

# COLUMBIACOMPASS



COMPANY NEWS  
FOR EMPLOYEES  
AND FRIENDS  
OF COLUMBIA

44th EDITION SUMMER 2019

40*years*

CSM ENERGY  
MCTC CATERING  
CSM TOGETHER INITIATIVE  
CSM MENTAL HEALTH SERVICE



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## **FRONT COVER**

Queen Mary 2 departing  
the Port of Cape Town  
(re-printed with kind permission of Cunard)

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## **EDITOR'S NOTE**

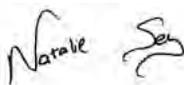
Dear Reader,

Welcome to our 44th issue of Compass. Inside you will find a special 40th anniversary section, including interviews with Mr. Schoeller and one of our most loyal seafarers who has been sailing with Columbia for 40 years. The 23rd July was the launch of our Never Again day to underline our commitment to Environmental Compliance. We are also pleased to announce the opening of CSM Energy, as well as our Mental Health hotline and our new CSM **Together** initiative.

In other news, this issue contains updates from the past 6 months, including our latest I CARE news and updates from our associated companies, United Hospitality Institute, Swiss Ocean Yacht Management and GenPro.

We have some fantastic Life Onboard stories from our seafarers, from Cadets to Captains. Thanks again to all who have contributed to this issue.

Enjoy the read and have a good summer.



**Natalie Sey**

Compass editor

## FROM THE CHAIRMAN

Dear Reader,

Columbia Shipmanagement Ltd. was established in 1978, which is now more than 40 years ago. Looking back into these 40 years, I must say that we saw the biggest development of the shipping industry and ship construction in the container ships. The international containerisation started in 1966 with MV Trenton of Sealand with 1.066 TEU.



The champion in size was:

- 1971 MS Euroliner of Seatrain at 2.050 TEU
- 1972 Hamburg Express of Hapag Lloyd at 3.010 TEU
- 1981 Frankfurt Express of Hapag Lloyd at 3.430 TEU
- 1995 APL China, APL Japan & APL Thailand of APL (American President Lines) at 4.578 TEU. These vessels were the biggest container ships in the world for a short period of 2 years and were managed by Columbia Shipmanagement Ltd. during that time and we do still have impressive models of these ships in our conference room. Unfortunately we lost the management in 1999 as the vessels had to go under US Flag.
- 2000 Cornelius Maersk of Maersk Line at 8.400 TEU
- 2006 Emma Maersk of Maersk Line at 15.500 TEU
- 2015 MSC Oscar of MSC at 19.244 TEU
- 2019 MSC Guelseun of MSC at 22.960 TEU  
This is the latest vessel delivered at this date. It has 228.449 TDW, LOA of 399.9m, breadth of 61.5m, depth of 33.2m and a draft of 16.5m, however, slightly bigger ships have been again been ordered.

Compared with the container ships, bulk vessels, tankers and LNG vessels have not changed much, however by optimizing today, they are more fuel efficient. We did however see a big change on the cruise vessels.

In 1986 the QE2 of Cunard Line at that time the biggest passenger liner afloat did undergo engine conversion from steam turbine to diesel engines at Bremerhaven in Germany and the management of this vessel after the conversion was completed was entrusted to Columbia, together with the Sagafjord, Vistafjord and Cunard Princess. On the QE2 including Master, we had at that period nearly 1200 crew members onboard catering for 1800

passengers. Unfortunately we lost the management 4 years later when Cunard Line was sold to Carnival Cruises in Miami who decided to do the management directly however, we still do today some crewing for the Queen Mary of Carnival. Today the biggest cruise vessels have 6000 plus passengers onboard.

The shipping industry is very, very regulated. Seafarers need lots of training and certificates of competency as well as the shore side organizations do. Ship owners have to invest considerable amounts of money in the near future for ballast water treatment plants and for the conversion and operation with low Sulphur fuels as from January 2020 to ease the accusations that the shipping industry is the biggest air polluter.

The shipping industry always had its ups and downs and is a mirror of the world economy. After the financial crisis in 2008, the world economy has not really recovered and the same applies of course for the shipping industry. We have sluggish economies in Africa, Latin America and Europe and problems in the North African states like Tunisia, Algeria, Libya and in Syria and also Iraq and sanctions against Russia and Iran and so on. We have additional problems with piracy in South East Asia, Somalia and West African areas which do disturb the shipping industry.

On a positive side, for seafarers, is the development with satellite communication for e-mails, Skype and video communication. They can contact their families almost every day in their spare time. The seafarers of today have a wide variety of training courses in general, and are better educated and trained than 40 years ago. It is not true that the quality of seafarers is reducing, which some people already said some 50 years ago and perhaps even 100 years ago.

In general, the shipping industry has become safer because of better navigation equipment but also because of the quality of training which has improved and one can exercise today with bridge and engine simulators to avoid eventful incidents, collisions and emergencies.

The future will see even an increase in the educational and safety training of the seafarers. Autonomous vessels without crew or with minimal crew are still very, very far away and it is questionable if and when they will cross our oceans.

We at Columbia Shipmanagement are very grateful, to our seafarers, who are with us for many years and we do appreciate from all of you your continuous efforts and hard work for safe and accident free sailing.



With my best wishes,  
**Heinrich Schoeller**

## MESSAGE FROM MARK O'NEIL

Dear Colleagues,

Never before in the history of our company have we had to rely more heavily on the quality, adaptability, resilience and training of *our people* on board our managed vessels and ashore. The sheer pace of change within the shipping industry is truly staggering; new vessel designs, new technologies, hardwares and softwares, digitalised procedures and processes, new international rules and regulations on sulphur content/CO2 emissions of fuels, ballast water and hazardous materials on board, sanction compliance, consolidation and optimisation demands, and increasing automation. All this in a rapidly changing geopolitical environment rendering medium to long term planning nigh on impossible.

At Columbia we have always considered *our people* as the single most important factor in continuing to build on our company's great reputation for quality of service for our clients. It is a well-known truism(although one worth repeating) that a properly motivated, fairly remunerated, healthy and well-trained workforce will not only be best placed to meet the ever-increasing demands of our industry, but also allow our company to thrive.

The importance of *our people* is why we have invested so heavily in training and life-long learning tools for our crews and shore staff. We must never stop learning or we will be left behind and cease to be relevant, individually and collectively. Life-long learning throughout our careers must be able to

be delivered with speed and convenience – a mix of face-to-face teaching and electronic format delivery. Above all, we have to deliver training fast and training has to take less time so as to allow us to focus sufficiently on our job requirements.

Our Adobe e-learning platform is truly innovative and market-leading and will enable us all to receive and assimilate tailored training modules which can be completed quickly when convenient to the other demands on our time. Our existing training facilities worldwide, and the new training facility we are planning in the Philippines, will ensure the continued excellence of our face-to-face teaching modules.

The importance of *our people* is why we have also invested so heavily in catering and catering training of the highest standards on board our

vessels through our partners MCTC. I know very well from my military career that “*an Army marches on its stomach*”. What we eat is hugely important to our overall health, both physical and mental, and that is why we will spare no effort in ensuring our crews receive the very best, healthy, natural food we can provide.

The importance of *our people* is also why we have invested so heavily in our state-of-the-art Performance Optimisation Control Room (POCR) – to enable us all to provide our clients optimised services of the very highest quality, but recognising that such technology is there to enhance (not replace) human performance.

Finally, the importance of *our people* is also why we are the first shipping company to provide a dedicated, confidential mental health hotline

to provide a safety net for those of our crew and shore staff who need support, to talk to a qualified psychologist and get much-needed help; and why we have started “CSM TogetHer” to ensure we all live and work in a truly diverse workplace, where each of us no matter their colour, religion, gender, sexuality, age, race or other differentiation can enjoy equal opportunity and respect and celebrate the wonderful diversity within our company. It’s also the reason why we place such huge importance on our I CARE Philosophy, on our culture and values, because a company which cares for its crews, its employees and its clients is a better company.

The changes we face in our industry will not daunt us. Far from it. We will continue to face them and embrace them as challenges -



confidently and as a terrific team – and we will continue to be successful in our endeavours. This is because we realise and appreciate that it is *our people* which matter and are at the very heart of our business, and this will always remain so going forward.

Thank you all for your tremendous commitment and hard work.

Thank you for *caring*.

A handwritten signature in black ink, appearing to read 'Mark O'Neil', with a small mark above the 'i'.

**Mark O’Neil**  
President  
Columbia Shipmanagement



## COLUMBIA CELEBRATES DAY OF THE SEAFARER!

The Day of the Seafarer is celebrated each year on 25th June in appreciation of seafarers around the world. To honour our seafaring colleagues, CSM Cyprus staff created an aerial photo with 144 colleagues taking part to form a smiley face of appreciation. Over in Hamburg, our CSM Deutschland colleagues spelt out their thanks in front of the River Elbe. Our CSM Singapore colleagues also gathered to send a big thank you!

The Management wish to say a special thank you to each and every one of our seafarers for their hard work and commitment.



A sign of gratitude from our CSM-D colleagues



Our CSM SG colleagues also send their thanks



Thank you from our Columbia Cyprus staff

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# CELEBRATING 40 YEARS OF COLUMBIA

40 *years*



## **Anniversary Interview with Mr. Schoeller**

**What was your vision 40 years ago when you first set up Columbia?**

When I started Columbia in 1978 I already had the experience from setting up and running the first shipmanagement company in



Cyprus, Hanseatic Shipmanagement/Shipping Company, in 1972 until end of 1976. Establishing Hanseatic was extremely hard work but it was a success. Equipped with the knowledge and experience I had from then, my vision was to create a small but absolutely excellent shipmanagement company providing services to only a small number of selected owners.

**How has Cyprus changed as a hub for shipmanagers since 1978?**

When I came to the island to set up Hanseatic in 1972, no shipmanagement company or real shipping legislation existed. At the time, the Cyprus Shipping Registry consisted of a few vessels only, mainly from Greek Owners. There was no international shipping knowledge nor the personnel needed to run a shipmanagement company. In 1978 Columbia was established followed by Interiorient in 1979, both companies having had the opportunity to employ a few people from Hanseatic. Then from around 1980, quite a number of small Shipmanagers and Crewing Managers started their operations on the island and some Shipowners relocated here. The island attracted them with its favourable new shipping legislation, new and preferable taxation advantages, professional and educated office staff and its strategic location. Initially it was very much German controlled but later on more international companies followed. Today we can proudly say that we are an International Shipping Centre for mainly shipmanagement.

**Main business lesson you have learned from the shipping industry during your 40 years so far?**

In May 1959 I went to sea at the age of 15. Since then, it has always been the human aspect – the seafarer on the vessel – that made the difference which still applies today. At that time, a crew complement consisted of 45 seamen compared to 18-21 seamen on a vessel today. If you had good leadership on board a vessel - a Master who cared and guided the crew, and a good Cook - then you normally had a happy ship with good performance regardless of the trading area. Not much has changed since. A competent and caring Master is still the base for a good and happy vessel.

### **What makes Columbia different from its competitors in your opinion?**

Although Columbia had grown a lot over the years, we still try to keep up the personal relations which normally exist in smaller companies. This is not easy as the number of employees both at sea and ashore has grown and management positions have multiplied because of all the rules and regulations we have to follow. But we do have a very steady workforce both at sea and ashore with many employees serving Columbia for 40/30/20 years which is definitely different to other companies.

### **How has Columbia overcome obstacles?**

Columbia has had its problems in the past like every company. We have had accidents, we have had bad incidents like the big US Coast Guard fine and probation period some years ago affecting the whole fleet. However, we also have the reputation of being a good and honest shipmanager who cares and follows the rules. We ensure that seafarers and shore personnel are qualified and properly trained, follow the rules and openly discuss shortfalls internally. With this policy, up to now, we have always overcome obstacles and will adhere to it also in the future.

### **How different do you find the challenges to be in the shipping industry after 40 years?**

Challenges in the shipping industry have changed somewhat. We are now very regulated – in actual fact over regulated - too many rules, too many procedures, too many certificates, too much reporting. This was different some 40 years ago. However, the challenge to find and keep good crew for the operation of the vessels has not changed. This was the same 80 and 40 years ago and I believe will continue in the future.

### **What is your favourite memory so far with your Columbia family?**

The most exciting event for the Columbia family was in 1986 when Cunard Line decided to give all their Passenger Vessels to Columbia both on the crewing and on the technical side. At that time the QE2 was re-engined from steam turbine to diesel at the Lloyd Werft in Bremerhaven. Columbia took over the management of the vessel from top to bottom with more than 1100 crew; the same applied to the Sagafjord, the Vistafjord, the Cunard Countess and the Cunard Princess. Unfortunately, this lasted only for two years until 1998 when Cunard was sold to Carnival Cruises Miami who decided to do their own management for the vessels.

### **Most memorable ship christening?**

The most memorable ship christening was again connected with Cunard Line. It was the christening of the Queen Mary 2 in the year 2004 in Southampton by her Majesty Queen Elizabeth II. Being the service provider for Cunard/Carnival, we had the honour to be invited to the christening.

**Best piece of business advice you have ever received?**

Over the years I have been given a lot of sound business advice which all served their purpose. I cannot name a particular one.

**What would you hope Columbia will look like in another 40 years?**

I do hope that in 40 years time Columbia will continue to be one of the leading shipmanagers with a very good reputation and hard working and qualified personnel both ashore and at sea who are happy and proud that they work for a First Class Shipmanager.

**A message to our loyal seafarers?**

Sometimes seafarers have the impression that they are at the end of the chain and that the office personnel make their life difficult, do not care about their personal wellbeing and are not sufficiently respected. This impression is wrong. Without good and loyal seafarers, we would not be able to run the vessels, run the company and serve our clients. The wellbeing of our Seafarers is of the utmost importance for us and will always be.



Mr. Schoeller at the launching ceremony of Cape Delfaro, Dalian Shipyard in 2003



Musical celebration at the launch ceremony



Following the dragons as part of the Cape Delfaro launch ceremony

# COLUMBIA MILESTONES



Columbia Shipmanagement Ltd,  
Cyprus –  
founded with  
3 employees

1978

First Newbuilding  
project

1987

First passenger  
vessels entered  
management

1985

Columbia  
Shipmanagement  
(Singapore) Pte  
founded.

2000

Columbia  
Shipmanagement  
(Deutschland) GmbH,  
founded

1995

CCS (Columbia  
Cruise Services)  
established

2014

Columbia  
Shipmanagement  
Shanghai founded

2014

Columbia South  
Korea representative  
office established

2016

Columbia Japan  
representative office  
established

2016

## 40 Years of Sea Service with CSM

A very special milestone was reached by three of our seafarers, who completed 40 years of sea service with CSM.

C/O Mr. Gerona and C/E Mr. Obciana each

received a commemorative trophy and a personal letter from our Chairman Mr. Schoeller during the last Senior Officer's conference in Manila.

C/E Mr. Rabang will receive his commemorative trophy upon his return from sea to Manila. Meanwhile C/E Mr. Rabang did a long-distance interview with Compass from onboard Asia Ruby I.



A special thank you to our local seafarers Mr. Obciana, Mr. Gerona and Mr. Rabang for their faithful sea service to CSM

## Chief Engineer Mr. E.G. Rabang, shares his thoughts on 40 years with CSM

### How did you start working with Columbia?

I started as an Engine Cadet with the old Columbia.

### What do you remember about your first voyage onboard a Columbia vessel?

Columbia crew members take care of each other. I was guided by experienced crew members during my apprenticeship as an Engine Cadet.

### From your experience, what helps to create a good working environment onboard?

Knowing your job responsibilities by heart and having good relations with the crew create a good working environment onboard.

### Looking back, what is the one main change that has contributed to making life onboard easier compared to when you first started?

I started focusing more on my job and my goals, then as I gained more experience I found it easier adjusting to every situation onboard.

### What has helped you deal with difficult moments at sea, such as homesickness?

I keep a constant communication with my family and socialise with the other crew during my free time. I read books, magazines, and sometimes watch movies.

### In your own words, how would you define good seamanship?

Good seamanship for me is knowing your job, responsibilities, company policies and acting appropriately during emergencies and regular situations.

### Please can you describe your most memorable voyage?

A voyage to Prince Edward Island, Canada watching community like fishing festival on ice in the middle of the lake during winter.

### What made you decide to stay with the Columbia for 40 years?

The very supportive CSM management and staff, aside from having good pay, also mostly having very disciplined crew members.

### Can you tell us what changes you hope to see in the shipping industry in the next 40 years?

I envision a more modern, more environment friendly ships and more efficient system of ship management.

### A message for our next generation of Columbia seafarers?

Columbia Shipmanagement is a very prestigious and stable company. Its 40 years of existence is the proof. Your loyalty and your good service to Columbia will ensure your job for another 40 years or more.





Our first employees



Hard at work



Themis Court, Limassol – the very first Columbia office



Captain Dirk Fry, Columbia's MD (1980–2013)



A Limassol landmark



Our founder Captain Heinrich Schoeller



Technical department in the 1980s



Back to the 80s



An Emergency drill in progress



The new Annex building, built in 2003

*Vintage photo collection*

# AWARD NEWS

## 3 Environmental Awards for CSM

Columbia Cyprus has been honoured with the Gold Environmental Keeper award at the Pancyprian Environmental Awards for Organisations and Businesses (EnvAwards) for its efforts towards protecting the environment. The award was presented to CSM CY's Managing Director Mr. Andreas Hadjipetrou by the President of Cyprus, Mr. Nicos Anastasiades at the Presidential Palace on 22nd of January.

CSM Cyprus also received a Green Offices award on 4th March 2019 for its efforts in protecting the environment. The award is given to companies that fulfil a list of environmental requirements such as energy and water consumption and waste management.

In May 2019, the Port of Long Beach awarded Columbia with the Green Environmental Achievement Award. This award is granted to operators that called the Port of Long Beach in 2018 and demonstrated that 90%



Mr. Andreas Hadjipetrou receiving the Gold Environmental Keeper Award from the President of Cyprus Mr. Nikos Anastasiades



or more of all its vessel trips complied with the Green Flag – Voluntary Vessel Speed Reduction Programme.

## 2 Leadership Awards

On 29th January Columbia's President, Mr. Mark O'Neil received a SMART4SEA Leadership Award in Piraeus, at Yacht Club of Greece. He accepted the award on behalf of all colleagues within the CSM Family.

In March, CSM Ukraine received a Leader of the Year Award 2018, from an international rating agency which recognises businesses for their high quality of service and professionalism. Pictured right are Sergey Manyulenko (Director) and Sergey Maslov (Chief Executive Director).

## Columbia's Legal Team Recognised

We are pleased to announce that our in-house CSM legal team (pictured right) has been recognised in the Legal 500 Power List Greece and Cyprus teams. The selection was made by law firm partners who identified and recognised the in-house legal teams who have driven the legal business forward.



# COLUMBIA LAUNCHES NEVER AGAIN DAY – 23RD JULY



On the 23rd July, two years will be over since the end of our four-year ECP (Environmental compliance) probation period. Although a hard and demanding time for the company, it was however also a very fruitful period, as we managed to introduce appropriate measures helping us to improve and ensure environmental compliance. Our aim since that time remains: NEVER AGAIN.

As of 1st July and for the next 6 months we decided to run our EC Campaign for the year 2019. We must refresh our memory and stay committed towards full compliance with all environmental requirements. To achieve this, we are planning several activities during the campaign period. Amongst others, we have decided to fix the 23rd July as our NEVER AGAIN DAY every year and organise various activities onboard and ashore.

We expect our Captains to lead by example and be the first to demonstrate RESPECT to the environment. We must ensure that all our colleagues are well familiar with and always adhere to environmental rules and regulations. It is important to always be vigilant and try our best to avoid any damage to the environment or any breach of relevant rules.

We encourage each crew member to report to the Captain anything suspicious that comes to their attention or to use the Open Reporting System if they wish to report anonymously to the company, found on page 54 in this issue.

If you need any support in implementing properly the specific requirement, don't hesitate to contact your TSI, your DPA, your ECM or any member of

the Top Management.

The 23rd of July and Never Again, is not an anniversary to be remembered only once a year but rather as a significant event which must be remembered by all of us on a daily basis.

The Never Again event is an event which has made our company stronger and better; it is an event which has taught us valuable lessons. Columbia relies on all of you to ensure adherence to the I CARE philosophy, core Values and Policies, helping always to protect our Company from any wrong doing. Together we must be committed to NEVER AGAIN!

## Top Management

Columbia Shipmanagement

To launch our first NEVER AGAIN DAY, a video message from Columbia's top management will be released in August 2019 on CSM's YouTube channel.

## CSM ODESSA'S CHILDREN GET CREATIVE FOR NEVER AGAIN DAY

In line with Columbia's Never Again campaign, CSM Ukraine Office conducted an 'I CARE' and 'Nature Respect' activity amongst Odessa shore and sea staff in order to lead by example for our future generations - our children.

A 'Never Again' drawing contest was announced by CSM Ukraine's Office Directors amongst all interested personnel. Kids of office staff as well as seamen took part in the preparation of amazing drawings which were later placed on exhibition at an event in CSM Odessa's premises on the 23rd of July 2019 - the

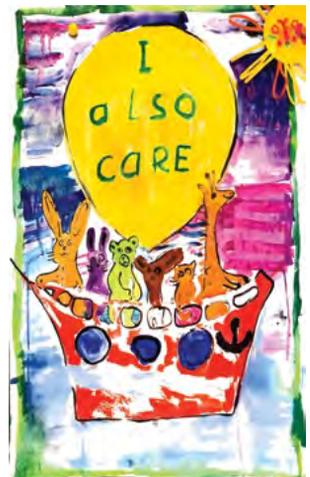
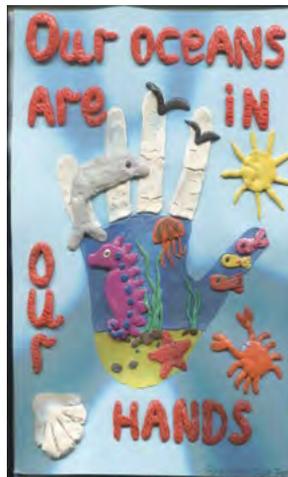
'Never Again' day. As adults, we provide our kids with an experience, habits and behavior which form their mental picture and mostly the way of life. Nowadays, especially in a technologically and industrially developed world, one of the most important behavior characters of human being is the close communication of people with surrounding environment: with our Nature.

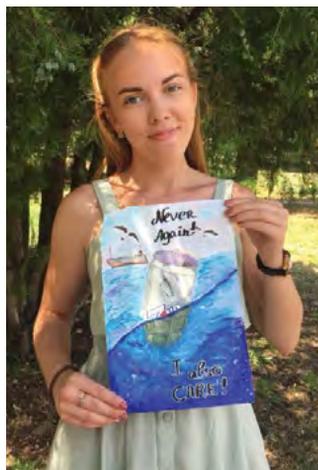
Unfortunately, there are still a lot of people who do not recognise the importance of respect to Nature, same providing children with bad examples of such attitudes. There are a lot of future scientists, ecologists, top managers and even government heads and

nation leaders amongst our children, but their habits, their attitudes and perceptions are currently formed by us - their parents. Our contribution to further generations' attitudes is our responsibility. "If you want to change the world - start with yourself first!"

Environmental Compliance and I CARE Philosophy should not stay inside Company premises only. We should deliver our views and values to our children, because some day they'll take over our seats and any of them may join the Company, even in the near future.

**Igor Fozyekosh**  
Training Officer  
CSM Ukraine





### Opposite page L-R

Syuzanna Porokh - age 3

Mark Romanenko - age 7

Vladyslava Manuylenko - age 9

### Left Column

Viktoria and Roman Ivashchenko - age 6 and age 3

Karina and Sofiia Fozyekosh - age 4 and age 9

### Right Column:

Anastasia Chernousova - age 21

Kostyantyn Chernousov - age 7

Azia Tkacheva - age 3



## INTRODUCING CSM ENERGY

We are pleased to announce that CSM Energy has been established after Columbia Shipmanagement and NOK United Shipping joined forces as a company focused on the LNG vessels and Offshore vessel management.

The new company will initially run out of CSM's Cyprus and Germany offices, headed by Joachim Brack (based in CSM-D) and Niki Makri (from NOK United Shipping) as joint Managing Directors, together with Kyriakos Tsangaris as head of Technical (from NOK United Shipping).

CSM Energy will target offshore, renewable energy and green recycling.

The new company will provide asset management to the oil,

gas and renewable energy markets, with services including operating a full range of floating assets including OSVs, Subsea Construction Vessels, Dive support, Drilling Units, Flotels, LNG vessels etc.

Services for clients will be provided along the whole life-cycle of ships, from manufacturers and suppliers of materials & components via shipyards, shipowners, brokers to ship recyclers including waste management as well as classification societies and flag states.



## ENERGY

CSM Energy will also provide Environmental Audits, Hazardous Material Certification and Treatment and Green Re-Cycling greener and cost effective management solutions.

We at CSM energy are committed to providing innovative services. We are looking to the growth of this new venture. More news will follow in our new Compass issues.

### CSM Energy's services include:

- Technical management and support
- Marine and Construction crew recruitment, management (including payroll) and training
- Marine services and technical support
- Catering services
- Purchasing services
- Commercial services (including chartering)
- Consultancy services



Niki Makri



Kyriakos Tsangaris



Joachim Brack

## COLUMBIA LAUNCHES CSM TOGETHER INITIATIVE

Columbia recognises the lack of female role models in our shipping industry and as a company who employs hundreds of women globally, Columbia believes in the importance of equality in the workforce. Therefore, on International Women's Day we launched our 'CSM Together' initiative to support CSM women to reach their full potential.

Core teams have since been set-up in our Cyprus, Germany and Singapore offices to connect and share news. Since the launch of 'CSM Together' here are our latest developments:

### Events

To support IMO's World Maritime theme for 2019 "Empowering Women in the Maritime Community", Columbia Cyprus arranged 15 WISTA memberships for staff. By connecting to the international WISTA network, our colleagues will benefit from networking

with other professional women in shipping.

To learn more about WISTA visit

[www.wistainternational.com](http://www.wistainternational.com)

On 31st May Columbia hosted WISTA International President Ms. Despina Panayiotou-Theodosiou and WISTA Cyprus President Ms. Anna Vourgos, who gave a talk to staff in our gardens about women in shipping.

A 'CSM Together' pop-up event was arranged in our garden on 19th June, the



CSM staff gathered in our garden for WISTA talk

first of more 'CSM Together' events to follow. Our staff heard from 3 experienced colleagues who spoke about their Columbia journey so far: Captain Andreas Xapolytos, Ms. Yiola Hadjichristodoulou (Senior QSHE Officer) and Ms. Monica Georgiou (Operations Manager, CCS). Each colleague shared an insight into the opportunities they had received with CSM, and the value of hard work and perseverance. The ladies also spoke about their experience as working mothers.

### Training and Newsletter

A Women's Mentorship Programme is planned for 2020 to specifically support CSM female talent and their career growth within the company. A similar programme tailored to 'Mentorship at Sea' will be set up in collaboration with our respective Crewing Departments and Training centres.

A series of Unconscious Bias training sessions will be arranged for staff, to help us better understand how bias impacts decision making. Same will also be rolled out for crew via Adobe training module.

A new 'CSM Together' Newsletter will be launched, containing links to mainstream media articles/interviews/clips sharing news on and for women in the shipping industry. If you wish to be added to our mailing list please email [c.kozi@csmcy.com](mailto:c.kozi@csmcy.com)



Monica Georgiou  
Operations Manager CCS



Despina Panayiotou  
Theodosiou (WISTA  
International President)



Captain  
Andreas Xapolytos



Yiola Hadjichristodoulou (Senior QSHE Officer)

## Going Forward

We are pleased to welcome two Cypriot female deck cadets from the Cyprus Maritime Academy who will join their first CSM vessels later this summer.

We encourage female colleagues to aspire to senior management. Columbia's goals are:

- To increase the % of women seafarers on board our fleet
- To increase the % of women in managerial positions
- To promote 1<sup>st</sup> female Captain
- To appoint a woman in Top Management in due course

It's our responsibility to ensure all doors are open for CSM women who want to grow as professionals. Many of you onshore and at sea have daughters – we owe it to our next generation to change the status quo. Let's move forward as 'CSMTogether'.

Top right: (L-R)

### CSM Cyprus core team

Maria Theodosiou, Chloe Kozi,  
Christiana Asimenou, Maria Antoniadou,  
Merle Mestern, Natalie Sey,  
Marilia Theodorou, Marilena Morphaki



Bottom left: (L-R)

### CSM Singapore core team

Hui Pin Chai, Belinda Shim

Bottom right: (L-R)

### CSM Germany core team

Claudia Paschkewitz  
Monika Wagener  
Madeleine Schuemann



## ONBOARD NUTRITION

### Columbia signs agreement with Marine Catering Company MCTC

As a first step for our Crew Welfare Campaign, we have signed an agreement with MCTC Marine Ltd with a base in Cyprus, specialising in the management and training of our catering staff employed on board. The following services will be introduced onboard:

### CATERING MANAGEMENT (FOOD SUPPLY TO VESSELS)

#### A Taste of Home Onboard

MCTC will be responsible for the Catering Management and supply of food on board our fleet. MCTC's Purchasing Consultant in collaboration with the responsible Culinary Training Consultant will ensure our fleet receive the required food items to meet the daily dietary needs on board. The set budget, nationalities, religion and trade of the vessels will be taken into careful consideration.

## CATERING COMPETENCY DEVELOPMENT PROGRAMME

### Ingredients for Success

The catering personnel employed on board each CSM vessel are eligible to be enrolled in an MLC 2006 compliant and certified distance coaching course "Safe food handling and nutrition course -support and consultancy" package

Based on the evaluation the MCTC consultants will revert with comments, ideas, additional recipes, menus, and tips.

#### Fresh Topics

MCTC Marine Ltd will be consulting Columbia's catering personnel by



Cook onboard Asia Zircon II

providing them with bi-weekly topics from their in-house nutritionists, food technologists and chef consultants, weekly menus by taking into consideration the nationality of the crew, cost computations and many more.

## MCTC FACT FILE

### MCTC'S support package will include onboard visits with additional initiatives:

- conduct onboard training
- perform briefings at their training establishment in the Philippines
- offer practical trade tests including theoretical evaluations of our Chief Cooks
- attend our officer and/or crew conferences
- carry out Health and Nutrition workshops
- hold onboard cooking competitions

For more details visit: [www.mctconsultancy.com](http://www.mctconsultancy.com)

## **COLUMBIA INTRODUCES NEW MENTAL HEALTH SERVICE FOR STAFF & SEAFARERS**

CSM will be the first shipping company to offer its crews and staff ashore mental health psychological support whenever needed. Susann Ruesch, an English-speaking German psychologist, and her practice colleagues will be available by email and via a Freephone number whenever anyone needs help and support. Compass is pleased to introduce Susann below:

My name is Susann Ruesch. I have my own psychological practice in Hamburg and for several months I have been researching mental health issues in the maritime industry including those experienced by crew on board vessels.

The two most important issues with regard to mental health are:

(1) realising that mental health is not a weakness, and that each of us at some stage of our lives will experience a mental health issue. It is strength to recognise that and to deal with it. Stress, anxiety and depression has been estimated to affect 40 million workers across 15 countries within the EU.

(2) spotting the symptoms of mental health issues in ourselves and in others so that we can seek and/or offer help where possible.

In our CEO monthly newsletters, Compass and together with MCTC, I will be sending out regular short mental health bulletins, highlighting specific issues, how to recognise them and how to deal with them and offering general guidance on achieving better mental health. These bulletins will be necessarily brief, and their objective is merely to provoke thought and



**Susann Ruesch**

to highlight certain issues.

I want to assure you that I am here for each and every one of you if you have an issue which you want to discuss with me in complete confidence.

A free phone number will be circulated by CSM in the next month on which you can reach me (we are awaiting activation of the number internationally).

Meantime you can also reach me on my email and I can call you back:  
[susann.ruesch@freenet.de](mailto:susann.ruesch@freenet.de)

This is my commitment and this is CSM's commitment.

## CSM CONTROL ROOM UPDATE

Since the opening of our Control Room in December 2018, it has now entered Phase 2 of the project in which our Control Room Team has a few updates to report.

The team are currently in the development process of handling and analysing real time data coming from the Bridge and Engine Room but have also improved the existing vessel reporting tool (reporting suite).

This new reporting suite has been developed and is

being tested on two vessels where the system will now receive the engine room data on a daily basis therefore allowing the automation of the monthly engine log abstract, but also the ability to report important events in vessel operations and bunker stock management.

All this additional data will assist in producing improved analytics, including the ISO 19030 standards for performance monitoring. After the successful testing of the new reporting suite, it will be rolled out to all vessels with Satbox equipment on board.

For non-Satbox vessels a standalone version of this reporting suite has been developed that will replace the old reporting system (Infopath). POCR is also developing an innovative alarm management system.

The system will implement customised alarms which will alert all interested parties as push notifications once they have been triggered. These will include weather, daily consumption, entering zones, ports and many more customised alarms.

This will help reinforce



Our Control Room colleagues monitoring the Columbia fleet

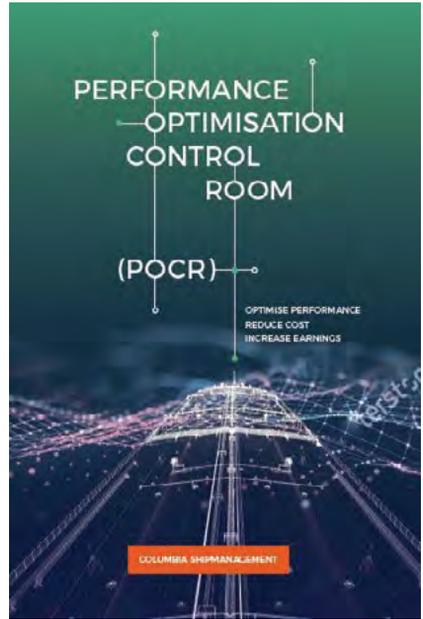
the CSM Control Room philosophy for following a more proactive approach to vessel operations.

The platform has also been optimised for use on mobile devices allowing for the user to view important information on their mobile phone or tablet.

On the PR side, a new Columbia Control Room leaflet has been printed showcasing all the features and key goals of the CSM control room - a short video clip has been released on Columbia's YouTube channel.

### Captain Pankaj Sharma

Manager - Columbia Control Room  
Columbia Shipmanagement Ltd (Cyprus)



Cover of POCR leaflet



#### Michalis Pakkou

joined CSM Cyprus in 2008, with three years sailing experience before coming ashore.

He joins our team as a Senior Performance Analyst and holds a Captain Class B degree.

### Meet the Team



#### Stephen Theodotou

has been working in Columbia since November 2015. He joins our team as a Performance Analyst with a Bachelor's Degree in Aerospace Engineering with 7 years' previous experience in the airline industry.

## UHI NEWS UPDATE

UHI (United Hospitality Institute) was established in 2017 by Columbia Shipmanagement, and has been operating regionally and internationally since its inception. UHI was designed to provide a hospitality vocational education and training for beginners and working professionals.

To date, UHI has successfully delivered hospitality-training programmes in our Training Centers across Europe and continues to grow each year, building on our success and in-depth knowledge of the needs of our clients: Cruise-ships, Yachts, Casinos, Resorts, Hotels and Restaurants located all over the world. UHI continues to hold innovative vocational training and development programmes through its new business model 'Job Placement Through Training'.

At the end of February 2019, we launched a new marketing campaign for River Advice, the leading independent global manager of river passenger ships on inland waterways.

Our objective is to encourage ambitious young candidates to join UHI's vocational trainings and lead the way to a hospitality career on river passenger vessels. In recent months we've also launched marketing campaign projects for the Columbia Restaurants, Columbia Bistros, the Columbia Resort, NOA Seafood Restaurant and La Isla Bar Restaurant in Cyprus.

UHI was represented at the 4th Cyprus Bar Show by our Training Manager Mr. Argyris Kontos. The Bar Show which was organised by the Cyprus Bar Association, was held on 18th-19th March at the Curium Palace Hotel.

Argyris had the privilege of being part of the Cyprus Barman Association



UNITED  
HOSPITALITY  
INSTITUTE

judging committee, assessing the contestants based on their technical and tasting techniques.

Recent highlights include a Restaurant Service Training for beginners, for the staff of Lanitis Carob Mill Restaurants, a member of the Lanitis Group which is one of the largest business groups in Cyprus. A further update on UHI's activities will follow in the next issue.

To learn more about UHI visit:

[www.uhinstitute.com](http://www.uhinstitute.com)

**Artemis Garoyian**

Admissions Officer

United Hospitality Institute



Training Manager, Mr Argyris Kontos with UHI Students

## SWISS OCEAN SAILING FULL SPEED AHEAD

It's been an active start to the year for Swiss Ocean.

In regards to operations and fleet development, we are now working on developing a management programme for Superyachts.

We plan to provide an Asset Integrity Management Programme.

This would mean that the service could be customised

in a similar manner to that in private aviation management, offering more cost visibility to the client. Swiss Ocean has also introduced the benefit of Columbia's control room optimisation to our superyacht clients.

### New Yacht Manager

On 1st April, Captain José Souto joined the Swiss Ocean team as Yacht Manager.

Captain José brings with him a wealth of knowledge and



Captain José Souto,  
Yacht Manager

experience as a busy charter yacht Captain in the Med and Caribbean.



Swiss Ocean Director, Christoph Ceard speaking at the Asia Pacific Superyacht Conference

Captain José is based in Palma and will regularly visit our offices in Cyprus and Hamburg.

### Swiss Ocean Conference Attendances

On 12th April, I represented Swiss Ocean on the speakers panel at the Asia Pacific Superyacht Conference in Singapore. We also made presentations at the Montenegro Giga Yacht Forum and Singapore Yacht show.

The panel discussed the challenges of superyacht



Ms. Christina Wobker,  
Yacht Administrator

management in Asia and the benefits of control room monitoring. Ms. Christina Wobker has



### SWISS OCEAN

since joined the team in Hamburg, as Yacht Administrator. Her role will be to support the operational aspects between yachts, client's representatives and our Swiss Ocean team, as well as covering general administration.

### Christophe Ceard

Director

Swiss Ocean Yacht Management  
[www.swissoceanservices.com](http://www.swissoceanservices.com)



Lady Moura pictured in the background and her tender boat on the way to shore

# GENPRO ACHIEVES FIRST YEAR OF SUCCESSFUL OPERATION

August marks our first year of operation, 365 days since we signed our first supplier agreement.

Our focus remains on our Members requirements; the teams in Cyprus and Singapore are continuously working towards achieving optimum pricing without compromising quality for and on behalf of Columbia Shipmanagement Ltd and Bernhard Schulte Shipmanagement group of companies.

GenPro's contract repertoire is currently at 60 supplier contracts over 18 categories; the goal is to achieve a total of 100 agreements by the end of autumn and 120 by the year's end.

We have managed to add to our repertoire, over the last few months, Northern European, South African, Turkish and US ship chandlers, paint suppliers amongst others and we are currently tendering out the chandlery

business at major Italian ports. At the same time, we are negotiating the terms and conditions of our first agreements to be signed with the ballast water management system companies.

Particular focus had been steered on the requirements of Columbia Cruise Services GmbH (CCS) and we truly thank our colleagues at CCS for their support and guidance. The cruise industry presents its own particular challenges and requirement so having good communication and conducting ourselves in a partnership spirit is paramount and key for the success of both companies.

In March the Cyprus team welcomed a new colleague, Mr. Arsenios Machos as Commercial Officer who transferred from the Technical Department of CSM Cyprus.

We firmly believe that with prudent, consistent & meticulous work all obstacles will be overcome



and the learning curve we have travelled will add, not only to the positive growth of the company, but also to our personal and professional development.

365 valuable lessons learnt and many more yet to come.

**Maria Theodosiou**  
Commercial Manager  
GenPro



**Panayiotis Nearchou**  
(Accountant),  
**Maria Theodosiou**  
(Commercial Manager),  
**Theoni Koutra,**  
**Arsenios Machos**  
(Commercial Officers)

## CCS NEWS

We are pleased to advise that the Marella fleet keeps on growing – the 6th vessel joined the technical management of CCS.

With a capacity of 1,800 passengers, the new addition to the Marella fleet underwent a 2 month conversion project in Navantia drydock, Cadiz, Spain. She commenced service in April 2019 as 'Marella Explorer',

from Cadiz to Malaga on and sailed 29th March for the official launch and shake-down cruise.

CCS is also pleased to announce the successful management takeover of the first out of three Hapag-Lloyd Cruises new buildings - Hanseatic Nature (pictured opposite).

Hanseatic Inspiration – the second newbuilding is scheduled to commence service in October 2019



**COLUMBIA**  
CRUISE SERVICES

under CCS Technical Management.

The vessel has since moved from Vard Romania to Vard Norway for interior outfitting.

On 8th June, the crew onboard RCGS Resolute and Berlin celebrated World Oceans Day with a photo shoot (pictured opposite).



Marella Explorer 2

CCS encourages all to consider how we can conserve the ocean for our present and future generations. CCS reconfirms their commitment to our company policies to protect our waters worldwide:



Hanseatic Nature

- Respecting our natural flora and fauna;
- Following a strict waste management;
- Gradually improving water efficiency on board.

## Olaf Groeger

Managing Director  
Columbia Cruise Services



The crew onboard RCGS Resolute celebrating World Oceans Day

## COLUMBIA'S I CARE PHILOSOPHY

In June 2018, the I CARE Campaign was launched to re-focus attention on our company's Core Values and policies, and has since become a philosophy.

I CARE stands for Commitment to, Appreciation of, Responsibility towards and Evidence of our Core Values. These Values support the vision and the mission of our company, leading to excellence and customer satisfaction.

Respect, Loyalty, Competence, Accountability and Passion are the values that each one of us, irrespective of position within the Company, whether on shore or at sea, are encouraged to live and work by. The basis of the Core Values is to provide a sense of common direction and guidelines for day-to-day operations, behavior but most importantly being a decision making mechanism that supports these standards.

A year later and the I CARE Philosophy continues to grow strong and has managed to become a leading model for other companies to follow.

It aims to enrich teamwork onboard our fleet, which is acritical part of improving quality and reliability.

In the next phase, our I CARE philosophy is further focusing on Customer Satisfaction and Personnel Growth.

### What's new?

As well as continuing to promote fitness and general wellbeing, the I CARE initiative is also focusing on our Seafarer's Mental Health. As part of this initiative, Columbia has partnered with a professional psychologist to create a 24/7 available hotline through which Seafarers and shore staff can talk to a licensed professional

Our I CARE core team made up of representatives from CSM Cyprus, Germany and Singapore have been working over recent few months to develop various inward and outward focused initiatives. Since I CARE is geared towards our clients, crew and employees the below plan has been created with each of these perspectives in mind. The following are now under development:

1) For our existing clients, as well as maritime industry in



general, a dedicated I CARE Newsletter will be created by the Marketing department, as well as regular podcasts discussing current topics relevant to shipping.

2) For our crew, the focus on mental health (including the 24/7 hotline), wellbeing, nutrition and exercise will be further developed. There are plans to enhance cadet development and acknowledge performance on an ongoing basis. ELearning and lessons to be learned courses will also be introduced.

3) For our shore staff, career development programmes will be implemented, as well as a series of employee development courses via E learning. Under the same I CARE umbrella, our CSM Together initiative will continue to support women in particular; in line with the IMO's 2019 theme Empowering Women in the Maritime Community.

**Costantinos Agathocleous**  
Insurance Officer  
Columbia Shipmanagement Ltd  
(Cyprus)

## I CARE NEWS

### ASIA EMERALD I Hold Onboard Recycling Workshop

Asia Emerald I held their first on-board recycling workshop with an 'I Care Theme', arranged by Captain Berkta Yahya & Messman Perol Amulfo Labitigan. The crew created decorative ornaments by reusing waste such as plastic bottles, straps, paper, packaging etc. The outcome was fantastic, which is evident from the below photos. We sincerely thank the crew for their innovative approach towards recycling and commitment to the I Care Philosophy!



Following the I CARE photo contest which was launched in June 2018, our 2019 I CARE calendars are now on display at sea. The calendar highlights some of the fantastic efforts made by our colleagues to capture the I CARE message in creative ways.

We are now accepting entries for our 2020 wall calendar –

***please send your photos to  
n.sey@csmcy.com***





## **CSM Singapore Arranges Health Screening for Staff**

CSM-SG carried out a Health Screening in April for participating staff, as part of our I CARE initiative.

The management arranged the Health Screening for office employees to raise awareness of diabetes, high blood pressure and high blood cholesterol, all of which are chronic diseases which can lead to heart, stroke and kidney failure. There were four major stations: 'eyesight', 'blood pressure', 'physical evaluation' and "blood testing".



## **I CARE recognition**

Captain Beridze was recognised for his hard work and professionalism onboard. Captain Allan Dutton (CSM Group Director of Fleet Operations) took the opportunity to personally thank Captain Beridze, while his vessel Silver Eleanor was berthed at Houston.

Employees were also given the option of undergoing additional tests if they chose to, for a deeper evaluation. Upon completion, employees received a personalised report and were given the option of a registered nurse to explain the results to individual employees. CSM-SG is committed to the wellbeing of their employees.

## ‘ADOPT A SHIP’ CAMPAIGN

Entering its 13<sup>th</sup> year, the ‘Adopt a Ship’ initiative partners local schools with vessels to help students learn about life onboard directly from Captains and their crew.

At the end of the school year 2018-2019 an Award Ceremony was hosted again on the 28<sup>th</sup> of May 2019.

Each teacher participating in the “Adopt a Ship” Programme was awarded with a Participation Certificate and a sticker to add on their ship model and each school that entered the Programme for the first time was awarded with a ship model.

The event was attended this year by the Shipping Deputy Minister Mrs. Natasa Pilides, the President of CYMEPA Mr. George Tsavlis, the Director General of the Cyprus Shipping Chamber Mr. Thomas Kazakos, the Deputy Director General of the Cyprus Shipping Chamber/IMO Ambassador

Mr. Alexandros Josephides and School Inspector Ms. Andri Othonos Zachariou.

Congratulations to CYMEPA who organised this together with the Chamber’s Secretariat and have the main responsibility to administer the “Adopt a Ship” Programme throughout the academic year.



The day started with the arrival of the guests at Columbia’s premises and a demonstration of our Control Room. We then moved to Pizza Express for



Cadet Alexander Kokin speaking about his shipping studies



Shipping Deputy Minister Mrs. Natasa Pilides presenting an award to one of the teachers with Mr. Andreas Hadjipetrou

the rest of the programme which included an opening address by Andreas Hadjipetrou – MD of Columbia Shipmanagement Cyprus.

Welcome addresses were then given by Ms. Natasa Pilides – Shipping Deputy Minister to the President of the Republic of Cyprus and Dr. Michael Ierides – Coordinator of the CSC Educational Activities Working Group.

Later Cadet Alexandros Kokin spoke about his shipping studies at the Cyprus Maritime Academy

in Nicosia. The 'Adopt a Ship' participants were then presented with their certificates in an award ceremony.

Following the visit, all attendees enjoyed lunch,

courtesy of Columbia. Columbia is proud to be part of this important initiative.

**Yiola Hadjichristodoulou**  
Senior QSHE Officer  
Columbia Shipmanagement Ltd.  
Cyprus



A maritime board game created by one of the participating schools



Adopt a Ship participants at Pizza Express, Limassol

## TRAINING NEWS

Columbia's Training Group continues its vital role in educating our seafarers. Here are the latest developments since our last *Compass* issue: We are in the final steps of completing a "Cadets Handbook", which is being prepared with the support of our Marketing department. The handbook will guide cadets from the moment they receive their assignments until they arrive onboard. It will also provide our cadets with the



Sea and shore staff together



STH Officers Seminar (Columbia Plaza Limassol)

necessary information to ensure they start correctly their training. Additionally the new Training Report 2018 is due for release in August 2019.

We have progressed very well with the revision of the Environmental Compliance Training syllabus jointly with Alpha Marine and a steering group from our training teams and the Environmental Compliance Working Group.

CSM has selected the online ECDIS Competence Assurance Training (ACAT) provided by ECDIS Ltd – UK our entire fleet. Our deck officers have been given access to both on-line and off-line versions to complete the training in their own time whether onboard or ashore.

A number of training events and seminars have been arranged since the beginning of the year.

In recent trainings, Interactive courseware, group discussions and case studies were used to explore a wide range of MCRM-related topics, including Cultural Awareness



Training seminar at Columbia Beach Resort, Pissouri



CSM Korean cadets in training



Educating our seafarers in the Philippines

and Workload. Highlights of the recent training included team activities regarding decision making onboard.

We have since received some excellent feedback – below are a few of the comments received:

**“The training was amazing and inspiring!”**

**“Many thanks for the new skills!”**

**“Very good training; met my expectations”**

In other developments:

- Further to the Maritime Crew Resource Management Training session a short video clip has been finalised – you may view on below link:

<https://www.youtube.com/watch?v=plzDET7t0jc&feature=youtu.be>

- We launched and tested the first version of our new Competency Management System (CMS) – also called Taskbooks- onboard AAL Kembla.

- The CMS is now gradually rolled out to the whole fleet and training on its use will follow in due course.

- The GDPR film produced by the Steamship Mutual is now part of our eLearning GDPR course in the Adobe LMS.

- We conducted the Pilot course in UMTC (Manila) for the newly developed training “Ropes and Wires Inspection” which was tailor-made for CSM.

- We have also completed the development of new course “Passage Planning

using ECDIS” by UMTC (Manila) and started preparing for the pilot course.

- Training Manager Dr. Reza Akbari Alashti conducted Course Evaluations for both MAN ME-C and MAN ME-B Control system standard operation training at MAN Academy facilities. A bridging course between both engines will be prepared by the end of 2019.



## **Adobe eLearning Platform news**

We have made a significant progress with the LMS thanks to the efforts of the team and specifically Ilias Christoforou who is now our eLearning expert. Ilias, Reza and Faouzi have successfully completed the 2-month Oxford course on Effective Design of online Course (online)

The LMS is now used by more than 8000 seafarers and hundreds of office employees worldwide.

It now includes about 25 courses, developed in-house or with external developers.

There are ongoing projects to develop eLearning courses for Management of Change, Environmental Compliance and IMO 2020 Sulphur CAP.



**Adobe**

We encourage all our crew to access and utilise the social learning.

### What is Social Learning?

According to experts 70% of what we learn comes from observing others.

Therefore, social learning is the most “natural” way of learning. It is a cognitive process that occurs in a social context.

Today, social media tools replicate social learning on virtual platforms. Opportunities such as video conferencing, discussion forums and discussion

### The benefits of using CSM’s new LMS are:

- Intuitive, engaging and user friendly interface
- The LMS is accessible from desktop, laptop or mobile devices, compatible with Android or iOS devices
- Learners can generate certificates in PDF
- Accounts can be auto generated and distributed to the learners via email
- Email notifications for enrolment, courses completion, etc
- Self-Paced live lectures, virtual classrooms,
- Learners can customise their home page
- Automatic feedback and discussion Forums
- Classroom management and digital certificates
- Social Learning

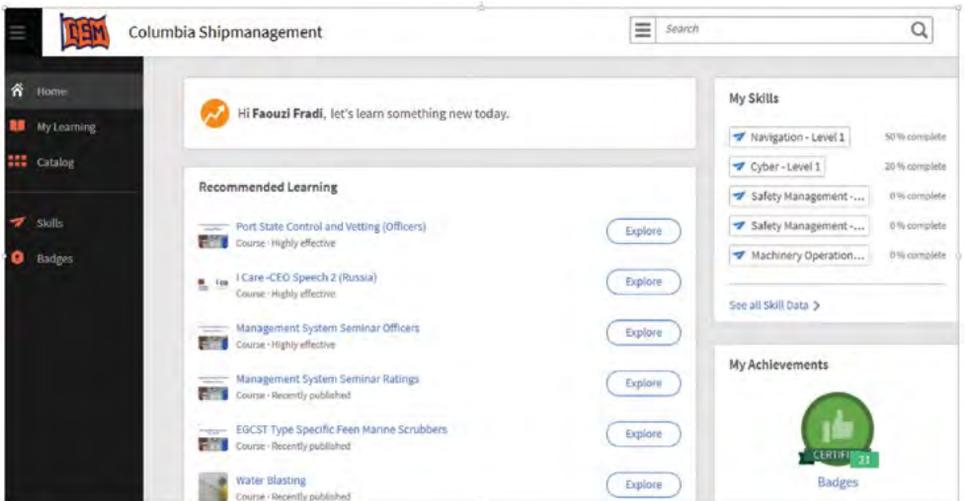
boards are all forums for social interaction and therefore for social learning.

### Why use Social Learning in your LMS?

The addition of social learning to a learning

management system (LMS) enhances an already rich learning environment.

The integration of social elements brings patterns of human interaction into an otherwise formal context.



# INTRODUCING CADET ALEXANDER KOKIN

Columbia is pleased to support the Cyprus Maritime Academy (CyMA) – a pioneering educational project, which guarantees direct employment in a sector which Cyprus plays a leading role, as the third-largest shipping centre in Europe. As part of our involvement, Columbia is committed to providing cadetships on an annual basis. Compass spoke with cadet Alexander Kokin who shared some thoughts about the seafaring profession.



## 1. How would you describe growing up in a seafaring family?

Growing up in a seafaring family is truly a unique experience which comes along with many benefits. Even though it is hard to get used to the separation with your loved ones, eventually you get used to it. Time flies like a moment and in return you are rewarded with heartwarming reunions, open doors of opportunities and a happy childhood.

## 2. Why does a career at sea attract you?

Since my early ages I knew that I would become a seafarer one day. Looking out to the ocean has always brought up the feeling of passion and amusement inside of me. I believe that a career at sea will not only allow me to co-exist with nature and master the 7 seas, but will also give me the chance to pursue my dreams.

## 3. What differences have you noticed between your generation of seafarers and older generations? And what similarities?

From my observations, the older generation of seafarers are hardy and rely only on themselves. They have been challenged by the storms, oceans, lack of navigation means and regulations, longer times at sea and a completely different work culture. Nowadays seafarers became more reliant on technology on board and don't face many of those challenges as the seafarers of the 20th century. However I believe that both generations are driven by a passion for the sea.

## 4. What is one piece of advice from older generations that you follow?

The advice I follow from older generations is to rely on yourself, always use what is at hand and be a little bit better than the person next to you.

## 5. In your opinion, what should the shipping industry be doing to encourage a career at sea?

In my opinion the shipping industry must support and promote young people and academies to encourage a career at sea. With a more professional approach to education and work placement for young cadets, we would be able to see a thriving growth in the maritime industry and many new professional seafarers.

## 6. Any advice to youngsters considering a cadetship?

My advice is — go for it! The maritime industry is growing day by day and it is a chance to secure a good career with the chance to see the world.

## A CAPTAIN'S VIEW FROM SHORE TO SEA

Compass interviewed Captain Ungureanu who has worked both onshore as Marine Superintendent in CSM Cyprus and recently returned to sea onboard Silver Cindy



Captain Gabriel Ungureanu

### 1. What attracted you to the shipping profession?

As a young kid, I was very much attracted by the sea and was also involved in many water-sports - dinghy sailing at the age of 6 and scuba-diving at the age of 12, to name just a few. A profession in shipping seemed a natural step up under these circumstances. Also during those years in my country, it was a very realistic and solid career path, just like it is still now.

### 2. Can you share a little about the role of a Marine Superintendent?

Nowadays the role is multifaceted. The Marine Superintendent role is central in achieving the main objective of operating a merchant ship: to carry her cargo (or passengers) in a safe, secure and cost-effective manner to earn freight for its owners. Basically the Marine Superintendent acts as the focal point of contact between the ships under his supervision and various 3rd parties and other Company departments to deliver a valuable superintendence support. He is a 'facilitator' and 'fixer'. In line with the Company Management Systems, he further ensures that all resources made available by the Company are used in an optimum manner to maintain the value of the ships under his supervision. In our particular case, although we do not handle ship budgets directly, we must remain very much aware on the particular budget constraints, which is a skill on its own. For this, it is essential to possess a previous solid shipping foundation, while sailing at sea in a senior deck officer position is mandatory. CSM requires 2 years in rank as a Master; thus ensuring we maintain a high level of credibility while addressing the Masters of our fleet.

### 3. During your 4 years in the office, how did your view of the office change and what changed it?

My overall view on the shipping industry expanded dramatically. On many occasions while being in command at sea, I was not able to fully understand the reasons behind all the requests coming from the Company. Now being on the other side, the perspective changed completely and I got all the answers to my previous un-answered questions. Shipping remains a very dynamic industry, where changes at all levels do occur and must be dealt with in the most efficient manner.

#### **4. What was the most valuable lesson you learned during your work in the office?**

I think the most valuable one was the new concept of resilience and its application while being part of a team. It's all about accepting that the change is inevitable and all team members must embrace it. If a shipping professional, at any level, is not capable to withstand the change as part of everyday life, then he or she will not be able to remain in the industry for long.

#### **5. In your opinion, how can CSM shore staff better communicate with our seafarers and vice versa?**

In a similar fashion with myself before joining the Office, I believe the senior officers on board our ships do not entirely understand all our actions and requests. The more open we are towards them the easier we can ensure the communication is improved. Of course we are constantly making a lot of steps ahead in this direction, we are regularly organising Crew Seminars, Senior Officer Conferences, Chemical Tanker Seminars and we even bring Senior Officers in the Office on short assignments. This is not an easy financial exercise, however it is the only way to go.

#### **6. What have you missed most from sea when you were in the office?**

The sea itself and the process of mentoring and helping young seafarers growing and evolving.

#### **7. What have you missed most from the office now that you are back at sea?**

I mostly miss the social outdoor life-style and the team-buildings with Office colleagues, whereas on board these are somehow more limited.

#### **8. Generally, how would you compare life at sea to life on land?**

Both lives are challenging and rewarding, but in a different way. At sea you had to endure harsh elements, a moving bunk (even on a large ship), canteen-style food, a very limited social life etc, but then you have approximately an equal amount of leave.

Ashore you are connected on the phone and email 24/7. If travel is involved, it can often be unexpected and chaotic, but you mostly sleep in your own chosen bed, in your own house, close to your family and you see your kids steadily growing. After being 18 years at sea and 4 ashore, I think now the best for me is to combine both worlds.

#### **9. Any advice for a youngster considering a seafaring profession?**

Be ready to make significant personal sacrifices to achieve even minor goals in this career. Learn hard and train even harder. Learn and embrace the ever-growing concept of resilience, which will undoubtedly become one of your best tools in this profession.

#### **10. Message for our Compass readers?**

The Company CAREs about you!

## VISIT TO QUEEN MARY 2

On 4th April 2019, Crewing Superintendent Mrs. Helen Nicolaou and I visited the Queen Mary 2 in the port of Limassol, Cyprus.

We went on board in order to meet our Filipino crew. We visit the vessel twice per year to discuss any issues there may be. The meetings are helpful to both the Filipino crew and our office. We kicked off our visit on board this beautiful ship with a grand tour (totaling almost two hours).

Queen Mary 2 is the largest Transatlantic ocean liner ever

built and is the flag ship of Cunard Line. Built in 2003 with a passenger capacity of approximately 2,691 and 1292 crew, the Quenn Mary 2 serves the route of Southampton to New York (7days) throughout the year, also cruising World Wide destinations.

This lady can be characterised as strong, elegant and graceful. She boasts a full-scale floating Planetarium and kennels for our four-legged friends. Nestled within her beautiful line are fifteen restaurants and bars (amongst others: The Golden Lion Pub, Kings Court, Boardwalk



Touring with Alistair Rodrigues (Ally), Onboard Learning & Development Officer'

Café and Todd English), five swimming pools, a full-sized theatre, a 3D cinema and the largest dance floor at sea. The tour was extensive as



Queen Mary 2 alongside in Limassol

she is huge (343m long) and there were many public areas to visit and admire. There is a red postbox onboard strategically placed for passengers to pop in their postcards and letters to family and friends back home (collection time until 1400hrs!). The Godiva chocolates were also yummy (just looked but did not try). My favorite was the planetarium - my mind travelled just looking at it. I also loved the comfy theatre which was very impressive. What fascinated me was a picture of Samuel Cunard. On closer inspection the picture was made up of all the Cunard ships of days gone by.

The interior generally of the ship was very romantic and almost like a fairytale...



Creative dining...

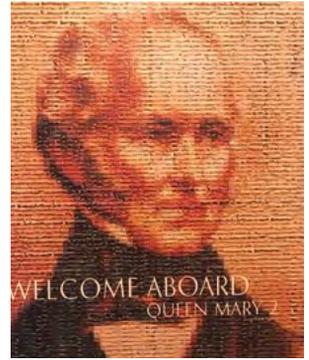
The Queen Mary 2 is sophisticated and glamorous. The restaurants reminded me of the old liners and in particular the elegant stairways...

It was interesting that there are dining options on Queen Mary 2 as Queens Grill Passengers dine in the Queens Grill Restaurants; Princess Grill Passengers dine in the Princess Grill Restaurants and Britannia Grill Passengers dine in the Britannia Grill Restaurants. They are stylish and comfortable. I was particularly impressed with the library which had an extensive variety of books to suit all tastes.

Some may wonder, if a seven-day transatlantic crossing would be boring...



London calling...



One picture, thousands of ships...

NO WAY...there is so much to do! It was a great experience to visit such a famous liner with dedicated crew and very happy passengers! We would like to express our thanks to all concerned and wish all Officers, crew and passengers safe sailing.

**Stefanie Drakou**

Administrative Assistant,  
Crewing Department  
Columbia Shipmanagement Ltd.  
Cyprus



The Queen aboard the Queen!

## VISIT ON BOARD STH ATHENS AT LIMASSOL ANCHORAGE

On May 4th, STH ATHENS while en route from Egypt to Ukraine, made a stop at Limassol anchorage so that a riding team for cleaning the cargo holds could embark. The vessel was planned to stay at anchorage for only a few hours. That was an excellent opportunity for some personnel from the Limassol office to attend the vessel for a brief visit.

We boarded the service boat at Limassol port, and about 20 minutes later we approached the vessel. It was a nice sunny day and the vessel looked impressive as we approached. Both the Captain and Chief Officer were waiting to greet each visitor while boarding through the portside gangway.

After going through ISPS formalities, all attendees walked straight to the bridge passing through the accommodation. All spaces, including the galley and the mess rooms were impressively



Technical Department colleagues onboard STH ATHENS

clean and tidy. After a short walk around the bridge, a welcome coffee was offered by the Captain at the officers' mess. The Cook was kind enough to prepare a tasty banana cake which was enjoyed by all. We then walked down to the engine control room where the Chief Engineer was waiting to show us around his working environment. That was quite informative taking into account that some of the visitors have never had the experience

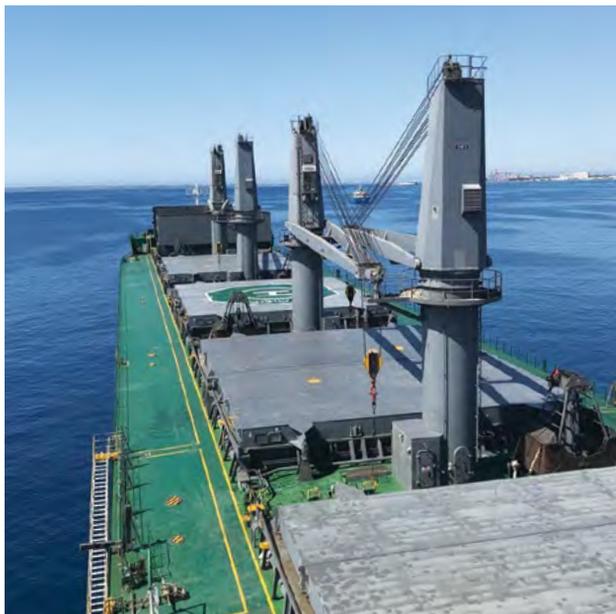
to enter a vessel's engine room and see the Main Engine, Auxiliary Engines, Boiler, etc. Same as on the bridge and accommodation spaces, the cleanliness and tidiness around the engine was noticeable.

Prior disembarking, a formal meeting was held in the mess room. This was followed by an open discussion about CSM values, and policies with emphasis on both safety and the 'I CARE' philosophy.

The crew confirmed understanding, assured their commitment, and expressed their satisfaction for the support given from the office. On behalf of the management team, I would like to sincerely thank Captain Andriy Yevsyukov and the rest of the crew for their hard work as well as their hospitality during our visit.

### **Xanthos Kyriacou**

Commercial Manager  
Columbia Shipmanagement Ltd.  
Cyprus



## **CAPE RAY VISIT**

On 21st May 2019 a group of CSM Ukraine office staff attended M/V CAPE RAY. The above-mentioned vessel called at Yuzhnyy Sea Port located in the Odessa region in the beginning of May. Captain Para Nicolae warmly welcomed us. We would like to express our gratitude for the hospitality to the Captain Para Nicolae and thank all the crew, who were extremely kind to us.

Top left: (L-R) Chernova Alina, Barbinyagra Iryna, Capt. Nicolae Vinogradova Julia, Lysenko Daria, Capt. Mashkevich





# OPEN REPORTING SYSTEM

## DEAR CONCERNED EMPLOYEE,

Compliance with International and National Rules & Regulations, as well as with all requirements of the Company's Management System is every employee's responsibility. As part of that responsibility, it is your duty to promptly inform the Company of any practice that contradicts, or you suspect to contradict any rules and regulations or Columbia Shipmanagement Policies.

The Company urges all employees to report such information to the **MASTER** (if onboard) or the **HEAD OF DEPARTMENT** (if ashore), or contact directly by telephone call, SMS-text or e-mail:

- the **DESIGNATED PERSON ASHORE (DPA)** or
- the **ENVIRONMENTAL COMPLIANCE MANAGER (ECM)** or
- the **TOP MANAGEMENT (TM)**.

You may also use the specific e-mail address: [openreporting@csmd.com](mailto:openreporting@csmd.com).

If you prefer not to report directly to the Company, you may also report to a dedicated **THIRD PARTY** at the e-mail address: [open-reporting@open-reporting.com](mailto:open-reporting@open-reporting.com) or call the toll-free telephone number: **+800-19293949**.

You will not have to reveal your name but if you wish to do so, then we assure you that your identity will be held in strict confidence.

**COLUMBIA SHIPMANAGEMENT WILL NOT RETALIATE AGAINST ANY  
EMPLOYEE MAKING SUCH REPORT.**

**WE RELY ON YOUR COOPERATION.**

The Management of Columbia Shipmanagement, June 2018

## AAL NEWS



AAL CELEBRATES  
FELIXSTOWE  
INAUGURAL  
CALL



AAL LAUNCHES  
REGULAR  
'EUROPE - FAR  
EAST' SERVICE



AAL WINS  
AWARD

# AAL CELEBRATES FELIXSTOWE INAUGURAL CALL - GIVES 'HEAVY' LIFT TO FELIXSTOWE EXPANSION PROJECT

AAL has successfully delivered a cargo of four rubber-tired gantry cranes (RTGs) to the Port of Felixstowe, as part of a development project that will see the UK's busiest container port add an additional 18,000 teu of container storage capacity to meet growing demand. The ZPMC Chinese-made RTGs were loaded in Shanghai and shipped to Felixstowe aboard the 31,000 dwt mega-size m/v the A-Class AAL Kobe, for the CPIA forwarding and shipping agency. Each of the units measured 32m x 14m x 30m



and weighed just under 200 t.

The new remote controlled RTGs will serve Berths 8 and 9 at the Port and are capable of stacking containers six-high to enable more efficient use of the new yard. All four units were discharged safely using the Kobe's own heavy lift cranes (700 t max lift) and due to the skill of her crew and support from AAL's engineering department, who planned the entire

operation and dispatched one of its most experienced Cargo Superintendents (CSIs) to oversee proceedings.

During the discharge operation, the Port of Felixstowe's Head of Corporate Affairs Paul Davey visited the AAL Kobe to hand-over a commemorative plaque to her Master, Captain Aleksandr Afanaskin, in celebration of AAL's inaugural call.



## AAL LAUNCHES REGULAR 'EUROPE – FAR EAST' SERVICE

AAL Europe has formally launched a 'Europe – Far East Service', to offer regular sailings and highly flexible port calls between Northern Europe (ARA range and the Baltic region), Middle East, South East Asia and over to the Far East. The service's backbone will be the carrier's owned and highly flexible 19,000 dwt S-Class heavy lift vessels (700 t max lift) and complemented by ad-hoc sailings of its A-Class and W-Class mpv fleet, to provide customers the assurance of frequent sailings and tonnage options.

Eike Muentz, AAL Europe's General Manager commented,



'We have actually been operating S-Class and other vessel sizes on the trade between Europe and Asia since the start of the year and have built-up the sustainable cargo flow and broad market interest to justify employing more S-Class vessels permanently on the trade. With multiple

cargo stowage configurations on deck and under (in secure holds) a key feature of the S-Class design – along with a significant 700 t max lift – we can accommodate a huge variety of cargo types from large and heavy project cargo, to breakbulk, steel and dry bulk commodities and all at the same time.'



He added, 'The default routing from Europe will be via the Med, but we can also sail via West Africa or PG / Middle East depending on cargo demand. Our aim

is to establish monthly calls from Antwerp, Rotterdam, Hamburg and one or two additional loading ports in the Med. When called upon we can also draw

upon any of the other vessel classes within our fleet, even the 'mega size' heavy lift A-Class (31,000 dwt) and W-Class (33,000 dwt).'

## AAL WINS TOP PROJECT CARGO SHIPPING AWARD 2019

We are pleased to announce that AAL beat stiff competition, to win the most prestigious project cargo shipping award in Asia – the AFLAS 2019 'Best Shipping Line – Project Cargo'.

We thank everyone across our Asia offices for their hard work and sterling contribution throughout the past year, as it was their customers and contacts who went online to vote for us.

Such awards send a strong and positive message into the global market about AAL's quality and customer service – especially when we win major awards consistently every year.

**Kyriacos Panayides**  
Managing Director  
AAL



AAL Pusan loading a record 22 modules in Nantong, for a multibillion-dollar Ethylene Glycol II Expansion Project in Texas



At the award ceremony

# ACC COLUMBIA Jet Service

Success through  
Performance –  
Responsibility –  
Fairness.

ACC COLUMBIA Jet Service GmbH is a leading aircraft repair and maintenance organisation for small, midsize and large cabin private aviation and transport category aircraft with major maintenance facilities at Hanover and Cologne/Bonn Airport, both being operable 24/7, as well as a satellite station for line maintenance in Paphos, Cyprus. Further supporting units are located in Erfurt, with our interior refurbishment

shop that supports aircraft while in heavy base maintenance, and Wegberg, where we offer sheet metal works ranging from minor modifications up to huge structural repair. Therefore, downtimes are utilised and the overall aircraft's appearance is further improved.

## Biggest European aircraft avionic retrofit project

Last year, ACC COLUMBIA Jet Service performed a complete avionic retrofit on a Bombardier Global Express. Providing safety and efficiency benefits for the crew, and the new cabin systems, including high speed internet, made



the jet equivalent of a new aircraft at only 10 percent of the cost.

“The cost of buying a new business aircraft continues to increase, so operators are looking toward modifying their jets with upgraded solutions as an investment,” added Nils Janßen, our Managing Director.

## Honeywell's EMEA Channel Partner of the YEAR 2018

Over the years, ACC COLUMBIA Jet Service was able to establish not only a profound



Our hangar in Hanover Airport operates 365/24/7

partnership with Honeywell Aerospace on a business level, but on a personal level as well. Teaming up with them for our big avionic overhaul mentioned above came very natural to us and led to fruitful business for the both of us.

Currently, this means there is an improved awareness of our company in the industry as well as being perceived in a whole new way by the operators. Therefore, we are very pleased to announce that we were awarded as the "Honeywell EMEA Channel Partner of the Year 2018" and also given the Award for "Zealot for Growth 2019".

This huge success is not only due to our capability of being able to adapt quickly to the ever changing market in

business aviation but also grounded in the outstanding accomplishments of our employees. "This is an enormous leap for us", admits Susanne Pfeil, our Head of Planning. "It confirms our strategy as we are recognised for this achievement. We put in a lot of hard work."

### **EBACE attendance in Geneva**

For the eleventh time in a row, we met with our customers and business companions at EBACE 2019 in Geneva, Switzerland.

According to Dirk Agena, our Head of Logistics, "there is no comparable forum for contacts and the exchange of information in our branch. Our main goal is to keep nourishing the

close and fertile contacts we have established with partners worldwide as well as to look for new ones in order to stay competitive. All in all, the exhibition was a great success for us."

At present, we are working on three 120 Month Inspections on Bombardier Global Series at the same time – which has not happened ever before in the whole of Europe! This is only made possible because of our hard working team, which continues to strive to create value beyond business.

### **Josseline Sery**

Assistant to the Management  
ACC COLUMBIA  
Jet Service GmbH



**Proud to present our partnership with Honeywell Aerospace**

## WHOISWHO



JOACHIM BRACK



HUI PIN CHAI



FAOUZI FRADI

# COLUMBIA DEUTSCHLAND WELCOMES JOACHIM BRACK

## 1. What were your first impressions of Columbia upon joining?

Impressive and exciting! Columbia is a very large organisation with a well thought through structure. I must admit that the number and the variety of managed vessels from MPPs to Cruise vessels is also very impressive. In almost every aspect of shipping CSM is already active. Perhaps in the few areas where CSM is not active yet, I can be supportive in my new role by having the background and can implement and develop those for CSM. But generally my favourites are and will be Tankers.

Therefore I was very impressed how i.e. the environmental incident in 2012 was dealt with. To continue on a voluntary basis with the tough requirements is the right way, no doubt about it. This says a lot about quality and responsibility.

It will one day make the difference for us in a positive way! The group's worldwide network/presence is an asset and advantage which is already important and will be even more important in the future.

## 2. How would you describe your first few months with CSM-D?

Very busy. I have been quite "occupied" to learn about the organisation, affiliated companies and how the business is organised. Some things are different to other ship managers i.e. to have a centralised Operations Department. And of course getting to know the people at CSM! In general I must thank the employees in Hamburg for helping me and supporting me to have a smooth start.

## 3. Have you been to any of our other offices?

I have been to Cyprus four times already, not yet to Singapore. But I will surely go as time will allow this. I had very pleasant times with the employees in the office in Cyprus, where everyone was very supportive and very helpful! Nice people.

## 4. Is there anything new/different that you experienced with CSM-D in comparison to your former companies?

New to me in comparison to others is (because of size of CSM), that there is a dedicated person for almost every specific aspect. In my past company a lot of colleagues had more functions than only one. This means you had less expert knowledge and more general knowledge, but sometimes depending on external expertise.



Columbia Shipmanagement (Deutschland) welcomed Joachim Brack as Managing Director on 1st February 2019

**5. What were the most valuable insights/skills learned during your previous senior positions in a number of shipping companies?**

In my past I have been involved in many Capital Markets transactions and mergers & acquisitions. The most interesting topic was to work with a team on the takeover of a major and leading group of companies. On these deals I have learnt a lot. Straight after I made my experience in restructuring and insolvency management. This was in my opinion the best learning curve and preparation for future jobs. So, I have seen the good and bad side of business. When I have joined shipping I had also the good and the bad days in a very short time frame and I was well prepared.

**6. How do you intend to develop Columbia's presence in European and Scandinavian markets?**

CSM is already very active in business development and marketing, but not so much in the Northern sphere. These days a lot of shipping projects are developed in i.e. Norway, Denmark, UK or US. Hamburg is in their front garden and the mentality is aligned. For instance, Norwegians are doing a lot of Tankers, Offshore and LNG. Perhaps this could be an ideal growth path for CSM.

**7. From your experience, what do clients expect from a quality shipmanager?**

Good crew and well trained and educated shore staff! Quality is as if you treat a vessel, as if it's your own! By dedicated heart to a vessel we differentiate ourselves from the others. We should never treat a vessel like a number. This makes us different to others by having the size and the personal dedication. Shipping is still and will be in the future a people's business. Of course digitalisation will make the difference now days, but I am not a believer in autonomous shipping nor shipping deals done by algorithm. This might be valid for certain industries, but I don't think that this will be the case. If all this would come, the quality from this would suffer a lot. So, quality ship management remains a people's business.

**8. Can you share any upcoming projects / developments?**

I am working on a couple of tanker projects from Scandinavia, especially from Norway, Tankers/Bullkers from US and Northern Europe etc. On top I'd like to convince the board to join the Offshore and LNG sector either directly or with partners.

**9. Why has CSM been successful over the past 40 years?**

I think in all the years the understanding of being a quality provider to the Maritime industry was never different, and has never changed. It was always to be excellent. In fact CSM stayed true to themselves and was always aware of the fact that any mistake could occur a potential risk for the business and backfire on the reputation.

Before I even joined I knew that CSM has i.e. in the Tanker segment, a very good reputation and fantastic track record. To give you an example: my previous company was once interested to buy a Tanker from a German KG managed by CSM. The inspector which had been sent

for buyers inspection came back and said that he never had such a good inspection and was impressed by the CSM crew. Some crew-related matters were later also incorporated into our standards. My expectations of the vessel before the inspection and due to the age and KG circumstances were low so I was positively impressed by the status of the vessel. This shows that a good crew job and a good shore job is a matter of quality ship management and can be done under any circumstances.

## 10. What is your vision for the company going forward?

One vision point is not to lose this approach of being a quality provider to the maritime industry and to make sure that we do not get distracted. Both the I CARE and the Environmental Compliance campaign is also heading in this right direction. Another is that the requirements are increasing day by day, ashore and also on board of the vessel. We have to understand that sailing a vessel must still be doable and the seafarers have not been run over by administration and clerical jobs. We have to simplify things and reduce them to a minimum. Software can take away a lot of the administrative burden from both at sea and ashore. And I have seen it in other companies. Again, in today's competition this can make a big difference.

## 11. Message for our Compass readers

The life of a ship manager is that vessels are coming and leaving. We should get used to it, this is in the nature of our job. It is not a drama, when we will sometimes lose vessels, because there will be 10 new vessels at the front door waiting. I was once told: Vessels are like busses, there is always a new one to come. There is truth to it.

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## HUI PIN CHAI (CSM Singapore)

### 1. What attracted you to the maritime industry?

When I was deciding on my tertiary education, I saw that the maritime industry was encouraging more women to join the field. Jobs were not limited to just sea-going jobs but had plenty of ashore opportunities. The demand for maritime services is global, with a diversity of job scopes available. In fact, by exploring my strengths in different job functions, I had explored new horizons and progressed in my career.

### 2. What were your first impressions upon joining Columbia Shipmanagement Singapore?

My first impression of the department I joined, the Technical Department, was a closely bonded team that



Hui Pin was born and grew up in Singapore. She completed her Postgraduate

comprised of the Technical and Purchasing teams. There was always laughter in the office as the team worked in a relaxed atmosphere and knew how to balance serious work and lighter moments.

Diploma in Executive Maritime Management from World Maritime University. She also has a Degree in Management and HR Management from Murdoch University. Hui Pin joined CSM Singapore in 2014 and was appointed as Commercial Manager a few years later.

### **3. Which part of your job is most challenging?**

The most challenging part of my job would be to ensure that the team follows procedures and instructions so as to reduce human errors and avoid incurring unnecessary costs. Another challenge is establishing and maintaining good relationships with clients through good communication.

### **4. What is the best piece of career advice you have ever received?**

My mentor at work gave me this advice: "Nothing is rocket science, if there is anything you are unsure of or do not understand, don't be afraid to ask for assistance." By practicing this, I found that I could minimise my mistakes and gained knowledge from my team mates.

### **5. In your opinion, what characteristics are needed to be an effective Commercial Manager?**

An effective commercial manager should be open to criticisms, has patience and is co-operative with my team to reduce duplication of work. Furthermore, it is essential to have good negotiation skills to attain the best outcomes for my work objectives, communicate effectively with my team and be a good team player.

### **6. The Port of Singapore is a globally-renowned maritime hub – what do you personally like most about Singapore port?**

The Singapore port offers a high level of connectivity as the primary transshipment hub in Asia. This has attracted key shipping lines and alliances to set up in Singapore. It has also built up a reliable and connected feeders network to smaller ports in the region. Being competitive is another reason why Singapore is a globally renowned maritime hub. The port helps shipping lines reduce costs by delivering efficient services in short transit time. Singapore has continually invested in innovation and technology to improve productivity and retain its position as one of the best international ports.

### **7. How do you like to spend your spare time?**

I like to spend my weekends visiting the latest art exhibition in town. The various public museums in Singapore regularly update their exhibitions with new themes that appeal to different groups of people with varying interests. My favourite exhibition recently / so far is the Minimalism.Space.Light.Object featuring the works of various artists at the National Gallery Singapore and the ArtScience Museum. I found the exhibition inspiring and provoking in our freedom of voices and expression. People find themselves being able to be free and expressive through their artworks.

# Captain FAOUZI FRADI

## 1. In your opinion, what makes a good trainer?

To answer this, consider that most of the students (our seafarers) are adults with an age range between 18 and 65, different ranks, backgrounds, education and even culture; and then we can think about the most important skills you would expect from the trainer. If you take the Characteristics of Adults as Learners (CAL) model as a reference you can conclude that adult learning programs should take advantage of the experience of participants, adults should be challenged to advance in their personal development and they should have different choices in the learning programmes.

Our trainers should know how to engage the learners and exploit their knowledge for their own and others benefit. The trainers should be continuously developed and should know about modern pedagogy. However they must also have excellent communication skills, be able to take more the role of facilitator rather than a teacher, be assertive and challenging and have in-depth knowledge of the teaching material. They should preferably have some sailing experience.

## 2. The launch of a new eLearning Management System (LMS) in partnership with Adobe Systems for 2019 is a first in shipping. Can you share some of the general feedback from our crew so far?

Since the launch of the LMS I was frequently checking how many seafarers have self-enrolled to non-mandatory courses and the latest number was more than 1100. Frankly that was initially a surprise, especially when many people keep saying seafarers do not like to spend time on training. When I looked at the feedback and the discussions in the system it was clear that a majority of them have enjoyed completing the training wherever they are, at the time of their choice and at their pace. This technology has definitely contributed to the well-being of the seafarers whether they are at home or onboard.

## 3. What changes do you foresee in the way training is carried out in future?

There are several disruptive technologies making their way to the training industry. Even though it's too early to assess



Group Director of Training Faouzi was born and grew up in the touristic city of Sousse; he later studied 4 years at the National Maritime Academy in Tunisia and completed his specialty courses in France. Faouzi sailed for 13 years on Oil and Chemical Tankers and Gas Carriers (including 7 years as Master) then he worked as Pilot in the Port of La Goulette.

Faouzi joined CSM in 2012 as Marine Superintendent and has later been appointed as Training Manager in 2015 followed by Crewing Manager in 2018. Recently Faouzi was promoted to Group Director Training.

the effectiveness of the likes of Virtual Reality (VR), Augmented Reality (AR) or even Cross Reality (XR); it is however necessary that we embrace them and give our seafarers the chance to test them. As we discussed earlier, adults must be given as many choices as possible in the way training is delivered.

Another development is the increased connectivity of the seafarers, especially the youngsters, and the fact that they can easily Google their enquiries or watch how to do things from YouTube; this should be taken as an advantage and in the near-future courses should be designed to allow learners using their own devices to search for more information and to interact with the trainer. Training will also become more student-centric and will focus on social constructivism, this will make classrooms more agile, teaching spaces more attractive and will require more TECHNOLOGY such as smart boards, artificial intelligence (AI) and Blockchain, 3D printing and Internet of Things (IoT).

#### **4. What are the biggest challenges facing shipmanagement companies related to educating seafarers?**

It is well-known that new technologies, advanced automation and the rapid digitalisation are now the main challenges facing the industry. The fast developments are requiring the seafarers to operate highly advanced and automated systems despite the fact are not fully familiar. Moreover, apart from a few computer-savvy officers the majority had just basic computer literacy and now they are facing Cyber security threats and must comply with regulations such as GDPR. In order to tackle these challenges and although training is a crucial part it can't be the fix-all solution therefore Columbia has established detailed operating procedures, type-specific-training prepared by or with the makers, proper familiarisation onboard and of course continuous support by the technical and marine teams from the office.

#### **5. Can you share with us any more projects ahead for 2019/2020?**

The most significant is that Columbia will set-up its first own training centre in Manila, the facility will include several simulators such as full mission Bridge Simulator, ECDIS, ERS and LCHS. The training centre will annex a new Satellite Control Room (POCR) which will also be used for the training of officers. We are very ambitious to grow our eLearning experience and develop new, modern and interactive courses which will benefit our seafarers and customers.

#### **6. Which aspects of your job do you enjoy most?**

My dad was a high school teacher; my grand-dad was also a teacher; I just didn't realise this was in my blood until I started conducting the first Maritime Resource Management courses. This course which addresses the Human Factor in avoiding accidents and changing attitudes requires strong facilitation techniques. It was a challenge in the beginning but then I discovered that I enjoyed each session, discussion and teambuilding exercise I have done with hundreds of seafarers and many of our colleagues in the office.

#### **7. Your most memorable moments at sea?**

The moments I feel proudest of are those when I contributed to saving someone's life. As Master I have twice managed to arrange the medical evacuation of a sick seafarer in extremely challenging environments and situations and I knew later that this has saved their life.

# COMPASS 13TH PHOTOGRAPHIC COMPETITION

We are pleased to announce our 13th annual Compass photo competition, open to all Columbia employees, ashore and at sea (excluding members of the editorial team). Entries by spouses and children of CSM employees are also welcome.

Compass aims to highlight the diversity of shipping moments from around the world. Why enter? Your photo could be featured on our company social media channels, online portals and future marketing campaigns. Category winners each win a high end digital camera with runners-up receiving a photography book. Important:

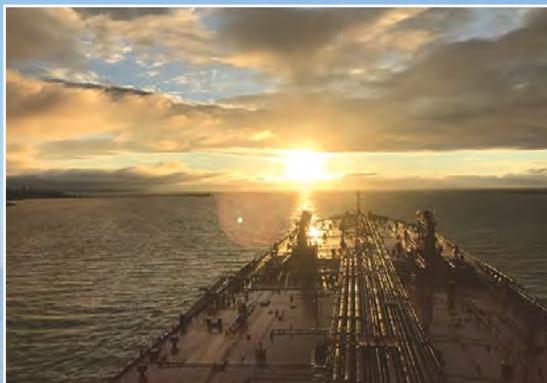
Please ensure safety procedures are strictly followed when taking photos; from this shortlist, Mr. Schoeller chooses a winner and a runner-up from each category.

The closing date is 15th November 2019. Winners will be announced in our next Compass issue no. 45. Note: by submitting your photos you allow CSM the right to re-use for future promotional purposes.

## CATEGORY 1 – Life Onboard



## CATEGORY 2 – The Magnificent Ocean



## CATEGORY 3 – Crew at Work



## **ALIVE YACHT CREW TAKE PART IN CHARITY PENTATHLON**

On Saturday 6th April 2019, the crew of Motor Yacht ALIVE participated in the BWA Pentathlon event to raise money for the Cruyff Foundation whose mission is to support sport and play for children with disabilities [www.cruyff-foundation.org/en/](http://www.cruyff-foundation.org/en/)

BWA is a shipping agent based in Spain, which assisted us in Vilanova. They asked if we would like to register a team of a minimum of 5 crewmembers and not more than 10. As we only had 3 crewmembers available from M/Y ALIVE we had to reach out and find some more crew members to join forces with Team ALIVE. We found one member on M/Y VABENE and 4 crew on M/Y GALILEO G all in port Vilanova Spain. Now complete with 8 crew we could register and compete against the other 9 teams.

The event took place on Saturday the 6th of April at Club Natacio Barcelona, the

Aquatic center right across the street from MB92 the large ship yard. We met at 1400hrs for a briefing for the days schedule and to be assigned 2 superhero kids and a nominated coach for each team. We then went into a mass warm up session, which consisted of some fun exercises for all.

The games then began at 1500hrs with our team first up for a game of Water Polo. We started off very strong with a good win.

After a successful win at Water polo we went on to win the next stage, which was a rafting challenging.



We had to use hands or feet to get to one end of the pool and back. We had the best of 3 and we won all 3!! I believe team ALIVE was made up of very competitive characters.

After that we went on to a kayaking challenge where we drew against the strongest team we believe.





After about an hour in the pool we were ready to get warmed up and go and play some other sports which included wheel chair basketball and football.

We then finished up with a prize giving ceremony and a wonderful barbecue with drinks, live music and a rocking DJ. The kids had an amazing time, which was fantastic.

A very well organized event which raised over 6000 Euros for the foundation. Participants from ALIVE, were myself First Officer Christopher Pickering and Chief Stewardess Oliwia Karbowska.

**Captain Campbell Stichbury**  
M/Y Alive



# LIFE ON BOARD

## Inside the Life of a Seafarer

I am in my room packing my suitcase with a huge pile of clothes and lots of things I need to take on my long journey.

Now everything is ready and packed. Surely, I will miss a lot of things like the voice and faces of my family but I'll save the goodbye hugs and well wishes at the end. A few sleeps away and I am ready to travel the world!

Today is the day, it's time to bid my final goodbyes, I turned around one more time, and I looked at my family and felt their despair.

Goodbye to all of you, the time will come I will eventually come home. As the luggage wheels clacking, a boarding pass being torn off, and my passport being stamped, here I am fighting back my tears, if only I could take you all with me.

Here I am inside my cabin, pulling myself together, there's no time to reflect, and I am putting on my uniforms. Stand Up! Chin up! Time to dance with the waves, this is just the start of my journey and this was the pathway I chose.

A day doesn't pass without thinking of my loved ones left back home. Truly, it takes time to build meaningful relationship, but I will inevitably spend a lot of time with people onboard who are fun and exciting, but with whom I don't share any memories yet.

Don't get me wrong, I love



being a seafarer. For many the sea means freedom from oppression, others to earn a higher salary, or to save a lot for the future.

But for me I get travel for free, meet different people with different cultures, but no matter what the reason is, I was getting paid to do it.



Becoming a family onboard

Hearing loved one's voices and seeing them on my computer screen simply cannot fill the void in my heart. Who does not want to be with the loved ones during the best and worst of times?

If you want to see the world, being a seafarer is an opportunity to go out to the different places. It is a very exciting experience that you will never forget. Here I am again, counting the number of days until my vacation, can't wait to be back home once my contract ends.

My Experience of being seafarer is a reminder of how much I changed and how much more I can conquer in the future. I will definitely miss the company of nice friends and co workers like you, who helped make this journey a lot easier.

I've finally accomplished all the things that I've been assigned to do during this long journey and this chapter of my life is now completed. I am going home after a long time. My suitcase is

ready full of souvenirs and my phone with pictures from our visits. I'm finally boarding the plane that will take me home. I am finally back home and there

is just nothing to say but: "I am Home, I Am home!"

**John Floyd Lagalagot Balderas**  
2nd Officer  
MV Asia Zircon II



Asia Zircon II seafarers - game on!



Asia Zircon II crew in their official basketball team gear

## A DAY AT THE RACES, AT SEA!

Thank you to Captain Philipp Wessling who shared the story of team spirit onboard his vessel after AAL NEWCASTLE had a lot of difficulties with main engine trouble after departure from Australia. "My crew worked extremely hard for many hours to get the engine back running, engaged in fuel tanks cleaning etc. Despite the hard job, the crew kept their team spirit by enjoying some creative off-duty time by making their own horse-racing board game."



## SEAMAN'S SHORE LEAVE BIBLE

Our Chief Engineer Vadym Yaschenko o/b Nordic Space shared a useful life onboard tip for fellow seafarers.

"Inspired by my last vessel, we have created an onboard information book of port visits ashore. After a shore member has been on shore leave, they update the book with useful information about places where they visited. It can include shopping details, most interesting places to visit and whether places are safe or not. We call this the 'Bible of Shore Leave'.

Vadym has also kindly shared some seafaring proverbs for our Compass readers:



Chief Engineer  
Vadym Yaschenko



Bible of Shore leave -  
a creative idea to share  
information about each port

## Seafaring Proverbs

- Smooth seas do not make skillful sailors
- The higher the clouds, the better the weather
- A ship in port is safe; but that is not what ships are built for (Grace Hopper)
- It is not the ship so much as the skillful sailing that assures the prosperous voyage (George William Curtis)
- We cannot direct the wind, but we can adjust the sails (Bertha Calloway)

# SPORTS NEWS - Columbia's Ironmen

## Captain Gilbert

In March, Captain Gilbert G. Garcia – General Manager of Senator Crewing (Manila) Inc. completed a half Ironman (1.9km swim /90km bike/ 21km run). Gilbert finished 28th of 432 in his age group, which took place on 24th March. He then completed another half Ironman in Subic Bay in June 2019, placing 177th out of 604 participants.

Gilbert recently completed the Challenge Roth in Germany (3.8km swim / 180.2km bike / 42.2km run). Gilbert's performance over the 2018 race season has positioned him in the top 5% of his age group earning him 2019 IRONMAN Silver All World Athlete status.



Captain Gilbert crossing the finish line

## Fleet Manager Gregory

CSM CY's Fleet Manager Gregory Spourdalakis completed a Half Ironman 70.3 in Costa Navarino, Greece on 14th April with a race time of 06:04:39.

Gregory has completed 8 marathons with 1 more to come in November 2019, the authentic classic marathon in Greece "where the marathon race was born".

He has also completed 4 half IM and a full Ironman back in 2017 in Barcelona.

Gregory is also looking forward to another challenging year in 2020 – he is already registered for a full Ironman in Austria.



Fleet Manager Gregory receiving encouragement from the crowd

## Marketing Manager Nicolas Papados

CSM CY's Marketing Manager Nicolas Papados completed a full Ironman in Austria-Kärnten (Klagenfurt) on 7th July 2019 with a race time of 13 hrs 15 minutes.

The full Ironman includes swim 3.8 km / bike 180 km/ run 42.2 km.

Nicolas described his training schedule as "Endless times hitting the pool, while the rest of the world was still asleep and hours spent clocking in km over km pushing your boundaries. Crossing the finish line is enough to make you realise that all of it has been worth it."



Marketing Manager Nicolas focused on finishing

## COLUMBIA CAT CARE PROJECT

The Columbia Beach Resort opened in Pissouri Bay, Cyprus in 2002. As well as caring passionately about delivering a high-quality service for guests, the Resort team are actively involved in environmental initiatives and supporting a local cancer charity. Additional efforts are also made to look after local stray cats.

The Columbia Cat Care Project (CCCP) started in 2009 and was an idea initiated by Columbia Beach Resort owner, Mr. Heinrich Schoeller, who felt it was the resort's responsibility to play its part and take action.

Cats were unhealthy,

uncared for and unloved – many were suffering. The resort team were inspired to support Mr. Schoeller in his aim of getting the feral cat population in and around the resort, and the area of Pissouri Bay, under control and most importantly healthy.

Mr Schoeller commented on his involvement in CCCP: "The feral cat population in Cyprus was a known problem. It was growing beyond control and to the detriment of cats across the island. The Pissouri Bay area was no exception and it became my aim to somehow ensure these cats were cared for properly. "Feral cats breed quickly, they come to be a

nuisance and that tag can be a problem for both the cats and those people that live alongside them. I quickly understood that it didn't have to be like that. As a responsible entity, Columbia Hotels & Resorts LTD could set the example in ensuring the cats were healthy and thriving, which made them a welcome sight in the area. "I'm extremely proud of the CCCP, its work is immeasurable, and the people involved are excellent ambassadors for conservation and environmental care."

The CCCP began in association with Barbara Bahlburg from "ZYPERNPFOTEN IN



NOT", an avid animal activist who at the time was helping to rehome stray Cypriot dogs in Germany.

Together their objective was simple: bring the resident cat population back to health, control its growth and integrate them into local society. Important steps were taken in those initial months, all cats had a health check and were treated as appropriate for illness and injury. They were all neutered, chipped and vaccinated, and to this day all receive regular health checks. Food and shelter were provided at Columbia Beach Resort

and slowly the cats became part of the resort family.

The team at the Resort embrace the presence of the cats and certain personalities have quickly become 'regulars'. Guests can interact with the cats, and it is very safe to do so, but equally the project isn't overwhelming and the resort has found an excellent balance in terms of not encroaching on those guests that don't want to make it part of their stay.

The CCCP is funded by the kind donations of guests. Everything received is put directly into the



dedicated CCCP account and is used to ensure the cats stay healthy and happy. Our cats can be sponsored by guests for the small sum of €25 per year; this amount is put towards vet fees, food and ensuring the cat care facilities remain in top condition.

Some of our cats have even been adopted and re-homed in Germany and the UK.

### Anthea Vikis

Marketing Manager  
Cat Care Project Manager  
Columbia Beach Resort

## WINS FOR 2019

Corporate Travel Awards – Beach Resort Hotel of the Year 2019  
British Airways – Customer Excellence Award  
Booking.com – Guest Review Award

### Seven Star Awards:

2019 Seven Stars Luxury Hospitality and Lifestyle Awards  
Trip Advisor Travellers Choice 2019  
Green Label Award  
Signum Virtutis in the Hotels & Resorts sector



## WHAT'S COOKING THIS SUMMER?

### COLUMBIA RESTAURANTS

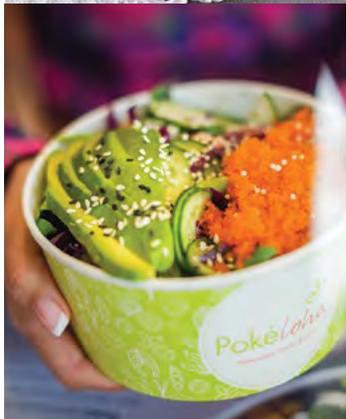
With summer just around the corner, Columbia Restaurants is optimising its menus, revamping kitchen, training new teams and getting ready to welcome Cyprus's undoubtedly favourite season, with a bang.

Offering customers excellent dining experiences with premium service and innovative combinations of fresh, distinct flavours for over 20 years, the Group has always aimed to create environments where customers know each and every need is carefully catered to. So what can you expect from Columbia Restaurants this year? Well, even more growth, for starters!

#### Second Locations

If you have already visited Columbia Confectionery then you won't be surprised to learn that it has opened its doors with a second retail store this summer. The much-loved successful confectionery first opened to the public last year at Columbia Plaza, offering a variety of homemade desserts, pastries and treats to be enjoyed in store with a quality Italian coffee at hand, or take away. Today, it has become a firm favourite among those looking for creative baked goods, customised cakes with stunning decorations, warm, fresh breads and flaky pastries. Customers also enjoy delicate macarons, creamy ice creams and eclectic selections of chocolates that make the perfect gift boxes. Visit [columbia-confectionery.com](http://columbia-confectionery.com), to find out more and keep yourself updated about the exciting, up and coming second store which is located on the same site near the main production unit, on Spyros Kyprianou street.

The island's first self-service Italian restaurant is also expanding its horizons very soon. With a second location planned for this summer, La Boca continues to draw crowds of all ages every day of the week and all day long, serving up delicious Italian dishes, pizzas as well as Asian favourites. Located at Columbia Plaza, the unique station-based ordering system, open-plan kitchen and incredible selection of fresh pastas, effortlessly attracts those looking for a brand new spin on their dining experience. More information on the new La Boca will be featured in the next Compass.



Although Columbia Steak House will be taking most of the summer season off, it will most definitely not be resting!

June to September is renovation time for the much-loved eatery, while it prepares itself to offer an elevated experience during the upcoming



Autumn season with a concept upgrade and brand-new bar area. The summer also beckons another fantastic season at Columbia Beach in Limassol. Cyprus's highly praised hot spot is preparing for the summer with an incredible line up of guest DJs and all-day events, while its fully revamped menu offers a number of new delicious options for vegans, health-conscious eaters and gourmet lovers alike. With a new summer cocktail menu, Columbia Beach welcomes visitors any time of the day at its fully-decked bar, stunning pool, relaxing grassy area and exceptional restaurant serving highly content customers indoors, outdoors and along the public beach.

For more information visit [www.columbia-beach.com](http://www.columbia-beach.com) and follow the brand's Facebook page for more news and event updates. Finally, the newest addition to Columbia Restaurants will also be continuing to impress over the summer with a brand new concept that has already drawn much attention island-wide. The Hawaiian style sushi restaurant Pokeloha, has been warmly welcomed by health enthusiasts, vegetarians, vegans and those looking for fresh and light meals that satisfy even the most discerning taste buds. If you haven't visited it yet at Columbia Plaza, discover this new delicious trend as soon as you can and find out more at [www.poke-loha.com](http://www.poke-loha.com).

Happy summer and bon appétit from all of us at the Columbia Restaurants team.



## DID YOU KNOW? THE HISTORY OF THE FOGHORN

In particular scenarios fog can give a wonderful atmospheric mood to any photo either by creating eerie landscapes, a sense of silence or just by making the photo look ethereal.

The results are illusion like photos whereas one can imagine the fog devouring immense structures like the 82-year-old San Francisco Golden Gate Bridge, seagoing vessels floating above water in thin air and megacities being engulfed by heavenly grey clouds.

However, when the density of the water particles in the fog is at their densest form, fog can seriously limit human vision and cause below 1 km to 0 visibility; something which is extremely difficult and dangerous when navigating at sea.

Under such weather conditions, and without any signals to go by, collisions and groundings are a real threat. Both seafarers and lighthouse keepers, before having navigational systems in place, would have to manually sound alarms in such conditions. Vessels would make their position known by sounding their alarm in order to avoid collisions at open sea and similarly coastal

horns and lighthouses would warn approaching vessels of navigational hazards such as dangerous coastlines, bridges, rocks and reefs.

Such contraptions have been around for hundreds of years, initially they were in the form of gongs or bells and then for a short while in the 18th century as rockets and cannons. However, the first steam-powered foghorn was invented in Canada, in 1853 by Robert Foulis (1796-1866), a Scottish immigrant. Foulis was an engineer, land surveyor, artist and inventor.

As the story goes, Foulis was walking home one foggy day and heard his daughter playing the piano from a distance. He made the observation that the lower notes were more audible, thus travelled over the landscape further than the higher ones and thought that this could potentially be very useful in solving the common problem of vessels crashing in foggy conditions. And he did, over a course of 6 years, by designing a device that could produce a low-frequency sound and could travel a long distance across the water to be heard by vessels from a distance. The reason behind



this is, sound frequency; lower notes have longer wavelengths which means that they can actually overcome and go around obstacles easier. Also, water particles diffuse higher notes easier and as such do not allow them to travel far.

The first steam powered automatic foghorn was installed around 1859 on Partridge Island New Brunswick, Canada. However, for unknown reasons another American engineer registered the device and it was installed as the 'Vernon-Smith horn'; so, while Foulis is credited as inventing the device he never patented it nor received any money for it. That first foghorn remained operational and in place from 1859 until 3pm on the 4th May 1998, 139 years later. It was switched off one clear day by the USCG. In the late 1890's an English pipe organ designer named



Fog covering the San Francisco Golden Gate bridge



Close up of a modern horn

Robert Hope-Jones improvised on the design of his pipe organ by rigging it to produce a 'diaphonic' tone. His diaphone was further developed by a Canadian, John Pell Northey who added a secondary compressed air supply to the instrument which created that two-tone foghorn sound that we all know today.

Foghorns have since their invention gone through a mechanical evolution and are now, almost, in the mist of extinction. From coal heated, manually operated, steam powered to fully automatic electrically powered compressed air, there are now mechanisms that employ laser beams that are 'shot' out to open sea and if the beam reflects a certain amount of light back (ie bounces off a ship) then the sensor automatically activates the foghorn. Another system available has sensors that detect and measure particles in the air, so when a threshold is

reached the alarm automatically activates. Of course, some still do require an operator to press an on/off button. While the advancement in technology and the many modern navigational aids available and installed on board our vessels such as GPS, sonar and radar are rendering the foghorns as 'unnecessary' they are still needed in many places around the world.

The convention on the International Regulations for Preventing Collisions at Sea, implemented in 1977, defines the requirements of sound signaling equipment according to vessel size. The requirement to have foghorns on board vessels has been in place since the 1850's and was only superseded with the development modern navigation equipment. Also taking into consideration that many larger modern vessels have enclosed superstructures and loud

engines running, having the crew relying on 'hearing' the fog signal alone isn't that practical nor safe. There are however smaller boats that don't have the technology on board and do rely on the foghorns nostalgic bleat to navigate, always cautiously and safe.

Perhaps shore based foghorns will become completely extinct in the coming years, so if you are lucky enough to find yourself hearing a distant bellow, savor that moment, listen to its deep brassy elegant and stormy cry, feel the landscape encompassed into that sound, be at peace knowing that you are seeing with your ears what cannot be seen by your eyes; the sound of safety.

We thank Mr. Foulis for his invention and equally his daughter for the inspiration.

**Maria Theodosiou**  
Commercial Manager  
GENPRO



## OUR VISION

To be a leading international provider of ship management and maritime services.

## OUR MISSION

To keep our customers fully satisfied by managing and operating their ships to the highest levels of quality, safety, environmental friendliness, energy efficiency and economy, in accordance with their needs and expectations and in full compliance with international and national legislation, as well as other industry standards and guidelines, fully committed to zero accidents, zero losses, no harm to the environment and reduction in permitted emissions, and fully recognising the vital importance of all our employees, ashore and onboard, in achieving this Mission.

## OUR VALUES

RESPECT • LOYALTY • COMPETENCE • ACCOUNTABILITY • PASSION

## OUR POLICY

The Company is committed to:

### OVERALL

- Providing competent, safe, environmentally sound and cost effective services, which meet best industry standards;
- Fully complying with all applicable national, regional and international rules and regulations;
- Creating and implementing Industry Best Practices;
- Striving for continual improvement in all areas of activity.

### QUALITY

- Providing excellent ship management, including tailor-made innovative services;
- Meeting and exceeding customer requirements;
- Focusing on enhancing customer satisfaction.

### SAFETY & HEALTH

- Providing a safe and healthy working environment for all employees;
- Aiming for accident free operations;
- Preventing human injury, loss of life and avoiding damage to property;
- Assessing all risks to its ships, personnel and the environment and establishing appropriate safeguards;
- Continuously promoting a safety culture;
- Preparing to respond to any kind of emergency.

### ENVIRONMENT & ENERGY

- Preserving and protecting natural resources;
- Preventing any kind of pollution;
- Reducing the impact resulting from its activities on the environment;
- Controlling and improving the energy use, consumption and efficiency.

### SECURITY

- Ensuring security for personnel, vessels and office locations;
- Using best endeavours for cyber security and cyber safety.

### INFORMATION TECHNOLOGY

- Supporting the business processes through selection, use and control of appropriate Information Technology.

### DATA PROTECTION

- Processing correctly and lawfully all personal data about its employees, customers, suppliers and other third parties.

### PERSONNEL

- Employing qualified, experienced and medically fit personnel;
- Developing and upgrading personnel qualification and skills;
- Providing adequate resources to ensure the welfare of personnel;
- Enforcing disciplinary action and/or dismissing any employee who breaches the Company's Policies and/or procedures, as well as the applicable rules and regulations, or fails to report any violation of them.

### DRUG & ALCOHOL

- Strictly prohibiting employees to carry out duties whilst impaired by alcohol or any illegal or non-prescribed drug.

### ANTI-BRIBERY

- Preventing, detecting and reporting bribery;
- Maintaining a 'zero-tolerance' stance towards any form of bribery.

### ANTI-HARASSMENT

- Ensuring the workplace is free of harassment for all employees;
- Having 'zero-tolerance' to any harassment related to the race, ethnic or national origin, colour, gender, sexual orientation, religion, age, disability or other personal attribute of any employee, contractor, passenger or other third party;
- Urging immediate reporting of any cases of harassment;
- Investigating promptly, thoroughly and sensitively any reported cases.

### OPEN REPORTING

- Ensuring and promoting a free and anonymous reporting by all employees on any concerns or issues of non-compliance with rules & regulations or the Company's Policies;
- Investigating and following up any concerns submitted via the open reporting;
- Prohibiting any retaliation against employees who report non-compliances.

### CODE OF ETHICS

- Ensuring ethical conduct in business practice;
- Promoting honesty, integrity and fairness in business;
- Protecting all employees and the Company from illegal or damaging actions by individuals, either knowingly or unknowingly.

### TOP MANAGEMENT

## LIGHTHOUSE CORNER



COFFEE BREAK  
READING



SUBMISSION  
GUIDELINES



MIND  
PUZZLERS



DESIGN  
INSPIRATION



## SUBMISSION GUIDELINES

Established in 1994, Compass is published twice a year; Winter and Summer.

We share company news with our worldwide readership, the Columbia family. We seek input for our regular sections (Fleet News, Life Onboard, Sports events) as well as company news. Due to increased enquiries, we are including our submission guidelines. Submissions from our colleagues are welcome at [compass@csmcy.com](mailto:compass@csmcy.com)

Please send your article proposals, in case a similar topic is already planned for an upcoming issue. Authors will be given full proofreading support.

A Writing Tips sheet and deadline information will be sent to you upon request.

We look forward to hearing from you.



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## SUDOKU

## RIDDLES

**1. No matter how little or how much you use me; you change me every month. What am I?**

**2. Whoever makes it, tells it not. Whoever takes it, knows it not. And whoever knows it wants it not**

**3. I run, it runs, I stop, it runs. What is it?**

**4. What has four legs and a body but cannot walk?**

**5. What's as big as an elephant but weighs 0 kg?**



**MIND PUZZLER**  
ANSWERS

6	3	2	5	9	4	7	1	8
1	5	4	6	8	7	9	3	2
9	8	7	3	2	1	4	6	5
8	1	9	2	6	5	3	4	7
3	4	6	1	7	8	2	5	9
2	7	5	4	3	9	1	8	6
7	2	1	8	4	6	5	9	3
4	6	3	9	5	2	8	7	1
5	9	8	7	1	3	6	2	4

**CSM FAITHFUL FRIENDS**



Credo: "Better short break than no break"  
"Eating is the most important meal of the day"



**DESIGN INSPIRATION**  
THE WORLD OF BOOKS

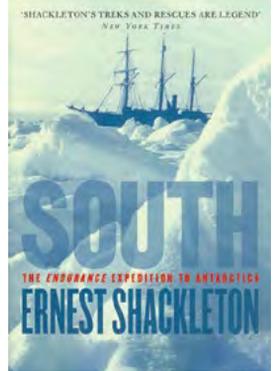
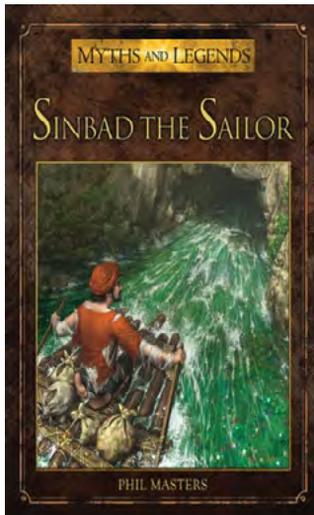
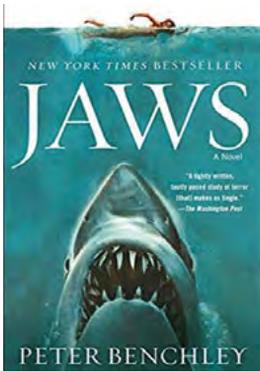
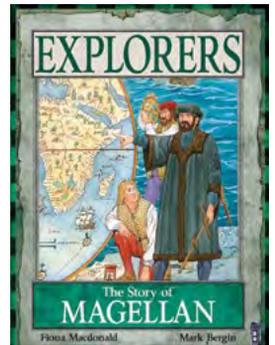
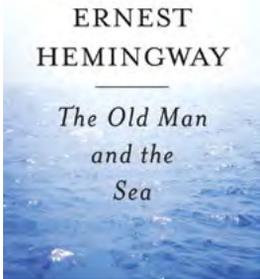
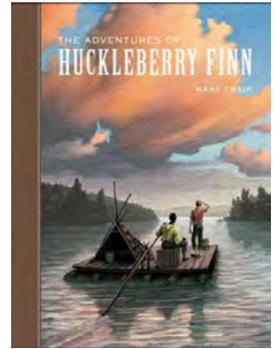
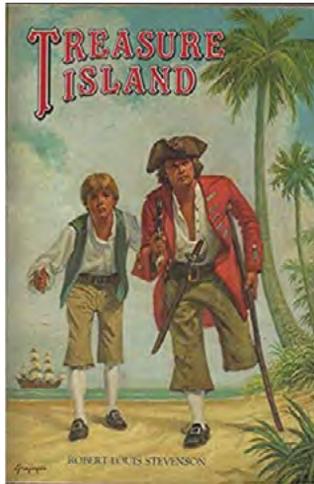
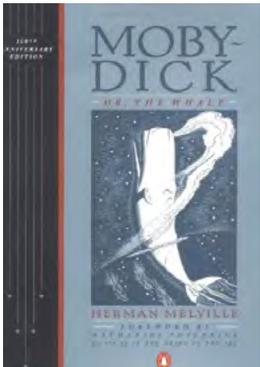
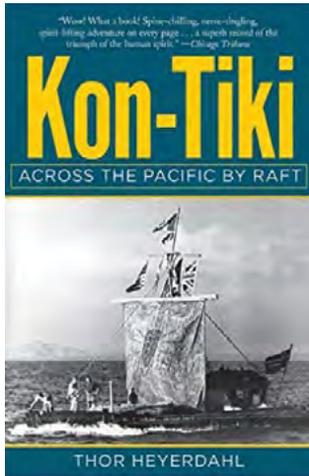
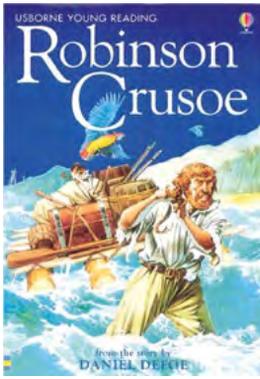
The sea has inspired countless writers to share tales of courage and adventure at sea. On the next page we present book covers for all ages, to inspire your summer reading. Like the sea, stories are timeless!

- 
1. A calendar
  2. Counterfeit money
  3. My watch
  4. A table
  5. The elephant's shadow

**VISUAL PUZZLE**

Find the mushroom





## BIRTH ANNOUNCEMENTS



We are delighted to introduce the newest members of our global Columbia family. These special babies were born since our last Winter issue. Congratulations and thank you to the proud parents.

**Welcome to the world!**

### **Niklaus Ng Rui Nan**

Born: 30<sup>th</sup> December 2018

Mother's name:  
Low Chiew Peng  
Purchasing Officer

Father's name:  
Ng Kim Seng

CSM Singapore



### **Nur Batrisyia Bte Emy**

Born: 4<sup>th</sup> February 2019

Mother's name:  
Noorhayati Abdul Rahman  
(Accountant Accounts  
Administration / Accounts Department)

Father's name:  
Emy Mohd Hasim

CSM Singapore



## **Demetra Kyriakou**

Born: 23<sup>rd</sup> May 2019

Mother's name:

Effie Nicolaou

Purchaser (Technical Dept.)

Father's name:

Marios Kyriakou

CSM Cyprus



## **Aleksey Mussienko**

Born: 24<sup>th</sup> May 2019

Mother's name:

Ksenia Mussienko

Father's name:

Nikolay Mussienko

(Administrative Assistant)

CSM Germany



## **Ha Jun Lee**

Born: 24<sup>th</sup> May 2019

Mother's name:

Ji Hye Lee

Father's name:

Mr. Dong Hoon Lee

Commercial Manager

AAL Korea





**From land to sea,  
we wish our seafarers safe sailing always!**

# COLUMBIAOFFICES

## CSM Cyprus Office

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FAX: +357 25320325  
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WEBSITE: [www.columbia-shipmanagement.com](http://www.columbia-shipmanagement.com)

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WEBSITE: [www.csmsg.com](http://www.csmsg.com)

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OFFICE

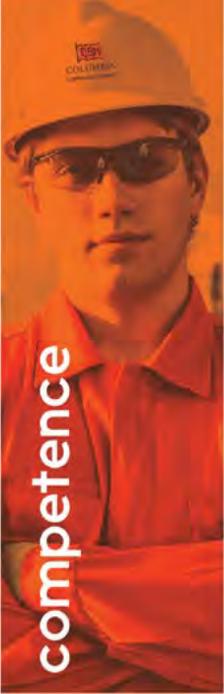




respect



loyalty



competence



accountability



passion

We live by the **'I CARE'** motto which stands for:

- C** - **Commitment** to our *CSM CORE DOCUMENTS* and in particular to our Core Values, and a commitment to live and work by these.
- A** - **Appreciation** of why the *CSM CORE DOCUMENTS* are important and why we choose to work at CSM.
- R** - **Responsibility** to oneself, one's colleagues and clients to abide by and comply with the *CSM CORE DOCUMENTS* and to encourage colleagues to do likewise.
- E** - **Evidence** compliance with the *CSM CORE DOCUMENTS* in everything we do, every decision we take, and Expose non compliance in accordance with CSM's Open Reporting ("Call it Out!") Policy.

**I care**

