vital supplies along convoy routes during World War Two.

Now moored at Temple Stairs on Victoria Embankment, she is a floating classroom and offers an engaging and interactive setting for learning about our maritime past and the world today, in the heart of London's busy waterway. She is also a welcome venue for many industry functions including this year's BASS AGM.

Issues under discussion included ways of maintaining strong membership numbers and cementing ties with other associations such as BIMCO, Intercargo, INTERTANKO, and the BMEA as well as important business aspects involving VAT on goods supplies; BASS' involvement with OCEAN – ISSA's European lobbying arm; customs; duty free sales and AEO status.

Some concerns were raised over the recent appointment of new members who some members felt did not meet all the joining criteria, especially the three-year trading rule which was agreed by the members.

BASS Treasurer Geoff Marchant also took the opportunity to talk to members about the recent ISSA convention onboard the DFDS-owned Crown of Scandinavia and he also informed BASS members about the excellent strides being made as part of ISSA's 2010 Quality Standard. ■



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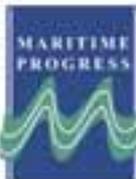
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A warm welcome

All ISSA members will be met with 'akwaaba' (a 'warm welcome', as spoken in the local Ghanaian language) at the ISSA Africa Regional Meeting 2011.

The meeting, to be held on Wednesday 28th September, will take place at the Golden Tulip Accra – a first class African-style business hotel, surrounded by spectacular tropical gardens. Renovated in 2009 to provide all modern comforts, the hotel is situated in Accra, a vibrant city on the Atlantic Ocean which is also the capital and largest city in the Republic of Ghana, West Africa. The ISSA Africa Regional Meeting will provide the ideal opportunity for ISSA representatives from the continent and beyond to meet and network, ensuring plenty of time to share ideas and socialise with fellow ISSA members.

Kouame Aduo Luc, Executive Vice President of ISSA covering Africa, said the event marks an exciting time for African suppliers: "Attending the meeting will be a great opportunity for African suppliers. We have worked for some time to arrange this meeting in Africa for 2011 and are pleased to be holding the meeting in Ghana as it will be a positive event. Even when we first arranged the meeting at an early stage, a high number of individuals registered their names and we are expecting between 25 and 50 attendees. It will also be a great opportunity for ship chandlers from other regions, such as America and Europe, to discover more about this part of Africa and learn more about our ship supply industry."

When describing what issues will prove likely topics of debate at the meeting, Mr Aduo Luc said there will be a focus on allowing African ship suppliers to function and build on their business activities using their own strengths and with minimal involvement from bodies such as customs or government. He explained that in Africa, it can be challenging to have a duty free warehouse but he hopes the meeting will assist ship chandlers in operating in a professional manner, while offering duty free products to their customers. "Vessels



running in Africa must apply full taxes, meaning tax is paid on each product more than once prior to it reaching the end user," Mr Aduo Luc added. He also noted the importance of educating those responsible for setting such regulations that this tax situation is not usual for ship chandlers from other countries.

"It will be an exciting meeting at the Golden Tulip hotel – an international Dutch hotel and we are hiring a private company to pick participants up from the airport to bring them to the hotel. For those who want to experience a little tourism, Ghana is a great place to see many interesting attractions." This includes everything from markets, shops and museums to historical locations such as slave houses. The hotel is also within easy reach of pristine beaches such as Labadi Pleasure Beach and Kokrobite Beach, while Accra city centre offers a vibrant mix of nightclubs and bars.

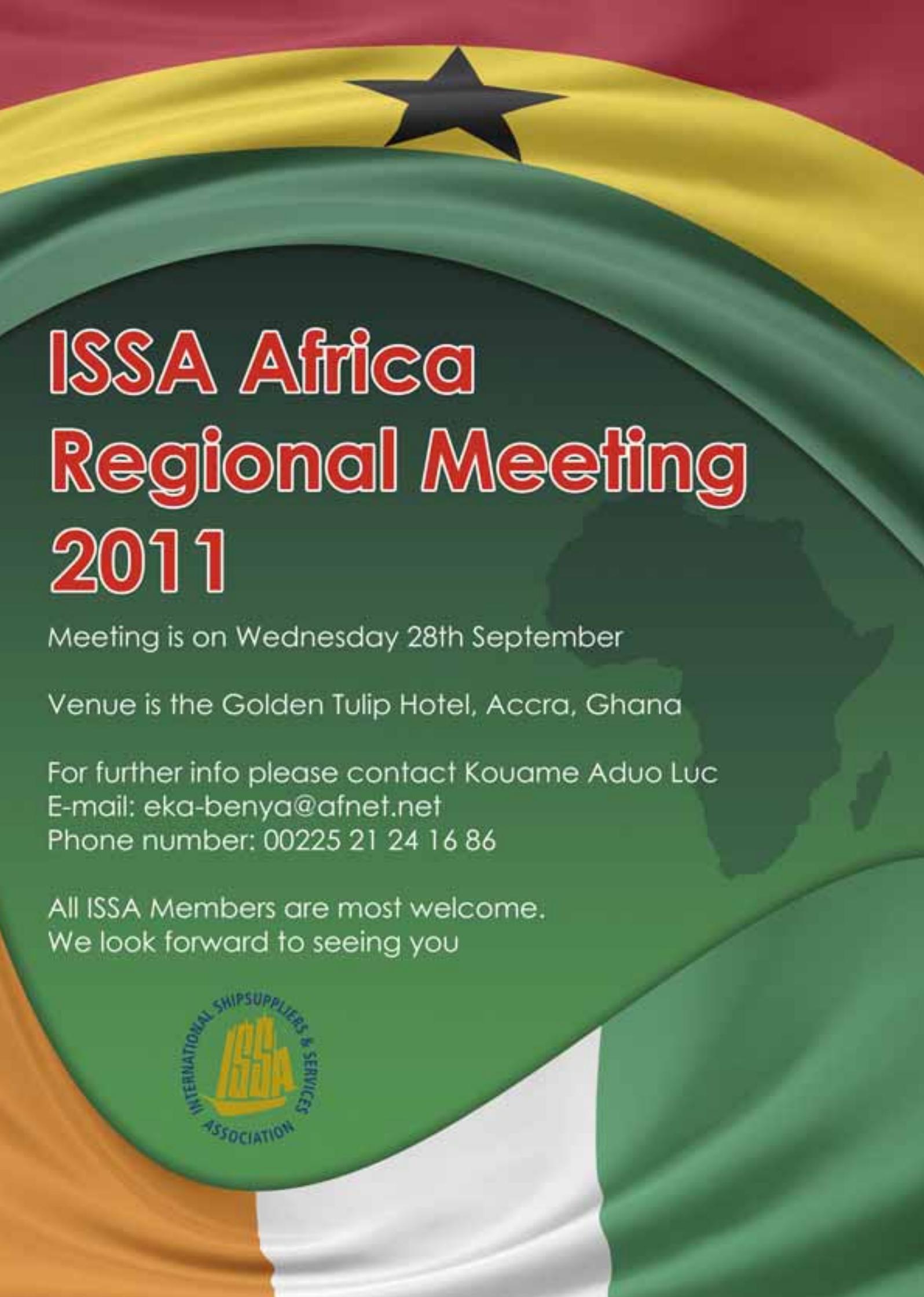
The 238 room Golden Tulip Accra also features a large outdoor swimming pool.

Those hoping to savour some local food will also not be disappointed as the hotel's restaurant 'Branche' specialises in an à la carte menu of traditional Ghanaian cuisine, in addition to continental dishes.

Describing his hopes for African ship supply industry in 2011, Mr Aduo Luc added that he hopes the ISSA Africa regional meeting will highlight those key issues affecting his African members and that solutions, particularly to the issue of

customs and duty free, will be found: "I hope this meeting will boost our relationship with customs and port authorities, who will respect ship suppliers. There can be a lack of education, where those in industry do not understand the role of the ship supplier – it is professional work and you must be professional. Some people think that just by having money, you can become a ship supplier, but there is more to it – you must be educated, you must learn and understand. It is important to help new suppliers and those who are not yet members of the association too."

Mr Aduo Luc concluded by extending invitations to the ISSA Africa Regional meeting to those from across the maritime industry and said: "To uncover problems and find solutions for our region's chandlers, I would like to invite representatives from a number of institutions concerned with the ship supply industry to attend, including the Republic of Ghana's Ministry of Transport and Communication and the Ministry of Trade, Industry and Commerce. In addition, we would welcome representatives from the following organisations and sectors of industry: Customs and Preventative Services; Internal Revenue Services; the Shipping Council; Shipping Agents and those from the oil (offshore) industry, in addition to representatives from the Ghanaian Chamber of Commerce, Ghana Harbour and Port Authority and the Ghana Standards Board for quality controls." ■



ISSA Africa Regional Meeting 2011

Meeting is on Wednesday 28th September

Venue is the Golden Tulip Hotel, Accra, Ghana

For further info please contact Kouame Aduo Luc

E-mail: eka-benya@afnet.net

Phone number: 00225 21 24 16 86

All ISSA Members are most welcome.

We look forward to seeing you



People & Places

New director for Vistra Marine & Aviation Division

Marina Gall has been appointed as new Director of the Marine & Aviation Division of the Vistra Group.

The Jersey-based division offers clients a wide spectrum of services covering the acquisition, ownership and operation of luxury yachts and private aircraft.

Miss Gall joined Vistra 10 years ago as a senior trust officer and in 2006 she moved to the Marine & Aviation Division where she has been at the forefront of the development of the portfolio of services. She comes from an accounting

background, having spent over a decade with UK accountants Dodd and Co.

Speaking about her appointment, Miss Gall said: "This is an exciting time for Vistra. We have ambitious aims to grow both locally and internationally and I am looking forward to leading the development of our Marine and Aviation offering. We understand the importance of innovation, efficiency and delivering excellent customer service – key areas that are at the heart of our customer focused approach to delivery and accurate and diligent business proposition."



Chris Burton, Vistra Jersey's Chief Executive, said: "With over five years' experience and a proven track record, Marina brings a key set of skills and experience to this role." ■

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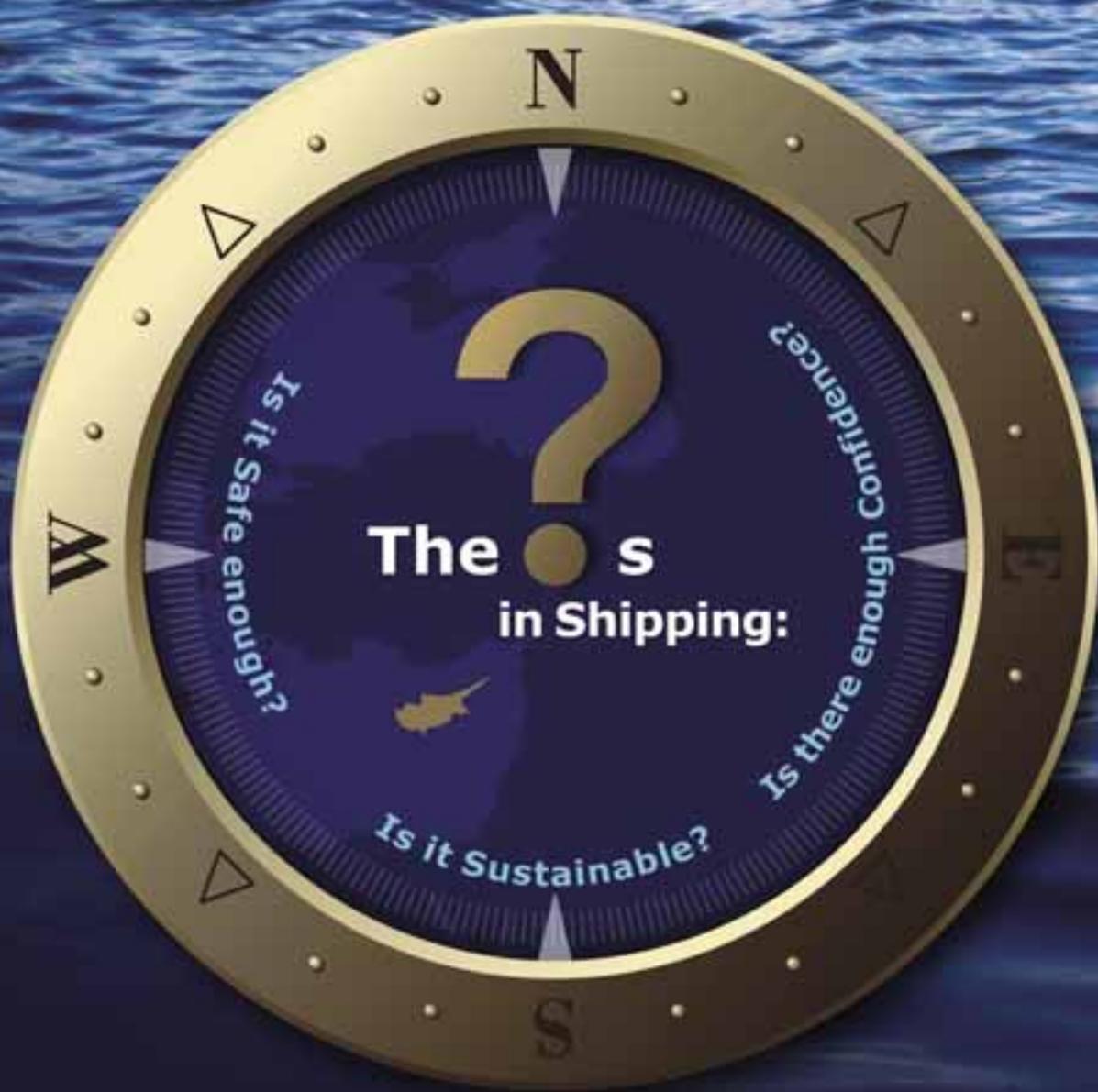
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Market News

Restech

covers German search and rescue needs

Restech Norway has fulfilled a major contract to supply the German Maritime Search and Rescue Service (DgzRS) with its Pneumatic Line Thrower (PLT) technology. Recent months have seen Restech deliver a total of 58 PLT Mini units to DgzRS, for use on all of its smaller lifeboats. Larger rescue cruisers in the organisation's fleet, up to 46m in length, are already equipped with the bigger PLT system.

In completing the deliveries, Restech Norway has become the sole supplier of line throwers to DgzRS.

Petter Olsen, Restech Norway sales manager, says: "Last year we were contacted by DgzRS, which was interested in the PLT Mini replacing its existing pyrotechnical hand guns. Having had experience already with the larger PLT equipment, DgzRS knew how it worked and was impressed with the benefits of the PLT Mini compared with other equivalent pyrotechnical equipment on the market."

Once it received the order, last December, Restech Norway started work in early 2011 on manufacturing 58 storage containers and fitting each with a PLT Mini, CO2 cartridges, three projectiles, light

sticks and a rescue line. The new line thrower systems are all now operational onboard DgzRS' 41 lifeboats, which operate alongside the rescue cruisers in the organisation's 61-strong vessel fleet.

"The experience to date has been extremely positive," says Michael Heinzius, DgzRS coxswain. "The PLT Minis are a big improvement on what we had before. The throw width is greater, they are easier for the crew to handle and the CO2-based throwers are cheaper than using ammunition."

The PLT Mini is reusable, capable of launching many different types of projectiles and, unlike pyrotechnics, it is safe to use in an oil and gas environment. Moreover, the technology is very precise in terms of accuracy, is not considered as hazardous and offers a life expectancy of between 10 and 20 years.

The use of compressed air makes a further contribution to safety, because it allows full training operations to be carried out onboard.

A handy line thrower for smaller rescue and patrol boats, the PLT Mini incorporates a rescue projectile containing 90m of line with strength of 1500N. A rescue buoy can be launched up to 75 metres using the PLT Mini and a line box,



and will inflate within two seconds after hitting the water.

Restech Norway AS, based in Bodø, manufactures line throwers and related equipment for various offshore and onshore customers, including various Coast Guards, Navies, Police and Fire Brigades, and FPSO installations, as well as Sea Rescue Organisations worldwide.

DgzRS has 186 full-time employees and more than 800 volunteers who are on call on a total of 61 vessels based at 54 stations in the North Sea and Baltic Sea. All missions are coordinated by a central Maritime Rescue Coordination Centre in Bremen. ■

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Stratos to deploy FleetBroadband on SCI's 156-ship fleet

Stratos Global, the leading global provider of advanced mobile and fixed-site remote communications solutions, has been selected by The Shipping Corporation of India Ltd. (SCI) to deploy the Inmarsat FleetBroadband satellite communications service as part of an integrated maritime communications solution that will help the operator increase productivity and control costs. Stratos was selected by SCI through Stratos Channel Partner Station Satcom (Mumbai; www.stationsatcom.com).

Based in Mumbai, SCI is India's largest shipping company, with an expansive fleet that operates globally and includes tankers, bulk carriers, liners and supply vessels.

In addition to deployment of FleetBroadband on the entire fleet of 156 ships owned and managed by SCI, the Stratos solution includes: upgrades to AmosConnect 8, Stratos' sophisticated new maritime communications software; upgrades to crew communications via Stratos' new AmosConnect Crew CommCenter application; and deployment of Blue Ocean Wireless (BOW) GSM service.

"In our ongoing mission to ensure optimal business efficiency, crew productivity and cost control, we understand the critical importance of broadband connectivity," said Kailash Gupta, SCI's director, personnel and administration. By offering an integrated approach that combines the reliability of FleetBroadband with advanced applications and other value-added services, Stratos has proven it is ideally suited to meet our needs."

Gupta added: "The use of AmosConnect 8 to improve our interoffice communications is especially advantageous as it meets the requirements of the new Enterprise Resource Planning (ERP) and Planned Maintenance Systems we are implementing throughout our company. Also, we expect AmosConnect Crew CommCenter to positively impact

on the quality of private, controlled communications that we offer to our seafarers and officers."

Stratos President and CEO Jim Parm added: "The decision to undertake a comprehensive communications upgrade is a daunting task for any operator. We will continue to honour the confidence that SCI has shown in our abilities by implementing the industry's most effective solutions – and by consistently providing the highest levels of customer support."

BOW GSM Service is a dedicated GSM service for crew members and officers of merchant ships. It is the first service – using Inmarsat satellites – enabling seafarers to utilize their existing mobile phones onboard merchant ships in deep ocean waters, exactly as they would in port or on land.

AmosConnect 8 integrates vessel and shore-based office applications. It is an easy-to-use, yet highly sophisticated application that seamlessly integrates email, fax, telex, GSM text, interoffice communication, and access for mobile personnel into a single messaging system. The AmosConnect 8 portal brings all ship-relevant data to one central information page.

AmosConnect Crew CommCenter improves crew welfare by enabling personnel at sea to stay in contact with home via calling, private email and SMS at affordable, flat global rates. The solution's high functionality helps retain qualified seafarers. The application features an easily manageable, separate account for each crew member. SCI expects to deploy the Internet café functionality of the latest version of AmosConnect Crew CommCenter later this year. ■

Hatteland pens agreement extension

Hatteland Display has announced a three-year extension of its cooperation agreement with maritime electronic supplier Furuno Finland Oy.

Under the agreement, the Norwegian company will continue to supply its high-resolution colour displays and computers.

Furuno Finland Oy is a subsidiary of Furuno Electric Co Ltd of Japan and imports, supplies, installs and services navigation, communication and fishfinding equipment and systems in Finland and abroad.

"We have been cooperating with Furuno Finland Oy for many years and we appreciate the professionalism and the good spirit of Furuno Finland very much," said Lars Skjelbred-Eriksen, VP Sales & Marketing for Hatteland Display.

Arto Lindgren, Managing Director of Furuno Finland Oy also welcomed the extension saying: "Furuno Finland Oy is very pleased to continue its long standing relationship with Hatteland Display through this extension of the cooperation agreement. We are impressed with Hatteland Display, from the professionalism of their people to the good quality of their products." ■



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Hamworthy secures Goliat FPSO order

Hamworthy has won a major contract from Hyundai Heavy Industries (HHI) to supply a complete inert gas generator system, as part of the shipbuilder's latest Floating Production Storage and Offloading (FPSO) newbuild contract.

The contract calls for delivery of a fully assembled inert gas system (IGS) to the Goliat FPSO, to be located in the Barents Sea.

The IGS plant is being manufactured and tested at Hamworthy's site in Moss and will be delivered early in 2012. It will be fitted inside a tailor-made enclosure, ensuring that the system is protected from the harsh Barents Sea environment.

"This contract award follows previous successful deliveries to HHI and we are proud to be selected as the supplier," said

Odd Ivar Lindløv, Hamworthy Moss, Offshore Business Unit Director.

The Goliat order follows Hamworthy's supply of the inert gas system for the FPSOs Usan and Akpo, to be deployed off the coast of Nigeria, which were also constructed by HHI. These vessels are two of four, two million barrel storage capacity FPSOs under construction for Total to which Hamworthy is contributing complete inert gas systems.

The Goliat FPSO will have a production capacity of around 110,000 barrels of oil per day, gas processing capacity of almost 4 million cubic metres per day and an oil storage capacity of one million barrels of oil. It has been designed according to the strict environmental requirements demanded by operations in the Barents Sea, to minimise emissions



and ensure no discharges during normal operations.

Mr Lindløv said the latest contract followed a pattern set by recent orders, drawing on Hamworthy's extensive experience in supplying environmentally friendly, safe and efficient solutions to the offshore exploration and production sector. "As well as FPSOs, these solutions benefit other vessels engaged in every stage of oil field development." ■

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Crowcon wins hovercraft gas detector deal

The Swedish Coastguard service has called on UK-based Crowcon to supply a gas detector for one of its new hovercraft.

The vessel will carry two Ski-Doo snowmobiles in the cargo bay, to be used for emergency rescues during the winter months, and because of the danger of petrol vapours leaking from these, the cargo bay had to be fitted with a hydrocarbon gas detector and control panel.

The Swedish Transport Authority has other Crowcon gas detectors in its coastguard fleet, including ships.

Crowcon, a subsidiary of Halma plc, is based in Oxfordshire and has branch offices in the Netherlands, US, Singapore and China. It specialises in developing, manufacturing and marketing flammable

and toxic gas detection equipment.

"We are delighted that the Swedish Coastguard has decided to install one of our units in its new hovercraft," said Crowcon Product Manager Andy Avenell.

"They already use many of our gas detection systems in their existing fleet and it is testament to the quality and reliability of our equipment that they keep coming back to us for more units."

If the flameproof infra-red Nimbus fixed gas detector registers dangerous levels of petrol vapour, ventilation and alarm systems are automatically triggered by the Gasmaster control panel. In addition to this, an external status light also shows if the unit is functioning normally or with a fault.

The detector and control panel was



fitted by Southampton-based Griffon Hoverwork, which designs, manufactures and operates hovercraft, with more than 150 craft in operation in over 50 countries.

The company's Owen Poole, said: "We would definitely recommend Crowcon to other marine craft manufacturers. The level of service from specification right through to commissioning was very good." ■

RWO keeping it clean

RWO Marine Water Technology, the Bremen-based supplier of systems for water treatment onboard, has announced an order for three of its CleanBallast ballast water treatment systems from Japanese shipyard Sumitomo Heavy Industries. The systems will be installed during 2012 on three Aframax tankers to be built for a European shipowner.

RWO, which is owned by parent company Veolia Water Solutions & Technologies, developed CleanBallast to have a maximum capacity of 3,000 m³/h and its modular system operates with several of RWO's disinfection systems working in parallel, meaning the system is able to cater for differing rates of ballasting and de-ballasting.

CleanBallast is fully IMO type-approved and exceeds IMO test requirements. The system has been thoroughly tested in real-life conditions

and extreme circumstances such as high sediment concentrations. This extensive testing is essential in ensuring a rapid and safe intake of ballast water and a quick turnaround at port.

Akihiko Masutani, Project Manager of Sumitomo Heavy Industries praised the system's "low energy consumption, high product quality, simple system configuration and disinfection performance in low conductivity water without dosing chemicals". He also noted the added benefits of no risk of re-growth and organisms during voyage are key reasons why Sumitomo Heavy Industries chose the CleanBallast system.

Sumitomo Heavy Industries has also signed a letter of intent for two further RWO ballast water treatment plants and is currently in discussions to fit the CleanBallast system into additional ships in the series at an advanced stage. RWO



has to date received over 40 orders for the system and 32 of these systems are already in commercial operation. ■

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