FROM THE EDITORS

Some things old, some things new, some things white and some things blue. Here we go again with another issue that brings you the latest updates on what’s happening in the Seatrade universe. That universe has included a couple of places where we’ve had to roll up our sleeves and help those effected by natural disaster this past year. We visit some old ports of call together with some that are very new to us. From France to Polynesia and New Zealand, we took time for ceremony and celebration, as we welcome the new Seatrade ladies, White and Blue. We also did our share of catching up in meetings and conferences. Now it’s your turn to catch up with us.
A significant change in the Seatrade fleet profile took further shape over the past months. The transition in corporate identity from dedicated reefer specialist to integrated-containerised reefer operator is represented by the deliveries of four reefer container vessels. The various milestones in the development of Seatrade Orange, Red, White and Blue, culminating in the beautiful christening ceremonies in China, France and New Zealand, have been reported on extensively in this magazine. These new ships are employed in two liner services from Europe to the Caribbean and New Zealand and sail under the proven FDD concept offering fixed sailings, short transit times and dedicated ports. Options on six further vessels are held and a new design, even more efficient, is in the works.

Further fleet diversity is created with the Juice Express: launched in Zhongshan on 6 May and delivery impending. This high-end juice tanker, fitted with the iconic logo of oranges, has been developed for the juice trade between Costa Rica and the USA.

Alongside the pursuit of containerisation and pluriformity, there is a need for fleet renewal due to the increasing average age of ships operated in the small to medium size reefer market. In practice, this means saying goodbye to older tonnage. Pure specialised reefer ships remain topical though, and involve the development of four freezers, specifically designed for the transportation and transhipment of frozen fish.

Going forward we need to be aware that our industry and its logistics are changing. The ability to deal with this transition is crucial for the future. The movement of perishable products is following a far more complex architecture than most other commodities, as volumes are highly reliant on seasonality, crop size, catches, weather systems and last but not least consumer habits.

Specialised reefer vessels have played for decades a key role in the development and growth of the seaborne perishable trade. Seaborne perishable reefer cargo has increased substantially from just over 62 million tons in 2000 to a shy 108 million tons in 2016. Over this period, the container lines have carried an additional 52 million tons of cargo - from approximately 84 million tons in 2000 to 86 million tons in 2016.

Despite the fact that the container lines cannot find appropriate solutions for all logistic challenges within the perishable environment, they have managed to turn the worldwide logistic standards into a containerised structure. Most of the traditional “perishable focused” ports and terminals have either turned into or added container terminals to their existing structure.

We clearly notice the effects of the conversion of logistic systems and realize it is challenging the legacy of the traditional specialised reefer industry. The supportive feedback from service-oriented customers demonstrates that the timing to add container capacity to the present FDD structured services is right and essential.

These fundamental changes require broad support. It is good to observe that our own transition has taken a comfortable course, facilitated amongst others by the broad attention for the human element in shipping. Through intercompany training and staff exchange but also the advantages of Internet on board, we do not only learn but also connect. Talent management is part of this scheme. Still at the preliminary stage, personalised and system driven, we are investigating how to deploy staff’s talents in the best way, ensuring pleasant working conditions and good performance. Initial progress has also been made towards the direct connectivity between ship and shore through C-Sense, the monitoring of parameters between reefer container data and the office. After all, together is better...

Innovative or challenging ideas cannot be put in place without the support and flexibility of operational staff: an interplay that constitutes the key to our success. For that, we have all shown to be talents in our own way!

Going forward we believe that by adjusting to the new logistic realities we will collectively strengthen our brand, widening our customer base and increase the scale and efficiency of our logistics network.

The Management
Around 14 November 2016 the atmospheric pressure in the Caribbean Sea started to drop considerably. Although the official Atlantic Hurricane Season lasts from 1 June through 30 November, over here in Central America we did not bother too much about this low pressure system. We were at the end of the rainy season and this typically ends with a lot of rain each year during November.

All of a sudden, however, and almost a week later, weather maps showed something which appeared to be a hurricane in the making, but in an area where normally hurricanes never had been located before: the south western Caribbean. By 21 November, the National Hurricane Centre in the USA officially announced “Tropical Depression Nr. 16”, with its centre some 275 kilometres east-southeast of the Colombian island of San Andres.

In just over two days the pressure dropped further and the tropical depression now turned into a category 1 hurricane, named “Otto”. Otto’s path was initially very erratic and probability calculations for a forecasted track were quite inaccurate - such calculations are partly based on historic data, and with the only reference being the 1969 hurricane Martha, the expected track became quite a wild guess. By 23 November, “Otto” had strengthened to a category 2 hurricane and was heading west-northwest towards Central America.

In the meantime the Colombian ports of Cartagena, Barranquilla, and Santa Marta were closed to shipping, something we had never seen before. “Otto” was also creating havoc on the northern coast line of Panama, and seriously affecting Panama Canal transits - around the Canal zone several Panamanian citizens lost their lives, as a direct result of the hurricane.

“Otto” moved further west and gained strength again, turning into a deadly category 3 hurricane. The big question was by now whether this ever first hurricane reaching Costa Rica was going to hit the ports of Puerto Limón and Moin or making landfall slightly further north.

The Costa Rican government started a massive preventive evacuation program along the Caribbean coast and northern border, with the ports of Moin and Limón summoned to be closed and all ships requested to depart. Most schools in the country were closed and authorities requested to suspend all non-essential travelling. And then the big waiting started: would “Otto” hit Puerto Limón, or rather north, at Tortuguero National Park, worldwide recognized as being one of the biggest marine turtle sanctuaries? It was the literal “silence before the storm”. We at Seatrade Costa Rica had requested our container depots to lower all container stacks to maximum two-tier height, thus preventing the possibility of container stacks being blown over.
And then, when we were embracing for the worst, "Otto" moved slightly further north, and made landfall off Bluefields (Nicaragua) as a 185 kms/hour wind category 3 hurricane. Alike Costa Rica, the Nicaraguan government had made preventive evacuations, and despite the impact of "Otto" no fatalities were recorded in Nicaragua. Latest investigation learned that in fact "Otto" became for a very short moment prior to landfall an impressive category 4 hurricane.

Just when we all thought that we had escaped a major disaster, nature unleashed its fierce power - as the eye of the hurricane followed the San Juan River (border river between Costa Rica and Nicaragua), "Otto" entered Costa Rican territory north of Pital, famous for its pineapple plantations. It then ploughed across the Los Chiles district into the Guatuso and Upala districts, also known for their large pineapple farms. And that was not even the end - although by now weakened to a category 2 hurricane, "Otto" continued further westward into the province of Guanacaste on the Pacific coast, causing further damage, and eventually leaving the country via the Pacific Ocean.

Around 17:00 on 24 November the first messages popped up about widespread damage in and around Upala. As power lines were down, communications were complicated. What became clear once night fell was that a vast part of the Alajuela province had been extremely hard hit. As daylight broke on Friday 25 November, the country was facing a major natural disaster, with thousands of people directly affected.

What then occurred was unique: spontaneously a massive humanitarian aid operation commenced - one of Seatrade's biggest clients in the Upala area, "Upala Agricola" was facing major challenges with the bulk of their employees directly affected by the hurricane. Together with Upala Agricola's management we offered containers and trucking services to transport donations to the affected area. By Friday afternoon we had the basics set up: containers, trucking services, and a small but dedicated group of office employees offering to help in their free time. In the meantime we spread the news: text messages, Whatsapp, Facebook, emails, phone calls: if you want to donate goods, come with whatever you can spare to the Sercansa depot in Pavas, southern San Jose.

Saturday morning, 26 November, San Jose woke up under blue skies and sunshine - we couldn’t have prayed for better weather. As of 08:00 that day a steady flow of cars presented themselves at the entrance gate of the Sercansa depot, delivering anything from diapers to dog food. By 15:00 that same day one entire 40ft HC container was filled completely, and ready for despatch.

After a long detour the truck driver of Transportes Grant managed to arrive at the central warehouse of Upala Agricola by midnight that same day, after which on Sunday morning the distribution of the donated goods started among the affected employees and family members at Upala Agricola.

This was Costa Rica at its best: forgotten for one day the usual complaining about the endless traffic jams in San Jose, or the "platina" bridge. This was the country united and President Solis and his government team did a marvellous job steering where needed. At the time of writing (June 2017) reconstruction of roads, bridges, schools, and homes is under way. But for example the damage to the forests along the northern border is so extensive that forest workers will need approximately five years to clear the most affected areas.

Hurricane Otto holds so far the record for the most westerly hurricane ever recorded, and also has been one of the hurricanes which started at the very end of the official hurricane season. With global warming being a reality, the possibility of a repeat of a hurricane like "Otto" is real. Wise lessons have been learned from last year’s disaster, but also that solidarity among citizens is key to overcome such challenges.

Pieter Hartog
Seatrade Costa Rica
IN THE PICTURE
MV WHITNEY BAY

SHIPS PARTICULARS
WHITNEY BAY

Call sign: A8KZ8
Flag: Liberia
Home port: Monrovia
LOA: 141.01 m
Beam: 20.60 m
Keel laid: 18 August 1989
Delivered: 09 February 1990
Built at: Shin Kurushima Dockyard Co. Ltd.

MEET THE CREW
We asked each of the crew these questions:
1. Where do you come from? Could you tell us a little bit about this place?
2. When did you start sailing in general and when did you start sailing on Seatrade managed vessels?
3. What is your favourite Seatrade/Triton vessel and why?
4. What do you like most about your job?
5. What is your favourite port and why?
6. What is your advice to young seafarers?

1. I am from Kaliningrad. I was born there and still live in this city. It is located in the west of Russia, close to Poland and Lithuania. Kaliningrad is a sea port, a cosy place with many beaches on the coast of the Baltic Sea.
2. I started my sea career as AB in 1977. From 1980 I commenced working as an officer. I joined Seatrade in 2008 and my first vessel was Runaway Bay.
3. No favourite vessel up to now.
4. First of all, it is my profession. Also I have the opportunity to see other countries and meet different people.
5. I like Kaliningrad. The place where I was born and have been living since. It is my home and the sea port where I found my job. There are a lot of other good ports but for me Kaliningrad is the best.
6. You chose a good but difficult profession. Try to use all opportunities to receive maximum knowledge and experience from your older colleagues. Many things are not possible to find in books but experience of others will assist you in a seaman’s life. Be friendly and tolerant and you reach your goal finally.
1. I was born and am currently living in Kaliningrad the most western part of The Russian Federation. This city was given to the USSR after WWII. Before Kaliningrad’s region was German territory named Koenigsberg. This is a very beautiful city with beautiful green parks and clear blue lakes with dozens of fish. That’s why my home hobby is fishing and traveling around my native region.

2. I started to go to sea in 1981 on board the Kaliningrad Refrigerator Fleet Base and came to Seatrade in 2007. My first Seatrade vessel was mv Antigua.

3. I have been on plenty ships in Seatrade and like each of them, because we have attractive salaries and good and qualitative supply and spares. We have continuous support from our government.

4. I like to give my experience to younger personnel and constantly improve and upgrade my knowledge.

5. My favourite port is Kaliningrad, because here I’ve started my marine work and went to my first sea voyage.

6. I’d like the young generation to continue the traditions founded by elder experienced mariners.

1. I was born and live in Baltiysk, the citadel of Russian navy and last federal city bordering with Poland. Our region is famous for its great resources of amber and skillfully made jewelry from this mineral. I like travelling by car with my family around Europe finding a lot of adventures and unique historical places.


3. It is difficult to say, all Seatrade vessels are almost the same for me and attract me identically.

4. In fact I like to deal with machineries and technical mechanisms. I also like to visit lots of ports, get new fresh impressions, discovering new places in many countries of the world.

5. Kaliningrad is my favourite and unforgettable port because I graduated at the Marine Institute here and started my career.

6. I would advise to younger to study more technical manuals, have self confidence, and keep marine friendship and traditions.

1. I was born in the small Krasnodar region and as from 1985 I have been living in Kaliningrad. It is a beautiful city with friendly people.

2. I started working at sea in 1985 and now for more than 10 years for Seatrade.

3. No favourite vessel: all vessels are good with their strong and weak points.

4. It is a very challenging and rewarding job.

5. Many ports in the world.

6. Think first then do. Be proud of the vessels you are working on.

1. My native city is Kaliningrad. It is one of the most beautiful and interesting cities in Russia. Due to the fact that it was a German city before, named Koenigsberg, it has a very specific location, mix of architecture, kind of little different people and a lot of very special things, that you will never find in “Big Russia”.

2. Generally, I started to work at sea in 2010. And it was 2016 when I made a first voyage on a Seatrade managed vessel.

3. I kind of like them all, but the most remarkable vessel for me is Runaway Bay. Really like that vessel. It was such a great experience for me to work there. Of course she is not too young, sometimes things were gone out of control, but I’ve gained so many skills there, understand the Seatrade policy, and found a lot of friends there. “Runaway Bay” is the place where I’ve become a real seafarer. That’s why I love this vessel and will never forget her.

4. There are a lot of things why I like my job. But generally, I like my job because it gives me a chance to live in the way I always wanted to. I became a navigator on a big trade vessel, that’s what I always dreamed about, and now the dream has come true. I like unpredictable voyages, nice places to see and to visit, thousands of good people to meet that’s already a lot, but still not limited by the ones described above.

5. It is not that easy to choose only one port. Since I started to work at sea, I’ve visited so many good places so it’s just not possible to describe everything in one sentence. However, these are my favourite ports: Puerto Bolivar - Ecuador, Jacksonville - U.S.A., Harlingen - Netherlands, Puerto Caraminal - Spain, Brest - France, Antwerp - Belgium.

6. Work hard, never stop learning, pay attention to every aspect of your work, be respectful to the vessel you are working on, and to the crew you are working with. Never close your eyes on “near misses” of others and work safely by yourself.
1. I'm from Moscow. I've studied at Kaliningrad's Baltic Maritime State Academy. After graduation I moved to Moscow, where I'm currently living. Moscow is very busy city, crowded, with a population of more than 20 million. The citizens are always in a hurry, and always late. But in this city you'll find a lot of historical heritage and exciting night life. There is a saying “Moscow never sleeps”.

2. I started sailing in 2011 in a small Dutch company and I joined Seatrade in 2015.

3. As to my favourite, I can’t easily say, but the vessel which made the first impression and face of the company, and I think became unforgettable, was Timor Stream.

4. The job of an engineer helps me to understand completely the working principle of various ship’s machinery equipment. It’s quite interesting and involving.

5. My favourite port is the port of returning home. Every seafarer knows it and is looking forward to meeting his family after a long voyage.

6. My advice is constantly improve your knowledge, never stop studying, and acquire indispensable skills through practice. Very soon all these components will help to make the labour quick and interesting.

1. Minalin, Pampanga is my hometown; it’s a small but very nice place in Central Luzon. It is the centre of attraction when Christmas season comes.

2. I started sailing in 2014 as engine cadet in a domestic trade in the Philippines, and in 2016 I had my first contract in Seatrade.

3. Whitney Bay is my favourite vessel of Seatrade because this is my first vessel in this company and I gained more knowledge about my career.

4. I like my job, but I especially like the overhauling of the engine and machineries onboard because I learn something about the parts and also I gain a lot of knowledge and experience about marine engineering life.

5. Faroe Island is my favourite port. For me, it is the most memorable port of my seafaring life because in this port it was the last time that I talked with my father before he died, and it is a very beautiful and amazing place.

6. Be loyal to your job, do your duties and responsibility properly, take your job with dedication and most important ask your senior officer if you have any doubt about your duties.

1. I come from Iloilo, Panay Island in the western Visayas Region. The home of Dinagyang Festival and the delicious local food delicacies like La Paz Batchoy.


3. I don’t have any favourite ships because for me all ships I’ve been before are good.

4. It's fulfilling because my job makes the ship seaworthy and safe.

5. I don’t have any favourite ports, because every port I visited was good and I was lucky to visit these places.

6. This is Seatrade/Triton, a fast growing shipping company, so do their very best and be safe.

1. I come from the Visayas part of the Philippines, specifically Iloilo City. It is the place where I grew up. It has great history and is currently one of the progressive cities in the Philippines. Our dialect here is called Hiligaynon, it is spoken in a soft and passionate manner. The people here are very polite, helpful and friendly.

2. This is my first time as a seafarer and also my very first Seatrade vessel, mv Whitney Bay. I embarked this vessel at the beginning of the last month of 2016.

3. For now and possibly would still in the future, this vessel would be my favourite because I got to work with people who were very passionate at their job and I’m thankful that I got to work with this wonderful crew as my first. Because of this vessel, I was able to travel across the world and was also able to cross the Panama Canal and Suez Canal on my very first contract. This vessel will always remain memorable to me.

4. I got to learn how to love my profession in every way.

5. My favourite port for now is the Port of Gdansk in Poland because they have incredible internet speed and at the same time very affordable. Also other ports that have FREE Wi-Fi and with a Seaman’s Club/Centre.

6. You are free to have dreams, have goals no matter how small or big; but, reach it with effort, dedication and hard work. And don’t forget, “Safety First”.

1. I come from Marilao Bulacan, part of Luzon, it’s a nice place with friendly people.

2. I started sailing in 2009; on Seatrade vessels in 2010.

3. All of the ships in Triton and Seatrade are my favourite.

4. As a fitter I like this job, because I learn a lot.

5. My favourite port is Davao: It’s a nice port and there are good people.

6. Love your job, work hard and always think about your safety.
1. I am from Ozamis, Misamis Occ. It is a small city, but the centre of all domestics flights and Ro-Ro passenger vessels of Misamis Occidental, Mindanao.
2. I started sailing in 2011 on container ships, and in 2013 on Seatrade vessels.
3. Discovery Bay, because it's a good vessel and comfortable for me.
4. I like everything in my job, because there is a lot of experience, knowledge and performance duties for us seafarers.
5. United States is a nice place.
6. My advice: be humble, keep safe and love your job!

1. I am from Polessk city in the Kaliningrad region. After ninth year of high school I entered the Kaliningrad Maritime Fishing Fleet College in the marine engineering department. Since my graduation I was recruited to the army for one year for military service. After the army I decided to start my career in the popular Dutch marine trade company Seatrade and was hired as an engine cadet to one of its vessels.
2. After the second year of my college courses, in 2012, I had a practice on the famous tall ship "Kruzenshtern"; the pride and representative of Kaliningrad Seafarers. Later I had an interesting voyage on a Russian fishing vessel. In 2015 I started at Seatrade.
3. My favourite vessel is my Whitney Bay. I want to continue on board this refrigerated ship and to advance myself in knowledge and in rank.
4. This marine engineer job is interesting for me: travelling from one unknown place to another, having a lot of experiences on board. It is wonderful that I can combine journey and work.
5. My favourite port is port of Bolivar (Ecuador), thanks to its beautiful beaches, tropical fruits and hot sunny weather.
6. I'd like to wish to young colleagues: Always develop and improve your skills. As I dreamed to become an Officer, I love feeling myself as part of a big team.

1. I come from Sara, Iloilo. It is known for its rice production. It is a small town, but a good place.
2. I started seafaring in 1993 and I start sailing on a Seatrade vessel in 1999. My first vessel was Spring Panda.
3. I have no favourite Seatrade/ Triton vessels, because for me all the vessels are the same.
4. I like my job as a Chief Cook because I like cooking, baking and maintaining the galley stores.
5. My favourite port is Puerto Bolivar. It is the best place for me and the people are really friendly.
6. My advice to young seafarers is to always think “Safety First”.

1. I was born in Russia, in Kaliningrad. It's the place where I grew up. Kaliningrad is a lovely place, situated a little far from Russia itself. I love Kaliningrad, because of its history, climate and very specific architecture.
2. I started to work at sea in 2009 on the sailing vessel Kruzenshtern (ex-Padua). In 2015 I joined my first Seatrade managed vessel Runaway Bay.
3. As my first Seatrade managed vessel was Runaway Bay, it is still my favourite vessel.
4. My passion is preparing voyage plans. It is such an interesting thing to do. As I dreamed to become an Officer, I love feeling myself as part of a big team.
5. Love Gdansk in Poland: it feels so much familiar to me, as I live close to this port, being there is like being at home. That's why I love it, because no place is better than Home.
6. All the time follow the Seatrade Standard.

1. I come from Sagay City, Negros Occidental in the western part of the Visayas Region. It's a nice and quiet place and also has very friendly people.
2. I started sailing in 1992 on CSM managed vessels and started in Seatrade in 1996.
3. Any Seatrade vessel where I join has become my favourite. They are all the same for me when it comes to the job.
4. Being an AB I learned to like and love it all.
5. The port that I like the most is the Port of Bolivar in Ecuador. The weather and people there are almost the same just like in the Philippines.
6. I'm always telling them to observe safety when working and to save money while they're still young and to become future officers someday.
After heavy rain and floods that hit the north of the country, the worst since 1998, Peru’s roads became unusable and the only possible way of transportation to connect the various parts of the country was via sea. The government implemented new emergency regulations to shovel the damages and mitigate the consequences in the affected areas.

From coordination between the Dutch embassy, Indeci, the Delegation of the European Community, Care Peru and Seatrade came the idea of creating a maritime link to the Piura region. So, on 6 April 2017 we used our Seatrade Red to load 37 containers with humanitarian aid for the Piura region in Pisco as part of the support for the “El Niño Costero” (Coastal El Niño) disaster here in Peru.

Seatrade transported those 37 containers (21x 40’ and 16x 20’) with 235,058 packages equivalent to 479,549 mtons free of charge. This commendable work was also supported by Terminal Portuario Paracas, Sunat Pisco, Ransa Paita, Neptunia Paita and Terminal Euroandinos. As Seatrade we are glad we could offer both our ship and our containers to support the authorities and aid workers.

Our special service ended in Paita on 8 April 2017, when after discharging the containers our Seatrade Red continued her voyage to Philadelphia.

Juan Pulgar
Seatrade Peru
When the Colour class ships got their names and order at the shipyard in China, they obviously had some special connotations: The colours had been wisely chosen, even the order of them. The owners also are particular about who will be the godmother of a ship, in the same way as parents are carefully selecting who will be the life-long protector of their newborn child.

Ships only have one godparent, a godmother, and many times the honour falls on somebody closely related to the business, but seldom someone who is with both feet “IN” the business.

While in fact all Colour class ships are painted blue, this particular ship is shouting her name to the world even from far away, but of course Blue stands for the blue of the Dutch flag, and France, “Allez les Bleus” we could say.
So what makes the Godmother of the Seatrade Blue so special? Paulette Depreux has been in shipping all her life, and for the last 19 years has been tenaciously working to provide her “Seatrade babies” food. All sorts of food in fact, so much so that over the years they grew up, became teenagers, got spots and had mood swings! From humble beginnings in 1998 loading a handful of containers and general cargo in Dunkirk, the service grew so much that the Colour class ships have been specially built for the trade which serves two distinct markets: The produce industry from New Zealand on the north-bound leg, and the French speaking territories of Tahiti and New Caledonia on the south-bound leg.
As the Port of Dunkirk has already been long associated with Seatrade and the French connection grown so strong thanks to Paulette and her husband Jean Yves, the choice of location and Godmother for the “Blue” came naturally.

So, on 31 March in the presence of the Mayor of Dunkirk, the President of the Port, the President of Seatrade, and all customers and partners which support our Meridian service, the Seatrade Blue was christened, alongside the exact same terminal which saw the Spring Tiger call for the first time in Dunkirk in August 1998.

Captain Vasily Naumov and Chief Engineer Keesjan Keus together with their crew welcomed nearly 200 guests, and Mrs Paulette Depreux broke that most French and venerable of liquids on the bow of the Seatrade Blue, followed by fanfare, confetti, balloons and fireworks! Afterwards Captain Naumov awarded the Godmother a replica in silver of the axe which cut the ribbon, and Mr Stefan Raison, President of the Port of Dunkirk awarded Captain Naumov a commemorative plaque.

The weather was perfect and after all guests had the opportunity to tour the ship and enjoy the celebrations, then, precisely at 14:30 as scheduled the pilot boarded and the ship departed to her next port with a good send-off by a brass band.

The impeccable organization from the team of Port of Dunkirk (Ms Marie-Elizabeth Bogucki), Dekeirel & Hardebolle (Mr Xavier Dewynter) and Seatrade Groningen (Ms Danielle van der Eide), plus the invaluable support of SAM Barra (Mr Frederic Barra), made this a great and memorable event.
We at Atria Learning and Development strongly believe in the development of maritime professionals with hands, head and heart.

**Vision: Turning Learning into Actions!**

Our vision is to create new standards of behaviour-oriented learning and development, turning learning into actions onboard and ashore!

**Approach: Collaboration and co-creation!**

Our vision cannot be achieved by one single learning activity alone; we concentrate on corporate specific concepts and have set up strong co-operations with industry-wide recognized experts in order to serve our customers based on their current needs.

Herewith, we would like to introduce you to our core activities around the TOPSIM Human Element in Shipping Simulation (in short: TOPSIM-HEISS) and effective organizational development. All designed with professionals from onboard and ashore, for professionals onboard and ashore: Together is Better!

**TOPSIM - Human Element In Shipping Simulation**

In order to increase the learning transfer and effectiveness of existing programs, we have designed TOPSIM-HEISS based on contemporary research findings and practical experience. The simulation reflects an authentic real-life example of a newly assigned captain faced with a non-performing crew.

The main goal is to visualize changes and create a path from awareness to performance, showcase the effects of leadership actions and foster networking, communication and collaboration.

The concept and learning is transferrable across target audiences and industries, allowing the simulation to be used in different setups (such as a University of Applied Sciences, for recruitment etc).

We are proud to work closely together with the German branch offices of Tata Interactive Systems (TIS). TIS is recognized as a thought leader and market mover in providing learning solutions and performance support design. Having worked with over 70 Fortune 500 companies, TIS provides expertise to help improve people performance through best-in-class learning solutions and integrated analytics. The company’s innovative products and strategic learning advisory services drive people competency and learning & development process efficiency.

TIS has received 100 awards (including 38 Brandon Hall awards) over the years for its engaging and effective learning interventions. It has been featuring among the Top 20 Content Development Companies in the world for six consecutive years, Top 20 Training Outsourcing Companies globally since the last seven years, Top 20 Gamification Companies for the last three years and Top 20 Workforce Development Providers for one year.

**Example of TOPSIM-HEISS course delivery:**

**Safety Culture Leadership for junior and senior officers**

In order to ensure the highest possible quality and credibility in delivery, we are proud to cooperate with Lloyd’s Register Marine Training Services EMEA for the course ‘Safety Culture Leadership’, applying our TOPSIM - Human Element In Shipping Simulation. In the three-day basic course maritime professionals are enabled to implement and communicate changes within their organization, assisting a more effective creation of a Safety Culture on board in order to optimize performance and reduce the risk of incidents involving damage to life, vessels, cargo and the environment.

For the Seatrade Shipmanagement Group, the course has been customised integrating behavioural analysis feedback, the corporate standard and the interactive English learning program.

**Example of TOPSIM-HEISS research and cadet development:**

**Applied Maritime Resource Management**

The faculty of maritime studies at the University of Applied Sciences in Leer, Germany has a long tradition, founded 1854 as the “municipal school for navigation”. Leer is the second biggest shipmanagement area after Hamburg, and nowadays the maritime faculty is a well-known educational institution equipped with leading technology.
Integrating our TOPSIM - Human Element In Shipping Simulation at the beginning of the bridge simulator module, students benefit from team- and task-oriented decision-making directly, receive constructive feedback for their challenges in the near future and have earlier the capacity to deal with difficult situations within the bridge simulator.

Furthermore, a valid and reliable environment for further scientific maritime research in the areas of for instance multi-level leadership, shared mental models, complex decision-making or behavioural-oriented training has been created.

Example TOPSIM-HEISS Train the Trainer:
Empowering other maritime organizations

In the course Advanced Train the Trainer: Behaviour-oriented learning design, we go beyond the hype around Gamification and empower experienced trainers how to engage and motivate participants in achieving their goals, while at the same time meeting organizational development objectives. Participants experience TOPSIM-HEISS themselves, learn about the didactical principles and complementary activities, start immediately transferring these elements in their own corporate learning context and can become Tata Interactive certified Trainers themselves!

For example, the newest addition to the portfolio of our partner Gigamare Inc. are two TOPSIM Leadership and Management Simulations, being herewith the only training centre having accredited trainers in the Philippines. In order to utilize their strengths beyond the maritime world, our partner can now offer maritime courses with the TOPSIM - Human Element In Shipping Simulation, as well as trainings applying the TOPSIM Change Management Simulation for a wider business environment.

Organizational Development: Together is Better!

Together with our partners we are able to serve our clients in all aspects of organizational development and successful change management.

We create programs and events which build on the organization's current situation, fit in the people- and system-context and have real impact!

Our approach is to let employees and leaders from all levels actually feel and experience the benefits of people-centred organizational development by themselves, leading to hands-on follow-up actions.

Be invited to read the article about Seatrade’s crewing agency week as one example for our understanding of a 'people-centred' approach!

If you want to learn more about Atria Learning and Development, enjoy exploring www.atria-learning.com or follow us via LinkedIn.

Roman Heil
Portfolio Manager Atria Learning and Development
Atria Learning and Development has designed this year’s crewing agency week based on the five phases of effective change leadership, Awareness - Motivation - Commitment - Responsibility - Performance - Continuity, in order to let participants really feel and experience the benefits of people-centered organizational development.

Day 1: Awareness

The aim of the first day was to create the necessary sense of urgency, and to set the objective for this week: Mutually moving the organization into the future by top-notch learning and development actions, following the credo of Atria L&D: Together is Better!

Starting in the Groningen office, participants were briefed by the managing director about the current market situation and the long-term transition management of the whole organization, emphasizing their role in the process and the importance of the ‘human element’ for the Seatrade organization.

After an overview of safety and performance statistics, participants moved over to the branch office in Leer for a meet-and-greet with local staff including a boat tour in the small harbour of Leer, Germany.

The day ended with the transfer to the Dutch village Putten, where the rest of the week was spent in the middle of nowhere. During an informal evening, the participants had time for a relaxed dinner and to absorb the beauty of the surrounding nature.
Day 2: Motivation

The focus of the second day was on creating an environment of trust, where effective intercultural communication could evolve, a motivating social environment was built, and conflicts could be addressed in a respectful and tolerant manner.

As an organization is developed by developing its people, this day was totally designated to the participants' personal development in order to let them feel 'Together is Better'! Our partners from HDEPP (Human Development Emergency Preparedness Programs) conducted a very intense day with several outdoor activities, where participants were working together at several tasks related to Learning & Development at Seatrade, following a team training approach. Additionally, participants were challenged by working with our partners from HHP (Human Horse Power), and deeply reflected on their own behaviour, both as an individual and in a team.

During this day of individual and team challenges, participants left their personal comfort zone providing each other with relevant feedback, while also having fun together as one team. The day was again closed with an informal dinner, allowing everyone to exchange and reflect on the events of the day and making their own transfer to the 'Awareness' communicated the day before.

Day 3: Commitment

The objectives of the third day were to create short term wins by focusing on already existing strengths, to empower the participants for co-creating the organization's transition process, but also to detect unspoken issues which should be addressed right now.

Focusing on existing strengths, the bigger agencies from Russia, the Philippines and Europe presented best practices in the areas of cadet development, organizational procedures and the development of junior and senior officers. Bringing in an external point of view and triggering critical thinking, an external HR consultancy shared insights about assessing officer capabilities and the creation of development profiles.

After very intensive hours and best-practices shared, the participants were given the task to create a two-minute 'barefoot video' as preparation for the next day. Divided into three teams, they had to reflect on what happened in the last three days by shooting a creative video highlighting the most important organizational development tasks.

In order to allow participants to clear their minds and to simply have fun together, the day was finalized with a 'buggy-drive activity' and an informal gathering in the evening.

During the day, participants were able to directly see the strengths of their diversified and intercultural team composition, explored opportunities to learn from each other, and simply enjoyed being together.

Day 4: Performance

The aim of the fourth day was to consolidate crewing activities so far, re-assess existing learning & development systems and to determine future improvements needed.

Starting with the three barefoot videos created the evening before, the stage for an intensive work day while having a positive atmosphere was impressively being set. Pointing out a more effective use of existing learning & development systems as focus for the day, participants continued working in their 'barefoot-video teams' on practical future actions from their own end, in order to support the necessary organization-wide transition management. Solutions included the hands-on integration of systems, to suggested organization-wide change activities and immediate actions.

After sharing and discussing the teams' results, every agency had time to draw their own 'turning learning into action' plan, which was put on record as official agreement between Seatrade and the individual agencies.

The day was rounded off with a BBQ in the evening, celebrating the remarkable process of the week and the day's results.

Day 5: Continuity

Reinforcing the experiences, feelings and learning of the week, participants participated in a workshop about dealing with media and family members after an incident or accident at sea. Very personal stories were shared, intensifying all aspects of the week and providing already input for future agency weeks.

Roman Heil
Atria Learning
Very early in the morning of Tuesday 11 April the team of Seatrade New Zealand finalised a week of quite stressful planning to ensure that mv Seatrade White would be alongside in time for her Christening. Changing port schedules, a strike in New Caledonia and an approaching cyclone all combined for a week of sleepless nights: Would she make the ETA required to match the plans for the big day? Yes, she did!

The Port of Tauranga has two distinct sections of wharves, one on the Tauranga City side for container vessels and one on the Mount Maunganui side of the harbour for multi-purpose vessels.

The Mount side is home to the Seatrade specialised reefer vessels to load kiwifruit and all the plans were centred at the Number 1 berth. This same berth is also used for the 90 plus cruise ships that call each year but fortunately the summer cruise schedules and the kiwifruit winter loading do not coincide.

We were able to utilise the special cruise passenger canopy for the welcome, bar and luncheon and had erected a special marquee for guests to be seated for the Christening ceremony. The threat of cyclonic rain made us grateful to have plenty of shelter but thankfully the rain waited for us to have the celebration - well almost!
The Godmother chosen for Seatrade White was Mrs Linda McBride, wife of Peter McBride, Chairman of Zespri International, long term partners with Seatrade for the carriage of 100% of the Zespri Kiwifruit to North Europe, and with the Meridian Service now also to Philadelphia, USA.

There was relief all around when the vessel was brought alongside by Captain Gavryushov at 06:00 giving us time for the final preparations with the bottle of champagne and ribbon arrangements for the Godmother to complete her duties! The area for the function looked spectacular with an arena formed using thirty brand new reefer containers, plenty of flags and tethered balloons.

120 guests joined us on the wharf from 10:30. The sun was shining and a mood of great excitement was sensed by many on the day.

Michael Evans welcomed guests and introduced the guest speakers, Tim Evans, General Manager of Seatrade NZ, Yntze Buitenwerf, President of the Seatrade group of companies and Mark Cairns, CEO of the Port of Tauranga.

The scene was special with the crew proudly touching up and cleaning in readiness for the guests and the ceremony. The crew then lined up on the wharf for the Christening ceremony, looking very smart and proud of their vessel.

Linda McBride was taken to the podium by Mr and Mrs Geert Pepping and joined by other speakers during which time coloured smoke flares in red, white and blue were set off.

Linda’s words as Godmother were special:-

It is my pleasure today to christen this vessel Seatrade White. May God bless her, keep her safe as she sails the oceans of the world, and may she have always water under her keel. Captain, I wish you and all of your crew safe voyages with good fortune and happiness.

The ceremonial axe was wielded professionally to strike the board and cut the ribbon to release the bottle of champagne which smashed spectacularly on the bow. The official toast was proposed and champagne enjoyed by all attending! Fireworks and the vessels horn gave a deafening signal of celebration.
A local vocalist gave stirring renditions of both the New Zealand and Dutch anthems. Presentations of flowers to the ladies and a plaque to the Master by Mark Cairns finished the Christening in style!

Guests were then welcomed to tours of the vessel with officers hosting groups on the bridge, the engine room and the deck area. For many guests this was their first visit on board a vessel and was another touch of difference that Seatrade added to the day.

A walking lunch was enjoyed by everyone and staff and guests enjoyed a few hours socialising and business discussions.

Our thanks to Walter Wildoër and Mustapha Maarouf from the Antwerp office who were joined by Yntze Buitenwerf, and Geert and Ineke Pepping especially for the occasion. Their presence demonstrated our focus on customer service and interest in our customers and their business. As Tim Evans said in his speech ‘we aim to put service back into shipping with dedication’.

The day was a great way to showcase the new Colour Class vessels that now provide the fastest, direct and dedicated Meridian Service from New Zealand every ten days to Europe with calls at Peru and the US east coast.

Michael Evans
Seatrade New Zealand
As part of the launching of the Meridian Service Seatrade New Zealand hosted customer functions in almost all the ports of call in the South Pacific. However in Tahiti we faced a special challenge...

In true French tradition there would be no shortage of great food and wines for the Tahiti customer party. Those of our readers who have seen the new Colour Class vessels will understand the challenge of hauling party supplies from the wharf to the bridge. Add to that we were confronted by the caterers’ selection of chilled boxes: not the normal size “chilly bins” but extra large chilled bins, so large they were impossible to take up and around the companion ways to the bridge!

In true form our Tahiti stevedores soon had a plan. We would load all the supplies into a converted 20-foot container and use the large cargo mobile cranes to lift the party supplies directly to the bridge, they said. The Master approved provided there would be no contact with the vessel.

What a perfect crane driver we had for the task. As the photos show he was able to position the container about 20 centimetres off the bridge wing and the supplies were quickly transferred for the party! We did the same at the end to return all the gear to the wharf for the caterer.

Special thanks for the ‘can do’ approach we appreciate in Tahiti. Our agents Sotama and stevedores Cotada do a fantastic job for us. Thanks for everything!

Michael Evans
Seatrade New Zealand
Holland, “hub of Europe”, is making more investments in the port of Rotterdam to attract the foodstuffs that come from Latin America, a region which is regarded as an important business partner. Everything indicates that Latin America is destined to be the food basket of the world. The United Nations Food and Agriculture Organisation (FAO), maintains that the region has become the biggest net exporter of foodstuffs in the world, so much so that by 2024 the net transactions of agricultural products will reach USD 60,000 million, three times that of the year 2000.

One of the main destinations is Europe. A report from the Dutch Centre of Promotion of Imports from countries in development (CBI), says that Latin America is one of the main providers of fruit and vegetables, representing some 20% of those imported from developing countries, followed by South Africa (4%), Turkey (1%) and Ivory Coast (1%).

For the business of perishables, the speed of delivery is crucial due to the short shelf life. Due to this the agro exporter Jorge Aranguiri, director of Peruvian agriculture company Danper warns that the routes to follow are important. “The most efficient route to export to the European Union is via Rotterdam and the airport of Schiphol in Holland. This thanks to the connection it has with markets such as Germany, Italy, Switzerland, France and Belgium, countries to which white asparagus, avocados and blueberries that Danper produces arrive the fastest,” he says.

Sending a container from the Peruvian ports of Callao or Paita towards Rotterdam can take some 19 or 20 days. Thereafter the cargo will take between one and two additional days to reach its destination, in case it is a country different to Holland, explains Juan Pulgar García, General Manager of Seatrade Peru, a shipping company specialised in perishables. From the Peruvian airport Jorge Chavez, in Lima, the Franco Dutch airline KLM Cargo operates a daily flight to Amsterdam on board which some 15 tons of fresh vegetables are carried, from where the consignees pick up the produce and take it further afield in Europe, according to data revealed by Roberto Chang, General Manager of KLM Cargo in Peru.

Rotterdam and Amsterdam are also key destinations for the Chilean exports of perishables. Edmundo Araya, secretary general of the Association of Fruit Exporters of Chile, indicates that between 2014 and 2015 the members of their group sent nearly 231,500...
tons of fruits such as grapes, red apples, avocados and pears among other fruits via the port of Rotterdam, whilst via air freight just over 1,000 tons were sent, such as blueberries and cherries.

According to experts in logistics, over 80% of the worldwide volume of exports, including perishables are carried via sea transport, as freight is cheaper, transit times are improving and the development of a cold chain that guarantees perfect conditions on arrival to its final destination.

Another point which plays in favour of Holland is the time it takes for the inspections. Sven Huancaruna, General Manager of Peruvian exporter Agricola San Juan, a company which exports grapes and avocados to markets such as Poland, mentions that in his experience the speed of (phytosanitary) inspections plays an important role in the competitiveness of the business.

The hub of Europe
How does the Dutch efficiency come about? Avelino Fernandez, a consultant in agribusiness based in Amsterdam explains that due to its geographical position, Holland is a strategic location, logistically speaking, for Germany, France and the United Kingdom, the three most important economies in the region. This position has enabled it to become a centre point for European commerce particularly that of foodstuffs as all the large production centres of vegetables are in the south of the continent, in Italy and Spain.

These producers needed distribution points close to the big markets and from their own working locations. In this context Holland emerges as an important logistics place, as you can manage any market in maximum one day, explains Fernandez.

In Holland, we have various locations with important distribution centres with Barendrecht, located only 20 kilometres south of Rotterdam, and Venlo, close to the border with Germany and only 167 kilometres from the port. This makes that Germany is the biggest market served from Rotterdam.

The port also is connected via the North Sea to the UK, Finland, Sweden and Norway via feeder ships. Just as an example, from Rotterdam to UK there are three daily feeder services.

This explains why more than 60% of the cargo arriving in Holland has as final destination countries in the European Union, but also justifies foreign investment which you find in the logistics sector in this country, as affirmed by Giorgio Melis, Commercial Attaché of the Dutch embassy in Peru, for matters related to Water, Energy and Logistics.

Quality of Infrastructure
Evaluation of quality of the maritime ports per country regarding efficiency and infrastructure (7 being the highest)

<table>
<thead>
<tr>
<th>Country</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Holland</td>
<td>6.8</td>
</tr>
<tr>
<td>2. Singapore</td>
<td>6.7</td>
</tr>
<tr>
<td>3. United Arab Emirates</td>
<td>6.5</td>
</tr>
<tr>
<td>4. Hong Kong</td>
<td>6.5</td>
</tr>
<tr>
<td>5. Ireland</td>
<td>6.4</td>
</tr>
<tr>
<td>6. Belgium</td>
<td>6.4</td>
</tr>
<tr>
<td>7. Panama</td>
<td>6.3</td>
</tr>
<tr>
<td>8. Iceland</td>
<td>5.9</td>
</tr>
<tr>
<td>9. Spain</td>
<td>5.8</td>
</tr>
<tr>
<td>10. Denmark</td>
<td>5.8</td>
</tr>
<tr>
<td>11. New Zealand</td>
<td>5.8</td>
</tr>
<tr>
<td>12. USA</td>
<td>5.7</td>
</tr>
<tr>
<td>13. Norway</td>
<td>5.7</td>
</tr>
<tr>
<td>14. Germany</td>
<td>5.7</td>
</tr>
<tr>
<td>15. Bahrain</td>
<td>5.7</td>
</tr>
<tr>
<td>16. United Kingdom</td>
<td>5.6</td>
</tr>
<tr>
<td>17. Estonia</td>
<td>5.6</td>
</tr>
<tr>
<td>18. Sweden</td>
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<tr>
<td>19. Malaysia</td>
<td>5.6</td>
</tr>
<tr>
<td>20. Malta</td>
<td>5.5</td>
</tr>
</tbody>
</table>
"This connectivity has meant that many worldwide companies including American and Japanese to mention but a few, invest in Holland in order to manage their cargo in an efficient way", explains Melis.

Not only big corporations have chosen Holland. This is demonstrated by the Association of Civil United Producers of Michoacan - Mexico, (UPM), which has opened a representative office in Rotterdam to promote the sale of avocados, organic bananas, mangos, grapefruit and papayas from over 1,500 producers from the state of Michoacan. "We chose Rotterdam to have direct contact with customers and that way implement programs to improve our sendings, with universities of Holland and Michoacan", mentions Lia Bijnsdorp, managing director of the office of UPM in Rotterdam.

But to reach these strategic goals Holland has had to invest heavily in port and airport infrastructure, to receive all these cargoes and that they arrive in optimal condition.

The Port
As already mentioned the main export mode is sea transport. For this the port of Rotterdam has developed investments to receive all sorts of cargoes including perishables.

Located at the point where the rivers Rhine and Meuse meet, the Port of Rotterdam is the most competitive in the world, according to the Report of Global Competitiveness 2014-15 from the World Economic Forum. Due to its competitiveness, in 2015 it moved 460 million tons of cargo through its 80 terminals, via 30,000 ocean going vessels and 110,000 barges, which transported 7.3 million containers in addition to general cargo and ro-ro among others.

This has been the result of constant investment, particularly over the last 100 years. From having berths along the New Meuse - an tributary of the river Rhine - in the 14th century, it has today reached the North Sea, even winning back some land from the sea with Maasvlakte 2, an engineering project in which a public/private consortium invested 2,500 million US dollars, and had the objective of increasing the port area by a total of 2,000 hectares, and where APM Terminals operates since April of 2015 with up to 20 metres of draft.

### Fruit and vegetables
**Six countries from the area are among the primary providers in Europe**

Source: Port of Rotterdam

<table>
<thead>
<tr>
<th>Nº</th>
<th>COUNTRY</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>South Africa</td>
<td>635</td>
<td>792</td>
<td>543</td>
</tr>
<tr>
<td>2</td>
<td>Brazil</td>
<td>384</td>
<td>362</td>
<td>335</td>
</tr>
<tr>
<td>3</td>
<td>Costa Rica</td>
<td>370</td>
<td>333</td>
<td>331</td>
</tr>
<tr>
<td>4</td>
<td>Panama</td>
<td>315</td>
<td>323</td>
<td>323</td>
</tr>
<tr>
<td>5</td>
<td>Chile</td>
<td>308</td>
<td>323</td>
<td>276</td>
</tr>
<tr>
<td>6</td>
<td>Peru</td>
<td>165</td>
<td>175</td>
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</tr>
<tr>
<td>7</td>
<td>Ecuador</td>
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<td>8</td>
<td>China</td>
<td>178</td>
<td>155</td>
<td>139</td>
</tr>
<tr>
<td>9</td>
<td>Singapore</td>
<td>95</td>
<td>95</td>
<td>120</td>
</tr>
<tr>
<td>10</td>
<td>Egypt</td>
<td>72</td>
<td>97</td>
<td>119</td>
</tr>
</tbody>
</table>
This new space has taken into consideration the importance of the food sector, as perishable imports for fresh and frozen food is between 7 and 8 million tons per year with high growth expectations, particularly on fruits which already increased from 3.6 million tons in 2014 to 3.7 million tons in 2015, according to Sofie Tolk, manager for foodstuffs at the Port of Rotterdam.

Tolk mentions that with this trend talks with the Klosterboer group again progressed for the so called “Cool Port Project” which will be built over 5 hectares with space to expand even further. The works started at the beginning of 2016 with an investment of 27.4 million US Dollars, and is expected to open in 2017 with the capacity to handle 400,000 pallets of perishable cargoes per year. “For the port, it is important to develop this type of infrastructure, particularly for customers from South America, a region with which we want to work even closer”, says Tolk.

This importance which Sofie Tolk puts on Latin America is as the most important provider of fresh and frozen food, although if you break it down per individual country, in 2014 it was South Africa which holds the record with 543,000 tons, followed by Brazil (335,000 tons), Costa Rica (331,000 tons), Panama (323,000 tons), Chile (276,000 tons), Peru (193,000 tons), and Ecuador (177,000 tons).

Sofie Tolk mentions something important: Peru slowly but surely generates more sales towards Europe via the port of Rotterdam. Even if it shows less volume than Chile, it is the country which increases its volume with good price, excellent quality and a sustainable regularity, even if recently affected by the El Niño weather phenomenon. “These are important qualities for Dutch importers”, she mentions.

All this has generated in turn efforts from Latin America to improve infrastructure and be more efficient in the handling of the cargo. That is why APM Terminals Callao, operator of the Muelle Norte in Callao, Peru plans to build a warehouse initially for frozen products as it is a lower risk and which can later be extended to fresh produce. Dallas Hampton, CEO of APM estimates that they will invest 7 million US Dollars. “This is an area that has good prospects. Therefore, we intend to invest in infrastructure needed for the business”, he says.

Furthermore, the port of Rotterdam has signed a joint venture with the Brazilian company TPK Logistica to develop in the state of Espíritu Santo - in the centre of the Brazilian coastline - a deep water complex which can funnel agricultural products, oil, gas and minerals, in this way helping the worldwide shipping routes.

This type of strategic alliances has already been developed in other parts of the world such as Mundra in India, Kuala Tanjung in Indonesia and Chemport in Turkey.

“We hope that these alliances can be further expanded particularly in Latin America”, says Sofie Tolk. This reveals the importance of the agro business in a world where population and middle class have risen. This favours the continuous

*Darwin Cruz Fiestas, Rotterdam*

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Meridian, Rayo, Caribanex, Seatrade and StreamLines - week 19 had it all for the agents and teams of the Antwerp office.

It was time for the yearly trade meetings in Antwerp. This tradition started two years ago and turned out to be a big success. The idea is to bring all agents relevant to one trade together to meet, network, exchange ideas and enhance the FDD fast, direct, dedicated operations. Together with the commercial, operational and supporting teams of the Antwerp office, KPIs are discussed, future challenges addressed, new sales strategies defined and urgent problems solved.

The location at the Elzenveld in Antwerp catered Seatrade and StreamLines very well. Within walking distance from the hotel at the central station it was located next to the botanical gardens in the heart of the city. Many strolled from the meeting location to the restaurant in sunny weather in the evening.

The week was kicked off by the agency meeting of the Meridian service. This particular service used to operate with specialised reefer vessels for the last 18 years and has just recently been containerised beginning of the year 2017. Eight container vessels including Seatrade’s own four new colour-class newbuildings sail on a year-round service with one sailing every ten days.

It was a big group that came together on Monday and Tuesday. New Zealand, Ecuador, New Caledonia, Tahiti, Peru, the UK, the Netherlands, Germany, Russia, France, Belgium, Spain, the USA and the Antwerp office were represented. The purpose of the meeting was to introduce the new agents to the group since not all countries present were involved with the New Zealand service in the past. Tilbury and Rotterdam, as well as Pisco and Philadelphia were added to the rotation and new onward feedering options to Germany, Spain and Russia arose. All of these have not been in touch with the service in the past and needed to understand procedures but also to meet the other parties involved. An exchange of information and sales leads always works better once you have met the person and talked face-to-face. The software system Axapta was highlighted as well as Seatrade’s progress when it comes to marketing and analytics. And it all ended with a presentation by a ‘futurist’ whose job it is to predict the future and work with companies to prepare them for the future. While he mentioned examples about mobility, 3D printing and fast-forward aging of rum, his message was clear: think outside the box (or inside the container?) and embrace the future. There is not just one future, there are always multiple options and there is a bright way ahead. Same counts for the Meridian!

Wednesday and Thursday focused on the Seatrade parts of both the Rayo and Caribanex service. As a short reminder to all readers who are not (yet) familiar with Seatrade’s liner services: Rayo calls Puerto Bolivar, Guayaquil and Paita to load bananas and all seasonal fruits that the North of Peru has to offer. After Paita the vessels cross the Panama Canal and steam full speed towards Dover, Hamburg and Rotterdam where the cargo is discharged at dedicated fruit terminals. The service runs with specialised reefer vessels and carries palletised bananas under deck and reefer containers on deck. Rayo runs year round with a weekly fixed day schedule. Caribanex calls Turbo, Moin, Santa Marta and discharges the pallets and containers in Flushing and Dover, again at dedicated fruit terminals. This service too is on a fixed weekly schedule, the whole year.

The first day focused on operational issues while the second day put commercial activities in the spotlight. Colombia, Costa Rica, Peru and Ecuador, as well as the UK, the USA, the Netherlands, Belgium, Germany, Russia, Spain, the Dominican Republic and the Antwerp office were represented. While discussing it became clear that every country or port has its own little challenges to cope with like the start of the terminal construction in Turbo, the cruise vessels in Costa Rica or missing inland depots in the UK. During the commercial day the agents were divided in small workshop teams to exchange country specific information. Have all sales leads been sent? Was enough feedback received? Can the information flow be improved? Is it possible to tranship more cargo to different final destinations? Rest assured, the Rayo and Caribanex teams are fully up to speed and dedicated to deliver the same FDD service they did in the past.

The last day, Friday, was the StreamLines day. While members of the StreamLines team were also present during the first four Seatrade days, on Friday all StreamLines agents were invited. The focus was clearly on the export cargo from Europe to the Caribbean and Southern and Central American countries. This meant that again both the importing and exporting agents were present, just the other way around. On Friday the teams of the Dominican Republic, Peru, Ecuador and Belgium, as well as Spain, Curacao, Germany, the Netherlands and UK, Costa Rica and Colombia sat together in the meeting room with the Antwerp staff. Questions like “how can we raise exports from Germany?” or “do we need inland depots?” were asked. Lively discussions resulted in many answers to the questions raised, new strategies defined and new alliances between the agencies formed.

All in all the full week of discussions, brainstorming sessions and information exchange was a big success. Team meetings are always of added value - the next one will take place in September when the Blue Stream team meets in Antwerp again.

Mareike Hilbig
Seatrade Hamburg
I find myself on another Sunday morning at the airport. It's become a bit of ritual over the past few years - get acclimated to a destination on Sunday afternoon/evening and get an early Monday start on meetings.

As anyone who knows me or has read a few of these articles over the years, you'll also know I'm cursed by the travel gods. If there's a delay, I'll find it - or it will go out of its way to find me. Weather and mechanical breakdowns are bound to happen, but the frequency with which I encounter them would appear to be much greater than the statistical norm.

Some would say the problem is more related to the choice of airline, rather than random bad chance. Granted the airline I frequent is the very one that infamously dragged that doctor off a flight because of an overbooked situation. You know the story. Though I don't defend the airline's actions, in hindsight the good doctor's demeanour did take on the appearance of a two-year-old in mid tantrum when told it's time for bed. A bad situation for all parties involved.

There have been a few other faux pas that have been reported by that particular airline - a giant, record-setting rabbit died in its care, on a trip from the UK to the USA - but also by a number of other US airlines. I honestly don't think the number of these incidences has increased; it's more the heightened awareness and the ubiquity of cell phone cameras. Everyone wants to capture that viral video that will result in millions of views. After all, we are living in a world where our lives are validated by the number of likes or views our social media posts receive. But I digress... we were talking about flying, so back on subject...

As odd as this may sound, that doctor dragging incident is the very reason I choose to remain loyal to that particular airline. No, I don't have a secret wish of being dragged off a plane - though I must admit the idea of a sweet legal settlement has crossed my mind more than one time and it would make me a social media superstar. The reason that doctor was designated to give up his seat had to do with his status and loyalty to an airline. Flying the same airline - even when it can mean convoluted routing - does come with certain perks. Anyone who's ever tried to cash in frequent flyer miles knows they're mostly worthless. Blackout dates usually limit use to that 0500 Wednesday departure with at least two stop-offs and still requires double the advertised number of points. The real value of earning status with an airline is the pecking order for seats, the ability to get on board early and most importantly to garner that valuable overhead space. The actual upgrades are few and far between. The rest is just window dressing.

While I revel at harassing my friends at United Airlines on Twitter each and every time there's a delay or some other issue related to a flight, I will continue to support them as a customer. I'm already a glutton for punishment, so I might as well get better treatment while I'm being inconvenienced. By the way, I do use a personal Twitter account as a means of pester companies when they screw up. They're very sensitive to bad publicity and you would be surprised how quickly they respond. Occasionally it even results in an apology, a refund or even a freebee. Though I do it for sport, not for the reward. There are the small moral victories and it's not like anyone at home or work listens to my complaints.

Anyway, this morning it's another Sunday morning flight on my favourite airline I love to hate. A short connecting flight from Tampa to Houston a two-hour layover and then another flight on to Seattle (a total trip of some 5000 km, to put the distances in perspective). The weather is fine, the plane is at the gate and boarding starts on time. We begin taxiing to the runway, right on schedule. I settle in to take a nap, but the captain makes an announcement that we're going to have to taxi back to the gate. He sounds confused. He tells us everything is OK with the plane, but it seems to be some unresolved maintenance issue requested by the ground crew. When we get to the gate, the captain comes on the loudspeaker and still sounding confused, says the delay has something to do with water pressure. Unless they've installed showers in first class, I'm not sure what water pressure has to do with flying? Maybe I slept through that class?

After about 20 minutes the captain comes out of the cockpit and announces that there seems to have been a screw-up in communication between flight control in Chicago who had cleared the plane for takeoff on time and the ground crew who needed to confirm all procedures had been followed. After another 30 minutes of paper shuffling, the flight was cleared to depart. My connection in Houston was reduced to 25 minutes, but doable. No worries though, when I got to Houston, I discovered that my outbound flight was delayed. That delay eventually stretched to nearly four hours. It seems the inbound aircraft that had originated in Phoenix, needed to divert around weather and managed to run out of fuel - meaning an unplanned stop. Needless to say, my Twitter account has been quite active today.

While on the subject of flying, one other thing crossed my mind during today's delays. Why do airline pilots wear short-sleeve dress shirts? Short of Mormon missionaries and NASA scientists (at least the ones you see on TV), who wears short sleeve dress shirts these days? With time to kill, I actually did a Google search on the subject and it seems that most airlines give pilots a choice. Most of the pilots who answered questions along these lines (it seems I'm not the first to ask) said it was to reduce physical restriction and avoid catching instruments inadvertently. Seriously? Does the long sleeve version come with pirate sleeves? This sounds like a water pressure excuse to me.

Howard Posner
Seatrade USA
D’Jeenah
Granddaughter of Jessica Jamanika of Seatrade Curacao

Nora
Daughter of Henk Rasker, Crewing superintendent of Seatrade Groningen

Hannes
Son of Lisa Suren, Accounting department of Triton

Fien
Daughter of Tomke Schiller, Crewing department of Triton

Leni
Daughter of Henk Rasker, Crewing superintendent of Seatrade Groningen

Pieter
Son of Co Frolich, Purchaser for Seatrade Groningen

Julie
Daughter of Sander Jonk, Operations department of Seatrade Antwerp

Warren
Son of Jason Norbut, Cargo & Container Operations Manager of Seatrade USA

Jens
Grandson of Johan Romeijnders of Beaufort Insurance
A team of running enthusiasts from Seatrade and GreenSea joined the Antwerp 10 Miles on 23 April. Team FDD did well with all runners finishing the race which started and finished on Antwerp’s left bank: the route took them through the highway tunnel under the river Scheldt (no traffic allowed for a couple of hours), through the city and back to the left bank through another steep tunnel. Congratulations!

In December 2016, the Captain and crew of mv Polarlight received a cake for the holiday season from agents Mehrbandar Co. in the Iranian port of Bushire. A much appreciated gesture in the Season of Giving!

While Sinterklaas was distributing gifts in Rithem (NL) he remembered that the Atlantic Klipper was underway from Tamatave to Zeebrugge. So he made a quick visit to the vessel where the Dutch crewmembers found, when they woke up, a “chocolade letter, pepernoten and kruidnoten” in front of their cabin, inside a Seatrade cap!

(Reported by Capt. A. v.d. Hoek, onboard mv Atlantic Klipper)
While the North Carolina Ports are physically located in Wilmington and Morehead City, the economic benefits of the vibrant, growing ports reach from the coastal plains to the Blue Ridge Parkway.

These well-equipped and professionally operated ports enhance the efficiency and profitability of the businesses and people that rely on them. At North Carolina Ports their commitment to excellence helps ensure success for shippers, carriers, manufacturers, distribution centers, retailers and the region as a whole. They understand the part they play in the greater economy and welcome productive, long-term partnerships.

North Carolina Ports commissioned the Institute for Transportation Research and Education (ITRE) at NC State University to assess the economic contribution of the state’s ocean ports. This project examined the current economic contribution of port services for the two publicly-owned ocean ports in North Carolina, both on a statewide and economic development regional level. According to the study, port activities contribute statewide to USD 707 million each year in state and local tax revenues and more than 76,000 jobs.

All of those jobs have something in common: They need the services provided by the economic engine that is North Carolina Ports. Businesses desire access to the global markets where their products are sold and their resources are found. The Port of Wilmington and Port of Morehead City provide North Carolina that access, making North Carolina Ports a key factor in North Carolina’s economic growth. And the good news is that the access these ports provide is getting better thanks to service announcements like that of StreamLines.

“We’ve made a steadfast commitment to better serve the Carolinas,” said Executive Director, Paul J. Cozza. “Agriculture exports are critical to our region’s economy and this service, along with other recent service additions, will continue to allow our farmers to use their natural gateway - North Carolina Ports.”

The StreamLines addition is the fourth container service announcement at the Port of Wilmington in the last three months. To prepare for this growth, North Carolina Ports has ordered two New Panamax ship-to-shore cranes with an option to purchase two more from designer Shanghai Zhenhua Heavy Industry Co., Ltd. (ZPMC). Between the new cranes, turning basin expansion project, various berth improvements, and the expansion of the container yard, North Carolina Ports will pump over USD 150 million into its infrastructure over the next few years. These investments, along with the operational efficiencies associated with North Carolina Ports, have led-in part- to recent service additions at the Port of Wilmington.

Similar to other recent service announcements at North Carolina Ports, the StreamLines’ Blue Stream container service could also attract more agricultural exports through the Port of Wilmington Cold Storage (PWCS) facility. The demand for sweet potatoes in Europe is particularly high and it is anticipated that the new Blue Stream container service, dovetailed with the capabilities of the PWCS facility, will give North Carolina farmers the opportunity to significantly grow their export business to Europe through North Carolina Ports. On the import side, new refrigerated services in this corridor will also support cargo movements for North Carolina’s emerging grocery sector. The fruits and vegetables brought in via StreamLines will result in the expansion of cold chain models servicing the southeastern United States directly through Wilmington.

“As we continue to expand our footprint, we see the trade lane between the southeastern United States and Europe as an emerging market for us,” said Chief Commercial Officer, Greg Fennell. “We’re revamped to accommodate the large, post-Panamax ships but we also see opportunity for niche players like StreamLines to sail in as we gain market share.”

For StreamLines and other carriers getting containers off-loaded and on their way is one of the Port of Wilmington’s greatest strengths. They’re equipped to handle large shipments with state-
of-the-art, post-Panamax cranes and support equipment, as well as warehousing capabilities. The Port of Wilmington has one of the highest crane productivity rates on the United States East Coast with more than 45 moves per hour in each of its post-Panamax cranes. On the ground, its truck turn times are approximately 18 minutes (from pedestal to pedestal) for a drop-off and an average of 30 minutes for drop-off and pickup. Its efficiencies lead to a congestion-free port committed to supporting a customer’s global supply chain needs.

And when you need to get your containers on the road, the Port of Wilmington is strategically located on the East Coast of the United States within 700 miles of more than 70% of the U.S. industrial base. Wilmington is the closest port to major points on the I-85 Corridor, including Charlotte, Greensboro and Raleigh-Durham. Recent and ongoing improvements to regional and national highway networks make surface transportation supporting the Port of Wilmington superior to neighboring ports. And CSX Transportation provides intermodal rail service with best-in-class transit times, as well as daily service for boxcar, tanker and general cargo services.

The Port of Wilmington is one of the few Southern ports with readily available berths and storage areas for containers and cargo. Specifically, it offers terminal facilities serving container, bulk, breakbulk, and ro-ro operations. It offers a deep 42-foot navigational channel, nine berths with 6,768 feet of wharf frontage and four post-Panamax container cranes (with more on the way). Modern transit and warehouse facilities and the latest in cargo management technology provide a broad platform for supporting international trade to the fast-growing Southeast U.S. market.

“North Carolina’s Ports have ample capacity to support cargo volumes today and into the future,” said Chairman of the North Carolina State Ports Authority Board of Directors, Tom Adams. “With an ideal location, significant investment, modern facilities, and our lack of congestion we stand ready to help our customers succeed.”

From its beginnings as a World War II shipbuilding facility in Wilmington to today’s dynamic and fast-growing international seaports, they are proud of their 70 plus years of service to the State.

North Carolina’s Ports in Wilmington and Morehead City, plus inland terminals in Charlotte and in Greensboro, link the state’s consumers, businesses and industry to world markets, and serve as magnets to attract new business and industry.

We invite you to learn more about how North Carolina Ports is planning for the future. Visit ncpports.com or give them a call at 1-800-334-0682.

Clive Pyron
North Carolina Ports

Since 1971, North Carolina has ranked as the No. 1 sweet potato producing state in the USA. Its hot, moist climate and rich, fertile soil are ideal for cultivating sweet potatoes, averaging at nearly 50% of the U.S. supply. According to the USDA, North Carolina harvested nearly 50,000 acres of sweet potatoes in 2010, the same amount produced by California, Louisiana and Mississippi combined - also top producing states.
Tailor made online English program for all Seatrade’s employees worldwide

Seatrade uses e-learning to improve English communication skills of their office employees and seafarers worldwide.

Improving English communication has been proven necessary within Shipping.

Incidents and accidents happen, because of the lack of communication and misunderstandings while working with different nationalities and cultures on board and ashore. Therefore, English communication is of paramount importance for the company and the safety on board. Being able to communicate effectively in English can be a matter of life and death.

Seatrade stimulates continuous advancement of business and the development of their people both ashore and at sea and gives all employees the opportunity to upgrade their level of English in two years. Seatrade facilitates all their employees with the Seatrade online English program.

The Seatrade online English program will help all employees to comply with the Seatrade Standard.

Spot On Learning Amsterdam

Spot On Learning develops online training programs and language courses to help organisations with international teams and crews to be more successful. They work for and with internationally operating businesses, their recruiters, crewing agents, other HR-intermediaries and specialised professionals who work in international industries.

The ability to learn faster is becoming more and more important to work safely, comply with international laws, regulations and to improve efficiency and quality.

E-learning is a perfect tool to achieve these goals: considerably lower costs, flexibility and measurability of commitment.

The start of a good cooperation

Seatrade started working with Spot On Learning at the beginning of 2016 with two groups of online English students: Seatrade HQ Staff ashore and Management level on board.

Over the last year, 650 Seatrade employees who are based in Holland, Russia and the Philippines have followed.
Spot On Learning developed specialised Maritime English Courses in cooperation with Seatrade: The Cargo and Cargo Handling Course and the Engine Room Communication Course.

All video material of both courses was recorded on board of the Elvira.

Elco Kraefft, Manager Business Development, Spot On Learning: “All video material for the Maritime English Course Cargo & Cargo Handling was recorded during a long day on board of the Elvira, in the Port of Vlissingen (Flushing). While the Elvira was being unloaded our team shot enough material to produce 24 short videos containing important vocabulary for maritime professionals. We used a drone to shoot some nice views from above. Several crew members turned out to be true ‘movie stars’. At the end of the day we felt even more respect for Seatrade officers and crew members. We experienced ourselves how difficult it can be to make clear what exactly is expected from all involved, to improvise where necessary, work safely and efficiently towards a high quality outcome. We figured this is exactly what seafarers and other maritime professionals do all the time. Hopefully our hard work helps all Seatrade workers communicate even better and enjoy working together in multinational and multicultural teams.”

The Maritime English Courses help seafarers improve their English pronunciation and increase their Maritime English Vocabulary.

In these series of videos words and phrases are used that are important in order to work safely, efficiently and communicate with colleagues ashore and officials in ports. Many words are taken from the SMCP list by IMO.

Short online learning interventions which are called “Learning Paths” are developed to help maritime professionals to acquire different English language skills supported by local teachers.

Carlo Mikko Soleta, Able Seaman at Avior Marine Inc.: “The online English Program is very helpful to us since we learned a lot from the teacher and from the videos. We will be able to apply it once we work and meet other people, we can communicate and speak better English! The Cargohandling course is very beneficial and helpful especially to us seafarers, because it improves our skills and safety onboard.”
How does the Seatrade online English program work?

For the online English program, Spot On Learning uses the EnglishCentral platform. This platform provides video courses and combines speech assessment technology together with online learning.

Skills in English are assessed individually during a 20-minute Skype interview with an English teacher at the start of the online English Program to determine a participant's CEFR level in English.

After the interview, the participants start with General English Courses that match their English CEFR Level. When they are finished, they have another Skype interview with an English teacher to check if they have reached the level of English required by Seatrade.

All seafarers then can start with the Maritime English Courses.

The courses can be done with any mobile device, or smartphone, which allows participants the opportunity to practice their English any time and any place.

If they practice on a regular basis, it is possible to upgrade their level in English in 6 to 8 weeks. Spot On Learning recommends doing 12-15 videos a week.

Viktor Kazmin, Chief Officer at Avior Kaliningrad: “I find the learning method with the videos very interesting; some of the videos I find personally interesting and some not. I learn when I wake up, because my head is clear. I do 2 videos every day after breakfast.”

Spot On Learning also works with a network of teachers to coach and teach participants who need extra help and additional learning material during the online English program. Local teachers sometimes provide classroom sessions, if necessary.

Information about learning results is shared online

Participants work and learn online. Spot On Learning’s support desk monitors progress and results and helps participants to go through the program smoothly on their way to their personal learning targets. Management and Client’s coordinators can follow progress and results of the participants as well. Teachers also take decisions about necessary support and learning interventions based on the online information: All On The Same Screen.

Captain Ferdinand Capalihan, Training Coordinator at Career Philippines Shipmanagement Inc., Manila: “Aside from the SOL system for online enrollment and monitoring the progress of the Career participants, my commitment is to bring up every Career
participant to sense the coordinator guidance to them. The questions of WHY they are taking this online English courses before the WHAT they are expecting from these courses and HOW they will be part of these courses are my key tools as a coordinator. I introduce the Career participants to the courses that are required by the company and I support them to level up their communication standard for effective performance, standard communicator while working on board.”

Grigory Dryuk, Financial Director of Fescontract International, Vladivostok: “The best motivation of our crew to follow the Seatrade online English program, is our personal example. When they see that the management of the company is starting the program themself, it makes big sense to them to start to do it also. I did the English Level Test myself and I am doing the online English courses. Plus we explain to our seafarers that it is a requirement of the company and it is obvious that if they want the jobs they have to fulfill company requirements. Also the world market: if you want to work on the vessels which are sailing all over the world, you are supposed to know the language that everybody is speaking: English. If our seafarers do not want to learn English, they can only work on Russian fleet. And for me personally, if I improve my English with the online videos, I can use even more words to explain them. I think this online method is really innovative, with the possibility of learning English on your smartphone your “English teacher” is always in your pocket! I really like how the program is made, actually for me, it is much easier to remember the words when I see the pictures. It is much more easier to learn the vocabulary when you are typing the words and when you make the pronunciation. And the very good thing is that you have your “personal teacher” with you, because when you are in a class the teacher’s attention is spread over all the classmates. We are looking forward to see the final results when all our seafarers are doing the online English program, but for now I find it good, interesting and entertaining.”

The Seatrade online English program is an effective, easy and even fun way to improve English communication!

Mijs Verhoeven
Everybody who has been to the Fruit Logistica show in Berlin can probably identify with my thoughts: it is Friday afternoon and I am far away from home, my feet hurt, my throat is dry, I am tired and would like to either have a drink or go to bed.

I guess this sounds familiar to all of us involved in the fruit business. But still, we show up every year again not only because it is a fixed date which is so important but also because, in the end, it is a lot of fun.

Wednesday kicks off with the full Seatrade team arriving from around the globe at the stand. The day continues with the happy hour at the 360 Quality stand where countless customers and partners join for Belgian beer, wine and finger food. Within the last years, the reception grew in such a way that it is hard to stay within our own territory. The day ends with a big Seatrade team event in a restaurant in Berlin’s city centre. While the first day has traditionally been a day of arrival, reunion and smaller get-togethers, Thursday and Friday focus on meeting existing customers to discuss the current operation, fixing contracts for the liner services and of course the acquisition of new accounts. Seatrade and StreamLines are growing, we run two fully containerized services and for sure not all cargo shippers enjoy our FDD service, yet.

When Friday comes to an end, the hall starts to empty, the last barrel of beer is close to being finished and I have collected my suitcase from the cloakroom, I have these famous thoughts again: my feet hurt, my throat is dry and I want to go to bed. However, the next second I think: but it was fun! And we are going to do it again next year! 362 days to go before it is time for the Fruit Logistica 2018 again. Hope to see you there.

Mareike Hilbig
Seatrade Hamburg
MAIDEN CALLS IN NZ

Seatrade White made her maiden port call in Tauranga on 17 January 2017. As customary, a presentation of a plaque to recognise the call was made by Port of Tauranga.

On Thursday 16 February, Seatrade Blue made her maiden call into the Port of Nelson, New Zealand.

To mark this special occasion, which was also the first north bound call of the new Meridian Service, the team from Seatrade New Zealand hosted a luncheon function on board with 40 clients from the Nelson Region. Port Nelson presented the vessel with a plaque to recognise this special occasion.

Seatrade New Zealand would like to thank Captain Vasily and his crew for their assistance with the function and their informative tours of the vessel for the guests. The feedback from clients has been exceptional and we look forward to future calls into Nelson in 2017.

Tim Evans
Seatrade NZ

F.l.t.r.: Mike Knowles (Zespri), Tim Evans (Seatrade NZ), Captain Alexander Gavryushov (mv Seatrade White), Leonard Sampson (Port of Tauranga), Andre Marygold (Seatrade NZ), Chief Engineer Yury Polyanchuk (mv Seatrade White)

F.l.t.r.: Captain Vasily Naumov, Chief Officer Maksim Iun, Chief Engineer Keesjan Keus, Martin Byrne (Port Nelson), Tim Evans (Seatrade NZ)
**JOIN THE COMPETITION:**
Send us the codes and/or the answers to the trivia by E-mail, and try to win one of four Seatrade watches, or even an iPod Nano!

**CRACK THE CODE (SUDOKU)**
This puzzle is played over a 9x9 grid, in each row there are 9 slots, some of them are empty and need to be filled. Fill in the grid so that every row, every column and every 3x3 box contains the digits 1 through 9. The number should appear only once in a row, column or box. Below you find two Sudoku puzzles. In each of the below Sudoku puzzles three slots are coloured. When you have found the numbers in any of these puzzles, you will have three-digit codes (composed by the numbers in the coloured slots, starting top left and moving horizontally line-by-line ending bottom right). Send us either one, two or all codes, and you might be the lucky winner of an exclusive Seatrade watch!

**TRIVIA**
Did you read this Simply Seatrade?
1. In which ports were the Seatrade Blue and Seatrade White christened?
2. Which is the most competitive port in the world, according to the Report of Global Competitiveness 2014-15 from the World Economic Forum?
3. What system is now used to improve English communication skills for both seafarers and office employees?

E-mail: simply-seatrade@seatrade.com

Send us your response to this issue’s puzzles and win a beautiful Seatrade watch, which is exclusive to winners of the puzzles in Simply Seatrade. Out of all correct entries we will also draw a winner of an iPod Nano! Deadline for your response is 10 November 2017. The names of the winners will be published in the next issue of Simply Seatrade.

The answers of the puzzle and trivia in issue 02/2016 were:
Puzzle: easy code = 716 / hard code = 278 / very hard code: 675
Trivia: 1) SS Ideal X; 2) one; 3) 31 October 2016

We once again received a fabulous response; thank you so much!
The winners are Sergei Misko, 2/E Prince of Waves (puzzle - easy), Timur Shamkhalov, 3/O Seatrade Red (puzzle - hard), Katarzyna Golawska, 2/O Green Italia (puzzle - very hard) and Christian Liparanon, Wiper OT Sierra Queen (trivia). They will all receive a beautiful Seatrade watch. The lucky winner of the iPod Nano is Aleksandr Zakharov, 2/O Timor Stream. Congratulations!

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**PUZZLE PAGE**

**Send in & win**

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### FLEETLIST

#### Operated by Seatrade Reefer Chartering

**-Reefers-**

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<td>539,648</td>
<td>6,068</td>
<td>1993</td>
</tr>
<tr>
<td>Coral Mermaid</td>
<td>539,634</td>
<td>6,068</td>
<td>1992</td>
</tr>
<tr>
<td>Timor Stream</td>
<td>535,112</td>
<td>6,004</td>
<td>1998</td>
</tr>
<tr>
<td>Aguilas Stream</td>
<td>535,109</td>
<td>6,004</td>
<td>1998</td>
</tr>
<tr>
<td>Benguela Stream</td>
<td>535,109</td>
<td>6,004</td>
<td>1998</td>
</tr>
<tr>
<td>Klipper Stream</td>
<td>535,109</td>
<td>6,004</td>
<td>1998</td>
</tr>
<tr>
<td>Discovery Bay</td>
<td>534,246</td>
<td>5,922</td>
<td>1997</td>
</tr>
<tr>
<td>Southern Bay</td>
<td>535,093</td>
<td>5,924</td>
<td>1997</td>
</tr>
<tr>
<td>Eastern Bay</td>
<td>533,899</td>
<td>5,915</td>
<td>1997</td>
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</table>

#### Operated by GreenSea Chartering

**-Reefers-**

<table>
<thead>
<tr>
<th>Name</th>
<th>CBFT</th>
<th>SQM</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Phoenix</td>
<td>400,884</td>
<td>4,544</td>
<td>1993</td>
</tr>
<tr>
<td>Lagoon Phoenix</td>
<td>400,884</td>
<td>4,544</td>
<td>1993</td>
</tr>
<tr>
<td>Water Phoenix</td>
<td>400,884</td>
<td>4,544</td>
<td>1992</td>
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<tr>
<td>Sierra Queen</td>
<td>398,470</td>
<td>4,736</td>
<td>1996</td>
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<tr>
<td>Prince of Seas</td>
<td>371,412</td>
<td>4,121</td>
<td>1993</td>
</tr>
<tr>
<td>Cool Expreso</td>
<td>362,351</td>
<td>4,313</td>
<td>1994</td>
</tr>
<tr>
<td>Nova Florida</td>
<td>298,320</td>
<td>3,512</td>
<td>1989</td>
</tr>
<tr>
<td>Breiz Klipper</td>
<td>265,246</td>
<td>3,144</td>
<td>1991</td>
</tr>
<tr>
<td>Sierra King</td>
<td>261,262</td>
<td>2,961</td>
<td>1989</td>
</tr>
<tr>
<td>Sierra Lara</td>
<td>260,050</td>
<td>2,925</td>
<td>1996</td>
</tr>
<tr>
<td>Sierra Laurel</td>
<td>260,050</td>
<td>2,925</td>
<td>1998</td>
</tr>
<tr>
<td>Sierra Leyre</td>
<td>260,050</td>
<td>2,925</td>
<td>1997</td>
</tr>
<tr>
<td>Sierra Loba</td>
<td>260,050</td>
<td>2,925</td>
<td>1997</td>
</tr>
<tr>
<td>Nova Zeelandia</td>
<td>238,985</td>
<td>2,684</td>
<td>1986</td>
</tr>
<tr>
<td>New Takatsuki</td>
<td>237,136</td>
<td>2,552</td>
<td>1991</td>
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#### Non-Pool vessels managed by Seatrade Groningen B.V.

**-Reefers-**

<table>
<thead>
<tr>
<th>Name</th>
<th>CBFT</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cala Pino</td>
<td>720,000</td>
<td>1999/2007</td>
</tr>
<tr>
<td>Cala Pula</td>
<td>720,000</td>
<td>1999/2006</td>
</tr>
<tr>
<td>Cala Palma</td>
<td>720,000</td>
<td>2000/2007</td>
</tr>
<tr>
<td>Cala Pedra</td>
<td>720,000</td>
<td>2000/2007</td>
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</table>

**-Newbuildings-**

<table>
<thead>
<tr>
<th>Name</th>
<th>TEU</th>
<th>Built</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seatrade Orange</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade Red</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade White</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade Blue</td>
<td>2,200</td>
<td>650, 2017</td>
</tr>
</tbody>
</table>

**-Non-Seatrade vessels operated by StreamLines**

<table>
<thead>
<tr>
<th>Name</th>
<th>TEU</th>
<th>Built</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rickmers Malaysia</td>
<td>1,338</td>
<td>449, 2009</td>
</tr>
<tr>
<td>Georgia Trader</td>
<td>2,127</td>
<td>400, 2007</td>
</tr>
<tr>
<td>AS Fabiana</td>
<td>1,296</td>
<td>448, 2007</td>
</tr>
<tr>
<td>AS Felicia</td>
<td>1,296</td>
<td>448, 2006</td>
</tr>
<tr>
<td>Viona</td>
<td>1,856</td>
<td>385, 2006</td>
</tr>
</tbody>
</table>

**-Specialised reefer container vessels**

<table>
<thead>
<tr>
<th>Name</th>
<th>TEU</th>
<th>Built</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seatrade Orange</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade Red</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade White</td>
<td>2,200</td>
<td>650, 2016</td>
</tr>
<tr>
<td>Seatrade Blue</td>
<td>2,200</td>
<td>650, 2017</td>
</tr>
</tbody>
</table>

**-Status June 2017**

all particulars believed to be correct but not guaranteed