

Subject: "Update/Terminal Vetting Database"

Speaker: Capt John N. Hill
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Beginning

Intertanko is the World's leading organization for representing the interest of Independent tanker owners to the world community.

Intertanko maintains a secretariat of 25 individuals, and is headed on a working level by Dr. Peter Swift. It maintains offices in London, Oslo, Washington and Singapore.

Intertanko is active in all relevant worldwide Marine Panels, and is right on top of all legislation and/or industry movement which have any significant impact on their members or the environment.

A real strength of the Organization is manifested through its 14 Committees and working groups covering the universe of marine concerns. The organization focuses its efforts through four regional panels covering the world.

This structure currently serves some 227 members operating about 2,200 oil tankers totaling 165,000,000 deadweight tonnes. Additionally the Organization supports an Associate membership of 271 companies.

Their manifold platform of "Cleaner Seas" is aggressively supported by the above organizational structure.

Heidmar, Inc. is the parent company of Heidenreich Marine, Inc. (HMI) as well as Heidenreich Lightering Services, Inc. and Heidenreich Innovations.

Heidmar has been a member of Intertanko throughout its entire 20 years of existence.

Currently, HMI has offices in Darien, Ct., Caracas, London, and Singapore, with the Lightering Company being located in Houston.

Part of Heidenreich Marine's portfolio includes presently serving as commercial Managers for more than 70 oil tankers operating in three distinct tanker pools. These pools are comprised of more than 20 Owners. The ships range in size from Aframax to product sized, and carry cargoes ranging from DPP to CPP and an occasional easy chemical product.

Heidmar as a company feels that the considerable cultural diversity of its worldwide staff contributes to much of its success in the world marketplace. In Darien, Ct., USA, for example, out of a staff of just over 50 individuals, Heidmar can boast of 15 nationalities, speaking about that same amount of languages in the daily discharge of their duties.

In its function as Commercial Manager for its Pools, Heidmar is continually seeking ways to operate them as efficiently as possible.

As such, it utilizes several innovative management tools to gauge and continually audit its operations. Among them are

Terminal Satisfaction Sheets: Each ship asks each terminal called to assess its performance. The office staff reviews each sheet and takes whatever action is appropriate after receipt.

Port Captain Audits: Independent Port Captains are sent out regularly to assist in ship/shore communication or to help with particular tough cargoes or terminals.

Annual Independent Quality Inspections: Each ship is given an annual (or more frequent if indicated) inspection built on the established OCIMF VIQ format, but supplemented to include an Owner's Feedback Sheet and geared for emailing.

Semi-Annual Brainstorming: Heidmar and her Pool partners meet twice a year to discuss ways to do things better.

Terminal Vetting Database: This project has been going on for close to two years now. Heidmar, along with a three other Intertanko members have worked with Intertanko's Secretariat to implement and grow this program for the utility of all members.

Having noted some 5 or so years ago that the general effect of increasingly strong worldwide vetting efforts was an undeniable improvement in the quality of tanker tonnage, Heidmar decided to transfer that mentality to include a review of tanker terminals.

The thought was that if such a process works so well for tankers, why shouldn't it work equally well for the terminals at which tankers call.

We at Heidmar therefore conceived of the idea to "Vett" terminals. In constructing our approach, we discounted lengthy means to report on terminals in favor of a single sheet report card of sorts which was designed to be indicative rather than definitive.

Longer versions were rejected in favor of the one page version for many reasons, not the least of which was to keep the process "simple" for our users, and therefore make it more likely we would enjoy successful implementation. It was not the objective of the program to identify with any great level of detail any particular problem area. Rather, it was thought that the form would be best designed to serve as a signpost of sorts to alert shore management, which would then take appropriate further steps as necessary.

It was felt that by review of each such form, we could learn of unacceptable conditions and endeavor to correct them as soon as possible, thereby keeping the joint operation as safe and efficient as possible.

After a successful two years of experience using the form internally, Heidmar got together with Intertanko and three other Intertanko members in order to streamline the form into its present format. We then also worked with the other three members to "test-market" the system in the US Gulf for a six month period.

Responsibility for monitoring and upgrading the form has been delegated to Intertanko's Vetting Committee, under the leadership of Mr. Lars Mossberg. Capt Howard Snaithe is Secretary of this Committee, with Capt

John Hill being Chairman of the working group on TVD within the Committee.

The form consists of 13 simple questions regarding hardware or procedures experienced at each dock a vessel calls. It also asks 8 other questions seeking "Yes" or "No" answers. Each of those questions also relates to dock conditions.

Each of the 13 items is graded from "1" (meaning unacceptable) to "5" (meaning first class)

The individual ship master fills out the form, and sends it to his Owner. Any items marked "1" or "2" are then checked out by the Owner, who may or may not choose to establish a direct dialogue with the terminal.

Completed sheets are then entered into the Intertanko Terminal Vetting Database, which serves as a worldwide filing cabinet for all such reports from all Owners.

It is open for review by any member at any time, and with certain small restrictions, by Associate members.

The Terminal Vetting Database (TVD) is designed to have at least three levels of utility, namely:

1. Review of prospective terminals by members before their ships arrive, so as to identify any problem areas. Members can access either directly to the prospective terminal, or review by other means, such as by looking for lower graded terminals, etc.
2. Individual Owner/Terminal interaction to address perceived problems
3. Follow Up by Intertanko to specific dock area when confronted with bigger problems

This three-pronged utility spectrum is currently being augmented by a Terminal feedback function, which essentially streamlines the feedback between Intertanko and the terminal in the case of receipt of "1" or "2" level scores in any particular area.

The reports received from each ship are either directly entered into the database by the individual Owner or sent to Intertanko, London for inputting.

To date, over 5000 reports have been inputted into the system.

(We expect that number to grow at an even faster pace in the coming months, as recently certain glitches between internal databases at the Host computer system tended to slow input)

As more and more reports are entered, the credibility of each port listed will be enhanced. For example, a database having 148 entries

for a specific dock will be more credible than one have 6 entries. Even with the 5000 entries, we are still in the process of seeking a bigger critical mass in that sense.

To date, at least two instances have been noted where the report and the system around it have led to extensive repairs to terminals. Pleasantly, in both these instances, the whole exercise was done with a positive and cooperative attitude by the concerned parties.

We expect that to be the base tone for future experiences in this regard, because, after all, the objective is not merely to identify problems, but rather to work together to solve problems in a "Win-Win" spirit.

We also expect to achieve synergies as the program evolves.

One of the areas where this may be realized would be in cooperation with the OCIMF in a sort of data-sharing effort, for the good of the maritime community as a whole.

Another would be with the shore-based Terminal infrastructure, where it is felt that joint efforts will inevitably lead to positive results for both maritime and shore side aspects of our Marine business.

Heidmar and Intertanko will continue to do everything in their power to stay in the Vanguard of all such positive efforts

Any questions on this initiative may be directed to

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