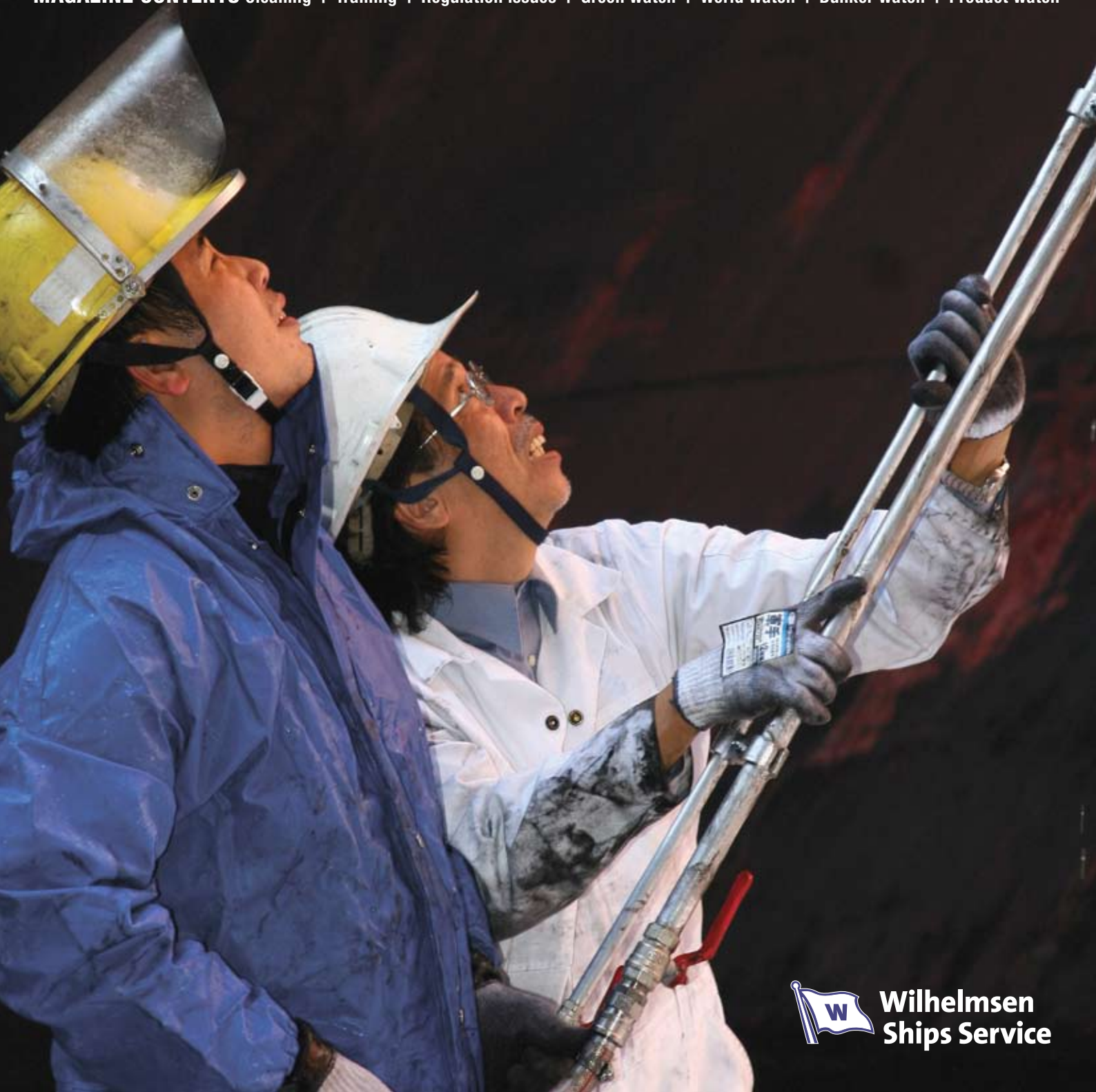


# WILHELMSSEN SHIPS SERVICE

TECHNICAL SERVICES  
MARINE PRODUCTS  
MARITIME LOGISTICS  
SHIPS AGENCY

MAGAZINE CONTENTS Cleaning | Training | Regulation issues | Green watch | World watch | Bunker watch | Product watch



**Wilhelmsen  
Ships Service**



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Strandveien 20  
P.O. Box 33  
NO-1324 Lysaker  
Norway

**Coordination and Editing:**

Dave Stebbing  
Tel: +47 67586912  
Email: WSS.literature@wilhelmsen.com  
<http://www.wilhelmsen.com/shippsservice>

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Erratum: In our last issue we referred to 207  
countries ratifying the Montreal protocol.  
This figure should have read 191.



**IT GIVES ME GREAT PLEASURE** to introduce this second magazine to you. I trust it will

help keep you up to date with services and products in the ship service industry.

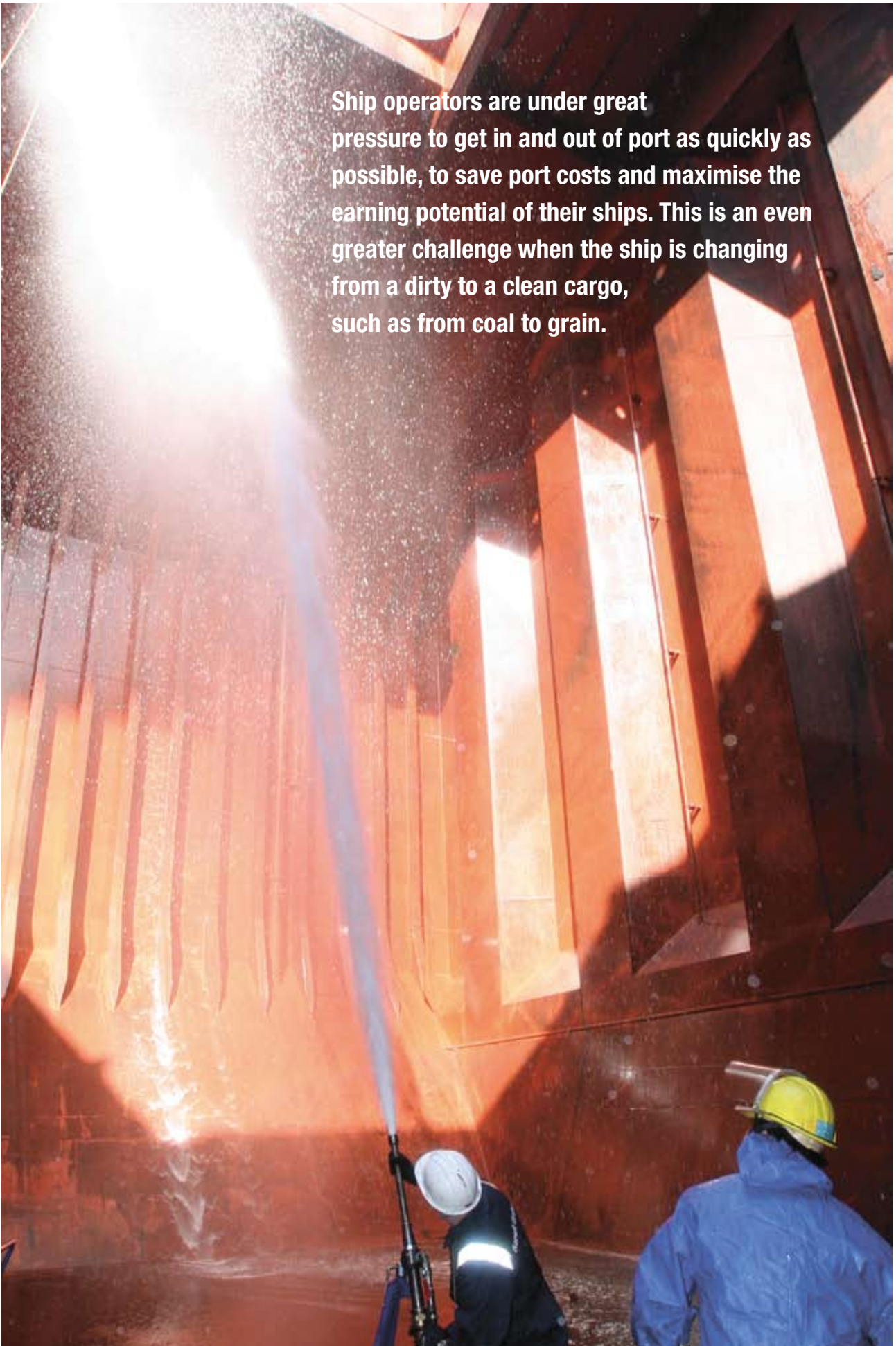
With increasing pressure on vessel operators to reduce their turnaround time in port, we look at ways of avoiding unnecessary delays in changing cargoes in bulk carriers. In this issue we start by focussing on cargo hold cleaning, and then look at other aspects of our business that contribute to efficient delivery of the products and services related to this activity. I hope you will find this information interesting and helpful.

If you would like to discuss any of this information further with our specialists, please visit us at our stand at the SMM exhibition in Hamburg, where we will have our cargo-hold cleaning equipment on display.\* See you there!

**David Tandy**  
President

\*We will also be present at CoalTrans Prague, the India Shipping Summit and Sea Trade Middle East.

Ship operators are under great pressure to get in and out of port as quickly as possible, to save port costs and maximise the earning potential of their ships. This is an even greater challenge when the ship is changing from a dirty to a clean cargo, such as from coal to grain.



# Ready in all respects

## Changes of Bulk Cargo - dealing with cleaning issues

Today, hold-cleaning has to be fast and efficient if a bulk-carrier is to reach its next destination on time, with holds that are certified clean and ready for the next cargo. Furthermore, labour, environmental and shipping regulations have changed, and many of the previous practices are no longer legal. So what are the challenges today?

### Clean or Dirty?

Dirty cargoes:

These include products such as cement, iron ore, petcoke, coal, sulphur and salt. The problems are three-fold: deposits, physical damage, and corrosion.

- Deposits from some cargoes, such as iron ore, do not stick tightly to the walls. Much of the dirt can be removed with water and simple detergent-based cleaning chemicals. However, oily cargoes like petcoke and coal can leave resistant deposits which can only be removed with strong alkaline chemicals. Cement and limestone present special problems if they are exposed to water and solidify on the bulkheads, and require strong acids to break up the lumps.

- Physical damage from solid, sharp-edged products can damage the protective coating on the cargo hold walls, and create indentations where deposits of dirt can build up.

- Corrosion is clearly a problem in the case of chemicals such as sulphur and salt. In these cases, the best solution is to try and prevent the chemicals from reaching the bare metal surfaces.

Clean cargoes:

Bulk food transport (such as grain or soy beans) requires a high standard of cleanliness for health reasons, and to ensure that the food will not deteriorate over time. Other cargoes, such as cellulose require even higher standards of cleanliness.

### Making Heavy Weather

Many operators plan on using the ballast journey for cleaning operations. However, bad weather can influence cleaning

conditions on the ballast journey – ice can make use of high pressure water cleaners impossible, and slops can freeze. Rough seas cause safety concerns, or make it impossible to work. In unpredictable conditions, leaving a port early to avoid extra port charges can be an expensive gamble if the weather changes dramatically.

### Choose your chemicals

It is not practical to keep stocks of a complete range of chemicals.

Most vessels keep supplies of a general-purpose cleaning fluid for simple cleaning tasks and a stronger alkaline cleaner for more difficult cargoes. If in doubt, it is usually more prudent to use something stronger than necessary, even if it is more expensive, as the cost in terms of material and labour will be much higher if the job has to be repeated.

It is a good idea to standardise on one brand of chemicals, with a single supplier, as this means that operators can rely on getting the same formula and concentration in any port. If possible, operators should choose products which are water-soluble and biodegradable, to allow them to carry out cleaning operations in port (provided that the deposits they are removing are environmentally friendly.)

### Slip-coat

This can be very cost-effective. Although there is obviously a cost in time and money in applying a slip-coat before taking on a dirty cargo, the saving in time at the other end makes it economically worth while, as it is frequently sufficient just to wash off the slip-coat with sea water before taking on a clean

cargo. However, some residue may remain, so it is important to ensure that for food cargoes, a non-toxic slip coat is chosen, to comply with FDA regulation 21.

### Tools of the Trade

High-pressure cleaners are only effective at very close quarters, usually less than half a metre. Most cleaning is done with water or chemicals at normal pressure, which can be boosted by the use of special jets and air pressure to reach long distances. In this way, chemicals can be applied all the way up the cargo hold



When quantities were small and labour was cheap, most hold-cleaning was done by hand, by labourers using scrubbing-brushes, mops and brooms, working from improvised scaffolding or man-hoists. According to some accounts, in some ports the holds were filled with water, and cleaners floating in rubber rings would scrub down the sides of the hold while the water was slowly released!

bulkheads, and washed down with large quantities of water. Scaffolding should not be needed in normal cleaning operations, as with modern equipment all cleaning operations can be done from the tank-top. Erecting scaffolding can be time-consuming and dangerous.

Other solutions that have been used in land-based industries have so far not been successfully transferred to ships. Vibrator pads are used in the construction industry to remove caked materials. Sub-aural acoustic techniques (which involves using sound at frequencies below the human hearing level) are used to prevent powdered products from sticking to the sides of hoppers and ducts, but these have not been effectively developed in ships' holds. Rubber whips or "flails" have had some success in removing hardened cement products from holds.

### Safety First

Quite apart from obvious concern for the well-being of your crew, there is a financial cost when things go wrong. Injuries to crew members can lead to several days of delay in port; time spent recruiting replacements, and loss of morale amongst the remaining crew. It is worth checking the safety requirements on MSDS tables, and using the correct safety equipment. Some volatile chemicals require the users to wear protective clothes, breathing masks, and thick gloves etc.

### Get it all together

Big savings can be made if your agency and your chemical supplier work together, or better still, if they are one and the same company. The agency will know when a ship is due in port, and can have chemicals and cleaning equipment in place. For ships from the same operator that share equipment, they can have the equipment ready to load on board, together with a cleaning team if necessary. However, unless you plan to take the cleaning team with you (which means you need to arrange in advance where you plan to drop them off) it is better to use your own equipment and crew, as your departure will not be delayed by the cleaning team.

### Time and Money

Cargo owners are very much aware that time is money, and if the surveyor working for the cargo owner states that your holds are not clean enough, this can put you under pressure to make some costly agreements with the cargo owner. In these situations it is useful to have a "protective agent" who looks after your interests, and can call on the services of an independent surveyor if necessary, for an objective assessment of the situation.

### Coordinated Solutions

Very often, the most time-consuming part of the cleaning operation is not the cleaning itself: it is the time taken to organise and assemble all the necessary components (chemicals, equipment, cleaning teams, discharge arrangements, etc.)

The way forward for operators trying to improve efficiency and save money, is to coordinate as many activities as possible. Wilhelmsen Ships Service meets this need by arranging for the agency to ensure that the supply of chemicals and equipment coincides with the arrival of the vessel in port.

### If all else fails

Painting:

This is a last resort, but one that is frequently resorted to, particularly on smaller ships with tight deadlines. Usually they use cheap acrylic paint, which does the job, but is more difficult to clean by conventional methods because of its porosity. It can be more easily chipped by sharp objects, and often hides corrosion and other blemishes under the surface. Usually the only way to prepare this surface for another clean cargo is to paint it again, leading eventually to a paint surface several millimetres thick. If there is corrosion under the surface, this will

start flaking, which can lead to a grain cargo being condemned. In these circumstances there is no alternative but to strip off all the paint and start again – an extremely costly process.



What if you get to port and your supplier hasn't got the chemicals you need? Or your equipment fails, and they cannot find the right spare part? What if you need a team of cleaners to assist your crew?

We spoke to Per Saltvedt, Business Director of Wilhelmsen Ships Service Ships Agency, about this problem.

"Our customers are always looking for ways to save time. If any of these elements are missing, they waste hours or even days of extra time in port hunting them down. It makes sense to find an agent who can coordinate everything before you arrive in port, to provide a slick operation with nothing left to chance.

Wilhelmsen Ships Service provides the ideal solution. As we have Ships Agency services in hundreds of ports around the world and we also supply our own chemicals and cleaning solutions, you can trust us to get everything to the right place at the right time".

# The Wilhelmsen Ships Service solution...

THE RIGHT CHEMICALS, THE RIGHT EQUIPMENT, IN THE RIGHT PLACE, AT THE RIGHT TIME



*Loading the Unitor cleaning kit on board*

We have designed purpose-built Unitor kits for different sized ships and cleaning conditions. Now, with purpose made cleaning kits intended for different vessel sizes, customers have in shock-resistant container(s) everything they need to handle 60 different cargoes.

The Unitor kits include all the equipment necessary to clean and prepare cargo hold surfaces, including extendable lances and a pressure tank. The idea was to develop an easily-acquired solution for cleaning cargo holds rapidly without the use of scaffolding or lifts.

### Increased efficiency for Klaveness

One company that regularly benefits from coordinating its activities is the Torvald Klaveness group. Their ships regularly call at Gibraltar for bunkering services, and we are able to deliver cleaning kits and chemicals at the same time, as shown in our agency print-out from the Coral Globe's visit earlier this year.

M/V CORAL GLOBE		
End Of Sea Passage	09/05/08	0820hrs
Pilot on board		1142hrs
Anchored		1150hrs
Bunker barge a/side		1345hrs
Commenced bunkering		1415hrs
Completed bunkering		1745hrs
Hoses disconnected		1820hrs
Bunker barge away		1900hrs
Anchor away		1948hrs
Commencement of sea passage		2030hrs

During vessel's bunkering operation, the following services were carried out;

- 1.) 1x Unitor Cargo Hold Cleaning Kit was delivered aboard.
- 2.) 1200Ltrs Unitor Slipcoat was delivered aboard.
- 3.) 1200Ltrs Unitor Aquatuff High Foam was delivered aboard.

### REGULATIONS RELATED TO CARGO-HOLD CLEANING

In the past, ships at sea had much more freedom to operate as they liked. Those days are gone. Of particular concern are the MARPOL (Revised Annex I) regulations regarding discharge of oily water at sea. Any discharge containing more than 15 ppm (parts per million) of oil can attract fines of several millions of dollars.

The highest penalty so far has been \$37 000 000 for oily water discharge of the coast of the USA. FDA food regulations require the use of non-toxic slip coats with grain and food cargoes. (FDA regulation 21 CFR 175.300)

## **OUTSOURCING COMPETENCE: Our Service Academy**

**In the last issue we discussed the problems of finding qualified technicians to carry out refrigerant changes on ships still using R-22. Ship operators can no longer rely on their own personnel to carry out technical tasks, and it makes more sense to outsource these to specialists.**

### **A few good men**

What started as a service organisation (ex Unitor Ships Service) with a few good men 40 years ago has developed into a global technical services network with more than 400 technicians who support the vessels' technical staff and the ship owner's technical management team.

This network of service technicians is still expanding, although it is increasingly difficult to find well-qualified ships service technicians. As a consequence, Wilhelmsen Ships Service has expanded its Service Academy with the addition of an Apprentice Program for new technicians, to ensure that it can continue to deliver the quality of services that customers expect.

Mats Hestmann, Wilhelmsen Ships Service's international technical service manager describes the background for the initiative to develop an internal training programme.

"Ship systems are becoming more complex and special schools for training ships service technicians do not exist. In addition, recent changes in legislation have led to bigger and more challenging jobs like CO2 low pressure fillings and refrigerant conversions that require specialised teams. The competition to employ and retain qualified and highly skilled staff has become fierce. We had to do something about this, so we did," he explains. "The result is a professional service technician training program, including a career path leading from apprentice all the way to senior technician. "

### **First of its kind**

The Service Academy is the first of its kind in the maritime services industry and concentrates on the systems and equipment found on board. The training process is an ongoing activity, because up-to-date technical knowledge is the basis for the service technician to carry out his work and give advice on technical matters on board.

### **Not exactly a "walk in the park"**

Chief Trainer, Göran Fredriksson, was proud to say that classification societies have found that Wilhelmsen Ships Service has less than ten percent of the number of non-conformances of service stations compared to the industry average. The key to maintaining this remarkable track record, he says, is through skills development, regular training and working with the proper tools. The Service Academy was built on this foundation.

"Our service technicians also represent our corporate values, so it's important that they have the right attitude and understand the importance of providing the first class service that the customers expect," Göran Fredriksson adds.

The Apprentice Program is currently being rolled out worldwide. The group has 50 apprentices, each based at one of the 80 certified Service Stations. The program combines 100 hours of theoretical training in refrigeration or safety knowledge with "on-the-job" training and additional training in service administration to help them understand the importance of good customer service.

Hooking up the testing equipment on a Welding Gas Distribution System at our training premises in Houston.



Apprentice Pieter-Jan Stynen from Belgium: I'm excited to be part of the program. I want to learn the basics and go as far as I can and try to be the best. After I have finished I want to be able to do everything that is expected of me. I have a great mentor, and he always explains everything when we are working on a job together

## A COMPLETE TECHNICAL SERVICE OFFER

Wilhelmsen Ships Service delivers technical safety and refrigeration services to over 15,000 ships per year. The goal is to enhance safe vessel operation and keep customers' ships in compliance with regulations. This is done in different disciplines and the technicians' area of expertise include:

**Marine Refrigeration Service** (Replacing ozone-depleting substances, servicing compressors, N2 generators, environmental system inspections, leak testing and a variety of preventive maintenance.)

**Safety Inspection Service** (Inspection, maintenance and certification of safety equipment and systems onboard requiring regular checks according to legislation and vetting inspection.)

**Training Courses for customers** (EPA training, basic refrigeration training, Refrigeration Cargo Carriage training)

The approvals from STEK, SWEDAC, EPA and other national regulatory organisations, enable the service technicians to work on vessels sailing under any flag of registry.

The work follows a standard programme, making it possible for customers to select parts of a job in one port and continue it in the next port with the local Wilhelmsen Ships Service technicians.

The service of safety equipment can be contracted on a fleet basis with predetermined time intervals and prices.

# BOILER WATER: Keeping up with Legislation

The IACS (International Association of Classification Societies) publishes regulations regarding the inspection and of boiler water (Requirements concerning Pipes and Pressure vessels Paragraphs P 6.6 & P 6.7, and Survey and Certification Paragraph Z18 2.3). There are good safety reasons for these regulations, but there are also sound operating advantages that will save money.

## Boiler Explosions

Thankfully, they don't happen too often. However, when they do, they can have enormous impact. A ship's boiler can generate up to 87 000 kg of lift, which is the same take-off power of a 747 Jumbo Jet. This is enough explosive power to blow the boiler right out of the ship.

Explosions can happen as a result of burner malfunction or caused by local over-heating due to deposit build-up or as a result of leaks caused by corrosion.



This boiler was recovered from the sea bed after blasting itself off the ship

## How can chemicals help prevent explosions?

There are three main problems in pressurised water/steam systems: scale, corrosion and contaminants. A build up of scale or contaminants can lead to constrictions or blockages in tubes, and corrosion may eventually lead to leaks. All of these situations reduce the efficiency of the system, leading to increased fuel use, and potentially dangerous operating conditions.



This boiler carried away half the funnel as well

**Scale** comes from deposits of such as carbonates, and usually collects on hot surfaces like the walls of steam generating tubes. Tubes that are clogged with scale will have reduced circulation, and the heat transfer will be ineffectual.



An examples of scale, resulting in severe reduction in water circulation

**Corrosion** is often caused by oxygen in the water which reacts with the metal of the tubes to form oxides. Typically, this occurs as rust, which reduces heat-transfer, or can even lead to pitting and leaks.



Corrosion can cause dangerous leaks

**Contaminants** come from several sources. There can be impurities in the make-up water, or the contaminants can be picked up at several points in the steam / condensate circuit. Oil contamination usually comes from leaky heating coils, while particles and dissolved solids often enter with the make-up water. Gasses are present due to the low temperature of feed water.



Contaminants can cause reduction in circulation, and erosion of piping, pump impellers, etc.

## Prevention is better than Cure (And much Cheaper!)

Wilhelmsen Ships Service offers a wide range of chemicals and test equipment to deal with all of these problems. The important thing is to know what to treat, what quantities to use, and how often to treat the water. Regular testing is a key element in good boiler treatment programme. Left untreated, the systems will rapidly deteriorate, become more inefficient and can lead to dangerous (and expensive) problems.

Fortunately, there are computer programs that can assist in logging this information, and can communicate this to a ship's owner or management office, or to a chemical supplier. Wilhelmsen Ships Service has developed a program called "Waterproof" which is available free to all our customers. This program simplifies the process of entering test results from the different water systems, and keeps the ship operator informed of the status of water treatment provided and treatment levels in all applicable water systems.

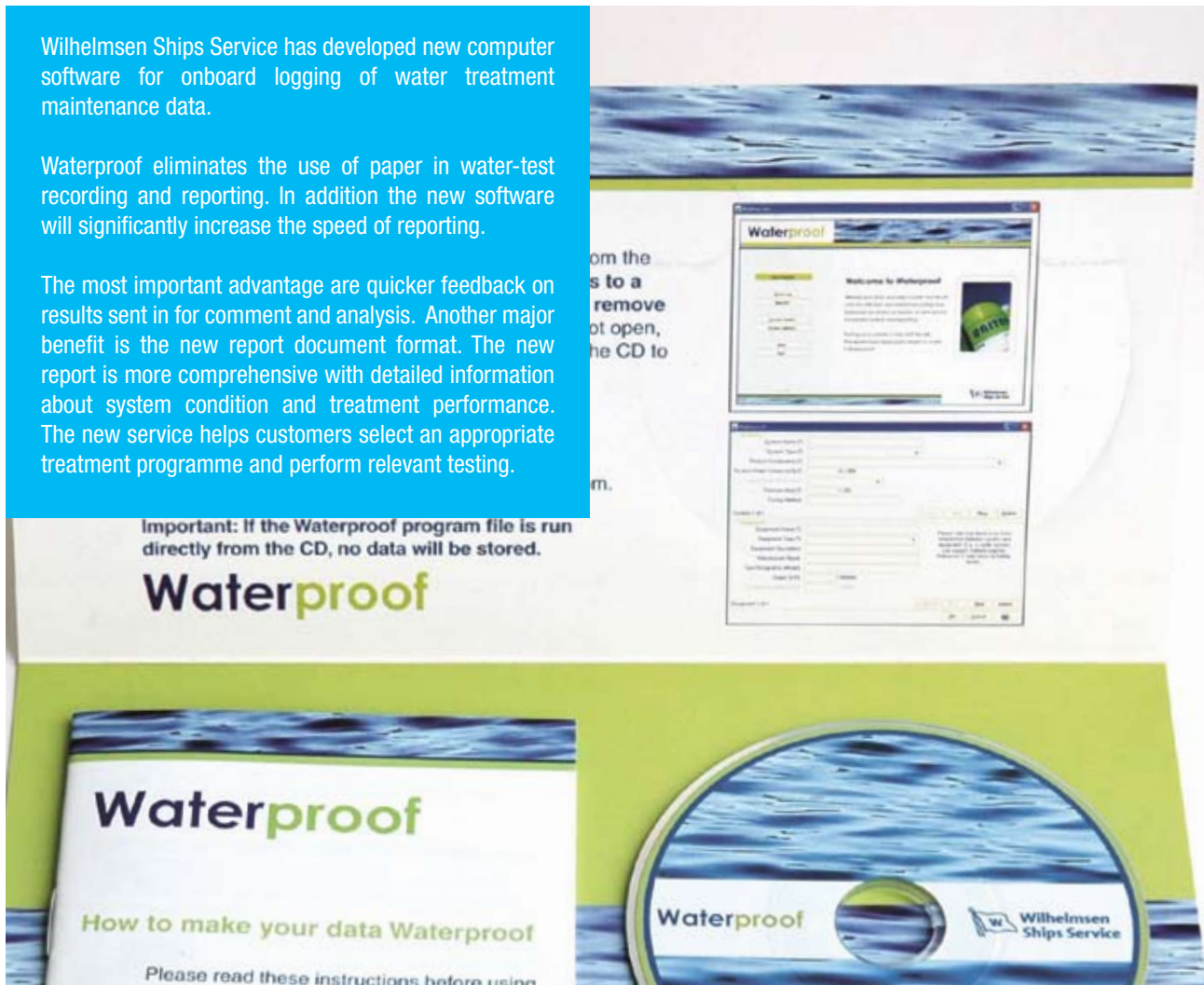
Wilhelmsen Ships Service has developed new computer software for onboard logging of water treatment maintenance data.

Waterproof eliminates the use of paper in water-test recording and reporting. In addition the new software will significantly increase the speed of reporting.

The most important advantage are quicker feedback on results sent in for comment and analysis. Another major benefit is the new report document format. The new report is more comprehensive with detailed information about system condition and treatment performance. The new service helps customers select an appropriate treatment programme and perform relevant testing.

**Important: If the Waterproof program file is run directly from the CD, no data will be stored.**

**Waterproof**



# REGULATION UPDATE

**Wilhelmsen Ships Service is represented on the boards of a number of regulatory bodies, and is able to give advance notice of likely changes in regulations. We will use this section in future to keep you informed of upcoming regulations that are likely to impact on your operations.\***

## **Regulation/Body (IMO MSC\84\24)**

The IMO Marine Safety Committee at its meeting in London in May 2008 in plenum approved a number of Resolutions and Circulars to be effective this year or on 1 July 2009.

### **AGENDA POINT 9.7:**

High-expansion foam using inside air for the protection of machinery spaces and cargo pump-rooms.

These guidelines apply to fixed high-expansion foam systems using inside air for the protection of Machinery Spaces according

SOLAS regulation II-2/10.4.1.1 and giving more detailed criteria for installation of these systems. The guidelines should be effective on 1 July 2009.

### **AGENDA POINT 9.8:**

Guidelines for the approval of fixed water-based fire-fighting systems for ro-ro spaces and special category spaces equivalent to that referred to in resolution A.123(V).

These guidelines give an alternative to the conventional sprinkler system required under resolution A.123(V), and will allow the use of water fog and inside air high-expansion foam systems for fire protection in these spaces. Guidelines should be implemented as soon as possible to allow installing such systems for ro-ro spaces and special category spaces on or after 1 June 2008.

\*Although we try to keep the strictest follow-up of rules and regulations, we cannot be held liable for incomplete or wrong information included. These regulations may enter into force on other dates than indicated, depending on flag authority implementation. A more detailed text can be found on: [www.lr.org/Publications/LR+IMO+MSC+84+Report](http://www.lr.org/Publications/LR+IMO+MSC+84+Report)



Unitor Chemicals is owned by Wilhelmsen Ships Service and ranks as the world's leading supplier of marine chemicals. It has an environmental management system certified to ISO 14001, specifying good practice for a precautionary approach to the company's environmental impact.

Going beyond simple regulatory compliance, Wilhelmsen Ships Service customers are assured the most environmentally-adapted products and services.

The Gamazyme range of products ranks as Unitor's most environmentally adapted and fastest growing product group. Gamazyme is a bioactive cleaning and sewage treatment product group utilising natural processes. Used wherever bad smells are to be eliminated and where hygienic environment is required, such as bathrooms, toilets, waste systems and galleys.

Unitor Chemicals are used by more than 14 000 ships, comprising 34% of the world fleet.

\*See a list of Gamazyme products on page 21.

# Are your cleaning chemicals really clean?

**The European Union's registration, evaluation, authorisation and restriction of chemicals regime (REACH) came into force on 1 June 2007 and was adopted by the European countries of the EEA (including Norway) on 14 March 2008. It will be implemented in stages over a 15 year period, calling for the registration of some 30 000 chemical substances. The overall goal is to ensure a high level of protection of human health and the environment during production and use of chemicals on their own, in preparations and in articles.**

As 31% of the world's chemicals are produced in Europe, often from components in non-European countries, it will mean in practice that countries wanting to trade with Europe will have to follow the REACH regulations. This also means that ship operators can be confident that the chemicals they buy from European suppliers also comply with these regulations.

This is not a guarantee in itself that these chemicals are environmentally adapted. It is only a guarantee that they will not be breaching present regulations, which try to ensure that highly toxic or poisonous chemicals are not used in existing or future formulations.

## A Step Further

REACH sets the bar relatively low initially, with a commitment to raise it gradually over the next 14 years. However, the ISO 14001 standard for environmental management systems deliberately sets the bar higher, as a challenge to producers to reach a high standard of excellence.

An important feature of the ISO certification is that it can be implemented at different stages of the production process. Some suppliers apply it just to the product formulation, but at Unitor Chemicals the ISO 14001 standard applies to product development, production, warehousing, distribution and marketing of marine chemicals. It is not sufficient merely to produce an environmentally sound product: in order to achieve ISO certification, the Unitor Chemicals' certificate also requires taking responsibility for how the products are used in the marketplace.

Some national governments have gone further still. In Norway, the end user of chemical products which could have a negative impact on health or the environment must assess whether alternatives are available which reduce the risk of such effects. If so, the alternative must be preferred providing this is possible without unreasonable expense or inconvenience. (Product Control Act, duty of substitution).

## Water-based or solvent-based cleaners?

There are two main types of components in cleaning agents:

the active ingredients and the solvent which carries these ingredients. Generally speaking, cleaning chemicals which are water-based are considered safe for the environment, and those which are organic solvent based are potentially damaging. Damaging solvents used in cleaning agents include chlorinated hydrocarbons, high aromatic hydrocarbons, turpentine and others. Due to their low boiling point, some are highly flammable. Some are a potential danger to humans and animals, in that when handled improperly they may easily enter the body, and can damage internal organs. Ingestion or inhalation of some solvent vapours may destroy fats in the brain, affecting the central nervous system. When released to the environment, they can be a danger to plant and animal life. In marine environments, they kill fish and other aquatic life-forms.

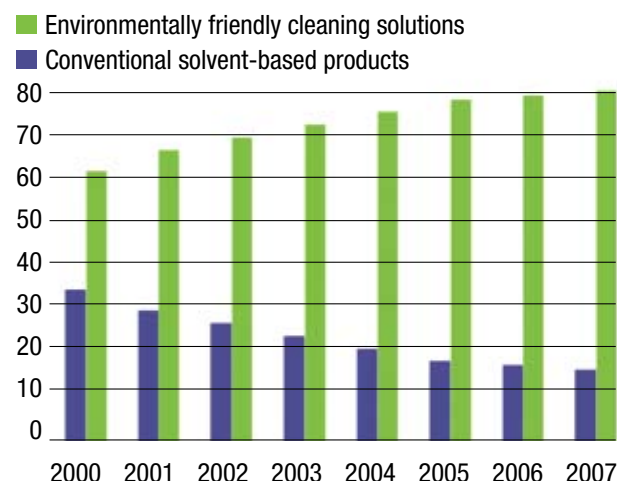
Great advances in bio-engineering in recent years have led to significant developments of cleaning agents based on bacteria cultures and enzymes. They are based on selected, natural occurring micro organisms. These products are ideal for cleaning galleys, accommodation areas and sewage systems. They replace acids and disinfectants, both of which are hazardous to health and the environment.

## Good news for all?

Products which are good for the environment are not always good for the bottom line. Although they may produce long-term savings, in the short term they can be very expensive. However, included in the ISO 14001 certification that Unitor Chemicals has in place, the market and the individual user must consider new environmentally sound products to be just as effective as, and their price to be competitive with, the product to be replaced.

So, for companies buying from ISO certified suppliers, for once this is "good news for everyone".

**SALES OF OUR CLEANING MATERIALS, SHARES IN %**



# FOCUS ON Shanghai and Dalian



**The growth of shipping traffic in Chinese ports has been growing so quickly that there are fears that the infrastructure cannot keep pace with the demand. We try to answer some of the questions that new operators in these waters are asking.**

**What are the problems for new operators wanting to use Chinese ports?**

Any new operator is going to suffer some culture shock, particularly regarding the language, and the Chinese way of doing business. New operators will need information about port formalities, customs regulations, immigration rules and port regulations. It helps to have an agent who is familiar with the rules and the important people in port, as relationships are an essential part of business in China.

**Is the turnaround time in port faster or slower than other ports in the region?**

The turnaround time depends on the type of cargo, and it varies from port to port. Bulk carriers face the longest delays, but it seems the worst time, which was around the end of 2007, with long lineups at certain ports, is over. Container vessels to Southern China and Hong Kong have a very quick turnaround time due to efficiency of systems in this area.

**How much pressure is there on docking places - are there long queues of ships waiting to dock?**

There are queues for dry Bulk Cargo vessels, due to large stockpiles in port and many vessels arriving at the same time. However the queues are about 2-3 days long and not as bad as the dry bulk loading ports. The Chinese government is trying hard to reduce the bulk cargo stockpiles in port by imposing additional taxes and controlling speculative stockpiling by traders, and the situation is improving.

**Are there new regulations coming up that existing operators should know about?**

Regulations change frequently in China especially these days as the government tries to cope with high inflation and currency inflows. It is good to have a knowledgeable agent in the area.

Two new issues since the beginning of 2008:

1. New corporate tax law, i.e., foreign and Chinese companies

## “There is a large amount of bureaucracy and the way around is to develop good relationships”

will pay the same tax (foreign companies used to pay less than Chinese companies).

2. New labour law, with more emphasis on the protection of the employees than before, which may lead to higher operating costs.

### **What is the level of bureaucracy?**

There is a large amount of bureaucracy and the way around is to develop good relationships. Some companies resort to bribery, but the Chinese government has recently cracked down on a number of high-profile bribery cases. There is greater transparency today as people are scared of getting caught bending the rules, so relationships and contacts are important in getting things done.

### **What aspects of Chinese ports are better than average for the region, and what aspects are worse?**

Better:

The infrastructure in Chinese ports - access to hinterland, storage space, number of berths, port turnaround time, physical facilities - is better than other ports in the region.

Worse:

Lack of English, lack of transparency, high level of bureaucracy, complex, frequently changing rules.

### **How does the physical infrastructure compare with other ports in the region?**

(Telephone & internet communications, rail links, availability of cranes & container handling facilities, fresh water supplies, waste water discharge, warehousing.)

All these facilities are in pretty good shape after some 30 years of serious investment.

### **Is it a popular destination for crews? Is it dangerous? Is it safer to stay on board?**

Both Shanghai and Dalian are pretty safe, at least not worse than Hong Kong, which is a very safe place for seafarers. There

are a lot of bars etc, but the only problem might be the language which means they might find not end up in the one they are looking for!

China is much more open for visiting crews than in the past so it is easier to get ashore than before. There are some improvements for crew going ashore - pubs with hostesses that speak a little English and menus that are in English. The degree varies from port to port – Shanghai, Qingdao, Dalian and Shenzhen are very well organised whereas some of the smaller ports still have a long way to go. Safety is not an issue, as there are equal numbers of con men and cheats in other ports in the region so seamen have to be aware of their surroundings.

Comments from Bi Yuping and Gur-Prasad Kohli in our Hong Kong office.



*Dalian's many parks and open spaces make this a pleasant city to visit.*

# A day in the life...

## Susan Yang, Customer Service, Shanghai

My daily work is busy and full of challenges, as the Customer Service Centre is an important window for customers to get an insight of our company.

I begin each day with categorizing emails and planning the day's work according to the urgency of customers' requirements. After completing the most urgent emails, I respond to customers' enquiries. I will then raise orders if customers confirm the quotations, and follow up with the order process to ensure that the Supply Department delivers the orders on time in full (OTIF). My responsibility ends with prompt payment collection of the orders. I have to strike a balance between satisfying customers' requirements and meeting our own obligations during the whole order process. This requires a high level of problem solving and communication skills.

The Customer Service Centre receives more calls than all the other departments. Customer satisfaction directly affects our company image, so the first rules of being a successful Customer Sales Coordinator are politeness, positive attitude and patience.

The Customer Service Centre in Shanghai was established one and a half years ago. I face a lot of challenges; however I get a lot of help from colleagues in the Sales Support, Logistics and Technical Service Department. If there are things I don't know the answer to, I can get expert opinion from anywhere in the world where Wilhelmsen Ships Service operate. We work as a family, encouraging, learning and supporting each other.





Susan is one of a group of customer service employees in Shanghai, responsible for dealing with requests from customers from all over the region.

**The Customer Service Centre in Shanghai is the key point of contact when Chinese customers ask for quotations and make orders. They arrange products and services for their Chinese ships world-wide, and assist clients from other customer service centres when their ships visit Chinese waters.**

## FUEL/CRUDE OIL MARKET:

**The surge in oil prices witnessed this year has been a combination of investor speculation and a tight supply-demand balance in the market. After climbing for several months, crude prices finally topped out at \$147/bbl, on 2 July. At the time of writing, the price has dropped to \$106 per barrel, but it is considered unlikely to go below \$100 per barrel.**

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### Speculation

With the credit crunch (sub-prime crisis) in the US, a weakening dollar and rising inflation, investors moved their money to commodities such as oil as they historically are anti-cyclical (i.e. when the general economy turns bad, commodities move the other way in the short term). Although analysts argue to what extent speculation has driven oil prices, there is no doubt speculation must take at least some of the blame. One measurement of this is the fact that when crude prices went from \$100/bbl to \$147/bbl, the rebate of bunker prices relative to crude prices increased dramatically. When crude was trading above \$140/bbl (which equates to \$890/mt), bunkers was actually as much as \$200 -\$250/mt cheaper. Historically, it is typical for bunkers to trade at a rebate of \$100/mt. This lagging in bunker prices relative to crude, is due to the fact that the bunker market is not as attractive for speculation.

### Supply and demand

Although they have increased production slightly, OPEC countries are reluctant to increase production. OPEC is still arguing that the current price level is driven by speculation and that the market is well supplied. Non-OPEC supplies are continuing to disappoint and production is constantly revised down from previous forecasts.

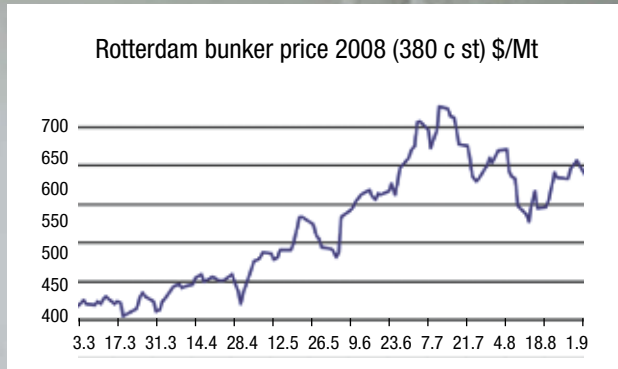
Demand has been remarkably strong given the current price level, but is now seen as easing off in the main consumer, the US. The problem until now has been that the downward trend

in US demand has been offset by demand growth in Asia and the Middle East (much due to highly subsidised prices). The demand growth in these regions, however, may now start to decline as governments are being forced to increase consumer prices (as seen in countries like Indonesia, India and China). The unusual demand in China leading up to the Olympics can also be expected to decline.

With the low spare capacity, the market is very sensitive to geopolitical tensions. Iran's nuclear programme, Israel, Venezuela, terror in Nigeria, Iraq etc.

Ironically, the supply and demand factors worked in the shipping industry's favour for a short period earlier this year. Russian fuel flooded the Rotterdam market at a time when the record high freight prices closed the arbitrage window for fuel to Singapore. This "trapped" fuel in Rotterdam led to over-supply of the market, bringing down bunker prices. As this window has opened, the situation has returned to normal, and as the crude price has gone down, price of bunkers relative to crude has gone up.

Although there is a bearish sentiment in the market these days, the market is still influenced short term by geopolitical events and supply disruptions. Hurricane Gustav accounted for a temporary spike in the oil price by threatening oil production and refinery units in the U.S. Gulf, and with the hurricane season is still at a peak for another month, we can expect further disruptions to bunker prices.





**EMPTY CYLINDERS:** Free up space, and save some money. Bring back your old cylinders. Many of you have a lot of money tied up in deposits or cylinder rental. We have 470 000 cylinders weighing roughly 50 kg each on ships around the world. This is enough steel to make 2 million bicycles!



**FEEL LIKE A SPARE PART?** Wilhelmsen Ship Service has four strategically located Spares Centres around the world, staffed by experienced marine professionals. As they are in close contact with manufacturers, they can offer the best solutions at the best price.

**OUR SPARES OFFER INCLUDES:**

**REFRIGERATION:** Multi-brand equipment, including compressors, compressor spare parts, system spares and air conditioning units.

**SAFETY:** Supporting Unitor branded products, plus a wide range of multi-brand spares for breathing air compressors, fire extinguishers, escape sets and fixed fire installations.

**MAINTENANCE & REPAIR:** Supporting Unitor branded products, plus a wide range of multi-brand spares for air tools, paint spraying, welding, washing and surface application equipment.

From our strategically located Spares Centres in Houston, Piraeus, Rotterdam and Singapore we coordinate delivery directly to your vessel, avoiding costly delays.



**EXPANDED CAPABILITIES IN ANTWERP:** On 18 April 2008 the Wilhelmsen Ships Service marine product operations and ships agency in came together under one roof. The new office is located in the heart of Antwerp's Old Port, and includes a "state of the art" technical workshop. The operation has been growing steadily in recent years, particularly on the technical services side. This is to some extent driven by Antwerp's status as the second largest chemical cluster in the world. Technical service for fire, rescue and safety equipment as well as refrigeration systems is an area where the company shines. The ships agency side of the business is also growing steadily as customers learn about our standardised global offer.

**What's on offer?**

- Marine products; safety, refrigeration and technical services; ships agency and logistics
- Service area includes Antwerp, Brussels, Ghent, Ostend, Zeebrugge, Zelzate and Terneuzen/Sluiskil
- 7,000 product deliveries per year
- 1,000 ships agency calls
- 800 safety-service jobs per year

**Contact details:**

Wilhelmsen Ships Service  
Houtdok Noordkaai 26, Kambalastraat 12  
B-2030 Antwerpen, Belgium  
Phone: +32 3 221 61 20  
E-mail: [wss.antwerp@wilhelmsen.com](mailto:wss.antwerp@wilhelmsen.com)

**READY FOR EMERGENCIES?** Time to service your EEBDs. It has been more than 5 years since the new regulations regarding Emergency Escape Breathing Devices (EEBDs) came into force. (IMO Maritime Safety Committee Circ. 849 Annex 5: Maintenance of EEBDs)



If you purchased Uniscape 15H Escape Set from Wilhelmsen Ships Service [formerly Unitor Ships Service] five years ago, it is now due for major inspection and service. In accordance with the regulations, owners have responsibility for ensuring that this equipment is efficiently maintained. In the event of an emergency, it must operate efficiently in order to prevent loss of life or serious injury.

From page 12:

**GAMAZYME** is a bioactive cleaning and waste treatment product group utilising natural processes.

**GAMAZYME BOE** (Biological Odour Eliminator)  
edp 624077 (20 ltr. Bag in box) / edp 624619 (12x1 ltr.)

**GAMAZYME BTC** (Biological Toilet Cleaner)  
edp 589945 (12x1 ltr.)

**GAMAZYME TDS** (Toilet Descaler)  
edp 712042 / 743146 5kg (100 sachets of 50 grams)

**GAMAZYME MSC** (Multi Surface Cleaner)  
edp 587618 (12x1 ltr.)

**GAMAZYME DPC** (Drain and Pipe Cleaner)  
edp 587055 4kg in sealed 0.23 kg solupacs.

**GAMAZYME DIGESTOR** (Drain and Pipe Cleaner)  
edp 624015 (20 ltr. Bag in box)

**GAMAZYME 700 FN** (Biological booster for sewage treatment plants) edp 571711 (12 kg)

**GAMAZYME FC** (Biological Floor Cleaner)  
edp 659391 (5 ltr.)



**SEE YOU AT THE EXHIBITIONS**

**SMM Exhibition, Hamburg.**

Please contact [wss.marketing@wilhelmsen.com](mailto:wss.marketing@wilhelmsen.com) if you would like an invitation to the SMM exhibition in September. *Photo HMC/ Michael Zapf (Z)*

We will also be present at the India Shipping Summit in September, CoalTrans Prague in October and SeaTrade MiddleEast in December.

**NEW WORLDWIDE ISO 9001:2000 CERTIFICATE:**

The Wilhelmsen Ships Service Safety Service organisation has successfully renewed its ISO 9001:2000 certificate for a period of three years



International Technical Service Manager, Mats Petter Hestmann is proud to display the ISO certificate.

The 80 safety service centres around the world carry out 18 000 service jobs every year (one every 30 minutes), so it is essential that we know that these are performed in accordance with the highest safety standards.

The certificate ensures that customer requirements are met, and if not, the mistake is rectified in an efficient way. It pushes the organisation to effect continuous improvements. Although the ISO certification does not specify how we should run our business, the ISO standard is a very valuable tool to ensure Total Quality Management thinking in a service organisation. Increasingly, we find that our customers are looking for some form of certification to ensure that they can rely on quality and efficiency of service delivery.

NOW LAUNCHING:

# NEW ONLINE PRODUCT CATALOGUE



Wilhelmsen Ships Service is pleased to announce the launch of our new online product catalogue. The new version is easy to navigate, contains more information and will be regularly updated.

You will find much more information about the products in this new product catalogue. All relevant accessories and related products are listed beneath each item as well as all relevant documentation, like MSDS connected with the product. If you need further information, you can easily find your nearest Customer Service Centre by clicking on the link which brings up Wilhelmsen Ships Service's directory.

We spoke to **Heidi Sæther**, who has been the driving force in publishing this new catalogue.

"This is a work in progress," said Heidi. "We are constantly improving this product guide, to make it even more convenient for users. It is a very powerful tool, with very helpful interactive features."

Click on the Product Catalogue icon on [www.wilhelmsen.com/shipsservice](http://www.wilhelmsen.com/shipsservice)

Please contact Heidi if you have any comments about this catalogue. We are constantly trying to improve it, and very much appreciate your input. Please email all feedback to [wss.marketing@wilhelmsen.com](mailto:wss.marketing@wilhelmsen.com)

### Network Directory

We also have a new directory of all our offices and service centres around the world. This is available online at [www.wilhelmsen.com/shipsservice](http://www.wilhelmsen.com/shipsservice). You can order your personal copy at [wss.marketing@wilhelmsen.com](mailto:wss.marketing@wilhelmsen.com)





## CUSTOMER SERVICE CENTRES

### What they can do for you...

The people working in Customer Services have a wide knowledge of all our products and services, but they also know who best to contact when they have a specialist question or a complicated case to deal with.

### How can you contact your nearest customer service centre?

You can use the map on the home page of [www.wilhelmsen.com/shipsservice](http://www.wilhelmsen.com/shipsservice) to find all the contact details of your closest customer service centre.

### The email addresses of the main centres are as follows:

#### North East Asia

WSS.KOREA.CSC@wilhelmsen.com  
WSS.JAPAN.CSC@wilhelmsen.com  
WSS.TAIPEI.CSC@wilhelmsen.com  
WSS.SHANGHAI.CSC@wilhelmsen.com  
WSS.HONGKONG.CSC@wilhelmsen.com

#### South East Asia and Oceania

WSS.SINGAPORE.CSC@wilhelmsen.com

#### Scandinavia

WSS.DENMARK.CSC@wilhelmsen.com  
WSS.FINLAND.CSC@wilhelmsen.com  
WSS.NORWAY.CSC@wilhelmsen.com  
WSS.SWEDEN.CSC@wilhelmsen.com

#### Central Europe

WSS.BELGIUM.CSC@wilhelmsen.com  
WSS.GERMANY.CSC@wilhelmsen.com  
WSS.NETHERLANDS.CSC@wilhelmsen.com  
WSS.UK.CSC@wilhelmsen.com  
WSS.SWITZERLAND.CSC@wilhelmsen.com

#### Eastern Europe

WSS.LATVIA.CSC@wilhelmsen.com  
WSS.MOSCOW.CSC@wilhelmsen.com  
WSS.UKRAINE.CSC@wilhelmsen.com  
WSS.MURMANSK.CSC@wilhelmsen.com  
WSS.POLAND.CSC@wilhelmsen.com  
WSS.STPETERSBURG.CSC@wilhelmsen.com  
WSS.VLADIVOSTOK.CSC@wilhelmsen.com

#### Southern Europe

WSS.IBERIA.CSC@wilhelmsen.com  
WSS.ITALY.CSC@wilhelmsen.com  
WSS.FRANCE.CSC@wilhelmsen.com

#### Mediterranean

WSS.CYPRUS.CSC@wilhelmsen.com  
WSS.GREECE.CSC@wilhelmsen.com

#### Black Sea

WSS.TURKEY.CSC@wilhelmsen.com

#### Middle East

WSS.UAE.CSC@wilhelmsen.com

#### Africa

WSS.CAPETOWN.CSC@wilhelmsen.com  
WSS.DURBAN.CSC@wilhelmsen.com

#### North and Central America

WSS.NORTHAMERICA.CSC@wilhelmsen.com

#### South America

WSS.SOUTHAMERICA.CSC@wilhelmsen.com



**TECHNICAL SERVICES**



**MARINE PRODUCTS**



**MARITIME LOGISTICS**



**SHIPS AGENCY**

Wilhelmsen Ships Service is a matter of people. We have more than 4000 marine professionals at your service, all around the world. Our people make sure that your vessels operate smoothly at sea, and cut down your turnaround time in port.

**We mind your business when it matters most to you.**

## Where in the world...?

**PORT 1**



**PORT 2**



**PORT 3**



These are photographs of well-known landmarks from various ports around the world.

If you think you know where they are, send your answers and contact details to [wss.literature@wilhelmsen.com](mailto:wss.literature@wilhelmsen.com), and you can win a laptop travel-pack (including hub, minimouse and connectors) in addition to several runner-up prizes.

As most of you correctly responded, the three cities in the last competition were Sydney, Shanghai and Cape Town. The three lucky winners were Peter Mannion (Melbourne), Tony Tentonello (Melbourne) and Ron Gadsby (Newcastle upon Tyne).

If you have any questions, comments or suggestions regarding the contents or presentation of this publication, please send them to The Editor, [wss.literature@wilhelmsen.com](mailto:wss.literature@wilhelmsen.com). This is a customer magazine, and we want to include the sort of information that you most want to read, in the way you want to read it.