

John L McCorquodale
Master Mariner MNI UKHMA

Presentation: The Terminal Operator

Precis:

1. Requirements of visiting vessels and the planning required.

Much of the information required about a ship is already available from a variety of sources and these will be described – Internet, Agents, Experience and Masters.

2. Planning

What goes into a successful plan to load or unload a ship? How can that best be achieved with the various resources? The process will be described with examples.

3. How can the process be made better?

It will be discussed that the common knowledge, easily available, is of little use if the specific circumstances are different. It is vital therefore that the Terminal Operator has early warning of issues so that they may mobilise or organise a suitable response to minimise delay.

4. Interaction

How does the Terminal Operator feed into the logistics chain? The presentation will seek to introduce a concept of mutual co-operation and knowledge sharing.

The final wrap-up will underline the importance of the local Agent, with a stressor on 'local', and parties will be invited to engage positively with the Terminal Operator.



THE BRISTOL PORT COMPANY

THE TERMINAL OPERATOR

John L McCorquodale

Master Mariner MNI UKHMA

Deputy Haven Master & Oil Terminals Manager





INTELLIGENCE

- **INTERNET**
- **AGENTS**
- **EXPERIENCE**
- **MASTERS**



THE BRISTOL PORT COMPANY

INTERNET

Reference websites
Subscription based or free



THE BRISTOL PORT COMPANY

SUBSCRIPTION

The image displays a collage of four overlapping screenshots from maritime data services:

- Sea-web:** A screenshot of the Sea-web website, showing a search interface and navigation menu. The text "Sea-web Fully Searchable Maritime Web" is visible.
- Lloyd's List Intelligence:** A screenshot of the Lloyd's List Intelligence website, featuring a search bar and navigation tabs for Home, Tankers, Gas, Dry Bulk, Insurance, Law & Regulation, and Lloyd's List News.
- AISLive:** A screenshot of the AISLive website, showing a map of Bristol, United Kingdom, with a search bar and a table of vessel data.
- GRAYPEN:** A screenshot of the GRAYPEN website, showing a detailed map of the Bristol area with various colored lines and markers.

SPECIALISED

SPECIALIZED

The screenshot shows the BB.com website interface. The main content area displays a detailed listing for 'Vessel Details Bro Distributor'. The listing includes a table with the following data:

Vessel Details		
2008 INTERNATIONAL Standard Format Specifications (over 25)		
1.1	IMO ID/IMO	000 24 1011
1.2	Vessel's name	Bro Distributor
1.3	IMO Number	8211713
1.4	Industry products/chemicals and others of interest	Not Applicable
1.5	Date built/year	Year 28 2005
1.6	Builder/Builder built	China Shipyard Group, China
1.7	Flag	Taiwan (Republic of)
1.8	Port of Registry	Keelung
1.9	IMO Type	CGO
1.10	Vessel's administrative number	
1.11	Vessel's IATA number	000000000000
1.12	Vessel's IATA number	000000000000
1.13	Vessel's IATA number	000000000000
1.14	Vessel's IATA number	000000000000
1.15	Vessel's IATA number	000000000000
1.16	Vessel's IATA number	000000000000
1.17	Vessel's IATA number	000000000000
1.18	Vessel's IATA number	000000000000
1.19	Vessel's IATA number	000000000000
1.20	Vessel's IATA number	000000000000
1.21	Vessel's IATA number	000000000000
1.22	Vessel's IATA number	000000000000
1.23	Vessel's IATA number	000000000000
1.24	Vessel's IATA number	000000000000
1.25	Vessel's IATA number	000000000000
1.26	Vessel's IATA number	000000000000
1.27	Vessel's IATA number	000000000000
1.28	Vessel's IATA number	000000000000
1.29	Vessel's IATA number	000000000000
1.30	Vessel's IATA number	000000000000

The screenshot shows the equasis website interface. The main content area displays a search interface with a search bar and a list of results. The search bar contains the text 'equasis' and the search button is labeled 'Search'. The list of results includes the following items:

- 1. equasis
- 2. equasis
- 3. equasis
- 4. equasis
- 5. equasis
- 6. equasis
- 7. equasis
- 8. equasis
- 9. equasis
- 10. equasis
- 11. equasis
- 12. equasis
- 13. equasis
- 14. equasis
- 15. equasis
- 16. equasis
- 17. equasis
- 18. equasis
- 19. equasis
- 20. equasis



THE BRISTOL PORT COMPANY

FREE

The image displays a collage of overlapping browser windows. The top-most window is a forum post on 'SHIPSPOT' with the title 'Shipping news and information - Windows Internet Explorer provided by The Bristol Port Company'. The forum post lists several links, including 'Reconology', 'Zu All One Monogram Members', 'Daily port reports by Upper shores', 'Hellen Redwood's article of Spokenword', 'Ship collision Maxamed (Botswana)', 'photo-report of MY Quest & MY Alab', 'Linerport Log Features', 'Cytokeratin: "Sara" agreed on test', 'AMS Express' in bulk containers', 'Canadian Motor vessel arrival', 'Ship in distress forum', 'What happens to HMR Containers?', 'H&S Southampton', 'Do you work at the oil tanker company', 'CARBON SMALLWOOD', 'Vessel that have visited UK and are back', 'Indigo of British Shiping Circle (SPIC)', 'Hutchinson Shiping.com website', and 'Norman Spirit by sea?'. Below the links, it says 'Page: 1 | 2 | 3'. The second window from the top shows a 'Non Business Related' error message with the URL 'http://forum.shipspotting.com...Topic_3439_0.html'. The message includes the 'Internet Usage Policy' and a 'Continue Browsing' button. The background shows a ship tracking website with a large image of a green and red ship.



*“Most of what can be found on the
internet is true”*

Robert Falcon Scott



AGENTS

- Communication
- Relationship
- Proactive



EXPERIENCE

Knowledge of previous cargoes, such as

- **Frozen coal**
- **Poorly slung cargo from certain ports**
- **Inaccurate stack weights**
- **Poor container stuffing**
- **Dusty cargo**



LIKELIHOOD

- Flash fires of hot coal cargoes
- Off specification cargo of trolling tankers
- Detention risk of certain ship types and registries/flag states
- Delays due to condition of equipment



MASTERS

- Timely notification – earlier is better than later
- Exacting requirements – ask for what you want
- Flexibility – work with Agents and Terminal Operators
- Don't try and cover it up
- Be prepared
- Say 'NO' if necessary but only if you have another plan
- Engage with shore personnel
- Smile

PLANNING

- Equipment
- Labour allocation
- Route to store
- Haulage
- Delivery window
- Customer focus

ISO 9001:2008





What helps us?

Notification of the.....

- UNUSUAL

- ABNORMAL

- PECULIAR



SPECIFICS



- Plans and photographs of holds
- Diagrams showing protrusions, raised covers, ballast & bunker tanks
- Photos of stows and cargo arrangement, emailed in advance
- Early notification of problems, defects and abnormalities.



MESSAGE

- The Terminal Operator, Charterer, Ship Owner, Agent and Master all have a common goal – the quick and efficient loading and unloading of cargo.
- Exploit the Terminal Operator's knowledge to get what you need and engage early.
- Ask for help
- Know your Terminal Operator
- Use the local Agent!



MONITORING

- KPIs - targets
- Customer satisfaction
- Compliance (ISO/MCA/Vetting etc)
- Feedback
- Incident and error rates
- Profitability

And finally.....

The local Agent is vital in the end-to-end process and they should be treated with a great deal of respect as, too often, they are the only sensible conduit for a speedy resolution of a problem.

However do not fear the Terminal Operator and try to treat them with the same courtesy. They are not always the enemy and indeed they make be able to offer some help.



THE BRISTOL PORT COMPANY

Thank You

“Cooperation is the thorough conviction that nobody can get there unless everybody gets there.” ~ Virginia Burden