



BERNHARD SCHULTE
SHIPMANAGEMENT



highlights

Issue 2 | 2017

Mexico

Growth in Latin America

Crew supply and training:
An industry challenge

Eurasia Travel Network
continues to grow

Emissions rules bring fuel
choice challenge

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Editorial Team

Norbert Aschmann – Managing Editor

Robin Thuillier – Editor

Christina Hadjisterkoti – Deputy Editor

New BSM Highlights digital edition:

Click the title to jump straight to the article

Ideas for stories or features? Contact us at:
marketing@bs-shipmanagement.com

Welcome



On behalf of the editorial team, I would like to extend a warm welcome to the second edition of *BSM Highlights* in 2017, which I trust our customers, business partners and colleagues will find interesting and informative.

The feature articles within this edition include two opinion pieces that cover important topics which the maritime industry faces at present, supported with an overview of the work BSM is progressing to provide effective solutions to our customers.

In the first, BSM's Fleet Personnel Director, Giles Heimann, and Training Manager, John Pritchett, address the challenge presented by a growing shortage of Officers, and the enhanced levels of training required to meet the demands of increasingly complex ship systems and tighter regulatory frameworks.

In the second, BSM's Director - Energy Projects, Angus Campbell, discusses the choices available to ship owners to comply with the European Union Monitoring, Reporting and Verification (MRV) and IMO emission reduction regulations being introduced from January 1st, 2018 and 2020 respectively.

Having already developed appropriate procedures and software solutions, BSM is fully prepared to meet the requirements of these new regulations and act as an informed advisor. In addition, we are continuing to support the safe and efficient supply of LNG as a marine fuel through the work in partnership with Babcock International to design a flexible Gas Supply Vessel.

To expand our presence and capabilities in Latin America, we have recently opened Ship Management and Crew Service Centres in Mexico. We provide an overview of the technical, commercial and crew services offered by Capt. Ricardo Jimenez and his colleagues to Mexican and foreign-flagged vessels operating in the region.

We also take the opportunity to profile Capt. Octavio Mortera Blancarte, Master of the next generation advanced offshore accommodation vessel, *Reforma Pemex*, which has recently entered service under the management of BSM Mexico.

The ability to move BSM's extensive pool of seafarers efficiently and cost effectively around the world is a speciality of our award-winning Marine and Corporate Travel business, Eurasia Travel Network (ETN). Managing Director, Nikos Bolias, outlines the work he is leading to further enhance the services and capabilities that his team are able offer to customers worldwide.

I am pleased to advise that the feature articles in this edition of *Highlights* have been further developed through video interviews with the contributors, with these being directly accessible from within the electronic version and on our social media channels.

Continuing with the expansion of our digital communication capabilities, we have recently introduced new LinkedIn, Twitter, Instagram, YouTube and WeChat social media channels to enable our customers, business partners and BSM colleagues to share their views on maritime industry topics. I hope that you will join the conversation on these new platforms and find them informative.

Last but by no means least, we are proud to recognise the exceptional performance and contribution made in the areas of innovation and customer service by notable individuals and teams across our Company, with the deserved recipients of the '2016 Gold Awards' featured in the 'One BSM' section.

Please enjoy reading *Highlights* and we would be happy to provide more information on any areas covered in this edition that are of particular interest.

Robin Thuillier

Director – Marketing and Business Development

Opinion

Crew supply and training:

An industry challenge

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The most recent ISF/BIMCO Manpower Report based on global seafarer supply and demand in 2015 states that, at the time of the survey, there was a shortage of 16,500 officers which is expected to increase continually to over 145,000 by 2025. It is therefore clear that unless there is significant investment in the recruitment and training of officers during the forthcoming years, the industry will reach a crisis point very rapidly.

There are clearly identifiable pinch points, such as the provision of Management Level Engineer Officers and officers for specialised ships including chemical, LNG and LPG carriers.

It is also clear that with increasingly complex ship systems and more stringent regulatory requirements, the levels of training required for ships' officers needs to be enhanced and enforced.

Whilst the number of crew serving on board vessels has decreased steadily over recent years, in parallel with the adoption of new technology and automated systems, the workload and responsibility placed on officers has increased within a tighter regulatory framework.

The industry therefore faces a two-fold challenge: to attract young people to the opportunities of serving at sea; and to ensure that these personnel are trained to the

highest levels to support the operation of technologically advanced vessels in a safe and efficient manner.

Giles Heimann, BSM's Fleet Personnel Director, understands these challenges very well and also recognises the challenge to continue and increase investment in the human factor at a time when the industry is facing pressing issues such as the oversupply of tonnage and weak freight rates.

Giles explained, "Although up until this point we have not seen vessel operation stopped due to lack of officers, we have seen a diminishing quality of officer available in the world seafarer pool to man our ships."

He went on to say, "The reality is that companies, not just within the maritime industry but in any industry,

>90% 

BSM has a retention rate of over 90%, which is above the industry average and reflected in the length of service of many BSM seafarers

“

Recruiting high-calibre new entrants into BSM is key to our future success

”

tend to cut their levels of investment in training during times of financial crisis.”

The shipping industry has been cyclical for many years with times of boom and then decline. This has been seen in the 80's, the 90's and, of course, following the global economic crisis in 2008 with the downturn in this cycle sustained for much longer than in previous experience.

It is clear that for the industry to find its way out of the current crisis, and with hope for future success, it is necessary to invest in recruitment, training and retention.

Giles and BSM's Corporate Training Manager, John Pritchett, both recognise that seafarers are the single most important component of the service provided to customers by BSM, and the key to differentiating the company from its competitors.

Giles highlights the importance of nurturing the BSM pool of over 18,000 seafarers and providing them with [quality training](#), engagement and support.

“Recruiting high-calibre new entrants into BSM is key to our future success”, he explained. “We operate a structured Cadet Programme that recruits trainees

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No matter what the country of domicile of the seafarers employed by BSM, our customers receive a consistent standard of quality

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of various nationalities to meet our demographic requirements for the future. The Cadets are recruited locally by our wholly-owned Crew Service Centres around the world, with their training schedule overseen and coordinated by the Corporate Fleet Personnel function.

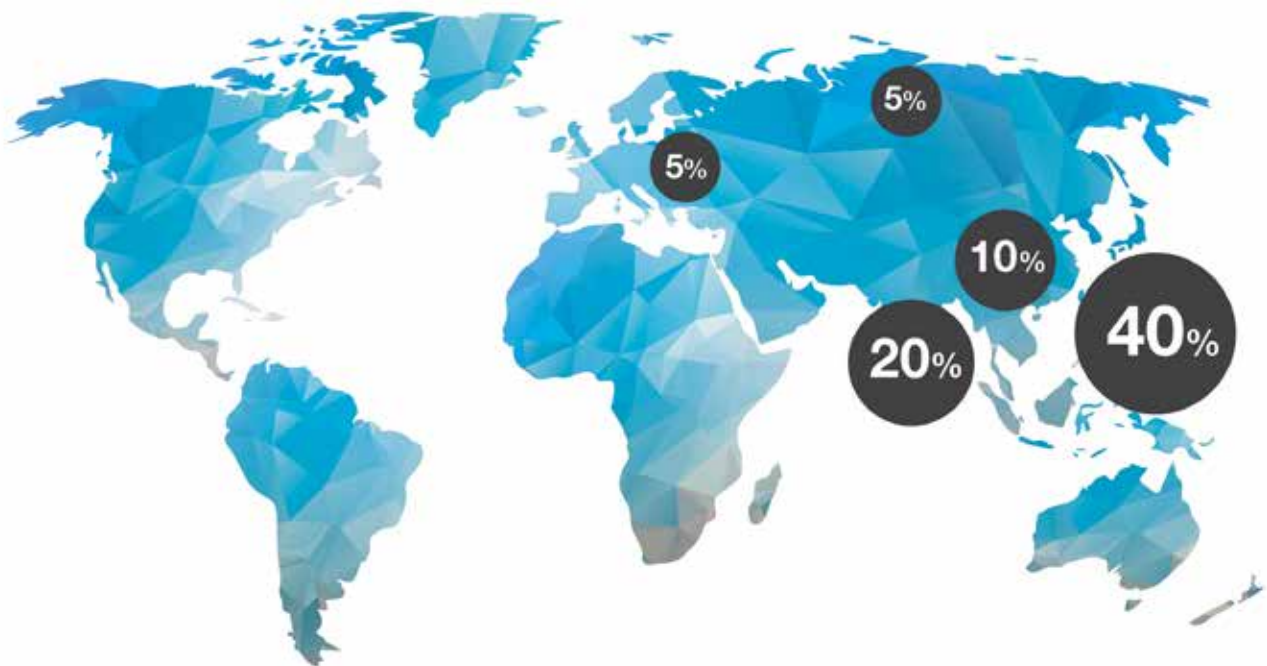
“It is only through the recruitment of these Cadets and ensuring they have the opportunity to serve on board BSM managed vessels during their training, followed by the offer of continued employment once qualified, that we can manage our internal requirements for well-trained

and competent officers in the future. We have to ‘home-grow’ to ensure that we are not adversely affected by the skill shortages facing the industry in general.”

With safety at sea and maintaining the enviable record that BSM is proud of achieving being of paramount importance, a focus on high-quality training produces results.

The company has established a stable seafarer pool, with 10 principal nationalities of seafarer, but employs





Top 5 nationalities of BSM seafarers: Filipino 40%, Indian 20%, Chinese 10%, Russian 5%, Ukrainian 5%

seafarers from over 30 different countries across the managed fleet. Giles is keen to point out that “No matter what the country of domicile of the seafarers employed by BSM, our customers receive a consistent standard of quality.”

To cope with the changing nature of seafaring as a profession and the responsibilities placed on ships’ officers, it is necessary to provide effective support in a very different way than in the past. Modern communication methods, whilst enabling support from ashore, need to be utilised to assist rather than micro-manage.

BSM is making significant efforts to alleviate the regulatory and administrative burden placed on the officers on board its managed vessels by simplifying procedures and streamlining processes, with ‘Project Pilot’ being a good example of this.

John explained, “Project Pilot is an initiative to simplify our operating manuals into clear and concise

procedures that allow seafarers to read, refer to and digest vital information in easy to understand and clear formats.”

Both Giles and John point out the wider support needed to assist seafarers in carrying out their roles safely and efficiently, which is not limited to purely operational responsibilities. The company places a high degree of emphasis on crew welfare and recognition, ensuring that its seafarers are embraced as employees within the BSM family.

One example of this approach is ‘Crew Chronicles’, a professionally-produced electronic newsletter, which contains articles written by seafarers to facilitate sharing of their experiences, both work and social, with colleagues across the company.

The company is also embracing new technologies such as the ‘Seafarer App’ to enhance communication with its seafarers. The application, which can be

downloaded onto mobile devices, enables users to view key information including their tours of duty and scheduled training and to update bank details, beneficiaries and allotment information in addition to communicating directly with the shore-based offices.

Engaging with the crew is critical to achieving high levels of retention, with the BSM Seafarer Satisfaction Survey being another initiative that aims to support this.

Giles explained, “We feel it is vitally important to provide our seafarers with the opportunity to offer direct feedback on our performance as a company. The survey includes tough questions asking how the seafarers rate their levels of remuneration, the performance of the shore-based operating teams, their satisfaction with their employment in general and related factors such as the quality of the catering provided onboard.

“Whilst the 2016 survey provided us with valuable information on which we can further increase our already high levels of satisfaction, it was rewarding to find that the majority of our seafarers are very happy with their employment and would recommend employment with BSM to other seafarers. This is supported by a higher than 90% retention rate experienced across our seafarer pool, and the fact that over 40% of BSM’s seafarers have served with the company for more than five years.”

John stressed the importance of enhancing seafarers’ training and overall experience. He said, “It is our role to ensure that seafarers are engaged with the company’s

wider ambitions and that they completely believe in them. There has to be a sense of ongoing progression, which is why we continue to invest in training and advanced capabilities to deliver the programmes.”

BSM believes in a learner-centric approach to training that prioritises the experiential development of seafarers. Training often takes place during leave periods, which means that whilst the courses are designed to be pressurised and realistic they must also be enjoyable and engaging.

“The results are that seafarers not only finish the courses, particularly those that are conducted on our state-of-the art simulators, but enjoy the sessions so much that they want to come back for more.”

With full mission simulators now installed in three of BSM’s Maritime Training Centres around the world, the company is ensuring that advanced training is available to all of its officers.

In conclusion, Giles said that there was no single solution to the manning crisis that the industry faces.

He said, “The answer does not lie in any specific nationality of future seafarer. We have to look at the best available amongst many nationalities, attract them to work for BSM, as a professional, responsible employer, and ensure that we support, train and empower them to achieve their goals. This includes beyond working at sea, with opportunities to work ashore if they so wish, to ensure that we retain their skills and experience within the BSM family.”

“ *It is our role to ensure that seafarers are engaged with the company’s wider ambitions and that they completely believe in them* ”

Latest news

BSM expands its presence in

Latin America



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Following a year of successful operation, BSM has formally opened a new Ship Management Centre and Crew Service Centre in Mexico City and Ciudad del Carmen.

The Mexico City office provides financial and management services for existing and new customers, working in close coordination with the Ciudad del Carmen office which oversees operations and logistics for vessels operating off the Atlantic and Pacific Coasts.

Inauguration ceremonies recently took place in both cities with Capt. Norbert Aschmann, BSM CEO, cutting the ribbon and welcoming the guests. The ceremonies were also attended by Mr. Ian Beveridge, CEO of Bernhard Schulte; Mr. Arthur McWhinnie, Managing Director of BSM Cyprus; Mr. Matthias Mueller, Managing Director of Bernhard Schulte Offshore; Capt. Ricardo E. Jimenez, Business Development/LPSQ Manager of BSM Mexico; Mr. Javier Garcia-Urtiaga, Sales Representative of BSM Mexico, together with local authority representatives,

members of the business community and maritime industry, and current and potential customers.

Capt. Aschmann said, "These two new Centres represent an important step forward for BSM in Mexico, a country in which we already have longstanding relationships and one that is becoming increasingly important for our global services. BSM recognises the importance of Mexico as one of the fastest growing shipping centres in Latin America, with an economy which is expanding rapidly. With these new facilities, our ambition is to work in the Mexican market to serve our existing and prospective customers in a more direct manner."

Capt. Jimenez added, "With a steady growth in its Latin American operations, BSM will continue to boost its presence in the region through a strong and skilled workforce, tapping into the numerous opportunities available. BSM's entry into this market has already created a good impression with customers and the crew being recruited for our managed vessels."

Social Networking with BSM

BSM is pleased to announce our newly established social media channels; LinkedIn, Twitter, Instagram, YouTube and WeChat.

Through these platforms, which are fundamentally changing the way in which we communicate and interact, we are enabling current and potential customers, business partners and colleagues to share their views on key topics within the maritime industry.

BSM promises high quality content including insights on key industry topics, video interviews with subject-matter experts and latest company news. Our goal is to build stronger, more interactive relationships both externally and internally with our sea- and shore-based personnel.

Please join us across our new social media platforms and join the conversation.



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Chat with us:
BSM-Group



BSM Fleet Leaders' Meetings

Formerly known as BSM Fleet Officers' Meetings (FOMs), this year's Fleet Leaders' Meetings (FLMs) are focused on management and leadership skills – important 'softer' skills that are being developed throughout the industry and are essential for maximising operational performance.

The FLM is a two-day, open forum that covers topics including situational leadership, decision-making, the effects of fatigue, mentoring, effective communication and performance appraisals. Each

subject is addressed from a leadership perspective and related to the factors that influence the crew's overall performance, combining interactive and fun activities to support the learner-centric training approach.

FLMs have been successfully held in Poland, Romania, Russia, India, the Philippines and China to date this year, with positive feedback received from the BSM sea- and shore-based attendees and customer personnel, who have also participated.

BSM commences management of Ultra Large Containerships

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BSM is proud to announce that the 20,146 TEU containership, *MOL Tribute*, came into full management of the Hong Kong Ship Management Centre on July 10th, 2017. Built by Samsung Heavy Industries in South Korea, *MOL Tribute* is 400 meters in length having a deadweight of 196,877 MT, with her sister ship, *MOL Tradition*, scheduled to enter Hong Kong management at the end of August. Through these significant milestones, BSM becomes part of a very select group of operators that have the expertise to manage some of the world's largest containerships.

The extremely detailed process to select and appoint a ship manager for the ultra large containerships was commenced by the owner nearly two years ago, with BSM being selected following visits to the Hong Kong Ship Management Centre, Maritime Training Centre in Mumbai and on board large containerships currently being managed by the Company.

BSM's strong relationship with Mitsui OSK Lines (MOL) stretches back almost three decades and extends across bulk carriers, containerships and tankers which are both owned and chartered by MOL.

This significant decision demonstrates the trust that owners are placing in BSM's capabilities to manage their new flagship containerships.



Schulte Group supports Autonomous Navigation System testing

The Bernhard Schulte owned containership, *Hannah Schulte*, was recently party to a milestone reached in the live testing of an Autonomous Navigation System (ANS) developed by the Hamburg-based 'Fraunhofer Centre for Maritime Logistics and Services'.

The ANS was installed on the bridge of *Hannah Schulte* and connected with Automatic Identification System sensors and ARPA radar information. The system was then tested during a multiday voyage calling at three ports in the Mediterranean, with the objective being to comply with the Internationally applicable Regulations for Avoiding Collisions at Sea and suggest necessary manoeuvres on an electronic navigational chart.

During the voyage, a potential situation arising from another cargo ship crossing the containership's route was successfully avoided by the Autonomous Navigation System reliably recognising the need for an evasive manoeuvre and recommending a change of course.

"The ANS, as in all other cases on the voyage, was able to propose the right manoeuvres at the right time," the Chief Officer on board explained.

The successful integration with onboard systems and prototype testing on seagoing vessels is an important step forward in the further development of autonomous shipping solutions.





Safe ship-to-ship operation performed by *Cakra Patriot*

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BSM Singapore recently assisted in a refloating operation for the grounded VLCC *Alex* (DWT 299,446).

The VLCC had loaded crude oil from the Galveston Area and was proceeding to Ningbo, China when she ran aground on the soft coral seabed of Selat Karimata, Indonesia. BSM Singapore engaged in the lightering operation, involving safe removal of the cargo to the BSM-managed tanker, *Cakra Patriot*.

The ship-to-ship (STS) operation was successfully carried out in close liaison with the relevant authorities, Classification Society and the owners' insurer together with full consideration of the key risk related aspects including nature of the cargo, vessel stability, oil spill response and weather conditions.

Cakra Patriot effectively performed the lightering operation of 60,000 MT of crude oil while the VLCC remained aground and was ballasted. After *Cakra Patriot* was safely cast off, *Alex* was refloated which required the combined effort of her own power and five tugs to complete.

The class survey report, prepared following underwater inspection of the vessel, was then closely reviewed and a risk assessment carried out prior to *Cakra Patriot* performing a reverse lightering operation to *Alex*.

The combination of proper planning, effective communication, teamwork, hazard awareness and the continuous support and supervision of the technical team based in Singapore secured a safe, successful and environmentally-sensitive STS operation.

BSM India reaches the milestone of 2,000 seafarers

Earlier this year, the Crew Service Centre (CSC) in India crossed a significant landmark of having 2,000 seafarers on board BSM-managed vessels.

This figure has been achieved following a steady increase in positions for Indian seafarers over the past few years, supported by the growth in ships managed by BSM's Ship Management Centres in India, Singapore and Hong Kong.

The combined expertise of the Crew Service Centres based in Mumbai, Bihar, Chennai, Kochi, Kolkata and New Delhi, have all contributed to this success and CSC India is now looking forward with confidence to reaching its next target of 2,500 seafarers on board.

Clockwise (from top left): CSC Chennai team, CSC Kochi team, CSC Mumbai team and CSC Panta team

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Early career training and development



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Onboard safety, the prevention of accidents and the importance of regulatory compliance were the key focal areas of a pilot 'early career' seminar recently hosted by Captain Mark Orchard, BSM Singapore LPSQ Manager, and Captain Armando Santosidad, CSC Philippines Director. The seminar took place at UC-METC, located on the outskirts of Cebu City, and was attended by 140 cadets from UC-METC and the Southwestern University.

A wide range of topics were covered during the session, including an introduction to Bernhard Schulte Shipmanagement and our professional development partner, the Institute of Marine Engineers, Scientists and Technologists (IMarEST), BSM 'Project Pilot' and Behavioural Based Safety (BBS) principles and practice, and a review of recent accidents that have occurred on board our managed ships together with lessons learned and actions taken to prevent re-occurrence.

An overview of new safety and regulatory compliance-focused techniques was also given, such as Remote Navigational Audits to analyse and review, for

example, bridge team and pilot interaction to support continuous operational performance improvement, and the use of engine room CCTV to monitor oily water separator use and ensure full compliance with MARPOL requirements.

Before concluding, the cadets were provided with online access to the BSM Maritime Training Services video library to support their further training and development.

All of the cadets who attended felt that the seminar was highly relevant and educational in emphasising the importance of onboard safety, and the ability to prevent accidents by acting in accordance with simplified, consistent operational procedures and adopting the right behaviours.

Feedback and output is currently being reviewed to determine a timescale to extend the seminar to Manila-based cadets and then more widely to other cadet programmes, together with the delivery of Behaviour-Based Safety specific training.

Opinion

Emissions rules bring fuel choice challenge

The changes in international fuel regulation will pose a fundamental challenge to the shipping industry, says Angus Campbell, BSM's Corporate Director - Energy Projects.

To control emissions, the International Maritime Organization (IMO) has passed regulations that will mandate a global sulphur limit of 0.5% m/m in marine fuel oil and will become effective from January 1st 2020.

The change in bunker fuel standards will have significant implications for ship owners who will need to switch to more expensive distillate fuel, invest in emissions-cleaning scrubber systems or switch to alternative fuels, such as LNG.

"It is going to be a complex process for the industry and owners are assessing how to comply with the changes that will have to be made," said Angus.

Fuel suppliers are developing new low sulphur fuel oils, but availability, price and compatibility concerns

need to be addressed. Not all ships have the space for scrubber systems and some owners may also wait for the technology to mature, he predicts.

Whilst the European Union has a strong preference for a globally consistent approach, it has already introduced its own Monitoring, Reporting and Verification (MRV) regulations to reduce carbon dioxide emissions. These are more specific than the proposed IMO regulations and will be implemented from 2018.

"In effect, what this means is that any vessel over 5,000 GT calling at an EU port must record its CO₂ emissions for the entire voyage. When the annual verified emission report is submitted to the European Maritime Safety Agency (EMSA), a document of compliance will be issued. A system of checking will be implemented at EU ports and it will be policed by EMSA during PSC inspections."

Angus believes the risk for the industry lies in the fact that the EU is pressing ahead with its own regulations, while IMO continues to work more slowly.

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“ *It is going to be a complex process for the industry and owners are assessing how to comply with the changes that will have to be made* **”**

"This could lead to many different regulations being implemented by Port States, which would undermine the global role of IMO and be difficult for owners to navigate. I believe that any multi-regulation system will be complicated for shipping," Angus said.

Once the industry decides how to approach the new emission regulations, Angus believes there will be implementation and compliance challenges.

"Compliance is a major issue. This could be enforced on a ship by ship basis, but it may also include bunker suppliers and traders restricting the sale of high sulphur fuel oil to ships with appropriate scrubber systems. Major bunker centres, such as Singapore, are likely to be proactive in developing measures to monitor this."

BSM's position as a leading maritime solutions provider is clear. "Our role is to act as an informed advisor to our customers, knowing that each ship owner will have different needs and many are continuing to face challenging market conditions. We are well prepared to

meet the new regulatory requirements as they start to go live in 2018, having already developed supporting procedures and software solutions."

Despite the current uncertainties surrounding compliance and impact of the new CO₂ and sulphur emission regulations, Angus is very positive about the long-term future of the industry as it deals with new fuel choices and environmentally-friendly solutions.

"The uncertainty caused by the changes is evident, but real progress is being made. The trend towards the use of LNG as a marine fuel is a good example."

Angus believes the number of LNG fuelled vessels will continue to increase steadily, with the cruise, container, tanker and dry bulk sectors already taking the decision to adopt natural gas as a primary fuel for certain new ships. This is expected to accelerate as the fuelling infrastructure matures.

"To ensure compliance with the forthcoming regulations, owners of new ships are actively

BSE 7,500m³ Gas Supply Vessel under construction at Hyundai Mipo Dockyard





Interview with Angus Campbell, Corporate Director Energy Projects

considering the adoption of LNG. This will not only achieve environmental benefits, but also savings in fuel and maintenance costs that will in turn reduce the through life cost of ownership,” he said.

To support the safe and efficient supply of LNG as a marine fuel and benefit from the anticipated market growth, BSM has been working in partnership with Babcock International to design a flexible LNG Gas Supply Vessel (GSV).

The first ship is under construction at Hyundai Mipo Dockyard in South Korea and will enter service on a long-term time charter with Nauticor during the third quarter of 2018.

“The partnership with Babcock International has developed into a joint venture called Babcock Schulte Energy (BSE), with our commitment to LNG fuelling as an essential component of shipping’s future energy requirements extending beyond this ship.”

He adds that BSE is in negotiation with several other parties for the charter of similar ships with the unique manoeuvring and gas handling capabilities of its GSV design.

Angus concluded, “We hope to be able to announce further contracts before long as BSE works to further develop and establish its position within the growing LNG fuelling sector.”

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“ *Our role is to act as an informed advisor to our customers, knowing that each ship owner will have different needs* ”

Country profile: Mexico



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BSM launches ship management operations in Mexico

With a population of 120 million and covering almost two million square kilometres, Mexico has the world's largest Spanish-speaking population in the world and is the 13th largest country by area.

Last year, Mexican ports handled 5.66 million TEU of containers with circa 90% of Mexico's Pacific coast traffic passing through either Lazaro Cardenas or Manzanillo, where a three-year project to build a tunnel affording freight trains 24-hour access which will more than double container volumes is nearing completion.

Major reforms radically transformed Mexico's energy sector in August 2014, which were followed in March 2015 by comprehensive new regulations covering maritime activities. Bernhard Schulte Shipmanagement (BSM) has moved swiftly to support these initiatives

and capitalise on the opportunities afforded by Mexico's ambitious port renewal programmes.

"This affects not only ports but sustainable growth in cities, improving the way we do business, tackling environmental issues and legal compliance," said Capt. Ricardo Jimenez, Business Development/ LPSQ Manager, who heads [*BSM's Ship Management and Crew Service Centres in Mexico City and Ciudad del Carmen.*](#)

The recently opened Centres provide technical, commercial and crew management services for Mexican and foreign-flag vessels, consultancy to Mexican ship owners and operators and a range of integrated maritime solutions for the wider shipping industry.

“*PEMEX has a large fleet of tankers that require services, which we are both willing and able to provide*”

The new Energy Reform Law offers business growth opportunities by increasing investment in oil production, refining, transportation, storage and distribution of hydrocarbons and has provided a platform for BSM to establish a key partnership with the state-owned oil company, Petróleos Mexicanos (PEMEX).

The reform enabled PEMEX to acquire the legal framework required to make it a competitive and productive national oil company, freed from the previous constitutional constraints that inhibited working with international oil companies.

“PEMEX is a driving force with the power only oil companies have,” said Ricardo. “It has a large fleet of tankers that require services, which we are both willing and able to provide.”

BSM Mexico currently has six vessels under management. These include the flotel *Reforma Pemex* and her sistership *Cerro de la Pez* which were built last year in Spain at the Barrera Shipyard in Vigo and Navantia Shipyard in El Ferrol respectively. Both are owned by Petróleos Mexicanos International (PMI) and chartered to PEMEX.

With accommodation for 715 workers, the 131 metre-long vessels have a service speed of 12 knots and DP-3 capability. Each flotel is fitted with a ‘walk-to-work’ motion compensated gangway system that enables the safe transfer of workers between the offshore platforms and accommodation vessel in the Campeche area. “*Reforma Pemex* is so sophisticated that it embraces the sort of technology seen in a star ship,” said Ricardo.

BSM Mexico also provides crew management services for three tugs owned by Mextug, while a



Capt. Ricardo Jimenez
Business Development/LPSQ Manager, BSM Mexico

management agreement was signed in May this year with the owner of a panama-size bulk carrier carrying steel in the cabotage trade between Lazaro Cardenas and Manzanillo. “This is a challenge for us and the type of customer we are seeking,” explained Ricardo.

Building on the relationships that have been established with these three major customers, Ricardo is certain that BSM Mexico will continue to strengthen and grow. “A mixture of the right customers, business partners and highly-trained employees is key to our business growth and establishing a strong reputation in the Mexican market.”



“

A mixture of the right customers, business partners and highly-trained employees is key to our business growth and establishing a strong reputation in the Mexican market

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“At present, one of our top priorities is to grow our reputation in Mexico. To achieve this, we are very pleased to be able to draw on the support of current and former customers who support us in forming new relationships.”

With Mexico boosting its maritime industry, it is of vital importance to support the training and development of the country's future leaders.

Ricardo is himself a good example of the success of BSM's training and development programmes, having joined the company in 1994 at the age of 21 as a Merchant Marine Academy graduate. “After completing

my traineeship in 1993 from the Escuela Nautica de Venezuela (Merchant Marine Academy in Venezuela), I started as a Junior Officer at the BSM Maritime Training Centre in Cyprus and worked my way to the rank of Captain,” he said. He was appointed to his current role in November 2015.

As to where he would like to see BSM Mexico in five years time, Ricardo is characteristically optimistic. “Our activities will increase in parallel with the development of the fleet and the Mexican flag, with opportunities arising from stable oil prices, economic reform and a solid legal framework which will help us to invest our resources,” he concluded.

Seafarer profile: Captain

Octavio Mortera Blancarte

From a young age, Captain Octavio Mortera Blancarte dreamed of being a seaman. He was born to a family of seafarers by the shores of Mazatlán, Mexico and has fond childhood memories of swimming, fishing and listening to captivating stories of traveling the world by sea.

A graduate of the Nautical School of Mazatlán, Octavio commenced his maritime career in 1993 and has worked in the oil & gas industry over the past 20 years onboard DP2 and DP3 capable offshore support vessels.

Having joined BSM one year ago, he is now Master of the accommodation vessel, *Reforma Pemex*, and is enjoying the challenges of managing a new generation support vessel.

"We are 715 people on board, including the customer's personnel. As the Captain, I try to provide a comfortable, organised and safe working environment

for the crew. We are mainly Mexican nationals and the seafarers depend on each other on board. The level of teamwork that exists has created good relationships with people from different parts of the country," Octavio explained.

He said that one of the daily challenges he faces is liaising effectively with the multiple departments on board. He relies on his extensive experience at sea and the structure that BSM provides as a company to achieve this. "At the end of a challenging day, I enjoy the feeling of accomplishment."

"A fundamental difference between *Reforma Pemex* and other vessels that I have operated is the number of people I am responsible for. As the Captain I have command, but also the opportunity to help my team. Together we are learning this brand-new vessel and with strong teamwork we are focused on operating at the high standards that BSM is known for," Octavio concluded.



Cyprus: A leading Ship Management Centre

Cyprus possesses a vast shipping expertise by virtue of its rich maritime history, having been engaged since ancient times with the Greek, Roman and Egyptian civilisations.

Situated at the crossroads of three large continents – Europe, Africa and Asia, the Island is a world-renowned hub for ship owning and ship management services with more than 130 shipping companies present as part of a maritime industry that contributes approximately 7% of the country's annual GDP.

The southern coastal city of Limassol is home to some of the most prominent names in global shipping, with Bernhard Schulte Shipmanagement (BSM) being one of them since 1972.

The Managing Director of [BSM Cyprus](#), Arthur McWhinnie, is a mariner by background who sailed for

over seventeen years with several shipping companies, including Elders and Fyffe's and P&O, before joining Lloyd's Register of Shipping with posts in London, Athens and Dubai. Arthur has been with BSM since September 2000.

The Cyprus Ship Management Centre currently manages 97 vessels, 53 of which are under full management, for customers worldwide.

"Truth, trust and respect are the defining principles that my team and our company live by. These are central to our operating philosophy and underpin the strong relationships that we have established with our customers, who include Ridgebury Tankers, CV Shipping and our parent, Bernhard Schulte," said Arthur.

Arthur also notes the importance of the close relationship that is maintained with BSM colleagues in



“ *Truth, trust and respect are the defining principles that my team and our company live by* ”

the region in providing successful ship management services.

“We are very close to our Greek Ship Management Centre colleagues based in Athens. We have common customers for whom we collaborate closely to effectively manage their vessels.”

BSM Cyprus is looking to grow further through a focus on sustainability, cost efficiency and competitiveness that will continue to deliver high levels of customer satisfaction.

“We want our customers to feel they are getting the best performance for the most cost-effective approach to ship management. We strive to ensure that our personnel are well educated and trained to enable them to perform at the highest levels within their respective roles, and fully utilise the capabilities of our Maritime Training Centre in Limassol to achieve this.”

BSM is a major supporter of Maritime Cyprus, a biennial global shipping event that will be held in Limassol in October this year, with Arthur being personally involved in support of the activities and programme being planned by the Cyprus Shipping Chamber and Department of Merchant Shipping.

“We are collectively focused on the key elements that will take us successfully forward as a company, an outstanding local team and a supportive government of the Country that BSM has been part of over a very long period,” said Arthur.



Arthur McWhinnie
Managing Director, BSM Cyprus

Eurasia Travel Network

continues to grow

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Eurasia Travel Network (ETN), BSM's award-winning Marine and Corporate travel agency, is looking forward to further growth under the leadership of newly appointed Managing Director, Nikos Bolias, who is based in Cyprus.

"2017 is a very important year for ETN as we continue to enhance our capabilities and further increase the value our services provide to customers" said Nikos, a seasoned professional with thirty-three years' experience in the aviation and travel industry.

With IATA approved offices located in Cyprus, India, the Isle of Man and the Philippines and associated offices in Hong Kong, China and Singapore, ETN's extensive capabilities offer customers real benefits.

The team of multilingual travel experts are available to manage travel requirements 24 hours a day, seven days a week and provide local fares at competitive prices, with no hidden or additional charges.



Nikos Bolias
Managing Director, Eurasia Travel Network

“ *The goal is to achieve our objectives profitably through satisfied customers and the highest level of focus on seafarers’ welfare* ”

Additionally, ETN’s strict adherence to established policies and procedures guarantees a global standard of high quality service.

Business expansion is being supported through technical and commercial advancements, including online booking and agreements with strategic partners and suppliers that will enable seamless travel for seafarers.

A good example in this area is the PAL Ticketing software module which ensures that thousands of seafarers travelling around the world are able to get to and from home efficiently and cost-effectively, without the need to use telephones or email.

Crucial to ETN’s success are its employees, said Nikos, who places a strong emphasis on effective personnel management and development.

“I am very pleased and proud that Eurasia Travel Network personnel are not only well-trained, but also very committed to providing an excellent service to our customers. They play a critical role in supporting the achievement of our business growth objectives.”

“The goal is to achieve our objectives profitably through satisfied customers and the highest level of focus on seafarers’ welfare,” he concluded.

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MariApps introduces

new Seafarer App

MariApps Marine Solutions, the Schulte Group's software development business, has recently introduced an innovative new BSM Seafarer Application, designed to provide seamless connectivity between shore-based teams and the crew on board.

The app has a wide range of functions including detailed information on future sailing plans, scheduled training, personal certification and salary payments, with more than 6,000 users currently benefitting from its excellent functionality.

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MariApps has designed the web-based app to be user-friendly and with the goal of making seafarers' lives easier through creating an efficient document-handling environment. It can be installed on both Android and iPhone devices and has dynamic push-notification alerts to ensure seafarers are constantly up to date.

The Seafarer App can be used while on leave and during contract tenure, reducing communication costs between BSM's Centres around the world and the crew. With just a few quick clicks, seafarers are able to review travel documents and payslips, submit allotment requests and expense claims, and provide their dates of availability for planning purposes.

Users can even chat via the app with their respective Fleet Personnel Department ashore, asking questions or providing information.

Planned new features include the ability to update bank details, upload documents from mobile devices as well as receive news and circulars from ashore - all aimed at providing effective support to the BSM seafarer population.



One BSM



Crew Service Centre Indonesia

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celebrates its 10th anniversary

Bernhard Schulte Shipmanagement's Crew Service Centre (CSC) in Indonesia has achieved 10 years of successful operation this year after first opening its doors in 2007.

To mark the occasion, a celebratory event was recently held at the Jakarta office and attended by former and current seafarers, including the first group of cadets recruited by the CSC, who are now officers on board BSM managed vessels. Also present were the CSC founder, Mr. Ayub Junus, the Executive Director of the Consortium of Indonesian Manning Agencies (CIMA), Mr. Doddy Rachmansyah, and the General Secretary of CIMA, Mr. Gatot Sudewo.

Mr. Junus welcomed the guests and gave an overview of BSM's presence in Indonesia and establishment of the CSC, with invitees also given

the opportunity to share their experiences of working with BSM.

Capt. Akhmad Subaidi, Head of the Indonesian CSC, took the opportunity to thank the seafarers and shore-based team for their continued support, with everyone agreeing that the event was a great opportunity to strengthen the relationship between sea and land based personnel.

"The company has achieved great progress and improvement over the last decade, including an increase in vessels manned by qualified Indonesian seafarers recruited by our Centre," said Capt. Subaidi.

Ayub Junus and Chief Accountant, Ms. Sefni Somba, were recognised and awarded a memento of their 10-year service with BSM, prior to the event concluding with a traditional rice-cutting ceremony.

BSM Gold Awards

The BSM Gold Awards are a newly introduced initiative that recognise high-performing employees and teams worldwide and their contribution to innovation and customer service, which supports the company's goal of being a leading maritime solutions provider and the leader in quality ship management.

Judging of the 2016 Awards was extremely difficult due to the number of high quality individuals and teams that were nominated globally. The Awards' Committee reached their decisions based on criteria including demonstrable contribution to business improvement, commitment and determination, team leadership and collaborative working skills.

Many congratulations to BSM's 2016 Gold Award Winners, all of whom have delivered exceptional performance and contributed significantly to the company's continuing success!

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The 2016 Gold Award Winners are:

Individual Employees



Angel Fong
Chief Accountant
BSM Hong Kong



Adele Crothers
Executive Assistant to the Managing Director
BSM Greece



David Gonzalez
Fleet Manager
BSM Venezuela



Katerina Zamparas
Vetting Coordinator
BSM Cyprus



Kein Gong
Senior Fleet Personnel Officer
BSM China

Teams

Crew Service Centre - Ukraine

Oleksandr Litvinov, Managing Director
Anastasia Chernysheva, Senior Fleet Personnel Officer
Anna Piskunova, Senior Fleet Personnel Officer

Seachef – Hospitality Services

Tapan Kumar, Managing Director
Sarfraz Shaikh, Operations Manager
Gobindpreet Gupta, Assistant Manager
Smrutika Gavankar, Catering Officer

BSM Ship Management Centres

British Isles

Bernhard Schulte Shipmanagement (British Isles)
Dorchester House, Belmont Hill, Douglas, Isle of Man, IM1 4RE,
British Isles
Tel: **+44-1624-631800** Fax: **+44-1624-626-020**
Email: im-smc-man@bs-shipmanagement.com

Cyprus

Bernhard Schulte Shipmanagement (Cyprus) Ltd.
Hanseatic House, 111 Spyrou Araouzou Street,
3036 Limassol, Cyprus
Tel: **+357-25846400** Fax: **+357-25745245**
Email: cy-smc-man@bs-shipmanagement.com

Greece

Bernhard Schulte Shipmanagement (Hellas) SPLLC.
Kifisias Avenue 6-8, 15125 Marousi, Athens, Greece
Tel: **+30-210-6930-330** Fax: **+30-210-6930-333**
Email: gr-smc-man@bs-shipmanagement.com

India

Bernhard Schulte Shipmanagement (India) Pvt. Ltd.
401 Olympia, Hiranandani Gardens, Powai, Mumbai 400 076, India
Tel: **+91-22-400173-00** Fax: **+91-22-400173-33**
Email: in-smc-man@bs-shipmanagement.com

Singapore

Bernhard Schulte Shipmanagement (Singapore) Pte. Ltd.
152 Beach Road, #32-00 Gateway East, Singapore 189721
Tel: **+65-6309-5000**
Email: sg-smc-man@bs-shipmanagement.com

China

Bernhard Schulte Shipmanagement (China) Co. Ltd.
1-3F Block No.7, 1690 Cai Lun Road, Zhang Jiang, Pu Dong,
Shanghai, China 201203
Tel: **+86-21-61061333** Fax: **+86-21-61061300**
Email: cn-smc-man@bs-shipmanagement.com

Germany

Bernhard Schulte Shipmanagement (Deutschland) GmbH & Co. KG
Vorsetzen 54, 20459 Hamburg, Germany
Tel: **+49-40-822265-0** Fax: **+49-40-822265-650**
Email: de-smc-man@bs-shipmanagement.com

Hong Kong

Bernhard Schulte Shipmanagement (Hong Kong) Ltd. Partnership
2602, K Wah Centre, 191 Java Road, North Point, Hong Kong
Tel: **+852-2561-8838** Fax: **+852-2561-8803**
Email: hk-smc-man@bs-shipmanagement.com

Mexico

Bernhard Schulte Shipmanagement (Mexico) Ltd.
Leibnitz No. 20, Despacho 302, Colonia Anzures, C.P. 11590
Mexico City, Mexico
Telephone: **+52 55 7586-8272, +52 55 7586-8274**
Email: cy-smc-mexico@bs-shipmanagement.com

Venezuela

Bernhard Schulte Shipmanagement (Venezuela) C.A.
Centro Banaven (Cubo Negro) Torre B Piso 6, Entre Avs. Ernesto
Blohm y La Estancia, Urb. Chuao, Caracas - Zona Postal 1061
Estado Miranda, Venezuela
Tel.: **+ 58-(0)-412-241-4072**
Email: ve-csc-car-man@bs-shipmanagement.com

Eurasia Travel Network

P. O. Box 50127, 3601 Limassol, Cyprus
Tel: **+357-25-846470** Fax: **+357-25-344675**
Email: management@eurasiatravelnetwork.com

Hanseatic Cruise Services

Vorsetzen 54, 20459 Hamburg, Germany
Tel: **+49-403118960** Fax: **+49-403191215**
Email: cruise@bs-shipmanagement.com

Seachef Hospitality Services

401, Olympia, Hiranandani Gardens, Powai, Mumbai - 400076, India
Tel: **+91-22-40017300** Fax: **+91-22-40017333**
Email: seachef@seachef.com

Waypoint Port Services Ltd.

P.O. Box 50127, 3601 Limassol, Cyprus
Tel: **+357-25846527** Fax: **+357-25745245**
Email: commercial@waypointports.com

Hanseatic Chartering Ltd.

P.O. Box 50127, 3601 Limassol, Cyprus
Tel: **+357-25846400** Fax: **+357-25745245**
Email: management@hanseatic-chartering.com

MariApps Marine Solutions Pte. Ltd.

152 Beach Road, Gateway East, Singapore, 189721
Tel: **+65-8299-7064 +357-97879335**
Email: sankar.ragavan@mariapps.com

Schulte Marine Concept

3F Block No.7 1690, Cai Lun Road Zhang Jiang, Pu Dong Shanghai,
201203 China
Tel: **+86-21-5027-6077** Fax: **+86-21-5027-7055**
Email: management@schultemarineconcept.com



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www.bs-shipmanagement.com