

WAYPOINTS

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WELCOME

A very warm welcome to the inaugural edition of Waypoints, West's new magazine.



Dear reader,

The Club has been changing in recent years, with our bolder, cleaner branding and the use of multiple channels to communicate with our Members and their brokers. As part of that evolution we're excited to launch a magazine to take a more reflective look at some of the more important topics in our industry as well as allowing a more personal insight into the Club, with features in these first editions on our various offices around the world and on some of the ships our Members operate.

Another recent development has been the Club joining with experienced partners to offer our Members and others a more diversified range of products and services to support them in their trading. These new services are represented here in Waypoints, with this first edition featuring what is becoming a key operating risk for the shipping industry and one which has the potential to do substantial harm to businesses, that of cyber risk. You'll therefore find several articles based around cyber written by West's team and our cyber partner Astaara, as well as on other technological issues that are of growing prominence in our industry.

We do hope you enjoy Waypoints. If you have any comments or suggestions on what else you'd like to see in it, please don't hesitate to get in touch with our editorial team – they'd be delighted to hear from you.

With best wishes,

Tom Bowsher
Group CEO
West P&I

Lloyd's Decile 10 initiative and COVID-19

THE IMPACT ON THE MARINE INSURANCE MARKET

We examine the effects that interventions to boost underwriting performance have had – and how, in turn, the pandemic has accelerated businesses' digital transformation plans

Andrew Challacombe
Chairman of Marine,
Miller Insurance Services LLP

In 2012, Lloyd's launched a growth and franchise-building (attracting new syndicates) strategic plan called Vision 2025.

Over the next five years, total premiums written increased and 15 new syndicates were attracted to the market, many of whom wrote and led a variety of marine classes including Hull & Machinery (H&M). This period coincided with an increased global marine insurance capacity which, in the hands of a greater number of competitors, led to an inevitable pressure on rates.

Just as inevitably, the compound effect of softening rates (exacerbated to some extent by the introduction of the new franchises) and of increasing expense ratios significantly reduced underwriters' profitability, which had been obscured to some extent by some relatively benign catastrophe loss activity.

What is the Decile 10 initiative?

In Lloyd's, a high level of natural catastrophe activity in 2017 highlighted the degree to which underlying underwriting performance had deteriorated, particularly in comparison to its peers. To address this, Lloyd's Managing Agents were told in 2018 to focus upon the following:

- Any syndicates that had not been profitable for each of the three previous years;
- Eight underperforming classes including marine hull, cargo and yacht;
- The worst-performing 10% of premium for each syndicate – the 'Decile 10'.

They were then to produce detailed remediation plans to return these classes to sustainable profitability and to reduce expenses. Failure to do so would result in plans being rejected and classes of business and syndicates being closed down.

What have these interventions meant for shipowners?

The Lloyd's marketplace and the syndicates that it oversees, many of whom also run non-Lloyd's insurance businesses, compete in a global environment. Investors deploy capital with the expectation that the companies in which they invest will deliver sustainable profits, and this profitability – or lack of it – has been at the core of Lloyd's remediation plans.

While the marine market remains a very important sector to Lloyd's, which has a considerable depth of underwriting, claims handling, analytics and management experience and expertise across the H&M, War, Marine liability and Cargo classes, this is by no means limited to Lloyd's. Shipowners and their brokers have many markets available to them elsewhere in London and all over the world, most notably throughout Scandinavia, Europe, Asia and the United States.

Since autumn 2018, the drive to restore profitability has meant that there are approximately 25 fewer insurers offering H&M insurance in the global insurance market, including 20 or so in London; and the impact has also been severe in cargo, yacht and a number of other classes, a situation compounded by insurer merger and acquisition activity. Sadly, this has resulted in job losses as managements seek to instil greater underwriting discipline and selectivity; but rate rises have been achieved over subsequent renewals, and we expect that this hardening is likely to continue for several renewals to come. Lloyd's management have clearly indicated that these interventions will be ongoing where appropriate.

How has the COVID-19 pandemic impacted the marine insurance market?

If you'd asked the majority of market practitioners in December 2019 how the market would cope with the kind of circumstances we are experiencing, I think many would have been pleasantly surprised at how adaptable the marine insurance community is being.

In the London market, the use of electronic placing platforms has blossomed, with their reliability and security being standout features which will cement their ongoing importance and development

In the short term, the disruption of global financial markets, even lower interest rates and potential Covid-19 insurance claims does not seem to have had the catastrophic impact on insurer balance sheets as initially feared. Many existing marine insurers and some new carriers have taken the prospect of further hardening of rates to raise capital, some of which has entered the marine insurance market.

The rating environment is continuing to harden across all marine classes, and we will begin to see the actual impact on balance sheets during the forthcoming insurer and reinsurer financial reporting season.

In the longer term, the enforced virtual world we currently inhabit has accelerated many businesses' digital transformation plans. In the London market, the use of electronic placing platforms has blossomed, with their reliability and security being standout features which will cement their ongoing importance and development. This has successfully complemented (virtual) face-to-face discussions and negotiations with underwriters.

Hopefully, the impending rollout of vaccination programmes across the globe will start to cue a return to some version of normality during 2021 and we can actually see our respective clients, colleagues, underwriters and friends once more.

Andrew Challacombe

Chairman of Marine,
Miller Insurance Services LLP

Andrew has worked at Miller for over 30 years. He is now Chairman of Marine and specialises in all aspects of marine insurance, in particular the development of insurance and reinsurance products for transport-related mutuals.



BRIEFCASES

We look at the details of some recent cases, discuss the lessons to be learnt and examine the consequences and potential implications of each decision

Eternal Bliss: claiming damages beyond demurrage

In the *Eternal Bliss* case, the voyage charterer failed to discharge a cargo within the time allowed (laytime). As a result of the delay, and while the ship was on demurrage, the cargo deteriorated. This exposed the shipowner to a cargo claim from the receivers.

The Commercial Court held that notwithstanding the ship being on demurrage, it was possible for the shipowner to also claim an indemnity against the charterer for the costs of the cargo claim.

The consequence of this decision is that an owner may recover damages in addition to demurrage, if the owner can prove a separate type of loss which is unrelated to the loss of the use of the ship as a freight-earning vessel.

Why is this decision so important?

Prior to this decision, it was thought that demurrage was the only remedy, and that an owner had to prove both:

1. A separate type of loss, and;

2. A separate breach of contract distinct from the failure to load or discharge the ship within the laytime.

What are the possible implications?

Owners may try to argue that if the ship suffers physical damage as the result of a delay beyond the laytime period, hull fouling or even if the vessel is liable to pay terminal charges or penalties, then these losses, in addition to related cargo losses, may be recoverable without having to prove a separate breach.

Deck cargo exclusion clauses: *Aprile SPA v Elin Maritime Ltd ('The Elin')*. Carrier's liability excluded for unseaworthiness and/or negligence

In the case of *The Elin*, the court held that a clause in a bill of lading, providing that certain cargo was 'loaded on deck at shipper's and/or consignee's and/or receiver's risk; the carrier and/or owners and/or vessel being not responsible for loss or damage howsoever arising', was effective to exclude a carrier's liability for any loss of or damage to the deck cargo, including any loss or damage caused by the unseaworthiness of the vessel or the carrier's negligence.

Lesson to be learnt: Under English law, terms excluding liability are interpreted against the party trying to rely upon them. The mere expression 'at shippers', consignee's risk' will not transfer responsibility from the carrier to cargo interests in a situation where the crew is negligent or the ship unseaworthy. Clear words excluding liability for negligence and unseaworthiness must be printed on the face of the bill of lading.

Recommended clause: 'Xxx packages (description of the cargo)... shipped on deck at shippers/charterers'/consignee/receivers' risk and responsibility without liability on the part of the vessel/owners for any expenses, delays, loss or damage however arising and even if caused by owners' negligence or unseaworthiness of the vessel.'

[Click here for further information on this subject and read our circular](#)

The *ACONCAGUA BAY*: Court clarifies the meaning of an 'always accessible' berth

This case related to a voyage charterparty on an amended GENCON 1994 form which, in clause 10, contained a warranty for '1 good safe berth, always afloat, always accessible...' (the 'Warranty'). The term 'always accessible' can be found in many dry cargo charterparties, including GENCON, North American Grain Charterparty and Americanized Welsh Coal Charterparty. While the vessel was loading, a bridge and lock were damaged. This resulted in the vessel being unable to leave her berth until 14 days after she had completed loading. The owners claimed for detention.

Does 'always accessible' only apply to the ship entering, or does it also apply to leaving the port? The court held that 'always accessible' applies to both entering and leaving.

Why is this decision so important, and what are the implications?

There is a distinction between 'reachable on arrival', which only applies to the ship entering, and 'always accessible', which applies to the ship entering and leaving the port. It is important to consider this aspect when agreeing charterparty terms.

While the vessel was loading, a bridge and lock were damaged. This resulted in the vessel being unable to leave her berth until 14 days after she had completed loading. The owners claimed for detention

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No claim for charterers despite master's negligence: *Clearlake Shipping Pte Ltd v Privocean Shipping Ltd*

This claim related to the shipment of a cargo of soyabeans from New Orleans to China. The master had required that the cargo in hold number 2 be strapped in order to ensure the stability of the ship. Time was lost, and charterers put the ship off-hire. The owners' claim was for a balance of about US\$400,000 of hire. The master's actions resulted in the charterers incurring the additional expenditure of some US\$410,000 which they counterclaimed from the owners by way of damages, on the grounds that the strapping was unnecessary and that the master's insistence upon it was negligent.

The charterparty incorporated the US COGSA and, in particular, Article IV Rule 2(a) of the Hague/Hague-Visby Rules, which states: 'Neither the carrier nor the ship shall be responsible for loss or damage arising or resulting from... (a) Act, neglect or default of the master, mariner, pilot or the servants of the carrier in the navigation or in the management of the ship.' The court held that the master had indeed been negligent and that adequate stability could have been achieved without the need for strapping. The negligence of the master was a breach of the charter. However, owners were found not to be liable as their liability was excluded by virtue of Article IV Rule 2(a) of the Hague/Hague-Visby Rules.

Why is this decision so important, and what are the implications?

The importance of the Clause Paramount in the charterparty is often overlooked. It has wide-ranging implications and is not limited to issues relating to cargo claims. A distinction must however be made between acts which relate to ship management (which are exempted) and acts affecting the cargo (which are not exempted). In the above case, it was held that the master's actions pertained to the stability of the vessel which related to the management of the ship.

[Click here for further information on this subject and read our guide](#)

Julien is a Senior Claims Manager in West's Singapore office. He studied law in France and England before qualifying as a solicitor in a London shipping law firm. Julien worked at West's office in Hong Kong for five years before moving to Singapore.



THE TRUE COST OF COVID

Monica Lambrou-Whiting
Senior Claims Manager, West P&I

We assess the impact which the coronavirus pandemic has had upon seafarers and shipping over the past year

Almost a year after the first lockdown measures to inhibit the spread of coronavirus were imposed, we owe key workers an immense collective debt of gratitude. We often deem them to be heroes, however much they might wave away such labels.

Nevertheless, recognition is due when essential services are being carried out at considerable personal risk. It's a matter of urgent concern, therefore, that seafarers have been largely overlooked in this respect. Many countries have yet to award key worker status to maritime personnel –

and, of course, this means far more than just the denial of an accolade.

Key workers can be allowed exemptions from local and international restrictions, without which the implementation of their vital duties would be effectively impossible. The fact that seafarers have yet to be granted key worker status by many nations, given that 80-90% of global trade (including essential items such as food, medicine and raw materials) is transported by sea, is both difficult to understand and worrying – but the problems go far deeper.

Stranded on board

Without key-worker designation, maritime personnel are subject to the same travel restrictions as any civilian. This means that the widespread closure of ports, borders and airports has prevented crews from leaving and stopped relief crews from boarding vessels. Many seafarers travel by air to and from embarkation and disembarkation points, but the sharp reduction in commercial flights has made this unviable.

This has been exacerbated by border closures, complicating passport and visa arrangements or prohibiting transit through certain territories altogether. Quarantine measures must also be factored into the equation.

The scale of the predicament is colossal; towards the end of September 2020,

a reliable estimate suggested that around 400,000 seafarers were still stranded on board commercial ships, their contracts repeatedly extended well beyond the original expiry date of their six- to nine-month commitments, waiting interminably for a comparable number of relief crew members to take their place.

In many cases, this situation has persisted without even the prospect of shore leave to alleviate the isolation and often without a professional doctor on board to deal with medical issues where, for example, repeat prescriptions are required or where patients requiring more crucial attention have been forbidden from being treated on land. All of this severely tests the limits of SOLAS, SAR and UNCLOS Conventions regarding the obligation to assist seafarers in distress, irrespective of 'force majeure.'

Intervention required

Clearly, the intervention of respective governments is imperative before the situation becomes a full-scale humanitarian crisis, causing an irreparable hit to an already severely weakened global economy. The ongoing toll which this isolated existence, far from the support networks of home, family and friends, can place upon the mental health of seafarers isn't limited to personal impacts, but can also dangerously compromise operational safety. With some statistics attributing 96% of shipping incidents to human error, the anxiety and exhaustion being currently experienced by any number of stranded crew members takes on a troubling new significance.

The IMO's 10th anniversary Day Of The Seafarer campaign on June 25, 2020 strongly reinforced the message that maritime personnel need to be acknowledged as key workers on the front line of the coronavirus pandemic. The campaign urged governments to immediately institute safe and unhindered crew changeover protocols and repatriate fatigued mariners who had already spent long months at sea. This sentiment was bolstered by a concurrent statement from the UN Secretary-General, which was renewed on World Maritime Day, September 24, 2020. Actions are thankfully now being taken, but substantially more still needs to be done.

The good work of the IMO's Seafarer Crisis Action Team, operating in tandem with bodies including the International Chamber of Shipping, the International Labour Organisation and the International Group of P&I Clubs (of which West is one) is providing coordinated guidance and targeted support. For our part, West has committed to the long-term sponsorship of the 'Wellness At Sea', coaching programme devised by the Sailors' Society which aims to protect and improve the mental health of crew members, a scheme of particular value and relevance at the present time.

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Supply chains

The shipping industry as a whole has been hugely challenged by the pandemic, although, ironically, the fact that so many seafarers have continued working despite the expiry of their contracts has allowed ports to remain open and vital supply chains to be maintained. The potential nevertheless remains for significant disruption, however, with the possibility of factory closures, manufacturing backlogs and vessel delays brought about by quarantine demands.

As some statistics attribute 96% of shipping incidents to human error, the anxiety experienced by stranded crew takes on a troubling significance

From a P&I perspective, expenses incurred because of quarantine have generated claims, as have other factors relating to the pandemic such as repatriation expenses and fines for perceived MLC breaches, compensation for crew illness and damage to personal effects. West continues to provide detailed advice and support for Members on the potential legal issues raised by the pandemic, including duty of care towards crew; bill of lading considerations; off-hire events; frustration, exception and force majeure clauses; and implied indemnity.

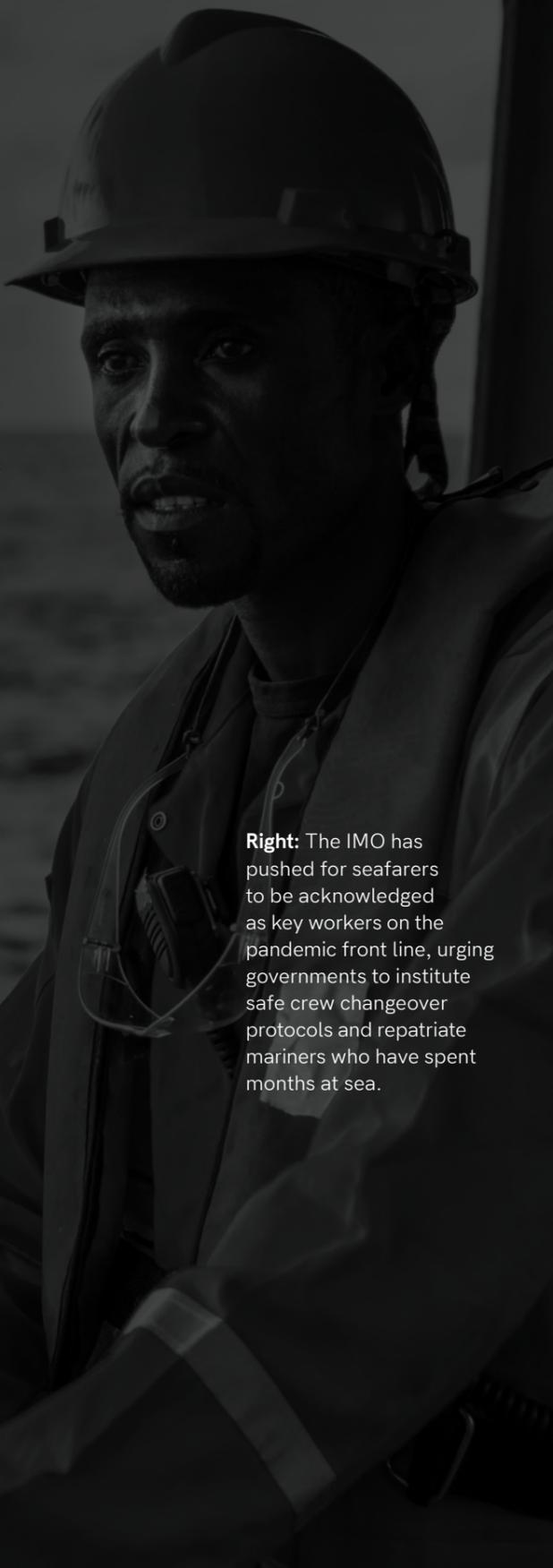
There is also an interactive and publicly accessible digital dashboard, accessible in desktop and mobile formats, which sources live data from all 13 International Group Clubs, the IMO, the World Health Organization and other official sources to explain all current port- and country-specific COVID-19 restrictions.

 [Click here for Coronavirus outbreak updates](#)

 [Click here to play Sailor's Society video](#)

 [Click here for further information about the Sailor's Society](#)

A barrister by profession, Monica focuses on crew and cruise passenger claims, ticket terms, cruise ship contracts, crew contracts, collective bargaining agreements and working on loss prevention schemes.



Right: The IMO has pushed for seafarers to be acknowledged as key workers on the pandemic front line, urging governments to institute safe crew changeover protocols and repatriate mariners who have spent months at sea.

WHY DO TANKERS KEEP EXPLODING?

Oil/chemical tanker blasts are still happening despite the implementation of updated requirements for inert gas systems

Dean Crossley
Loss Prevention Manager,
West P&I

Amendments to the SOLAS Convention (Chapter II-2, Regulation 4 - 5.5) required new-build oil and chemical tankers of 8,000dwt and above to have an inert gas (IG) system fitted from 2016. Prior to this it was for oil tankers of 20,000dwt and above, but the *Bow Mariner* disaster of 2014 was one of many incidents that influenced this change. This chemical tanker exploded whilst undergoing tank-cleaning operations, sadly killing 21 of her 27 crew.

Worryingly, however, tanker explosions are still occurring despite these regulatory amendments. This has been reflected in the Club's recent claims experience, examples of which include the following:

- On September 28, 2019, two explosions and a fire on *Stolt Groenland* injured several crew and firefighters. The explosion has been linked to a deck rupture above a cargo tank which in turn ignited styrene monomer vapour in the tank.
- On September 7, 2020, residual fumes from a cargo tank on *Trung Thao 36-BLC* are thought to have caused the explosion which blew several of her 12 crew overboard and resulted in the death of one.
- An explosion on board *General Hazi Aslanov* on October 24, 2020 caused three fatalities among her 13 crew. Again, fumes in the empty tanks were the suspected cause, although investigators are examining the possibility that fire safety requirements were violated.

In all these cases, there was extensive damage to the vessels and contamination of the marine environment.

To understand why tankers explode in the first place, we need to consider the basics of the fire triangle: fuel, heat and oxygen. The cargo itself is the fuel, including its vapour. The heat source or spark may result from electrostatic discharge caused by static accumulation due to the flow of liquid cargo during operations or tank cleaning.

Given that we have one part of the triangle here and a high risk of the second part occurring, it is necessary to lower the oxygen percentage to less than 11% so that combustion is not possible. For this we use an inert gas (IG) generator or nitrogen plant which supplies inert gas with oxygen content of not more than 5% to maintain a positive pressure inert atmosphere in the cargo tanks of not more than 8% oxygen in accordance with SOLAS. This is in relation to flammable liquid cargoes with a flashpoint of less than 60°C.

The common factor in the examples of tanker explosions given above is that all three ships were built before 2016, highlighting a fundamental concern – that there is no legal obligation for older vessels to retrofit an inert gas system. Newer vessels are accordingly costlier to operate as these not only have to invest in such systems, but also have to consume more fuel to run them. Some operators might be tempted to opt for an older, cheaper tonnage, but this automatically compromises safety and increases risk during operations.

Crews on older tankers must therefore implement best-practice strategies for explosion prevention in the absence of IG systems, encompassing thorough hazard identification and risk assessment programmes, and optimising the effectiveness of their vessels' safety management and planned maintenance systems. These measures should be applied in accordance with guidelines from the ICS and OCIMF, namely the International Safety Guide for Oil Tankers and Terminals (ISGOTT) and Tanker Safety Guide: Chemicals. Officers in charge of cargo operations also need to undergo extra training as per STCW for oil and chemical cargoes.

The importance of also incorporating the internationally recognised guidelines into the company's Safety Management Systems (SMS) by ships' managers cannot be understated. Doing so not only demonstrates that good seamanship techniques and tanker operations have been considered but also recognises the importance of ensuring safety. As such, amending for new technological advancements and information as well as regular evaluation of Permits to Work and Risk Assessments becomes embedded in practice so that when the SMS mandatory review is conducted by ship and shoreside management, procedures are not found lacking.

Until the minimum legal standards are raised to include the fitting of an IG system on all tankers, the probability of unnecessary explosions and consequent loss of life remains high. It is clear to see from previous incidences and the increase in more stringent legislation over the years that inert gas is the prime factor in reducing the risk to mitigate tanker fires and explosions.

However, there is still a large group of tankers that are not required to have an IG system in place. Although chartering a tanker that has an IG system in place is safer, it has larger operating costs due to the extra fuel required to run the IG system. Choosing the cheaper charter automatically reduces the safety operating standards and in turn increases the risks during operations. Although some terminals have a requirement that all tankers regardless of size are fitted with an IG system, others only recommend that they do.

So the recommendation is straightforward; regardless of size, all newbuild oil and chemical tankers should be fitted with a SOLAS compliant IG system and all older tankers should be retrofitted or upgraded to have a SOLAS compliant IG system during their next special survey or major refit.

Below: Worryingly, tanker explosions are still occurring despite regulatory amendments. A common factor in recent examples is that there is no legal obligation for older vessels to retrofit an inert gas system

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A Master Mariner with comprehensive experience as a Marine & Warranty Surveyor and Claims Manager, Dean was promoted to the role of West P&I's Loss Prevention Manager in July 2020.



UNDER ATTACK

Cyber exposures and the consequent losses can affect anyone in the maritime community at any time

Robert Dorey
CEO, Astaara

Chris South
Senior Underwriter, West P&I

No one is likely to forget 2020 in a hurry. The pandemic had a seismic effect on all our lives and livelihoods, exerted a significant impact on trading and, out of urgent necessity, transformed working practices the world over.

The availability of high-speed, high-quality connectivity has been an invaluable asset, enabling organisations to maintain their business continuity.

The corresponding downside has been an alarming escalation in the incidence of cybercrime, and some very high-profile shipping companies have recently borne the brunt of these attacks. Already suffering from the disruption caused by lockdown measures and market volatility, an additional setback was extremely unwelcome and costly for these companies.

The regrettable fact is that the same critical pressure which forced organisations everywhere to rapidly move so many aspects of their operations online conversely represented a golden opportunity for hackers. All four of the most prominent container-operating firms fell victim to malware or ransomware attacks within months of each other, in effect compromising almost 60% of the world's container traffic.

Vulnerabilities

These exceptional circumstances only exacerbated a problem which was already growing long before the pandemic took hold – namely, that the maritime industry has been conspicuously slow to fully acknowledge the vulnerabilities that accompany the digital revolution. Companies which view the cyber realm

Some very high-profile shipping companies have recently borne the brunt of cyber attacks

as too complex and nebulous to engage with can often fail to grasp the financial, operational and reputational damage a cyber event can wreak until their own businesses have already been impacted.



Underestimating their own susceptibility, usually through a lack of understanding at management level, is a recurrent issue. Many shipowners assume that since their vessels can operate independently from shoreside teams, then the cyber risk is negligible. However, ships communicate to shore via mobile phones, emails, Zoom calls, etc, and these are all vectors of infiltration into a ship's onboard network.

Such vulnerabilities actually stem from head office; this is where the patching is driven from, where upgrades in IT and technology originate, and where shipowners exchange data with engine manufacturers, fuel suppliers, clients and financiers. Most importantly, it is also where training and education programs are organised. If that side of the equation is poorly managed, there's a fair chance that the vessels won't be optimally managed from a cyber perspective either.

Consistent benchmark

The salutary experiences endured even by the 'big scalps' mentioned earlier have sent shockwaves throughout the industry, prompting a significant intensification of threat awareness. In addition, the introduction on January 1 of the 2021 IMO Cyber Security Guidelines

(see page 20) can only have a beneficial influence upon the take-up of effective maritime cyber risk management programs. Importantly, these guidelines provide a consistent benchmark, a framework within which companies can measure their cyberattack preparedness. No one yet knows how punitively the new rulings will initially be enforced, but setting an example by

These guidelines provide a framework within which companies can measure their cyberattack preparedness

detaining vessels for insufficient cyber protection might be the most bluntly effective means of getting the message across.

The US Coast Guard has already issued three tiers of detention for cyber deficiencies, by which any vessel arriving in a US port with a malfunctioning critical system will be detained until the issue has been resolved.



[Click here for USCG issue Cyber Risk Management Guidelines](#)

This will inevitably take time, and a detained ship won't be making any money while it's off-hire. The resultant lost earnings whilst the vessel is detained would not be recoverable by loss of hire or delay insurance, which usually specifically exclude delays when the detention relates to non-compliance with international or national regulations.

Whilst the Nordic Marine Insurance Plan, for example, advises that a delay caused by a cyber attack could be covered under clause 5.1.B (Hull and Machinery perils) as, de facto, it would stop the ship from operating, this may not be true under other underwriters' policies. As the vessel is technically damaged, the costs of fixing it would be recoverable less the applicable deductible. However, if the H&M Policy contains a Cl. 380 exclusion clause, computer breakdown due to a cyber attack would not be covered. If the breakdown occurred because of an ordinary bug in a software update, it would be covered regardless of a Cl. 380-style exclusion clause. If the breakdown was covered under the H&M, LoH (Loss of Hire) would respond unless there was also a Cl. 380 exclusion in the LoH policy.

A further complication for insured parties is the LMA 5403 clause, introduced by Lloyds in November 2019. In order to establish whether or not they are covered in the event of a cyber incident, attribution/causation must now be pursued to ascertain whether the incident arose from negligence or deliberate interference by a malicious

insider or third party; and, if deliberate, whether this was a state-sponsored move or an act of terrorism. We are of the view that the market approach is not constructive and creates uncertainty.

Due diligence

Where the Hague-Visby Rules oblige shipowners to exercise due diligence in making their vessels seaworthy prior to the commencement of any voyage, it is now incumbent upon them to prove that they are also applying cyber due diligence; everything from updating patches and running security checks to making sure passwords aren't glued under keyboards, ensuring that crews are properly trained in cyber security and aren't, for example, letting visitors charge their phones through USB ports on the network, and so on.

BIMCO has now also issued a cyber clause for charterparties, which in essence says that not only will parties use their best efforts to prevent cyberattack, but will also make sure that subcontractors do likewise. Liability could be problematic to establish here, particularly for charterers in terms of confirming which standards the parties will be judged against.

Underwriting

From an underwriting perspective, P&I Club mutual policies currently have no cyber exclusions, so if an assured were to have a collision, say, because they'd been hacked and lost control of their ship,



they'd still be covered. The exception to this would be where a ship's systems are hacked by terrorists or a belligerent power; such instances would then fall to war risk underwriters, not cyber underwriters – an important distinction.

As mentioned above, Cl. 380 or the more recent market standard cyber exclusion clauses are generally applied to other insurance policies. The assured's options are either to simply 'buy out' the exclusion or consult specialist providers like Astaara who can provide a global package cover that is far more comprehensive than alternatives which just reinstate the Cl. 380 or similar exclusions.

The key for all concerned is to plan and proceed methodically. Cyber risk management is about doing the basics well, which doesn't necessarily require a

huge investment. By making it a priority, driven by the Board from the top down so that factors such as using multi-factor authentication and ensuring antivirus software is up to date become an

Cyber risk management is about doing the basics well, which doesn't necessarily require a huge investment

ingrained daily habit for all employees, companies will address what might look like minor issues, but which could otherwise have a disproportionately large impact on their business.

The 2021 IMO Cyber Security Guidelines: what you need to know

Based upon the National Institute of Science and Technology cyber framework, the 2021 IMO Cyber Security Guidelines involve five basic steps:

- 1: Identifying risk
- 2: Detecting risk
- 3: Protecting assets
- 4: Responding to risk
- 5: Recovering from attacks

In practice, shipowners will need to demonstrate a full understanding of mandated cyber security protocols by conducting a comprehensive inventory of all at-risk onboard and

offshore systems, including IT and OT equipment. Vessels will then be subject to a cyber risk analysis and evaluation to assess their vulnerability and the mitigation measures which have been or need to be applied on board.

Thereafter, shipowners can implement the cyber risk management program best suited to their vessels and equipment, establishing crisis management strategies and incorporating crew training procedures which clearly demarcate their specific roles and responsibilities.

Robert Dorey

CEO, Astaara

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Robert has accumulated 25 years of experience in the related disciplines of underwriting, managing and leading within marine energy and speciality lines of business.



Chris South

Senior Underwriter, West P&I

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Chris joined the Club in 1982 and managed the Hong Kong office in the '90s. He has taken a lead role on piracy issues and spoken widely on topics ranging from ebola to cyber risks.



CYBER SECURITY IS LIKE BASIC HYGIENE

There are a few simple things that need to be done to prevent the majority of malware. We have to remember that the internet is a vast domain populated by a lot of people, and that like society as a whole, there will be those looking to cause harm.

Cyber criminals rely on two things – inattentive users and poor implementation – which allow them to circumvent most standard security systems. If they find an environment is too difficult or toxic, they will go somewhere else. It should be your objective (and ours) to make your environment as unattractive as possible for the potential hacker. This can only be done if the basics are observed, and this is why Astaara's suite of cyber risk management services exist.

At the very minimum, organisations should:

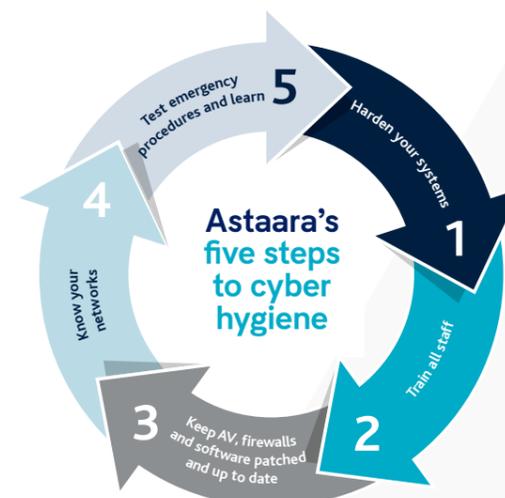
- Change default passwords and use strong passwords everywhere.
- Ensure your firewalls are on and properly configured.
- Ensure your antivirus is up to date.
- Manage user access and privileges.
- Know your networks, continuously monitoring them for any anomalous activity.
- Keep your software updated and patch quickly.
- Test business continuity and disaster recovery plans regularly, and learn the lessons from those tests.

In addition, you need to ensure that all your staff, from chief executive downwards, are properly trained, and that awareness of the threat is maintained. Make sure that management is involved in this process, and that there is somebody visibly accountable for the risk at Board level.

It should be your objective to make your environment as unattractive as possible for the potential hacker

These basic measures will protect you from the majority of attacks. Depending on your size, criticality and proportionality, you may wish to go further and use such frameworks as the Cyber Assessment Framework (CAF) or the US NIST framework as the basis for your security posture. Whatever you choose, you have to make sure you invest appropriately.

#resilienceandrecovery
#Astaara #cyberinsurance
#marinecyber #portscyber



RISK MANAGEMENT IN THE CYBER AGE

The insured and the insurer need to work together

William Egerton
Chief Cyber Officer,
Astaara

Risk management seeks to reduce uncertainty, balancing investment and the least bad outcome. It also establishes the criteria to mitigate the risks we can influence, and to tolerate, terminate or transfer those we cannot. Insurance is key to risk management, providing an established framework for risk transfer and certainty in the event of a claim.

In cyber, traditional risk management doesn't work, however. Threats mutate and technology has new vulnerabilities every day. Reliance on inadequate data on likelihood and probability skews investment and provides companies with a false sense of security. Risks cannot be calibrated against the mitigation effort; it is too easy to trade out security for other activities with a higher return on investment.

Preventing the loss

Security investment is always hard to justify, since the successful avoidance of losses means no change. If a CEO knew that a single email wrongly opened could cost the business \$350m, the Board's view of cyber security would change overnight.

Despite the lack of predictability, we can hypothetically model the impact of cyber events and outages on particular systems. Patch status is usually known; vulnerabilities mostly understood. It is imperative to include a realistic

estimate of the cost of the losses (including replacement) should a system fail, as these losses will determine the merit of the investment case.

What we very rarely do is model the cost to correct the vulnerability now, as opposed to the cost of remediation in the event of a breach. It is better to have an outage under our control while we apply a patch than to suffer one caused by a hacker because we have not applied the patch. And if the business blocks the application of a patch, the CEO must be informed, since that decision may jeopardise the entire enterprise – and could cost him or her their job.

An arms race?

Globally, criminals take \$8 through cybercrime for each \$1 invested in security. In 2020, the invested amount roughly equalled the GDP of Portugal. Criminals prise an amount equivalent to Brazil's GDP out of the global economy and invest heavily

in tools and techniques; the investment in security is still too low. Global expenditure on ICT in 2020 is around \$3.6 trillion: security equates to approximately 7% of this spend. High-performing companies spend closer to 10% or more of their IT spend on security.

Much of the insured cyber risk has either been silent or underwritten blind, mispriced and unaware of the true risks facing the insured. This needs to change. The challenge is to reduce losses by risk management prior to any attack. While it is up to the insured to determine how much they are prepared to lose, our objective is to reduce that figure to as low as reasonably possible.

Prevent and cure

Since cyber risk is dynamic, we at Astaara believe a cyber insurance policy should form a charter for joint working between insured and insurer, constantly seeking to optimise the insured's cyber posture and thereby protecting both organisations' balance sheets. This is what we do at Astaara – proactive, affirmative, enterprise-wide cyber security risk management.

 **For more information, visit astaara.co.uk**

William Egerton

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William has 25 years of cyber experience, initially within government and then as a strategy consultant within private practice. His talents are widely recognised within the cyber industry.



Electronic bills of lading:

A GOOD IDEA ON PAPER?

We consider the advantages of eBills over paper bills, and outline their status as regards Club cover

Chris Ward
Claims Manager, West P&I

Bills of lading have been in use for longer than even amateur historians might suspect. The first known written example dates from 1564, the year in which William Shakespeare and Galileo Galilei were born.

Whilst they have been central to international maritime trade for hundreds of years, paper bills are highly susceptible to documentary fraud. Loading dates or places may be altered, the weight, condition and contents of cargoes may be falsified or, in extreme cases, funds or entire shipments may be diverted away from their intended recipients into criminal hands.

Fortunately, e-commerce technology has presented shippers and carriers with a viable alternative in the shape of electronic bills of lading (eBills).

What are eBills?

First mooted in the 1980s, eBills have steadily achieved market share in sectors including dry bulk and container shipping.

The function of eBills is identical to that of their paper predecessors, namely:

- They act as a document of title to the cargo, establishing the legal rights and liabilities of the holder of the eBill in relation to the cargo;
- They contain and/or evidence the contract of carriage and its terms;
- They represent a receipt for the shipper's delivery of the cargo to the carrier.

What are the advantages of eBills?

- **Security:** It is substantially harder to falsify an eBill than it is to produce a counterfeit paper bill due to security measures such as PIN numbers, subscription keys, electronic signatures and audit trails. The latter enable users to monitor every stage of a transaction so that if the documentation is altered, the technology will reveal when these changes were made and who was responsible for making them.

The emergence of eBill systems which use blockchain technology is another positive development. In this context, blockchains are private or public digital networks which are used to generate and maintain a distributed record of all transactions in encrypted but auditable form (as opposed to a centrally maintained record of transactions). In security terms, transferring eBill documents over a public blockchain network acts as a deterrent to hackers, as unlike private blockchains there is no single centralised administration point to attack.

- **Savings:** The simplicity of electronic transfer greatly diminishes the administration costs associated with preparing and physically couriering paper bills of lading. Similarly, eBills reduce the outlay related to error correction, as unlike paper bills, electronic documents can easily be cancelled and reissued with the correct information.
- **Speed:** The immediacy of the digital format allows all relevant tasks, such as the administrative and corrective measures outlined above, to be completed at a stroke, avoiding delay and generating further

costs savings. The process allows an eBill to rapidly move along the chain and be waiting at the discharge port well in advance of the arriving vessel, circumventing the need to rely on letters of indemnity with all the inherent legal, commercial and insurance risks they carry.

And what are the disadvantages?

- Inevitably, new technologies present new opportunities for determined fraudsters.
- Hackers – or corrupt operatives with internal access – could feasibly tamper with existing eBills or create their own fake documentation, which would then be identified by the system as authentic.
- Concern has also been expressed about the danger of defective or pirated encryption software leaving systems exposed.
- Legal recognition of eBills varies by jurisdiction and is by no means guaranteed or consistent. Clearly, any transactions need both counterparties (as well as third parties involved in the transaction, eg endorsees of negotiable bills of lading) to agree to the use of eBills. The absence of congruous and compatible governance* between legal systems has limited eBill usage to date, largely confining them to intra-group trading or transactions between trusted counterparties.

* Article 8(a) of the United Nations' 'Rotterdam Rules' recognises the legal equivalence of eBills to paper bills, but very few countries have adopted this Convention.

 [Click here to see West's claims guide to electronic bills of lading](#)

Are trades using eBills covered by Club P&I insurance?

Since February 2010, and supported by a standard charterparty clause introduced by BIMCO in November 2014, the International Group of P&I Clubs has provided cover for the use of eBills on specifically approved systems. Six such systems, each with its own user agreement, have been approved by the IG:

- **essDOCS**
- **edoxOnline**
- **Bolero**
- **WAVE**
- **E-Title**
- **CargoX**

For the purposes of Club cover, any liability arising under an eBill issued under any of these systems is treated just as it would be with a paper bill and is

subject to the same policy exclusions. However, liabilities arising where an unapproved system has been used are not treated in the same way; cover will only apply if the Members can demonstrate that the liability would have arisen even if a paper bill had been used. Members should, therefore, be careful to only use approved systems.**

It is also important to stress that the cyber risks highlighted above would not fall within P&I cover.

**An additional system, CT-e/DANFE, applies to Brazil's cabotage trade, but is regarded by IG Clubs as exempt from paper trading policy exclusions, so Club cover for P&I is unaffected for Members using this system.

Chris Ward

Claims Manager,
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A qualified English solicitor, Chris joined the club in September 2020 as a Claims Manager for the European Team, handling P&I and FD&D claims for members in Europe and India.



Qwest Forensics:

BRINGING INTELLIGENCE TO BEAR

The devil is in the detail where claims and counterclaims are concerned – and it's our job to root out and verify those details

Phil Butler
Qwest Forensics

It's reassuringly difficult in the maritime industry today for any individual or organisation not to leave a trail of some description – but that doesn't stop the unscrupulous from trying.

Just as importantly, innocent parties will understandably apply any means possible to prove that they have acted lawfully. The motivations couldn't be more different, but it invariably comes down to money; either trying to keep what's rightfully yours or trying to evade or subvert legal processes to covertly make an illicit return.

This, in a nutshell, is the background to the rigorous investigative work we do at Qwest Forensics. Our job requires us to unearth often infinitesimal details, supported by irrefutable documentary evidence, that will either expose or corroborate the true facts in each case. With a workforce comprised of former police and military intelligence officers, marine professionals and qualified financial and cyber experts, our collective experience in this field equips us well for the task.

To the layman, 'forensics' is an evocative term, synonymous with scientific precision, but we are often asked how we actually go about pursuing the incontestable truth. With Qwest Forensics, our services are grouped under five headings.

Due diligence

Due diligence requires us to dig into the financial background of a particular counterparty to assess whether they can honour their commitments. The research we conduct verifies if they'll be able to pay the money that our client stands to earn from them through the terms of their contract.

A recent example involved a Peruvian cement manufacturer wishing to charter ships from our Owner client to transport its cement to Africa over a six- to nine-month period, a series of shipments requiring three vessels. The consequent hire earnings would amount to several million dollars, and we were able to demonstrate that the cement company was sufficiently solvent to cover these costs.



Above and below: Qwest Forensic's work requires us to unearth often infinitesimal details, supported by irrefutable documentary evidence, that will either expose or corroborate the true facts in each case



Asset tracing

Asset tracing represents the other side of the due diligence equation. In these instances, we're hunting for information and identifying assets for seizure if a counterparty has incurred a debt to our client and has failed to meet that debt. In some cases, securing such assets will be undertaken to satisfy a legal judgement.

In a recent example, one of our shipowner clients had nine ships on charter to a Singapore-based charterer, with a substantial sum of hire owed. The charterer in question refused to pay, terminating all communication. We were able to trace the shareholder interests to another company and establish a connection. Bank accounts were duly identified and blocked, and bunkers were seized. As a result, the owner's claim for the undisputed sums was satisfied.

Incidents

Here we investigate personal injury claims or examples of criminal activity. It's not unknown for crew members or passengers to essentially lie about injuries that may or may not have happened on board.

Obviously, such incidents do occur; people do fall over, damage their backs or suffer other injuries. Our job is to find out whether claimants are telling the truth and, if so, to ascertain the severity of their injuries or illnesses. This sometimes has to be done covertly; we need to observe people without them knowing, because if they are engaged in a fraud they'll tend to give themselves away at some point, perhaps by suddenly being able to walk without a stick when they think they're not being observed.

We are also able to closely examine the circumstances surrounding the very sad (though thankfully rare) occasions when a person goes overboard.

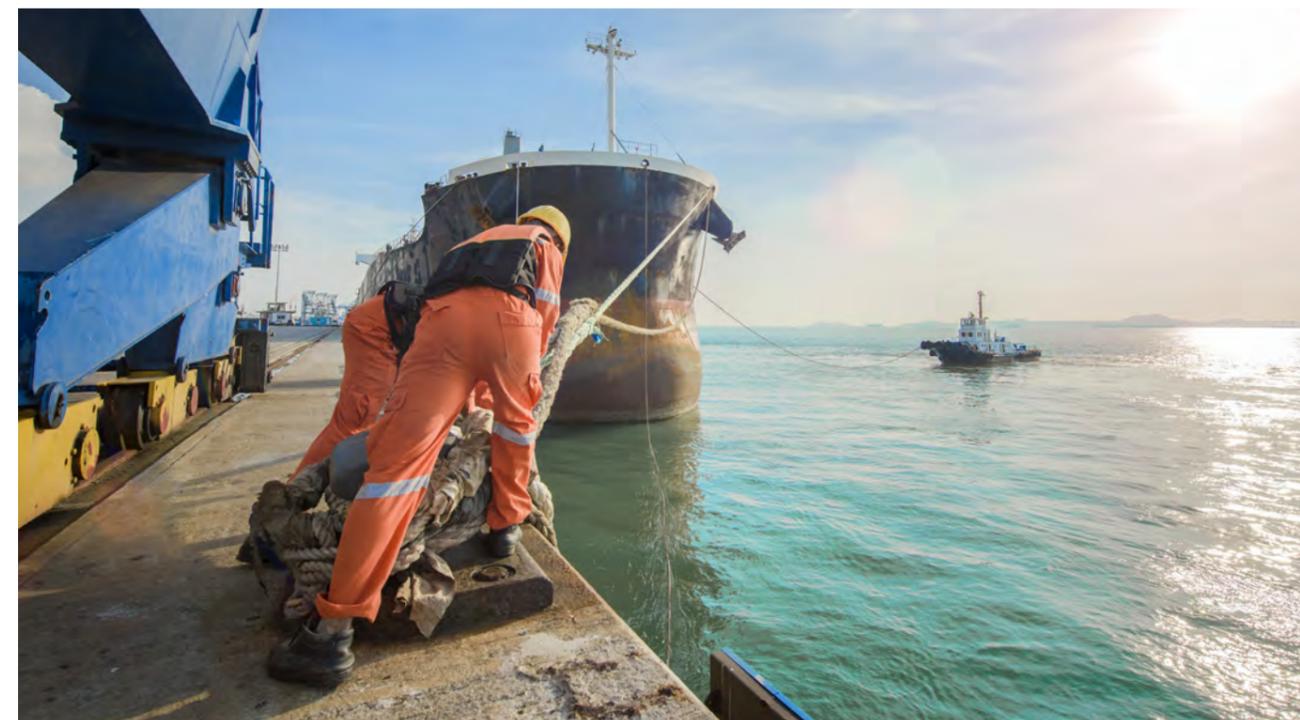
Smuggling and stowaway issues come under this heading as well. Shipowners often become mired in legalities following a smuggling incident, so we'll work out precisely what happened and where any blame might lie.

Port operations

We are often called upon to examine port facilities or specific conditions which have been blamed for causing vessel delays or other shipboard issues. We recently investigated the facilities at a West African port when a client's ship was delayed for a month, losing money while waiting to be loaded. The reason given was that a conveyor had broken down and was unserviceable. This part was true, but we found that there were two others in the port being used by other ships during that month. The shipowner's claim for the delay was duly settled as a result of the information we found.

Sanctions

Initiatives like the U.S. Government's Maritime Advisory system make it clear that the sanctions regulators expect all parties in the maritime sphere to implement a compliance programme that ensures they are not engaging, even unwittingly, in sanctioned activity. That means things like looking at the AIS and trading history of ships, the origin of cargoes being offered and the bona-fides of new clients. The penalties for being involved in a breach of sanctions are severe – perhaps even business-fatal – so taking prudent steps to protect your business is vital.



We can help. Our sanctions service uses a wide variety of intelligence and investigative tools to look at whether ships have gone somewhere they shouldn't, or transported cargo they shouldn't be carrying. When ships 'go dark', it's our service that will track those ships, find out what they were doing while they were 'dark' and then advise our clients about the risk profile of a particular activity or business being offered. One example of a potential case concerned a vessel which 'went dark' near Oman/Iran for reasons unknown. There were concerns that the vessel in question was smuggling Iranian oil, but our analysis showed that

the break in broadcasts was partly down to shore-based AIS receivers being faulty during certain time periods, so we were able to confirm that the vessel hadn't sneaked across the waters to Iran after all.

These services are all internationally available round the clock, thanks to the West/C Solutions office network and our connections with worldwide authorities, and can be supplied on a case-by-case or retainer basis.

[Click here for more information on Qwest Forensics](#)

Phil Butler

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A police officer for 30 years, Phil belongs to the UN Expert Group on Fraud. He now uses his specialist skills to assist shipowners, insurers and lawyers in commercial disputes.



Qwest brings together the insurance expertise of the West of England and the innovative legal and consultancy skills of C Solutions to offer the maritime industry a suite of tailored products to cover any legal and financial needs not covered by traditional P&I cover.

BIG DATA IN THE SHIPPING INDUSTRY



Richard Gwilliam
COO / Co-Founder,
Geollect

An accusation sometimes levelled at the shipping industry is that it has looked to solve tomorrow's problems with yesterday's solutions. The industry has relied on outdated systems and processes to manage and mitigate risks. Today, increased connectivity and data availability are driving a revolution in how decisions are made in our day-to-day life and working environments.

The commercialisation of the space sector and the rapid advancement of location-based technologies have led to an overwhelming volume, variety, and velocity of precise data. More and more sensors, which collate and deliver faster quantities of data, are being developed and brought online.

Thanks to increased connectivity and cloud-based processing, large volumes of data are now fed to end users in near real time. The enormous size and diversity of this virtual information brings new challenges: it is no longer possible to store and process data through traditional methodologies. Organisations have had to discard antiquated information management systems and embrace change, or risk falling by the wayside. To stay relevant and protect business operations, the industry has recognised that deriving insights from near real time data is the way of the future.

A clear paradigm shift is now sweeping through the shipping industry as the huge potential of advanced data-processing and analysis techniques are realised. Shipping companies are recognising the utility of data to bring about enriched insights in support of decision-making processes to help predict, understand, and improve business operations and resilience.

The growth in demand for transportation of goods and the support required to maintain supply chains will present exciting opportunities in many areas. This growth will increase the need to make best use of time and create cost efficiencies to have the most profitable shipping processes. Innovation in advanced data-processing techniques to assist with more informed decision-making will ensure the shipment of goods will

become safer and more resilient. With these new dynamics comes more opportunities for professional service providers to enhance and expand their services. To satisfy a rapidly changing sector, the service industry offerings need to be equally innovative, presenting opportunities to create new and market-leading services and products. Being bold and taking the opportunity to do things differently could be a significant differentiator for a company.

It is also widely understood that data will start to play an essential role in the future design of ships. This will be made possible by analysing findings gathered through the platforms and sensors of industry specific vendors and existing vessels. Data that has been collected and analysed throughout a vessel's lifetime will be useful for improvement of designs and services. Previous data sets can assist in testing a ship's proposed design without physically developing it. That is a major advantage for the shipbuilding industry and can also be an opportunity to embed professional services products into the design considerations.

Partnering with specialist data integration providers that can enable more traditional companies to innovate will become the norm. West are now at the forefront of data discovery in the P&I industry, actively taking new and innovative approaches in how they share data and knowledge with their Members on a global scale. Platforms such

as Neptune, which was launched in October 2020, provide those Members with access to a multitude of integrated data sets which are geographically referenced and automated. This will enrich their situational awareness and enhance maritime safety by providing critical loss prevention and operational information in an accessible format.

West is at the forefront of data discovery in the P&I industry, taking innovative approaches in sharing data with its Members globally

Combining claims experience with exclusive bunkering alerts and reports, live weather forecasts, major storm events, maritime crime, port assessments, and many more data layers, Neptune has taken a market-leading approach to sharing knowledge with Members, brokers and correspondents. The system cuts through the noise to provide the most relevant and timely information, giving assured parties insights to better understand and mitigate risks and threats to business operations.

 [Click here to play Neptune video](#)

Richard Gwilliam

COO / Co-Founder,
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Richard has 30+ years' experience as an intelligence officer and entrepreneur, spending 28 years in the Navy before founding the 2020 Business Leader of the Year-winning Geollect.



Geollect are intelligence and software experts, using machine learning and artificial intelligence to interpret data to reveal relationships and patterns of rapidly evolving issues to help identify emerging risks in near real-time.

We take live data and map it in a space and time. Our products change the way organisations think and communicate, by integrating multiple layers of data into one place. The accuracy of near real-time information and pinpoint location certainty offer insights and advanced foresights, meaning our clients know where, know first and know more.

We are at the leading edge of a global, geospatial intelligence revolution.

OFFICE PROFILE

We take a closer look at West of England (Hellas) Limited, West's regional claims service centre for Greece, Cyprus and the UAE

West's Greek office, West of England (Hellas) Ltd, has a distinguished lineage which stretches back over more than half a century. It was initially established in late 1969 under the name of P.P.D Holman & Co Ltd, a family-based concern helmed by the husband-and-wife team of Peter and Anne Holman.

Several key events shaped the development of the office over time. Working closely with the law firm Deucalion Rediadis & Sons, which operated out of the same office as P.P.D Holman & Co Ltd until the early 1980s, Peter and Anne grew the business until Peter's death in 1977. Thereafter, Anne continued to run the office with the aid of John Merrylees, who came on board in May 1978. John's arrival cued an expansion into the provision of claims handling services, and he subsequently took over the reins upon Anne's retirement in 1980.

Two years later, in 1982, the office name was changed to West of England (Hellas) Ltd. By this time, staffing levels had increased to accommodate six claims handlers and assistants, reflecting the rising number of claims which were being generated in the burgeoning Greek maritime market. After John sadly passed away in 2006, Anna Kountouriotou took over the running of the business. In January 2011, Anna was succeeded in turn by Ian Clarke, who moved from the Club's London office to assume the role of Head of Claims & Regional Director (Hellas).

Ian still fulfils these duties today, heading up a staff of 15 which collectively handles claims for approximately a quarter of the Club's membership. The office is now fully established as West's regional claims service centre for Greece, Cyprus and the UAE, cementing a relationship with the Greek shipping community which can trace its foundations into the distant past. The Los family, to cite just one example, has been with the Club for more than 100 years.

Having celebrated its 50th anniversary in 2019, West of England (Hellas) Ltd is proud to have worked with some of Greece's leading shipping companies, dealing with ships of all types. The office has handled many high-profile cases where substantial claims were involved, including the *Express Samina* case, where a RoPax ferry sank after hitting a reef outside Paros island's main port, resulting in the loss of 81 lives, and the *Norman Atlantic* case, in which a car ferry caught fire in the Adriatic Sea and, again, many lives were lost. The office has also settled landmark legal disputes such as the *Aquafait* and *Griffon* cases.

An additional source of pride is the office's charity work. It supports Symplefsi, set up by doctors and nurses to deliver medical and educational supplies and services to remote Greek islands and encourages a staff member's role with Charity Idols, which auctions sports memorabilia to raise money for humanitarian causes throughout Greece.



From top: Thanos and Lucie at the Hill Dickinson charity rowing competition: we won for the second year running

Ian Clarke and George Hartofylis attending an oil recovery operation

From left, Laura, Filina, Eugenia, Thanos and Constantina attend the 50th anniversary celebrations

The Hellas office reception

Ship Profile

Ice cold in Alaska



Crowley Shipping's articulated tug-barge *Aveogan / Oliver Leavitt* is built to withstand the harshest weather conditions that the notoriously unforgiving Alaskan climate can throw at it

Articulated tug barges (ATBs) and the crews who operate them work hard at the best of times, but meeting the specific challenges presented by the Alaskan environment involves raising the vessels' design and construction to another level entirely.

Aveogan / Oliver Leavitt is designed expressly to trade in Alaskan waters, as well as being among the first American ATBs built to meet IMO Polar Code and ABS Ice Class D0 standards. The ATB pairs the high-horsepower, 128ft tugboat *Aveogan* with the hydrodynamically-efficient, 400ft tank barge *Oliver Leavitt*, capable of transporting 100,000 barrels of fuel.

The ATB takes its name from the former Arctic Slope Regional Corp (ASRC) chairman Oliver Leavitt, whose Iñupiat name is *Aveogan*. ASRC owns the Petro Star refining and fuel marketing operation, which has chartered the ATB for Crowley Shipping to deliver fuels to some of the most remote Alaskan communities. These include Dutch Harbor, situated 700NM from Anchorage, and the even more distant fishing outpost on St Paul Island.

Designed by Jensen Maritime, the Seattle-based naval architecture and marine engineering firm, the double-hulled barge *Oliver Leavitt* boasts extra framing and thickened shell plating, giving her the strength needed for the rugged environment. The broad (85ft) beam is designed to provide a high cargo-carrying capacity, even where a shallow draught is required to navigate the shallow ports and tough conditions of Alaska.

Aveogan, when connected with *Oliver Leavitt*, will move the pair along at a speed of 11 knots. Twin 3,384hp GE Tier 4 engines (IMO Tier III) provide propulsion, with ice-hardened Schottel SRP 560 z-drives for enhanced manoeuvrability in restricted ports.

Two innovations on the ATB are the first of their kind to enter service.

Firstly, the hydraulic connection between the tug and barge uses a new type of innovative pin helmet called the 'modified wave', which facilitates safe and secure lightering operations while also providing a secure connection at sea. It was developed by Intercon. Hydraulic rams extend the helmets out from either side of the tug into wave-shaped grooves on the barge to hold the barge securely in place. This enables the tug and barge to pitch independently while at sea without compromising the connection.

Secondly, continuing its environmental credentials, no ballast water is pumped from the surrounding sea when the *Aveogan* needs ballast water, as it is pumped from a 79,000gal retention tank situated on the *Oliver Leavitt*. When the ballast is not needed it is pumped back to the tank on board the *Oliver Leavitt*, eliminating the need for a Ballast Water Treatment System.

The ATB also carries a full range of spill response equipment including 2,000ft of inflatable spill boom that can be deployed from a hydraulic-operated reel.

The *Aveogan* is able to accommodate up to 11 crew members with all the modern comforts expected in the 21st century.

West offers supplementary insurance products which cover the additional risks posed by working upon vessels such as these, reinforcing our Members' normal P&I Rules cover.

 [Click here for more information](#)

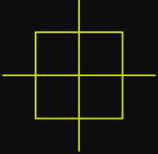
Qwest

Versatile Shipping Support

A unique partnership delivering innovative products and services, **Qwest** is there 24/7 to support ship owners, operators, charterers and traders throughout their operations.

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