

# ISS – Offshore Africa



Inchcape  
Shipping Services

## Our Value Proposition

Specialising in offshore solutions Inchcape Shipping Services understands the requirements of the industry; delivering time critical projects often in harsh environments, and undeveloped and challenging locations. We do this to the highest standards of HSSE, compliance and ethics.

With our local knowledge we provide trusted support when your business is entering new and unknown territories, proactively providing your vessels and your staff with efficient services tailored specifically to your own operational requirements.

Utilising the expertise and experience of our staff in 66 countries, including all the key oil and gas locations from Brazil to the Middle East, Australia and West Africa, ISS is well placed to meet your unique demands. ISS Africa operates dedicated offshore divisions, working alongside our network of local port offices. Our offshore hubs act as a central point of contact for our offshore clients operating in Africa or worldwide.

ISS can offer detailed local information at the pre-project and planning stage, local vessel and operating permits and clearances during mobilisation. In addition, ISS provides a wide range of services during the project period from vessel agency, to crew and personnel logistics and the management of onshore supply bases.

Beyond the local project we are adding value to our customers' businesses by providing innovative global, outsourced operational and financial solutions that are helping you stay focused on your project and operational priorities in this dynamic and fast-moving industry.

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ISS Cape Town	CTOPS@iss-shipping.com
Port Elizabeth / East London / Mossel Bay:	PEOPS@iss-shipping.com
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Opening offices in Djibouti, Somalia, Angola and Ivory Coast soon.

## Core Services

ISS Africa provides services supporting all stages of a field development and the full supply chain. We support your operations with any services you may require on or offshore. We proactively work with your team to find the best solution to help you meet your targets. Below is a snapshot of some of the services offered.

### HUSBANDRY SERVICES

- Pilot & tugs launch service
- Sundries and stores
- Water provision
- Bunkering
- Cash to Master
- Dock labour
- Stevedoring
- Crane & forklift services
- Door to Deck spares supply

### CREW SERVICES

- Visa services
- Crew transfers and transits
- Crew medical assistance
- Accommodation
- Air travel services
- Crew welfare and medical
- Ground transport
- Customs brokerage
- Manning and crewing and temporary labour
- Warehousing
- On-board delivery
- Provisioning and catering
- Work visas

### CARGO AND LOGISTICS

- Project logistics
- Warehousing
- Provision of cranes, fork lifts and other plant hire
- Destruction of materials
- Sale of materials upon decommissioning
- Freight forwarding
- Inland haulage
- Permanent and temporary import & export
- Shipping of data packs

### PROCUREMENT

- Support for sourcing critical material & services
- Available 24/7 365 days a year
- Expedited pick-up and delivery services
- Ability to obtain permits from port authorities, navigational bodies or governmental authorities for vessels and personnel
- Translation services
- Legal services

## Key Features and Benefits of choosing ISS Africa

As a trusted partner to the offshore industry, ISS applies the highest level of standards to our global operations.

We deliver a reduction in cost by providing smart and efficient logistics service offerings such as

- Timely supply chain support and project logistics
- Expedited vessel clearance procedures
- Efficient in-house crew transport
- Specialised local on the ground support through our global proprietary network of port agents
- Combining marine agency with specialised project logistics
- Dedicated vendor management and centralised negotiation of global contracts maintaining highly competitive rates
- Competence transfer to all our sites where your vessels are in operation, guaranteeing the same high standard of industry knowledge supporting your business best.
- A proactive local presence with a global partnership potential

We deliver effective, quality assured support services such as

- A single point of contact for our clients
- Dedicated 24/7 back-office support for Spares Clearance / Personnel Logistics / Forwarding
- Robust local and international HSSE and compliance procedures, applying ISO 9001:2008 and strict HSSE standards to our global operations
- Ensuring compliance with national and international regulation through regular audits
- Strict ethics policy in place supported by anti-bribery and anti-corruption measures
- UK registered company - fully compliant with FCPA
- Escalation processes and robust training programs
- Strong emphasis on trade compliance

We have effective communications and transparency in how we conduct business with

- Simple and standardised pricing
- Documented standard operating procedures (SOPs)
- Online tracking and PO management
- Discounts and commissions are passed on to our customers

We are continuously improving our best practices by

- Ensuring accuracy and efficiency in execution, increasing the service level and providing overall cost and time savings which are passed on to our customers
- Executing import and export procedures effectively
- Conducting manifest and documentation practices to the high standards
- Applying export control practices efficiently
- Our extensive knowledge of crew changes and immigration practices at each local port





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**For information on our service and costs please contact:**

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A World of Local Expertise



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