

THE GENSTEAM CURRENTS

COMPANY NEWSLETTER – PUBLISHED QUARTERLY



Crew of Yiannis B provide adequate protection for US CBP immigration inspection on board - Astoria, Or 6/8/20. Photo provided by RVL.



Pilot conducts boarding via Jacobs/accommodation ladder while underway.

COVID Continues

SUMMER 2020

The ongoing coronavirus pandemic has posed unique challenges to just about every corner of our industry. From crew members being stuck on board for months on end, to dramatic changes in the way we conduct our day-to-day operations, this experience has been transformative from top to bottom. Thanks to the extraordinary efforts of ALL staff, we have managed to ride out the pandemic relatively unscathed to date and we are hopeful this will remain the case. Trends in case numbers over recent weeks are some cause for concern, and we would like to highlight the importance of continued use of personal protective equipment (PPE) while in all public and office settings.

Please continue to follow the advice of state and local officials for your specific areas. We are monitoring all jurisdictions for changing regulations but staff are requested to forward any and all news for your local areas to the Mill Valley office so we may follow up.

Please also continue to be cognizant of the fact that you are interacting with crew members on board who may not have access to adequate medical services for weeks on-end upon departure from port. We all must do our part to keep each other safe, both on land and ashore. (continued on pg.2)



Your continued efforts are helping us #flattenthecurve!

Safety Segment: Anchor Boardings

SUMMER 2020

This issue's safety piece focuses on agents boarding vessels while at anchorage. Launch to ship transfers and vice versa, are one of the most dangerous parts of an agent's job and there are many preventative measures that can be taken to ensure a safe and successful boarding.

1. Do you have your PPE?

PPE is required for all boardings, including those at anchor, and should include:

- a. High visibility vest
- b. Company approved life vest
- c. Safety gloves
- d. Hard Hat
- e. Safety Boots
- f. Safety Glasses
- g. Backpack/boarding bag for documents / paperwork.
- h. TWIC Card / Photo I.D.

If you do not have your required PPE, do not continue with the boarding.

2. Plan your boarding.

Taking a few moments to plan out your boarding can make all the difference.

- a. Identify potential hazards – weather / sea conditions, encumbrances – number of parcels to carry etc.
- b. Assess the level of risk – do the current conditions warrant boarding? If you are not satisfied with your boarding plan, do not proceed.
- c. Proceed – once you are satisfied that the boarding can be safely conducted, proceed.

3. The Launch Boat

- a. Crewing

Our company policy requires that all launch boats have a minimum two-person crew - one captain and one deckhand to assist passengers. A second pair of eyes is critically important to responding quickly and effectively in an emergency. Many accidents occur when passengers fall overboard and the sole captain, being tied up with operating the vessel, does not notice and cannot respond quickly. If the launch boat does not (continued on page 2)

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Safety Segment: Anchor Boardings

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have a two- person crew, decline the boarding and hire an alternate provider.

b. Familiarize yourself with the boat. Take a look around the boat and familiarize yourself with the location of life vests, life rings, first aid kits, fire extinguishers etc. If you are unsure about the location of any safety equipment, ask the vessel crew. Always follow the instructions of the crew in any emergency.

4. Prepare for Boarding

As the launch boat approaches the gangway/accommodation ladder, agents should be weary of the following:

a. Is the gangway safely deployed? Full gangway deployed to waterline with safety net is always the preferred method of boarding. Vessel should be instructed to prepare same well in advance of your arrival. Jacobs/Pilot ladder should not be used for anchor boardings whenever possible. Make sure that vessel crew are monitoring the boarding process before stepping onto the gangway.

b. Bottom platform
The bottom step of the gangway should be perpendicular to the waterline as not to slip. If the bottom platform is at an awkward angle, crew should be summoned to adjust the platform before stepping on board. Giving the platform a firm stomp before stepping on board is also advised to ensure everything is safely secured. If you are not comfortable stepping onto the bottom platform, stepping over it directly onto the first step of the gangway is perfectly acceptable.

c. Packages
Agent should always step onto a gangway with two-free hands. Any parcels to bring on board should fit in your backpack/boarding bag. Any remaining parcels should be left on the launch boat for vessel crew to hoist onto deck.

5. Check for Swells

Before you step off the launch be sure to check the sea conditions around you one last time for dangerous swells / passing ship traffic that might cause wakes. Do not attempt to board the ship during dangerous swell conditions. This is the cause of most accidents during launch to ship transfers. If the boarding is beyond your capabilities or what you are comfortable with, do not attempt. Boardings can always be rescheduled.

6. Welcome Aboard

Always keep three points of contact on the gangway while ascending and descending. Go slow and at a pace that is comfortable for you. *Pro tip: watch out for the gangway cables! They are greasy and will stain your clothes.* Once at the top of the gangway, always check



Vessel's gangway deployed for boarding. Bottom platform should be perpendicular to waterline for safe boarding. Adjustments should be made by vessel's crew when necessary.



Crew prepare gangway for boarding. It is important that crew monitor your embarking/disembarking process. Crew are well trained on how to respond in the event of an emergency.

in with vessel crew and sign into the visitor log. This is important to account for all people in the event of an on-board emergency. Always be polite and respectful while on board and follow all instructions of the crew. Remember, you are their guest and are flying the company flag while on their vessel!

We appreciate all offices taking the time to go over proper anchor boarding procedures with your staff. We all need refreshers from time to time, even the most experienced among us. Complacency leads to accidents and safety is not optional! We are currently developing a video to go over the points of this column with the help of our San Francisco operations office. We hope to have the video published for all current staff and new hire training by the end of July. *ccc*

Getting I.T. Done

SUMMER 2020

Each issue, we will take a moment to recognize the person or persons who have gone above and beyond in their efforts to help the company. While there are many noteworthy nominees for this period, we would like to recognize the extraordinary efforts of our I.T. Department in helping us successfully navigate the times we find ourselves in.

The Three Andrew's (Andy Krone, Andrew Gulmi, Andrew Lopez), and Carlos Henriques of Wheelhouse have all worked tirelessly behind the scenes to provide everyone in the organization with secure, remote access capability while shelter-in-place orders went up around the country. While our entire world seemingly changed overnight, our I.T. folks didn't miss a beat and were able to get our entire corporate, accounting, support, and operations staff in place from the safety of their homes with virtually no impact on work-flow. Continuing to operate as smoothly as we did would not have been possible without you.

Please join us in thanking them for their tremendous work! Thank you!!! *ccc*

Reminder: All requests for I.T. assistance should be made to: support@gensteam.com to ensure entrance into our ticket system and prompt follow up.

COVID Continues

(CONTINUED FROM PAGE 1)

Each office is reminded to pay particular attention to changing industry regulations in their area, specifically CBP regulations regarding crew changes. The maritime industry as a whole is putting tremendous pressure on world governments as of late to relax restrictions on crew changes. We expect the mounting pressure will soon lead to policy changes and we don't want to hinder those efforts in any way.

This pandemic has truly changed the way in which we conduct business. Each and every one of us are essential not only to this company but to the industry as a whole and you should be extremely proud of yourselves for stepping up to the plate to keep the world turning. Your hard work does not go unnoticed. Thank you! *ccc*

Upcoming Changes to Virtual Agent Portal (VAP)

SUMMER 2020

In our never-ending efforts to improve our systems, several major changes to VAP are on the immediate horizon that we would like to inform users of.

A New Makeover

The VAP interface will soon have an entire new layout with better functionality and more efficient use of available space. For those familiar with the Wheelhouse “Whiteboard” system, the new and improved VAP takes on a similar layout with many of the same features (thank you Carlos!).

AIS Function

AIS integration into VAP is one of the keynote

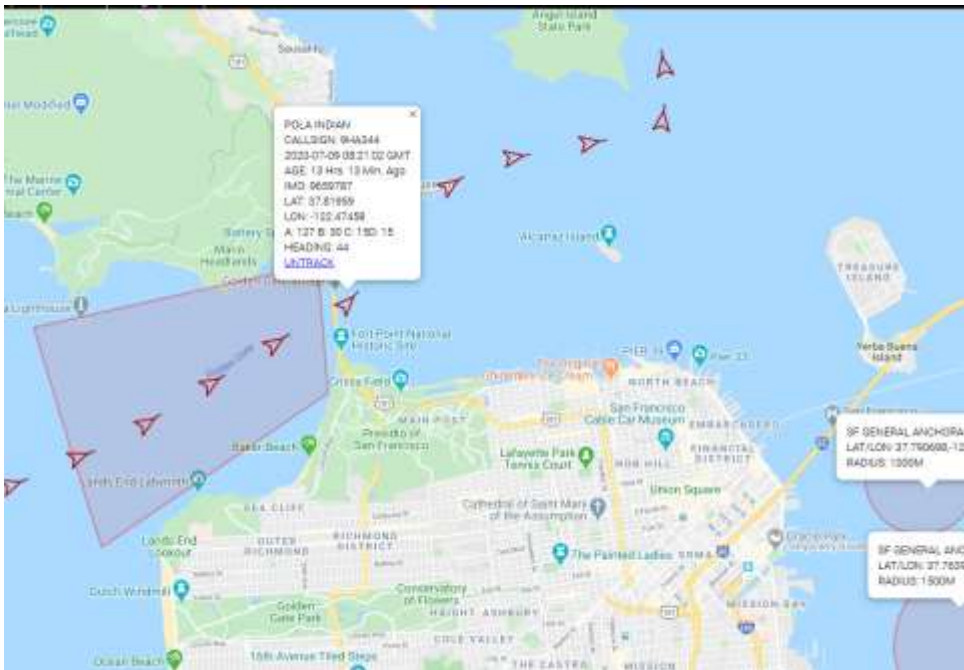
changes forthcoming. Users will be able to see AIS positions of all of their vessels from the port log screen. Programmed filters will allow users to see a live view of vessels currently in port under our agency and a view of vessels handled by us all-time... if you’re ever wondering where that pesky owner who owes you money sneaked off to 😊. We are also developing a “fleet view” where we can filter the AIS map for a specific Principal. Marathon, as an example, will be able to see the position of all their vessels currently employed under our agency on one map.

Down the road, we may look to tie the Gensteam Ops Desk terminal map into the AIS map so customers have a one-stop-shop to quickly access vessel positions, terminal location and terminal information.

Alert System

We are further developing a new alert system which analyzes the agency type, cargo type, and any specific Principal instructions and generates a template of operational alerts that display on the VAP home screen for agents/managers use. For example, a few days before arrival, alerts such as ENOA filed?, AMS complete?, BLs in hand etc. will display for the agents reference. This will better allow managers to keep track of what is complete and what still needs doing for all of their vessels – reducing errors and omissions.

All of these new features will be accompanied with a Teams meeting walk-through with each office to explain functionality once we go live. 🎉



A sneak preview of the New AIS system in VAP. Users will have vessel, anchorage and terminal information, vessel position, the ability to track vessel movements.

Welcome Aboard! Personnel Movements

SUMMER 2020

We would like to welcome some new folks across the organization. Melissa Clancey joined the New Orleans office earlier this year as Documentation Assistant and Michael Alack started as a Vessel Manager. Ronnie Riggin, who was a previous employee of Gensteam, also re-joined the New Orleans office as a Vessel Manager. We would also like to congratulate Charles Armitage, Chris Kerwin and Dylan Toups for being promoted to District Manager, Operations Manager and Assistant Operations Manager of the New Orleans office respectively. Way to go guys!

Over in Houston, Hunter Dreher and Thomas Culbreth are both new Vessel Managers with us. Anacortes saw the addition of Ian Hamilton as Vessel Manager.

Welcome aboard, congratulations and best of luck to you all! 🎉

Remembering One of Our Own – Larry Hobbs

Laurence (Larry) Nelson Hobbs passed away peacefully on June 18, 2020, after a long illness. Larry was born in Boston, Massachusetts to Irving and Gertrude Hobbs on June 2, 1945. When Larry was three, the family moved to Needham, Massachusetts, where Larry graduated from Needham High School in 1963. He graduated from Allegheny College in Meadville, Pennsylvania in 1967.

After graduation Larry lived in Boston for several years, before moving to San Francisco in 1971. Larry lived in San Francisco for the next 49 years, but he never forgot his Boston roots. He passionately followed the Red Sox, Patriots, and Celtics, and always talked of retiring on Cape Cod. Larry joined Fred S James Corp. in 1972 and embarked on a 35-year career in the

insurance brokerage industry. He later worked for General Steamship Corp in Mill Valley, California for 10 years before retiring in 2018.

Larry was passionate about nature and the beautiful California coastline. He spent many days driving along the coast to visit state and national parks and enjoyed whale watching. Larry was preceded in death by his parents Irving and Gertrude Hobbs and his older brother Richard. Larry will be interred at his family plot in Harwich Port, Massachusetts. Larry had a large network of friends, many of whom have known him for over 45 years. A Celebration of Life will be held when social gatherings are permitted.



Laurence Nelson Hobbs
June 2, 1945 - June 18, 2020

If you would like to send a memorial gift to honor Larry, we suggest The Marine Mammal Center, 2000 Bunker Road, Fort Cronkhite, Sausalito, California 94965,
www.marinemammalcenter.org 🎉

Dealing With Head Owners in the Age of Empty Promises

SUMMER 2020

As is often the case, last minute requests from the master, ship owner, or management company are made with no real time for adequate pre-funding. Usually such requests fall late on a Friday afternoon with the weekend looming. Agent's often hear, "the bank is closed for a holiday," or, "we will pay you on our opening Monday."

While this is a service industry and we do our best to fulfill all requests, we would like to remind all offices that these sort of empty promises are not the basis for which we provide services. 100% pre-funding for all services provided is our standing policy and will continue to be so. While allowing the time charterer (main Principal) to sail with a small balance owed us typically is not a problem, it is the split head owner items (fresh water, crew changes, medical etc.) for which we are often never reimbursed despite our best

efforts. These amounts are all too often referred to BIMCO for hopeful resolution, and when that doesn't work, are often written off at our own expense or the expense of our relationship with the vendor. We would like to see a dramatic decrease in the number of write-offs for the second half of 2020 and are asking all offices to help us in that effort.

If you are requested to perform owner's items without adequate pre-funding, there are three options available to agents:

- a. Demand cash from the master. Prepare best estimate of costs before departure and collect cash from master for same.
- b. Ask time charterers/operators to cover cost for head owners on their FDA. If operators will cover the cost on behalf of the head owners and allow us to put costs on the FDA, most of the time that is acceptable.
- c. Don't provide any services. Sometimes saying "no" is the only option. Owners waiting until the last minute to ask for inadequately funded services is not our problem to remedy.

We kindly ask that managers make this a point of your upcoming ops meetings and ensure we are not sailing with unpaid owners items. Thank you! *ccc*



Berth Blunder – An ITIC Case Study

SUMMER 2020

A ship was being fixed to transport a cargo of caustic soda.

During the negotiations, the ship owner contacted the local port agent to enquire as to the restrictions, if any, at the port. There were two berths at the port, A and B. As A was the more popular berth, the agent only provided information in respect of this berth. However, the agent was unaware that caustic soda could not be discharged. Furthermore, there was a draft restriction in place at that berth B of 6.3m but the agent failed to mention it.

Despite only being given the details for berth A, the ship was fixed to discharge at berth B, as this is where the charterer always discharged their cargo. The ship owner then officially nominated the agent for the call. The nomination advised that the ship would be berthing at "berth B" and asked the agent to confirm that there were no draft restrictions.

Unfortunately, the agent did not notice the berth information or the request for confirmation until after the ship had already loaded cargo and was en route.

When the ship arrived, she could not enter the berth as her draft was too deep. It was agreed that the berth would have to be dredged by the Port. This was carried out and completed four days later. The Port then advised that a survey would need to be carried out to make sure the dredging had been successful. There was a further delay as the Port's survey vessel had broken down. Eventually the survey was completed and the result showed that there was more than sufficient draft. The ship finally berthed and discharged cargo nine days after arriving. The ship was off hire for those nine days. The ship owner held the agent liable for the loss they suffered.

It was clear the agent would be held responsible for this loss because if the ship owner had been informed of the berth restrictions, they would have been able to use a smaller ship or load less cargo.

Therefore, the matter was settled for a sum in respect of the nine day off hire period. This was EUR 110,000. ITIC covered this settlement. *ccc*


Gensteam.com Update

We are presently re-designing the entire gensteam.com web page and hope to have the much new and improved version available in the next month or so. Stay tuned.

Ops Desk

It's July again, that means it is time to conduct our annual review of terminals in your jurisdiction for the Ops Desk portal. You should receive an email in the next week or so requesting same. *ccc*

VIRAL PHOTOS

Submitted by David and Noel in our Stockton office, these photos of the MV Edgar Oldendorff discharging “Wind Turbine” towers at the Port of Stockton on 26th June 2020 recently ‘took-off’ online. As of July 10th, the post has nearly **5,500 views** and 100 likes by folks all over the world! Even some of the crew from that very vessel chimed-in. By far our largest online post ever on LinkedIn. Way to go guys! We encourage all staff to send in photos working in the field where permitted. Please email photos to: evan.jones@gensteam.com with a description including cargo type and customer. 



Thank you for reading Issue 01 of The Gensteam Currents. This publication will be distributed quarterly to keep employees updated on news within the company. If you have any questions or comments regarding this publication, please contact MVO.

Best Regards,
Management