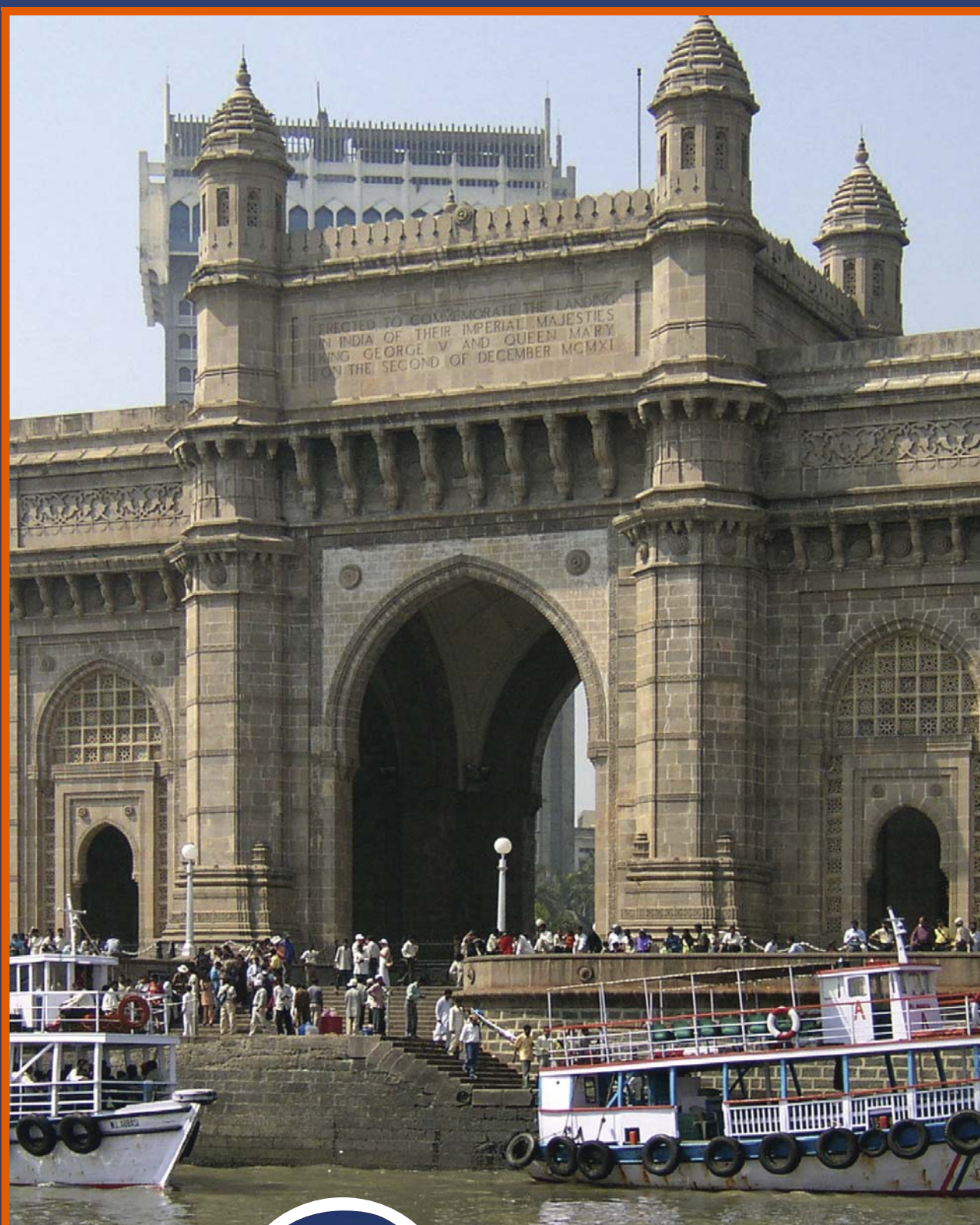


ISS in India



Inchcape
Shipping Services

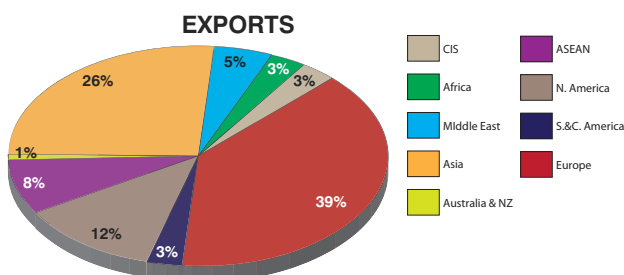
Our Value Proposition

Acknowledged as a professional Marine Services provider, ISS India delivers services of the highest quality in conjunction with established ISS global standards and processes, to all of our clients regardless of sector, at all ports throughout the country. Services range from vessel agency, clearance, procurement, project cargo handling, surveys, outsourcing services, crew and spares logistics, through to handling all aspects of offshore services. We foster strong ethical values and a team spirit that rewards commitment and initiative. By committing to excellence, accountability and transparency, ISS India aims to serve its valued clients efficiently and competitively.

Key Features and Benefits

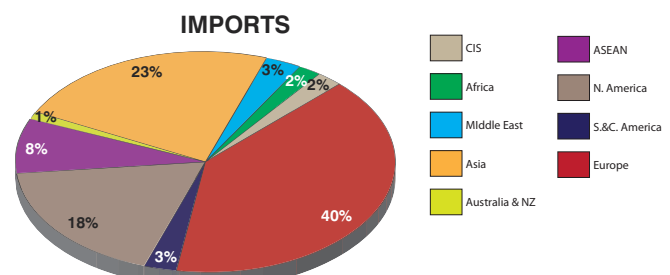
- ISS India has a well-established network of offices at key ports across India led by a team of maritime professionals. We follow internationally established ISS standards and processes and utilise the latest communication systems to ensure our customers receive timely and tailored information. Our standards, which are not always prevalent in the wider local ship agency sector, mean that our customers enjoy a first-class international service which enables them to deliver the same values to their own customers.
- We extend a complete turnkey solution for offshore customers with a focus on overall project cost control and vendor management. This ensures that our clients' interests are protected and they receive an efficient service at competitive prices.
- ISS India creates strong competition amongst our service providers and suppliers thereby leveraging volume discounts which are then extended to our customers. We conduct regular analyses to ensure our customers receive the best service at the most competitive price.
- The ISS Global Service Centre, which is located nearby to our Mumbai offices, manages global ISS products such as Crew Logistics Services, Door to Door Logistics, Base Line Templates, Global Port and Terminal Information, and our Bulk, Tanker and Break-bulk Desks. These specialist teams provide professional hands-on support enhancing our service provision throughout India.
- ISS India is fully committed to HR enhancement, developing its human capital to reach its maximum potential. The ISS Training & Development Team provides extensive training programmes to assess and develop talent, meaning our customers are attended by staff who fully understand their operational needs and can provide an effective, professional and reliable service.
- ISS India supplies value-added services such as ERP solutions, Supercargo and Captaincy services, crew and ship spares logistics, providing enhanced performance management at competitive cost.
- ISS India works closely with colleagues across the ISS Global Network, sharing expertise and good practices. We cultivate close relations with the various authorities in India and actively manage our relationships with all stakeholders for our customers benefit.
- As a major global agent we offer security and peace of mind to our customers with business in India. We are financially robust, we work to well defined QMS & HSSE procedures, and we have disaster recovery and business continuity plans in place.
- ISS India utilizes ISS' in-house operational and financial management application supporting our QMS processes, ensuring customers a consistently high level of service.
- Through KPIs we benchmark response times to enquiries, estimates, D/A turnaround times, customer feedback and other information requested by clients, enabling informed and accurate decisions applying to their own operations.

India's Trading Partners



Top Commodities

- Raw cotton and clothing
- Agricultural products
- Ores and minerals
- Chemicals
- Engineering goods
- Electronic goods
- Construction and project materials



Top Commodities

- Cereals
- Fertilizers
- Sugar
- Edible oils
- Crude rubber
- Newsprint
- Iron & steel
- Petroleum products
- Crude oil
- Pharmaceutical products
- Cotton and silk fabrics
- Coal

FAQ India



■ Can ISS India handle my ship calls at any port in India?

Yes, ISS India can handle all types of ship at all ports including project cargo, RO-RO, COMBI and container carriers, bulkcarriers, chemical carriers and product tankers, crude carriers, LPG/LNG tankers, naval vessels, cruise ships and yachts.

■ Does ISS India have offices at all ports in India?

ISS India is rapidly expanding its coverage across the Indian coastline with offices presently at 14 locations namely Mumbai (HO), Kandla, Mundra, Jamnagar, JNPT (Nhava Sheva), Goa, New Mangalore, Kochi, Tuticorin, Chennai, Visakhapatnam (Vizag), Kakinada, Haldia, Kolkata & 1 liaison office at New Delhi. The coverage from these main offices also extends to a number of minor ports. ISS provides its services at other ports across India where there are no ISS offices, through pre-approved and vetted sub-agents, who report through our Mumbai office. ISS India employ a dedicated Operation Supervisor who coordinates all activities between client and sub-agent. We ensure that these clients are serviced in line with ISS Global Standards and Processes.

■ Does ISS India support offshore activities?

ISS India has a comprehensive offshore support capability handling supply vessels, tugs, barges, AHTS, pipe-laying and seismic vessels, rigs, hydrographic vessels as well as crew boats, helicopter services, etc. Our offshore services extend beyond handling port calls to Door-to-Deck Logistics (D2D), Crew Logistics Services (CLS), processing various statutory and governmental clearances. Our land-based services include arranging accommodation for shore-based personnel, procurement, warehousing, local manpower supply services, technical support, import or re-export of project cargo.

■ Does ISS India handle foreign naval ships calling in Indian ports?

As market leaders in this growing sector, we provide rapid and discreet responses, while maintaining operational security (OPSEC) at all times to a number of Naval clients. Our dedicated Government Services team is based at Goa and supports several existing contracts with unmatched resource support and service excellence.

■ Does ISS have the ability to clear cargo and deliver across the country?

ISS has a proven capability in cargo services with our specialist global Door-to-Deck Logistics (D2D) product. Our comprehensive Ships Spares in Transit process is described in full on our port microsites.

■ What security level is in force in Indian ports? What assistance can we expect from ISS India during times of heightened security levels?

The Maritime Security level maintained at all ports in India is Level 2. ISS assists vessels in all documentary compliance. During times of heightened security ISS India can, on request, arrange for extra security personnel at the gangway and/or onboard the vessel.

■ Is VISA on arrival available in India for joining crew or business persons?

Visa on arrival facilities are not available in India. All personnel must apply for visas at the nearest Indian Embassy to their workplace/ esidence.

- All crew arriving to join a ship in India should arrive with valid Indian Transit visa.
- All business personnel, inspectors and superintendents should arrive with a valid Business visa.
- All Offshore crew are to arrive with valid multiple entry Employment visas. If they are required to join a ship they additionally need to be in possession of a special permit from Ministry of Home Affairs (MOHA).
- A travel permit is issued by Immigration to crew not in possession of an Indian visa who are required to sign off the vessel and depart the Country. The process takes about two working days.

■ Can ISS India handle freight tax issues?

ISS India is conversant with all latest freight tax regulations and legalities for the purpose of obtaining tax benefits and we provide advice to our clients accordingly. A list of countries exempted under the "Double Tax avoidance agreement" is provided on the ISS Mumbai microsite with documentation required for applying for a No Objection Certificate. ISS India as agents, will process the documents for principals.

Microsites

You will find a wealth of further information on our India port microsites at www.iss-shipping.com/microsites.aspx

A World of Local Expertise



www.iss-shipping.com

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