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## Communication and Clarity in the Marine Survey Process

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# Communication and Clarity in the Marine Survey Process

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*Presented by Robert Volante & Jason Gibbons*



Getting it right.....from the beginning



- ▶ Exchange information
- ▶ Convey thoughts, intentions and objectives clearly and accurately
- ▶ Communication is successful only when both the sender **and** the receiver understand the same information
- ▶ Without effective communication, a message can turn into error, misunderstanding, frustration, or even disaster by being misinterpreted or poorly delivered.



FCL door to door – no survey required?





- ▶ Successful communication is a critical aspect of any cargo risk management programme.
- ▶ Timely development of pre survey information is crucial to the successful planning and implementation of the practical risk management activities.
- ▶ Intelligence gathering goes on throughout the risk management survey life cycle. A vast amount of information and knowledge is captured. What is valuable and who wants it?
- ▶ Efficient reporting protocols are essential to avoid “information overload”.





UNDERWRITER

THE ASSURED

STEVEDORE

SHIP'S MASTER

THIRD PARTY SURVEYORS

MARINE SURVEYOR

PORT AUTHORITIES

SHIP'S CREW

CRANE DRIVER

SHIP'S AGENT

TRUCK DRIVER

CARGO OWNER

RECEIVER







- ▶ Lack of time
- ▶ Lack of information
- ▶ Lack of co operation
- ▶ Lack of a mobile phone signal
- ▶ Language
- ▶ Culture

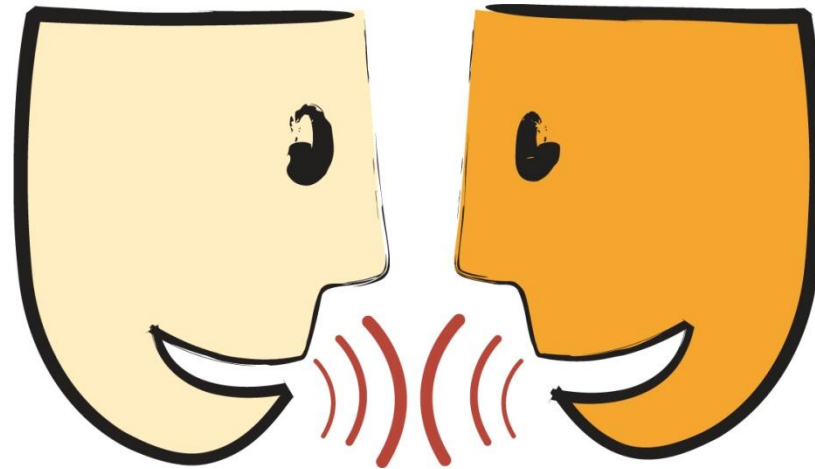




- ▶ What type of survey is required?
- ▶ What is the purpose and intended outcome?
- ▶ What extent of involvement is necessary?
- ▶ Who will do the survey?
- ▶ What are the priorities?
- ▶ What will it cost? What is the budget?
- ▶ What happens if things change, if things go wrong during the survey..... (at midday on Monday or 03.00 on Saturday morning?)



- ▶ Development and agreement of standard survey procedures or guidelines (*company, market, surveyor*)
- ▶ Early consideration of risk management survey strategy?
- ▶ Ensure that all relevant parties are formally pre informed of survey requirements, the identity of the surveyor and when surveys are scheduled to be attended.
- ▶ Agree communication protocols and identify key contact parties for the life cycle of the exercise (*client, forwarder, agent, broker, underwriter*)



**Thank you for your attention!**