Cover

Under a bright blue Chilean summer sky mv Atlantic Klipper was christened on 4 February 2011. Turn to page 6 for the full story and photographs!

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Colofon

Editorial Team
Fiona Schimmel, Karin Staal, Yntze Buitenwerf, Philip Gray, Pieter Hartog, Howard Posner and Kor Wormmeester

Layout and Creation Sigmund

Simply Seatrade has been realised thanks to the efforts of various contributors.

Ideas, comments and input can be sent to:
Seatrade Reefer Chartering N.V.
Attn.: Editorial Team “Simply Seatrade”
Atlantic House (4th fl.), Noorderlaan 147
PO Box 10.012
2030 Antwerp 3, Belgium

Phone (32) 3 544 9493
E-mail simply-seatrade@seatrade.com

Website
www.seatrade.com · Antwerp
www.seatrade.nl · Groningen
www.reedereitriton.de · Leer

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As we spring forward from the cold and icy winter of the Northern Hemisphere, this issue of Simply Seatrade reflects back on what has been a period of interesting new developments. We find ourselves in sunny Valparaiso for a christening - followed by a maiden voyage into Wilmington for a welcome party. We take you to Costa Rica to meet the latest members of the Seatrade family and spend some time getting to know our way around historic Hamburg. Just in time for spring, we find that Emerald is in the picture. Talking about new starts, we also meet an interesting fellow who has managed to lose a lot of weight even while working as a ship’s cook. Our feature may have you rethinking your leadership skills.

Spring harkens new growth and the promise of better times ahead. We invite you to sit back and enjoy all our latest offerings and don’t neglect to check the back page, where we have an exclusive offering for you.
Days are getting longer in the Northern Hemisphere, spring has just begun and the best wishes for the New Year are already a distant memory. We hope you have begun 2011 in good shape and full of optimism.

For us the start of the year has shown a stronger-than-normal activity. The first quarter of 2011 has been an important period for the reefer business. Since a long time there has been a steadily growing availability of fruit and fish. Moreover, political and climatic events assisted in the creation of a base from which the first “genuine” charter market peak since 2008 was built.

Although more bananas, poultry and deciduous fruit have been shipped to date this year, the other critical factor in the equation is the reduction in tonnage supply. The disappointing market results over the last two years combined with a relatively attractive recycling market has reduced the availability of vessels in the spot market considerably.

On a different note, worldwide nations are still struggling with massive debts, sluggish growth, cuts in services and high unemployment. Where will it end? If salvation is to come then surely it lies with more innovation, finding smarter ways to do things, and more entrepreneurialism.

Knowledge and innovation is the key to growth, handling climate issues, competing in a global arena, a strong economy and full employment.

Knowledge enables us to use our resources in the best and most sustainable way, to find new markets and to innovate in existing ones. The new world economies shall make our business more intensive. We do not want and cannot compete on substandard service. We will compete on the basis of knowledge, productivity and outstanding quality.

Knowledge and expertise is worked on continuously, by means of tailor made training programmes for crew and office staff, the in-house developed reefer courses and the management leadership development programme. Besides training and education, (voyage) performance is measured and evaluated. By means of companywide key performance indicator (KPI) analysis, trends are detected and possible actions for improvement implemented.

The shipping environment is changing by the day. Not only rules and regulations will have to be implemented on short notice, natural catastrophes and unexpected war risk threats are influencing the daily operations on board of the vessels and offices to a large extent.

The reefer industry is a niche market, where the products we transport have our primary focus. The commercial and technical aspects are combined into a tailor made service towards our customers, where vessels’ and employees’ specific fields of expertise are utilized to the maximum.

These core values have been central since the beginning of the company and are reflected in the organization and fleet. The industry has changed many times during the 60 years that Seatrade exists, but quality has always been kept at a high standard.

Yes, indeed 60 years! 2011 is a special year as Seatrade turns 60. 60 years of service! 60 years of quality! We will commemorate this milestone with a celebration during 2011. More about this in our next issue, and meantime we would like to thank all of you for your support during the time you have been contributing to the success of Seatrade!

The Management
Throughout 2008 I continued to work like I had done so far: using the offices of several of Seatrade’s agencies. When Grupo del Sol, of which agents Antena also form part, rented a house in San Jose to use as an office, this also meant that I would have a fixed base rather than the bedroom-converted-to-office at home. The joy did not last long as by the end of 2008 the municipality of San Jose announced that commercial activities in several residential neighborhoods of San Jose were to be ousted. Unfortunately the San Jose office had to be closed, the furniture packed, and stored awaiting a new location.

Those first months of 2009 were spent on a frantic search for a new office location. After having seen dozens of locations, by April that year we had a shortlist of potential new office spaces. In the meantime it was business as usual, hence long days and short nights were quite common. In May of that year however we accidentally ran into “the perfect location” in San Rafael de Escazú, a suburb of San José: easily accessible, brand new, and at an accessible price. A month later we had the furniture installed, phone lines connected and internet up-and-running.

The office was set-up under similar conditions as the previous office in San Jose, with the exception that the workload and method of working was changing rapidly. It became crystal clear that the moment to set-up Seatrade Costa Rica was about to arrive. This being Costa Rica meant lots of red-tape, and getting the municipal license to operate turned out to be biggest bottleneck. After six months of filing endless piles of paper, inspections, re-inspections, and re-re-inspections we finally could say on 1 October 2010 that we had managed: Seatrade Costa Rica officially was allowed to operate and ready for business!

With some services like accounting and legal support partially outsourced, we now count with an office staff of five:
- Pieter Hartog: commercial director
- Rafael Ramos: office manager and responsible for all inbound cargo
- Michael Ibarra: bookings and customer service - export cargoes
- Sider Callejas: sales and customer service - export cargoes and most importantly our friendly face at the front desk: Yesenia Smith, receptionist

Although our official office hours are Monday through Friday from 08:00 till 17:00, those in shipping know what this means: we start much earlier, and several days a week calling it a day at 17:00 is just wishful thinking.

With five weekly liner services to cater for, days especially in the peak season (February through May) are very hectic. At present, following weekly Seatrade and StreamLines liner services are being coordinated out of the San Jose office:
- Colorica (Turbo-Moin-Hamburg-Rotterdam)
- Seaban (Turbo-Moin-Dover-Hamburg-Rotterdam-Radicatel)
- Seamed (Turbo-Moin-Santa Marta-Setubal-Tarragona-Genoa)
- A service (Moin-Portsmouth-Waterford)
- C service (Turbo-Santa Marta-Antwerp-Portsmouth)

This means daily contacts with our port agents in Turbo (Turbaduana), Santa Marta (Turbaduana and Caribbsa),

Those avid Simply Seatrade readers will no doubt recall my article from the March 2008 edition - I had just moved with my family from Belgium to Costa Rica. In the meantime more than three years have passed. Time does fly if you are having a good time!
and Limon - where all logistical services are provided and coordinated through agents Antena. Antena thus takes care for the ships in Moin and Limon, coordinates and supervises the cargo operations, and does the dispatch of trailers and containers between farms, cold store, and port. Unlike the services out of Turbo and Santa Marta, the operation out of Moin also leans heavily on containers.

The container operation uses multiple depots in San Jose and Limon, which in turn involves trucking coordination, and containers will travel as far as Nicaragua and Panama to pick up cargoes destined for the UK or northern Europe.

Liner services aside, there is more than just that for Seatrade Costa Rica SA: Apart from the Seatrade and StreamLines weekly services, Moin and Limon are also called by vessels on time charter to several well known banana companies. Ships like Luzon and Lombok Strait, Polarlight and Polarstream, and the E-types are weekly visitors to Moin. Our San Jose office also acts as a coordinating office for owner’s matters: transhipping spare parts, assisting with crew changes, tracking lost suitcases; it all forms part of our daily activities.

Apart from the liner services and T/C operated vessels, there are also spot ships being directed to Costa Rica. We have had multiple calls in Moin, Limon, and of course Puerto Caldera on Costa Rica’s Pacific Coast.

Last but not least, banana companies like Fyffes, Chiquita, Dole, and Banacol have their regional offices based in San Jose at just minutes away from our office, making it easy to set-up a quick meeting when required. Alike the big fruit companies, also smaller fruit exporting companies count with offices in San Jose, even if their day-to-day operations are located over 200 kilometres away. Some 100 companies are listed in our exporter port-folio, and customers frequently visit our offices.

For those visiting Costa Rica, there’s always freshly brewed Costa Rican coffee and time to meet. During the weekends we tend not to be in; part of our staff is originally from Limon and will use the weekends to catch up with family and friends. As for myself, I may be off exploring yet another unknown part of Costa Rica - be it on foot, by bike or on a quad.

Pura Vida!

Pieter Hartog
Seatrade Costa Rica
On 4 February 2011 mv Atlantic Klipper was christened in Valparaíso, Chile. Godmother duties were bestowed upon Mrs Debra Jager, wife of Zespri International’s Chief Executive Lain Jager, in recognition of the very strong partnership and contractual process the two organisations share.

Amidst perfect blue skies and warm temperatures, over 100 guests from around the world joined representatives of Seatrade’s overseas offices to mark the occasion. Seatrade Chairman Gerry Pepping and Antwerp’s General Manager Yntze Buitenwerf along with their wives formally welcomed visitors, with Michael Evans and his wife representing Seatrade New Zealand.

Following addresses from local dignitaries, a formal blessing was read by Mrs Jager, the ribbon was cut, balloons were released and the vessel’s name was revealed. However, the bottle refused to immediately conclude the ceremony; several attempts were required before the ceremonial bottle of champagne finally smashed across the vessel’s bow to be greeted with a loud cheer from the crowd. All guests were duly served champagne to mark the formal toasts and presentations.

Due to the frantic loading activity here - the world’s busiest fruit loading port - guests were then taken by bus to a wonderful restaurant overlooking the port to continue the celebrations.

Seatrade New Zealand looks forward to welcoming the Atlantic Klipper later in 2011, when she will be performing in our liner service to Europe. It will also be a great opportunity for her Godmother to welcome her to New Zealand!

Michael Evans
Seatrade New Zealand
ATLANTIC KLIPPER
The Port of Wilmington, Delaware celebrated mv Atlantic Klipper’s maiden voyage to the USA on Thursday 24 February with a champagne toast & plaque presentation ceremony, followed by a buffet luncheon for all those in attendance. Attending the ceremony were many of the local fruit importers/receivers as well as maritime service providers. We were also very fortunate to have the off-signing Capt. Gerard Karelse as well as the on-signing Capt. Erwin A. Reiche on board for the ceremony.

Everyone met on the bridge around noon, where we had the champagne toast and then Mr Gene Bailey of Diamond State Port gave a short speech presenting Capt. Karelse with a plaque commemorating the Atlantic Klipper’s Maiden Voyage. A similar plaque was also presented to Seatrade USA. We then went out onto the bridge wing for some group photographs and fortunately the weather man cooperated with us by providing warm temperatures (at least warm for Wilmington in February), and clearing skies.

Once the ceremonies were completed, we all adjourned to the Officers’ mess to enjoy the buffet luncheon. From the comments received, it was clear everyone had an enjoyable time. The parting gifts, of a Atlantic Klipper replica model, Seatrade hat, and handy canvas bag were also a big hit with all the attendees.

Dave Boles
Seatrade USA
The maiden call was extensively featured in the American shipping news.
In each Simply Seatrade we are introducing one of the vessels managed by any of the pool members; the ship’s particulars, the trade it is operating in at the time, and of course the present crew will be introduced. This issue we turn to mv Emerald, managed by Triton Schiffahrts GmbH.

Ships particulars
Call sign: A8IP3
Flag: Liberia
Port of Registry: Monrovia
LOA: 152 metres
Beam: 23 metres
Hold Capacity: 548,718 cubic feet, 6244 square metres
Keel laid: 17 June 1998
Delivered: 25 January 2000
Built at: Iwagi, Zosen Co, Ltd Japan

The vessel’s trade
Since 2007 mv Emerald has been on timecharter to Messrs Fyffes, transporting mainly bananas and pineappels. She now operates on a fixed schedule loading every four weeks in Big Creek and Moin, and discharging in Portsmouth and Waterford.

Meet the crew
Presently there are 17 crewmembers on board the Emerald under the command of Captain Galang. The entire crew has the Filipino nationality.

We asked the crew the following 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. Did you ever experience anything extra ordinary?
7. What is your advice to young seafarers?

Climacito R.
Galang, Captain
1. I was born in the Central Philippines province of Romblon, consisting of three main islands: Tablas, Romblon and Sibuyan. I was born on the tiny island of Sibuyan, in one of the three towns called Cajidiocan. The population of that town is about 30,000 inhabitants. The main source of income came mostly from fishing and farming. I’m proud to say that my town is the safest place in the whole region. There is one place near the beautiful beach where about a dozen German families live permanently, enjoying the tropical climate and nice nature. So, you now have an idea where to go if you’re planning to visit the Philippines!
2. I started sailing in 1985, coming to Seatrade in February 1990. I explored other shipping companies for about four years to gain experience on other type of vessels rather than reefer ships alone. I found myself back in March 2006 because I missed the smell of foodstuff cargoes.
3. The Oceanic Ice, because I worked for 13 months on that vessel and I learned a lot from my three Dutch Captains. It was one of the Ice-class vessels with three cargo holds, gross tonnage of 1142mt and a service speed of 14 knots. Mostly we loaded frozen fish, trading Europe-Africa.
4. I prefer vessels in open sea, sailing in smooth weather, rather than in port.
5. Portsmouth, because the facilities are complete with regards to the welfare of the crew like internet, telephone booth and a 10-minute walk to a nearby busy shopping centre. Portsmouth is where the crew joins and disembarks the vessel because it is a very convenient port for crew changes. There are a lot of tourist attractions in this port like ancient sail boats, navy ships and the Pinnacle tower where you can view from the top the beautiful city of Portsmouth.
6. My most horrifying and unforgettable experienced is when one of my vessels caught fire in rough and freezing temperatures on the North Sea. The whole ship’s engine room was burned. Luckily the fire was extinguished by the fixed CO2 system.
7. Young seafarers nowadays are promoted after finishing every contract. With regards to less experience: my advice...
to young seafarers is to be observant, study and think many times before you do the tasks, considering if it is safe to do. Money wise advice: save 20 percent of your whole monthly income for your future retirement and spend your money wisely, the remaining 80 percent to your family needs. Think about your bright future and not your happy present time!

Walthrode Paqui-abas, Chief Officer
1. I come from Cebu, a small island located in the Visayan region around 380nm SSE of Manila. Cebu is one of the oldest Spanish settlements in the Philippines. The Portuguese navigator Ferdinand Magellan became the first European to visit the area, in 1521. Spaniards founded the city in 1565 and made it their capital until 1571. Cebu’s centre of production is cane (rattan) furniture. Also one of the best attractions for tourists is the Sinulog festival which is held end January.
3. I’ve been here for not long yet, but I like both Elsebeth and Emerald: besides being in good shape, the routes are steady.
4. Challenges: Everyday brings something new. You meet and talk to different people. You keep on thinking one pace ahead and stay focused. Obligations are always to your company and your motivations keep you going.
5. I love Buenos Aires, Argentina. There are lots of pretty girls and bars and the place where the party never stops.
6. Once the tank top on one of my DBT had a hole: The water was over the cargo hold flooring. The bilge alarm had activated and no damage had occurred. Also I once got dangerous cargo of IMO Class 4.3 loaded in the cargo hold.
7. Seafaring is a career. Hardships are there and a lot of challenges to unlock. Don’t be disheartened when you get shouted at or fail. For you never fail; you just acquire experience. Step forward and keep your “Esprit de Corps”.

Leonard F. Francisco, Second Officer
1. I was born in Davao City, located in the southern part of Mindanao, where the best exotic fruit Durian is produced. Davao is also well known for exporting Cavendish bananas like the cargo we carry. Our city has much more to offer, though, like our small but very sweet and famous seriorita bananas and we have many kinds of tropical fruits which are also very sweet and delicious. It is an environment friendly city well known for her peace and order.
2. In 1998 on mv Spring Dream. In 2003 as an AB/Officer Trainee onboard mv Northern Mermaid which is now named mv Caribbean Mermaid.
3. The Emerald: Her name alone is a precious gem like her beauty. Along with her enthusiastic crew she delivers her precious cargoes in beautiful ports on time with excellent quality.
4. Being responsible and trusted with a precious ship I gain respect from all.
5. Davao, even though I have seen much more beautiful ports around the world I still long to go to my homeport.
6. Yes, on my first ship the Spring Dream, as a Cadet, I was not so lucky. A fire started in the engine room and spread all throughout the accommodation to monkey island; fire fighting was not successful so our master ordered to abandon ship. It was a pity seeing her burning from a mile away onboard her lifeboat.
7. In Seatrade we observe the Triple ‘S’: Safety, Speed & Service. In school I learned the 3 ‘D’s (Discipline, Determination & Dedication) will drive us to success. That’s the only advice I can give to them.

Loreto C. Salvador, Chief Engineer
1. I come from the small town of Aguilar, province of Pangasinan, about 200kms north of Manila. Most of the residents’ way of living is generated from farming (with rice and native vegetables) and it’s a quiet place due to a small population where almost everyone knows each other and a peaceful place to live. In 1990, I decided to settle with my family in Taguig City (Metro Manila area) where most of the documents needed and training in connection with my job are located and in order to be near my family even during times of training or preparing work documentation.
2. In 1982 my first contract lasted for 20 months, unfortunately in the following years there was a shipping recession (so I heard) and I found it hard to find employment, so I decided to work at a local printers. I applied for a seaman’s job from time to time, and in April 1989 I was accepted and the second part of my career starts from there. I started sailing on mv Nova Florida in April 2010.
3. No particular favourite so far; may be for now because I am new with the company, but in all fairness, those new built ships are normally the chosen favourites. With my experience, I’m trying to avoid choosing a favourite as I might get disappointed later when time comes that I will not be assigned to that vessel. The fact for me vessels with one company are the same: they need proper care regardless of age. It is just the personnel or the people that run the agency that matter most, so I’m saying I’d rather choose my favourite company.
4. a) For a higher paid job: Gain strength and determination in all aspects; b) To be in many places (ports of call) and it is like exploring the world for free; c) Meet different races of people, learn about each culture and the way of living.
5. Davao (Philippines) because I can invite my family to come over during the port stay whereby we can bond together in free time in some beautiful places or restaurants and the expenses...
are cheaper than any other place that I have been to. Also Davao City is known for her peaceful environment, thanks to the local government efforts.

6. Sometime in 2009 while navigating along Seychelles we were crossed by an unidentified small vessel which kept tailing us. The master called everybody, except duty Engr. and an Oiler, on the bridge by midnight and conducted a security briefing. We were all prepared, the C/E increased M/E to max speed while the unidentified vessel with 1.5 nm distance from us for five hours already, kept chasing us until daylight. Fortunately, we sailed out without any untoward incident that night, though we never knew what it was all about; but everyone among us presumed that “it was a foiled pirates attack”

7. Aim high by being strong and flexible, work hard with dedication and avoid illegal vices: it will certainly ruin your career.

Rogelio C. Diaz, Second Engineer

1. I was born and raised in the town of Urbiztondo, Pangasinan where I studied my primary and secondary grades. But I moved and am now residing at San Clemente, Tarlac with my wife and three kids; it is a quiet place for me with good access to transportation when I have transactions regarding my job or attend trainings: most are located in Manila (the commercial capital of the Philippines)

2. As sailor in December 1990, my longest contract as I stayed on board for 25 months. My first contract here was on mv Esmeralda as 2nd Engr. I enjoy working with crew, the good co-operation of superintendents, the politeness and kind attitude of company staff (main office and Manila office). For this reason I want to establish the rest of my career with Triton/Seatrade if given the opportunity and look forward to a promotion as Chief Engineer in the near future

3. The E-type vessels are obviously my favourites because it was where I started my contract. Also I already well familiarized myself and feel comfortable working with her main and auxiliary machineries

4. I love my Job for I consider it as a gift from above: it was my dream to become a professional Engineer and here I am with a dream fulfilled. It is a very challenging job that needs hard work and determination but the efforts are certainly fruitful in return

5. Of course, I like a Filipino port where I can possibly visit my family even in the last minutes we stay at port. Actually, I like all ports I go as part of my job where I can see the world for free and meet different people, learn the way they live, their culture, their customs and learn good examples sometimes from it

6. In my previous company I experienced a main engine stoppage (due to badly worn piston crown of M/E) in the middle of the Indian Ocean with the swell so high. We replaced the unit despite heavy rolling with up to 35 degrees (P/S) and needed extra precautions. Eventually the work was accomplished without any accidents

7. Hard work is the key to success, but maintaining good health and good behaviour are major ingredients of it.

Herick Butch Lam, Third Engineer

1. I come from Iloilo City and live in a small town where most of the source of income is from fruits, vegetables and rice

2. In 2004 as an engine cadet on mv Esmeralda, because I started my career there and learned a lot about marine engineering duties and responsibilities

3. As part of my job I can see different places around the world for free and learn about many kinds of traditions and cultures

4. All ports that I’ve sailed to but I like the most in the Philippines

5. Heavy bad weather still makes me seasick

6. Love your work, determination and be flexible. Always be happy!

Ryan Quinal, Oiler-OT

1. I come from the small city of Butanie Ormoc City

2. In September 2007 as an apprentice

3. Luzon Strait, because the engine room has well arranged machinery that is a good and safe place to work with. Also she has a very good and relaxing accommodation

4. I learn and improve myself with everyday’s work, e.g. trouble shooting, overhauling, reconditioning and many more

5. Philadelphia, because cheaper rates when we call, free internet access and a good place

6. Be good

Ferdinand Carpio, Cook

1. I came from Nueva Ecija, Central Luzon, the rice granary of the Philippines

2. In 1984 and with Seatrade in 2003

3. Polar Stream, because she has good accommodation and nice voyages

4. I like my job, because it is day work and only one schedule

5. Portsmouth, because it has a good
access for shopping
7. Save money and work hard.

Silverio Cadiao,
Bosun
1. I come from San Jose, Antique, Philippines, located on Panay Island, 200kms from Boracay Island
2. I started sailing April 14 1984 and I started sailing on Seatrade vessels November 2009
4. I like my job because I work with international crew and I can observe their culture
7. Save money and retire early.

Randy Yudico, AB
1. I come from Cebu, the queen city in the Southern Philippines.
2. In 2003 on general cargo vessels; in Seatrade in 2007
4. I like seeing the world for free
6. I once experienced an oil spill in the cargo hold
7. Save money!

Roy Miranda, AB
1. I come from Manga Oas, Albay, a very beautiful place near Mayon Volcano, with a perfect view
2. In June 1999 on bulkers; here on 12 August 2006
4. I like being a helmsman.
5. Ecuador, because there’s a lot of beautiful ladies and also bananas. Hehe!!!
7. Be good and save money for your future. Don’t lie, cheat or steal.

Severino Sayat,
Oiler
1. I come from Bula, Camarines Sur, a beautiful place a 30-minute ride from Naga City, the heart of Bicol
2. In March 1990 on tankers of a Greek company; with Seatrade in October 2009
4. Overhauling, because I learn more about engine
5. Portsmouth, because aside from nice place it is also walking distance to downtown from the port
7. Be a good crew member and always think about safety.

John Eric L. Villamarin, Deck Trainee
1. I came from the island of Marinduque, the heart of the Philippines.
2. This is my first vessel and company, I started here on 2 November 2010. I feel great and honoured to be part of the company and look forward for a longer employment.
3. For now, this is my favourite vessel, because I started my career here and started to learn so many things with regards to my profession and meet professional officers and crew.
4. The best part of my job is when I outdo myself at a very hard job, with this I feel maturing and responsible.
5. Portsmouth, because I think the way of living seems to be affordable and easy if you have a job and also I see lots of pretty friendly people.
6. When I first saw and felt the snowfall, it felt good to experience for the first time though it was certainly COLD!!!
7. Study first and find a job, so you can help your parents from poverty and have faith in God.

Joval Dasigan, OS/OT
1. I came from the town Kananga province of Leyte, Philippines located at the heart of the island 23 km from Ormoc City and 40 km from Palompon, Leyte and is mostly the geothermal capital of the Philippines and the no. 1 producer of sugar in the region. People depend on agriculture and one of the cleanest towns in the region
2. I started sailing in September 2008 as Deck Cadet
3. Eagle Bay and Emerald, both are well maintained vessels
4. I like the maintenance and ship’s manoeuvring
5. Cape Town, South Africa because when you see the majestic Table Mountain you will be amazed; beautiful city and port
7. Always respect your fellow crewmembers on the ship whether he is an officer or a rating, foreign or local.

Jonas L. Guimbal, OS/OT
1. I come from Taberna, a barrio about 11 kms away from Palompon. Taberna is a small simple place surrounded by green tall trees which keeps us away from flood and pollution. It also a good place for hunting. Taberna also has plenty of rice fields which give the people an everyday livelihood. We also have lots of coconut trees and different kinds of fresh vegetables. It is a nice place to live because of the fresh and cold air that we breathe
2. My first Seatrade vessel was mv Caribbean Mermaid on 27 July 2008 as a Deck Cadet
3. My second and present vessel mv Emerald, because she has less port days than my previous vessel and I’ve
learned a lot of things here and am still learning.
4. I meet different people with different nationalities and learn to speak different languages. I also earn their respect and I learn to build up self confidence. I also face different challenges and experiences which makes me a stronger and better man.
5. Portsmouth, because the stevedores are friendly and helpful. I also love their accent and a good place for shopping.
6. On my first vessel our AB saw a strange box inside our fore castle. He reported it right away to our C/O and the C/O informed our captain. Inspection was conducted all over the vessel after the incident and all crew were asked questions by some police officer. They said the box contained illegal drugs.
7. Work hard and say no to drugs. Easy money is “worthless”.

Dennis Virtuoso, Engine Trainee
1. I come from a small town of Poblacion Imelda nearby Zamboanga Sibugay province. It is a place we were living together with my parents and relatives and is peaceful place and the people who live there are friendly and kind.
2. This is my first time to go abroad on board a Seatrade vessel as an engine trainee. I started here on January 26, 2011.
3. mv Emerald because it is my first time to work here.
4. The officers or the other crew members in the engine department teach me about all the work in the engine.
5. Portsmouth because they have free internet access for all seamen inside the port, and the city is not far from the port.
6. Yes, during my first crossing of Bay of Biscay I vomitted.
7. My advice to those young seafarers who will be boarding the vessel for the first time is to always think that they will finish their contract, no negative thinking and focus to your work and duty given by your officers. Don’t forget to greet and respect not only the officers but all the crew onboard the vessel.

Matt Misagal, Wiper-OT
1. I’m native from Palo, where one of the Seatrade-sponsored school is located.
3. mv Esmeralda, because I had learned a lot of things about marine engineering duties and responsibilities.
4. Very exciting and challenging. Also sometimes troubleshooting of unpredictable machinery failure.
5. Davao, near to my family.
6. Heavy weather.
7. Patience, Determination, and always think SAFETY FIRST.
Safer lives, safer ships, cleaner seas

This article contains an extract of the guide issued by the Maritime and Coastguard Agency (MCA); a book which is intended to help leaders and senior officers in the maritime industry improve their leadership and people management skills in order to ensure safe operations. The guide contains tips and best practices for ten core leadership qualities for effective safety leadership, split into five categories.

Why do I need it?

There is well-established research both in the maritime and other hazardous industries that confirms the huge impact of leadership on the safety of operations. Whilst the International Safety Management (ISM) code has been a major step forward in improving safety standards, its effectiveness depends heavily on how leaders approach its implementation, and this in turn depends heavily on the skills and qualities of leaders - both at sea, at the ship-shore interface, and on-shore.

Virtually all maritime leaders want to do their best for safety, this is not in doubt. But sometimes real life makes things difficult - time pressures, economic constraints and everyday circumstances sometimes seem to conspire against good safety leadership. The guide is based not just on theory but also on real life, including consultation with over 65 seafarers and shore managers about everyday safety leadership challenges. You will see that some of it is common sense, but nearly everyone can benefit from a reminder.

The Ten Core Safety Leadership Qualities

1. Instil respect and command authority
2. Lead the team by example
3. Draw on knowledge and experience
4. Remain calm in a crisis
5. Practise ‘tough empathy’
6. Be sensitive to different cultures
7. Recognise the crew’s limitations
8. Motivate and create a sense of community
9. Place the safety of crew and passengers above everything
10. Communicate and listen clearly

Confidence and Authority

1. Instil respect and command authority

The ability to instil respect from, and command authority over, the crew is probably the first thing that comes to mind when people think of leadership.

In many ways it happens on its own when you get everything else right. Leaders get respect and command authority when crews believe that you:

• Are willing to exercise the power vested in your position
• Possess the necessary knowledge and competence
• Understand their situation and care about their welfare
• Are able to communicate clearly
• Are prepared to act confidently and decisively.

Why is it important?

Without authority and respect it is difficult for leaders to influence the behaviour of their crews, including safety-related behaviour. Crews may establish their own individual or group values, attitudes and behaviours, or else follow other de-facto leaders lower down in the hierarchy. This can lead to poor compliance with standards and excessive risk-taking. Research shows that some Masters feel that their authority is being undermined by increasing governance from shore-based managers under ISM (e.g. through the Designated Person Ashore requirements). Also, some Masters feel that the increase in the volume of management standards and procedures is undermining their authority. These areas are important to address.

What can I do?

Leaders need to tailor leadership style to fit their individual personalities, but there are some common features:

Things that tend to work

• Have confidence in your decisions and stick to them
• Admit mistakes when you are sure you are wrong
• Demonstrate staff care and respect through everyday actions
• Earn respect through your actions
• Try to achieve better mutual ship-shore management understanding (e.g. through meetings, informal contacts or job rotation).

Things that tend not to work

• Demanding respect from subordinates
• Using the power vested in your position as a threat
• Refusing to listen when challenged
• Acting unnecessarily tough when there is no justification
• Ignoring shore-based management
• Blaming shore-based management for the consequences of decisions
• Shore-managers being too prescriptive with Masters.
LEADING FOR SAFETY

2. Lead the team by example
Leading the team by example is the combination of two things: being seen to be practicing what you preach, and pulling your weight as a key part of the team.

Why is it important?
It is well-known that people are less likely to follow any rule or practice if you do not follow it yourself - this is especially true for safety rules.

Traditionally, Masters may have regarded themselves more as authorities to be obeyed rather than team players. However, with increasing safety requirements and fluid labour markets, sometimes with high crew turnover, it is increasingly important to use leadership styles that demonstrate shared safety values through actions, not just words.

What can I do?
Things that tend to work
- Always be seen to follow simple, visible safety rules during everyday activities
- Be seen to be playing an active role, not just behind the scenes
- Occasionally be seen to assist in subordinates’ tasks where necessary.

Things that tend not to work
- Applying hard discipline for non-compliance whilst flouting rules yourself
- Avoiding ‘getting your hands dirty’ with subordinates’ tasks.

3. Draw on knowledge and experience
It is self-evident that adequate knowledge and experience are prerequisites for effective leadership. In the context of safety leadership this means in particular:

- Good knowledge of safety-related regulations, codes and standards
- Experience and skills not only in technical and operational issues but also in people management.

Why is it important?
Without factual safety knowledge, leaders cannot convince their crews that they are on top of safety issues and take it seriously themselves. Without people management skills, effective implementation of written safety regulations, codes and standards is very difficult. Research indicates that people management is an area for further improvement in the maritime industry. There is little dedicated formal training in this area at present.

What can I do?
Things that tend to work
- Ensure that you are up-to-speed on safety requirements - do a refresher if necessary
- Consider your own strengths and weaknesses in people skills such as communication, motivation, team working, conflict resolution, crisis management, coaching and appraisal, discipline. If necessary apply for coaching or training in these areas
- You can’t be an expert in everything - so be prepared to acknowledge your own knowledge gaps and seek advice when you need to.

Things that tend not to work
- Concentrating only on technical safety knowledge without considering people skills.

4. Remain calm in a crisis
People need strong, clear leadership in a crisis and rely more on their leaders than would otherwise be the case. Calmness in a crisis situation is a core requirement and will rely on many of the other leadership qualities described in this booklet including commanding authority and drawing on knowledge and experience. In particular, it is important to have confidence and trust in the crew’s abilities and emergency preparedness. Attendance at safety training and at response drilling is essential for all crew.

Why is it important?
Calmness in a crisis is particularly important in view of the additional complications of different languages and nationalities that make up the crew. These complications tend to be emphasised during emergencies.

What can I do?
Things that tend to work
- Develop excellent knowledge of, and confidence in, the crew’s abilities
- Implement a firm policy on compulsory attendance at emergency safety training and response drills.

Things that tend not to work
- Infrequent or inconsistent emergency drills
- Failure to address language issues in emergency planning.
Empathy and Understanding

5. Practise ‘tough empathy’

‘Empathy’ is all about identification with and understanding of another’s situation, feelings, and motives. It requires the capacity to put yourself in another’s place, and the cultivation of good listening skills. Good leaders empathise realistically with employees and care intensely about the work they do - but this doesn’t mean that they always agree with them or join in with concerns and grumbles. Instead they practise ‘tough empathy’, which means giving people what they need, rather than necessarily what they want. Another way of looking at this is ‘care with detachment’. An example is providing staff with safety footwear that is comfortable and safe, rather than spending more money to provide a more ‘fashionable’ style.

Why is it important?

Tough empathy is important in order both to convey to your crew that you understand their situation, feelings and motives, and to enable you as a leader to take the right courses of action which take due account of these desires, feelings and concerns whilst focusing on achieving appropriate overall objectives. In a safety context, this is especially important for encouraging compliance with safety rules by the crew.

What can I do?

Things that tend to work

- Encourage crew to provide feedback on their situation, feelings and motives, both in everyday situations and formally in prearranged communication sessions
- Be prepared to acknowledge, mirror or summarise feedback to demonstrate understanding, then to explain your conclusions and intended course of action. If this is significantly different to what people have said they want, take the time to explain the case and illustrate why you are adopting this course of action.

Things that tend not to work

- Making a point of listening to what people say, but then taking a different decision without any clear demonstration that you have heard and understood, or explanation of your rationale
- Over emphasising ‘listening’ at the expense of ‘decision-making’ - this can lead to loss of respect and authority.

6. Be sensitive to different cultures

Good leaders are sensitive to differences in the social and behavioural norms of national cultures, yet at the same time value all crew members equally irrespective of their nationality. They know how to interpret different behavioural signals, and how best to react in order to exert the strongest influence.

Why is it important?

Crews of mixed nationalities are the norm. It has been clearly demonstrated that different national cultures may have different values and attitudes towards safety - for example in terms of fatalism, following rules, risk-taking etc. These values and attitudes can certainly be adapted, but sensitivity is needed to understand how best to proceed. In some cases, mixed nationalities can lead to splitting into different social groups, often on the basis of language. This can be a serious barrier towards effective and consistent implementation of safety-related requirements, and social wellbeing of the crew as a whole. In emergency situations, language is of course also a potential risk area.

What can I do?

Things that tend to work

- Ensure as far as possible that one ‘working language’ is used even in social situations, and that crew have adequate training in this language
- Try to avoid a large ‘critical mass’ of one nationality developing, where possible
- Learn the key features of typical behavioural signals exhibited by the nationalities represented on board - training in this is available
- Consciously seek to build trust, familiarity and integration of disparate social groups through organised or semi-organised social activities on-board.

Things that tend not to work

- Ingrained value judgements about different nationalities
- Overdoing ‘political correctness’ in terms of dealing with different nationalities, so that relations become forced and unnatural.

7. Recognise the crew’s limitations

Good leaders have a clear understanding of how operational and other demands can be realistically met by the crew, and are able to judge whether fatigue levels are such that action should be taken.
LEADING FOR SAFETY

Why is it important?
Commercial pressures continue to be intense in the maritime industry. Minimum manning levels and increased demands for reporting and paperwork mean that working hours are long and fatigue is a key issue. It has been shown that excessive fatigue and stress has an adverse effect on safety, and is one of the key causal factors of human error and poor decision-making.

What can I do?
Things that tend to work

- Monitor and be aware of the signs of excessive fatigue in crew members
- Ensure that working hours are adequately supervised and recorded
- In the case of recurrent problems, discuss possible solutions with shore management
- Be able to decide when it is necessary to slow or halt operations temporarily.

Things that tend not to work

- Relying on crew members to tell you if they are suffering from excess fatigue
- Accepting that high levels of fatigue are an acceptable norm.

Motivation and Commitment

8. Create motivation and a sense of community
Research has shown that people in work are typically motivated by satisfaction or pride in completing a good job, and the feeling of being part of a team - not just money. Leaders have an important role to play in creating the conditions to encourage and maintain these ‘healthy’ motivators. Demonstrating respect for staff is often a key part of this. Meeting someone’s basic needs is often the key to keeping their motivation high.

Why is it important?
Team spirit and pride in one’s work are primary contributors to the morale of a team. Morale has been shown to have an adverse impact on error and violation rates, hence attention to these aspects is an important part of safety leadership.

What can I do?
Things that tend to work

- Ensure that feedback is always given on staff suggestions or questions
- Demonstrate interest in, and care for, crew welfare issues
- Take part in and encourage social activities involving the staff.

Things that tend not to work

- One-off staff morale-boosting initiatives or reward schemes that could be perceived as condescending or trivial
- Involving staff in theory, but in practice taking little note of their inputs.

9. Place the safety of crew and passengers above everything
It is universally accepted that commitment from the leader is an absolute essential for good safety. Leaders need to demonstrate this commitment clearly to their staff through their actions, rather than just through formal declarations or policy statements. In practice this means showing that the safety of crew and passengers is placed above everything else - ‘nothing we do is worth getting hurt for’.

Why is it important?
The commitment of the Master is vital to ensuring that operational pressures do not compromise safety. Clear demonstration of commitment is also essential to reinforce the shared values of the team with regard to safety and to help embed safety issues into everyday actions rather than being seen as an additional chore.

What can I do?
Things that tend to work

- Make it clear to both superiors and subordinates that you are empowered to act according to your own judgement on safety matters, without sanction from others
- Ensure that safety issues are integrated into other everyday operational activities, including walkabouts, meetings and one-to-one discussions.

Things that tend not to work

- Declaring that safety is your highest priority, then contradicting this in your subsequent actions (e.g. by compromising safety in response to operational pressures).
Openness and clarity
10. Communicate and listen clearly
The ability to communicate clearly is important at all levels in an organisation. For a Master, the key issue is most often how to encourage better two-way rather than one-way communication, balancing authority and approachability. Being open to criticism is a part of this.

Why is it important?
Clear two-way communication and openness is necessary to achieve a ‘just’ culture. A ‘just’ culture is one in which individuals feel free to speak up about problems or mistakes without being blamed. In a ‘just’ culture, safety incidents are not automatically blamed on individuals - however for repeated violations there is a transparent and well-defined progressive discipline policy. Without the openness inherent in this ‘just’ culture, safety incidents and near-misses may be suppressed and unnecessary risks taken.

What can I do?
Things that tend to work
• Hold safety tours and informal discussions with all levels
• Ensure that your listening skills are adequate. If necessary obtain training or coaching in effective listening
• Implement an ‘open door’ policy for crew members who wish to see you
• Ensure that there are no barriers preventing the open reporting of safety incidents and near-misses. If necessary consider using a confidential reporting system
• Give positive feedback on what lessons have been learned through reporting of incidents and near-misses without apportioning blame, and demonstrate commitment to addressing root causes
• Cultivate an atmosphere of openness through your own personal management style and everyday interactions.

Things that tend not to work
• Holding safety tours which become primarily an excuse to check up on crew and chastise them
• Declaring a ‘no-blame’ policy without acknowledging the need for discipline
• Suggestion schemes which are poorly followed up and maintained.

Safety is not just wearing your helmet; just below the helmet, your attitude and behaviour are what makes the difference.

Safety equipment can be bought and is available on board, the use of such equipment can be trained; what really results in a safe working environment is the correct attitude and behaviour.

Real safety will enable you to do your job at once and safely. Safe behaviour affects the image and good name of the company. When we change fixed patterns and safety is really “just below the helmet”, only then we will be making progress!

Safety requires constant focus and training of all those involved: when we change our attitude we will change our behaviour; with changed behaviour we will have changed our results!

S A F E R  L I V E S, S A F E R  S H I P S, C L E A N E R  S E A S

Kor Wormmeester
Seatrade Groningen - Triton

Leading for Safety - A practical guide for leaders in the Maritime Industry
An MCA publication - www.mcga.gov.uk
NEW GENERAL MANAGER FOR SEATRADE NZ

Hello, my name is Tim Evans, and after 20 years in the FMCG (Fast Moving Consumer Goods) industry, including the last seven years abroad, I’ve returned home to New Zealand and joined Seatrade New Zealand as the General Manager.

I was born in Tauranga in 1969, but left town in 1978, with my family to live in Auckland where I attended school and university. I completed my Bachelor of Commerce degree at the University of Otago, in the South Island of New Zealand, and lived within a couple of hundred metres of where the Frio Hellenic berthed last week in Dunedin to load apples!

Following my graduation, I gained experience in retail, produce, liquor, and for the past 12 years health care products, most recently being employed by SSL International plc. With SSL I had the opportunity to live in Kuala Lumpur, Malaysia as Managing Director for the region comprising Malaysia, Singapore and Indonesia. I then moved to Bangkok, Thailand and my management region expanded to include Thailand, Vietnam and the Philippines. Finally I moved to Melbourne, Australia as Managing Director for Australia and New Zealand. My experience within Asia was further broadened as a member of the SSL’s Asia Pacific Leadership Team for 12 years.

I was fortunate enough while at SSL to attend the INSEAD Business Schools in both Fontainebleu and Singapore, giving me further formal education at a senior executive level which I have found invaluable in my career.

Through my father, Michael Evans, I have heard a lot of praise and passion for the Seatrade organisation over the past 10 or so years, and when the chance arose late last year for me to discuss some ideas for the future of the Seatrade business with Yntze Buitenwerf when he was in New Zealand I jumped at the opportunity, as I was also in New Zealand for business at that time. I was most impressed with visionary aspects of the discussion with Yntze, and following our meeting I was sure that this was a company where I could add value, enjoy the challenges, and celebrate the successes.

So after over 30 years since leaving Tauranga it is great to return to the Bay of Plenty region, and in particular to Mount Maunganui where the Seatrade NZ offices are located. Many of my childhood memories of the ‘Mount’ have come back to me in the last few weeks, but the area has progressed significantly, most notably with high rise apartment blocks and the harbour bridge across to Tauranga.

During the weekends I love spending time with my three boys, Matthew 5 years, Henry 7 years, and William 9 years. Together we all enjoy any aspects of the sea, whether it be swimming, out on our boat for day trips, fishing off the wharf, or simply playing on the beach. Maybe they too will one day join the Seatrade team!

Tim Evans
Seatrade New Zealand

Simply Seatrade  April 2011
This issue we will give you some easy travel tips if you are in Hamburg for just a short period of time. Hamburg is on the eighth place of most frequently called ports by vessels in the Seatrade Pool.

**Hamburg, Germany (53°33' N, 10°0' E)**

**Some general facts**
- Hamburg is the second largest city in Germany.
- Population: 1.8 million
- Currency: Euro
- Opening hours of shops: From Monday to Saturday from 09:00/10:00 till 20:00/22:00. Shops located away from the city centre may close earlier.

**Public Transportation near the terminal**
- S-bahn station ‘Veddel’ (City train)
- A day ticket for bus, subway and city train (S-bahn) : €6.80 (approx. $9.40)

The costs for a taxi ride to the below mentioned places vary between €13 and €23 (between approx. $18 and $32).

**Excursions**

**The Reeperbahn and the Fish Market**
- This is perhaps the most famous street in Germany. In the red light district you will find the city’s most popular discos, bars, pubs, restaurants, theatres and clubs. It is a tradition on Sunday mornings to go to the fish market, where fresh shellfish and other fish are sold straight off the fishing boats.
- Subway station (line U3): St. Pauli
- City train Station: Reeperbahn

**The Harbour**
- The harbour is the heart of the city; Speicherstadt, a 19th century warehouse district, is in the old town. Take a boat along the canal and enjoy the architecture.
- Price for a boat trip is around €14 (approx. $19.30)

City train station: Landungsbrücken

**Hamburg DOM**
- DOM is Hamburg’s seasonal funfair with lots of carousels, roller coasters and snack bars.
- Spring: 25 March - 25 April 2011
- Summer: 29 July - 28 August 2011
- Winter: 04 November - 04 December 2011

**Subway station (line U3): St. Pauli**

**Lake Alster**
- Lake Alster is a 160-hectare lake right in the city centre, surrounded by cafés, parks and walkways. There are sculptures both on land and in the lake. There is also an abundance of oak and chestnut trees for nature lovers. It is possible to rent pedal and rowing boats, and every year the ‘Alstervergnügen’ takes place with lots of snackbars and live music (1-4 September 2011).

City train station: Jungfernstieg
Subway station (line U3): Rathaus

**Duckdalben - international seaman’s club**
- A nice place especially for seaman but also for everyone else who likes to have company. Here you will find a snack bar, souvenir shop and a small drugstore. Internet, phone booths and cards are available.
- Zellmannstr. 16
- 21129 Hamburg
- Germany
Open and Service: Daily from 10:00 to 22:30  
Free Shuttle service: Daily from 15:30 to 22:30 (please call to order)  
Freecall: +49 (0)800 6477406  
Phone: +49 (0) 40 7401661  
Fax: +49 (0) 40 7401660  
e-mail: cu@duckdalben.de

Memorable days

**Port Birthday (8th May)**  
Funfair, fireworks, snackbars, historical tallships, motorvessels, boats and museum port (06-08 May 2011)

City train station: Landungsbrücken  
Subway station (line U3): St. Pauli

**Christmas**  
Every year between end of November and end of December there are several Christmas markets in the inner city with snack bars, shops, handicrafts and live music.

City train station: Hauptbahnhof (Central Station)  
City train station: Jungfernstieg  
Subway station (line U3): Rathaus

Museums

**Museum of Hamburg History**  
Museums with finds from the Middle Ages up to the present day. Different rooms tell the story of the port, transportation and trade. Culture and social life are also on display. The large fires of 1842 are documented, as well as the effects of the post-war period.

Address: Glockengiesserwall 5A  
City train station: Hauptbahnhof (Central Station)

**Hamburger Kunsthalle & Galerie der Gegenwart**  
The art gallery was opened in 1869, and contains works by Manet, Liebermann, Friedrich and Munch, among others. The classical section is the most famous, exhibiting the German artists of the early 20th century.

Price: 10 (approx. $13.80)  
Address: Glockengiesserwall  
City train station: Hauptbahnhof (Central Station)

**International Maritime Museum Hamburg**  
Kaispeicher B  
Koreastrasse 1  
Open Tuesday to Sunday 10:00-18:00  
except Thursday 10:00-20:00  
Closed on Mondays  
Subway station (line U3): Baumwall  

Adults (over 18 years) 12 (approx. $16.50)  
Groups 8.50 (approx. $11.70)
In the issue of November 2010 we paid attention to our loyal seafarers. Unfortunately some names were missing.

At least 5 years of service

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At least 10 years of service

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At least 15 years of service

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Like in 2009, Seatrade co-sponsored the Dutch cycling team “Team Amsterdam” for their participation in Costa Rica’s annual cycling tour. From 17 through 29 December 2010, the 7-man team had to compete during twelve days against 11 other international teams. With the experience gained in 2009, the renewed team arrived a week in advance this time.

Nothing is for granted in the Vuelta - this is a very tough competition, whereby the teams face days riding in steaming tropical hot conditions, as well as days at high altitudes and at near zero temperatures (two days at 3400 metres above sea level). While one of the Cuban riders suffered a terrible (and almost fatal) accident, also the Dutch team faced accidents, food poisoning and dehydration. Despite all of this, Giel de Nijs ranked fourth on the individual trials, while Jim van den Berg on several occasions passed the finish in fourth and fifth position.

Needless to say the Seatrade stickered support cars were well visible, and with daily live coverage on Costa Rica’s national television channels, an excellent promotion tool. The FCC organization (Costa Rica’s cycling federation) was very pleased with the participation of the Dutch team in their orange and blue outfit.

Pieter Hartog
Seatrade Costa Rica
On 10 March Seatrade employees in Antwerp and Groningen were treated to birthday cake: Seatrade turned 60 that very day!

Berlin played host to Fruit Logistica, the world’s leading trade fair for the fresh produce industry from 9 to 11 February. Over 56,000 visitors from 132 countries attended the fair where the 360 Quality Association and its members and affiliate members had a stand. Throughout the event the stand was well attended, but it definitely reached a peak during Happy Hour on the opening day at 17:00. Whether people came for the networking, the industry gossip, the fine snacks, or the cold Belgian beer remains the question, but we did practically run out of beer on that first day which had meant to last us for three...
While Seatrade turns 60 in 2011, Antwerp’s ‘top brass’ turned 50. A surprise breakfast awaited Yntze upon his arrival in the office, while Walter got to share cake and bubbles!

It’s seems like a flashback to the good old days when we transported many tons of tuna...

This is Puebla de Caraminal in March 2011 with the Rosa and New Takabuki discharging tuna from Ivory Coast while mv Aruba was discharging tuna from the Stylchelles.

Early December marks the all important time for Dutch and Belgian young ones: Sinterklaas and Zwarte Piet will bring presents! It’s a Seatrade tradition that all children under 12 come to the office for a meet-and-greet with the noble man and his side kicks. This year a modern-day clown warmed up the Antwerp troops, including participation by the kids and their parents…

A great event, which of course included the necessary candy and most importantly, a present for all kids!

On Friday 18 February we had the pleasure and honour to celebrate the 25th anniversary of Hans van Zanden with Seatrade. A truly festive and enjoyable day, especially given the surprise factor for Hans and his family. Hans received an abundance of congratulations by phone, e-mail and SMS and a stack of gifts from colleagues and business friends across the globe. We congratulate Hans for his longevity with Seatrade and salute his achievements, his professionalism and his true collegiality!

On 18 February 1986 Hans mustered on mv Tineke and has since held positions in SG, SRC and Triton.
Crow’s nest

Park at your own risk

As the author of Crow’s nest, I’m often asked if I make this stuff up. Granted there’s a bit of literally license employed to embellish a story here or there for dramatic effect, but for the most part what is put down on paper is factual. I simply have a unique gift for finding myself in the wrong place at the wrong time.

What follows is the content of an actual email I sent on an early Sunday morning in December. This resulting from the events of the night prior - explained in detail below - and written on the Blackberry while sweating off my frustration on an elliptical machine.

As a quick back-story, The Tampa Port Authority are owners of a public parking garage in downtown Tampa and employ an unusual payment system that involves reusable plastic coins instead of paper tickets.

=======================================
To: Tampa Port Authority
Attn: Mr. XXXXX, Port Director / CEO
Date: 19 December 2010

Dear Mr. XXXXX,

I herewith submit this formal notice of complaint against the Tampa Port Authority, its property and personnel for events which transpired on the evening of 18 December 2010. The events which transpired are detailed as follows.

On the evening of 18 December, I took my 14 year-old daughter to the Lightning hockey game as part of her birthday celebration. Upon arrival downtown, we by-passed parking options closer to the arena and made a conscience decision to patronize the TPA’s Channelside parking complex. We parked our vehicle on the third floor of the complex and proceeded to the arena.

Upon conclusion of the game, we returned immediately to the garage and coming upon the first series of pay machines (I believe these two machines are on the west end of the property) inserted the coin chip into the first machine reached. For the record, this is not the first time I have used the Channelside parking garage and was already familiar with the coin chip system. The machine instructed me that the fee due was $10 for some four hours of parking and I inserted a debit card to make payment. The machine failed to return the coin chip, so I pushed the receipt button to have proof that payment had been made and went about trying to find assistance.

No TPA parking attendant was in the vicinity. There was no call button at or near the machines to be able to contact the office, only an “emergency” call box mounted to the wall located to the left of the machine - which any right minded person would assume was intended to reach the police or security staff in event of a real emergency such as a robbery, accident or the like. As this was not such an emergency, I did not push the button.

A couple was in line behind me to use the pay machine and I warned them that it appeared to be malfunctioning. With no option - as I was not going to leave my 14-year-old daughter to stand guard at the machine while I sought out assistance nor send her into the night to find assistance, we both proceeded to the main foot entry area of the garage and there found an attendant.

I explained what happened to that attendant, who then radioed to a colleague. After a few minutes, the attendant pointed us in the direction of the garage office telling us the colleague would meet us there. A gentleman came out of the office as we arrived and I explained what had transpired and showed him my receipt - thinking that I could simply get a replacement chip and be on my way. He explained it would be necessary to find the exact chip - citing port authority protocol - before I would be able to depart and led us back to the original machine. By this time a larger crowd had lined up to pay at those two machines.

A couple at the same machine I used complained they had just experienced the same problem. They showed all of us their receipt and had no coin chip to show for it. Trying to reason with the attendant that this machine had an obvious malfunction, I was told to “calm down” (I can assure you that I can not so much as raised my voice by this time, despite the rising frustration) and was again cited port authority policy.

The attendant then opened the machine and after fishing around for a few minutes was able to extract only one coin chip. The attendant asked why I did not push an attendant call button when the machine didn't return my coin and I asked him to point out that button. He closed up the machine and pointed out the “lost coin chip” button on the pay screen. I then reminded him I didn't lose the chip and assumed that button was intended for someone who did lose their chip and therefore would have to pay the maximum fee to get out of the lot. His reply was, “oh yeah right, why didn't you stay by the machine? I again explained I was not going to leave my daughter to stand guard nor seek out assistance at what was now approaching 11pm.

The attendant looked befuddled. He radioed someone else and then explained the four of us would have to accompany him back to the office. I will point out that by this time some 20 minutes had transpired since I first paid for my parking and obtained my receipt. I assume the chips are programmed with some time limit to exit the garage once payment has been made, so that people don’t attempt to scam the system by paying early and not taking their car out until hours later. I bring this point up as not 30 seconds after the five of us walked into the office another attendant walked in carrying a coin chip which he informed the woman sitting at the desk (I will assume she was the supervisor) someone had found and turned over to him.

I would also like to point out the attendant made no effort to take the faulty machine out of service, although it had now twice - within 20 minutes - had the same malfunction. I can only assume there were others after us who
experienced the same fate, but the staff seemed to have no concern for this.

In the office, the woman/supervisor scanned that found chip and said it didn’t have any fee on it and tossed it aside (again, I point out that we were a good 20 minutes passed the time I originally paid for parking, but the woman didn’t want to hear any part of that). She then took the two receipts from me and the other couple and the chip the male attendant had recovered from the machine. She laid the receipts on the desk and scanned the chip - and the lucky winner of course being the other couple. This, of course, makes logical sense since they had only deposited their chip a few seconds before we arrived back at the machine.

The male attendant then commented that what likely happened was our chip was jammed in the machine and when someone after us eventually used it their chip dislodged ours and they received two chips. OK, this is a logical answer and would explain the found chip. The woman/supervisor was having no part of this and looked at me blankly telling me I had lost her little game. I asked what recourse was required and she informed me I would have to pay the $20 lost coin penalty.

Once again I explained I had obviously not lost the chip and had the receipt to prove this. If I had lost the chip, how do they explain the receipt - clearly verifiable as mine, as I used a personal debit card and clearly stating I had paid $10?

Again, the woman stared at me blindly and told me if I wanted my car I would have to pay for the lost chip. I asked for something in writing explaining this rule and her answer was rudely spit back at me that there were signs all over the garage stating that if lost, the patron would have to pay for replacement of the chip. Again, I explained I had proof that I did not lose the chip and that the garage’s equipment was clearly faulty. She sat stone faced.

By this time, my daughter was becoming upset and her mother would surely be concerned about our late arrival home. I said fine and asked the woman which credit/debit card she wanted, - a rather redundant question in an already frustrating situation. I told her it was on the third floor. She told me I would need to get my car and park it in front of the office and then come in and pay. I asked why I couldn’t simply pay and be on my way. Her reply was that she had to insure I was actually leaving the garage at that time. Where did she expect me to go with a 14-year-old at nearly 11pm? Where we secretly attempting to undermine the system and go clubbing? Seriously, what has become of common sense?

We went and retrieved the car, having to wait about five more minutes to get through the traffic which had backed-up at the exit kiosks by this time. I parked the car and we went back into the office. By this time, the woman/supervisor was gone and the male attendant who took us back and forth was sitting at the desk. He asked for my ID. I asked why? He told me TPA protocol. I gave him my TWIC card, which happened to be in the first slot in my wallet. He asked for my phone number, address and date of birth. Again I asked why this information was necessary, when I was paying the penalty by debit card. Again, he cited TPA protocol. Would someone kindly explain to me why my date of birth was necessary? Is this not an infringement of my privacy and civil rights? What is done with that information? Am I on some watch list now? Again, where is the common sense?

He took my debit card, swiped it and handed me a receipt. He then said, “Oh by the way I can give you a refund request form that you can fill out and send in. You might be able to get your money back.” Again, he mentioned the chip likely got stuck in the machine and was knocked loose by someone paying after me. I asked if the machine was placed out of service and he gave me a curious look and simply said “why?”

At no time did anyone employed by the garage offer an apology or even so much as acknowledge there was something wrong with the equipment or system. Instead my daughter and I were assumed to be scofflaws looking to scam the garage. OK, I confess. I paid $30 for a $10 parking fee simply so I could keep the chip as a souvenir or perhaps to sell on ebay. Please keep the extra $20 and give it to those vigilant staff members as a bonus for another sucker caught up in this con game.

I could honestly care less about the money. That is not the point of my complaint. My car was held hostage and I was left to be humiliated. My issue is with the attitude of the staff and the utter lack of customer service exhibited. Above all else I must ask again, what has become of common sense? I could only hope for the sake of Tampa that the same hasn’t happened to a tourist visiting the area. It would be a real shame if this were the impression they had of Tampa.

Under no good conscience could I ever make use of that garage again and I will warn family members and friends to steer clear, as well. I enclose copies of the two receipts issued that night, for your files.

Sincerely,
Howard Posner

=======================================
Howard Posner
Seatrade USA

When back in the office the next day, I got a phone call from the TPA’s second in command. He was laughing as he told me he was just watching my reality show. It seems that the garage has security cameras positioned throughout the facility and many of them are audio capable. He confirmed that my story matched the recordings, apologized and promised a full refund. He also said that “heads would roll” in the garage. I haven’t ventured back there to confirm the last bit, but I don’t imagine that the shelf-life of a parking lot attendant is all that long anyway. Meantime, I have this funny feeling that if I search YouTube I might find a video of myself railing against the system on that chilly December night.

Howard Posner
Seatrade USA
On 1 April 2011, together with crewmembers on leave, retired crew and office personnel, Seatrade celebrated the 25th jubilees of Captain Flippo, Chief Engineer van Belzen, Chief Engineer Dijkstra, Bosun Klaassen and AB Almeida, as well as the retirement of Captain Buter.

A moment of remembrance was taken for Captain Borg, Captain Wouda and Captain De Haan who had all passed away since the last party.

An old tradition was reinstalled: The guest of honour received an engraved watch, which was highly appreciated. Like each year, all ingredients were there for a successful party!

*The Crewing Department*
**How To Make Life “Lighter”?**

Have you ever assumed that making life “lighter” isn’t that difficult…? And it really is not. You want to know what the secret is? Strength of will – here’s the key to success.

Alexander Sobolev, cook working with us at Seatrade since 2005, is a good example! So, fifty years old, weighing 130 kg (twelve months ago); as a result, difficulties when walking, high blood pressure, shortness of breath, constant depression…. And total moral dissatisfaction when asking himself: “What can I achieve?! Cooking, eating, making the food itself a cult…” Not very nice and optimistic thoughts!

It took him two years to come to the decision, to stop, and start a diet. Hesitating, persuading himself and fearing he wasn’t strong enough to make it. But nonetheless his mind was made up as he went to sea for a contract on mv Asiatic on 12 May 2010. Finally, he said “NO” to farinaceous, sweet, and fried food, and beer.

“The first three weeks were just a nightmare”, Mr. Sobolev says, “at first it was hard to control myself and eat in a new way - actually, less than before. Then I became a bit afraid, because the appetite suddenly disappeared completely… And then I finally won! The excess weight started to drop off me right before my eyes”.

Smaller portions of food, no farinaceous or sweet food, alcohol completely out of mind. And no snacks while cooking. “I know the smells of products and food too well and there is absolutely no need for me to taste it to make sure, to understand if it’s ready or if there’s enough salt or pepper in it”, the cook explains. And, as it turned out, there wasn’t any secret at all. Just boiled fish or meat, vegetables… and strength of will, to be honest, the main part. These are the simple constituents of “light” life. As a result, Mr Sobolev now weighs 89 kgs. “I can’t get used to it”, he says, “when I returned from the voyage my wife was seriously afraid. She even brought me to the hospital and made me go through a lot of examinations to make sure everything was alright with me. And everything really was! I lost 56 kgs during 7.5 months. And my life changed indeed! I go in for sports again, feel lightness and I’m always in a perfect mood. It feels like I’m a ten-year younger man now! My son followed my example and started going to a fitness-club. I play volleyball with my friends again and have a lot of fun. And you won’t believe, but my blood pressure doesn’t get higher than 120/80 mm Hg”. Pressure like cosmonauts have; now the next step to see the “sea of stars” ☺

Nothing is impossible if you have a strong wish to make your life “lighter”. The recipe is simple: food control, portion size limitation and strength of will – that’s all it takes! You can judge the difference yourself ☺

Svetlana Obidina
NordVEGR Ltd, crewing agency, Kaliningrad

P.S. Mr Sobolev thinks he still hasn’t achieve the end result. “82 kg - that’s my aim”.

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**Before**

![Before Image](image1)

**After**

![After Image](image2)
Games & Puzzle

Send in & win

Trivia
Did you read this Simply Seatrade?

1. What year was Seatrade first established in Groningen?
2. How many weekly liner services are catered for by Seatrade Costa Rica?
3. Which port formed the backdrop for the christening of mv Atlantic Klipper?

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!

Join the competition: Send us the Codes and/or the answers to the Trivia by either E-mail or post, and try to win one of three Seatrade watches! Deadline for your response is 1 August 2011. The names of the winners will be published in the next issue of Simply Seatrade.

EASY

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The answers of the puzzle and trivia in the November 2010 issue were:

Puzzle: easy code = 872 / hard code = 166
Trivia: 1) kiwifruit; 2) pineapples; 3) Moin

Thanks for all the entries! The winners this time are Andy Connell, Dole South Africa (puzzle - easy), Capt. D.Z. Pascual, mv Hope Bay (puzzle - hard) and 3rd Officer Rosalito Eli, mv Polarstream (trivia). They will all receive a beautiful Seatrade watch. The lucky winner of the iPod Nano is Viacheslav Sysoyev, mv Spring Bear. Congratulations!

Send us your response to this issue’s puzzles and win yourself!

E-mail: simply-seatrade@seatrade.com

Address: Seatrade Reefer Chartering NV, Attn.: Editorial Team “Simply Seatrade”, PO Box 10.012, 2030 Antwerp 3, Belgium

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! Now you will have a double chance of winning: Out of all correct entries we will also draw a winner of an iPod Nano!
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All particulars believed to be correct but not guaranteed.

* operated in the Hamburg Reefer Pool

Status 28 March 2011

Simply Seatrade April 2011
Recently the first copy of ‘BMT De Beer’s Consolidated Manual on Storage and Transport of Chilled and Frozen Foodstuffs’ was presented to Yntze Buitenwerf at Seatrade.

‘BMT De Beer’s Consolidated Manual on Storage and Transport of Chilled and Frozen Foodstuffs’ is a comprehensive guide which provides invaluable information for those involved in the transportation of this refrigerated cargo. After a general introduction on transport and controlled atmospheric conditions, the manual focuses on specific topics such as meat (chilled and frozen), fish and poultry.

Yntze Buitenwerf: “Transporting perishable goods is a complex and delicate operation and quality can be lost through this process due to a lack of information. Whether you have been in the industry one month or 20 years, this manual comprehensively covers all areas associated with these goods and presents the information in an easy to read and understandable format.”

Referencing the latest legislation requirements, the manual also looks closely at the specifications surrounding the transportation of frozen fish, including the extremely particular tuna trade on board specialised reefer vessels.

The guide is the last in the series of reefer manuals compiled by shipping specialist Harm de Haan. Also available in the set are: ‘BMT De Beer’s Consolidated Manual on Postharvest Handling, Cooling and Storage of Fruit and Vegetables’ (2008) and ‘BMT De Beer’s Consolidated Manual On (Dutch) Flower Bulbs, Cut Flowers/Greens and Potted Plants’ (2010).

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