



# THOME GROUP NEWS

## Another Milestone for TSM Group in Philippines



The latest phase of Thome Group's ongoing expansion in the Philippines took place at the end of July 2009.

Mr. Olav Eek Thorstensen, Chairman of the Board of TSM Group of Companies in the Philippines led the official groundbreaking of the new building of the TSM Group of Companies on July 27, 2009.

The proposed building is a six storey office with a multi-purpose hall at the roof deck and is the fourth building of the company. This will be built at 1753 Dian St., Palanan, Makati City, alongside the three other buildings which are owned by the group.

The new building is planned to house the office of the managing director and the Accounting Department, Purchasing Department, Planned Maintenance System Department, Thome Offshore and HSSEQ Department of Thome Ship Management Pte. Ltd. (Thome-ROHQ).

The ceremony started with a blessing by Father Abet Bonayon followed by welcome remarks from Mr. Ian R. Garcia, President of TSM Equities



and TSM Holdings (Phils.), Inc. followed by Mr. Thorstensen's simple but meaningful opening message.

He was assisted by Capt. Ivar Thomasli, Managing Director of Thome Ship Management Pte Ltd-ROHQ, Capt. Alfonso del Castillo-President of TSM Shipping (Phils.), Inc. and TORM Shipping Phils. Inc., and Mr. Garcia during the ceremony program. A delectable array of cocktails was then served at the 1749 Building Penthouse.

The event was graced by Capt. Kemal Dugan Polat-Operations Manager of Active Shipping and Management Pte. Ltd., Capt. Rene Krudenier, Owner's Representative of Jo Tankers Phils., Inc., C/M Joseph Acibar-Owner's Representative of Norden, Capt. Reynaldo Alínea-General Manager of Jo Tankers Phils., Inc., Capt. Benjamin Katipunan, Jr., President of MST Marine Services (Phils.), Inc., Ms. Zenaida C. Primo, Finance Manager of TSM Shipping (Phils.), Inc., the Garcia family plus government officials, employees and other guests.

The 1753 Building is scheduled to be inaugurated on the first quarter of 2010.

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## Message From Mr Olav Eek Thorstensen, Group Chairman & CEO



*Mr. Olav Eek Thorstensen  
Group Chairman & CEO*

Welcome to the latest issue of Thome Group News! You will have already noticed that your staff newsletter has a new name - Thome Group News.

Our editorial committee and contributors decided that a slightly different name for the newsletter would more accurately reflect the total activities in which Thome as a company now participates.

We dropped Thome Fleet News as a name because we realized it was focused towards our ship management side only. Of course ship management will always remain our main activity.

But we now have a fully fledged offshore unit in the shape of Thome Offshore Management and we also have Thome Marine Services, our consultancy arm as well as our Philippines units TSM Shipping (Phils) Inc and MST Marine Services (Phils) Inc and Thome Zadar, our European offices.

It's important that these units are included in our company profile and we'd like to move towards 'group thinking'. Our units work together as ONE Thome team, but within that, they each have different market-facing functions. Thome as a GROUP is probably growing faster now than at any stage in our history – and this is despite the global economic downturn.

The nature of our service is such that many owners actually approach third party ship managers in times of economic downturn because they believe we may be able to manage their ships more efficiently than they can.

But as I have written here many times before, we are not a company interested in growth for growth's sake: "I want us all to be focused on careful, managed growth that will deliver us a bottom line profit without compromising our internal systems or cause us to lower our standards."

We have indeed taken on the management of several vessels in the past 12 months and our third party management now stands at more than 100 ships. Our internal systems have been adapted to meet this growth, but as we said in the last issue of the newsletter, we must undertake a Special Survey of all our internal practices to ensure we have the capacity and strength to cope with the stress and strain that growth also brings.

We have been working around the clock on this Special Survey and we have a senior management get together on the Indonesian island of Bintan this month (September) to assess the changes and what still needs to be done. We shall be reporting back to you on this in the next issue of Thome Group News.

Not only do we have to make sure that our internal procedures are correct to manage this growth, it is also vital we understand the outside constraints now being increasingly placed on our business.

Officer matrix requirements imposed by oil major vetting departments now demand that for any tanker to transport a major's cargoes, its officers must have a fixed number of years in rank and a fixed number of years with the company. In a world of crew shortages and officer/crew poaching, these requirements are often almost impossible to meet.

Our job as a third party manager is not to criticize the oil majors' stance on this. In theoretical terms, the matrix represents a powerful contribution to safety at sea and on oil tankers in particular. But at the same time, we are faced with some real, on the ground challenges every day when attempting to meet the requirements.

In the next phase of our expansion, Thome will focus on becoming an integrated service provider for operators and owners in the shipping and offshore sectors.

As far as ship management is concerned, we shall also increasingly look to the management of dry bulk carriers and container ships as a relatively new outlet for us and we believe there are good opportunities in both of those markets. We already have a track record in managing those kinds of vessel, but I believe we can do more in that direction.

I am pleased I am able to report that Thome Group is expanding. But let us not forget that all and any expansion will not be at the expense of the high standards of service for which we are renowned.

## A Word From Our Managing Director



*Captain Bjorn Hojgaard  
Managing Director*

At the time of writing this I am half way through a visit round to all our Principals in Scandinavia. I did a similar visit round with Japanese principals in July and the stories I am told both in Asia and in Europe are chilling.

Shipping is hard hit by the global economic downturn and owners are having significant economic woes. Our principals are no different. Some are in better shape than others but common to all is that they are operating vessels with income far below that of last year's and in some cases even below daily operating costs.

They still have to pay installments on their financing and the situation today is clearly unsustainable. Unless we have a compelling change in global economic activity soon and thereby a change in demand for inter-continental transport services many owners will be scrambling for survival in the months to come!

This is a risk to all of us but also an opportunity. Crisis will always separate the sheep from the goats; "when the going gets tough, the tough get going". As an organization dedicated to excel in the ship management industry we now have an opportunity to step up to the plate and deliver a service and a performance that clearly set us apart from the pack; one that will make our principals better equipped to ride the economic storm and emerge on the other side unscathed.

Let us therefore revisit the basics of our service pledge. Our most important priorities can be summarized in three points:-

### **Safety**

This must be priority no. 1, first time, every time! And we must continue to build a stronger track record by learning from our past and truly get the "continuous improvement process" in place.

Every accident or incident is one too many and in times of crisis just one blow can be fatal. We must all in our day-to-day activities upholster our "safety buffer" so that when errors do occur they are contained and do not develop into full-blown accidents or incidents.

### **Vetting/PSC performance**

In the shipping business and especially in the tanker market the earning potential of any vessel is closely linked to the vetting results of that vessel. When it comes to vetting and port state control we are never better than our last "game" and in these times of economic hardship a good vetting result may make the difference between a charter rate that can pay for operating and financing costs and one that will take an owner out of business – permanently!

Let us all make an extra effort to show our owners that Thome managed ships are better than other managers' ships and that we understand the importance of vetting performance to their financial survivability.

### **Thrift**

Our job has always been to take good care of the assets that we were charged with responsibility for. Now more than ever this means scrutinizing every dollar of expense, and ensuring that waste is eliminated or minimized.

Our principals – who continue to put a lot of trust in Thome Ship Management – have a clear and fair expectation that we all understand the gravity of the financial storm prevailing, and that we with that understanding will treat the funds that we have been entrusted to manage their vessels with as if they were our own. They rightfully expect that we all exercise thrift and moderation in expenditures.

If we get these three priorities right – and in that order! – our principals stand a chance to win in a difficult market place and with their success come our success!

Whereas I would have preferred to operate as a ship manager in a market with plenty of business for everyone, I am sure that if we all see the opportunity in the crisis and work together to get just that notch better, we will not only save our principals economically, we will also bring Thome Ship Management one step closer to our Vision: "To be one of the very best providers of ship management services in the world, and to be recognized as such by our principals and other stakeholders within the international shipping community."

# THE ISM CODE AMENDMENTS 2010



Captain Peter Helm  
Senior Manager, Marine & HSSEQ, DPA

On the night of March 6, 1987, one of the worst peacetime sea disasters in modern history took place outside the Belgian port of Zeebrugge when the passenger/ car ferry *Herald of Free Enterprise* capsized with the loss of 193 lives.

The official enquiry into the accident revealed major errors on the part of management.

The judge who conducted the enquiry described the ferry's operating company as infected with "*the disease of sloppiness at all levels.*"

Perhaps the most obvious example of deficient management was the fact that the vessel left port with its cargo doors open.

In 1989, IMO adopted *Guidelines on Management for the Safe Operation of Ships and for Pollution Prevention* - the forerunner of what later became the International Safety Management (ISM) Code which was made mandatory for passenger ships, high-speed craft, oil tankers, chemical tankers, gas carriers and bulk carriers on July 1, 1998.

Paragraph 6 of the ISM Code preamble states: "*The cornerstone of good safety management is commitment from the top. In matters of safety and pollution prevention it is the commitment, competence, attitudes and motivation of individuals at all levels that determines the end result.*"

It is essential that this concept is embraced by all individuals at all levels of sea going and shore based personnel as the basis in developing a genuine safety culture.

Several amendments to the ISM Code will enter into force on 01 July 2010.

So it is appropriate that at this time we reflect on more than 10 years of the ISM Code and ensure that Thome Ship Management's commitment to continuous improvement and achieving

a genuine safety culture is strengthened.

More recent tragic accidents such as the "*Princess of the Stars*" clearly indicate that without the commitment of individuals at all levels the ISM Code will not be implemented effectively and more lives will be lost.

If the ISM Code has taught us one thing it is that we must learn lessons from our previous mistakes and ensure that we not only implement corrective actions to rectify non-conformities but also that we ensure adequate actions are taken so as to prevent any recurrence of the same problem.

## The existing ISM Code Paragraph 9

### REPORTS AND ANALYSIS OF NON-CONFORMITIES, ACCIDENTS AND HAZARDOUS OCCURRENCES

- 9.1 The safety management system should include procedures ensuring that non-conformities, accidents and hazardous situations are reported to the Company, investigated and analysed with the objective of improving safety and pollution prevention.
- 9.2 The Company should establish procedures for the implementation of corrective action.



## WHAT THEY MEAN FOR THOME GROUP



From 01 July 2010, the existing paragraph 9.2 will be replaced by the following:

**“9.2 The Company should establish procedures for the implementation of corrective action, including measures intended to prevent recurrence.”**

In addition to corrective actions it will be a requirement that we also ensure adequate actions are taken so as to prevent any recurrence of the same problem. In other words, we need to implement effective PREVENTIVE ACTIONS.

Repeated non-conformities, accidents, hazardous occurrences, deficiencies or inspection observations are evidence that initial preventive actions have not been effective and additional action is required.

The ISM Code paragraph 1.2.2 subparagraph 2 states the need to, **“establish safeguards against all identified risks”**. This implies that Risk

Assessment is therefore essential to compliance, and is a fundamental aspect of ISM “good practice”.

From 01 July 2010, the existing paragraph 1.2.2 subparagraph 2 will be replaced by the following:

**“Assess all identified risks to its ships, personnel and the environment and establish appropriate safeguards”**

Risk Assessment will no longer be implied in the ISM Code, it will be a requirement.

Accidents do happen, it is a sad fact of life, but we all need to ask the question – Are we doing enough to reduce the risks posed by our shipboard operations?

It is no coincidence that the revised ISM Code will give stronger emphasis to risk assessment and preventive actions.

However, it is a fact that a lack of effective risk assessments and preventive actions

or control measures will lead to repeated accidents.

We do not need to wait for accidents to happen to realise that something is going wrong.

Hazardous occurrences, near misses and non-conformities are all learning opportunities - by reporting and analysing these we can understand what is wrong.

Through risk assessment we can identify and implement preventive actions before an accident actually occurs.

Those who do nothing to learn from their mistakes will simply go on to have more accidents.

Embracing the true spirit of the ISM Code and commitment by all of us at Thome Group in the development of a genuine safety culture will ensure that our company is not infected with **“the disease of sloppiness”**.



## A Word From Our Head of Group HR & Crewing



*Capt Michael Elwert  
Head of Group HR & Crewing*

Attracting, recruiting, developing and retaining sufficient talent within Thome at sea as onshore - remains a key **success factor** for us as we continue developing and improving our business. Our approach is based on continuous improvement in everything we do.

Keeping hands on, monitoring cost and proactively engaging with our Principals to meet their expectations is crucial. 'Words are cheap – deeds our dear' remains a true watchword for us all.

Our principals evaluate us not on what we promise – but purely on our actions and actual performance that we by the end of the day provide them. Our ability to perform a quality service with particular attention paid by us all to our Principals operating costs is the key to our **success!**

So much more reason to call our new WEB based HR performance

management tool '**Successfactors**'! Many of you have eagerly participated in the various 'roll out' workshops – The feedback from these workshops has been excellent and I would like to thank all of you for your input, time and not least the energy that made the workshops valuable in our '**Successful**' implementation of this new important tool. Like with any new system – the implementation requires taking time to 'learn the ropes' and much hard work by all is required to kick-start and launch. I strongly believe we are off for a very good sea trial indeed.

The online 'SuccessFactor' HR tool makes it easier to complete performance reviews, creates a better understanding of our evaluation standards, strategies and helps us identify and reward good performance.

For Thome to remain competitively viable and over time secure sustainable growth and profit, it is a prerequisite to maintain a best in class team of competent organization with the best possible team of employees by attracting, keeping and developing the best talent we can find. Although this seems like a simple and straightforward human resource management task, it is in practice perhaps the most difficult challenge that we face; in our endeavor to stay ahead of competition and maintain our strong market position within the ship management service industry.

In this edition of Thome Group News I have taken the liberty to share with you the story of the Endurance Expedition in the early 1900. It is a great story – and a lesson about how a true team always outperforms groups and individuals. A focus that we in Thome will give much more attention to in the year ahead of us.

The value of a networked global organization working together as an effective team is evident. The focus is both on generating ideas and working as a true team – and not least on ensuring that as we grow and structure our business, that we do not fall victim to bureaucracy and roadblocks that prevent progress and efficiency.

We are proud that we seem to manage well as a team, but we can not allow ourselves to become complacent – taking a high priority HR approach to how we work and communicate together will ensure that Thome moves swiftly ahead and continues our level of performance – and creating a workplace in which we all feel valued, proud being part of - enjoying responsibility and accountability.

The increasing globalization has fundamentally altered the nature of corporate work throughout organizations – indeed also for Thome. For one our workforce has become increasingly diverse in nationality and cultural origins, and secondly, work assignments are increasingly performed by teams consisting of staff located in different countries and cross times zones.

Thome is seen to become more and more virtual and transnational in our endeavor to effectively service a global network of customers and staff. Our recent opening of new offices in Zadar and Iloilo serves this purpose.

Finally, allow me to welcome onboard all the employees which have recently joined us from many nations in connection with the Eitzen Gas and Eitzen Chemical fleet coming in under the Thome management. We all look forward working together with you as a true team!!

## Teambuilding at Thome

This article was spotted by Capt Mike Elwert, Group Head, Group HR and Crewing. It highlights exactly why team work will always produce better results than group or individual work.

### The Endurance Expedition

“We had suffered, starved and triumphed, grovelled down yet grasped at glory, grown bigger in the bigness of the whole.... We had reached the naked soul of man”. These are the words of Ernest Shackleton, the British 20th century explorer who has had fame-in-posterity less because of his accomplishments as an explorer than because of his ability to gather teams that turned disaster into triumph. Here we will concentrate on his Endurance Expedition, and intended Antarctic crossing that failed, but which has still become a textbook example of the immense obstacles that dedicated teams may overcome.

### Setting Sail For The Antarctic

In the latter part of 1914, war had just broken out in Europe. Ernest Shackleton and his crew on board the Endurance, already assemble and ready to set sail for the ultimate Antarctic challenge, had written the king and with great patriotism offered him their service. The king had however declined the offer, because he believed that the war would soon be over and the world would benefit more from the discoveries expected from Shackleton's expedition.

The expedition was therefore carried out in spite of the difficulties faced by Britain at the time. By December 1914 the Endurance was ready to set forth from Grytviken in South Georgia, then as now the last frontier before the real Antarctic region commences, and in late January the Endurance was already inescapably fast in the ice of the Weddell Sea, just off the Rome Ice Shelf.

At this point Shackleton wrote: “I could not doubt now that the Endurance was



confined for the winter... The seals were disappearing and the birds were leaving us. The land showed still in fair weather on the distant horizon, but it was beyond our reach now and regrets for havens that lay behind us were vain.”

The Endurance remained caught in the ice until she was pushed under in late November 1915 – a common fate for ships prowling Arctic and Antarctic waters in those days. What makes the story of the Endurance so compelling is that when the remnants of the expedition were finally rescued on August 30 1916, one year and seven months after the ship was first stuck in the ice, not one of the 28-man crew had been lost, and all were still in good spirits!

### Leader By Virtue Rather Than Force

How did Shackleton accomplish this? To start with, he set forth with only very motivated team members. But having the right team is not the only prerequisite for success. The team must also be allowed to perform! Shackleton was undoubtedly a very foresighted leader who had little time for the usual authoritarian leadership style of his day, and he made sure that all his men had the opportunity to perform to their own personal maximum by being, in a phrase worn thin by unjustified use by others, a leader among equals by virtue rather than by sheer force.

In April 1916, Shackleton and a team of five left the majority of the crew on Elephant Island, a small uninhabited islet off the tip of the Antarctic Peninsula, to sail one of the Endurance life-boats back to Grytviken for help. The team covered 1,200 kilometers in 14 days across one of the fiercest seas on the planet and survived two hurricanes and one “rogue wave”. It made it to South Georgia and eventually, after crossing a 2,915 metre high centre ridge, made contact with the whaling community in Grytviken and managed to organize the rescue expedition, which collected the rest of the crew on Elephant Island.

### Teams Outperform Groups

One thing is abundantly clear about the Endurance expedition – this was not a random group assembled to accomplish an ill-defined goal. These were individuals working in teams towards the ultimate goal of collective and individual survival, consistently elevating the participants to “grow bigger in the bigness of the whole”, as Shackleton himself has phrased it.

#### Further reading:

*Sir Ernest Shackleton, South – The Endurance Expedition*  
*Alfred Lansing, “Endurance” – Shackleton’s Incredible Voyage to the Antarctic*

## Thome Staff Reach Important Milestones

The following Thome staff have achieved service milestones for the group in 2009:-

No. of Yrs Service	Category	Staff Name	Job Code/Rank/Position
15 Years	Shore Staff/TSM S'pore	NOORSIAH BTE SALEH	ASST CREWING MANAGER
	Sea Staff	JAMILARIN MARIO LESTER NONONG	2EO
	Sea Staff	KOSTA JOSIP	2EO
10 Years	Shore Staff/TSM S'pore	ASHOK KUMAR	FLEET GROUP MANAGER
	Shore Staff/TSM Manila	LAVIÑA FREDERICK	MARINE SYS ADMINISTRATOR
	Sea Staff	KANDASIC ROBERT	Mstr.
	Sea Staff	CINCAR ANTUN	Mstr.
	Sea Staff	CUKA IVO	Mstr.
	Sea Staff	ZUPCIC BORIS	Mstr.
	Sea Staff	MICIC SRECKO	Mstr.
	Sea Staff	PETROVIC IGOR	Mstr.
	Sea Staff	PREDOVAN MILIVOJ	Mstr.
	Sea Staff	COLIC PASKO	C/M
	Sea Staff	LAGURA RENATO CABATUAN	C/M
	Sea Staff	MIRANDA GLENN DAVILA	C/M
	Sea Staff	PAVLETIC VALTER	C/M
	Sea Staff	DUNATOV RUZARIJO	C/E
	Sea Staff	KALACIC ULDERIKO	C/E
	Sea Staff	LOPEZ JENNY BAYLEN	C/E
	Sea Staff	MAGNUSSON LEIF MARTIN	C/E
	Sea Staff	BRONIO JR. NONITO RANCAP	2EO
	Sea Staff	DEL ROSARIO RUEL SANTIAGO	2EO
	Sea Staff	FONTELEA JR. AMADO SORALBO	2EO
	Sea Staff	GANO CHARLIE PIOQUINTO	2EO
Sea Staff	ZANTUA ZHAZUL BORJA	2EO	
5 Years	Shore Staff/TSM S'pore	NORLI DAUD	JUNIOR CREWING EXECUTIVE
	Shore Staff/TSM S'pore	LIN LIANER JANE	SENIOR SECRETARY
	Shore Staff/TSM S'pore	BARABA TIHOMIR	FLEET GROUP MANAGER
	Shore Staff/TSM S'pore	WONG LI PING	ACCOUNTS ASSISTANT
	Shore Staff/TSM S'pore	CHUA SOO FANG EILEEN	SECRETARY
	Shore Staff/TSM S'pore	YEAP MEE GAN	SENIOR PURCHASING OFFICER
	Shore Staff/TSM S'pore	ASHUTOSH NAGESH RAO	FLEET GROUP MANAGER
	Shore Staff/TSM Manila	JAMOLYN NANCY CATALINA	MANAGER
	Shore Staff/TSM Manila	TOMASLI IVAR	MANAGING DIRECTOR
	Shore Staff/TSM Manila	DOCOT RONALD	COMPANY DRIVER
	Shore Staff/TSM Manila	REMOLACIO ROWENA	JUNIOR ACCOUNTANT
	Shore Staff/TSM Manila	MAGPANTAY BENEDICT	SUPERVISOR
	Sea Staff	IVANOV STJEPAN	Mstr.
	Sea Staff	PAWASKAR AQUIL DAWOOD	Mstr.
	Sea Staff	PILAPIL EMMANUEL GACAD	Mstr.
	Sea Staff	ZUPICIC KARLO	Mstr.
	Sea Staff	BOMBARDA ANGELITO PAINAGAN	C/M
	Sea Staff	CAUSEVIC ERNES	C/M
	Sea Staff	PAJIC MARKO	C/M
	Sea Staff	SARZUELO ELMER VILLACARLOS	C/M
	Sea Staff	AMARAL SAVIO ARMANDO	C/M
	Sea Staff	BERNASOL MANUEL HERMOSO	C/E
	Sea Staff	CHOPRA JUJHAR SINGH	C/E
	Sea Staff	DIAZ EFREN GARGANERA	C/E
	Sea Staff	RAMIREZ ROGEL SERMO	C/E
	Sea Staff	ANDRADA NOLASCO BANGUIRAN	2EO
Sea Staff	PADACA JERRY OCENAR	2EO	
Sea Staff	YU YUN BO	2EO	

**Thome congratulates each and every one of you for your service and wishing you many more years successful employment with our company!**

## Introducing Our New Docmap Marine Suite



*Carlo Vergara*  
Marine Systems / IT Manager

Docmap Marine Suite is a web based and packaged solution developed to manage, improve and streamline clients' critical business process regarding compliance to rules and regulations in the shipping industry.

Docmap Marine Suite is pre-configured based on shipping QA and HSE best practice and really places Thome Ship Management at the forefront of IT applications in the shipping industry.

Its modules collect information from various business processes in the company onshore and on the ships. Accidents, near-accidents, suggestions for improvements, recommendations and data for various key performance indicators are a few examples of different types of information that can be collected in Docmap Marine Suite.

### Ship & Shore Synchronization

Docmap Marine Suite includes a cost effective and well proven Ship & Shore Synchronization setup, and helps some of the world's leading ship-owners

to globally send and receive data via satellite to their vessels. The main purpose is to keep critical information updated in distributed locations which are not permanently connected to the master installation.

### Key features

- Bi-directional synchronization
- Automated handling of files arriving out of sequence
- Exchanging only relevant database updates via e-mail (Mail/CD/DVD/ Other)
- Data compression and encryption

The following modules are supported by Docmap Marine Suite:

1. End users on the vessel work with documents (familiarization, submit read receipts, give feedback on hearings, etc.), observe (create observations and actions attach files etc.), and do other actions that create data in the vessel database.
2. Modified data is synchronized via e-mail to the e-mail server on shore.
3. The Office receives the modified data. Vice versa, documents etc. are synchronized out to the vessel.

### Governing Documents

Governing Documents module ensures compliance to ISM, ISO and other

external requirements and ensures spread of best practice through implementation of a single source for policies and processes.

The module is pre-set with shipping parameters like Roles onboard, Ship types, Menus for Ship processes and Manuals.

### Observation & Improvement

Observation & Improvement is based on standard Basic Loss/Causation Model and includes pre-configured HSE reports like Loss/Accident, Near Accident, Non Conformity and Suggestion for improvements & Follow up Actions. All reports are processed in a pre-set workflow.

### KPI Dashboard & Statistics

KPI Dashboard & Statistics accommodates the need for continuous improvement, supported by a pre-set of dashboard criteria's incl. drill-down functionality for detailed information.

### Vessel Information Portal

Vessel Information Portal includes a complete Vessel setup designed to meet the need for online availability to QA documents, HSE Reports, Experience Sharing Letters, and Memos, circulars etc.



## The Aims and Ambitions of Thome's European Office



**By Capt Valerio Skoblar,  
Head, Thome Zadar Office**

Thome Ship Management has rapidly boosted the number of vessels it manages from top quality European owners in the past couple of years.

So the need for a European office for Thome became all the more important in recent years. The need for opening a suitable branch office in Europe was a new challenge for all of us.

Croatia is a country which has long standing links with Thome Ship Management, so it was obvious that the company should select Croatia as home for its first dedicated European office.

After 20 years presence in Croatia, the opening of our own office in Zadar is a milestone for Thome Ship Management.

The group has recognized Croatia as a major source of well qualified and trained deck and engine officers.

As proof of this, we can point to the large numbers of officers from Croatia who have served with Thome Ship Management for 15 years and more.

One of the most important activities of Thome Zadar Ltd is taking part in building up crew manning for the fleet requirements and providing well educated seafarers for Thome Ship Management's expanding fleet.

There is no doubt that participating in crew manning activities in this office will be a considerable help to existing crew manning agents in Croatia who are tasked with selecting and recruiting of qualified seafarers for Thome Group.

By opening a regional branch office in Europe, the quality of service provided by Thome Ship Management to our valuable customers based in Europe will be of great benefit to the company in many respects.

But our main aim is to bring in higher standards for the seafarers who come from Croatia. Therefore, among the various Zadar office responsibilities and activities, the main scope of regional office activities will be:

- Providing pre-joining briefings / HSSEQ familiarization for Senior officers before they join Thome Ship Management vessels

- Arranging various kinds of in house training, courses and seminars for European officers.
- Participating in arranging of Oil Major vetting inspections for ships and doing the follow-up.
- Providing required assistance / attending the vessels under the fleet calling at European ports before Oil Major vetting and Port State Control inspections.
- Attending vessels under the fleet calling European ports providing which require technical assistance.
- Annual ISM / ISPS Internal Audits for vessels under Thome Ship Management fleet calling ports in region.
- Arranging and conducting of Internal Audits for Manning agents located in Europe as required.

We believe that in a very short time, Thome's Zadar operations in Croatia will play a vital part of the global Thome Group set up!

# Analyzing The Thome Competence Management System

By Capt Ivar Thomasli, Managing Director, TSM Group, Philippines

Thome has always been at the forefront when it comes to training of their seafarers. To make sure all ranks are trained in line with our requirements training, matrixes for all type of vessels and ranks were developed.

However, the matrix system has its limitations as it's based on generic training not individual.

To make sure that all training is based on individual needs we looked into different alternatives which could be implemented and we ended up with DNV Seaskill, and "people fit for purpose".

Together with DNV Seaskill, we then started to develop competency standard for all officers' ranks on board including electrician as well as cargo officers for LNG tankers.

The standards are developed based on Thome's KPIs as well as incidents and accidents the past 8 years. DNV Seaskill also has a comprehensive database based on best industry practice which were used.

This means this is not a generic competence standard but based on specific needs and requirements from Thome.

Approximately 140 competence standards are developed per rank, with all main competencies needed for each rank included. These standards are far beyond STCW95 level, and if complied with by the officer, he is more than competent to do his job on board.

We have also developed Performance Criteria's to each Competence standard to make it easy to objectively assess the officer and make sure that the assessor know the requirements and the expected response from the officer.



Most assessment will be done on board; however, some areas will be handled by the Training Center in Manila as well as by management in Singapore. (Superintendents)

When the assessment is done on board or on shore we have to establish what training is needed if any. If the training can be done on board, which should always be the first option, it should be done. If shore based training is needed to comply with the competence requirement, it has to be done at our in-house training center in Manila or with an external training center already accredited by Thome.

## Crew Performance Education Training System (CrewPETS)

To support the Thome Competence Management System, we have developed an IT program which assists in assessing current competencies, mapping competence gaps, training need analysis, assigning and scheduling training courses as well as monitoring and reviewing the competence system. It has a comprehensive and analytical reporting system as well.

The purpose of CrewPETS is to enhance the handling, performance, education, and training needs of Thome.

CrewPETS will also be the individual seafarers training record book as all training is recorded and can be printed at any time. He will also be able to see where he lacks training and what training he needs to take next time he is on holiday if the training is impossible to carry out on board.



## Conclusion:

The Thome Competence Management System is the most comprehensive framework developed to handle competencies and to assess the gap between actual competencies measured and those defined.

Benefits which should be mentioned:

- Clearly defined competencies for each rank
- Documented Career Development
- Clearly defined promotion requirements
- Structured personal training program, based on the gaps.
- Personal participation in career review and planning for the future.
- More competent staff and improved teamwork.

When fully implemented the system will be certified by DNV, which will also certify that our Competence Management System is fully compliant with the requirements of TOTS and SIGTTO, with the name of all ships entered into the program.

It should also be recognized that TOTS is developed with the view that this is a minimum standard, (albeit above the STCW requirements) and a company is fully able to exceed the TOTS standard or utilize those sections that it may require in order to meet the overall TOTS requirements of the standard.

Thome will utilize some of the sections of the training programs included in TOTS; actually we have already implemented cargo handling training based on the TOTS standard.

## Calling all budding Thome photographers!



This issue of Thome Group News sees the launch of a photography competition for all group employees – at sea and in our offices.

Today's digital age – when just about everyone has a camera of some sort at their fingertips – means there is a whole new generation of talent out there waiting to get their work published!

We invite everyone who reads Thome Group News. We hope every Thome Group employee at sea and ashore – to send in a photo they have taken which may sum up an aspect of their work or life in connection with their association with Thome Group or the businesses in which we operate.

Sea going staff will be in one section, while our office staff will form another and before each issue of Thome Group News, the editors will pick the best picture from a sea staff and a shore based staff.

There will also be two runners up in each section and the winners and two runners up will each receive a prize for their published picture.

For sea staff, it may be a stormy day, a view from the bridge which is captured on camera, or a beautiful blue sea. For office staff, it can be many different things, a training session, a birthday party or just some out-of-work social activity that you and your colleagues have organized or taken part in.

The winning pictures will capture the spirit of the moment and we hope the spirit of working for Thome in the shipping and offshore industries!

We have set up a special email address to which you can send photographs. Our Group Chairman and CEO Mr Olav Eek Thorstensen and our Managing Director, Capt Bjorn Hojgaard will pick the winners

and their decision will be final!

Please send your pictures to:  
**photocomp@thome.com.sg**

For those on board the ships please send your photo in JPG or JPEG format with a web resolution of 800x600 pixels with a maximum email size of 500kb and a maximum of 4 photos per ship per day.

Please indicate your name, rank and short description of your photos. The winner will receive an iPod touch 16GB (value SGD498). The two runners-up will both receive iPod shuffle 4GB (value SGD128).

We shall need them by October 15 and we shall announce the winners – and of course publish the pictures! – in Thome Group News in our Nov/Dec Christmas Holiday edition.

Happy Snapping!

## THOME GROUP NEWS

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