

# Inserve

marine technical services

Renown House  
33/34 Bury Street  
London EC3A 5AT  
Tel: +44 (0)207 929 2379  
Fax: +44 (0)207 929 2479  
info@inserve.org  
www.inserve.org

## About Inserve

Inserve was formed in 2003 to be the next generation of marine surveyors and consultants for the shipping and marine insurance industries. Inserve now has five surveyors in four locations, London, Piraeus, Panama and Shanghai. Full details of all surveyors including CVs are available on our website [www.inserve.org](http://www.inserve.org)

The company key services are:

- Inserve branded, risk based surveys for hull and machinery insurers and their clients –
  - Risk Assessment Surveys.
  - Technical Appraisals.
  - Loss Prevention Studies.
- Joint Hull Committee surveys designated JH 2006/010 A, B, C and D.
- Surveys for P&I insurers according to their preferred formats.
- For insurers of marine property –
  - Shipyard "Builders Risk" surveys, JH143.
  - Surveys in respect of Ship Repairers Liability insurance.
  - Ports and terminals surveys for physical damage and liabilities.
  - Marina surveys.
- For marine claims personnel –
  - Casualty surveys.
  - Marine loss adjusting.
  - Claims consultancy and technical support.

## The Team

Simon Groves is based in our London office. For the past 14 years, Simon has worked within the London marine insurance industry, firstly as a technical consultant for Richards Hogg average adjusters and then developing a technical services division within Charles Taylor – managers of the Standard P&I Club. With Inserve, he specializes in risk assessments and technical investigations. Simon studied engineering and ship design to become a Chartered Engineer and went on to develop a particular interest in the field of marine machinery reliability. He has led a number of high profile loss prevention projects which have resulted in significant reductions in breakdowns, casualties and claims.

Alasdair Watt is a Chartered Engineer with qualifications in engineering and ship design, and lives in Greece. Like all our key personnel, Alasdair spent a lot of time at sea before his first shore based appointment - a superintendent with a UK ferry company. He is responsible for our Mediterranean, Africa and Middle East operations. Alasdair has sound technical knowledge coupled with the ability to find satisfactory solutions to complex problems to the acceptance of all concerned. He has extensive experience of P&I and hull/machinery surveys along with surveys of ports, marinas and shipyards. Based in an important shipowning community, Alasdair acts as a link between the shipowner and his insurer and carries out a lot of shipmanagement audits.

Ezequiel Castro works in the busy Panama office where there is a wide cross section of survey activity. Ezequiel is a marine engineer with a Class 1 certificate and is a very competent surveyor. He attends hull and machinery casualties in the Panama Canal regions and throughout Central America. He carries out risk based and condition surveys of vessels during canal transit, and he deals with all manner of coastal and brown water tonnage in central and south America and the Caribbean islands.

Richard Postles joined the London office in January 2008. Richard brings a wealth of experience from his sea going career with blue chip shipping companies such as Shell, P&O and China Navigation where he sailed as chief engineer. Richard most recently spent three years as chief engineer with the Mercyships organisation, a thoroughly rewarding and satisfying period of his life. Now land based, Richard brings valuable experience to the team, in the form of up to date ship management practices, ship operations, planned maintenance systems and rules and regulations.

Marinos Wang runs the Shanghai office. Marinos was a chief engineer with a number of Chinese and international shipping companies. On coming ashore he worked as a superintendent for one of the international ship management companies in Shanghai. He joined Inserve in June 2009 and is responsible for all survey activity in China.

Mike Poole joined Inserve on the 1<sup>st</sup> September 2009. Mike was formerly the maintenance manager for a small fleet of ferries in the UK. He moved to the Philippines 10 years ago to take up the position of engineering manager at the FBM shipyard in Cebu, where he was involved in the production of various conventional and high speed ferries. Upon closure of the yard, Mike is now representing Inserve in Asia. His immediate task is to work with a local fishing company to develop their management and maintenance operations and improve the reliability of the fleet and reduce down time. After this project is completed, Mike will be carrying out insurance related surveys throughout Asia.

Peter Tran joined us in May 2004 as our accountant and book keeper. After completing a BA Honours degree in Economics for Business, he developed his experience over a period of seven years working in a similar role with a number of small businesses. Permanently based in our London Office, Peter is normally the first point of contact when the surveyors are out of the office. His fluency in Cantonese and Mandarin assisted greatly in setting up our Shanghai Office.

## **The Services**

### **Marine Insurers and their Clients**

For marine insurers and their clients – we offer risk based surveys, loss prevention, condition based surveys, surveys of marine property, casualty response surveys, claims consultancy and technical support.

When assessing levels of risk, we tailor our approach to each assignment according to the insurance conditions and against a background of claims/loss data. We also try to be proactive and predict where future failures could occur.

For ships, we work on the basis that the majority of accidents and losses arise out of the way in which the ship is managed, operated, manned and maintained, rather than purely its physical condition. Where possible, we sail on the ships during the survey in order to see the machinery in operation and the ship's staff in action.

The intention is to provide a survey document which reduces levels of risk for insurers while also being of benefit to the assured, by helping to improve safety and reliability. The document is not a descriptive condition survey, nor is it compiled from a simple questionnaire. It is an open ended risk assessment exercise which is designed to allow the surveyor to focus on different areas as the particular risk profile emerges.

For ships, ports and shipyards, fire remains the most prominent risk and we focus heavily on fire prevention, fire containment and fire extinguishing, however, where these risks are found to be satisfactory, the fluidity of the exercise allows us to minimize the amount of time spent looking at low risk areas, and devote more time to high risk areas.

Where possible, the surveys are closed out by a presentation of our findings to the assured, followed by a written report to insurers and the assured, usually via the broker. The final document contains useful risk reduction recommendations, which have been derived with cost effectiveness in mind. When making recommendations we always try to be realistic and look for simple, cost effective solutions. We try not to give recommendations which cannot be realistically dealt with in terms of cost, time and inconvenience.

### **For Hull and Machinery Insurers**

**The Risk Assessment Survey** - is usually where we are required to survey a single ship. It is an Inserve product and comprises a standard format report which covers all areas of structural physical condition as well as operation and maintenance. There is a section on the management company, but we do not go out of the way to meet the management unless they happen to be in the area or if a superintendent is on board. We like to sail on the ship whenever possible, although this is really only feasible with ferries on fixed routes.

**The Technical Appraisal** - is the most popular of the Inserve risk based survey services. It is for small to medium sized fleets and involves us meeting the management, and giving underwriters an understanding of the way in which the company operates, manages and maintains its vessels. We then survey a representative sample of vessels, perhaps two or three. Again, we try to sail on one of the vessels if possible. The Technical Appraisal has proven to reduce losses and improve reliability by fully understanding the management and the vessels and the risk profile of the entire organization.

**Loss Prevention Study** - is a higher level risk assessment exercise for larger fleets. We start by giving an opening presentation, which explains the purpose of the exercise. We spend quite a lot of time with the technical management, looking at maintenance, loss records, accident reporting, drydock reports, safety management system, etc. We survey a sample of the fleet, perhaps four or five vessels, and will use two or three different surveyors, each specialising in different areas. We will make a point of sailing on at least one vessel so that operational, crewing, and navigating practices can all be covered. We then give a final presentation of our findings to the company so that they fully understand the issues raised, before compiling a written report with recommendations. The recommendations are proven to be effective in reducing losses and we have seen large fleets show rapid improvements in reliability. The recommendations are graded according to severity, cost effectiveness and with the degree of benefit in mind.

### **For P&I Insurers**

We are always pleased to carry out surveys for P&I Clubs using their preferred survey formats. We appreciate that each insurer has their own preferred survey style and we try to follow this as closely as possible, adding our own comments where we feel it is appropriate.

### **For Marine Property Insurers**

We have developed formats for surveying shipyards in connection with ship repairers liability cover, ports and terminals in respect of physical damage and liabilities, yacht marinas, and we are happy to use insurer preferred formats such as the JH143 for builders risk insurance. We try to approach each survey from a pragmatic risk based approach rather than commenting purely upon condition.

### **Marine Loss Adjusting**

Our approach to casualty surveys is slightly different to the traditional approach. We try to give assistance to the assured in the aftermath of the casualty while gathering information and liaising with insurers. We believe that more surveyor involvement at an early stage is a good thing, in so far as the surveyor can assist with preparing repair specifications, obtaining quotes for parts and labour and guiding the assured towards a satisfactory solution at an early stage.

With marine casualties, with this helpful, hands-on approach, and where appropriate, we can take this a step further, and subject to the agreement of insurers regarding coverage etc, process the repair costs and take the claim to a point where it can be resolved satisfactorily as soon as possible.

## **Claims consultancy and technical support**

Among the core personnel at Inserve, there is over 50 years sea-going and shore-based ship management experience, involving very many ship types. Add to that degrees in engineering, ship design and naval architecture, classification society work and insurance claims handling experience with average adjusters, and there is a lot of expertise on hand to offer marine insurers and their claims staff.

We are pleased to offer underwriters any amount of ad hoc technical advice should they have any questions regarding the technical aspects of shipping. We are also happy to review claims files and offer opinions on the technical aspects such as cause of damage, timing of damage, quantum, number of accidents, etc.

## **References**

Since Inserve started in 2003, the company has taken over 1,000 instructions and provided risk management and loss prevention survey services to a broad cross section of shipping companies and other key clients. These include:

- The largest dredging fleets.
- The Spanish and Italian national ferry fleets and other major ferry operators in Greece, Italy, UK, France, Morocco, Venezuela, USA, Norway.
- Large ship owning and ship management companies operating containerships, bulk carriers, tankers and reefers from Germany, Holland, Hong Kong, Norway, Italy, UK, Chile.
- Fishing vessel fleets in Ecuador, Chile, Philippines, Canada.
- LNG fleets in Algeria, France, UK, Greece, Cyprus.
- Chemical tanker fleets in UK, Italy, France, Norway.
- Cruise shipping companies, and inland river cruises.
- Offshore supply vessel fleets.
- Livestock carriers, cement carriers, seismic survey, heavy lift and other specialised vessels.

In all cases, there have been significant reductions in risk, and in some cases, a complete elimination of claims and casualties, to the benefit of all parties.

## Contact details

Inserve has offices in London, Piraeus, Panama, Shanghai and the Philippines. The contact details of the various offices are shown below:

### London

4th Floor, Renown House, 33 - 34 Bury Street, London, EC3A 5AT

Tel: +44 (0)207 929 2379

Fax: +44 (0)207 929 2479

Simon Groves

Mobile: + 44 7766 750450

Email: [simon.groves@inserve.org](mailto:simon.groves@inserve.org)

Skype id: inservesimon

Richard Postles

Mobile: + 44 (0) 7890 379209

Email: [richard.postles@inserve.org](mailto:richard.postles@inserve.org)

Skype id: inserverichard

### Piraeus

4th Floor, 8 - 10, Sachtouri Str. Piraeus 18537, Greece

Tel: +30 210 4531602

Fax: +30 210 4531585

Alasdair Watt

Mobile: +30 6942 091923

Email: [alsadair.watt@inserve.org](mailto:alsadair.watt@inserve.org)

Skype id: inservealsadair

### Panama

Piso 11, Local #10., Edificio Torre Plaza 2000, Calle 50, Ciudad de Panama, Panama

Telefax: +507 264 9646

Ezequiel Castro

Mobile: + 507 6671 5631

Email: [ezequiel.castro@inserve.org](mailto:ezequiel.castro@inserve.org)

Skype id: inserveezequiel

### Shanghai

Room 406, Paris Fashion Building, No.500 Xiangyang Road South, Shanghai 200031,

Telephone/fax: + 86 (0) 21 646 67758

Marinos Wang

Mobile: + 86 (0) 13701 801792

Email: [marinos.wang@inserve.org](mailto:marinos.wang@inserve.org)

Skype id: inservemarinos

**Philippines**

Mike Poole  
8 Consolacion Gardens  
Maria Louisa Village  
Cebu

Tel: +63 9173 202 717  
Email: [mike.poole@inserve.org](mailto:mike.poole@inserve.org)  
Skype id: inservemike

.....