



Mutual Trust and Operational Transparency

The Ship Management industry has come of age and is here to stay. With growing emphasis on "Quality" and with ever increasing regulations, it is recognized that dedicated professional ship-managers are needed to operate vessels in today's environment.

For any Owner, it is a daunting task when the time comes for him to select a manager for his ships. Along with the assets in terms of the ship's value, he also partly transfers his own company's reputation into the manager's hands.

One of the most important factors influencing any Owner's decision when he selects his manager, is mutual trust. But where does one find this commodity? It is not something that we pick off the shelf in some supermarket. Faith and trust are so intangible, yet have immense impact on any relationship, be it social or strictly professional.

It is like the magician's hat. If you're going to get anything out of it, you have to put something in first.

And so we set about putting something in first. We laid all our cards on the table. We developed completely transparent

systems, providing the Owner with reasons to trust us, instill his confidence in us.

By creating our advanced and unique reporting and information web-based system, we not only forged ahead in the IT sector but dealt a double blow by getting rid of any ambiguities and deliver operational transparency.

At the click of a few buttons, our Owners have ready access to the data base which is vital to maintain efficiency, helps in making quick decisions and at the same time keeps operating costs under control.

In the wild West, the wise men would advise the rookies . . . When someone says that he's laying all the cards on the table, count them. Our cards too were counted many times over, rightly so, but that has only helped us in cementing and reinforcing our relations with the owners.

Our commitment to maintain transparent operations is sincere. Our commitment to upkeep mutual trust with our owners is genuine.

K. S. Rajvanshy *Managing Director*

Reefer Operations



Fleet Management has grown into one of the largest managers of reefer vessels with a total reefer fleet of 18 ships.

To help us efficiently manage this fleet, we have created a Reefer Operations Cell which operates from our New Bombay Office. This Reefer Operations Cell consists of a Marine Superintendent and a Technical Superintendent whose task is to monitor cargo operations and the maintenance/operation of the reefer plants on board these ships

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We wish all our Indian readers



A Very Happy Diwali and Prosperous New Year

Emergency Preparedness

Accidents and mishaps are an unfortunate part of everyday human lives. Stringent safety and operational policies can only generate greater awareness amongst the ship staff on board and minimize the frequency or the severity of the incident. Sadly, it cannot completely eradicate the possibility of another mishap taking place.

We cannot live in a dream world and hope that these accidents only happen to others. "Emergency preparedness" is a vital and important aspect not only on board ships but also in our offices ashore.

As part of our emergency preparedness we recently carried out an "Emergency Drill" along with one of our principals - Star Reefers AS, Oslo.

The Incident

In order to create a realistic atmosphere, one of their vessels, the "Swan Lagoon" was selected as the site of the emergency. The scenario was an overflow of HFO while bunkering at Long Beach, USA resulting in about 10 cu.m of oil going into the water.



The Office Response Team in action

In a live simulation of an actual spill, emergency response teams were initiated by all the concerned parties and all relevant parties including operators - NYK STAR Reefers, QI-OOPS Inc and the P & I club were contacted. During the drill, the Master, Owners and Operators were badgered by simulated barrage of questions from the media as well as other concerned parties like the Coast Guard, etc.

The drill was a huge success and all parties benefited from it. We look forward to conducting more such drills with our other principals too.

Our special thanks to Mr. Doug Spooner of NYK Star Reefers (London) and staff of Star Reefer AS for their active and invaluable participation in this drill.



Cleaning up the spill



The Team after the drill

"New" Look for New Bombay Office

Our offices in New Bombay went through major expansion and renovation, all within the existing building and floor. With an ever-expanding fleet, the strength of support staff at New Bombay grew at the same rate and the need for more work-stations as well as storage/archiving of documents posed some difficulties.

With the renovation job already completed, the office space for our accounts and crewing section has now been doubled.



Fleet Management Training Institute also received the attention it deserved, having undergone a complete face-lift and is equipped with modern training equipment like computer data projectors, etc.

We also have our Quality Management, Technical Support, Tanker and Dry Cargo Operational support teams operating from New Bombay; the total strength of Superintendents here is now 10. Work on their offices is presently in progress, watch this space for more details.

Our *Insurance* Department

Experience is the name everyone gives to their mistakes. While gathering experience is certainly an important facet of one's career, we would like to go one step further and purport that you should gain maximum experience from other's mistakes! In the real world, mistakes, mishaps and accidents continue to happen; we can only aim to control and minimize them.

Speaking of accidents reminds one of "insurance", a term which all of us are familiar with; and so would the term "claims". At some time in our lives, most of us go through the drill pertaining to these terms, usually in connection to our cars or other motor vehicles. Shipping is no different . . .

In continuation of our regular feature, in this issue we introduce our *Insurance and Claims Department*.

Commensurate with the company's growth, by early 2001, a need was felt to have our own separate department handling insurance and other such matters. Need of the hour was someone young, dynamic and with a shipping background. We had to look no further than our own backyard to decide and selected Capt. Rajesh M. Unni who was sailing as Master in our chemical tanker fleet. In May 2001, the department took shape and has been handling all insurance matters with ships and their Owners.

This also involves lengthy and long-drawn follow-ups with vessels to generate strong defenses for any claims put up against the vessel and/or Owners, by Charterers or other parties with vested interests. Capt. Unni was recently promoted and made Manager of this department.

As with all departments in the growing organisation, very soon a need was felt to have someone to assist Capt. Unni, and we plucked Mr. Rajesh K. Nanda from our fleet to fill up this void. Mr. Nanda joined this department in December 2001 and is also an integral part of the team now.

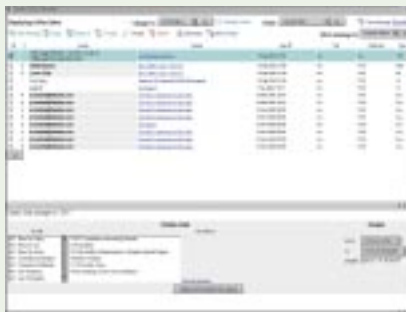
Clearly, this is one department in our office with which you should hope never to communicate!



L to R : Capt. R. M. Unni and Mr. R. K. Nanda

"Dimsum" A new way of life

In Hong Kong if you went to a Chinese restaurant and asked for "Dimsum" you would be served a collection of "small eats" or appetisers such as "Spring Rolls" or "Prawn Dumplings".



At Fleet Management, "Dimsum" gets you access to the new document management module on our website for the "DISTRIBUTION OF INCOMING MESSAGES AND STORING OF USER MESSAGES".

We are quite excited about "Dimsum" which has gone on trials since 23rd September and will be formally launched on 1st October. "Dimsum" will help to save a lot of time and energy of our office staff not to mention the number of trees saved by the reduction of paper being used. Watch this space for more details on "Dimsum".

Maritime Asia Awards We have done it again!

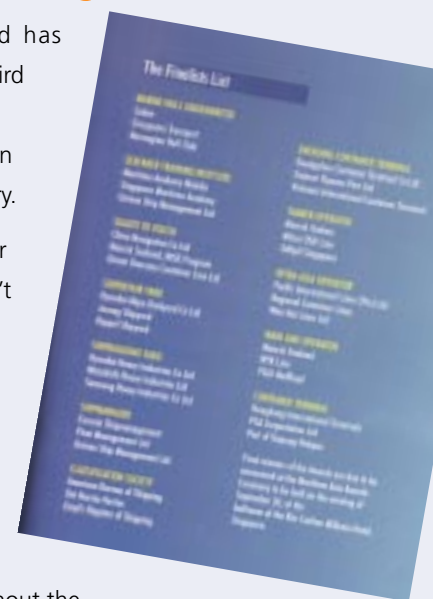
Fleet Management Limited has been nominated this year, third consecutive year in a row, for the Lloyd's List Maritime Asia Award in the "Best Ship Manager" category.

Looking around us at all the other major players in the field, we can't help but feel delighted and proud.

The shipping industry's recognition of the hard work put in by our organization is truly gratifying.

We could not have done this without the unyielding support of our Principals, the toil in our offices or the dedication of our staff on board our ships.

Our sincerest thanks to one and all in helping us achieve our goals.



Additions to the FML family

We welcome aboard the following new staff in our head office and branch offices:

Hong Kong

Mr. Amit Srivastava - Technical Superintendent
 Mr. Rajeev K.Singh - Technical Superintendent
 Mr. S. R. Kannan - Technical Superintendent
 Mr. P. Ravi Kumar - Technical Superintendent
 Mr. Jacky Cheng - Technical Assistant
 Mr. Jason Lai - Technical Assistant
 Ms. Wanda Tse - Assistant Accountant
 Ms. Jenny Yiu - Accounts Clerk

Mumbai

Mr. Dilip Misra - Technical Superintendent
 Capt. Anil Hurkat - Marine Superintendent
 Capt. Shailendra J. Rana - Marine Superintendent
 Mr. Firdaus Namirian - Technical Superintendent
 Ms. Neeta Redij - Personnel Officer

New Delhi

Capt. Anshul Rajvanshi - Marine Superintendent
 Capt. Rohit Banta - Marine Superintendent

Chennai

Mr. Prayague Raj - Personnel Executive

Career Growth

Our heartiest congratulations to the following senior staff who have recently achieved their career growth with Fleet Management :

Masters

Capt. T. T. Madan Kumar
 Capt. J. George
 Capt. S. S. Nair
 Capt. S. Abraham
 Capt. V. Mishra

Chief Engineers

Mr. T. K. Saji
 Mr. Ajay Kumar
 Mr. J. S. Prasad
 Mr. K. K. Kaimal
 Mr. J. J. Francis

News Flash!

Gone are the days when seamen would sit with their World Band receivers, twiddling with the various frequencies in order to catch a few words of some news of their country or the happenings around the world.

Fleet Management has launched its own newspaper which is e-mailed daily to all ships, giving seafarers the latest news. We are encouraged to note that the move was welcomed by one and all.

Spar Ruby - USCG Qualship 21

We are pleased to announce that the USCG has designated the M.V. Spar Ruby as a QUALSHIP 21 vessel. Less than 10 percent of all foreign - flagged vessels that operate in the United States have earned this designation putting these vessels in an elite class. We applaud the efforts of the ship's Master and crew for setting such a high standard of excellence.



Crew Calling Cards

For the convenience of staff on board, we have introduced "Crew Calling Cards" on more than 40 of our ships. Very soon, this facility will be extended to every vessel in our management. Besides reducing the expenses incurred in making the calls, these cards also are very convenient to use and have been very well received by staff on board. For ship Masters calling cards do away with the hassles of maintaining individual radio traffic accounts!

Happy Calling!

Seminar for Senior Staff

Our next seminar for Senior Staff will be held on the 10th and 11th of October 2002 at the Renaissance Hotel and Convention Center, Powai, Mumbai.



The Bottom Line



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