

# TRUE NORTH

## WALLEM GROUP NEWS



### 40 years of service

Electrical Engineer PK Nambiar  
retires after four decades  
with Wallem



Wallem celebrates 108 years



On top of the world Asian Challenge 2011



Events: Seafarers gather in India and China



# WALLEM

ESTD 1903

## Note from the Group Managing Director



In June we had a major change at Wallem and we are all still adjusting to it. Rob Grool stepped down as the Group Managing Director and the Wallem Board asked me to take on the role. I was honoured to be asked and I accepted with the knowledge that Wallem has a lot to offer and I can lead the excellent team already running the company onto bigger and better achievements.

Under Rob's leadership, Wallem has significantly grown in size, developed its annual Sustainability Reports – the first of its kind in the ship management industry, established the *True North* values, which provide the foundation for employees' professional behaviour, and founded more than six joint-venture companies which have contributed to doubling the size of the fleet under management to over 350 ships.

I personally enjoyed working for Rob and learnt a lot during my time with him – “thank you”.

My focus for Wallem is on providing the outsourcing alternative for the

marine and transportation industry – proving to clients that their balance sheets or services will be better off if they give their back office documentation, accounting, commercial management, crew or technical management to Wallem. The menu of services Wallem has to offer is as long as your arm, these are just a few of the solutions we can provide. I will be asking the Wallem management team to show the industry just what we are capable of. All of our potential clients should expect a knock on their door from us soon.

In July I have been visiting many Wallem offices to seek their views on the company and to introduce myself. Although I was the ship agency managing director for six years, there are many people who I have not had the chance to work with personally.

During these visits I am telling staff what I want to see from them – fun, passion and pride, is a theme that will resonate through the offices. These are some simple attitudes and behaviours which we can embrace and have a potentially great

effect on our work environment and the quality of our services. We are in a serious business, with many risks associated with our vessel operations, so “fun” should not be taken literally, but we should strive for a better working atmosphere, where collaboration and teamwork are at the very heart of our ethos.

This issue of the *True North* magazine was prepared prior to the announcement of the change in Group Managing Director. There are many articles which show Rob's commitment and passion for this company – the most telling is the climb up Mt Kinabalu.

Also in this issue, and on the front cover, is PK Nambiar who recently retired after 40 years sailing with Wallem. He is a great example of the many dedicated and loyal seafarers that sail with Wallem every day.

Regards,  
**Simon Doughty**  
Group Managing Director



# 1800 people, two cruise ships and no berth...



Hong Kong



The Arcadia was anchored over night in Junk Bay, Hong Kong.

**...equals a big challenge for cruise agents when the P&O Arcadia and Cunard's Queen Mary 2 called Hong Kong.**

**A**ny well-seasoned baggage handler would have gone weak at the knees if they were challenged with more than 3000 pieces of luggage to be removed from a floating vessel without a stable dock to work from.

With a lot of planning and creative problem solving, not even a make-up case came close to taking a dip as the Wallem boarding agents and porters offloaded 450 guests and their luggage from the Arcadia cruise ship. The same when another 450 people joined for the start of their cruise.

One month later the Wallem team took it up a notch by offloading the 900 passengers and their baggage from the

Queen Mary 2 on its maiden voyage to Hong Kong.

The cruise season in Asia was in full swing in February and March, with the popularity of cruise holidays soaring, but resulting in pressure on the Harbour City cruise terminal in Hong Kong. No berths were available for the Arcadia, nor for the Queen Mary 2, which can only call at the cargo terminal as it is too large for the current cruise berths.

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Queen Mary 2 in Junk Bay: Pontoons were used to offload garbage and load gift shop items and fresh produce.

An additional pontoon was used to remove and load the luggage, take away the ships' refuse, and deliver fresh produce and items for the gift shops. Additional security guards were also on hand to monitor the luggage process.

Despite the unorthodox measures, the customers and crew were happy with the service and both vessels kept to their schedules for an on-time departure.

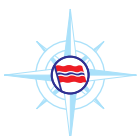
Mario Schuelli, the Passenger Services Manager of Arcadia, wrote a note of thanks after his ship's departure: "Dickson, you and your team were outstanding - A smile from this morning at 2.30am popping suitcases off to this evening with the last minute embark. Thank you and your team for extraordinary service and execution."



Passengers from the Arcadia were delivered to the shores of Hong Kong on small ferries.

Dickson Chin, General Manager of Wallem Shipping Hong Kong, put a plan in place with his team to establish a safe and passenger-friendly way to arrive at and leave the ships using

floating pontoons and small ferries. The Arcadia and Queen Mary 2 were moored in the picturesque location of Junk Bay in Hong Kong's east.



## True North in Action



A medical emergency proves how important it is to have a capable boarding agent on hand night and day for ships and crew.

Wallem Hong Kong boarding agent Roger Mok was woken in the middle of the night by the distressed wife of the Diamond

Princess' cruise ship's Hotel General Manager. Her husband Nigel had had a heart attack at the hotel where they were staying prior to boarding, and they were now in the hospital.

Roger quickly arrived at the hospital and reassured Nigel's wife Cecilia that Hong Kong's medical services were top rate and they should go ahead with the procedure the doctors were recommending. After a half hour operation Nigel was resting comfortably.

He stayed in the hospital for a couple of weeks to complete his recovery.

Roger arranged ongoing accommodation and transport for Cecilia and also Nigel when he left hospital. Nigel is now healthy and at home in England.

A kind thank you note from Cecilia said it all: "If it wasn't for you getting out of bed and coming to help me at the hospital, I do not know how things would have gone. It was far more than anyone could have expected. Nigel and I are eternally grateful."

## Foundations begin for new HKG terminal



On 8 April 2011 the future for the cruise industry in Hong Kong was laid with a foundation stone for the new cruise terminal to be built at the former airport site. Simon Doughty and Dickson Chin of Wallem Shipagencies attended the event along with Roger Tupper, Director of Marine, and Mr. Donald Tsang, Chief Executive of Hong Kong SAR.



# China-Russia service grows and expands



SASCO's (Sakhalin Shipping Company) new liner service, launched in September 2010, has exceeded all expectations and Wallem is regularly filling their fortnightly service from Shanghai to Vladivostok and Vostochnyy.

Wallem Shipping China is SASCO's liner agent in Shanghai, and a new team has been formed to manage the expanding business, which continues to meet the expectations of SASCO's Commercial Director, Alexander Averianov.

"We decided to give Wallem China our business and there have been absolutely no regrets - their team work very hard and the results are showing it," Mr Averianov said.

The service connects all ports on the east coast of China, via Shanghai, to Vladivostok Fishing Port and, since the end of January, an extra port call; Vostochnyy.

There are now regular slot requests from other carriers utilizing regular feeder services from Ningbo and Qingdao. From late February the only restraint to filling the ship is if the laden containers are too heavy for the ship to handle safely.



From these two ports in Russia's east, the majority of the cargo is loaded onto rail wagons to feed into the Russian interior and central Asia. Only 50kms from Vladivostok and a dedicated container port, Vostochnyy now receives two out of three bookings and it does not suffer from the same level of congestion as Vladivostok.

Making up Wallem's SASCO team in Shanghai are Ronald Chen (SASCO Sales Manager), Vicki Liu, Shirley Zhu, Sammy

Xie, Maranda Ma, Samuel Guo, James Cui. Mr Averianov also frequently visits Shanghai, where he lived from 1992-1997, to meet with shippers and forwarders, and works from a dedicated Principal's Room inside the new Wallem Shanghai office.



# It's Win Wen for Westchart



China



Win Wen was invited by the Westfal-Larsen team to attend the naming ceremony of the Brimanger and Berganger tankers in Korea in 2009.

Westchart and Wallem have been working together in China for the past 15 years with Westchart's tankers making about 120 calls a year in China's coastal ports.

Win Wen [翁建忠], Wallem's Senior Key Accounts Manager in Shanghai, looks after each of the calls personally.

"The chemical terminals in China are very congested, with waiting times between three and five days, and sometimes can

stretch to ten days during typhoon season, when there is heavy fog or public holidays," said Win Wen.

"But Westchart's tankers are always turned around very quickly because of our good relationship with each of the port authorities, the Maritime Safety Authority, pilot stations and with Wallem's experience."

Westchart is continuing to grow its services in China with the two-year old Berganger, a 46000

DWT tanker, soon to begin services between China and Europe, joining four other tankers on similar routes.

Win Wen visited his long-time customers in Norway for the first time in September 2010, meeting with Westfal-Larsen President Rolf Westfal-Larsen, Chief Operating Officer Rolf Westfal-Larsen Jr and Senior Vice President Karl Erik Gjesdal.

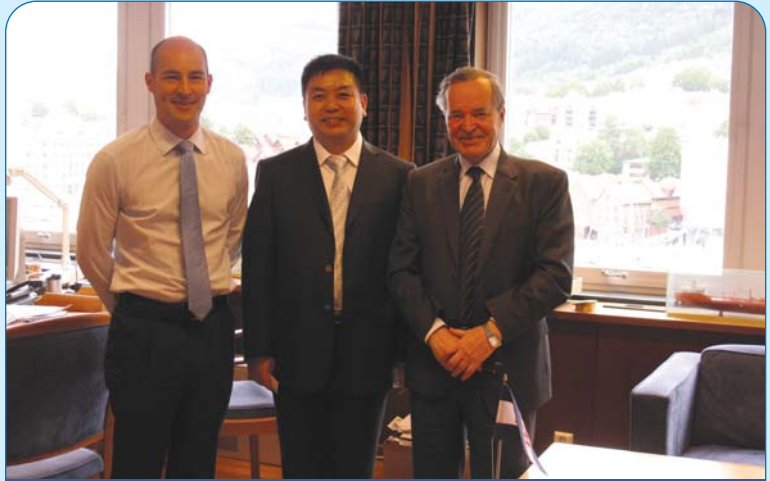
Westchart AS is a marketing, chartering and operation

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company performing the commercial functions of the chemical/product tankers owned or on charter to Westfal-Larsen & Co. AS.

Win Wen's hard work was recognised in early 2011 with a Wallem staff award presented to him for his continuous efforts in delivering high quality services to Wallem Shipping China's customers.



Win Wen (centre) met with Westfal-Larsen President Rolf Westfal-Larsen (left) and Chief Operating Officer Rolf Westfal-Larsen Jr in Norway.

## Systems-savvy staff reduce the load

### Philippines



Minerva Manaloto, Lead Finance Analyst, manages a team to process about 14,600 transactions each month.

Keeping experienced and knowledgeable staff focused on the needs of customers is difficult when their expertise are in as much demand from back office processing.

Wallem is using business process offshoring to take this valuable knowledge, document it, and create a team of systems-savvy people to run the back-office activities in another location.

Minerva Manaloto (pictured) is one of the systems-savvy people Wallem Innovative

Solutions (WIS) has leading teams of finance analysts who now carry out Wallem Shipmanagement's invoice registration and scanning and invoice matching. Minerva's team in Clark, Philippines, will process on average 14,600 transactions per month.

In addition to capturing, and replicating, corporate knowledge, other advantages of business process offshoring are gaining more value from consolidating work from many offices into one location, employing qualified staff and staff costs. Given the cost differences between locations it is possible to employ better qualified staff at less cost in the Philippines than, say, Hong Kong or Europe.





Wallem started offshoring business processes to its WIS facility in Clark, Philippines, in 2006. This initial successful offshoring was for Wallem Shipbroking (WSB) and consisted of updating their system with fixture and sales and purchase information. This entails the reading of 65,000 emails a month, extracting the relevant information, and putting that into WSB's system. This has

freed up valuable broker time to concentrate on transactions rather than data entry.

The service has since expanded to include processes for all Wallem Group divisions. For Wallem Shipmanagement, WIS Clark carries out port / crew / communications disbursement accounting, invoice registration and scanning and radio traffic accounting. For Wallem

Shipping Japan, WIS is currently taking on disbursement accounting for one of its principals. This included employing a staff member who is proficient in both Japanese and English.

For DPM Singapore a team was created to carry out chart folio management for 800 vessels, ensuring that all charts and publications are up to date.

Activity	Team Size	Average Transactions Per Month
Disbursement Accounting (DA)		
Hong Kong	6	1,300
Invoice Registration	2	3,300
Invoice Scanning	1	9,500
Invoice Matching	3	1,800
Fixture & Sales and Purchase	3	65,000 Emails encoded
Chart Folio Management (800 Vessels)	8	3,000
Wallem Shipping Japan (DA)	2	430

## Local knowledge useful in dry docking

### Hong Kong

The Hoegh Trapeze called in Hong Kong in late April for its two and a half yearly hull cleaning and class survey. Roger Mok from Wallem Shipping Hong Kong, as the agent for the car carrier in southern China, coordinated all of the arrangements between the Yiu Lian ship yard and the Hoegh technical managers.

The dry docking was originally planned for Shekou in China, but when the yard was

overbooked, Roger was able to make arrangements for the same service in Hong Kong. Roger's local knowledge came in handy when the Yiu Lian ship yard did not have all of the services needed during the dry docking. He arranged for local providers to calibrate the magnetic compass and inspect the life rafts so the



Roger Mok, bottom right, coordinated the dry docking of the Hoegh Trapeze in Hong Kong, which included an overhaul of the ship's side ramp.

Hoegh Trapeze could be on her way in good time.



# Records should reflect reality

**H**uman behaviour – what the shipping industry now terms as human element – is the common factor in most shipping accidents. Human element has become a focus point for the industry, and resulted in new requirements to assist in managing our behaviour and reducing accidents.

How many hours spent working or resting is one of the issues being addressed by shipping authorities with the ILO Work/Rest hour registration. The goal of the registration is to measure the actual human workload onboard ships. The STCW convention have defined and developed these rules over time. To easily and efficiently record the hours of rest and work onboard Wallem ships, we use software specific to the job: ISF Watchkeeper 3. It is installed and must be used on all Wallem ships. Watchkeeper 3 indicates if and when there is an exception based on an individual's daily input of hours. This software is also recognised by important institutions in the maritime industry, including major oil companies.

Flag states, oil companies and class societies are now paying close attention to the records of work and rest in response to the increased focus on effectively



Ship staff should take a couple of minutes each day to record their hours at rest and at work.

managing the human element in shipping. Violation of the rules is serious and could lead to fines, trade restrictions and other penalties. Port State Control representatives, in particular, are right now focusing on correct work/rest hour registration. The Australian Maritime Safety Authority (AMSA) has on some occasions been looking very closely at how the registration is being done and ensuring ship staff are complying with the rules.

In the past onboard some ships, the work/rest hour registration has been approached as a “paper exercise”. This has resulted in the registration not reflecting the actual onboard workload. Treating the process

as another administration task is dangerous, resulting in fatigue and the risk of accidents.

In Wallem Shipmanagement procedures are 100 percent clear. The registration of work/rest hours must always reflect reality. If necessary, recording the information correctly will justify to our customers the need for extra personnel. It also means the captain can manage his crew resources correctly and safely. If a ship's crew is overloaded with work, for instance caused by a hectic trading pattern, Wallem can respond by adding resources to eliminate any violations of work/rest hour rules and support safe working practices.



Used the right way and with an accurate reflection of reality, the work/rest hour registration is a very strong and supportive tool for Wallem sea staff to meet the many challenges in today's demanding shipping industry.

#### About the author



**Simon Frank** is the Fleet Personnel Director for Wallem Shipmanagement. He began his career in shipping with the Royal Danish Navy, experiencing international operations on a frigate, and literally learning the ropes onboard the Royal Danish Yacht. He continued his career with Rohde Nielsen in Denmark as the crew manager for seven years, then at EMS Shipmanagement, and prior to joining Wallem he was the head of Maritime Personnel at Lauritzen Kosan. Simon's extensive experience in crew management has developed from working with a large range of nationalities, with different ship types, and in effectively implementing crew management systems.

## Local Bergen offshore service launched



**W**allem Shipmanagement Norway has launched a local offshore vessel management service with global company support from the Wallem Group.

Pal Andresen, managing director of the Bergen-based ship management company, and his team offer a local and dedicated service for offshore vessels.

“Bergen is at the centre of Norway's booming offshore business and we are offering ship owners a unique local management service thanks to the robust management systems available from Wallem,” Mr Andresen said.

The offshore management service is aimed at owners of vessels specialising in:



Pal Andresen is now offering offshore management services from Bergen.

- Offshore supply,
- Platform supply,
- Crane, construction, remote operation and subsea,
- Anchor handling tugs, and
- Seismic and geotechnical.

Wallem Shipmanagement Norway currently manages 10 ships including tankers, bulk carriers and gas carriers.



# Partners prepare for Asian Challenge



To share the burden of preparing for the Asian Challenge, Rob Groot and Laxman Kumar were joined in one of their practice hikes by Ingrid Joshi of ATP Instone, Wallem Shipmanagement's travel providers. They climbed Sunset Peak, the third highest mountain in Hong Kong.

## Meeting the Asian Challenge

More than four thousand metres were climbed and almost USD 25,000 raised to support services provided by the Sailors Society through the 2011 Asian Challenge.

Wallem entered two teams into the Sailors' Society Asian Challenge to climb Mt Kinabalu in Borneo. The six Wallem people from offices in

Hong Kong, Germany, China and Thailand collected donations from suppliers, friends, family and shipping partners. We are grateful we could make a contribution of USD 25,000 to the USD 600,000 raised by all 41 teams in the Challenge.

Here, Vijay Soman of Wallem's insurance department and an

entrant into the Challenge recounts the tough but rewarding two day climb and descent:

On 10 April 2011, at the crack of dawn, Wallem's Rob Groot, Carsten Rakutt, Jamie Wrightson, Laxman Kumar, Vijay Soman and Pichet Chamchoy, reached the summit of Mt. Kinabalu (Lowes Peak) in biting cold and wet conditions. Suddenly the wind dropped, the drizzle stopped, and as the first





L to R: Rob, Jamie, Carsten, and Laxman after successfully reaching the summit. Donkeys Ears Peak is seen behind them.



Laxman takes a shot of Jamie, Carsten and Rob with the Wallem flag on the summit of Mt. Kinabalu.



Pichet Chamchey and Vijay Soman stand at Lowes Peak plaque on the summit of Mt. Kinabalu.

rays of sunlight bathed Lowes Peak, the Wallem flag was proudly unfurled.

The joyous moments were promptly captured for posterity, while our spirits soared in exhilaration;

*When the sun shines on the mountains  
and the night is on the run,  
It's a new day, it's a new way, and I fly  
up to the sun.*

*Una Paloma Blanca*

Before us lay the magnificent vista of Mt. Kinabalu's majestic mesa of grey /black granite and jagged peaks set stark against the backdrop of the drifting clouds.

Missing was the Paloma Blanca, but we saw the amazing sight of a lone paraglider, lifted by the thermals up above the mountain at about 4200 metres. That was surely an unbeatable way to get down to sea level.

Not possessing such skills, we shimmied down the steep granite sides with the help of the fixed rope, and then trudged down the high, uneven, and slippery stones of a watercourse to reach Timpohon Gate (1800 meters) by the early afternoon. Thankfully none of us were injured but our knees were creaking and legs were screaming...no more steps please!

It all began on 8 April when the 41 teams (of three members each), from all over the world gathered at base camp (1500 meters). We spent an excited and restless night there before the climb began the next morning.

It rained all morning as we climbed the relentless steps and watercourses. As the

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dense tropical rain forest with a myriad range of ferns, creepers and trees fell away below us and we cleared the cloud base at 2500 metres, we were awestruck by thousands of acres of a beautiful natural bonsai-style garden.

Little white and pink flowers sat like pearls on top of lush green bush. The locals believe the souls of their ancestors reside in these serene and virgin forests. Every tree and plant is said to embody the sacred spirits, so everyone treads with care leaving everything pristine and pure.

Wet to the bone, and tired, but high in spirit we reached Laban Rata at 3200 metres by early afternoon. An ice cold shower from the mountain stream and a hot meal greeted us at the dormitory. We slept early even as our guides placed us on tender hooks by announcing that if the incessant rain did not stop we would have to abort the attempt at the peak.

Luckily, the rain eased enough by 0200 hours the next morning for us to safely attempt the summit. We left for the summit at 0230 hrs in the dark. With a constant drizzle of rain, we clung to the fixed rope up the steep rock face and traverses. The long line of climbers with their bobbing headlamps looked like fireflies snaking their way up to the summit.

While reaching the summit was an unforgettable experience,



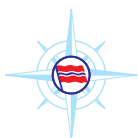
The way up and the beautiful foothills.



Mt. Kinabalu Lowes Peak seen as we climbed down.

most satisfying was the announcement that we had helped raise USD 600,000 for the welfare of our fellow seafarers. What is more, we had the privilege to have been blessed by the spirits of the mountain and we had been true to the local inhabitants' motto: *leave*

*nothing but foot prints, take nothing but memories.*



# Everyday risk management



Chief Engineer Singh says ask others to help you – this will reduce the risk of accidents.

**Turning risk management from theory into practice can be challenging. Chief Engineer Mahendra Singh gives some insight on how to make assessing risk a routine activity onboard.**

**E**very job is associated with a level of risk. Seafarers must assess the acceptability of the risk and do what they can to reduce it.

Risk is to be taken as a team with honest team effort. On ships, the most challenging task is to build a team, but a sincere team effort can overcome any risk.

With bunkering, I can mitigate the risk of overflow by only filling the tank to 85 percent. Then open any available empty tanks. I can slowly top up the first tank to 90 percent, at the same time carefully monitoring

the levels in all tanks and having closed loop communication with the shore so that pumping can be stopped if required.

The important thing here is that I motivate my team members and take them along with me so that they consider this exercise their own and not just mine. I need to instill confidence in my juniors to be able to take calculated risk.

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### **Enlist others to assist**

Once I was on a ship sailing from the Sea of Japan and heading for Mokpo Port in Korea. The visibility was almost zero and there were other ships around. Our master took all the prescribed precautions and he asked me to stand near the port side bunker station on the main deck with a walkie-talkie and tell him if and when I could hear fog horns of any nearby ships. With an additional look out, we managed the risk of collision. Enlisting participation was what I learnt here.

### **Wear the right equipment and be aware**

If I am working on a piece of equipment which produces high hydraulic pressure, and there is risk of spray going into my eyes, I must wear safety goggles. Eye injuries are also caused while working on a lathe machine and that is why we need to wear appropriate PPE (personal protective equipment).

Last year a PSC (Port State Control) official directed my attention to the risk of metal chips going into the eyes of people passing by the lathe or

while working on the opposite table. He advised us to bolt a screen to the lathe to remove the risk. Risk assessment and risk management needs creativity and awareness of fellow workers.

While handling chemicals there is a risk of burning my hands so I use rubber gloves. Keep containers well marked so that there is no risk of confusion. I must read clearly what is written on the can. Just last month, the chief mate gave the bosun some material in a tin marked 'Bond' to use it for affixing brake lining but after applying it, the bosun was not getting the desired result so he showed me the can as I was passing by. I read it carefully and found that 'Bond' was only the trade name and it was also marked as a gasket sealant. The lesson here is that we should read the labels carefully and familiarise ourselves with items kept in our stores.

### **Talk before taking action**

Some risks are not to be taken. We had a fifth engineer who was very good but he took the risk of opening the purifier sludge port to check the flow and got

burnt as the hot de-sludged oil hit his chest and face. He did not realize the risk and had not spoken with anyone about what he was planning to do.

There was another case of an motorman putting his fingers inside the diameter of the pipe end while he was handling a bundle of pipes hanging from a crane which swung and his hand got caught between the pipe end and a pillar, chopping off three of his fingers. In this situation there was no proper supervision and an assessment of risk was never carried out.

### **Seniors should supervise**

Often the senior officers sit in our cabins and leave the handling of stores to crew. There are very few masters and chief engineers who are present on the spot. If you are there, you can visualise the risks and advise on how to remove them from the situation. We can participate by overseeing the proceedings. There is no job too small not to merit the attention of experienced personnel.

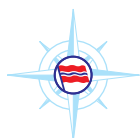
## **MV Atlas escapes pirates**

**A**s the Wallem Shipmanagement vessel Atlas prepared to transit the Gulf of Aden at approximately 1.30 pm UTC on Tuesday 31 May, the crew were attacked by pirates.

The Atlas, a bulk carrier of 53,806 dwt, was off the town of Assad, Eritrea in the Red Sea when she was attacked. The 2002 built vessel was heading east and

scheduled to pick up a security team in Djibouti at 7.00 pm UTC.

The pirates were able to board the vessel despite the use of





razor wire and other deterrents, and the 25 crew members secured themselves in the citadel.

A nearby French Naval helicopter and six personnel assisted the Atlas by boarding the vessel. The pirates fled, returning the control of the vessel to the crew at about 8.30 pm UTC. All crew were reported safe and well.

Two French Navy personnel continued onboard the Atlas until she arrived off Djibouti where armed security guards boarded.

Throughout the period the vessel was under lock down, the Wallem Shipmanagement office in Hong Kong was working closely with the UKMTO and other authorities to quickly secure the vessel and her crew.

The vessel arrived at her destination port of Bahrain with all crew safe and well. Wallem



The crew of the MV Atlas were presented with a plaque of appreciation from Wallem Shipmanagement when they arrived in Bahrain in recognition of their bravery in thwarting a piracy attack. (l-r) Wallem Fleet Manager Praveen Shukla, Chief Engineer Kostyantyn Levchenko and Captain Sergey Safontsev with their crew.\* Flavian Toscano, Assistant General Manager of WSMI and Maruti D. Rethrekar, Vice President of National Union of Seafarers of India, also joined the presentations onboard.

\*The presentation was held in the accommodation block for crew to relax their safety equipment vigilance.

Shipmanagement personnel from India and Hong Kong met the vessel and crew in Bahrain to debrief with them.

The crew, led by Captain Sergey Safontsev and Chief Engineer Kostyantyn Levchenko, did as

they were trained to do to secure their own safety.

Everyone at Wallem are extremely grateful for the fast and efficient assistance provided by the French Navy personnel.

## Day of the Seafarer – 25 June 2011

In 2010, IMO (International Maritime Organisation) Member States agreed that an annual “Day of the Seafarer” should be marked to recognise the unique contribution made by seafarers from all over the world to international trade. In 2011 the day is Saturday 25 June.

The IMO is promoting 25 June as a day for online action, asking people everywhere to say thank

you with the use of social networks by posting messages on Facebook, via tweets, by posting a video on YouTube, discussing on LinkedIn, or writing a blog.

At Wallem we will be posting our thanks on the Wallem Group Facebook page, and on the Wallem website news section.

By promoting discussion on the web about seafarers, we can

show crew members everywhere the respect, recognition and gratitude they deserve.

The IMO asks us all to say thank you by whichever electronic means we can, and raise issues such as piracy to inform the public about the challenges faced by the men and women who help move 90 percent of the world’s trade.



# Calmly pro-active crisis management



**Simon Truss, Wallem Shipping Japan's Managing Director, writes about the response to the massive earthquake and tsunami which hit Japan on 11 March.**

**W**e get earthquakes all the time in Japan, but this one was stronger and lasted much longer than anyone had experienced before. Only then did we realise it wasn't what we're used to.

But there wasn't a big fuss in Tokyo. Japanese people are trained from a very early age in how to handle earthquakes, the buildings are designed to handle the stresses and our people remained very calm despite the strong aftershocks.

Once the building was checked for damage, many of our people stayed in the office overnight due to a shut down in the rail network and gridlock on the roads. Some walked home – and the streets were full of people walking throughout the night to get home to their families. For many people it was only the following day when they were able to finally reach home and switch on their televisions that the full effect of the earthquake and tsunami hit home.

In the aftermath, once we were sure all our people and sub agents were safe and customers informed a combination of Japanese calm and western pro-activeness was the key to Wallem continuing business for our customers.

In the week following, the office staff were calm and focused on their jobs, and information was sent to all customers announcing Wallem's Japan offices were continuing business as usual.

Many companies in Japan either chose to close down temporarily or move to a safer location until they could assess what was happening. However, we sat down as a management team and decided that as the customers were continuing to call us, we had an obligation to be here for them.

“Japanese people are trained from a very early age in how to handle earthquakes.”

In the days immediately following, the foreign media also dramatised the situation, which put tremendous pressure on foreign companies, foreign governments and to all

foreigners to move people out of any perceived danger.

However, the reaction from Japanese companies was generally the opposite, to continue with business as usual to the extent possible and wait for any further instruction. It was a very tense period where accurate information was difficult to get.

## **Blended approach**

Wallem's response was to set up a blend of pro-active and re-active measures. Without clear information of imminent danger we were not going to close our offices, at the same time we needed to protect our business and people in case the situation became more serious.

We reviewed the situation per agency and by department, and set up a contingency plan which saw some staff being sent to our Osaka office and some to our Kobe office which would allow us to continue to run the business if the situation in Tokyo became more serious.

The very first working day after the earthquake computers and office equipment were sent from Tokyo to set this up. In Tokyo, flexitime was introduced to cope with the disruption to the transport network.



In addition, we offered some families, particularly people with young children, the chance to work away from Tokyo until the situation stabilised. It was not just the Fukushima radiation which was a problem. Access to fresh water, milk, fuel for cars, electricity black outs, continued rail disruption and strong aftershocks all added to the anxiety.

As customers raised different concerns, many foreign ships refused to call Tokyo ports (even though radiation levels were safe). It was clear the shipping community was in need of urgent guidelines to handle the situation in a practical way.

### **Practical guide**

As a senior executive of the Japan Foreign Ship Owners' Association (JFSA) I felt we needed to do something practical to drive this, and through the JFSA we quickly tried to ease the uncertainty for foreign shippers (not least our own customers) by explaining to the government that they needed to take a lead in setting up a clear set of radiation checking guidelines along internationally accepted standards.

We suggested what the guidelines should be, and these were then implemented as a standard way to manage

radiation checking. We are now in discussions with the ministry of transport to obtain some subsidy for foreign shipping lines to help offset the cost of radiation checking. In these ways we have tried to improve confidence and act as a bridge between the foreign shipping community and the Japanese government.

“ we have tried to...  
act as a bridge  
between the foreign  
shipping community  
and the Japanese  
government. ”

Although we have heroes all over the office, the unsung heroes in this have been our operations, customer service, equipment logistics and documentation teams who have worked tirelessly. They keep shippers informed about actual radiation levels, set up radiation checking procedures, report on container locations (to ensure they don't go near effected areas), handle last minute schedule changes, deal with port disruptions in the effected areas, provide information and assistance to our ship captains and many other extra little tasks to keep our customers informed

and keep our ships and cargo moving in and out of Japan the best way possible.

Our customers certainly appreciate that Wallem has gone the extra mile to protect their business in Japan, sending written messages of appreciation and support for the efforts taken by Wallem Japan.

### **The future**

Now as the mammoth task of clean up and containment continues in north eastern Japan, life is getting back to normal in other parts of the country, although things aren't quite the same. For example, our Japan office will look carefully at electricity consumption in the summer months and consider implementing measures to save electricity such as reduced office lighting, and implementing casual office dress in exchange for lower air-conditioning.

If you visit Tokyo in the months ahead, it is these little things which you may notice, whilst thanks to the quiet industry of the Japanese people daily life continues much as it always has and the process of recovery and rebuilding continues.



# No horse play onboard



Wallem Thailand, the general sales agent for the freight airline Cargolux, was granted the task of safely delivering six polo horses onto an aircraft in Bangkok bound for Luxembourg. The second half of their journey would deliver the horses to London and the West Sussex countryside. The Cargolux staff said they liked the white horse the best, but didn't play favourites when loading each of their stalls onto the airplane.



All of the horses were disembarked in Luxembourg in good condition.

# Farewell C/Eng's

Chief Engineer S.N. Ray, one of our most senior and respected seafarers, passed away at his home in Kolkata on 20 February 2011.

Mr Ray was a very professional and competent engineer who recently distinguished himself during the incident response when his ship, the HS Elektra, struck an uncharted rock off the coast of Chile. Mr Ray led his team in preparing the ship to sail without incident from

## In brief



New Shanghai office

### New Shanghai office

Wallem Shipping China has moved to a new office at International Capital Plaza 1318 North Sichuan Road. The

newly renovated office is open and bright and includes a set of rowing machines. All our customers and partners are invited to try their fitness and visit the new office.

### New Delhi office

The Delhi office and training centre also has a new home at The Corethum, Plot A 41 Sec 62, Noida. This is a modern area of Delhi and with the additional office space we will be offering our seafarers

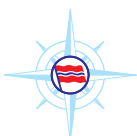
more training courses and a comfortable place for briefings.

### Quiz for Japan

More than HKD 36,000 was raised by the staff in the Wallem Hong Kong office for the Japan Red Cross to assist the survivors of the recent natural disasters in Japan. A quiz night raised most of the funds, and it was also the source of many laughs.

### Norwegian course approval

The Norwegian Maritime Directorate has granted Wallem's training centre in



# Ray and Aanoor

Chile to China with only temporary repairs.

Mr Ray will be missed both professionally and as a friend to many onboard our ships.

In March we also said goodbye to Chief Engineer Aanoor, who died at home with his family. He had recently achieved a ten years service award with Wallem. Everyone at Wallem thanks him for his loyalty and dedication to his onboard ship mates.



Mr Ray is remembered as a lively gentleman, here with friends at a family night.



Mr Ray, right, in his early years.



New Delhi office

Mumbai a five year extension to continue conducting the “Norwegian International Ship Register Familiarization Course for Masters”. We are the only training centre in the Indian

sub-continent to have such an approval.

## Readying for ECDIS

Executives from DPM UK & Singapore and PC Maritime visited ship management staff in Hong Kong to discuss ECDIS

implementation and the role of a chart agent, such as DPM. The discussions were very useful and highlighted the need for further planning, and in particular consideration for generic and type specific training.

## Emirates nominates Wallem

Emirates Shipping Line and Wallem Taiwan Transportation have signed an agency agreement to cater for Emirate’s Middle East, ISC and Africa service as well as other ongoing service opportunities encompassing Taiwan.

## Facebook

Are you on Facebook? We are! Join Wallem’s group page by searching for *Wallem Group* and see the photos from our events and connect with Wallem’s friends and staff.



# Happy Birthday – Celebrations all round

The 108th birthday of Wallem on 21 April was celebrated in all of our offices and onboard our fleet with games, cake and lots of laughter. Here is a snapshot of the festivities.\*

\*This map does not accurately depict the locations of the ships listed at the time of the Wallem birthday.



Onboard games and a feast was arranged for the crew of the Bergamo.



The creative talents of the Genco Languedoc crew were on show for the party.



The chief cook whipped up some tasty treats for the crew of the Iwaki.



ER Bologna crew flew their flags and had a great spread of food to celebrate Wallem day.

## Mumbai

The theme of Wallem's flag colours was threaded throughout several days of celebrations and community involvement in our Indian offices. In Mumbai the red day was for blood donation, white for visiting and donating items to an aged persons' home, and blue for visiting and donating cooking and maintenance equipment to an orphanage. They capped off the visits with a dinner for all staff.

## Chandigarh

The staff delivered stationery to children at a local orphanage for their studies, and provided medicine to the residents of an aged persons' home before celebrating with a birthday cake and lunch.

## Bergen

A home-baked cake from Irene Konradsen, the wife of Superintendent Kristoffer Konradsen's, made the Norwegian office's celebration extra special.

## Delhi

The opening of the new office in the Noida district coincided with the Wallem birthday and included a puja ceremony to ward off evil spirits. The local office staff also donated blood on their red-themed day, and then visited a home for mentally and physically handicapped people on their blue-themed day.

## Chennai

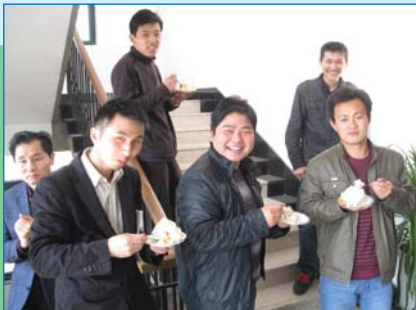
In the southern Indian city, the staff visited an orphanage and aged persons' home, then celebrated in the office with a birthday cake and games.



## Kolkata

The office and training centre hoisted the Wallem flag and planted some trees outside the buildings to mark the birthday.





### **Qingdao**

The training centre staff shared their birthday cake with the seafarers who were in the centre taking classes. Our COSCO Wallem joint venture also held a party!



### **Hong Kong**

An afternoon of games and competitions celebrated the 108th anniversary, along with a large cake decorated in red, white and blue.



The crew of the GH Resources decided who got the last piece of birthday cake like gentlemen – with a game of tug of war.

### **Tokyo**

A quiet gathering was held in Tokyo in respect of the country's national mourning in the wake of the earthquake and tsunami.

### **Shanghai**

The cake at the Shanghai celebrations was the largest of all, and staff worked up an appetite with games and a rowing competition.

### **Clark**

The staff of Wallem Innovative Solutions held an Easter-inspired birthday party with games, and egg hunt and a birthday cake.



### **Singapore**

Tasty treats along with a cake were on offer in Singapore.

### **Bangkok**

Lunch, a cake and games marked the 108th birthday in Bangkok.

### **Vietnam**

In Wallem's newest ship agency location, the staff shared a cake and some games.



### **Manila**

Wallem's milestones in the Philippines were the feature of a short presentation in Manila and then followed with great food, lots of fun and a party!



# Safety award record

A record 33 vessels have been awarded the 2010 Wallem Safety Award for achieving a year without any crew personal accidents, P&I Claims, hull and machinery claims and Port State Control issues. The vessels achieving the award are:

African Glory (PSC)	HS Carmen
Aino Dake	HS Tosca
Bonita	Nautic (PSC)
Capricornus Leader (PSC)	Naviga
Cetus Leader (PSC)	Orion Leader (PSC)
Champion Pride	Opal Leader
Crown Opal	Scarlet Ibis*
ER Bilboa (PSC)	Star Manx
ER Bologna (PSC)	Universal Peace
Franconia	VK Eddie*
Genco Beauty	Vogecarrier
Genco Champion	Voge Dignity
Genco Pioneer (PSC)	Voge Felix
Genco Warrior	Voge Lena
GH Power	Voge Renate
GH Resources	Yutai Breeze
HS Alcina*	

\* = also received 2009 award.

PSC = experienced three to four consecutive PSC inspections with nil deficiency.

All vessels will receive a plaque and certificate plus a USD300 cash prize to spend on crew welfare.

We also acknowledge regular and consistent safety incident reporting and the 10 best (in number of reports filed) are awarded a plaque and USD200 for crew welfare. The vessels receiving the award are:

Sonangol Girassol*	Champion Pride
Sonangol Kassarje*	Artemis Leader
Sonangol Kizomba*	La Paz
Sonangol Luanda *	Birch 4
Alpine Athelia	Crown Ruby
Champion Pleasure*	Cygnus Reefer

\* = also received 2009 award.





# My 40 Years with Wallem



E/E Nambiar stands with a model of his first ship sailing with Wallem, the MV Nego Triabunna, and former shipmates: (l-r) Rajesh Gadhia, Director Technical Dept, Sachin Kulkarni, Senior Superintendent, Capt. Deepak Honawar, Director Safety Dept, E/E Nambiar and Capt Vijay Soman, Manager Safety & Insurance.

**Electrical Engineer P.M.K. Nambiar has been sailing with Wallem for 40 years, and is now starting his well-deserved retirement with his family in India. He was one of the first Indian seafarers Wallem recruited for the managed fleet. E/E Nambiar has written this message for True North to share.**

**I** started my sea career at the age of 16 by joining the Indian Navy as a trainee and worked there for 11 years. When I was about to leave the navy I found an advertisement: A fast developing British Norwegian company based in Hong Kong requires officers. I applied and was selected. Thus I began my career with Wallem & Company. I joined the third ship of the company, MV Nego Triabunna. The two other ships in the fleet were MV Nego Enterprise and Nego Harmony.

In early 1971, Wallem started managing Golar ships owned by Pertamina of Indonesia. All these 20,000 dwt tankers were newly constructed. I can recall that MT Forest Hill and MT Forest Lake were the bigger tankers that came to Wallem for managing. My first tanker was Carina-1, taken over from the Japanese yard in 1975.

I have worked on all types of vessels, but mainly on VLCCs and ULCCs. I was sent on various new building and take over projects. Among these, the

*cont'd* →



first VLCC taken on by Wallem was the Sea Sovereign (ST South Sun) in 1977. Captain Deepak Honawar and Captain Vijay Soman were my ship mates on that vessel. Today these gentlemen both work in the safety and insurance department of Wallem Shipmanagement.

The take over of Thor Saga (Mississippi) owned by Thor Dhal Norway, and ST Kraka and ST Juno owned by Argonaut, Sweden were real challenges, as Swedish technology was well advanced during that time.

Looking back, over the past 40 years we have witnessed tremendous changes in the marine industry. In the 1970s we had crude oil tankers without inert gas systems (IGS). It was not a requirement then. Many accidents happened. We even lost one ship during tank cleaning, the MV Ai Wahabi (230,000 dwt) in 1980. IGS has really revolutionised tanker safety. An effective IGS has improved overall safety and also our safety record. The safety and quality standard achieved now are the result of years of training, practice, procedures and implementations by Wallem.

Seafarers have definitely become more health conscious with smoking and consumption of alcohol declining sharply. Wearing PPE (Personal Protective Equipment) has become a way of life now, which was not the case in the past.

I am one of the few who have seen the company growing from an infant stage to the present day; from no automation at all, to the full automation of the present day. With high safety standards, the marine industry has really come of age.

The “Live & Let Live” slogan is fully implemented as a part of our commitment for environmental protection. Seldom do you hear of a bunker overflow these days, unlike in older times when they were common. Thanks to the check lists, procedures and Marpol policies. This has been a real achievement.

I normally report at Chennai for joining and the office staff endear themselves to all. The company has really expanded, with some of the Fleet Personnel department shifting from Hong Kong to Mumbai. Training centres in all offices have made it much easier for officers to attend various courses and meant they can now update themselves in their hometowns.

Talking about personnel, I have sailed with Captain Deepak Honawar, Rajesh Gadia, Akhileswar Roy, Sachin Kulkarni, Captain Vijay Soman, Captain Manjeswar and others who hold senior management posts in Wallem. I am really proud to have worked with them.

My last ship was MT Toshi. When I signed off at Singapore, the company invited me to

Hong Kong and I was honoured by Rob Grool, Managing Director of Wallem Group, in front of Wallem senior staff, presenting me with my 40 years award – a gold medal engraved with Wallem’s logo and my name.

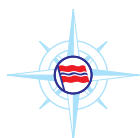
That was my hour of glory – one of the most joyous moments of my life. Also a photo that was taken near the replica of my first ship, MT Nego Triabunna, made the function more glittering. Needless to say, I was very emotional.

During my long career with Wallem, I had the opportunity to serve in 53 of our good vessels, out of which 32 of them were more than 300,000 dwt, thus giving me a total sea service of 322 months, or about 27 years.

I wish Wallem all the very best and will watch the company grow, while also reminiscing about my 40 year career with Wallem – sitting in an easy chair back home!

Good bye and thank you.

E/E P.M.K. Nambiar



# Long service awards

Congratulations to our seafarers who have achieved a milestone year of service between September 2010 and June 2011. All of us at Wallem and our customers are very grateful for your loyalty and commitment.

## 40 Years

Rank	Name
E/ENG	PMK NAMBIAR

## 35 Years

Rank	Name
CAPTAIN	NIGAM DESH D

## 30 Years

Rank	Name
C/ENG	BEDI SAT P
CAPTAIN	DHAPARE JAYPRAKASH K
3/ENG	DOGRA RATTANLAL C
3/ENG	MASCARENHAS ANTHONY R
C/ENG	MITRA PARTHA S
C/ENG	SARKAR HIRALAL
CAPTAIN	SEKHON SARIBJIT S
CAPTAIN	WIG GURMIT S

## 25 Years

Rank	Name
6EP	BARIA RAMJI L
BOSUN	BERNARDO EDILBERTO D
C/ENG	BORTHWICK FRANK J
2/COOK	DEODATO CARLOS A
C/ENG	GULERIA PRAMOD S
3/ENG	KARAN ASHISH KUMAR
CAPTAIN	KASAD ARNEZ J
2/ENG	LAMBE DILAWAR ABDUL R
6EF	MULLA MUZAFFAR M
6EF	PALIT SWAPAN K
PCO	PIMENTA DONATO REMEDIO C
C/OFF	SARKAR SURYADEB
6EF	WAGLE ABDUL HAMID I

## 20 Years

Rank	Name	Rank	Name
3/ENG	ADHIKARY GOPAL C	2/COOK	CORNICO EDGARDO D
6EFP	AKHTAR PERVEZ	6EF	DACOSTA DIOGO CONCEICAO J
6EF	ALI NIZAMUDDIN K	CAPTAIN	DASGUPTA SAMRAT
C/ENG	ALI SHUJAAT	BOSUN	DEL ROSARIO MARYON A
C/ENG	ANKAKALARIEL VASU MOHANAN	6EFP	DEY NIRMAL K
6EP	AROCKIAM ALPHONSE	6EFP	DIVAKARAN RAJAN
3/OFF	ARROYO NORMAN C	3/ENG	D'SOUZA GILROY R
C/ENG	BANDYOPADHYAY ASHIM K	CAPTAIN	DZHULINSKIY VIKTOR V
2/ENG	BHAKUNI SATISH KUMAR	PCO	FERNANDES AMARO J
2/ENG	BOBBY KURUVILLA K	PCO	FERNANDES JOAO P
AB	CAMBAL ZOILO B	6EFP	FERNANDES PATRICIO I
6EFP	CHAUHAN RAMA R	PCO	FERNANDES VICENTE J
6EF	CHAUHAN RAMBADAI S	BOSUN	FERRER CARLITO B
6EFP	CHAWHAN RAMANAND R	GP MTM	FULBARIYA CHANDRAKANT B

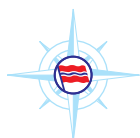


## 20 Years *cont'd*

Rank	Name	Rank	Name
PCO	GOMES ALEXIS B	AB	PEREZ HONORIO C
CAPTAIN	GONSALVES MAVEL M	CAPTAIN	PRADHAN RAJENDRA S
BOSUN	GREGORIO RUDY M	ENG FTR	RAFOLS EMILIO M
MTM	GUERRA ELMER L	CAPTAIN	RAHMAN MD. M
C/ENG	GUHARROY MANAS	C/ENG	RAHMAN MD. M
6EF	GUPTA RAMANAND G	6EF	RAM RAMDEV S
CAPTAIN	HABIB ABID	6EF	REDIJ SUNIL A
CAPTAIN	HALDAR UTPAL	3/ENG	REYES PORFERIO V
6EF	JADHAV SANJAY S	6EFP	SADHU BHOLA N
6EFP	KALEKAR SANDEEP J	AB	SALAZAR LEONITO P
GP AB	KHALFAY ESSA N	CAPTAIN	SAYAB MUHAMMAD
2/ENG	KHAN MUHAMMAD Z	6EF	SHAIKH MOHAMMED S
MTM	LOSBA*ES JESUS JR. S	CAPTAIN	SHARMA ARVIND
6EF	LOUIS ANTONY RAJ	6EP	SHARMA GOPAL KRISHAN
PCO	LOUIS VINCENT J	3/ENG	SHARMA KAILASH C
MTM	LOZA*ES CELERINO C	3/ENG	SINGH HARMESH
PCO	MAJUMDER ASHOKE K	E/ENG	SINGH PRAMOD K
ENG FTR	MALIMIT LUCINDO G	E/ENG	SINGH VIJAY N
2/OFF	MAMPRACHIRAYIL RAGHAVA P HARIKUMAR	CPO/BSN	SOLKAR MUSTAQ H
C/ENG	MANE CHANDRASHEKHAR S	GP MTM	SUKUMARAN AJAYAKUMAR
6EFP	MISHRA JAMIDAR MISHRA R	GP AB	TANDEL KARSANBHAI L
C/ENG	MOHIUDDIN MD.	GP OS	TANDEL MAHESHKUMAR R
AB	MOLINA REY P	GP AB	TANDEL MANSUKHLAL B
ENG FTR	MONDRAGON DANILO M	GP MTM	TANDEL MANUBHAI B
6EFP	MUJAWAR AZIM A	CPO/BSN	TANDEL NARANBHAI M
C/ENG	NEWNES JUDE M	GP MTM	TANDEL VIJAYKUMAR G
E/ENG	OMPRAKASH VIJAY K	CAPTAIN	VADOLIWALA ROHINTON S
6EFP	PALIECAR SUREXA P	ENG FTR	VELASCO ANTONIO D
6EF	PANJARI BHIMJI P	C/COOK	VELASCO REYNALDO U
6EF	PARAMESWARA MENON SUDHI	2/ENG	VIEGAS MARIO P
BOSUN	PAULE EDUARDO L	CAPTAIN	VONGEYER GLENN E
		6EF	YADAV LALBAHADUR R

## 15 Years

Rank	Name	Rank	Name
C/ENG	ELZID SKARIAH	AB	CALIWARA ROMUEL V
MTM	BALADAD ROBERTO S	PCO	CASTELL HUBERT G
CAPTAIN	BANDARU PRAVEEN S	PCO	CHAKRABARTI BISWAJIT
CAPTAIN	BASHIR KHALID	6EF	CHAUHAN LALLAN S
BOSUN	BATACAN ARNEL G	6EF	CHAUHAN SHIVNATH J
AB	BAUTISTA JEREMEIAS R	6EF	CHOUHAN SANTHLAL P
C/OFF	BAZAEV DMITRY V	GP AB	CHUNDANIYA DINESHKUMAR M
CAPTAIN	BURCHAK OLEKSANDR I	ENG FTR	DACANAY MELICIO N



## 15 Years *cont'd*

Rank	Name	Rank	Name
6EF	DAS ASIM K	GP MTM	QAZI ABDUR RASHEED A
PCO	D'ROZARIO DANIEL P	E/ENG	RAJIUDDIN MOHAMMAD
6EF	D'SILVA SYDNEY BERNABE Z	C/ENG	RAJPAL DEEPAK K
E/ENG	ELAMKUTTIL VINODAN	2/ENG	SAMBANDAM ARULMOZHI
CAPTAIN	EVSEEV VYACHESLAV	C/ENG	SARKAR SAGARNEEL
CPO/BSN	GAIBEE AZIZ U	PCO	SARKAR TARUN
3/ENG	GARDUQUE LARRY S	BOSUN	SARMIENTO CONRADO R
2/COOK	GENEROSO ROBERTO C	C/ENG	SARWAR SHAKIL
MTM	HERNANDEZ PATERNO R	2/OFF	SEPPAYA AVNISH
CAPTAIN	HOSSAIN MD. S	CAPTAIN	SHAHABUDDIN A.N.M.
CAPTAIN	IBRAGIMOV SHYKHBUBA T	C/ENG	SHVED YURIY B
E/ENG	IVANOV VOLODYMYR P	E/ENG	SINGH ANIL K
MOT ADD	JAMISOLA EMILIO R	C/ENG	SINGH GURMIT
CAPTAIN	KABIR NASIR	R/ENG	SINGH JARNAIL
GP AB	KHALASI ARVINDKUMAR D	3/ENG	SINGH PALVINDER
2/OFF	KHOLIA SURESH CHANDRA	6EF	SINGH RADHE S
R/ENG	KOSTYUK IGOR A	C/OFF	SINGH RAMESH
2/ENG	KUMAR AVINASH	R/ENG	SINGH UDESH P
CAPTAIN	KUMAR RAJ	C/OFF	SINGHAL AJAY
CAPTAIN	KUMAR TARUN	C/OFF	SRIVASTAVA VISHAL
AB	MANEJA RAYMUNDO A	C/ENG	SUARES KEITH ANTHONY CHARLES
AB	MENDOZA REYNALDO T	6EF	TAKKUR AWADH B
PCO	MITRA SUKHENDU	GP MTM	TANDEL CHANDRAKANT R
CAPTAIN	MOHTA HORMUZD M	PCO	TANDEL KAMLESHKUMAR S
GP AB	MONDKAR SANTOSH K	GP MTM	TANDEL PARESHKUMAR S
PCO	MORAIS JERSON J	BOSUN	TANDEL PRADIPKUMAR P
GP AB	MULLA BASHIR A	GP AB	TANDEL SURESHCHANDRA N
BOSUN	NELMIDA FERDINAND L	BOSUN	TEODORO BUENAVENTURA D
2/ENG	ONEGIN SERGEY E	MTM	UMALI NONIETO M
PMAN	PABLICO EDWARD G	BOSUN	VEGA JOSELITO V
6EFP	PAUL CHANDAN	MTM	VILLALON JOSEPH M
AB	PEDIDA DANILO L	6EF	VISHWAKARMA RAM P
AB	PEREZ ROGELIO C	6EF	YADAV CHANDRIKA
CAPTAIN	PODSADNIKOV DMITRIY I	C/OFF	ZHURAVSKIY SERGEY L
6EF	PRASAD CHANDESHWAR	C/ENG	ZIMIN OLEG V
6EF	PRASAD RAMASHRAYA		

## 10 Years

Rank	Name	Rank	Name
AB	ABULOG MANUEL L	BOSUN	ALLADO JULITO N
GP STWD	AFONSO CRUZ R	CAPTAIN	ALMEIDA ASHLEY A
C/COOK	AGULLANA RAMIL S	MTM	ALMOGELA VINCENT C
MMAN	ALEJANDRO SHERWIN MARK S	AB	ALMONGUERA ALLAN B



## 10 Years *cont'd*

Rank	Name	Rank	Name
AB	ALOMIA DENNIS T	AB	ENANO JOSE STEPHEN E
3/ENG	ANTONIO CARLOS L	ENG FTR	ENCARGUES ROMEO C
C/OFF	ARANHA MARIO CHRISTOPHER H	MMAN	FELIZARDO STEVE S
C/OFF	ARUMUGAM SUBRAMANIYAN	BOSUN	FERNANDEZ AURELIO S
BOSUN	ATIENZA NESTOR G	ENG FTR	FERNANDEZ RENE A
BOSUN	AURELIO RENATO R	ENG FTR	FERRERAS RICARDO S
GP MTM	BAMANIYA PARSHOTAM K	AB	FLORES ROBERT F
GP STWD	BAPPAITHOTTY MOHAMMED S	AB	GARCIA CHRISTIAN O
PCO	BAREYIL AMBUJAKSHAN	ENG FTR	GARDOSE ROMIE G
GP MTM	BARIA SHANTILAL D	C/ENG	GEORGE TITUS T
GP MTM	BARIYA NARENDRAKUMAR D	MTM	GESULGON HADJIE D
MTM	BASILISCO CYRIL L	2/ENG	GHOSH ABHIJIT
ENG FTR	BAUTISTA MARCELO C	2/ENG	GJAGUNES EDUARDES
MTM	BOLALIN RONALD M	ENG FTR	GRANDE RODELIO D
3/ENG	BOLO GEOFFREY P	2/OFF	GUILLEN JEFFREY M
PCO	BORGES STANLEY	BOSUN	HABITO RICHARD A
MTM	BORJA VIRGINIO M	GP AB	HALDER BROJEN
AB	BRA*A WILSON B	C/OFF	HUSAIN SYED W
4/ENG	BUGHAW MARCELINO JR F	6EFP	JAGAD PRAKASH R
AB	CALLO MICHAEL O	C/OFF	JOSEPH JOHN THARAKAN
GP AB	CAPTAIN PREMENDRAKUMAR K	2/ENG	JOSHI KAILASH C
MTM	CAYABYAB EDUARDO V	MTM	JUNTILLA JOEL A
GP MTM	CHAUHAN ARVIND H	GP MTM	KAPADIA PRAKASH CHANDRA S
6EF	CHAUHAN JAIHARI S	GP MTM	KAPADIA SHASHIKANT K
M/T OS	CHAUHAN JIVRAJ N	2/OFF	KAPOOR AJAY
6EFP	CHAUHAN RAMAGYA R	2/ENG	KARUPPAN RAJAMANI
6EFP	CHAUHAN RAMESH S	CPO/BSN	KAVUNGA VALAPPIL BHASKARAN V
MST ADD	CHOUDHARY ARUN P	GP MTM	KAZI SAMEER M
AB	CONSTANTINO ARNEL BOND G	3/ENG	KESAVARAMANUJAM ELANGO VAN
AB	CORONEL CRESENCIO D	CAPTAIN	KESHWANI RAJU R
AB	CULANGO JOEL M	GP MTM	KHALASI VASANTKUMAR K
CPO/BSN	DAS AKHAYA K	2/ENG	KOTEGAR MAHESHKUMAR G
PCO	D'COSTA ALVIN	GP STWD	KURICHIPALLA MOHAMMED T
MTM	DEPOSITARIO NEHRU T	C/OFF	LOPES MELROY T
C/OFF	DHIMAN VIKAS	CAPTAIN	MAMUN MD. A
GP MTM	D'SOUZA JOHN P	CPO/BSN	MANDEN VASANDHAN
GP MTM	D'SOUZA WILFRED C	C/COOK	MAONIO GARY S
C/OFF	DUBININ GENNADY V	2/ENG	MARIMUTHU PONSENTHIL K
2/OFF	DUDNIKOV SERGEY G	3/OFF	MAYOL EDWIN R
GP MTM	DULAWALA MANESHKUMAR H	C/OFF	MEKH DENIS Y
3/ENG	DUMADA-OG JOHN T	2/COOK	MELLA JOVITO R
2/ENG	DURASAMY DURAI BABU	BOSUN	MENDOZA ALFRED B
C/COOK	EDAY ALBERT C		



## 10 Years *cont'd*

Rank	Name	Rank	Name
MTM	MESIONA RUFO G	MMAN	SILVANO MIGUELUV CAMILO C
2/OFF	MHATE IMRAN B	MMAN	SILVELA MARLON J
CAPTAIN	MIAN TAYAB Z	R/ENG	SINGH AMAR
CPO/BSN	MICHAEL FERNANDO XAVIER N	C/OFF	SINGH ANKIT
4/ENG	MIRANDA EDCEL D	2/ENG	SINGH GURDEEP
CPO/BSN	MODAK ASHRAF A	C/OFF	SINGH PRITPAL
GP STWD	MOHAMMED RAFIQ BAPPAITHOTTY	E/ENG	SINGH RAVINDER
C/COOK	MONAYA ALBERTO N	CAPTAIN	SINGH SUKHJIT
R/ENG	MULLA MOHAMMAD S	RFTR	SINGH UDAY P
GP STWD	NAYABAZAR MOHAMMAD S	MST ADD	SOHAL JAIKAR S
AB	NU*EZ GLENN C	GP MTM	SOLANKI KANJI J
C/COOK	ORTINEZ ALEXANDER S	GP MTM	SOLANKI KANTILAL K
BOSUN	PAGLICAWAN LONILO A	GP MTM	SOLANKI NARESHKUMAR H
BOSUN	PALMOS ROMMEL N	AB	SOMBILLA JULREY B
E/ENG	PEIRIS MAHATELGE A	BOSUN	SUMAGPAO ROMEO S
AB	PEPITO DELVIN D	3/OFF	SUMAYLO CABRINI L
GP STWD	PINTO SINAI	GP STWD	SYED MOHAMMAD A
C/OFF	PRASHANTH PAVAN	GP AB	TANDEL AMBREESHKUMAR I
GP STWD	PUTHAN PURAYIL ANEES	GP MTM	TANDEL ASHISHKUMAR B
BOSUN	QUINTOS ALVIN C	GP AB	TANDEL BALKRISHNA F
PCO	RAJA RAMASWAMY	GP OS	TANDEL DARSHANBHAI A
C/OFF	RAJAN RIJISH	GP AB	TANDEL DILIPKUMAR P
3/ENG	RAJU KUMARAN	GP AB	TANDEL HEMANTKUMAR L
CPO/BSN	RAO LAKSHMAN	GP MTM	TANDEL JAGDISHKUMAR K
C/COOK	RICO LEONARDO D	GP AB	TANDEL PRAGNESHKUMAR A
PCO	RODRIGUES JOAQUIM	GP MTM	TANDEL SHAILESHKUMAR S
MTM	ROSETE DANILO C	AB	TEBIA JOSEPH B
4/ENG	SABAN JEFFREY J	GP STWD	THEKKE VALAPPIL AJITHKUMAR
C/COOK	SABUCIDO EDUARDO C	GP AB	THOMAS BOBY
3/ENG	SAMPANGI NARENDRA B	6EF	TIWARI JAI P
CAPTAIN	SAMYAL ANIL	RFTR	TIWARI PRAMOD K
2/OFF	SANDHU MANJOT S	C/OFF	TSVETKOV PAVEL V
C/OFF	SANT AMIT A	4/ENG	UBAG STEPHEN B
AB	SAPUL REMIE S	2/ENG	VASUDEVAN RAJASEKARAN
2/ENG	SARVESWARAN JAYAKUMAR	BOSUN	VILLAFLORE DANILO P
3/OFF	SELIBIO DANILO B	AB	VILLAMOR RENE S
GP AB	SHARMA SHAILESH R	2/OFF	ZUBKOV YURY M
2/OFF	SHARMA SURESH		



# Taking the reins



A lot of lip service is paid to listening to staff feedback and empowering employees to take an active role in the workplace. In Wallem's Tokyo and Osaka offices, eight individuals are putting it into action.

In June 2010, six staff members from Tokyo and two from Osaka formed a True North Staff Committee (TNSC). Committee member Yuya Tsukishiro says the group's remit is to raise staff concerns and propose solutions to the Wallem Shipping Japan management team.

"Our mission is to discuss and identify areas which could improve staff morale, motivation, office environment and our business in general," said Yuya san.

"Feedback from the meeting is shared directly with Simon Truss, our managing director, who discusses the feedback in management meetings. The basic idea for TNSC is to give a stronger voice from non managerial staff."

Members of the True North Staff Committee are all volunteers who want to make a difference in their office.

"Before the Committee was established, many of us had been considering how we could improve staff morale, motivation,



The True North Staff Committee in action (l-r): Takeshi Fukuda, Yukiko Sawairi, Kei Iida, Yuya Tsukishiro, Mie Yugeta and Kayo Murakami.  
Inset: Osaka office representatives (l-r) Yoshiaki Kobayashi and Kazuko Fujinami.

the office environment and our business in general.

"We were also concerned with how to improve our relationships with colleagues in other departments and better understand what they do. So joining the Committee and sharing our opinions through the group was a very good chance for us to make our company better.

"So far, the Committee has raised ideas to improve internal communications, sharing regular feedback from management meetings, which has been implemented, and sharing the expectations of staff with the managers. It gives us a better

feeling to know what direction the company is moving in."

As Yuya san says, "We are only at the starting point with these initiatives". The Committee hopes to grow the membership and make further improvements for Wallem's Japan-based staff.



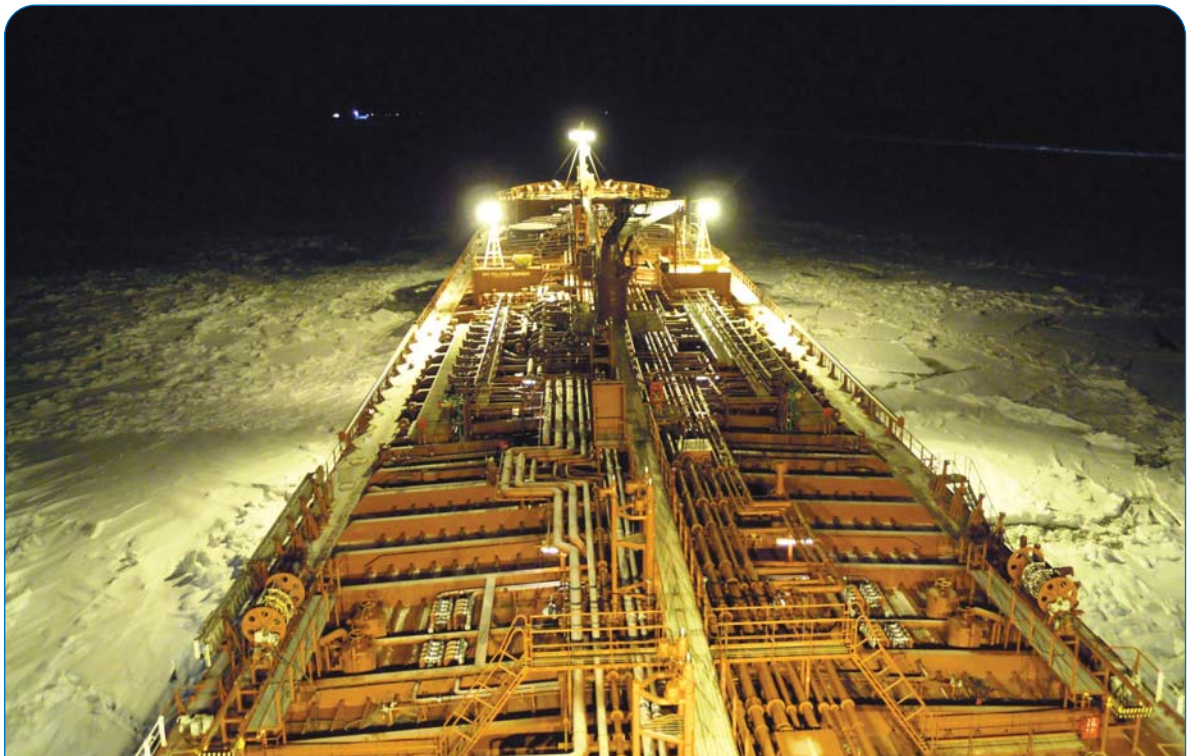


# True North photo competition

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The winner of the True North photo competition is 3/O Sahil Mahajan who took a photo of his ship the Freja Polaris at night surrounded by ice. He wins USD 200 as the winner of the competition. Congratulations!

Keep sending your photos to: [truenorth@wallem.com](mailto:truenorth@wallem.com) for a chance to win!



3/O Sahil Mahajan onboard the Freja Polaris took this amazing photo in February 2011 while the vessel was in Russia.

And the runner up is:



The crew of the MT Tajima after a cricket game onboard.



# Long Service Award

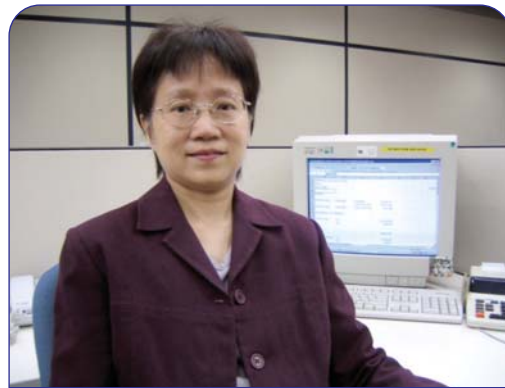


At the Wallem Group annual dinner in Hong Kong in January, we were proud to present the following staff with long service awards in recognition of their loyalty and dedication to Wallem.

## 30 Years Award



**WONG YUK MING, BRUCE**  
Wallem Shipmanagement, Accounts



**LEUNG SUK YIN, DEBBIE**  
Wallem Shipmanagement, Accounts

## 25 Years Award



**LAXMAN KUMAR**  
Wallem Shipmanagement, Technical



**HO WAI CHING, HILDA**  
Wallem Shipmanagement, Accounts



## 20 Years Award



**CHITTUR SUBRAMANIAN**  
Wallem Shipmanagement, Safety & Insurance



**SUBRAMANIAN RAJAGOPAL**  
Wallem Shipmanagement, Safety & Insurance



**FONG HO YEE, AMY**  
Wallem Services



**NG LAI PING, FLORENCE**  
Wallem Shipmanagement, Procurement



**WONG SHU KUN**  
Wallem Services

## 15 Years Award



**FONG YAU LIN, ANGELA**  
Wallem Shipmanagement, Technical



**LI MEI YUNG, MAY**  
Wallem Shipmanagement, Technical



## 10 Years Award



**SRIRANG MANJESHWAR**  
Wallem Maritime Training, India



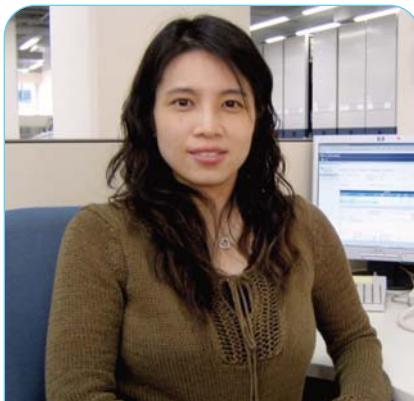
**CHRIS HASSALL**  
Wallem Shipmanagement, Technical



**SUBHRENDU S. CHAND**  
Wallem Shipmanagement, Technical



**LI SHENG FU**  
Wallem Shipmanagement, Technical



**SIU MAN YIN, MARIA**  
Wallem Shipmanagement, Technical



**LO KIN YING, RACHEL**  
Wallem Shipmanagement, Fleet Personnel



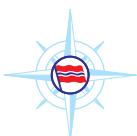
**LAU CHUNG MAN**  
Wallem Innovative Solutions



**KWAN POK FAI, ALEX**  
Wallem Innovative Solutions



**LAM SIU CHEONG, JACKY**  
Wallem Innovative Solutions



# Giving Children Hope



Philippines



With the holiday cheer comes the awareness that many children are living in poverty, are sick, abused and neglected. The mission of the A.W.A.M. for the Kids Foundation is to provide some of the basic needs of the poverty stricken children of Angeles City, Pampanga.

What started out as an “Operation Santa” in 1996 in Angeles became a yearly ritual for this non-profit organization. Wallem Innovative Solutions (WIS) became part of that community of people helping to save and improve lives by bringing hope and happiness to these children. More than donating goods, it was truly more heartwarming when you commit yourself to participate in the gift giving process and this is

what WIS has actively participated on for several years now.

Giving back to the community is what the WIS employees enjoy the most. The spirit of giving and the warm feeling of togetherness with less fortunate children was celebrated through multiple gift giving missions conducted in December through to early February. A total of 2075 packages were distributed by WIS staff. The bags contained food, slippers, school supplies and toys.

As the WIS employees give hope to many indigent and the marginalized children of the community, they’ve shown their commitment in giving their time, talent, and treasure for those

who could not afford to support even the most basic of needs of a child.

“The test of the morality of a society is what it does for its children” Dietrich Bonhoeffer



# Events

With 47 offices in 18 countries, there is always a milestone, festival or activity to celebrate. Here are some of the recent events around the Wallem Group.

*Captain Chittur Subramanian speaks with Captain Meng Jun, General Manager of ImarSCO Qingdao, and Captain Li Yong Zheng, representative of HuaYang Beijing, at the Shanghai fleet officers' meeting in April.*



*Paul Zuchorski (standing left) and Kinny Pun (standing centre) brainstorm with (right to left) Captain Zhang Qing Dong, Captain Wang Yong Zhou, Manager of Mases Beijing, Chief Officer Zhu Ying Wu and Second Engineer Lu En Qi during a workshop at the Shanghai fleet officers' meeting in April.*





*Officers from the MV Freja Polaris enjoy a laugh at the fleet officers' meeting in Chennai in February.*

*Second Officer M.A.K. Khayyum and his wife Zeba Khan were at the family night in Chennai in February, enjoying good food and music.*



*Wallem officers, their families and Wallem office staff gathered for a family picnic in December, enjoying the green surroundings of Pinewood Resort, Karjat, Mumbai. More than 100 people joined the picnic to share the fun with good food, music, dancing, swimming and games for all ages.*

*Wallem's Got Talent was the theme for the annual dinner in Hong Kong, attracting star inspiration from China, the UK and India!*





Dear Seafarers,

You are invited to Wallem's next fleet officers' meetings in

Odessa, Ukraine: 3 and 4 October

Dhaka, Bangladesh: 2, 3 and 4 November

Kolkata, India: 5, 6 and 7 November

Delhi, India: 8, 9 and 10 November

Qingdao, China: 21 and 22 November

Manila, Philippines: 7, 8 and 9 December

We look forward to seeing you there.

**Wallem Shipmanagement**

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