

Global service
built around you

North

Correspondents

Civil unrest or natural disaster

Being a P&I Correspondent
during these challenging
times

Prevention of financial crime

Such as bribery and corruption, money
laundering and tax evasion

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www.nepia.com

Correspondents

Welcome to our third Correspondents Newsletter.

In this edition we are covering North's new brand and website and recent changes to the UK Anti Bribery Act and how this affects you as correspondents. We also have an article as to how correspondents around the world have dealt with maintaining their usual high level of service in times of a major natural disaster or civil unrest. Whilst we would hope that this will never affect you, there are some valuable lessons to be learnt.

Update your contact information



We remind correspondents to regularly check North's website to ensure that we are holding the correct contact details and to advise Nick Tonge: nick.tonge@nepia.com or Neil Watson: neil.watson@nepia.com of any changes, as we will no longer be sending an annual request for updates.



On behalf of the correspondents' team we would also like to thank everyone who has responded to North's correspondent survey, some of the findings we will also discuss.

Please also take note of the reminder to ensure that your contact details are correct on our website. Instructions to correspondents are not possible if North does not have your correct contact details!

Nick, Neil, Abbie and Adele.

Prevention of financial crime

The prevention of financial crime (such as bribery and corruption, money laundering and tax evasion) is a priority for many regulatory authorities around the world. P&I Clubs, like other financial institutions such as brokers and banks, are required to have effective systems and controls in place to detect, prevent and deter financial crime.

As a UK-based Group, North is, subject to the UK Bribery Act 2010. This is possibly the most extensive piece of anti-bribery legislation in the world and is designed to deter and undermine the use of bribery and corruption in a number of ways.

Not only are the potential penalties under the Act very significant (ranging from prison sentences to fines), under the UK Bribery Act, a UK-based company can be held liable for a bribe or corrupt payment made by it or on its behalf wherever in the world the payment is actually made.

Alongside financial institutions such as banks, UK-based Clubs are also subject to a number of stringent reporting obligations (such as those in the Proceeds of Crime Act 2002). This means that even where we only suspect that bribes or corrupt payments have been made, we have to report the circumstances to the relevant UK authorities. Such a report would cover the nature of the incident or suspicious circumstances and identify the person or persons who we believe are or may be recipients of any bribe or corrupt payment. We cannot predict what the authorities may do with this information or to which other authorities (for instance in either in the country where the payment was made) the information might be passed for further investigation.

Over a number of years North has made its commitment to a complying with its anti-bribery and corruption obligations

clear and we very much value your support and understanding of our position. We have great sympathy with you and our Members when you may find yourselves faced with unwarranted demands for money when assisting us or our Members, but as a regulated financial organisation there is simply no choice than to follow the law.

All of us at North are aware that you and our Members are often put in a difficult situation by attempts to extract money from vessels – the familiar "There is a hard way to do this or an easy way to do this ... and the easy way will cost you ..." approach to things.

What you may not be aware of, however, is that even if we are not directly involved in taking "the easy way", your actions may impact upon us. In situations where you are doing something which, for instance, reduces or avoids a P&I liability, there is an argument that we could be held liable under the UK Bribery Act as a result of any "easy way" payment which you make or which you feel obliged to recommend.

Obviously being exposed to criminal investigation and potential penalties under UK law is not a situation which we want to be put in. We rely on you to do the right thing and to protect us and our Members and we will support you and stand with you in resisting attempts to obtain bribes or corrupt payments.

It is worth noting that not all Club's Anti Bribery policies are the same and it is very important for you to familiarise yourself with the relevant Club's policies to avoid any possible misunderstanding.

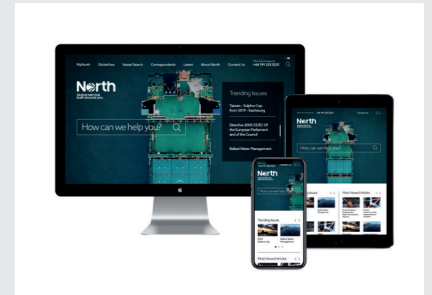
By Adrian Durkin
Director (Claims)

We will support you and stand with you in resisting attempts to obtain bribes or corrupt payments

FIND OUT MORE

Find out more about the anti bribery policy at:
www.nepia.com/anti-bribery-trading

New Brand & Digital Resources



We have launched a new suite of digital resources, enhancing our global service offering.

Our new digital resources provide:

- A new website delivering speedier and easier access to North's extensive P&I, FD&D and Loss Prevention information resources.
- The introduction of *GlobeView*, an interactive 3D globe which transforms how information such as maritime threats and incidents or port and weather reports can be analysed and acted upon.
- New and improved *Industry Expertise* areas, which centralise key information on trending topics and persistent industry challenges to enhance Members' ability to trade with confidence.
- A new area, *MyNorth*, that enables Members, brokers and correspondents to personalise and tailor the content they wish to see.
- An innovative Correspondents' tool, which creates a personalised, user-specific book of correspondent contacts by region and country.
- Updated and improved Android and iOS apps, that feature translated content and access to every North employee and correspondent.

To access these resources please visit: www.nepia.com

We're committed to delivering the highest levels of individual, tailored service wherever you are based, and these new digital tools will help our Members, brokers and correspondents easily access the latest intelligence and insights when they need it.

By Kim Rogerson
Senior Executive (Communications)



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HOW HAVE WE DONE?

Let us know what you think of the latest edition. Contact us at: nick.tonge@nepia.com or neil.watson@nepia.com

CONTRIBUTORS

Contributors: Nick Tonge, Neil Watson, Kim Rogerson and Adrian Durkin.

Photographs: Shutterstock

Thanks to: Maurice G Mouracade & Company in Lebanon, MESCO in Egypt, Intermarc Services in Sri Lanka & Cave y Compania Limitada, in Chile.

INSIGHT ARTICLES AND BACK ISSUES

Current articles from the Correspondents Newsletter and back issues are available online at: www.nepia.com/latest/publications/newsletters

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Being a P&I Correspondent during civil unrest or a natural disaster

Over the past few years the world has witnessed civil wars, civil unrest and disasters caused by various natural phenomena. Awareness of these occurrences is enhanced by improvements in technology providing wider news coverage of the events.

Planning how to respond as a P&I Correspondent, in the aftermath of such events, is not a simple task as there is little predictability as to the impact on communications systems/regulations following the occurrence of any of these situations. Throughout such events, the resilience of P&I Correspondents has been, and continues to be outstanding.

North has invited 4 correspondents who have experienced either civil unrest, or natural disaster to share some of their experience and how this has had an impact upon their role as P&I Correspondent.

The Civil War in Lebanon raged for a period of 15 years between 1975 and 1990. Although communications technology has advanced significantly in the prevailing 29 years, our correspondent Maurice G Mouracade & Company identified the need to maintain channels of communication:

In times of civil unrest or crisis, the Club's management rightly expects quick and accurate updates from the local correspondent, as well as a reasonable anticipation of significant events over the next 24 hours. The Club relies heavily - and at times solely - on information from the correspondent in order to serve and advise its members. We strived to maintain constant communication with the Club, updating the Club's management on decisions and events affecting the Club's members.

This is no less true in more recent situations of civil unrest, with dependence upon established advances in communication technology continually being challenged. During the Egyptian Revolution in 2011, our correspondent, MESCO faced difficulties with channels of communication:

The internet had been cut off for about two or three days and the only mode of communication for part of those days was the land lines. We had contacted several of the correspondent managers to advise of the situation & update them of the lack of modes of communication and that we could be approached by fax until the mobile networks had resumed working. It was very difficult to predict the modes of communications that would work. The key to all of this is "communication with the clubs about the situation & how to contact us".

North recognises and applauds the efforts of correspondents to advise North of functioning channels of communication and maintaining contact in such difficult circumstances. The importance of information regarding impact on port operations, curfews, security measures and recommendations to members as to crew and vessel safety is greatly appreciated.

The devastating impact of natural disasters such as earthquakes, tropical storms and tsunamis bring additional complications causing major disruption in the transportation infrastructure. This was clearly demonstrated following the 2004 Indian Ocean earthquake and tsunami. With vessels carried inland by the tsunami and the widespread destruction of buildings along the coastline and in the ports, recovery was further impaired by the decimation of the inland transportation system. Faced with these difficulties, our correspondents, Intermarc Services approached the situation:

Using our established and reliable local network, we immediately arranged to receive hourly updates from various parts of the island and as soon as it was safe to do so we immediately attended on site, including at the Port of Galle and surrounding areas to assess the significant damage. We regularly updated the Owners and Insurers on the various casualties and attended many discussions with the local Authorities (who at the time were overwhelmed as well) in order to provide reasonable casualty response advice. Apart from this, we also liaised with P&I Clubs and other insurers to provide updates on the local operations so that reliable information could be transmitted to their membership who were aware of the tsunami given the media attention on the incident.

The key to all of this is "communication with the clubs about the situation & how to contact us"

We had to face a vessel grounded in the middle of the city square.

A similar natural disaster occurred in Chile in February 2010. Following a severe earthquake off the south-central coast of Chile which itself caused widespread damage on land, a tsunami was initiated which resulted in significant damage to various areas along the coastline of Chile. Cave y Compania Limitada describe the difficulties being faced:

The earthquake in 2010 brought new challenges - a tsunami and land transport disruptions due to serious damages in roads and bridges. The former meant we had to face a vessel grounded in the middle of the city square and, the latter, meant the country was divided in sections; hence, maritime carriage became the most efficient way to provide help to citizens in distress. Thankfully, Chile is greatly developed from an IT point of view, so communications were maintained quite normally, although "informal" channels soared, such as the WhatsApp Messenger.

To be able to maintain the Club/ Members updated, it is key to always promote good and transparent relationships with all parties involved in the maritime field, because in these situations, information, opportunely given/delivered between said parties, is the most important tool to achieve actions and these actions will lead to the solutions needed by the Club and/or their Member.

Also, the network of experts in different areas of the country are relevant to obtain reliable sources of information, as well as local agencies and maritime authorities.

In each of these snapshots, the correspondents recognised the importance of ensuring that North was:

- kept advised of the most reliable and effective means of communication
- kept advised of port operations to enable members to continue trading as effectively as possible

One further interesting point raised by our contributing correspondents is establishing fact and in the elimination of fake news prior to sending situation reports to North.

Last but of no less importance, is early advice to North that our Correspondents are safe following such an event!

By Nick Tonge
Deputy Director (Correspondents)

FIND OUT MORE

Please refer to www.nepia.com

Survey results

In June 2019 we sent out a survey to our correspondents asking your opinion on various topics from visiting the Club to P&I Qualifications and the Newsletter.

Of the 523 listed correspondents we have around the world, we received a response from just over a third of the correspondents and we wish to express our appreciation to those who responded for taking the time to take provide us with such useful feedback. Some of the information provided has already been put to good use in discussions surrounding Feesable and also the P&I Qualification.

We are especially pleased with the responses from you on the visits to the office which you almost all agreed were excellent or very good, when it came to usefulness of the visit, time spent with you, quality of information and friendliness of the hosts. We are mindful that there are some who have still not visited any of North's offices in the last 36 months where the reoccurring themes which were;

Invitation to visit the offices

Rest assured there is an open invitation to all of our correspondents to visit any of our offices, you just have the ask!

Cost Sharing

We are of course mindful that coming to Newcastle can be a big commitment to you not only in time but also expense. As discussed in our earlier Newsletter, we appreciate this and as a result we will put aside almost all of the day to spend this with you and that our correspondents have the opportunity to speak to as many of our claims teams as possible, which again takes them from their day to day tasks. Although we can not contribute to your costs, we can ensure that you get as much value for money as possible from your visit and allow you to promote your services to the staff, hopefully leading to more appointments.

Organise a seminar

Whilst in principle this is a very good idea, we are keen supporters and participants in the IG Conferences, both the main conference which last took place in London in 2017 but the Asia Regional Seminar in Singapore later this year.

AREAS WHERE PEOPLE WERE LISTED AND NUMBER OF RESPONSES



Future content

There were a number of suggestions for future editions which are greatly appreciated, which we shall try to include in the future editions. A reoccurring request was for interesting case studies and inventive ways that correspondents dealt with a problems they encountered.

We are always looking for ways to improve our service to not only our Members, but also as to how we interact with you. If you ever have any suggestions as to how we can improve, please do not hesitate to contact any of the Correspondents' Team hear at North.

By Neil Watson
Senior Executive (Claims)



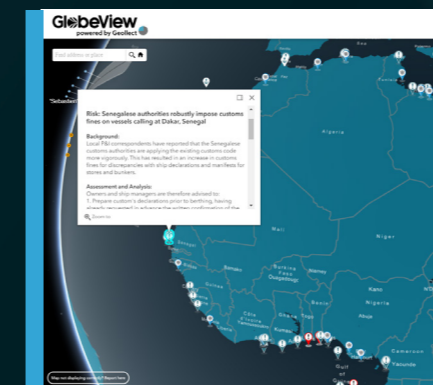
Newsletter – 79% responded to say that they found the content quite or very relevant to their role



98% of those who have visited any of North's offices found the visit either "very" or "extremely useful"

Helping you with the launch of GlobeView

As a part of North's drive to continually develop and enhance the digital resources available on our website we will shortly be launching the next evolution of GlobeView.



This new 2D version of GlobeView will build on the information currently available on the 3D map with the addition of new data feeds, with the intention being to progressively add new features and data layers over time making the 2D map the go to source for current and relevant information.

A future area we are considering is the development of a bespoke reporting app for correspondents. This app would allow our correspondents to easily provide updates and advice on any current matters or issues in their areas and allow this information to be uploaded directly onto the 2D map. We think that having this information readily available to Members on the 2D map will reduce the number of adhoc requests for information made to you.

GlobeView

In order for us to determine if we should proceed with developing the app we would be very interested to hear your thoughts on:

- whether you would find a tool such as this useful?
- would the ability to easily upload advice reduce the number of adhoc requests for information?
- are there any features you would like to see in the app?

By Simon MacLeod
Deputy Director (Loss Prevention)



FIND OUT MORE

Please let us know your thoughts on GlobeView via email to either Simon, Nick or Neil on simon.macleod@nepia.com or nick.tonge@nepia.com or neil.watson@nepia.com

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