

Sub-Agent Standard Operating Procedure	Port Services	Global
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1. Applicability and scope

This Standard is applicable for all Wilhelmsen Port Services employees and Wilhelmsen Sub-Agents.

The Standard Operating Procedure (SOP) is the basic minimum required Procedure for Ships Agency – Sub-Agency Operations. Customer specific requirements prevail over the Wilhelmsen Ships Agency standard requirements.

2. Purpose

The SOP is to give clear guidance for Wilhelmsen Port Services employees and Wilhelmsen Sub-Agents to provide standardized and high-quality Agency Services throughout the Wilhelmsen Port Services network. It sets a standard focusing on the most important issues that will make a difference to our Customers.

3. Description

1 Introduction to Wilhelmsen Port Services – Sub-Agency Standard Operating Procedure

This SOP follows the different operational and financial stages in the port call.

A definition for **Immediately and Operational KPIs** will be determined by Wilhelmsen Port Services and will consider customer requirements, operational capabilities and local regulations.

2 Safety and Quality Commitment

Wilhelmsen operates Ships Agency services in accordance with defined **Safety, Security and Quality Commitments** and our **Supplier Code of Conduct**.

Safety and Quality Commitment				
<p>We are committed to deliver quality Ships Agency services in compliance with our global Standards and procedures by:</p> <ul style="list-style-type: none"> ▪ Maintaining high standards of health and safety and by preventing accidents and dangerous situations. ▪ Adhering to the procedures set out in ISO requirements. ▪ Operating in compliance with best practices. ▪ Operating in compliance with the GDPR regulation. ▪ Reporting incidents and Improvement suggestions to promote continual improvement. 				
Clear Responsibility	Competitive Sourcing	Proactive Preplanning	Positive Attitude	

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Communicate Person responsible for the port call	Use local knowledge of the port and contractors to frequently negotiate and obtain competitive rates for our customers.	Plan in detail every aspect of the port call and keep required parties well informed.	Act proactively and communicate in a professional and efficient way.
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3. Sub-Agent Standard Operating Procedure

1.1 Foundation

Wilhelmsen’s global standards for Ships Agency services are defined in the Sub-Agency Terms & Conditions and the Wilhelmsen Port Services Supplier Code of Conduct.

Customer specific reporting requirements prevail over the Wilhelmsen Port Services standard reporting requirements.

The Sub-Agent manages the safe and efficient operation and allocates the required resources to carry out the Ship Agency activities.

The Sub-Agent ensures that all activities are risk assessed and that high standards of health and safety are maintained.

The Sub-Agent ensures his staff is service-minded and understands the importance of timely and precise communication.

All unexpected events, large or small, shall be reported immediately and in addition to routine reporting.

The Sub-Agent is in charge and ensures the deliveries from suppliers are done as per Wilhelmsen Port Services Supplier Code of Conduct.

1.2 Key Performance Indicators

Key Performance Indicators		
Category	KPI	Measurement
Enquiry Response	Response to the customer with requested information	Enquiry Response within 3hrs
Appointment Acceptance	Customer appointment acceptance, Pre-arrival information and berthing prospects	Appointment Acceptance within 3hrs
Arrival Report	Customer Arrival Report sent	Within 3hrs of all fast
Update Report	Customer Operations Update Report, Husbandry Services Delivered	Minimum twice daily before agreed time
Departure Report	Customer Departure Report or Service Delivery Report sent	Within 3hrs from last line off

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Revised DA	Close Estimate of Port Expenses (RDA)	Within 72hrs from Departure
Final DA	Final DA	30 days from Departure

1.3 Requirements on information and communication

1. Enquiries:

- All enquiries/estimate must be responded to immediately.

2. Agency Appointment:

- Immediately after acknowledging and accepting the nomination, information on port and berth, berthing prospects, Pro-forma disbursement account (PDA) and other relevant info are to be given by email.
- Person in Charge (PIC) and After Office Hours (AOH) details are provided.

3. Pre-arrival:

- Pre-arrival information should contain at a minimum the Port regulation for arriving vessels, terminal/berth technical specifications, ISPS requirements, berthing prospects, estimated port stay and emergency contacts.
- Pre-arrival updates shall be submitted daily before 0900hrs unless otherwise instructed. Delays and/or changes to be communicated immediately and the reason why explained.
- Always evaluate alternative operational options and make constructive suggestions in order to expedite vessel turnaround.
- Give notice to Shippers, Receivers, Consignees and/or other relevant parties as per instructions.
- For vessels discharging, confirm that the Original Bills of Lading are available or a valid LOI is in place.
- Notify immediately the instructed parties on any communication difficulties, discrepancies or disputes with Shippers or Receivers or other relevant parties.
- Schedule and book all requested services as per requirements and report the progress to instructed parties.
- Strictly adhere to all documentation and reporting requirements.

4. During port operations:

Every deviation from the planning is to be immediately communicated.

- ***Operational updates are sent daily before 0900hrs.***
- Carry out all necessary arrival formalities.
- Adhere to Notice of Readiness (NOR) requirements and verify available information is accurate
- Comply with Wilhelmsen Port Services', Port/terminal' & customer' Personal Protective Equipment (PPE) and Safety requirements
- Agent shall board the vessel on arrival (alongside or offshore), unless otherwise instructed or where boarding is restricted by regulations or to be considered as unsafe.
- A list of booked services with status to be kept up to date.

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- Confirm status of all requested services to Master on arrival.
- Arrival Report to be sent immediately to parties as instructed.
- Agent to attend vessel daily or as mutually agreed.
- Cargo commencement shall be reported immediately to parties as instructed, together with estimated completion time and ETD from berth and port.
- Operational Progress Report, together with ETD shall be sent daily, or as instructed by the Customer.
- Immediately inform relevant parties in the event of any emergency, accident or personal injuries. NEVER DELAY communications on such matters. Call when urgent.
- Never delay communication to the relevant parties on delays or changes to the planned operations. Explain the reason why for all stoppages and delays. Call when urgent.
- Wilhelmsen Port Services will be informed immediately on relevant changes to the port expenses
- Cargo completion shall be reported as soon as possible to the parties as instructed.
- Carry out all necessary departure formalities and inform the Master on the scheduled departure time.
- Statement of Facts (SOF) shall be updated continuously, and SOF draft has to be sent to Wilhelmsen Port Services well before ship departure for their final check and confirmation. Once completed, including a full explanation of all delays and stoppages, it will be signed by relevant parties.
- For load port calls, all Original Bills of Lading must be verified by a competent operations staff member and the operations manager before releasing.
- For discharge port calls, agent is to confirm availability of all Original Bills of Lading well before ship arrival, which is then to be presented to the Master on arrival.

5. Post-departure:

- Departure Report to be sent immediately to parties as instructed.
- SOF and relevant cargo documents to be sent immediately to parties as instructed.
- Revised DA to be completed and sent to Wilhelmsen Port Services within agreed timeframe with less than 3% deviation to Final Disbursement Account (FDA).

6. Disbursement & Funding:

- FDA is submitted to Wilhelmsen Port Services within agreed timeframe
- Pricing and payment schedule, including pre-funding and FDA settlement terms to be adhered to as per Schedule in the Sub-Agency Agreement.

7. Claims:

- Communicate any claims to Wilhelmsen Port Services immediately.

4. Appendix

[Supplier Code of Conduct](#)