



Inchcape
Shipping Services

Common Issues

- Time pressured
- More ships/cargoes
- More emails
- No extra staff
- Need to contain costs/improve bottom line
- Increased regulations: ISM/ISPS Codes, etc.
- Accountability
- Health, environmental and safety issues

Common Comments

- Well established agency network
- Longstanding relationships/friendships
- We're traditional operators
- Not much has changed
- Why change? "If it isn't broken, why fix it?"

ISS Aims to Provide

Customers with:

- Comprehensive menu of activities - to address these issues
- Web based application - to improve processes and scope of services
- Transparency - in operations and finance
- KPIs - continuous measurement to monitor performance
- Local information - with global standards
- Cost saving initiatives - sharing ideas/proactiveness
- Best practice in HSSE/Training - one global standard and framework

A World of Local Expertise



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