

20
YEARS IN PIRAEUS

North

Local service
built around you



Welcome

2020 has been a year of anniversaries for North, we not only celebrated the 160th anniversary of the Club, but also the 20th anniversary of our home here in Piraeus. While a lot has changed since we first opened the Greek office 20 years ago, our fundamental aim has remained constant across the years: to enable our Members to trade with confidence.

To mark this important anniversary, we've launched this special publication and a dedicated website to record the major milestones of the last 20 years and through interviews with our team, we reflect on the past and guide us through the present and into the future.

When we first opened our doors back in October 2000, we started with just four people. Today, we continue to go from strength to strength and our team has grown to over 20 people in Piraeus who, alongside support from our team in Newcastle, collectively look after over 80 fleets with local Greek owners.

Paul Jennings
Chief Executive

**To enable
our Members
to trade with
confidence**



Welcome (cont.)

Adjusting to a new world

Since the early part of 2020, the Covid-19 pandemic has been a testing time across all aspects of our lives. Throughout, the shipping industry has played a critical role in maintaining supply lines across the globe, highlighting the importance of both the sector and the role of individual seafarers as "key workers of the sea", culminating in a public campaign recognising their contribution to our daily lives. The Greek shipping industry has made an outstanding contribution to this worldwide resilience.

At North, our response to the pandemic has been guided by our core purpose: Enabling our Members to trade with confidence. Throughout this special website and publication, we highlight the support and resources available to our Greek Members during these challenging times.

Supporting the local community

This year also marks the 10th anniversary of the North 150 charitable fund which has raised over one million US dollars globally through generous donations from our Members and staff volunteer work. Supporting local communities has always been integral to our Greek team and over the years our involvement in these important activities has grown. We're also supporting future generations of Greek shipping with our loss prevention and educational initiatives at the Merchant Marine Academy on Hydra and assisting merchant navy cadets through Isalos.net.

Thank You

Finally, I'd like to take this opportunity to thank you, our Members, for your continued support over the last 20 years. Our Greek Members are very important to the Club, representing over 25% of our owned fleet. We're also privileged to have made so many strong and enduring relationships which run beyond opening our first office in Piraeus some 20 years ago. We look forward to continuing and developing our relationship with you in the future.

We hope you enjoy reading about our time in Piraeus.

σας ευχαριστώ

Paul Jennings

Chief Executive

A Port of Refuge

Ioanna Procopiou has been a North Director since January 2018 and was recently appointed as our Vice-Chair in September 2020. Ioanna discusses the importance of our Piraeus office and colleagues to our Greek Members.

The Club is a “port of refuge” for the Owners, both on emergency and daily matters. Understanding, in depth knowledge, promptness and precision, are the key factors that lead to this feeling of security.

The Greek team’s key to success is their ability to recognize and respond to the specific needs of our round-the-clock industry and its people who are used to working quickly, accurately and efficiently.

The Greek team responds and fulfils the demanding requirements of their Greek Members. The value of the Greek office and its important role are demonstrated by the good results achieved, the frequency of the inquiries to the local office and the continuously growing team in Greece. The proximity we feel towards the North’s people here in Piraeus is not only related to distance but also to the feeling of working together as a team.

We truly thank you for all those years of excellent cooperation.



*Ioanna opening our new office
in Piraeus, 2018*

20 Years Ago

Mike Salthouse discusses first moving to Greece and his role in establishing our first Greek office.

Twenty years ago - in the days before satnav - I added to the 90,000 miles already on the clock of my little white BMW hatchback and drove from Newcastle to Piraeus to join Anna Sarafidou, John Owen and Antonia Christoforidis in establishing North's Piraeus office at No. 2 Iasonos Street. Until that point Iasonos Street had belonged to our correspondents Marlin Agencies, run by Captain Linardatos who in 1984, introduced the first significant amount of Greek tonnage to the Club. Since that time the Greek Membership had grown steadily and by 2000, we were ready to build on this success and establish a permanent presence in Greece.

On the way into Athens I vividly remember passing the anchorage at Elefsina; vessels resting at their moorings for as far as the eye could see and only at that point did the enormity of our undertaking really become apparent.

Greece is shipping. Within a few square miles is contained the world's largest shipping community with all its associated service industries - banks, lawyers, average adjusters, surveyors and of course P&I clubs. For a few magnificently happy years my wife and I were part of that community, welcomed into the

family of shipping, forming friendships which have lasted throughout my professional life.

Twenty years later under the leadership of Tony Allen the office has enjoyed growth and success matched only by the that of the Club as a whole. The combined Greek Membership today exceeds the size of the whole Club when we opened. But notwithstanding this growth I am struck by how much remains the same. As a Club we have been privileged to enjoy the support of many of Greece's most successful shipowners. Most of the shipowners who welcomed the Club to Piraeus twenty years ago are still Members today. Those relationships mean that we can look forward with confidence. The Club and its Members in Greece have never been stronger.

Mike Salthouse
Global Director (Claims)



No. 2 Iasonos Street, 2000

My Family Home

Tony Allen reflects on the growth of our Greek office and how Greece is now his family home.

When asked to join the fledgling Greek office back in 2002 for a five year period my immediate response was that I'd go for 3 years, and if things went well, I'd stay for a little longer. Before I knew it I was on a plane to Athens with my wife Gordana and our baby daughter Isabella. Eighteen years later (and counting) I'm pleased to say that we are still here, although my daughter went off to university in the UK in September. Where does the time go...?

We are all tremendously proud of the success of the Greek office and believe that despite these challenging times we can look forward to the future with confidence. North would not have achieved that success without the support of our Greek Membership, whom I thank both professionally and personally, for their trust and confidence over the years. It was undoubtedly a challenge following on from Mike Salthouse in leading the office which he had already established as a formidable presence in Piraeus. At that time our Greek Membership accounted for some 10 million GT out of a total Membership of 40 million GT at North.

Throughout the years that followed our Greek Members have continued to support North and have been fundamental, not only to the success of the Greek office, but also the growth and success of the Club overall.

North has always placed great emphasis on service and making sure that we have a strong experienced team to support our Members. With that in mind it wasn't long before Helen Yiacoumis joined the office in 2003, followed by Antigone Yanniotis in 2004 to further strengthen the FD&D team.



Tony at the Merchant Marine Academy.



My Family Home (cont.)



Our Greek team, 2008



Rodney Eccleston's farewell 2009



Posidonia reception, 2012



The blessing of the Greek office, 2018

Our office manager Anna Sarafidou helped us all find our feet and has been instrumental in establishing a flourishing office, including overseeing two office moves in the last 12 years.

The office continued to grow, much of it organic as our Greek Membership prospered, helping to establish us as one of the leading Club offices in Piraeus. By 2008 our Greek Membership had increased to over 16M GT resulting in our moving to bigger premises in Piraeus, just behind Agios Nikolaos, dedicated to the patron saint of Greece and protector of seafarers. At that point the office team totalled 7 staff but with new bigger premises and the Membership continuing to grow our numbers

steadily increased. In the coming years Phillip Eccleston spent time with us and now heads up our Greek underwriting team from Newcastle, followed by Paul Flowers, Claire Andrews, Gillian Stanton, Ian Goulson and Gordon Robertson. Within short order we were also joined by Kostas Katsoulieiris and Captain Dev Lajmi.

Our aim has always been to make sure that we are able to provide our Greek Members with the highest levels of local experience and service so that they can trade with confidence and navigate their way through the ever-changing shipping and regulatory landscape. We also offer additional support through our Covid-19 interrupted annual Yacht Club

seminar, roadshows covering a range of diverse topics, in-house bespoke seminars and latterly webinars and other digital initiatives.

Having again outgrown the office in 2018 we moved to our current home in Filonos Street, near the Church of St Spyridon, the patron saint of Piraeus. The Greek Membership now stands at over 42M GT with the Greek office team comprising 20 people including support staff. The local P&I team currently comprises Captain Dev Lajmi, Kostas Katsoulieiris, Rasmus Tideman, Effie Koureta, Angelina Kofopoulou and Clare McDowell. Following Helen Yiacoumis' recent departure, the FD&D team is managed by Antigone Yanniotis and

Gillian Stanton, along with Dimitra Capas, Elisavet Papoutsis, Ruth Gallagher and Alexianna Kalafati. That strength in depth is mirrored in Newcastle representing a major investment in the Greek team. Our local wealth of experience and knowledge, backed up and supported by Newcastle, ensures that we continue to be able to provide our Members with the highest levels of cost effective service, built on long standing personal relationships and trust which lie at the heart of what we do.

Tony Allen
Director (Greece)

Local Service Built Around You

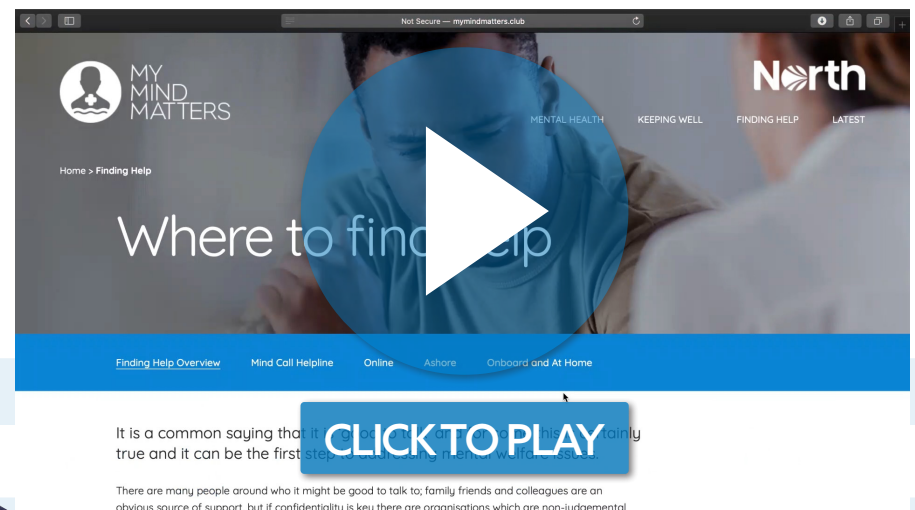
Gordon Robertson discusses that while our working environments may have changed during Covid-19, our service to Members has not.

As we near the end of 2020, we are still dealing with the challenges of the Covid-19 pandemic. Despite these challenges, seafarers globally continue to prove their indispensable value. At North we're committed to expanding the resources and support we provide our Members and their seafarers during these unprecedented times. From our My Mind Matters and Mind Call initiatives, Covid-19 related information and guidance on our website and MyGlobeView, to our dedicated webinars and publications, we're here to ensure that you can continue to trade with confidence.

In terms of day to day support for Members it has very much been business as usual but in a virtual form. Fortunately, the core services in terms of P&I and FD&D claims handling can continue quite easily in a virtual world. This does of course pose problems when ideally you would like to discuss something with a Member face-to-face, but the level of understanding shown by everyone has been fantastic, helping to ensure that our service continues uninterrupted. When it has been possible to meet in person we have and this has meant fewer office visits and more time walking, talking and drinking coffee in open air spaces which is not necessarily a bad thing!

On the claims front Covid-19 has undoubtedly posed several challenges. Covid-19 restrictions often cause physical problems when dealing with claims. There have of course been claims related to crew Members having or suspecting they have Covid-19 as well as knock-on contractual problems. All of these challenges need agile solutions in a fast changing physical and legal landscape and our claims teams in both P&I and FD&D have been confronting them in support of our Members.

Seafarers have been under intense pressure during the pandemic and we recognise that the good mental health and wellbeing of seafarers is just as important as their physical health. We have several resources available to seafarers to support them during the pandemic, including our confidential helpline 'Mind Call' which is provided in partnership with ISWAN.



Local Service Built Around You (cont.)

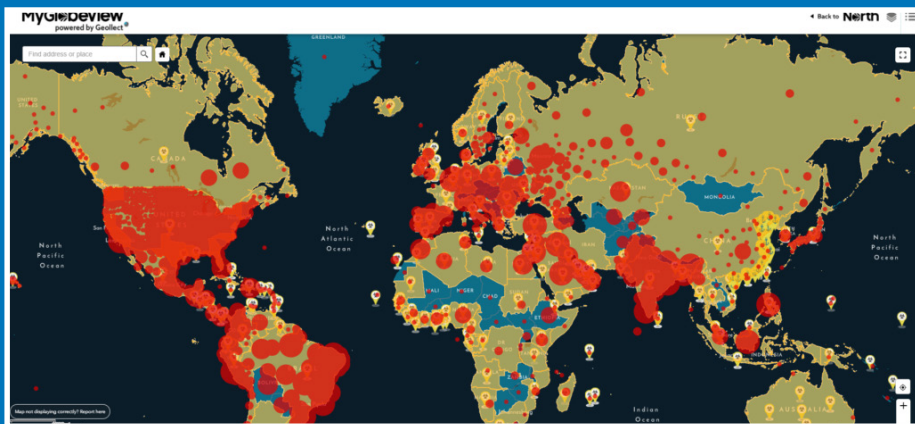
There is very little that we would want to do that we can't achieve virtually. In terms of Member education and training the virtual world has enabled us to provide regular, targeted webinars where we reach out to the relevant people on a specific topic. This is far more efficient from our perspective in terms of delivering the information and messages we would like, and it is much more efficient from our Member's perspective too because they only need to attend the parts relevant to them.

We've also introduced a range of new digital tools on our website, to assist our Members in proactively assessing risks in specific ports and countries. This includes our dedicated Covid-19 expertise area, our award winning Covid-19 Tracker on MyGlobeView and the recently released Route Risk Advice tool. More information on these resources can be found under our helping you trade with confidence section.

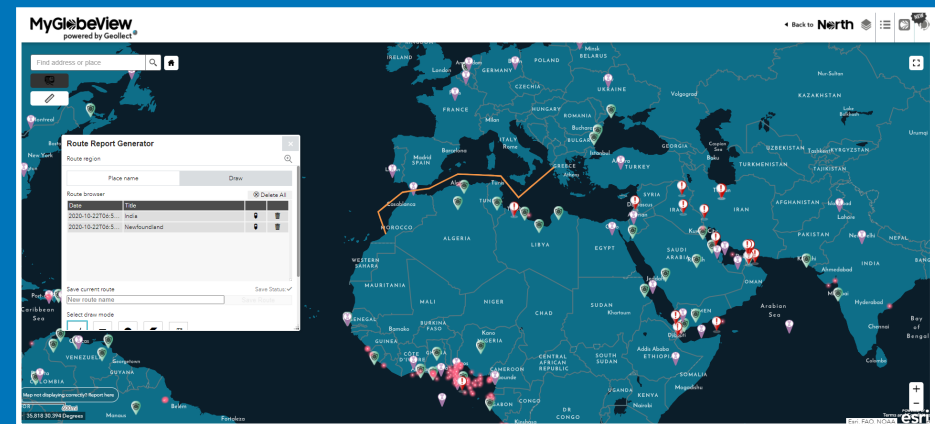
As a leading member of the International Group of P&I Clubs, we strive to deliver the highest standard of service and expertise to our Members, brokers and business partners worldwide. We believe that a vital part of maintaining and improving our service is listening to our Members and we will continue to do this as much as possible through the end of the pandemic and beyond.

Gordon Robertson
Director (Greece)

MyGlobeView
powered by Geolict



Covid-19 Tracker on MyGlobeView



Route Risk Advice on MyGlobeView

Greek Office Timeline

Key milestones over the years

October

North's Greek Office officially opens at No.2 Iasonos Street in Piraeus

North's total entered tonnage in Greece at the time was around 8m GT (P&I only)

CLICK TO PLAY



Your Local Greek Team



Tony Allen
Director (Greece)



Gordon Robertson
Director (Greece)



Dev Lajmi
Deputy Director
(Claims) Greece



Gillian R. Stanton
Deputy Director
(FD&D) Greece



Antigone Yanniotis
Deputy Director
(FD&D) Greece



Kostas Katsoulieris
Senior Executive
(Claims)



Effie Koureta
Senior Executive
(Claims)



Clare McDowall
Senior Executive
(Claims)



Rasmus Tideman
Senior Executive
(Claims)



Angelina Kofopoulou
Claims Executive

Your Local Greek Team (cont.)



Dimitra Capas
Senior FD&D Advisor



Alexianna Kalafati
FD&D Advisor



Ruth Gallagher
FD&D Advisor



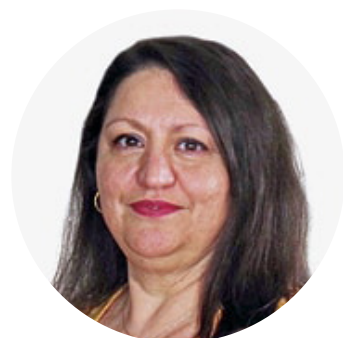
Elisavet Papoutsi
FD&D Advisor



Anna Sarafidou
Office Manager
(Greece)



Frances Eves
Support Team
Supervisor



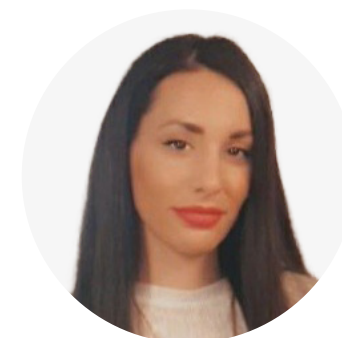
Christina Christoforidis
Secretary



Eleni Stratour
Secretary



Elina Triandafyllidi
Secretary



Nicole Chrysikopoulou
Receptionist

North's Greek Team

Overview & key facts

Experienced

28 READILY AVAILABLE FRONT LINE CLAIMS HANDLERS



Dedicated underwriting & loss prevention teams



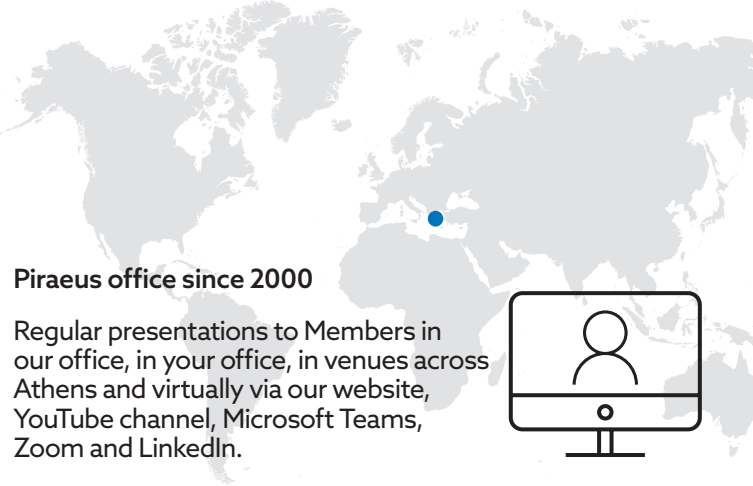
22 Qualified Lawyers



12 Greek speakers & various other languages spoken



Long Standing Support



Piraeus office since 2000

Regular presentations to Members in our office, in your office, in venues across Athens and virtually via our website, YouTube channel, Microsoft Teams, Zoom and LinkedIn.



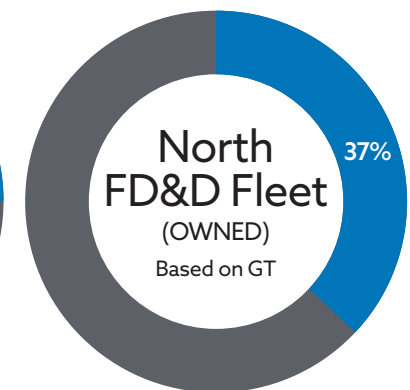
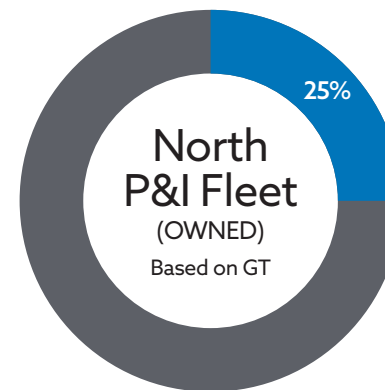
Professional Memberships & Institutes

- Members of the Nautical Institute (NI)
- Institute of Marine Engineering Science and Technology (IMAREST)
- Chartered Insurance Institute (CII)
- Royal Institute of Navigation
- Institute of Chartered Shipbrokers
- Royal Institute of Naval Architects
- Law Society of England and Wales
- New York Bar

Enquiries

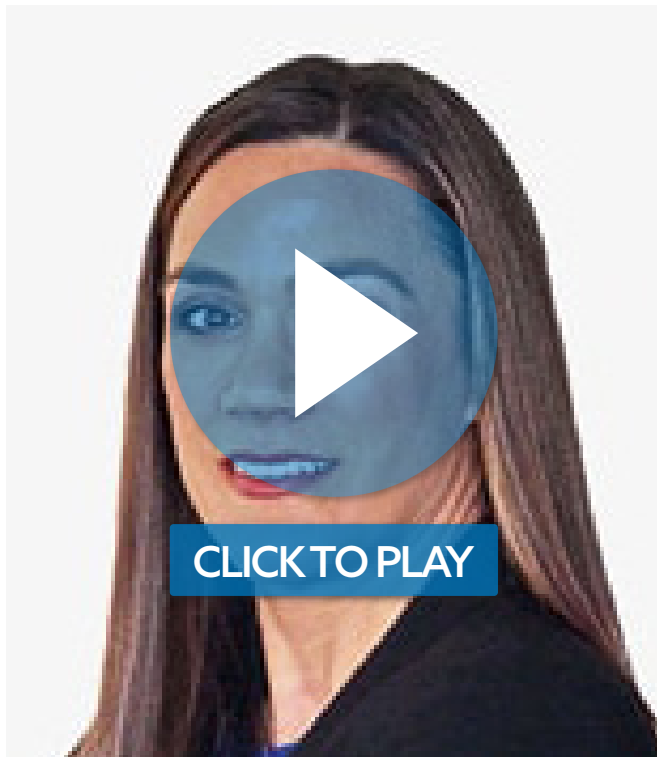


North's Fleet in Greece



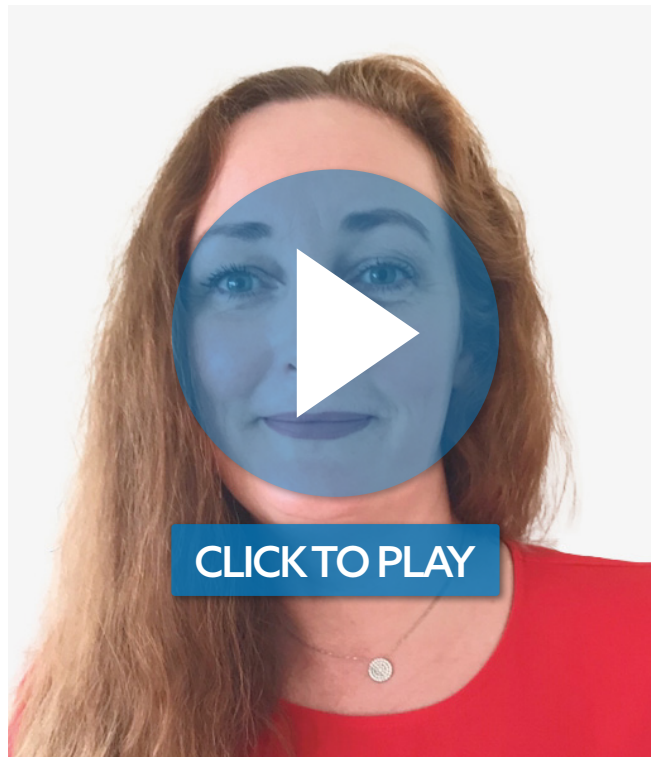
Your Local Greek Team (cont.)

We've interviewed three longstanding colleagues in our Greek office to hear how the office has changed over the years; in terms of growth of the team and the support we provide our Members.



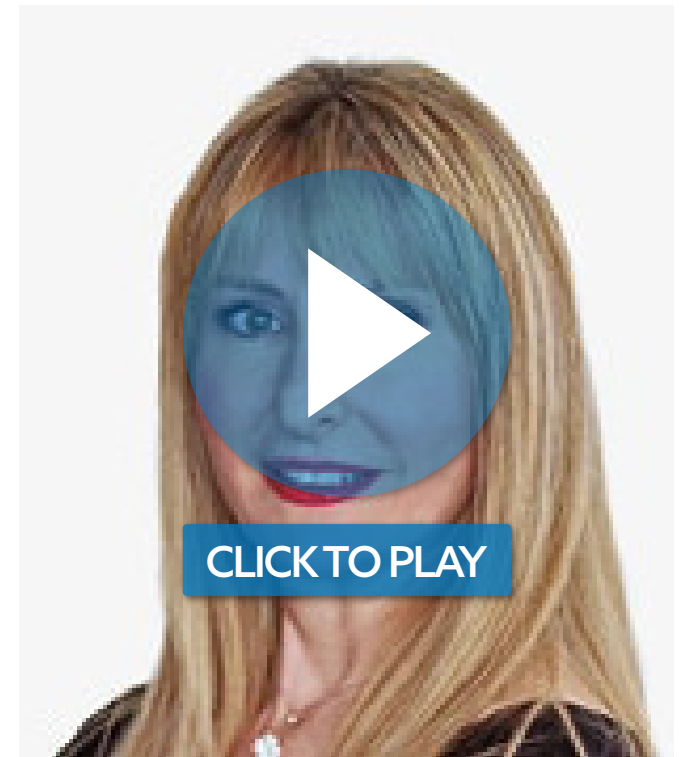
CLICK TO PLAY

Antigone Yanniotis
Deputy Director
(FD&D) Greece



CLICK TO PLAY

Gillian R. Stanton
Deputy Director
(FD&D) Greece



CLICK TO PLAY

Anna Sarafidou
Office Manager
(Greece)

Your Time in the Greek Office

Over the years, we've had colleagues from our global offices come and work with us in Piraeus. We've interviewed some familiar faces from the last 20 years including Emma Liddell, Phil Eccleston and Claire Andrews and asked them to share their experiences of living and working in Greece. **Here's Emma Liddell's:**

Q When did you move to Greece?

A I worked in our Greek office from October 2006 to October 2007. I moved to Greece as a P&I Claims Executive, after spending two and a half years in North's Hong Kong office, so it was really a huge change of culture to live in Greece. I left Greece in order to move into Underwriting with North back in our Newcastle office, which is my home city. I now deal primarily with Members in Asia Pacific region but maintain some good contacts and very good relationships with our Greek colleagues and Members.

Q What is your favourite memory from living in Greece?

A The weather was always good in Greece even in the wintertime, it was somehow always just brighter and warmer than the UK! The summer was amazing, and the beaches and nightlife were fantastic. The people are so friendly, helpful and sociable, which is helped by the gorgeous food and wines too of course.

Q What were your first impressions of the office?

A Hmm...the office was then very, very small!! I shared an office with Tony Allen, we also all shared the same one toilet for 6/7 staff! The kitchen was in a cupboard and we really had very little spare space at all. I know that the office today is much larger, and it seems very glamorous in comparison to my days there...

Q How do North's other offices compare to Greece?

A At the time, our Hong Kong office was larger and more stylish than our Greek office. In those days we did not have an office in either Singapore, China, Japan, New York, Dublin or other regions. But things have changed a great deal since I left the Greek office and the company has grown in all areas!

Q What is special about the Greek office/ Greece/Greek Members?

A Colleagues in Greece were all extremely helpful when I was settling in. I could not

have asked for better people to work with and we remain in touch regularly. We really had fun as well as working long hours and we seemed very close to our Membership and I became friends with them very quickly.

The Members in Greece were often slightly more 'vocal' than they were in Hong Kong! They were always warm and friendly, but they were also sometimes demanding and very smart; they have so much experience and business savvy. They certainly kept me on my toes, but they were so appreciative of our support. I really enjoyed my time there.

Q Do you have any special memories?

A I remember driving each day along Posidonos in my little company Toyota car, I was scared half to death to begin with! But after a few months I was doing U turns where I should not have been and creating new lanes on roads where there were none, in a very Greek manner, I think! I absolutely loved driving in Greece in the end, though I think I may have lost the courage these days.

Q Is there anything that happened to you in the Greek office that couldn't have happened anywhere else?

A I was encouraged by Tony Allen to join him often for dinner with his family, colleagues and friends at Georges Taverna in Glyfada where I lived, to eat huge plates of lamb chops and Greek salads, which I gladly joined in with! I also joined a Members walking weekend on the beautiful island of Hydra, which I will never forget (and yet have somehow never been invited back to again!?!?)

Tony and I were both learning Greek twice a week, early in the morning before work with a private tutor, but I cannot say that we ever became fluent and we both tried to distract the tutor by asking her about her family life instead. However, she was too clever for us to fall for that!

Emma Liddell
Director (Underwriting)



Your Time in the Greek Office (cont.)

Phil Eccleston

Q When did you move to Greece?

A I moved to Greece in 2008 having spent 2 years in the Newcastle P&I team. A great deal of my workload had been Greek and one day Mike Salthouse and Andy Taylor asked me if I would be interested in a move to Athens. About 6 weeks later I was on a plane and looking forward to the adventure!

Q What is your favourite memory from living in Greece?

A There are so many, but I think the most memorable being Poppy (my daughter) experiencing the first 8 months of her life in Greece. I remember countless long walks with her in the sunshine where I would admire all the yachts in the local marinas. Otherwise I loved all the Greek islands, Greek food and very friendly people!

Q What were your first impressions of the office?

A I first started work at our office in Agiou Nikolaou which was great, the views were fantastic, and we could keep a keen eye on the cruise vessels coming and going from our desk! The location of the office was perfect to hop on a ferry to a nearby island for the weekend. I think there were 8 of us in the office when I joined but Tony and Anna made sure I settled into Greek life very

quickly! We soon outgrew this office, and our new office in Filonos street is truly amazing and a great base for me whilst travelling!

Q How do North's other offices compare to Greece?

A Whilst I do love our Newcastle office, due to the modern design of our new Greek office as well as the spectacular views, it has to be my favourite!

Q What is special about the Greek office/ Greece/Greek Members?

A Greece really is my "home from home" and I love everything about it. Everybody in the office is a delight to work with and I have made some great friendships with several Members and Brokers and colleagues over the years. I was very fortunate to have been able to experience life in Greece and I always receive a warm welcome (apart from at renewal!).

Q Do you have any special memories?

A I will always remember our Summer holiday on Hydra. We also invited Anna and her husband Petros to join us for the weekend. When we arrived on Hydra, all of our luggage (including pushchairs) were strapped to a Donkey (no motor vehicles

are allowed on the island) which then led us up what felt like a mountain trek to our villa! Of course, Tony's famous rooftop BBQ's will always hold a special place in my heart too! It's fair to say you will never leave hungry (or thirsty!). Finally, I can't go without mentioning driving in Greece, it was certainly an experience to start with, but very soon you adapt to a more "local" style of driving...

Q Is there anything that happened to you in the Greek office that couldn't have happened anywhere else?

A In the height of summer, it's not unusual to start dinner at 11pm when the temperatures drop slightly, I always found this a bit of a challenge! Even now, I will often "negotiate" an early dinner with Gordon after a long day visiting Members.

Phil Eccleston

Director (Underwriting)



Your Time in the Greek Office (cont.)

Claire Andrews

Q When did you move to Greece?

A I joined the Greek office in August 2010, working in P&I alongside Paul Flowers and Tony Allen.

Q What is your favourite memory from living in Greece?

A I knew it would be busy, but I wasn't quite prepared for travelling to the airport whilst simultaneously advising a Member on a vessel arrest and then carrying on as soon as I landed in Greece! Happily, once the vessel sailed, I was able to meet up with the Member in question and share a drink at the beach! This was certainly a refreshing change from Newcastle. More fabulous experiences followed. Some of my fondest memories were sailing around the Greek islands with my husband, having sailed our yacht to Lavrio. Many glorious weekends were spent enjoying the sun, sea and food and I began to think the "holiday" feeling of it all might never end. However, it is fair to say that work was never far away and that my years in the Greek office were some of the busiest of my career so far.

Q What were your first impressions of the office?

A My first impression of our office at St Nicolas was that we were extraordinarily busy. Sometimes it was difficult to keep up even with the number of phone calls coming in, never mind the emails. I recall once staying late to try and catch up on some work, but instead having to act as a receptionist for a colleague who was equally busy and receiving too many calls for her to deal with on her own! This made me realise what it really means to be on the "front line of P&I".

Q What is special about the Greek office/ Greece/Greek Members?

A I am not sure what makes working for our Greek Members so special...maybe it is their unsurpassed passion for the industry, their innovative approach to problem solving or simply their ability to have time out for a good laugh when in the midst of an apparent crisis. Whatever it is I always know that we will find a solution together no matter how challenging the problem may be.

Q Do you have any special memories?

A Perhaps our love of Greece is most clearly demonstrated by the decision to have our first child there. Benjamin Ares Andrews was born in August 2014 and spent the first year of his life in Greece. Our daughter, Lucy, followed in 2016, by which time we were back in the UK. However, we found ourselves relocating back to Greece as a family for a further year in March 2018. The children had a fabulous time and it was with a heavy heart that we returned to the UK in 2019 in time for them to start school and regroup with wider family. When asked recently at scouts to reveal an interesting fact about himself, Ben proudly said that he was born in Greece and has a Greek middle name...after the God of War.

Q Is there anything that happened to you in the Greek office that couldn't have happened anywhere else?

A During my time in Greece I also attended Greek language lessons, which allowed me to just about converse in restaurants and talk to taxi drivers. I recall my husband's bemused reaction to receiving a bucket of ice and fries when we were in a restaurant one evening. It seems I had ordered pagakia rather than paidakia!

Claire Andrews
Deputy Director (Claims)



My Love of Greece

We interview Captain Dev Lajmi from our Piraeus office on why he's fallen in love with living and working in Greece.

Q When did you move to Greece?

A My sojourn here in Greece began six years ago on a fateful October morning when my dear colleague and now friend Anna Sarafidou arranged for both my wife and I to spend a weekend on the beautiful quaint island of Hydra. It was the first time that I saw fresh squid fished out of the sea, something I could live on forever, where one could simply sit by in a taverna overlooking the waterfront and pass the afternoon away sipping wine and tsiporro, picking on a meze of "fresh" octopus and meatballs, watching the boats, mules and generally the world go by! How could I resist?! Initially, it was a short two-month stint for me on my own covering my colleague who was on maternity leave at the time. Perhaps it was that long November evening with Tony in 2014, where we attended a restaurant by the Piraeus Naval Academy gorging on platefuls of fried shrimp, Greek salad and wine that did it for me. Tony and Anna had me, hook, line and sinker...I was theirs!

Q What do you think makes Piraeus unique?

A Our Piraeus office is one amongst possibly thousands of shipping firms, that own, operate and manage almost a third of the world's shipping fleets from often innocuous ageing buildings, overlooking

Piraeus port, bustling with brightly coloured inter island ferries plying their trade carrying passengers and tourists against the backdrop of the mega sized container ships steaming in and out of one of the busiest ports in the world. Piraeus is unique in that amongst its narrow streets, you'll find ship brokers, insurers, ship suppliers, agents, even naval tailors and book shops that trade in the most valuable nautical texts from almost everywhere! Piraeus for me is the archetypal seafaring city that thrives to the clattering sound of her anchoring ships, their hooting whistles and intoxicating aroma of diesel fumes, where together we are on the coalface, fronting Members' calls at all hours, weekends and holidays, manning a stockade in support of our colleagues back home in Newcastle.

Q What do you enjoy most about living and working in Greece?

A A colleague and friend of mine recently cited a Greek saying, "paradise is meant to be shared". Indeed, it is! Just, how did I come to be so easily tempted to spend a lifetime of stimulating work in a country so abundant in its natural beauty, long cultural history, welcoming and hospitable people, where I have forged relationships both professionally and personally?

My wife and I set up our Voula home not five minutes of a walk from the magnificent Imythos mountain range where I have hiked and trekked for hours on end in quiet solitude. Contrastingly, a few minutes of a walk down to the tranquillity of the beaches and crystal blue waters of the Saronic Gulf overlooking the Islands of Salamina, Aegina and of course the maritime city hub of Piraeus where our office is located.

I have had the most emancipating experience of driving the picturesque mountain roads and wide motorways of the Peloponnese and the mainland, to the most beautiful seaside and mountain villages and towns in Greece. I would never have imagined taking in historic Nafplio and

climbing Palamidi fortress, the amphitheatres of Epidavros and Delphi, the old maritime museum of sleepy Galaxidi to the fortress and citadel townships of Monemvasia, Metoni and Koroni. Not to mention the Diros caves and Mistras and Metheora. The charm and warmth of the islands and its people; Spetisis, Aegina, Andros, Lefkada, Syros and of course Lesvos to name a few. It wasn't simply the islands by themselves, but having my wife, often my daughter visiting from England, my colleagues and friends who made those visits so memorable. When I must leave this lovely country to return to England, I will have left a home and a part of my life.

Captain Dev Lajmi

Deputy Director (Claims) Greece



Helping You Trade With Confidence

Latest digital tools and resources.

In the last 12 months, we've made some significant changes to the digital tools available to our Members through our MyNorth platform. MyNorth offers many benefits, including the ability to create your own personal publications library, address books and tailored news feeds. You also have access to the award winning MyGlobeView and Route Risk Advice platforms as detailed below.

We're committing to providing our Members with resources which they will find valuable in supporting their daily operations. Our most recent developments are outlined below:



MyGlobeView powered by Geollect

In January we launched our now award winning **MyGlobeView platform**, an advanced interactive geographical information portal exclusively for North's Members and correspondents.

MyNorth

Help Gemma
MyNorth GlobeView Vessel Search Correspondents Latest About North Contact
Official Hours Emergency +44 191 232 0999

North
Good Morning Gemma
How can we help you today?

MY ADDRESS BOOK
Emma Brown Marketing Executive
Kim Rogerson Senior Executive (Communications)
Rob McNulty Director of Marketing & Communications
Aimee Downs Roddy

YOUR LIBRARY RECENTLY VIEWED PUBLICATIONS NEW PUBLICATIONS
The Polar Code - Briefing
Annual Review 2018
CLICK TO PLAY

For more information on our full suite of digital platforms, please visit: www.nepia.com/myglobeview

We're continuing to listen to Member feedback to improve and develop our platforms. This feedback is vitally important to us as it ensures the resources we provide are adding value to our Members. Stay tuned for more updates over the coming weeks and months!

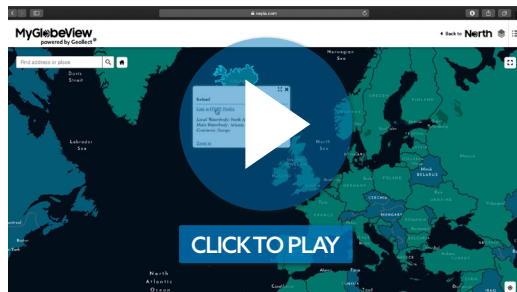
How to register to MyNorth

Registering for your MyNorth account is easy, simply go to: www.nepia.com/mynorth and complete the quick registration form. Once approved, you'll get immediate and exclusive access.

Helping You Trade With Confidence (cont.)

March
2020

In March, with the surge of Covid-19, **we updated our MyGlobeView dashboard** with our Covid-19 Tracker, helping the global shipping community track the extent of the pandemic worldwide. After recognising the importance of our tracking tool, we quickly shared the product with the International Group, and in April their version of the tracker was launched; further reinforcing the “collectively stronger” bond between the International Group clubs.



In July, we added five new data feeds to MyGlobeView, including:

- Country-specific crew change information
- Tidal patterns
- IMO ratifications
- North's Industry news
- ITOPF reports

July
2020

October
2020



In October, our Covid-19 Tracker won the prestigious **2020 Safety4Sea Technology Award**. In a busy month, we also **launched Route Risk Advice** on MyGlobeView. The tool is specifically designed to increase awareness of the potential risks on a voyage whether in port or at sea. Route Risk Advice allows MyGlobeView users to input a vessel's route and receive a report on the likely risks along the route which allows assessment and, where necessary, management of these risks.

Focusing on Mental Health

We recognise that the good mental health and wellbeing of seafarers is as important as their physical health, each often having an impact on the other.

While many countries are on lockdown, shutting down all but essential services, ships continue to trade. Often forgotten, seafarers provide a vital service in these difficult and unprecedented times.

Therefore, we must not forget about the potential effects on a seafarer's mental health. Our "Mind Matters" initiative was launched in 2018 and is now as important as ever. The initiative consists of My Mind Matters and Mind Call:



My Mind Matters: a resource directly for ship's crew – providing information and resources for the emotional welfare of seafarers. The site looks at the common causes of mental health problems, how to keep well at sea and provides information on where to find additional help and resources. Please visit: www.mymindmatters.club



Mind Call Helpline: Through ISWAN, we have funded a confidential and dedicated emotional support helpline for seafarers on North entered vessels. The Helpline is available 24/7, 365 days a year. Please visit: www.mindcall.org



International Coastal Clean-up Campaign



Welcoming students from the Nautical High School of Kardamyla to our office



Angelina Kofopoulou - WISTA Hellas

North in the Community

As mentioned in our welcome, this year marks the 10th anniversary of the North 150 charitable fund. Our Corporate Social Responsibility Programme 'North in the Community' reflects our commitment to our social and environmental responsibilities.

From volunteering to providing donations for local projects and making staff-nominated donations to charitable causes, we are dedicated to making positive changes in the communities where we live and work. The team in Greece delivers on this programme in a number of ways.

Community Engagement

Our charitable work includes supporting the children's charities Smile of the Child, and the SOS village in Vari which cares for children in need as well as ARGO, which is a union supporting seafarers' children with special needs. More recently we have supported the USCG Fund, set up to help the victims of the Greek wildfires in Mati this summer. We also participate in the 5k Posidonia run every two years; proceeds go to those in need in the municipality of Piraeus. In addition, we support the charity organisation "Oloi Mazi Boroume" by offering unused food from our social events/receptions to be distributed to local families in need.

We are Members of HELMEPA, the Greek marine environmental protection association, since 2006. In support of HELMEPA's objectives to protect the marine environment we have organised beach cleaning on the island of Hydra with the support of the students at the Hydra Merchant Marine Academy. We have also participated in cleaning Varkiza Beach organized by our Members Tsakos, in

conjunction with HELMEPA, as part of an International Coastal Clean-up Campaign in 2016.

Throughout the years members of our Greek Office have been actively involved in WISTA's activities and have participated in several events, including annual dinners and P&I related panel discussions. North is also proud to support the TYPHOON Project which recently won the Sustainability Award at the Lloyd's List Greek Shipping Awards 2020.

North in the Community (cont.)

Supporting the future generations of Greek shipping

When you ask most people how they got into shipping the usual answer is "by accident". Here at the Club we like to reduce the number of accidents, so we do a great deal in terms of careers education and awareness training for the next generation. We support merchant navy cadets through our Membership at Isalos.net and regularly participate in their various open days and lectures around Greece. We also sponsor the Merchant Marine Academy of Hydra, gifting an award for the best cadet and providing annual lectures. Further details on our long-standing relationship with the Merchant Marine Academy are covered in our article below. We also enjoy welcoming students from the Nautical High School of Kardamyla, Chios every year, where we provide them with a presentation introducing them to the world of P&I.

Our team receive a great number of CVs through various sources with people looking for work experience, advice and of course jobs. We genuinely try to give constructive responses to as many of these as we can, giving pointers on style and content, and directing them towards the opportunities they are after if possible. We also support Real Time Graduates which is a non-profit organisation that connects graduates from all disciplines with the shipping industry. They run a fantastic and informative blog as well as open house sessions bringing graduates into direct contact with the industry. These have seamlessly moved online during Covid-19.



Anna Sarafidou, Office Manager (Greece), summarises our community engagement programme.

North in the community

North and Hydra Merchant Marine Academy

Loss Prevention and Education in Action!

North has always taken pride in its loss prevention and educational activities in support of its Members and the wider shipping community.

To that end, following the opening of our office in Piraeus and at the suggestion of long-standing Members Angelicoussis, we established contact with the Merchant Marine Academy on Hydra island, reputedly the oldest maritime academy in the world, having been founded in 1749. North celebrated its 160th anniversary this year so between us we have over 400 years of maritime experience and history!

For the past 15 years or so we have enjoyed a close and mutually beneficial relationship with the Academy, focused on an annual claims and loss prevention seminar to the cadets. Over the years the seminars have covered a diverse range of topics from P&I insurance, bridge team management, collision avoidance/the COLREGS, bills of lading and letters of indemnity issues, entry into enclosed spaces and cyber risks to name but a few. Many of the cadets we have helped teach begin and continue their careers on our Members' vessels belonging to the likes of Angelicoussis, Alpha Tankers, Avin, Dynacom, Marmaras, Minerva and Tsakos.

Throughout our association with the Academy we have worked closely with the director of studies Vassilis Stavropoulos and his colleagues, and have seen at first hand their dedication in helping to educate, train, and care for the cadets, who with hard work, and a following wind, are hopefully destined to be the Greek officers of the future. Whenever we give the annual seminar we are always impressed with the enthusiasm and knowledge of the cadets, who are a credit to themselves and the long seafaring traditions and history of the Academy, which bodes well for their future careers, and the continued success of Greek shipping.



Kostas presenting at the Hydra Merchant Marine Academy

North and Hydra Merchant Marine Academy

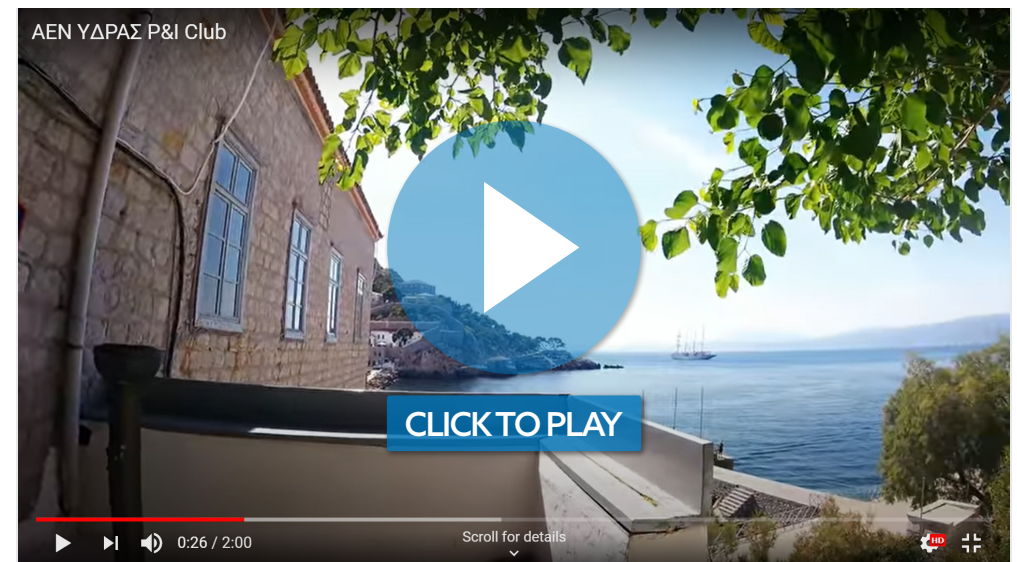


In addition to the annual seminar, North presents an annual award and prize to the year's best cadet, in recognition of that achievement which is to be applauded given the competition from fellow cadets and the academic excellence on display. In return we were surprised and honoured to receive our own award from the Academy in May 2017 in recognition of the support we have given, presented by Commanding Officer Evangelos Danopoulos of the Hellenic Coastguard.

It goes without saying that we very much value our close relationship with the Academy which we are sure will continue as soon as Covid-19 allows. As part of North's own loss prevention initiatives over many years, we firmly believe that it is important to help support maritime institutions, such as the Hydra Academy, so that the seafarers of the future are as educated and well prepared as possible, and enjoy long and safe careers at sea. If collectively we succeed in that ambition then to paraphrase Joseph Conrad there should be nothing mysterious to the cadets, unless it be the sea itself.



We recently interviewed Vassilis Stavropoulos, Director of Studies at the Academy, to discuss his relationship with North.



A short video by the Merchant Marine Academy from a training seminar we provided to their students on 5 May 2017. You can also watch Commanding Officer Evangelos Danopoulos present North's Tony Allen with our award.

What's to Come

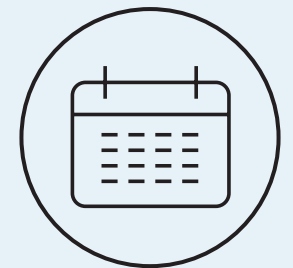
We're preparing programs of webinars and materials for specific ship type topics for bulk carriers and tankers, while also providing bespoke packages for Members with LNG, LPG and container ships. The latest in our series was focussed on tanker claims and was held on 15 December, details of which can be found on the right.

Our webinar series will also cover subjects that relate to the whole fleet with input from our admiralty, pollution and personal injury teams. Finally, we will cover general loss prevention topics, ensuring Members are making the most of the tools and services on offer.

We're also hoping to bring back some of your old favourites like our Yacht Club Seminar subject to the prevailing Covid-19 restrictions at that time. Details of which will be provided next year and will as ever be subject to our Government's advice and guidance.

Stay tuned for further updates in the new year!

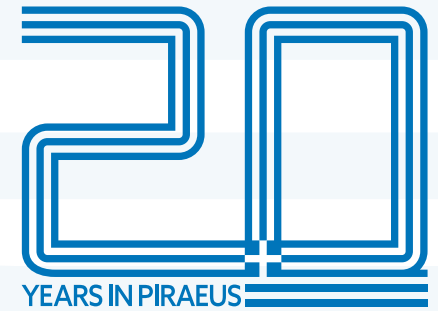
15 December Webinar: Shortage and Contamination Claims on Tankers



The third webinar in our series to Greek Members focused on tanker claims. We were joined by John Southam (Loss Prevention Executive), Rod MacLennan (Loss Prevention Executive), Gagan Dhillon (Director, Claims) and Rasmus Tideman (Senior Executive, Claims) from North alongside James van der Heiden from De Hass van Oosterhout Marine Experts.



Patience, Persistence and Passion



North's commitment to the Greek shipping sector.

Over the last two decades, much has changed in the world, but there has been one constant during these tumultuous years – North's determination to enable our Members to trade with confidence. Captain Gagan Dhillon, Gordon Robertson, Ben Roberts and Phil Eccleston look at how North's service proposition has adapted to meet our Greek membership's changing needs over the last 20 years.

The past, as novelist LP Harley wrote, "is another country, they do things differently there." Twenty years ago we'd just recovered from the anxiety of Y2K, mobile phones were on the cusp of becoming ubiquitous, social media was not the number one topic of conversation, and the term 'BREXIT' had never even been whispered.

Since that time, the Greek shipowning community has reinforced its position as the world's largest ship owning nation. Despite Greece representing only 0.16% of the world's population, Greek shipowners account for just under 21% of global tonnage and almost 55% of European Union controlled tonnage. Between 2007 and 2019, Greek shipowners more than doubled the carrying capacity of their fleet.

Greek shipping today is rightly recognised as one of the global economy's cornerstones and a major facilitator of international trade. Comprising mostly of privately owned family

businesses, Greek shipping is very flexible and adaptable to changing economics and trade flows. Indeed, the Greek shipping industry has already shown outstanding resilience and adaptability throughout the Covid-19 pandemic.

What has North's role been in supporting the development of the Greek shipping industry over the last 20 years, and why does it matter?

Every day our team in Piraeus and Newcastle see first-hand our Greek Members' hard work and commitment to make their businesses a success, often in very demanding circumstances. Our P&I, FD&D, Underwriting and Loss Prevention teams do all they can to support, inform and advance that ambition. Collaborative and integrated, North's 48-strong Piraeus and Newcastle based team can boast over 600 years of collective experience, expertise and insight into how the Greek maritime sector works. Any number of

problems and challenges can be rapidly and effectively resolved, protecting the commercial interests of our Members. You've already seen several of the 20-strong Piraeus based team in this anniversary celebration, and many of you will already know the larger team in Newcastle, complementing our local presence here in Greece. This combined team has been blended to develop solutions for the challenging commercial environment in which Members need to be able to trade with confidence and are secure in the support available to them, 24-7, 365 days a year.

It's all about Members

The illustration on page 28 highlights the strength and depth of the resource available to North's Members in Greece. This structure was first introduced in August 2018 and was specifically designed to continue providing the highest service standards to our Greek Membership. This is an easy claim for P&I clubs to make, and many do, but North's core

service ethos is summarised through its strapline, 'local service built around you'. This ethos ensures that our Members can be confident that they benefit from expert and accurate advice, insight and assistance that is timely, concise and commercially practical and actionable.

The Newcastle based team are frequent and regular travellers to Members based across Greece, and there is a regular programme of staff transfers between offices to ensure seamless service delivery and build on the already well-established relationships with local Members. This blended approach across our two offices matches a global outlook with on-the-spot capabilities and confirms that proven partners are the best option for trading with confidence in periods of market and economic uncertainty.



Alexianna Kalafati
FD&D Advisor



Dimitra Capas
Senior FD&D Advisor



Antigone Yanniotis
Deputy Director
(FD&D) Greece



Gillian R. Stanton
Deputy Director
(FD&D) Greece



Ruth Gallagher
FD&D Advisor



Elisavet Papoutsi
FD&D Advisor



Alexandra Davison
Deputy Director
(FD&D)



Ben Roberts
Director (FD&D)



Jenna Keir
Solicitor
(FD&D)



David Hall
Senior Solicitor
(FD&D)



Barry Ayliffe
Senior Solicitor
(FD&D)



Christina Christoforidis
Secretary



Frances Eves
Support Team
Supervisor



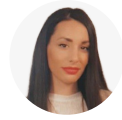
Anna Sarafidou
Office Manager
(Greece)



Eleni Stratour
Secretary



Elina Triandafyllidi
Secretary



Nicole Chrysikopoulou
Receptionist



Gordon Robertson
Director (Greece)



Dean Costello
Underwriter



Ashleigh Fawcett
Underwriting Executive



Christopher Ives
Underwriting Executive



Phillip Eccleston
Director (Underwriting)



Tom McLoughlin
Deputy Director
(Underwriting)



Gary Henderson
Senior Underwriter



Tony Allen
Director (Greece)



Dev Lajmi
Deputy Director
(Claims) Greece



Kostas Katsoulieris
Senior Executive
(Claims)



Effie Koureta
Senior Executive
(Claims)



Clare McDowall
Senior Executive
(Claims)



Rasmus Tideman
Senior Executive
(Claims)



Angelina Koufopoulou
Claims Executive



Gagan Dhillon
Director (Claims)



Claire Andrews
Deputy Director
(Claims)



Maria Psaroudaki
Deputy Director
(Claims)



David Berkeley
Senior Executive
(Claims)



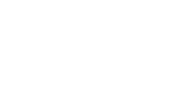
Simon Clarke
Senior Executive
(Claims)



Adam Curran
Senior Executive
(Claims)



Duncan Howard
Senior Executive
(Claims)



Holly Hughes
Claims Executive



Noé Reiff
Claims Executive



Anne Rathbone-Wells
Claims Assistant



Patience, Persistence and Passion (cont.)

Expert and accurate advice is imperative on the claims front, where commercial pressures often mean that a rapid response is critical and that decisions need to be made on the best information available, albeit often with incomplete details and control. Our substantial local presence and experience of working with several prominent Greek shipowners, blended with the skills and expertise of those based in Newcastle, brings a compelling service proposition that many local owners are happy to benefit from, including the majority of the top 10 shipping companies based in Greece.

This service-led approach, reflecting a commitment to both flexibility and permanent relationships, has won the loyalty of our 83 Greek Members and as the shipping sector in Greece has expanded, North's tonnage has grown in tandem with this. North's total Greek tonnage now stands at 43 million tons, representing more than 25% of the total 160M GT entered with North.

Of course, claims expertise is only part of the story. Over the last two decades, the North team, both in Piraeus and Newcastle, has built considerable expertise in dealing with general enquiries, loss prevention questions and other shipping issues. We are all aware that ever-increasing regulation, which shows no sign of slowing, places a growing and complex burden on today's shipowners. From environmental concerns and the IMO setting the pace for decarbonisation in the shipping industry with its 2030 and 2050 targets through to sanctions, cyber risks, a shortage of the right crew and the economic uncertainties caused by Covid-19, the challenges facing Greek shipowners are considerable.

Looking ahead

We have no doubt that Greek shipping will respond to these challenges and we're here to make sure that we contribute and play our part now and, in the future, supporting our Greek membership. As you've seen our recent innovations include virtual Member training and education, bespoke webinars along with a range of new digital tools to assist our Members in proactively assessing risks in specific ports and countries. This includes our dedicated Covid-19 expertise area, our award-winning Covid-19 Tracker on MyGlobeView and the recently released Route Risk Advice tool.

Over the next 3 to 5 years, the team plan to continue growing the Greek membership, so we are investing in the right talent, skills and expertise across our Piraeus and Newcastle offices. We're developing and coaching our existing people to meet the changing service expectations of our Members and we're alert to opportunities for further recruitment. However, recruiting suitable people with the appropriate technical knowledge and service ethos isn't easy, but we're determined to bring in the right people who can meet the demands of our membership. Occasionally we receive extraordinary questions and, as Members expect us to respond quickly in every situation, having our expertise spread over two offices in Piraeus and Newcastle is extremely helpful. It provides a strength and depth that few others can match.

The background of the page features two thick, solid blue curved lines that sweep from the top left towards the bottom right, creating a sense of movement and connection.

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