

Isle of Man Ship Registry

Annual Report 2008



25TH ANNIVERSARY 1984-2009

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www.iomshipregistry.com

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The Isle of Man is a modern ship registry with a strong emphasis on quality, high standards and efficient service, aimed at providing a quality service for today's discerning owner.

”

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Message from the Minister for Trade and Industry, Hon David Cretney, MHK

Dear All,

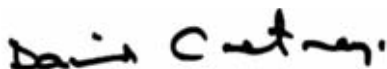
I am delighted to introduce the first annual report of the DTI Ship Registry.

As Minister, I appreciate the achievements of the Ship Registry and the hard work of the team that go into running this internationally recognised operation. The Ship Registry is staffed with a great team of professionals dedicated to its success and I believe this report presents this in a clear and engaging format.

The maritime sector on the Isle of Man is an extremely important part of our diverse economy and I am proud of the part which the Ship Registry plays in supporting and facilitating this sector, which is responsible for some 600 jobs locally.

The register is also responsible for enhancing and promoting the worldwide reputation of the Isle of Man as well regulated and secure jurisdiction.

I commend the report to you and I would like to close by congratulating the team at the Ship Registry for initiating this report and for their hard work over the year.



Hon. David Cretney MHK
Minister
Department of Trade and Industry

Foreword by Director

Welcome to the Isle of Man Ship Registry's first Annual Report. As director, I felt it was important to reflect on the past year's work and provide some data and information to show the work and successes of the Ship Registry over the year.

I hope that this report will be the first of many and will provide a valuable document which will be read by our stakeholders - current clients, government, other governmental and international bodies, recognised organisations to name a few - and will provide a useful point of reference for potential clients around the world.

I have now been in the director's chair since April 2006 and believe the time is right to review the year 2008 and compare it with data over recent years. The report also looks at some of the day to day work involved in running an international ship registry, the challenges it poses and some of the achievements over the year.

I hope you enjoy reading this publication and I would be pleased to receive any feedback on this initial report in order that we can refine it year on year.



Dick Welsh

Director, Isle of Man Ship Registry

Introduction

This report highlights the excellent work of the Isle of Man Ship Registry and its achievements over the year ending March 2009. Operating a high quality international ship registry is never easy; the regulatory world does not stand still and the current rate of change of international requirements is staggering.



The Isle of Man Ship Registry manages, with a relatively small team of dedicated professionals, to stay abreast of the changes and moreover to deliver a level of service to its clients which would be the envy of many of our counterparts in the 130 other registers around the world.

2008 saw steady, but not rapid, growth in all sectors – merchant ships, commercial yachts, pleasure vessels and fishing vessels. The net growth however does not show how the register is being constantly refreshed as new ships join and older ships leave as part of the natural cycle of ship ownership and management.

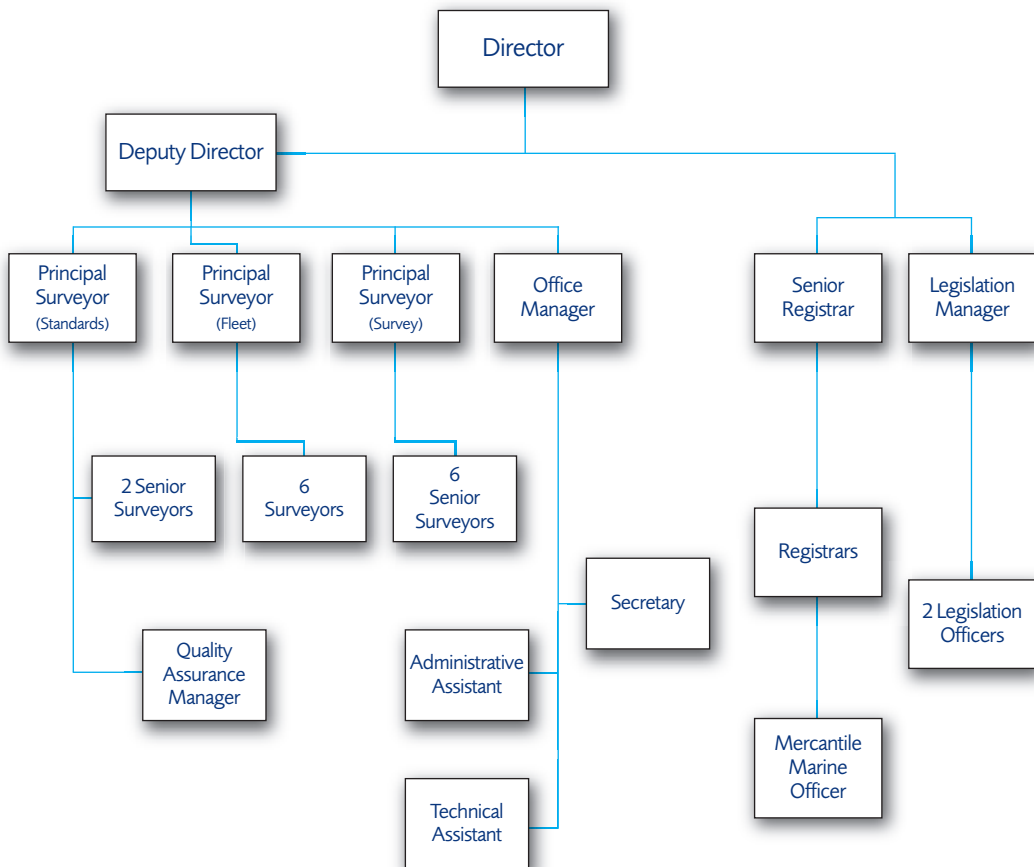
This report aims to 'humanise' many of the areas of work involved in the day to day operation of the Ship Registry from vessel registration through to survey and certification, issuance of seafarers' documents, port state control, administration and legislation. We hope to show what our team actually do and celebrate their achievements and contributions towards our annual performance.

The coming year itself will be something to celebrate. September 2009 will see the Silver Anniversary of the Isle of Man's Ship Registry which has been in operation as an international register since 1984.

We intend to celebrate this milestone so please log on to our website or contact us for news of events planned to celebrate our 25 years.

In the meantime please read on and enjoy our first annual report.

Organisational Structure



The Isle of Man Ship Registry remained highly customer focused during the year. The staff of experienced professionals provided support, assistance and pragmatic solutions to ship operators around the world.

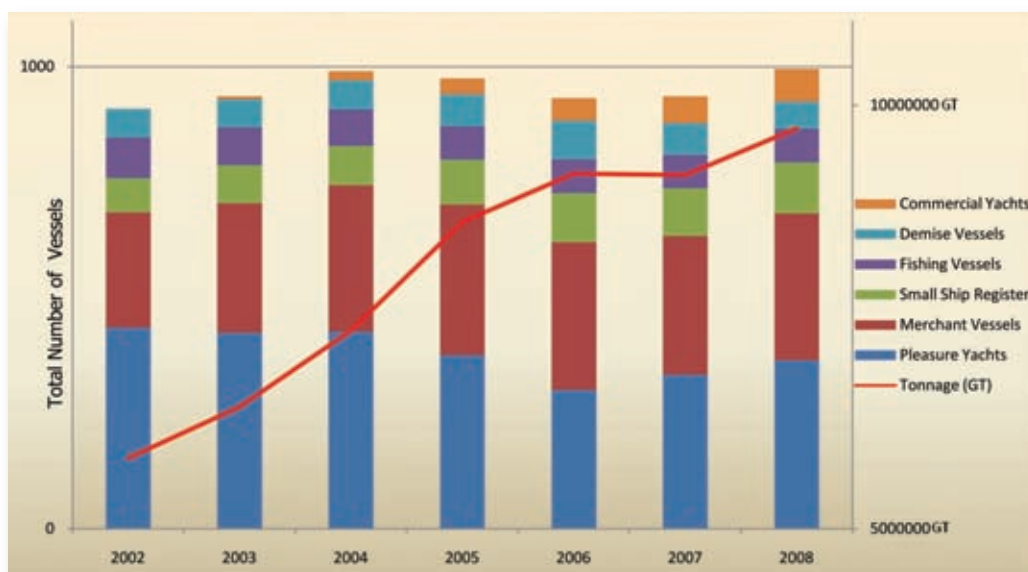
Operating in the global environment of the shipping industry, our surveyors and registry staff visited over 35 countries in the course of their work during 2008.

Registry

The dedicated registry team are responsible for all categories of vessel registration from VLCC's and superyachts to fishing boats and pleasure craft. The process starts with name approval, then pre-checking the documentation to ensure there are no unforeseen problems on the day of registration and ensuring a smooth delivery for all parties.

For merchant vessels, quite often delivery is in the Far East, the owner is based in Europe and the ship finance arranged from the City of London. The role of the registrar is to co-ordinate all parties - registration cannot take place without the consent of the owner or owner's representative - and to ensure the certificate of registry and trading certificates are ready to be handed over to the vessel upon delivery. There are so many different elements of initial vessel registration, it is imperative that all aspects are covered prior to the actual day of registration.

NUMBER OF VESSEL TYPES & TONNAGE ON REGISTER

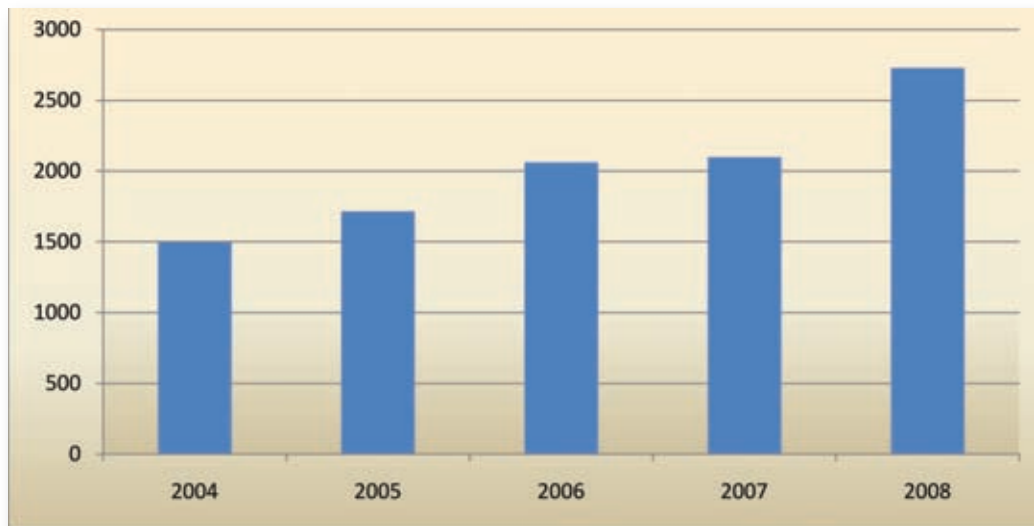


It is not unusual to see a registrar in the office in the early hours of the morning or very late in the evening in order to fit in with the place of delivery's time zone for acceptance of the title deeds. This is a service the Isle of Man Ship Registry offers to its clients at no extra cost, in fact, such is the level of service provided that registrars attend out of hours even when vessels leave the register. Once the correct documentation has been received, registration is instant. This exemplary level of personal service provided by the registry is reflected in the many appreciative messages received from clients.

As soon as a vessel is registered under the Isle of Man flag, a history of the vessel is maintained under MAVIS, the registry's new computerised information system. The history includes change of name, change of ownership, mortgage registration and mortgage de-registration.

In addition to everyday transactions, (on average the team handles over 50 separate transactions each week), the registry team also deals with the issuance of Continuous Synopsis Records (CSRs), Civil Liability Certificates (CLCs) and Bunker certificates.

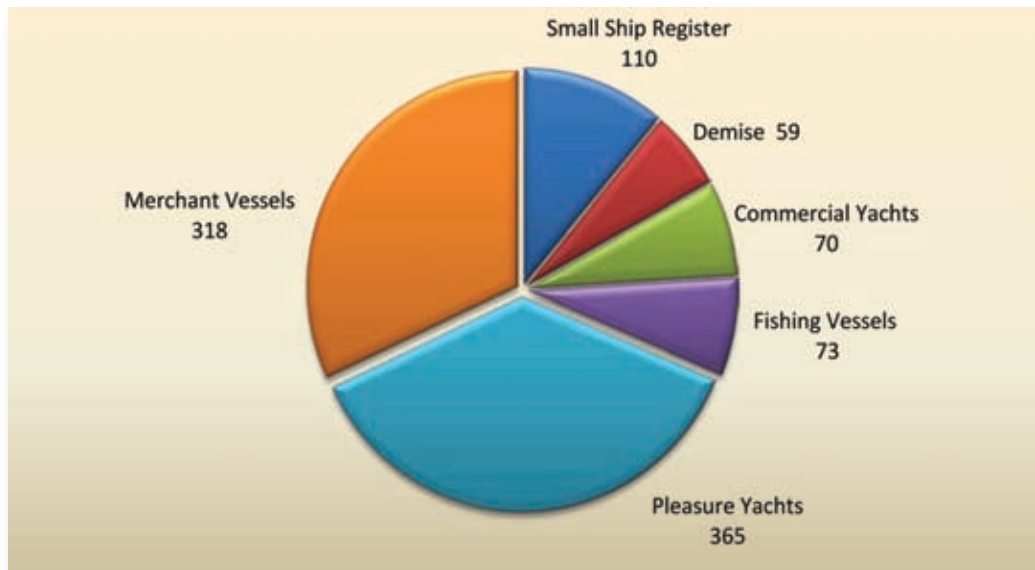
GROWTH OF REGISTRY TRANSACTIONS



Within the registry team, there is a Mercantile Marine Officer who issues Seamen's Discharge Books and, where appropriate, British Seamen's Cards. This role also encompasses the checking of the ship's Articles of Agreement, completed by the ships master and returned to the registry for scrutiny.

The Ship Registry prides itself on the 'know your ship' concept which will become more important when the Maritime Labour Convention (MLC) is introduced in 2010. Seafarers' complaints are both encouraged and expediently dealt with. Only two complaints were received in 2008, one concerning unpaid wages and one where a crew member claimed he was being subjected to verbal and physical abuse. Our initial response in both cases was within 24 hours and as a result of our direct involvement and subsequent investigations both incidents were quickly resolved.

BREAKDOWN OF VESSEL TYPES ON REGISTER



A future initiative for the registry is to introduce a "vessels under construction" register which has been requested by the shipping industry on the Isle of Man.

When not busy registering vessels, members of the registry team are out and about advising clients at the various international exhibitions and conferences.

Contact the registration team by e-mail at: registry.marine@gov.im



Checking the registration documentation.

Survey Activity

Yachts

In recent years, a steep rise in the number of commercial yachts registered on the island has been one of the most visible signs of the growing influence and popularity of the Isle of Man Ship Registry. Along with a steady increase in private yachts registered, this popularity has contributed to the growth of the Manx (Isle of Man) fleet, particularly among the higher value section of the market. Owners and yards have come to appreciate the quick response, the broad technical knowledge of our surveyors and the approachability of all members of the office.

A newbuild yacht is attended up to three occasions during construction and a constant correspondence is maintained with the yard throughout the project. By this means, compliance with the Large Commercial Yacht Code (LY2) is ensured such that no real headaches are presented to the yard and owner close to delivery.

In the case of an existing yacht, a surveyor from our office will carry out a pre-registration survey which can normally be completed in a day. At that time, areas of concern are raised with the owner and a timetable for the completion of any required modifications is agreed. Where significant work is required, we work closely with the attending Classification Society surveyors to ensure that requirements are met and understood by all parties.

In 2008 we registered thirteen large commercial yachts, passing our target of one per month and bringing the total number of commercial yachts on the register to seventy.

We constantly receive new enquiries, ranging from owners of existing sailing yachts wishing to achieve a small return on capital costs by means of the occasional charter to requests from the larger yacht builders concerning future technical requirements and developments in legislation.

Fees payable to a vessel's flag state are frequently a concern for many owners. The IOMSR has simplified matters such that all commercial yachts are enrolled, shortly after registration, into an annual yacht fees scheme (YFS). The YFS covers all normally occasioned costs relating to the required attendance by a surveyor from this office over the five year survey cycle. Commercial yachts registered with the IOMSR are attended and subjected to a general examination, and any mandatory audits of safety or security systems, twice in any five year survey cycle. Such regular attendance has proved to be a very effective way not only for Code compliance to be reconfirmed, but also for yacht owners and Masters to maintain a dialogue with the office during which surveyors can provide advice regarding new legislation and current interpretations. Attendance is also an opportunity to discuss the viability of proposed modifications.



Isle of Man registered yacht.

The majority of surveys for existing yachts take place in the most popular yachting destinations - Palma, Nice, Cannes and Fort Lauderdale. However, at the convenience of the yacht owner, surveys can also be carried out at more distant or secluded destinations - places such as St Maarten and Langkawi for example. Yachts enrolled in the YFS pay no additional charge for this global service.

Merchant Vessels

In the last year, the IOMSR has instigated a major policy change so that an Isle of Man pre-registration survey is no longer required if a vessel meets certain criteria. Quality remains a principal, indeed paramount requirement for all vessels coming on to the Manx flag and this initial registration assessment provides a cost effective process that maintains the integrity of the fleet without necessarily having to dispatch surveyors. In the case of passenger vessels, cargo vessels over ten years old, and vessels which have been constructed in yards unknown to this office, or have owners unknown to us, attendance for pre-registration survey remains a requirement.

All vessels joining the registry are subjected to a review of port state control records. Data available from a number of sources is analysed via the MAVIS system to ensure each vessel has a satisfactory safety record before it is judged eligible to flag with the Isle of Man.

Where a vessel is registered without attendance by an IOMSR surveyor, change of flag surveys are delegated to the vessel's Classification Society. During this process, surveyors from the Isle of Man Ship Registry continue to liaise with owners, Classification Societies and the building yard as necessary. Vessels can register at any time of day convenient to the owner and the building yard and generally takes place within a matter of minutes once the go-ahead has been received from the attending surveyor.

Whether or not a pre-registration survey has been carried out by a surveyor from the IOMSR, the vessel will be attended by us within six months of registration during which time initial audits of the vessel's safety management and security systems will be carried out.

Despite the recent change of policy towards pre-registration surveys, some vessel operators continue to request the attendance of a surveyor from IOMSR at registration as so often this can assist with last minute issues regarding statutory matters and can smooth the registration process.



IOM surveyors at work.

Isle of Man Merchant Shipping Regulations require that every Isle of Man registered vessel is subjected to an inspection by a surveyor from IOMSR once in every five year period. In addition, this office takes responsibility for confirming compliance with the ISM and ISPS Codes and with applicable ILO Conventions on vessels it registers. It follows that each vessel is attended by an IOMSR surveyor twice in any five year survey cycle.

During audits, a general inspection of hull and machinery is carried out and interviews conducted with crew members regarding their knowledge of the safety and security systems onboard the vessel and of how such systems are applied. The vast majority of vessels registered by this IOMSR are found to be well-maintained and manned with experienced and highly professional crews.

Over the last year, new MARPOL requirements have been introduced for both air and sewage pollution prevention. Through its system of regular circulars, the Isle of Man Ship Registry is proactive in advising its customers on how new legislation should be applied.

A new initiative in 2008 with international consequences was the introduction of Long Range Identification and Tracking. Since 1st January 2009, all vessels over 300GT and upwards engaged on international voyages have been required to install a Long Range Identification and Tracking (LRIT) system. The Isle of Man Ship Registry has contracted with Pole Star Space Applications Limited, the proprietary owner of Purplefinder™ technology, for the provision of a dedicated 'National Data Centre'



A container ship visited at anchor off Hong Kong.

When surveyors are not travelling, they remain hard at work responding to the many enquiries received from yards, managers, owners and Masters regarding regulatory and statutory requirements and interpretation, questions on certification and training of crew members. They are also regular attendees at IMO meetings, sub-committee meetings and discussion groups that establish international maritime policy.

Fishing Vessels

The Isle of Man Fishing Vessel register totals over seventy commercial fishing vessels. The majority are less than fifteen metres in length and are subject to the Small Fishing Vessel Code. Twelve larger vessels are registered which are subject to more stringent inspections. Most local boats fish for lobsters, scallops and 'queenies' (a local delicacy), with catches exported throughout Europe. In 2006, a new fishing vessel code became mandatory. All locally-based vessels were inspected at that time to ensure they complied with the new code. Since April 2006 safety inspections of fishing vessels have been required twice in a five year period during which the vessels' life-saving and fire-fighting equipment is assessed.



Sea trials onboard a 16m fishing vessel approaching Douglas Harbour, Isle of Man.

During inspections, surveyors highlight matters such as stability - any extra weight or equipment should be approved by IOMSR to ensure a vessel's stability has not been compromised. A short course for local fishermen on fishing vessel stability was held in Douglas last year to reinforce awareness of this important subject.

Despite their small size, fishing boats keep surveyors busy. The larger vessels require inspection of the underwater parts of the hull, surveys of the propeller shaft, and inspection of the fixed fire-fighting equipment. Short sea trials have been introduced recently as part of the periodical survey. Such sea trials normally include a drill to confirm levels of crew training and competence.



Hull inspection.

Contact the Survey team by e-mail at: marine.survey@gov.im

Exhibitions and Conferences

March	Dubai Boat Show
May	Genoa Yacht Charter Show
June	Posidonia
September	Monaco Yacht Show



The Isle of Man Ship Registry stand at the Hellenikon Exhibition Centre was a popular stop for many visitors and surveyor Cameron Mitchell alongside registrar Muriel Sweetman had an extremely busy week promoting the advantages and benefits of IOM vessel registration and detailing the innovative changes to the registry process that had been introduced earlier in the year.

IOM Ship Registry Director Dick Welsh, in Athens for a separate business meeting, dropped in to lend his support.

Throughout the year the IOM Ship Registry maintained its attendance at various industry committee meetings including MAIIF, STCW, MEPC and MSC. Senior staff members attended REG and IMO conferences.

In January we hosted a well attended reception at Trinity House, London in order to brief our clients on the latest developments to the registry.

A presentation given by two senior staff members was well received at the Athens PSC Conference in April.

Also in April, Dick Welsh, Director of the Ship Registry, visited Singapore to promote the IOMSR and returned there again in October enroute from Tokyo completing a successful series of client meetings in the Far East.

In October Dick presented a paper on the forthcoming Maritime Labour Convention at the Which Register conference in London.

Representatives from the Isle of Man Ship Registry also attended Marine Money in Dublin and Project in Amsterdam.

Our annual seminar, held in September on the Isle of Man, was attended by over 100 clients who received updates on, and were able to contribute to, the discussions on forthcoming issues affecting both ship and yacht owners. This active forum continues to provide networking and informative

opportunities for a wide range of shipping professionals, many of whom have the event permanently marked on their calendars.

The 2009 seminar will be an extra special occasion as we will be celebrating our Silver Jubilee – 25 years as a modern international ship registry!



1000 vessels including over 450 merchant vessels currently fly the Manx Ensign.

Forthcoming events planned to date for 2009 are as follows:-

- | | |
|-----------------|--|
| 12-14 March | Abu Dhabi Yacht Show* |
| 21-23 April | Sea Asia, Singapore |
| 28-29 April | The Shorex Wealth Management Forum, Singapore* |
| 04-08 May | Genoa Yacht Charter Show |
| 08-12 June | Norshipping |
| 23-26 September | Monaco Yacht Show* |

Please note those marked with *, the Isle of Man Aircraft Register will be co-exhibitors.

In addition, Dick Welsh will be attending Imabari in Japan in May and one of the Ship Registry's Principal Surveyors will be speaking at the Future of Superyachts Conference in Palma on the 22/23 June.

Casualty, Accidents and Incidents

The IOMSR is committed to helping seafarers, managers, owners and operators concerned with all Isle of Man vessels in achieving continued high standards of safety and pollution prevention. But occasionally things can go wrong. When they do, the Master, Skipper or Operator is required by law to submit a report on what has occurred. From these reports we can alert the shipping industry about areas and activities where any additional safety controls may be necessary and hopefully prevent similar occurrences from happening again. The following three occurrences were investigated by IOMSR in 2008.

Oil/Chemical Tanker

The vessel grounded whilst making a large alteration of course on the final leg of the Passage Plan before picking up the local pilot.

The vessel was loaded with approximately 25600t of non-persistent oil cargo. Fortunately all of the oil cargo was contained on board and there were no injuries to any ship personnel and no pollution to the marine environment. The vessel sustained significant structural damage to the ship's bottom. The limestone shelf seabed was damaged as a result of the vessel making contact whilst underway and when the vessel became firmly aground.

The officer of the watch and helmsman were the bridge team leading up to the grounding. The Master arrived on the bridge immediately prior to the grounding. The Master had intended to be on the bridge earlier for the course alteration but was preoccupied in his cabin preparing port documentation.

The IOMSR report concluded that human error was the cause of the grounding. The officer of the watch altered course too early, failed to control the turn sufficiently and lost his situational awareness during the turn. Actions to rectify the situation proved ineffective and may have been hampered by the wind conditions.

Offshore Supply Vessel

Whilst the vessel was on passage the 2nd Engineer was alone in the control room performing routine maintenance tasks which involved transferring marine diesel fuel between the storage and service tanks. During this operation an unrelated alarm sounded in the engine room. The 2nd engineer went out to investigate the cause of the alarm whilst forgetting about the running transfer pump.

A short time later the service tank overflowed through the tank vent onto the main deck area covering an approximate area of 24m² with an estimated 1.7 m³ of marine diesel oil spilling overboard. The spill was discovered by two personnel who independently alerted the bridge. The prevailing weather conditions quickly began to disperse the non-persistent oil making clean up operations unfeasible.

The IOMSR was involved in the investigation and a report was written. The investigation highlighted that although the transfer of oil was a fairly routine operation the company procedures for oil transfer were not followed. The 2nd engineer was alone in the engine control room when the operation was initiated and

was distracted from the operation because he went to check another alarm. The oil transfer continued without anyone monitoring the ongoing operation and there was nobody in the engine control room to stop the fuel pump when the tank was full.

The high level alarms (set for 85% level) only alerted by way of flashing light indicators on a computer bar graph and did not stop the pumps. The deck department and deck personnel were not aware of the ongoing transfer, so nobody was on deck to monitor the overflow system. The scuppers were not plugged on deck, allowing some of the spill to go directly overboard. However, due to the proximity of the tank vent, ships side, pilot access and water freeing ports, any spill was likely to go overboard also.

This case highlighted the importance of using correct procedures and better organisation of work. The system design and pumping rates could also be modified to reduce the risk of a similar occurrence.

Cargo Vessel

The vessel was alongside when the Master permitted the 2nd Officer and other crewmembers shore leave before the vessel had to change berth later that night. On returning to the vessel the 2nd Officer was the last person to approach the vessel's gangway. The main engine was running and the variable pitch propeller was held in neutral. The gangway net had been removed from the underside of the gangway in preparation for shifting. As the 2nd Officer leaned forward and attempted to grab the gangway stanchion ropes he appeared to miss his footing and stumbled. His momentum caused him to fall forwards from the quayside downward between the quay and ship's starboard side. He disappeared from view in front of the crew on the vessel and did not re-surface.

The crew tried in vain to rescue the 2nd Officer, this included throwing overboard a lifebuoy and a crew member jumped into the water between the quay and vessel. Others directed shipside lights and torches into the water. Nothing more was seen of the 2nd Officer. The Master summoned the emergency services to the scene. A thorough underwater search was carried out by divers but they could not find any sign of the 2nd Officer.

The vessel later shifted berth using the mooring lines some time later at the request of the harbour authority. The Master was eventually informed by the local police department that a body had been found in the vicinity of the berth. The 2nd Officer was formally identified by the Master and company representative.

An investigation concluded that the 2nd Officer had lost his balance as he approached the gangway, whether this was caused by tripping over a steel rail or due to the amount of alcohol consumed ashore could not be determined.

There was insufficient illumination provided from the ship surrounding the part of the gangway on the quayside. This was contributed by the failure of the ship to provide adequate lighting by portable means. There was also insufficient illumination surrounding the approach area of the gangway from the quayside.

The case highlights the importance of maintaining safe access to the vessel at all times and adhering to company and vessel alcohol policies.

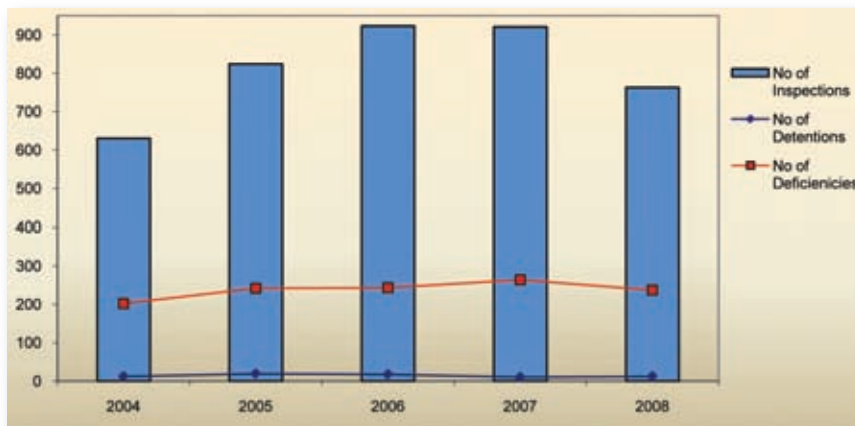
The table below shows the number of occurrences reported over the past 5 years and shows a steady decline in reportable incidents throughout the increase of vessels joining the register - a trend which we are justly proud of.

	2004	2005	2006	2007	2008
Collision, Foundering or Stranding	9	17	11	4	3
Fire	2	2	2	3	6
Explosion	0	0	0	0	1
Pipe Systems: Explosion, Collapse or Bursting	1	2	1	0	0
Sudden uncontrolled release of any substance from a system or pressure vessel	1	1	1	1	2
Accidental ignition of flammable material	0	1	0	0	1
Electrical short circuit or overload	3	0	1	1	0
Failure of any lifting device	0	0	0	1	1
Incidents involving access to or from the vessel	1	3	4	1	1
Slips or falls (same level)	8	4	5	4	4
Slips or falls (different levels)	7	3	5	5	2
Incidents involving mooring ropes or hawses	5	2	2	4	2
Incidents involving lifting equipment	2	6	1	0	3
Exposure to hazardous or toxic substances	2	0	2	0	0
Electric shock	1	0	0	0	0
Violence to the person	0	1	0	0	2
Other	11	18	12	12	7
Totals	53	60	47	36	35

Port State Control

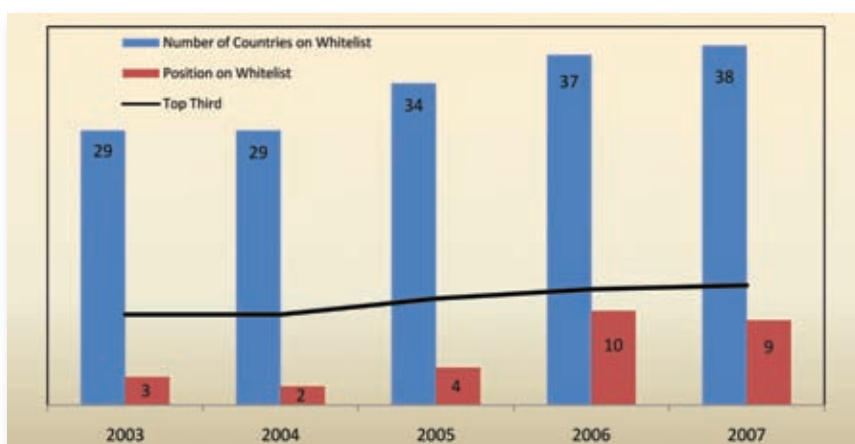
The Isle of Man Registry actively gathers and analyses PSC statistics on all its vessels in order to monitor patterns and trends. The information available allows us to take a positive role by providing an overview of fleet and company performances. Whilst we cannot control events at PSC inspections, our proactive approach does influence the awareness of operators and seafarers and ultimately contributes to our performance as a Flag State.

5 YEAR PSC DATA ON ISLE OF MAN FLAGGED VESSELS (WORLDWIDE)



In the past 5 years the Isle of Man Flag has maintained its high position on the Paris MOU white list, in line with our long term objective to be among the top Registries in the world.

STAYING WITHIN THE TOP THIRD ON THE PARIS MOU WHITE LIST IS A LONG TERM OBJECTIVE

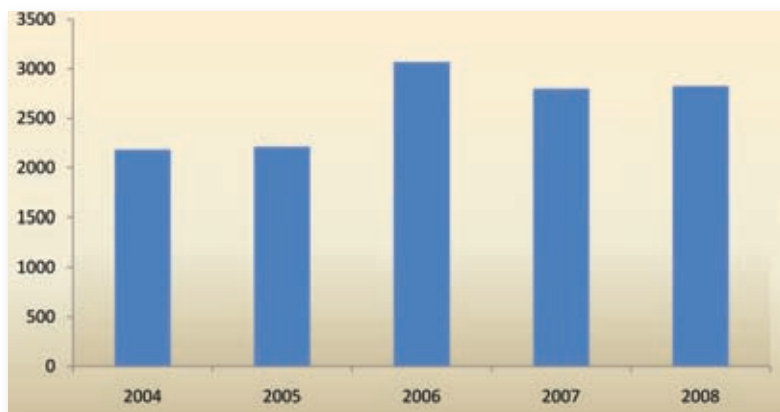


STCW

Every Officer serving on board Isle of Man registered vessels, unless holding a UK issued certificate of competency (COC), must hold an Isle of Man endorsement as required by Regulation 1/10 of STCW95 to accompany their national certificate of competency.

Staff involved in the issue of CRAs and endorsements have a professional but approachable manner ensuring that queries are quickly dealt with and documents are issued usually within a week of receipt of application. On average, 235 applications are processed each month.

STCW – NUMBER OF ENDORSEMENTS ISSUED ANNUALLY



The Isle of Man does not issue certificates of competency but recognises those that are issued by a number of other countries. The Isle of Man Ship Registry evaluates the systems and procedures in place in that country, normally by making a visit to assess training facilities, procedures and the operation of the Administration locally. When the standards applied in any country are found to be acceptable an undertaking is entered into with that country's Administration and certificates from that country are recognised.



Every application received is carefully checked before an endorsement can be issued.

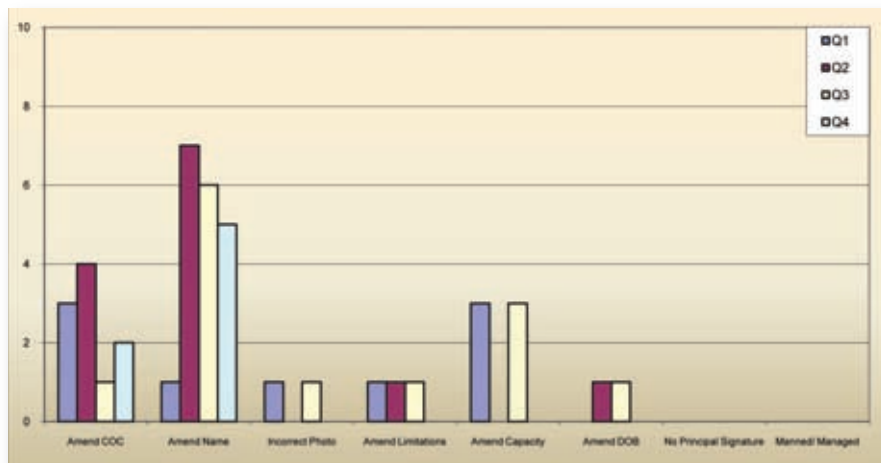
During 2008 endorsements were issued to officers from the following countries:

Australia – Belgium – Brazil – Bulgaria – Canada – China – Croatia – Cyprus – Czech Republic – Denmark – Estonia – Faeroe Islands – Finland – France – Germany – Greece – Hong Kong – Hungary – Iceland – India – Ireland – Italy – Latvia – Lithuania – Mexico – Netherlands – New Zealand – Norway – Pakistan – Papua New Guinea – Philippines – Portugal – Poland – Romania – Russian Federation – Serbia & Montenegro – Singapore – Slovakia – Slovenia – South Africa – Spain – Sri Lanka – Sweden – Ukraine – Union of Myanmar – United States of America.

Endorsements are also issued with limitations, e.g. not valid on tankers, not valid over 3000GT etc..., depending on the application information received by the endorsement administration team. If specific circumstances change, an officer can be quickly issued with another endorsement.

Needless to say, the administration of the endorsement process relies on the quality and clarity of the information received with each application. Each endorsement is double checked before being forwarded to the client. Out of almost 3,000 endorsements issued in 2008 less than 50, mostly minor, errors were identified and corrected.

ENDORSEMENT ERROR AMENDMENTS -2008



Legislation

Work continues on transposing international conventions into national legislation. In 2008 regulations were made to give effect to the Bunker Convention which came into force in November 2008. As well as implementing new conventions, a major part of the legislative programme is to continually review and update legislation to bring it into line with the latest developments at IMO and work has progressed on regulations to update MARPOL Annex II - Control of Pollution by Noxious Liquid Substances and SOLAS II-2 - Fire Protection, Detection and Extinction.

In addition, the legislation team has been preparing the groundwork for the implementation of the ILO Maritime Labour Convention which will be the major legislative task for the Ship Registry over the coming years.



Tynwald Chambers, Douglas, Isle of Man.

Tynwald, the Island's 1000 year old Parliament, makes its own laws and oversees all internal administration, fiscal and social policies. As a UK Crown Dependency, the ultimate responsibility for the Government of the Island is invested in the Crown but by long standing convention, the UK Government does not legislate for the Isle of Man except with the specific consent of the Isle of Man Government. Consequently, all Isle of Man shipping legislation is approved by Tynwald.

Quality, Training and MAVIS

'It is the policy of the Isle of Man Ship Registry to provide a high quality service dedicated to the principles of quality assurance in order to promote both the expansion and diversification of the shipping sector and the creation of employment opportunities by registering quality ships and facilitating the establishment of marine enterprises in the Island.'

One of the first shipping registries to achieve ISO 9001 accreditation (certified since 1996) our quality management system has been developed based on three core principals.

- 1. Maintain and develop a first-class ship registry**
- 2. Continuously seek improvements in our performance**
- 3. Encourage new shipping business**

This ethos is shared throughout the organisation and ensures that not only do we offer the best service to all our clients but we are constantly striving to exceed their expectations.

Our continual internal self-assessments and performance measurements together with annual external audits by LRQA provide confidence that all our systems and procedures are operated in a robust and controlled manner. The benefits of having a greater focus, clear objectives and improved communications have helped keep the Isle of Man Ship Registry highly placed on the Paris and Tokyo Memorandum of Understanding "White Lists" for port state control.

As well as keeping our own staff fully trained we invite representatives from client companies to attend training days at Peregrine House where they learn about various aspects of how our organisation operates and what we expect from them if, for example, they are applying for endorsements or seeking vessel registrations. Similar training presentations can be given at the client's offices if requested. This promotes a two way understanding which allows for a smoother administration process for both the client and the Isle of Man Ship Registry.

A Ship Superintendent Training Course, run as a joint initiative between the Ship Registry and the Isle of Man International Business School, provides an excellent foundation in all aspects of ship operation and is beneficial for candidates from across the maritime sector. A finalist in the Lloyds List London Awards 2008, the next courses, which include topics such as regulatory requirements, dry docking, budget control and damage surveys to name just a few, are due in May and October 2009.

For more information on the courses contact www.ibs.sc.im/ships

MAVIS

MAVIS (Marine Administration Vessel Information System) is the IOM Ship Registry's web based bespoke electronic development which allows us to retain and administer all the details of the vessels sailing under the Isle of Man flag. Before its introduction a variety of databases and spreadsheets were used to manage the business processes and although this functioned well we wanted a consolidated platform on which to grow and improve the systems.

Registration and survey details are entered by the registrars and surveyors. Audit reports, records of vessel compliance and port state control history are kept in the system and can be accessed at any time. Certificates, invoices, CSRs and transcripts can be printed straight from the system with all the relevant information automatically uploaded onto the documents. Contact details of the vessel owner, technical manager, representative person and Class Society are displayed. The system generates a number of management reports quickly making available a vast range of fleet information as well as Ship Registry performance in key areas.

Before Mavis...



...and after!



We are already working on a second phase (MAVIS II) which will, amongst other proposed improvements, allow us to better monitor the fleet and permit access to a far wider user base including secure online availability for clients.

The ability to forecast and recognise poorly performing vessels together with 'in field' access for surveyors will allow us to take a greater proactive role than ever before and provide a new level of customer service.

Key milestones in 2008

- Mar 08 ISO 9001 quality system annual assessment audit by LRQA – passed with zero recommendations
-
- Apr 08 All customer facing staff successfully complete 'Voice of Customer' practitioner training
-
- July 08 Isle of Man registers the Lloyd's List Ship of the Year 2008 – the Danish group, Lauritzen Kosan's innovatively designed gas carrier the "Isabella Kosan"
-
- Sep 08 Annual seminar in the Isle of Man attended by over 100 delegates
-
- Sep 08 Years target for 24 additional merchant vessels on register reached
-
- Oct 08 Isle of Man registers their first Japanese owned and operated vessel from Mitsui OSK Lines (MOL) - the 'Atlantic Explorer'
-
- Nov 08 Bunker convention regulations in place and convention extended in time for IMO's 21 November deadline. Ship Registry issues certificates to its fleet and for the first time, to other ships operating under non-convention country flags.
-
- Nov 08 ISO 9001 quality system renewal audit by LRQA – passed with zero recommendations.
-
- Nov 08 Years target for 12 additional commercial yachts on register reached
-
- Dec 08 Isle of Man's Long Range Identification and Tracking (LRIT) data centre is in operation in time for the IMO deadline of 31st December. One of the first flag states to comply and one of only two Europe based registers to comply with new international requirements for ships.
-

Selection of client comments from 2008

The surveyor has a vast knowledge of the ISM code and the type of industry that the vessel trades in'

'I'm absolutely impressed about the accuracy of your work. Great job.'

'Auditor carried out the audit in a very professional manner in the true spirit of the ISM code'

'Fantastic - that was super speedy!'

'We found the IOM surveyor very helpful and his wiliness to share his knowledge was greatly appreciated'

'Wow, I hardly think the ink is dry on my application. The registry is amazingly efficient as always'

'May I use this opportunity to thank IOM for all the support and information along the way in this matter. No other flag state has managed to give us updates and (LRIT) advice'

'We all wish to thank you and your colleagues for the great effort to remove this detention...'

'Thank you for the attached. God you're good, I've not even had my first coffee yet!'

'Wish more flags would take up the challenge as you have'

'Thank you for your and the entire administration's always excellent service and support'

'We would like to extend our sincere gratitude to all members of your organization for their professionalism and assistance'

'During audit, explanations and verbal information was very useful and clear'

'Certificate service is outstanding'

The response time, service and communication are the best I have ever experienced with any ship registry.

'You guys are amazing'


The new certificate was delivered within hours of the request being made'

'Thank you so much. My goodness, what excellent service!'

Abbreviations used in this project

AFS	Alternative Fees Scheme
CLC	Civil Liability Certificate
COC	Certificate of Competency
CRA	Certificate of Receipt of Application
CSR	Continuous Synopsis Record
ILO	International Labour Organisation
IOM	Isle of Man
IOMSR	Isle of Man Ship Registry
IMO	International Maritime Organisation
ISM	International Safety Management
ISO	International Organisation for Standardization
ISPS	International Ship and Port Facility Security
LRIT	Long Range Identification and Tracking
LRQA	Lloyds Register Quality Assurance
MAIIF	Marine Accident Investigator's International Forum
MARPOL	International Convention for the Prevention of Pollution from Ships
MAVIS	Marine Administration Vessel Information System
MEPC	Marine Environment Protection Committee
MOU	Memorandum of Understanding
MSC	Maritime Safety Committee
PSC	Port State Control
REG	Red Ensign Group
SOLAS	Safety Of Life At Sea
STCW	Standards of Training, Certification and Watchkeeping
VLCC	Very Large Crude Carrier
YFS	Yacht Fees Scheme





Isabella Kosan
Lloyd's List Ship of the Year 2008

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Certified to the ISO9001:2001 Quality Standard and the Investor in People Standard



The information in this 2008 Annual Report can be provided in large print, on request.