



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING

CAPABILITY STATEMENT



Terra-Marine Group Profile

Introduction

This is to appraise you of the experience and competence of the Terra-Marine team and our professional resources available to you for diligent and techno-economic management of your vessels.

We at Terra-Marine are committed to provide best possible services to our clients, who we regard as very important to us. The organization ensures diligent cost effective management and operation of vessels always ensuring full compliance with regulatory requirements. Services offered:

- ✓ Ship Management (Commercial & Technical)
- ✓ Crew Management
- ✓ Port Agency Services (All Ports in Pakistan)
- ✓ Chartering
- ✓ Sale & Purchase
- ✓ Supply of stores & spares
- ✓ Training of Seafarers

Capability Statement

The Terra-Marine group was incorporated in 1988 by Capt. Saulat Majeed Khan, Group Chairman & Managing Director.

Capt. Khan served as General Manager from 1974 to 1976 and as Managing Director of Gulfeast Ship Management Ltd. 1976 to 1986.

In 2005, Terra-Marine was the Lead Consultant in a consortium consisting of Terra-Marine, A&P Appledore, KPMG, HTSPE Limited, Orix Investment Bank, Mohsin Tayyab Ali & NESPAK commissioned to advise the Government of Pakistan on the privatization of the Karachi Shipyard & Engineering Works.

Capt. Khan acts as an arbitrator in Maritime Disputes either referred to by parties at the High Court or for out of court ADR matters.

Terra-Marine maintains a Roster of over 5000 active seagoing officers and ratings.

On formation of Terra-Marine many executives of the Gulfeast team were brought onboard due to their extensive experience in Ship Management under Capt. Khan at M/s Gulfeast Ship Management Ltd., Hong Kong.

During their tenure with Gulfeast Ship Management:

- ✓ The team developed the managed fleet from four old vessels to an average of 65 vessels of various types
- ✓ Ship sizes from 10,000 DWT tween-deckers to 300,000 DWT VLCCs
- ✓ Registered under Flags of Convenience as well as National Flags with multinational crews
- ✓ Operated three training vessels
- ✓ Trained over 500 cadets both deck and engine to produce quality officers and engineers
- ✓ Supervised 20 new buildings between 15,000 DWT to 75,000 DWT in Japan, South Korea & Brazil



Ship Management Services

Terra-Marine offers cost effective quality ship management through its committed well trained and skilled staff and holds DOC's from NKK for the following types of vessels:

- ✓ Bitumen Carriers
- ✓ Bulk Carriers
- ✓ Car Carriers
- ✓ Chemical Tankers
- ✓ Container Ships
- ✓ Crude Oil Tankers
- ✓ General Cargo
- ✓ Livestock Carriers
- ✓ LPG Carriers
- ✓ Reefer Ships

Terra-Marine Quality Systems, Operations are in full compliance with MLC 2006 and:

- ✓ Audited by Government of Pakistan
- ✓ Audited to ISO:9001-2015 by Lloyds Register
- ✓ ISM Management System certified by NKK
- ✓ Audited to ISO:14001-2015 by NQA (UKAS)
- ✓ Audited to ISO:45001-2018 by NQA (UKAS)
- ✓ Regular operations and safety audits conducted by its qualified staff to monitor safe ship operations, environment protection and loss prevention

Terra-Marine is a member of InterManager since 1996 and complies fully with InterManager's Standards and Code of Conduct.



Company Policies

Quality, Health, Safety and Environment Policy:

QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY

Terra-Marine is committed to provide Ship Owners, Ship Managers and Sea Staff with services of the highest quality in accordance with their requirements and expectation, always ensuring health, safety and environmental protection during services provision.

Responsibility for commitment to Quality, Health, Safety and Environment rests with the highest level of Management in the company.

Terra-Marine will achieve this by:

- Implementing and continuously improving its quality management system in accordance with ISO 9001:2015 (QMS) requirements.
- Emphasis on commitment to Health, Safety and Environment protection (HSE) in accordance with ISO 45001:2018 (OH&S MS) and ISO 14001:2015 (EMS).
- Constantly improving skills and competence of Managerial Staff, Support Staff & Sea Staff by ensuring continuous training and awareness.
- Careful monitoring of customer's ships and Sea Staff performance by trained and experienced managerial staff.
- Ensuring full compliance with all related conventions, laws & regulations.

AT TERRA-MARINE CUSTOMER SATISFACTION IS PARAMOUNT

Terra-Marine shall cater to the customer requirements and expectation through stringent compliance with ISO 9001 & InterManager Standards, ISM Code, and ISPS Code which shall be taken as minimum guidelines for the company's QHSE System.

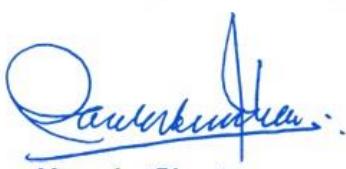
Customer's satisfaction, occupational safety and pollution prevention shall always be paramount and any neglect in this regards could lead to dismissal of the person concerned.

The Company's QHSE System shall be a live system and under constant review for improvements. Suggestions in this respect shall always be encouraged and welcome from all levels within the Company both afloat and ashore.

Terra-Marine shall unceasingly maintain its:

- Safety Management System (SMS) as per the ISM Code under IMO RES. A.741 (18).
- The requirements of the IMO International Safety Management (ISM) Code.
- The requirements of the IMO International Ship & Port Facility Security (ISPS) Code.
- Adequate resources and shore-based support shall be provided to enable Designated Person ashore and to those responsible for safety and environmental protection to function efficiently.

Customer requirements and expectations shall be taken fully in account in implementation of this policy.



Managing Director



International Safety Management Policy:

INTERNATIONAL SAFETY MANAGEMENT POLICY

Responsibility and commitment to quality implementation of the ISM Code rests with the highest Authority in the Company Management.

The management policy on safety and environment protection is structured on a combination of the right skills, knowledge and experience, taking into account the relevant international conventions, classification and national regulations, the direct involvement of the decision-making management, its attitude being reflected in Company policy and thus directly in the work of all the Company employees ashore and afloat with commitment, competence, attitudes and motivation, with a continuous process of measurable quality of improvement, and ensuring that the Master is not only competent and fully conversant with and dedicated to the maintenance of the company's safety management system (SMS) and the appropriate safety and environmental protection standards, but also to ensure that he is given all the necessary support and authority to perform his duties properly and safely.

The Company maintains a direct link with those onboard through a Designated Person Ashore-DPA (or in his absence through the Deputy Designated Person Ashore-DDPA) as shown in the Organizational Chart. The DPA (or in his absence DDPA) shall have direct access to the highest level of management. Their authority and responsibility shall include monitoring the safety and pollution-prevention aspects of the operation of ships, ensuring that adequate resources and shore-based support are available at all times. The ultimate responsibility for safety and environment protection rests with the Managing Director of the Company.

In addition to providing high quality safety management, TMSM will unceasingly maintain:

- Safety Management System (SMS) as per the ISM Code under IMO RES. A.741 (18).
- The requirements of the IMO International Safety Management (ISM) Code.
- All Management vessels shall be inspected & audited on a half-yearly basis or as closely to such dates as possible depending on the vessel's itinerary, accessibility and travel arrangements. The results of such inspections and audits shall be reviewed and brought to the attention of the Master, Chief Engineer and concerned personnel in the office.
- The Application of the company's policy shall apply to ALL vessels managed by the company.
- Company policies shall be implemented and maintained at all levels of the organization, onboard ship and shore based.
- Adequate resources and shore-based support shall be provided to enable Designated Person Ashore and to those responsible for safety and environmental protection in order for them efficiently carry out their duties.

Customer requirements and expectations shall be taken fully in account in implementation this policy.

Paulsen

Managing Director

(Highest Level of Authority in
Management
as referred in ISM Code 4.)

Newton

Technical Manager

(Management Representative)



Safety Policy Statement:

SAFETY POLICY STATEMENT

Terra-Marine's objective is to conduct its operations so as to ensure safety at sea, prevention of human injury or loss of life and avoidance of damage to the environment and to property.

Terra-Marine is dedicated to develop, implement and maintains the standards of safety and environmental protection with prudent and reasonable practicability.

Terra-Marine establishes that all operations carried out by its personnel, both ashore and onboard, shall bear special emphasis to:

- Provide for safe practice in ship operation.
- Provide a safe working environment.
- Establish safeguards against all identified risks.
- Constantly improve the safety management skills of shipboard and shore-based personnel including preparing for emergency related to safety and environment protection.

Terra-Marine requires that whenever a conflict arises between commercial or economic reasons and the above points, priority shall always be given to safety.

Paulsen

Managing Director



Protection of the Environment Policy:

PROTECTION OF THE ENVIRONMENT POLICY

Terra-Marine Ship Management's policy with respect to the protection of the environment is that:

- TMSM recognizes its responsibilities for concerns with both long and short term effects of its operations on the environment and global ecology.
- The Management supports the International Convention for the Prevention of Pollution from Ships (MARPOL 73/78) and believes that the first line of defense against pollution is avoidance of accidents.
- Within economic limitations of operation, TMSM shall endeavor to maintain a leading position in the development of anti-pollution measures, compatible with the best safety and operating policies.
- All employees have an obligation to ensure that they are fully aware of the impact of their activities on the environment and ensure that every effort is made to prevent pollution from TMSM managed ships.
- TMSM will devote time and effort in developing this Policy and will provide such training, instruction, information and supervision as is necessary.
- The Shipboard Contingency Plan, the Shipboard Oil Pollution Emergency Plan and communications instructions contained in Chapter 8 of the Ship Board Management manual are to be followed at all times and are only to be overruled by considerations of safety.



Managing Director



Drug and Alcohol Policy:

DRUG AND ALCOHOL POLICY

It is Terra-Marine's policy to maintain a safe and healthy; working environment, free from the unauthorized use of drugs and total prohibition on alcohol, and any forms of intoxicating, fermenting, hallucinating and mentally/physically impairing consumable.

Also:

- Bringing, carrying, soliciting in and use of alcoholic beverages & drugs onboard of all vessels are strictly prohibited.
- Carriage or consumption of drugs not obtained by prescription from a doctor or form the ship's medical chest through the Master is an offence. We will actively co-operate with any Government or Government Agency concerned with.
- Maintain a safe and healthy working environment free from the unauthorized use of drugs and alcohol.
- Misuse of legitimate drugs, or the use, possession, distribution or sale of illicit or un-prescribed drugs ashore or onboard ships is prohibited and any person(s) found in breach of this will be subject to immediate dismissal.

Terra-Marine's policy is that the only acceptable level of drug or alcohol content at any time MUST BE ZERO.

Managing Director



Seafarers Recruitment and Placement Policy:

SEAFARERS RECRUITMENT AND PLACEMENT POLICY

Terra-Marine's Seafarers Recruitment and Placement policy is to fully comply with the ILO Maritime Labour Convention 2006 Regulation 1.4 "Recruitment and Placement", recognizing that by establishing fair terms & conditions of service to Seafarers, with decent working and living conditions onboard, with cognizance to personal health & safety and Seafarers' training & certification, and creating a level field with fair competition to Shipowners and Seafarers, it will create an efficient and productive environment that shall be beneficial to the industry.

The policy stringently focuses on the following MLC 2006 Standards:

- Protect & promote Seafarers' rights.
- Ensuring Seafarers' mandatory & appropriate training & qualifications.
- Ensuring appropriate pre-joining medical examination & certification.
- Employment pursuant to a CBA (Collective Bargaining Agreement).
- No recruitment fees to be charged to the Seafarer.
- No discrimination or exploitation of Seafarers.
- Seafarers be informed all their rights and conditions onboard.
- Seafarers' right to make complaints & addressing the same.
- Ensure natural justice for dealing with cases of incompetence or indiscipline consistent with national laws or the CBA.
- Ensure working & living condition onboard complies with the Convention and / or the CBA.
- Ensuring Seafarers protected for medical treatment & compensation, payment wages & repatriation, even if stranded in a foreign port, through P. & I. cover or other measures.
- Provide safety training and other promotional guidance to Seafarers.

Managing Director



Ship Manning Policy:

SHIP MANNING POLICY

Terra-Marine's Ship Manning policy is to fully comply with the Pakistan "Merchant Shipping Ordinance 2001 – Part IV" and ILO Maritime Labour Convention 2006, recognizing that by establishing fair terms & conditions of service to Seafarers, with decent working and living conditions onboard, with cognizance to personal health & safety and Seafarers' training & certification, and creating a level field with fair competition to Shipowners and Seafarers, it will create an efficient and productive environment that shall be beneficial to the industry.

The policy stringently focuses on the following MLC 2006 Standards:

- Minimum age limitations for young seafarers and supervision of their safe working & training.
- Pre-joining medical certification.
- Training and qualifications.
- Recruitment & Placement, by an approved SPRS.
- Seafarers' Employment Agreements (SEA).
- Timely payment of wages.
- Accommodated and recreational facilities.
- Control stipulated hours of work and rest.
- Entitlement leave and repatriation.
- Food, catering and hygiene.
- Medical care onboard and ashore.
- Shipowner's liability medical treatment and compensation death / disability and proper repatriation due sickness.
- Health, safety and accident prevention.
- Social security as prescribed by national legislation.
- Seafarers onboard complaint procedures alleging breaches of MLC provisions.



Paul K. Khan
Managing Director



Retention Rate Key Performance Indicator (KPI's)

Retention Rate KPI's For Officers & Ratings

Ranks	2016	2017	2018	2019	2020
Officers KPI Value	93.2	93.9	93.5	93.3	93.4
Officers KPI Rating	87.8	92.9	90.2	88.4	89.1
Ratings KPI Value	93.2	92.9	93.1	93.9	95.0
Ratings KPI Rating	87.9	85.7	87.6	92.8	99.8

Officers Rankwise KPI Rating

Ranks	2016	2017	2018	2019	2020
Master	92.7	89.5	90.6	97.3	85.7
Chief Mate	87.9	94.1	87.4	96.8	88.3
OOW	98.5	96.9	95.4	98.6	95.6
Chief Engineer	95.5	94.6	92.7	91.0	94.9
1st Engineer	85.1	83.3	90.0	70.8	88.1
EOW	74.0	95.7	86.1	79.3	84.0
ETO	77.8	90.3	88.9	66.7	91.7
Electrician	84.6	96.3	95.2	98.2	88.9
Cadet Deck	98.2	95.2	91.7	88.9	85.7
Cadet Engine	82.1	85.7	80.0	66.7	88.9

Officers Rankwise KPI Value

Ranks	2016	2017	2018	2019	2020
Master	93.9	93.4	93.6	94.6	92.9
Chief Mate	93.2	94.1	93.1	94.5	93.2
OOW	94.8	94.5	94.3	94.8	94.3
Chief Engineer	94.3	94.2	93.9	93.7	94.2
1st Engineer	92.8	92.5	93.5	90.6	93.2
EOW	91.1	94.4	92.9	91.9	92.6
ETO	91.7	93.5	93.3	90.0	93.8
Electrician	92.7	94.4	94.3	94.7	93.3
Cadet Deck	94.7	94.3	93.8	93.3	92.9
Cadet Engine	92.3	92.9	92.0	90.0	93.3

Req. & Target KPI Rating

KPI Min Req Rating	80
KPI Target Rating	95



TERRA-MARINE

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TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date	January 5, 2023
Customer Name	Aeolos Management S.A.
Contact Person	Capt. John N. Vassilakis
Address	18, Omirou Street, 4th Floor, Athens 106 72, Greece.

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
5. Response time for delivery of quotation	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
6. Delivery time of service	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature: _____

Company Stamp:
AEOLOS MANAGEMENT S.A.
18, OMIROU STR.
GR - 106 72 ATHENS
GREECE



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11/21

CUSTOMER FEEDBACK FORM

Date January 5, 2023

Customer Name Bernhard Schulte Shipmanagement (India) Private Limited

Contact Person Mr. Pravin Lad / Ms. Sukhdev achuthan

Address 401, Olympia, Hiranandani, Gardens, Pwaw, Mumbai 400076, India.

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

— Nl —

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature:

Company Stamp:



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date	January 5, 2023
Customer Name	Bernhard Schulte Shipmanagement (Isle of Man) Limited
Contact Person	Ms. Shelley Walker
Address	Dorchester House, Belmont Hill, Douglas IM1 4RE, Isle of Man

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

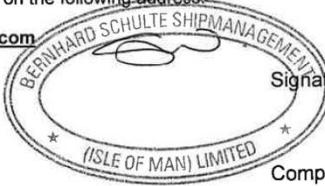
We have a very good working relationship with Terra Marine although we don't have much day-to-day communications any longer. Shazia is our point of contact and we're very happy with all our dealings with her. No recommendations for improvement at this time as we're satisfied with the service provided.

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address:

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE



Signature:

Company Stamp: _____



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date	December 15, 2021				
Customer Name	Bernhard Schulte Shipmanagement (Singapore) Pte Ltd.				
Contact Person	Mr. Sachin Prajapati				
Address	152 Beach Road, #32-00, Gateway East, Singapore 189721				

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
5. Response time for delivery of quotation	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

Thank you

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature: _____



Company Stamp: _____



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date

December 15, 2021

Customer Name

FSM Ship Management S.A.L

Contact Person

Capt. Richard M. Thomas

Address

C/o Rabunion Maritime Agency, 1st Floor, Agha Building Raphael Street. Raoucher, Beirut Lebanon

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

No Comment's.

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature: Capt. Muhammed Abu Omar



Company Stamp: Arab Ship Management Ltd.



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date	January 10, 2023
Customer Name	Kuwait Oil Tanker Company S.A.K.
Contact Person	Mr. Bader Naserallah
Address	P.O. Box 810, Safat 13009, Kuwait.

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

- Very good cooperation with Mr.Syed Rizwan.
- Majority of Pakistani junior Engineers are not reachable by phone, delayed to answer messages and the communication for vessel joining formalities is difficult
- Due to the nature of our work we would like to be aware of contact details of person in charge after office working hours and during holidays

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature:

Company Stamp:



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1
File 190.7
QA-Rev:01/11/21

CUSTOMER FEEDBACK FORM

Date January 5, 2023
 Customer Name LINDA ACE SHIPPING
 Contact Person Capt. Ethan
 Address OFFICE No. 625, BUDLING, ER1, AL MARARR - Dubai, UAE

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied 2 – Average 3 – Satisfied 4 – Good 5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:					<input checked="" type="checkbox"/>	<input type="checkbox"/>
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:					<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature: 
 Company Stamp: 
 Dubai, UAE



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:0/03-13

CUSTOMER FEEDBACK FORM

Date

November 30, 2020

Customer Name

Shell Shipmanagement Limited

Contact Person

Hannah Quayle

Address

Second Floor, Euromax House, Freeport, Ballasalla, Isle of Man, IM9 2AP, United Kingdom

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating				
	1	2	3	4	5
How would you rate our performance in the areas of:					
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Quality

Description	Rating				
	1	2	3	4	5
How would you rate the quality of:					
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,

Capt. Saulat Majeed Khan
Managing Director
For TERRA-MARINE

Signature: H. L. Quayle

Company Stamp: Shell Ship Management Ltd



TERRA-MARINE

WE TAKE THE HEADACHE OUT OF SHIPPING



TERRA-MARINE

Form QA-6.1

File 190.7

QA-Rev:01/11-21

CUSTOMER FEEDBACK FORM

Date

January 26, 2023

Customer Name

Wallem Shipmanagement (India) Pvt Limited

Contact Person

Capt. Sanjay Upadhyay

Address

Valecha Chamber, 1st Floor, Plot B-6, Andheri New Link Road, Andheri (West) Mumbai 400053.

Dear Sir,

We strive to fulfill our customer needs and expectations. In this regard, we request you to kindly fill out the following form so that we may serve you better.

1 – Not Satisfied

2 – Average

3 – Satisfied

4 – Good

5 – Excellent

Performance

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate our performance in the areas of:						
1. Inquiry response	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Method and clarity of communication	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Type of response to your calls or queries	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clarity of technical proposals and other documentation	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Response time for delivery of quotation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Delivery time of service	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Resolving your concerns	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality

Description	Rating					Not Applicable
	1	2	3	4	5	
How would you rate the quality of:						
8. Customer Services you received	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. TERRA-MARINE ship management Services	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall system procedures	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Technical support provided by TERRA-MARINE	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Technical selection of fleet personnel's	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Work quality of our recommended crew	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Promptness in action on complaints	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Services in terms of value for money	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

Any one thing that you consider requires change or improvement in TERRA-MARINE

Other suggestions and comments:

To focus on Requirement, send twice a week and propose candidates as per the requirement.

Thank you for filling out the Questionnaire. We value your feedback and appreciate your time in providing us your comments. Please send the filled form by e-mail on the following address.

E-Mail: SMKhan@terra-marine.com

Thank you & regards,
Capt. Saulat Majeed Khan
Managing Director

Signature:

For TERRA-MARINE

Company Stamp:





Profiles of Key Personnel

Group Management Team

CAPT. SAULAT MAJEED KHAN - Group Managing Director

The Terra-Marine group was incorporated in 1988 by Capt. Saulat Majeed Khan, Group Chairman & Managing Director. Capt. Khan served at Sea for 14 years and thereafter a Ship Manager since 1974 to date.

MRS. SWERA S. KHAN - FICS, Deputy Managing Director

Mrs. Swera S. Khan is one of the founding members of Terra-Marine group. She oversees the business development and new projects of the group. Swera is a Fellow of the Institute of Chartered Ship Brokers since 1982, worked as dry bulk & sales and purchases broker.

MR. SINAN M. KHAN - Executive Director

Mr. Sinan M. Khan graduated in 2016 with a Bachelor's in Applied Finance from the University of South Australia and began working for Terra-Marine Ship Management in 2017 as Executive Assistant to Managing Director. Presently, focusing on Ship Sale and Purchase.



Key Personnel of the Group's Operational Team

Projects & Marketing Department

MR. RASHIDULLAH SHAIKH - Director Projects

Mr. Rashidullah has a vast experience in Maritime affairs. He was Executive Director at Pakistan National Shipping Corporation managing Ships, Crew, Technical Management, Strategic Planning, Ship Sale and Purchase, setting up Joint Venture with associates, negotiating Ship Finance with reputed national and International banks, dealing with International Brokers, Maritime Law firms and Government departments.

He has hands on experience in handling Dry and Liquid bulk cargoes. Enjoys good reputation and relations with International Maritime players.

MS. SHAZIA FAROOQUI - Marketing Director

Ms. Shazia has been with the Organization from 1997. She joined Terra-Marine as Fleet Personnel Officer. Over the years, she has served in different departments within the Organization, e.g. the Business Development, Ship Management, Operations and Fleet Personnel.

She is trained on Understanding of Internal Auditing for Quality Management System ISO 9001-2015, Environmental Management System ISO 14001-2015 and OHSAS 18001-2007 Standards.

At present, she is responsible for marketing and trains seafarers in Maritime English. She holds a Diploma in Logistics and Transportation and a Diploma in Leadership and Management from Pakistan Institute of Management.



Operations & Technical Department

CAPT. SYED M. RIZWAN - Acting Director Operations

Capt. Rizwan has 25 years' of experience as Master on Tankers, OBOs and VLCCs. Joined Gulfeast Ship Management Ltd, Hong Kong in 1975. Passed Master (FG) in 1982 and was promoted to Master in 1983 on one of Gulfeast's Training Ships, and thereafter served mostly as Master on Gulfeast's vessels. Thereafter was promoted to Marine Manager in Gulfeast in 1989. For the last 19 years of his command, he served as Master on Dynacom Tankers, Greece.

Capt. Rizwan joined Terra-Marine as Instructor in 2016 and thereafter has been serving as Manager Marine Personnel since January 2018. In addition to his current position he is also acting as Director Operations of Terra-Marine Agencies (Pvt) Ltd.

He is a member of The Nautical Institute and IFSMA U.K.

MR. AKHTAR ALAM KHAN - Technical Director

Mr. Akhtar is an experienced member of Ship Management Team, obtained his First Class Engineer's Certificate of Competency (Steamship and Motor ship) from U.K in 1972. Served as Chief Engineer for about 15 years with renowned multinational shipping companies.

Thereafter served as Engineering Superintendent with various Shipping companies before joining Terra-Marine. As Technical Director, he is responsible for the efficient functioning of his department and Superintendent with focus on safe and techno-economical operation of vessels. He has been serving with Terra-Marine Ship Management for 15 years.

MR. SYED OBAIDUL HASSAN RIZVI - Technical Manager

Mr. Obaidul Hassan is highly accomplished Marine Technical Manager and Chief Engineer with over 40 years of combined sea-going and shore-based experience across oil tankers, product tankers, VLCCs, bulk carriers, and container vessels. Extensive expertise in fleet technical management, dry-docking, CAP surveys, BWTS retrofits, budget forecasting, new building projects, and shipyard evaluations.

MR. SHAHID MAHMOOD DURRANI - Technical Superintendent

Mr. Shahid is holding Certificate of Competency, Class-1 Motor-ship issued by Government of Pakistan. He has more than 15 years of sea going experience on various types of foreign going vessels.

Mr. Shahid joined Terra-Marine Group as Superintendent in 2006.



Maritime Human Resource Department

CAPT. SYED M. RIZWAN - Executive Director

Capt. Rizwan has 25 years' of experience as Master, joined Gulfeast Ship Management Ltd, Hong Kong in 1975. Passed Master (FG) in 1982 and was promoted to Master in 1983 on one of Gulfeast's Training Ships, and thereafter served mostly as Master on Gulfeast's Tankers, OBOs and VLCCs. Thereafter was promoted to Marine Manager in Gulfeast in 1989, and for the last 19 years of his command, he served as Master on Dynacom Tankers, Greece.

Joined Terra-Marine as Instructor in 2016 and presently working as Executive Director.

Is a member of The Nautical Institute and IFSMA U.K.

MR. MOHAMMAD YASIN - Senior Manager Marine Personnel

Mr. Muhammad Yasin holds a Bachelors degree in Commerce and thereafter M.A (Previous) in Islamic History from the University of Karachi. He is trained in Understanding of Internal Auditing for Quality Management System ISO 9001-2015, Environmental Management System ISO 14001-2015 and OHSAS 18001-2007 Standards and Requirements.

Mr. Yasin has started his career with Terra-Marine Ship Management (Pvt) Ltd. in 1991 as Fleet Personnel Officer. Over the years, he has served in different departments of the organization and left the company for better prospects in December 2018 as Manager Fleet Personnel department having served for 27 Years. He joined GRSM as Head of its Fleet Personnel department from December 2018 to March 2022. Mr. Yasin then left GRSM and returned back to Terra-Marine as Senior Manager Marine Personnel in April 2022.

MR. MOHAMMAD AMIR SHEIKH - Senior Manager Marine Personnel

Mr. Amir holds a Bachelor of Commerce degree from University of Karachi and thereafter obtained his Post Graduate Diploma in Management System from Jupiter Information Technology.

He is trained on Understanding of Internal Auditing for Quality Management System ISO 9001-2015, Environmental Management System ISO 14001-2015 and OHSAS 18001-2007 Standards.

He started his career in UK as Supervisor in 2006 for ESSO and SPAR thereafter joined Terra-Marine Group as Marine Personnel Officer in December 2012 and is presently working as Senior Manager Marine Personnel.



Finance & Accounts Department

MR. IMTIAZ AHMED - Director & Finance Manager

Mr. Imtiaz holds a Bachelor of Commerce degree from the University of Karachi, a degree of Master of Business Administration in Finance and Accounting from the Preston University.

He is trained on Understanding of Internal Auditing for Quality Management System ISO 9001-2015, Environmental Management System ISO 14001-2015 and OHSAS 18001-2007 Standards.

He joined Terra-Marine in July 1989, rising from the rank of Assistant Accountant to Finance Manager. He heads the Finance and Accounts Department.

MR. NADEEM ABBAS ZAIDI - Director & Accounts Manager

Mr. Nadeem holds a degree of Bachelor in Commerce, and is responsible for supervision of his department to ensure proper accounting of the group in compliance with IFR standards for ships and the company.

He coordinates with auditors and payment of taxes in compliance with the State Bank of Pakistan and Federal Board of Revenue rules.

He joined Terra-Marine Group in March 1998.



Management Information System

MS. AMBREEN KIRAN - **Software Engineer**

Ms. Ambreen holds a Bachelor Degree in Computer Science from Virtual University in 2015. She achieved many Microsoft Certifications like Programming in HTML5 with JAVASCRIPT and CSS3, Developing Server Virtualization with Windows Server Hyper-V and System Center, Managing Office 365 Identities and Requirements, Enabling Office 365 Services and Implementing Microsoft Azure Infrastructure Solutions.

She is trained on Understanding of Internal Auditing for Quality Management System ISO 9001-2015, Environmental Management System ISO 14001-2015 and OHSAS 18001-2007 Standards.

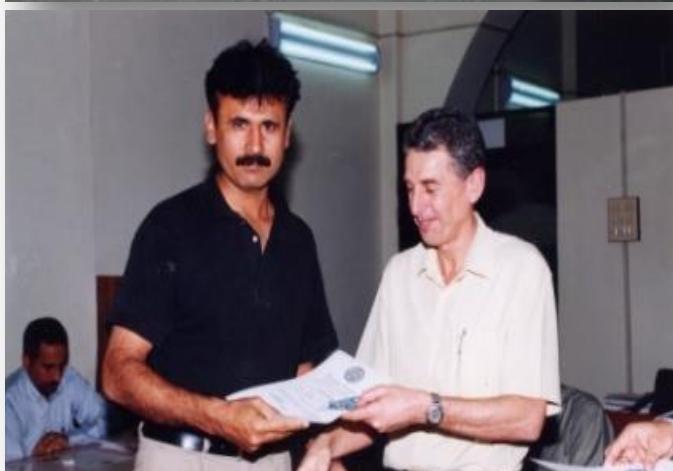
She joined Terra-Marine as a Software Engineer in September 2014. She is responsible for designing, development and maintenance of Fleet Personnel Information System and Fleet Disbursement System.



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Institute of Maritime Studies
A Terra-Marine Initiative





The Institute of Maritime Studies

The Institute of Maritime Studies (IMS) was established in Lahore, in November 1996, it is an independent institution in the private sector which is not only a gateway for a career in Merchant Navy. Approved by Director General Port and Shipping (DGP&S), Ministry of Ports and Shipping (now known as Ministry of Maritime Affairs), the IMS offers pre-sea training, preparatory courses for a rewarding career at sea which meets the specific requirements of any shipping company.

The institute's policy too constantly "training the trainer" keeps highly qualified faculty of latest developments and techniques.

IMS is certified to ISO 9001-2015 Standard by NQA as well as recognized by the Administration. In September 1997, experts from Warsash Maritime Centre (South Hampton UK), visited the establishment and gave their expert opinion. In September 1998, surveyors from the Administration inspected and approved IMS for maritime training.

IMS was set up at Lahore (with a campus in Karachi) by virtue of the following.

- ✓ The city of Lahore is in the heart of Pakistan and considered the center of education.
- ✓ Lahore is within reach of all Provinces of Pakistan.
- ✓ It has densely populated areas in the vicinity which are a rich source of educated manpower supply.

Faculty / Courses

S.No	Faculty		
1	STAFF	MARINE ENGINEER OFFICERS <ul style="list-style-type: none"> ✓ Merchant Navy Deck & Engineer Officers. ✓ Pakistan Navy ✓ Experts from other universities of Pakistan 	PREPARATORY COURSES FOR CLASS IV & III (DECK) <ul style="list-style-type: none"> ✓ IMS offers approved preparatory course to the candidates desirous of taking the examination for certificates of competency for class III & IV (Deck & Engine). ✓ Duration of Preparatory course is 9 months.
2	Institute of Maritime Studies - Karachi Campus	STCW 1978 (as amended) Mandatory Courses	Ancillary courses



Faculty / Courses

S.No	Faculty	
3	<p>On popular demand, the Management set up the institute in Karachi. IMS post-sea training to:</p> <ul style="list-style-type: none"> ✓ Class 3 & 4 (Deck & Engine) ✓ All STCW-1978 as amended (Mandatory & Ancillary courses) ✓ Soft skills and enhancement courses ✓ ECDIS ✓ BTM ✓ MRM 	<ul style="list-style-type: none"> ✓ Advanced Fire Fighting ✓ Bridge Team Management ✓ Company Security Officer ✓ Designated Security Duties ✓ Efficient Deck Hand ✓ Elementary First Aid at Sea ✓ Fire Prevention and Fire Fighting ✓ Marine Resource Management ✓ Marine Electronics & Control Technology <ul style="list-style-type: none"> • <i>Analog Electronics</i> • <i>Digital Electronics</i> • <i>Pneumatic Systems</i> • <i>Digital Pneumatic Systems</i> • <i>Electro-pneumatic Circuit</i> • <i>Computer Hardware & Networking</i> ✓ Medical First Aid ✓ Oil & Chemical Tanker Familiarization ✓ Personal Safety and Social Responsibility ✓ Personal Survival Techniques ✓ Port State Control Familiarization ✓ Proficiency in Survival Craft ✓ Ship Security Awareness ✓ Ship Security Officer ✓ SMS Familiarization Courses


IMS Lahore has trained

<u>Issued Number of Certificates</u>	<u>Program</u>	<u>Authority</u>
76	Maritime Resource Management Course	License from All Academy International AB, Sweden
128	Ship Security Officer's Course	Approved by Ministry of Maritime Affairs, Pakistan
470	Elementary First Aid Course	Approved by Ministry of Maritime Affairs, Pakistan
775	Fire Prevention and Fire Fighting Course	Approved by Ministry of Maritime Affairs, Pakistan
834	Personal Safety & Social Responsibilities Course	Approved by Ministry of Maritime Affairs, Pakistan
827	Personal Survival Techniques Course	Approved by Ministry of Maritime Affairs, Pakistan
438	Tanker Familiarization Course	Approved by Ministry of Maritime Affairs, Pakistan
513	Ship Security Awareness Course	Approved by Ministry of Maritime Affairs, Pakistan
587	Designated Security Duties Course	Approved by Ministry of Maritime Affairs, Pakistan
43	Efficient Deck Hand Course	Approved by Ministry of Maritime Affairs, Pakistan
10 (Deck Cadets) & Continuing	Pre-Sea Training (Basic)	Ministry of Maritime Affairs - Pakistan
334 (GP-III)	Pre-Sea Training (Deck, Engine and Catering)	Ministry of Maritime Affairs - Pakistan
At every crew change	SMS Familiarization - According to each client's ISM systems	The Principals in coordination with clients training officer
At every crew change	Port State Control Familiarization	Guidance CBTs and Lectures: With background of Port State Control
At every crew change	STCW-78 (as amended) mandatory familiarization and ancillary courses	CBTs, Lectures developed at the institute



Training

<u>S.No</u>	<u>Library</u>	<u>Computer Training</u>	<u>Audio / Visual Training</u>	<u>Practical Seamanship & Filed Training</u>
	Collection of maritime books on	IMS is fully equipped with a large modern Multimedia computer lab where students are trained in		
1	<ul style="list-style-type: none"> ✓ Nautical ✓ Engineering ✓ Maritime and Legislation ✓ Computer ✓ Others (General knowledge, magazines, journals and conventions) 	<ul style="list-style-type: none"> ✓ Computer Orientation ✓ Windows ✓ MS Office ✓ MS Outlook ✓ Communication programs (Email & Internet) 	<ul style="list-style-type: none"> ✓ Safety Procedures ✓ DVDs and Videos on ✓ Safety & Management ✓ A large Seagull Library ✓ Class room work (Lectures / Workshops, multimedia & CBT training) <p>Emphasis is given on assertion and importance when training junior officers</p>	<ul style="list-style-type: none"> ✓ Swimming Practice ✓ Derrick Work ✓ Tanker Familiarization ✓ (Practical) ✓ Fire Fighting and Safety ✓ Boat Works

Train the Trainers

IMS management believes in continuous improvement of its faculty's training abilities and techniques.

- ✓ Sends its trainers to training seminars regularly
- ✓ Makes use of IMO Model Course 6.09 (Training Course for instructors)
- ✓ Makes use of its acquired Multimedia Library
- ✓ Regularly updates its Library
- ✓ Develops and acquires CBT modules for this purpose



Practical Seamanship

Derrick Work



Making Plot Ladder



Practical Tanker Familiarization of Valves and Pumps

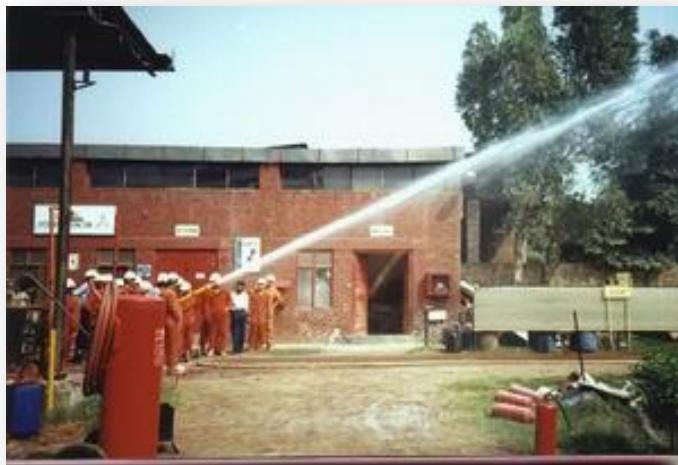




Fire Fighting & Safety

Arrangements are made at the Haseeb Habib Factory for Fire Fighting practical in the Kot-Lakhpur industrial areas that specialize in firefighting techniques and equipment.

Practicing Use Of Water Jets Instructions On Fire Extinguishers



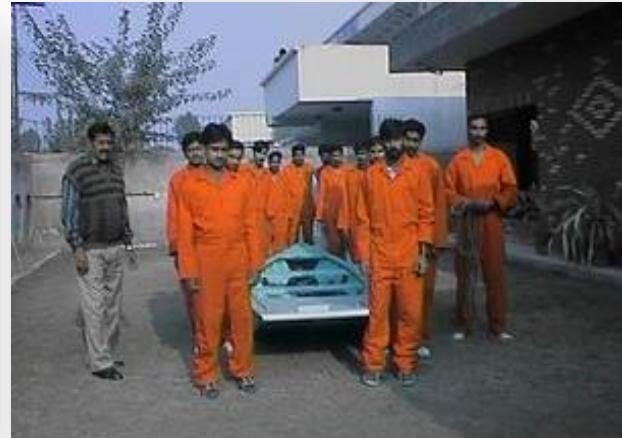
Fire Fighting With Foam Fire Tray Simulating Galley Fire & Likes





Boat Works

Canal Near The Institute Preparing To Launch Boats



Rowing and Sculling Training





ISO 9001 : 2015 Certification

nqa • Never Stop Improving

17th August, 2023
Ref. No. GEN/NQA/ID-2086

PROVISIONAL CERTIFICATE

THIS IS TO CERTIFY THAT THE MANAGEMENT SYSTEM OF

Institute of Maritime Studies (Pvt.) Ltd. (LHR)

ADDRESS: 14-WESTWOOD COLONY, THOKARNIAZ BAIG,
LAHORE, PAKISTAN

APPLICABLE TO
MARITIME TRAINING & CERTIFICATION

Has been assessed and recommended for the recertification against the requirement of:

BS EN ISO 9001:2015

Regards,

NQA PAKISTAN

Note: Electronically verified thus not required signature

- NQA Pakistan is an authorized division of NQA UK and NQA Shanghai
- ISO 9001, ISO 14001, OHSAS 18001, AS 9100, ISO 22000, HACCP, ISO 27001, ISO 16949, ISO 13485 certifications
- Head Office: R-27, Tariq Bin Ziyad Housing Society, Malir Halt, Near Security Printing Press, Karachi,
Tel # 9221-34634237-38, Fax # 9221-34637227, email: nqapakistan@yahoo.com, coordinator@nqapakistan.com, Web: <http://www.nqa.com>



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Crewing License

No. 4(6)/99-SH-II

Form LRPS - 4



License to Engage or Supply Seafarers.

(Issued under the provisions of Section-119 of the Merchant Shipping Ordinance 2001)

Issued under the authority of the Government of Islamic Republic of Pakistan by the Ministry of Maritime Affairs
Directorate General Ports & Shipping Wing.

Mr./Ms. CAPT. SAULAT MAJEED of M/s. TERRA MARINE AGENCIES (PVT) LTD.
Address: 1ST FLOOR, OLD RALLI BUILDING, TALPUR ROAD, KARACHI.

This is to certify that Recruitment and Placement System of the Company has been recognized by the competent authority and the Company is meeting the relevant provisions of Merchant Shipping Ordinance 2001 and the objectives of ILO Convention 179 of 1996 concerning Recruitment and Placement of Seafarers, and grants permission for engaging / supplying Seafarers to Pakistani Flag and Foreign Flag Ships subject to conditions of the Pakistan Merchant Shipping (Licence to Engage or Supply Seamen) Rules, 1998 as amended in 2001.

This interim / Document of Compliance is valid until 18th MARCH, 2020 issued at KARACHI date of issue 19th MARCH, 2025

SARA JAWAD
Section Officer
Port & Shipping Wing
Ministry of Maritime Affairs
(Government of Pakistan)
Karachi

**Signature and Seal
of the Competent Authority**
M. HAROON
Director of Shipping
Ministry of Maritime Affairs
Government of Pakistan
Karachi



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ISO 9001 : 2015 & MLC 2006 Certification



Current issue date: 7 March 2024
Expiry date: 6 March 2027
Certificate identity number: 10605670

Original approval(s): ISO 9001 - 7 March 2017

Certificate of Approval

This is to certify that the Management System of:

Terra-Marine Agencies (Pvt) Ltd

2nd Floor, Old Ralli Building, Talpur Road, Karachi, Pakistan

has been approved by LRQA to the following standards:

ISO 9001:2015

Approval number(s): ISO 9001 – 00012795

The scope of this approval is applicable to:

Provision of manpower to ship owners in accordance with the requirements of the International Labour Organisation's Maritime Labour Convention, 2006 (MLC 2006) as applicable to recruitment and placement Services.

Luis Cunha

Area Operations Manager - North Asia & SAMEA

Issued by: LRQA Limited



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Issued by: LRQA Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom

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Current issue date: 7 March 2024
Expiry date: 6 March 2027
Certificate identity number: 10805671

Original approval(s):
ISO 9001 - 7 March 2018

Certificate of Approval

This is to certify that the Management System of:

Terra-Marine Ship Management (Pvt) Ltd

2nd Floor, Old Ralli Building, Talpur Road, Karachi, Pakistan

has been approved by LRQA to the following standards:

ISO 9001:2015

Approval number(s): ISO 9001 – 00012795-002

This certificate forms part of the approval identified by approval number: 00012795

The scope of this approval is applicable to:

Provision of manpower to ship owners in accordance with the requirements of the International Labour Organisation's Maritime Labour Convention, 2006 (MLC 2006) as applicable to recruitment and placement Services.

Luis Cunha

Area Operations Manager - North Asia & SAMEA

Issued by: LRQA Limited



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ISO 14001 : 2015 Certification

Certificate of Registration



nqa.

This is to certify that the Environmental Management System of

Terra Marine Ship Management & Terra Marine Agencies (Pvt.) Ltd.

Second floor, Old Ralli Building, Talpur Road, Karachi, Pakistan

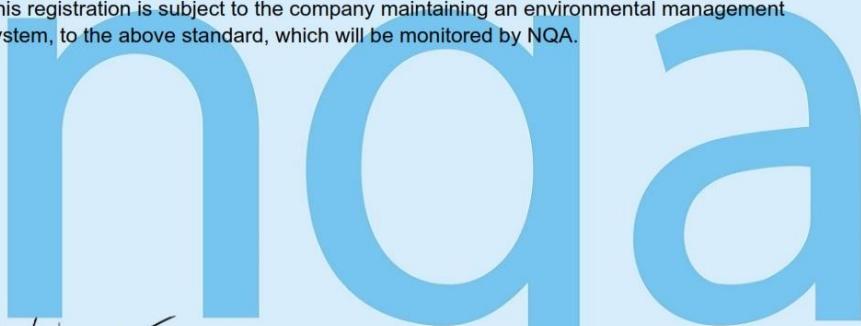
applicable to

Ship Management & Crew Management Services

has been assessed and registered by NQA against the provisions of

BS EN ISO 14001 : 2015

This registration is subject to the company maintaining an environmental management system, to the above standard, which will be monitored by NQA.



Managing Director

Certificate No: 119555
Issue Date: 14 January 2021
Valid Until: 14 January 2024



The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA.
NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, LU5 5ZX, UK.
This certificate is the property of NQA and must be returned on request.



ISO 45001 : 2018 Certification

Certificate of Registration

nqa.

This is to certify that the Occupational Health & Safety Management System of

Terra Marine Ship Management & Terra Marine Agencies (Pvt.) Ltd.

Second floor, Old Ralli Building, Talpur Road, Karachi, Pakistan

applicable to

Ship Management & Crew Management Services

has been assessed and registered by NQA against the provisions of

ISO 45001 : 2018

This registration is subject to the company maintaining an occupational health & safety management system, to the above standard, which will be monitored by NQA.

nqa

Managing Director

Certificate No: 119556
Issue Date: 14 January 2021
Valid Until: 14 January 2024
EAC Code: 31/35



The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA.
NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, LU5 5ZX, UK.
This certificate is the property of NQA and must be returned on request.



Certificate No. **IT-23KA-M000900LBRDOI**

INTERIM DOCUMENT OF COMPLIANCE

REPUBLIC OF LIBERIA

Issued under the provisions of the
INTERNATIONAL CONVENTION FOR THE SAFETY OF LIFE AT SEA, 1974, as amended,
Under the authority of the Government of the Republic of Liberia
by NIPPON KAIJI KYOKAI

Name and address
of the Company :

TERRA MARINE SHIP MANAGEMENT (PVT) LTD.
2nd. Floor, Old Ralli Building, Talpur Road, Karachi
74000, Pakistan

Company identification number : **IMO 1418697**

THIS IS TO CERTIFY THAT the Safety Management System of the Company has been
recognized as meeting the objectives of paragraph 1.2.3 of the International Management
Code for the Safe Operation of Ships and for Pollution Prevention (ISM Code), for the
type(s) of ships listed below (delete as appropriate):

- Passenger ship**
- Passenger high-speed craft**
- Cargo high-speed craft**
- Bulk carrier
- Oil tanker
- Chemical tanker
- Gas carrier
- Mobile offshore drilling unit**
- Other cargo ship

This Interim Document of Compliance is valid until **26th December 2024**

Issued at **Karachi**

Date of issue **27th December 2023**



SYED-ZAHID-HUSSAIN, Auditor

NIPPON KAIJI KYOKAI

IDOC (2023.06)

<https://e-certificate.classnk.or.jp/verfification.aspx?imo=1418697&tid=01604-58141-05027-14668>





Certificate No. **IT-23KA-M000900PANDOI**

INTERIM DOCUMENT OF COMPLIANCE

REPUBLIC OF PANAMA

Issued under the provisions of the
INTERNATIONAL CONVENTION FOR THE SAFETY OF LIFE AT SEA, 1974, as amended,
Under the authority of the Government of the Republic of Panama
by NIPPON KAIJI KYOKAI

Name and address
of the Company :

TERRA MARINE SHIP MANAGEMENT (PVT) LTD.

**2nd. Floor, Old Ralli Building, Talpur Road, Karachi
74000, Pakistan**

Company identification number : **IMO 1418697**

THIS IS TO CERTIFY THAT the Safety Management System of the Company has been
recognized as meeting the objectives of paragraph 1.2.3 of the International Management
Code for the Safe Operation of Ships and for Pollution Prevention (ISM Code), for the
type(s) of ships listed below (delete as appropriate):

- Passenger ship**
- Passenger high-speed craft**
- Cargo high-speed craft**
- Bulk carrier
- Oil tanker
- Chemical tanker
- Gas carrier
- Mobile offshore drilling unit**
- Other cargo ship

This Interim Document of Compliance is valid until **26th December 2024**

Issued at **Karachi**

Date of issue **27th December 2023**

SYED-ZAHID-HUSSAIN, Auditor



NIPPON KAIJI KYOKAI

IDOC (2023.06)

<https://e-certificate.classnk.or.jp/verification.aspx?imo=1418697&tid=15314-33461-52942-84894>





Certificate No. **IT-23KA-M000900MHLDOI**

INTERIM DOCUMENT OF COMPLIANCE

REPUBLIC OF THE MARSHALL
ISLANDS

Issued under the provisions of the
INTERNATIONAL CONVENTION FOR THE SAFETY OF LIFE AT SEA, 1974, as amended,
Under the authority of the Government of the Republic of the Marshall Islands
by NIPPON KAIJI KYOKAI

Name and address
of the Company :

TERRA MARINE SHIP MANAGEMENT (PVT) LTD.
2nd. Floor, Old Ralli Building, Talpur Road, Karachi
74000, Pakistan

Company identification number : **IMO 1418697**

THIS IS TO CERTIFY THAT the Safety Management System of the Company has been
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Code for the Safe Operation of Ships and for Pollution Prevention (ISM Code), for the
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- Passenger ship**—
- Passenger high-speed craft**—
- Cargo high-speed craft**—
- Bulk carrier
- Oil tanker
- Chemical tanker
- Gas carrier
- Mobile offshore drilling unit**—
- Other cargo ship

This Interim Document of Compliance is valid until **26th December 2024**

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Date of issue **27th December 2023**

SYED-ZAHID-HUSSAIN, Auditor



NIPPON KAIJI KYOKAI

IDOC (2023.06)

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Chamber of Commerce Certification







Frequently Asked Questions

Recruitment And Management Of Vessel Personnel

Has the Management defined system of selection, recruitment and promotion procedures? Yes

Company follows MLC Guideline B 1.4 Recruitment & Placement (Ref: Fleet Personnel Department Manual TM-4 Page 7-9/101). Applications are received on Form FP-1, followed by Interview & Criteria Record on Form FP-2 by a senior manager. Authenticities of certificates are verified on the specified websites or direct enquiry to the certificate issuing authority (Also a requirement of Flag Authorities for issuing equivalent certificates of their flag). For promotions Forms F-2, F-2 MC and F-2 R (Confidential Reports) are scrutinized.

Is a process in place to screen new crew members for job competence? Yes

Besides above processes confidential reports are obtained from previous employers.

Are Medical checks conducted as a part of the selection and recruitment process? Yes

Pre-Joining medical examination by a government approved medical practitioner is carried out on Form FP-2 (In accordance with ILO / WHO D.2/1979 Reg.1/9 and MLC Reg. 1,2)

Is a formal drug and alcohol policy implemented and a system is in place to monitor it on a regular basis? Yes

Company's declared policy is zero tolerance for Drugs and Alcohol prominently posted in the office and in the shipboard manual. Declaration for same is obtained from the Seafarer on Form FP-2 Annex. For monitoring, the Seafarers' behavior is observed on board.

Is an appraisal process in place for all vessel staff? Yes

Evaluation done by confidential reports indicated above, and discussed with Master, Chief Engineer and attending Superintendents.

Does the vessel operator verify that the manning agents ensure that crew quality requirements are consistently met? Yes

Internal audit carried out annually in December. Last done on 22nd and 23rd December 2020.

Has the company an extended recruitment and interview process for senior officers? Yes

The interviews are done and assessed by senior management with more advanced standard of professional questioning.



Do the Selection, recruitment and promotion procedures ensure appropriate staff placement with documented appointment records? Yes

Crew Coordinator is responsible to manage together with the Manning Company's Management all aspects of manning. Procedure defining company's policy for recruitment, training and promotions are in place.

Does the company promote hygiene awareness within the safety management system? Yes

Company's shipboard Manual "Shipboard Management Manual" TMSM-1 Chapter 3, Para. 3.7 "Preservation of Health and Hygiene to be Maintained on Board" provides detailed guidelines on hygiene awareness; and Chapter 1 "Safety Management Structure & Policy" detail Safety Management; and SD series forms provide safety check lists for various tasks to be performed on board.

Does the company operate an enhanced appraisal process for senior officers? Yes

Masters/Chief Engineers appraisals are evaluated by senior management personnel on an enhanced level. Appraisals of all Officers and Ratings are reviewed and discussed by the Head of the Crewing Department.

Has the company a documented disciplinary process? Yes

Discipline is regulated as per SBM Manual Chapter 3 "Personnel" Para. 3.15 "Conduct of Crew", Para. 3.16 "Misconduct" and Para. 3.7 "General Codes of Conduct on Board". Management's actions are stipulated in FP Manual Para. 7.5 "Procedure on Receiving an Adverse Report on Sea Staff" and Para. 7.6 "Procedure on Receiving Complaint from Principal on Sea Staff's Performance".

Are Manning agencies used by the company audited annually to ensure their practices meet the vessel operator's selection and recruitment procedures? Yes

External audit carried out annually in January. Last done on 28th January 2021.

Further, Client's auditors also carry out annual audits on a regular basis to ensure their policies and procedures are complied with. This is in addition to mandatory annual audits by RO and Administration.

Do the Vessel operators conduct an annual review of the crew selection and recruitment process to ensure that it complies with their policies and procedures? Yes

Reviews conducted annually, Client's auditors also carry out annual audits on a regular basis to ensure their policies and procedures are complied with. This is in addition to mandatory annual audits by RO and Administration.



Does the company implement health awareness campaigns?

Yes

Besides Health and Hygiene provided in SBM Manual described above, attending Superintendents and Managers visiting on board, discuss these issues with Master & Ship's Staff.

Does the company conduct pre-employment assessment for job competence and training for officers and ratings?

Yes

Assessments as described above. Training provided by training DVD's of Seagull, Marlin and some others; and tests by CETS conducted.

Has the company a documented planning process to ensure that future manning needs can be met?

No

We mainly recruit seafarers from Pakistan, and sometimes from other nations. The Company urges Principals to appoint trainees from time to time to have availability more seafarers in the future. However, there is always a large waiting list. Nevertheless, we continue our in-house training.

Does the company undertake vessel health-risk assessments on a rolling basis?

Yes

Health and Management procedures establishes a consistent and uniform method for identification, evaluation and control for Health and Occupational hazards that may lead to disease as well as hazards to Environment by activities on board vessels. Ref: TMSM-2 SAFETY & ENVIRONMENTAL PROTECTION MANUAL Chapter 05, Section 01 – Risk Assessment & Critical Operations

Are appraisal and competence development processes for vessel personnel linked to future training and promotion requirements?

Yes

Personnel are advised and encouraged to take up such courses as required for their promotion and future assignments.

Does shore management provide adequate resources to ensure the well-being of crews?

Yes

Management provides Educational, Ship Board Training and entertainment & gym equipment on board; compassionate leave in distressed cases; quality and quantity of food checks.



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Are there procedures to ensure that the working and rest hours of all personnel are in line with STCW or relevant authority guidelines for the vessel trade and are being accurately recorded?

Yes

Instructions provided in Company shipboard SBM Manual Chapter 3 "Personnel" Para 3.15 "Working Hours and Fatigue", and recorded in pocket booklets Form No. AC-9.1.1 "Record of Scheduled Working Hours, Overtime, Rest Hours", entered by officer in-charge on board, and then entered into appropriate Accounts form and Rest Hours Log.

Are there procedures in place to ensure that, where crew training is required, it is undertaken within a specific time?

Yes

A well-equipped campus of the Institute of Maritime Studies exists on the first floor of the company to provide such training without delay.

Does the company provide initial and refresher training for all ranks?

Yes

Training provided at Company's Institute IMS and/or Seagull, Marlin and other training DVD's.

Does the Management monitor and record training results and its effectiveness?

Yes

Analysis is done prior and after courses. Where required, advice is given to undertake further training if necessary.

Has the company procedure to identify additional training requirements?

Yes

Analysis of personal evaluation reports, ship's reports, drills outcome from external and internal audits and inspections, issue of new procedures requiring specific training, new equipment/legislation requiring specific training etc.

Does crew training include the use of audiovisual training aids and/or computer based training?

Yes

Seagull, Marlin and other training DVD's and Value Added Courses are used.

Does the company policy provide career development for junior officers and aims to promote senior officers from within the company, where possible?

Yes

Company encourages career development for retention and promotion in our own company.

Does the company achieve an 80% retention rate for senior officers over a two-year Period?

Monitored by entries in Form FP-12 "Seafarers' Employment Statistics" completed by computer entries in the database. The retention rate is well above 80%.

Yes



Does the company organize senior officer seminars to promote, emphasize and enhance the company's safety management system?

No

To be organized. However, small workshops on important topics are arranged from time to time as brainstorming sessions.

Does the training for seafarers exceed the minimum requirements of the STCW or of the relevant authority for vessel trade?

Yes

Additional trainings as are encouraged by Company are much in excess of the requirements of STCW and the Administration.

Does the company policy provide career opportunities for officers by providing shore-based assignments?

Yes

Presently, we bring in Senior Officers for 3 month stretches to work in the office on temporary basis while on leave or awaiting assignment. However, these openings are limited to 1 or 2 persons at a time.

Does the management achieve an officer retention rate greater than 80% over a two-year period?

Yes

Based on review of available evidence it was verified that over 80% of retention rate is achieved for all officers per rank and per nationality in a period over two years.



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