

SHIPS AGENCY SERVICE AGREEMENT



The world's largest maritime network

Local presence and global reach

With **4,500** marine professionals servicing **2,200** ports in **125** countries, Wilhelmsen Ships Service (WSS) has the largest maritime services network in the world.

Last year WSS handled **70,000** port calls and delivered **580,000** standardised operational reports, with **1,500** ships agency specialists on duty at any time.

Wilhelmsen Ships Service is part of Wilhelmsen Maritime Services, a Wilh. Wilhelmsen group company with more than **150** years experience in the shipping business.



Optimising the way we work with you

Simplify your port calls

Currently each ships agency has its own way of operating. For companies dealing with several different agents, this results in time-consuming administration and unpredictability due to varying performances from port to port.

We believe a more predictable and structured way of managing multiple port calls will simplify your work and give you more peace of mind. We also believe it will reduce your operational and administrative costs and improve your efficiency. Our business is optimised to cater for this, by offering service agreements.

Service agreements – simplifying multiple port calls.



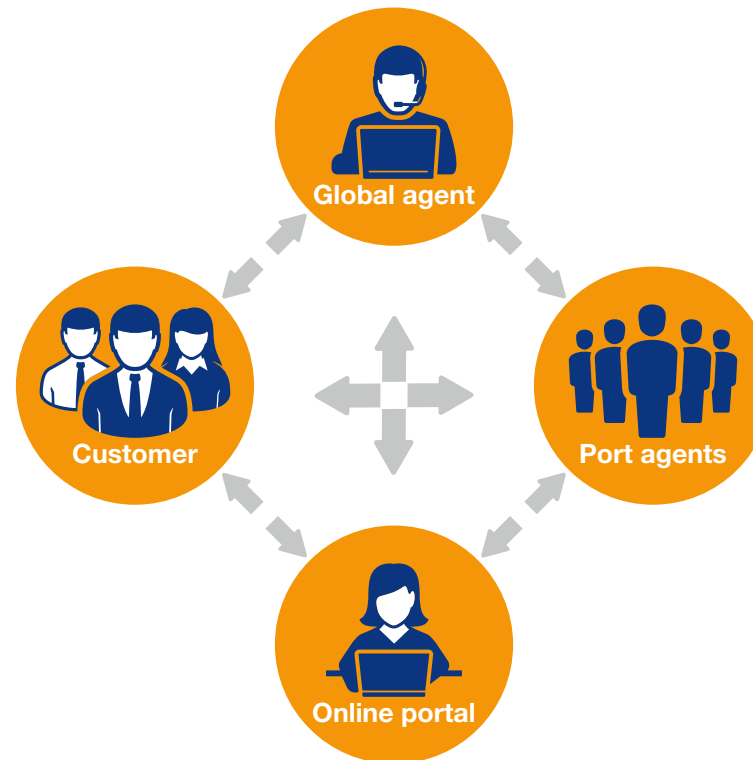
Service agreement way of operating

Service agreement

A commitment to streamline and simplify multiple port call operations.

Global agent

A single dedicated expert coordinating all port calls.



Simplify your port calls

One global agent

A global agent with a thorough understanding of your operations will coordinate all your port calls, wherever in the world, reducing time spent by you on administration. The global agent will be situated in your time zone, speak your language and will act as your one-point-of-contact for all port calls handled by Wilhelmsen Ships Service.

Appointments are sent to the global agent in customer services who will work with our port agents. Together they will ensure that your requirements are fully catered for during port operations as well as in the prearrival and post departure phases, in any port from our worldwide network of offices.

The services delivered in port are still always executed by our experienced local port agents.



Service agreements – simplifying multiple port calls

Integrating your operational requirements

Many of your port calls have the same basic requirements, reflecting your specific operational needs. By telling us how you would like us to manage your port calls, we commit to deliver according to your requirements, in any port. You can specify, for instance, what services to always deliver, your report preferences, key performance indicators, and general agent instructions.

Your pre-defined requirements become an integrated part of our operational system and business processes, so you do not have to worry about the basics the next time you use a Wilhelmsen Ships Service agent.

One bank account

You can use a single bank account for pre-funding and balance settlements, for all your port calls worldwide, securing safe and efficient cash transactions.

One online portal

You will have a portal in our operational software solution, to enable you to have a comprehensive overview of all your port calls worldwide, anytime.

One predictable price structure

Our ships agency services have a predictable and transparent pricing structure, so you know exactly what you are charged for and get no unpleasant surprises.

No other agents have the network and the resources to offer this simplicity.

The best of both worlds

Local knowledge and global network

Our customers recognise that dealing with one company on a worldwide basis can streamline their operations and bring about economies of scale. At the same time, they want to continue to use local agents with personal knowledge of the port, fluency in the local language, and contacts with all local suppliers and service providers.

Through our service agreement, we provide the best of both worlds. The size and international breadth of Wilhelmsen Ships Service enables us to offer a cost-effective service to customers with multiple port calls, globally. Every port call is treated as a unique event by the local agents, who are able to use their specialist knowledge to arrange and complete hassle-free port calls.



Benefit from our way of operating

EFFICIENCY

Is the current way you interact with agents optimal?

We will help you streamline your port calls and administration based on our global experience as ship agents. This is achieved by pre-defining the minimum requirements, coordinating multiple port calls and having a global agent to follow up your worldwide operations.

You will save time and resources which you can spend on your core activities.

CONSISTENCY

Would you like to receive uniform documentation and the same quality service, at a predictable price for every port call?

When you deal with Wilhelmsen Ships Service, you receive the same service and the same documentation, wherever you trade. Our quality commitment sets the operational standard for all our agents, and the delivery for service agreement customers is further tuned to cater for your unique requirements.

This ensures that we meet the same predictable levels of service in every port where we operate, around the world.

FINANCIAL SECURITY

Can you be sure that your agent has the financial stability and controls in place to support you on a long-term basis?

Wilhelmsen Ships Service is part of Wilh. Wilhelmsen, established in 1861, with a sound reputation in the shipping industry. By using a single bank account for all port calls worldwide, you can feel confident that your transactions are handled efficiently and safely.

You can be confident that your assets will be secure with us.

RELIABILITY

Can you trust your agent to deliver what you need, when you need it?

Your basic requirements are integrated into our operational system and business process, and your global agent will coordinate with our port agents to ensure that your requirements are fully understood in any port. Our in-house training ensures that all employees follow best practice based on global processes, and their performance is measured.

This ensures that you can always feel confident that our performance will meet your requirements.

Trust us to be your number one global ships agent.

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