

COLUMBIACOMPASS



COMPANY NEWS
FOR EMPLOYEES
AND FRIENDS
OF COLUMBIA

45th EDITION WINTER 2020

AWARD NEWS
CYPRUS MARITIME WEEK
NEW DIGITAL WAVES PROGRAMME
CSM NOVOROSSISK CELEBRATES 15 YEARS



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FRONT COVER

We are proud to present one of our former cadets on our cover page -

Nguyen Thanh Truong, who is now an AB-OT onboard Cape Magnus.

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EDITOR'S NOTE

Dear Reader,

Welcome back to our 45th issue of Compass.

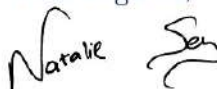
We've had an exciting 6 months, starting with Maritime Cyprus Week in October and new initiatives such as the Digital Waves programme (see page 15). As well as award news, you'll find the latest updates inside from our associated companies: CSM Energy, CCS, UHI, Swiss Ocean and GenPro.

It's a pleasure to introduce our onshore colleagues, seafarers and cadets in our Who Is Who section and Life Onboard stories. Winners of our Compass photographic competition can be found on page 66.

We continue to focus on crew welfare, with contributions from our CSM Mental Health team, MCTC nutrition news as well as the latest developments on our I CARE and CSM TogetHer initiatives. A big thank you to all who have written for this issue – do keep sharing your news and stories.

Wishing our readers all the best for 2020!

Kind regards,


Natalie Sey

Compass editor

FROM THE CHAIRMAN

Dear Reader,

It is sometimes unbelievable how time flies. We already have a new decade once again but I do not believe that we will enter the 'Roaring 20s' like we had in the last century.

The world today has many problems. It is not only climate change and our daily fight for climate control and the changing weather conditions due to the now clearly visible temperature increases, but also politically we have a very unstable world and it seems to be very difficult to control civil wars, trade wars, religious wars and violence. It appears that the world leaders agree to disagree on all disputes worldwide. This, of course, also has an influence on world trade. Sanctions are imposed against various countries, which block free trade, and moreover they are normally not very successful.

I do expect a rather mixed shipping market for this year and most probably for the few years to come but we are gradually getting used to this which started with the financial crisis of 2008. At Columbia, we are slowly but steadily increasing the number of vessels in our management and our focus remains on serving our clients with quality and to be a reliable partner.

We are increasing our efforts in training this year once again with new training facilities in the Philippines which we will operate together with another major ship owner and ship manager.

In recent years, our Quality drive, 'I Care', was very successful as well as our Open Reporting System but we have to continue on this road together with our values which are, Loyalty, Respect, Competence, Accountability and Passion. These apply to every employee of our company whether on board a vessel or in a shore position. This commitment and the detailed description is available on board every vessel and in every office of Columbia.



We have again noticed an increase in the number of accidents of vessels during maneuvering and when pilots are on board. It is absolutely important that after the joint briefing when pilots come on board, the pilot's actions and suggestions have to be critically supervised and corrective actions are to be initiated before damages are caused.

Last but not least, pilots have only advisory positions, Masters remain to have full responsibility.

Wishing you always a Safe Sailing without accidents of whatever nature.



With my best wishes,
Heinrich Schoeller



Our annual CSM crewing agencies meeting was held at Columbia Beach Resort, Pissouri
December 2019

MESSAGE FROM MARK O'NEIL

Dear Reader,

I can only re-iterate what our Chairman has said about the many problems we face in today's world, be they environmental, political, technical, regulatory, social or economic. My only contribution to his astute comments is that with the right positive attitude and the right team of people beside you, one can face up to and successfully overcome nearly every adversity – or at least have the best chance of doing so!

In our Strategy 2020 paper for Columbia Shipmanagement we have expressly made our number one focus for this year our People; our wonderfully committed staff, our terrifically hard-working seafarers, our loyal and trusting clients and partners, and our dedicated service providers. During the past few years our industry has focussed heavily on digitalisation and technological advances

as a means towards achieving ever increasing levels of optimisation. Barely an hour goes by without news of the latest software, hardware, or piece of engineering which will allegedly radically change our lives and the way we perform our jobs. In truth, very little changes and what initially appears revolutionary is at best evolutionary. We are proud that Columbia has been at the forefront of this digital evolution with our world class Performance Optimisation Control Room (POCR), Client and Crew Portals, and the Adobe E-learning platform. Certainly we are able to achieve amazing things for our clients, and we are able to do them faster, cheaper, more safely and better. But we have never forgotten – and must never forget – that all of these huge innovations will never replace human endeavour – they will only enhance it. It is the human factor - it is our People - which matter; it is our People which

have always mattered in the past and will always matter going forward. It is for the above reasons that Columbia has invested so much time, energy and money in our People. We have a market-leading training department which produces world class and innovative courses and products, affording our crews and staff the best opportunity possible to perform their jobs at the highest levels of competency and safety and develop their careers. We have ensured that our crews on board receive the very best catering possible through our partnership with MCTC.

Fresh produce, daily and varied menus, nutritional and healthy focus, culinary courses to develop cooking skills. We have led the way with our I CARE, Think!, Never Again and CSM TogetHer campaigns – winning international awards for our work on equal opportunity and diversity. Finally, we have also recognised that all of us are exposed to pressures – at work or

at home - and sometimes need help.

We fully recognise and appreciate that sometimes the bravest thing we will ever have to do is to ask for help. For this reason we are the first company to provide its People with a 24/7 Mental Health Freephone with qualified psychologists to help on an entirely confidential basis. And we also understand our clients' needs.

The need to be there in the good times and the bad. The need to involve, update and work together. The need to offer our clients the means to differentiate their vessels and offerings from the competition. The need to feel as though we are all in the same boat – the same safe, efficiently operated and managed boat. We do this and we do it well.

It is no surprise that our second priority in our Strategy 2020 paper is to protect the Columbia brand for total quality. We are very proud of our reputation for quality, but we cannot take it for granted. Reputations

are very hard to win, and very easy to lose. We will (and must) always give the very best of ourselves and never compromise on our performances, no matter how simple or complex the task. Our reputation for quality – originally set by our Chairman 40 years ago – was built and based upon the performance of our People. People create reputations and People destroy them. We must always think about this when we perform our daily tasks. Think about why it is important to abide by the Company's Policies, abide by the Company's Core Values and make sure our colleagues do the same.

If we look after, think about and identify with our People – on board and ashore, and each of us with one another – then everything else will take care of itself. Our People will maintain and further enhance the Columbia brand for quality. Our People will perform their daily tasks safely and



strictly in accordance with our policies, practices and Management System, and will be proud to do so.

Our People will overcome the challenges we face and will face in our industry – together. The wonderful richness and variety of our industry stems not from the ships and technology on board and ashore, but from the People working day in day out, side by side, to make things happen and function smoothly and safely.

Let us all focus on our People and focus on Quality for 2020.

Kind regards,

 Mark O'Neil
 President

MARITIME CYPRUS WEEK

A highlight of the last quarter of 2019 was Maritime Cyprus. Not only were we visited by our important clients and suppliers/contract partners, but we also attended functions and the conference itself (at which we had a stand), and hosted the traditional CSM party.

As a consequence of our quality stand at the conference, visit of the Performance Optimisation Control Room by the IMO Secretary General, CSM Together event with Sadan Kaptanoglu and

anniversary party, the CSM brand for absolute quality was reinforced and enhanced.

The Maritime Cyprus Conference is a biennial event organised by the Shipping Deputy Ministry in cooperation with the Cyprus Shipping Chamber and the Cyprus Union of Shipowners.

The Conference brought together more than 1000 participants, including shipowners, regulators and state officials from all over the world. Captain Faouzi Fradi was invited to



Captain Fradi moderating at the Cyprus Maritime Technology Forum 2019

participate as moderator of the Cyprus Maritime Technology Forum 2019, speaking on the topic of "Environment/Human Element/Seafarers of the Future" on 10th October 2019.



Columbia's Stand at the Exhibition – LR: Lukas Drumm (Project Manager), Merle Mestern and Julia Stylianou (Management System Officers)

SPECIAL VISIT DURING CYPRUS MARITIME

On 8th October, Columbia welcomed the IMO Secretary-General to its offices in Limassol where Mr. Kitack Lim took the opportunity to speak about the importance of the human element at his meeting with Columbia's Directors and some visiting clients.

He later visited our Control Room, accompanied on the visit by Dr. Heike Deggim, Director of the Maritime Safety Division of the IMO.

Editorial Team



Secretary-General Kitack Lim discussing shipping matters



IMO Secretary-General Kitack Lim with Top Management and visiting clients

40th Anniversary Garden Party

Celebrating Under the Stars

On 9th October, a special 40th anniversary party was held in our Limassol company gardens. Over 700 invited guests, staff and senior management gathered to celebrate 40 years of quality shipmanagement services. Guests included our valued clients, the Minister of Shipping as well as our cadets from the Cyprus Maritime Academy.



Group Executive Directors - L-R: Mark O'Neil, Carsten Sommerhage, Phivos Vakis and Andreas Hadjipetrou

CSM NOVOROSIYSK CELEBRATES 15 YEARS

This year Columbia Shipmanagement (St. Petersburg) Novorossiysk Branch celebrated its 15th anniversary. Since then, its reputation has grown as a provider of highly qualified seafarers with more than 300 Officers and Ratings joining vessels on a daily basis from our office.

On 14–15 October 2019, the CSM Senior Officers Meeting took place on the coast of the Black Sea in Novorossiysk, Russia. The conference was opened with a welcoming speech from Alexey Mashkevich (Operations Director) followed by talks



Georg Buseman presenting an anniversary CSM bag to Captain Musin



All participants of the Senior Officers Seminar

from visiting colleagues Georg Buseman (Human Resources Manager Seagoing Personnel), Victor Shipilov (Technical Fleet Manager) and Shaun Pinto (Marine Superintendent).

Upon completion of the Conference, a dinner was held in celebration of the anniversary that included special guests Evgeny Tuzinkevich (Harbour Master of Novorossiysk seaport) and Alexey Kondratiev (Director of the Training Center; Admiral Ushakov Maritime State University). All wished success and prosperity to our CSM Office. CSM Senior Officers, who have worked in the company for 10, 15 and 20 years, were rewarded with gifts presented by Sergey Panyushkin (Director of

CSM St. Petersburg – Novorossiysk Branch). The Officers expressed their gratitude to the CSM Company for the possibility to have a sustainable work and promised to continue to keep the CSM Flag flying high.

Capt. Sergey Panyushkin
Columbia Shipmanagement
Novorossiysk



CSM Novorossiysk staff and Georg Buseman with Alex Kononov

CSM GEORGIA'S NEW OFFICE OPENING

On 2nd November 2019, Columbia Shipmanagement Georgia celebrated 20 years of relations between CSM and Georgian seafarers by moving into the new CSM-owned offices and holding an opening ceremony. The opening ceremony was attended by Group Marine Director Mr. Leonid Zalenski, Group Crewing Director Mr. Norman Schmiedl, HR Manager Seagoing Personnel Mr. George Buseman and Technical Fleet Manager Mr. Mark Penny. The Head of Adjarian Government Mr. Tornike Rijvadze, Deputy Minister of Economy and Sustainable development of Georgia Mr. Akaki Saghirashvili and staff of Maritime Transport Agency were also present.

During the opening ceremony, the most experienced Masters' Mr. Temuri Merkviladze and Mr. Levan Mjavia and the youngest cadet Mr. G. Unaphkoshvili hoisted the CSM flag. This Cadet is the third generation from Captain G. Unaphkoshvili's family.

The ribbon was solemnly cut by Mr. T. Rijvadze, Mr. Zalenski, Mr. Schmiedl and Mr. Saghirashvili.

Group Crewing Director Mr. N. Schmiedl and CSM Georgia Director Mr. V. Shelia made speeches reflecting history of 20 years relations. Marine Director L. Zalenski in his speech delivered a congratulatory letter from CEO Mr. Mark O'Neil. In response, Mr. T. Rijvadze and Mr. A. Saghirashvili highlighted appreciation and importance of the

employment of Georgian seafarers by CSM for Georgia and Adjaria. Twelve seafarers who have been working with CSM Georgia for already 20 years were awarded with tokens of appreciation. A toast was made to our Chairman Mr. Heinrich Schoeller, who was the initiator of relations with Georgian seafarers. The opening ceremony was covered by all TV channels operating in Georgia.

Vladimer Shelia
Director
Columbia Shipmanagement
Georgia



AWARD NEWS

CSM Cyprus Receives Equality Award



On 3rd December, Columbia received an award and Certification of Good Practices – Gender Equality Employer. The award was received at the Landmark Hotel in Nicosia and presented by the Senior Manager of the Ministry of Labour, Welfare and Social Insurance to CFO Mr. Phivos Vakis.

CSM is proud to be the first shipping company in Cyprus to receive Certification of Good Practices – Gender Equality Employer.

CSM Wins CrewConnect Global Diversity & Inclusion Award

CSM is honoured to have been named as the winner of the CrewConnect Global's prestigious Diversity and Inclusion Award thanks to our 'I CARE' philosophy. Mark O'Neil, CEO, accepted the Diversity & Inclusion Award on behalf of Columbia's valued employees.



Attendees of the Award Ceremony in Nicosia



Our CFO Mr. Phivos Vakis together with our CSM Cyprus HR team, Maria Antoniadou (left) and Joanna Neokleous (right)



Mark O'Neil at the CrewConnect Global Awards in Manila

OPERATIONAL AWARDS

SMART4SEA Ship Operator Award

In November 2019 Columbia won the SMART4SEA – EUROPORT Ship Operator Award in recognition of its Performance Optimisation Control Room and drive towards enhancing smart shipping.



AMVER Award

Columbia was one of thirteen shipping companies (all members of the Cyprus Shipping Chamber) to receive the US Coast Guard AMVER Award for Outstanding Achievements in the area of rescue operations at sea.



QSHE Manager/DPA Captain Mark Constantine represented CSM at the AMVER awards

Sapphire Award

Three of our Columbia-managed vessels under ONE operation have received a Sapphire Award for safe and economical operations. ONE is the global container shipping company headquartered in Singapore.

Congratulations to our Captains and crew onboard ONE Arcadia, NYK Hawk and NYK Triton.



ONE Arcadia is known for her magenta livery

CSM CYPRUS LAUNCHES DIGITAL WAVES PROGRAMME WITH CMMI

Columbia Shipmanagement Ltd and the Cyprus Marine & Maritime Institute (CMMI) have signed an MOU to launch Digital Waves in January 2020 – a joint programme to explore innovative ways forward via maritime digitalisation.

This ambitious project aims to transform every aspect of the Shipmanagement model over the next three decades, with a primary focus on safety and efficiency. Research into connectivity and artificial intelligence (AI) trends will help to develop world-class solutions through Digital Waves in the near future.

Digital Waves will have a global perspective and address domains including the sensorisation of ships, augmented and virtual reality, the gathering and grooming of data using 5G and edge-cloud technologies combined with modern trends in machine learning and cognitive artificial intelligence.



L-R: Marios Nicolaou (CMMI), Lukas Drumm, Zacharias Siokouros (CEO, CMMI), Andromachi Demetriou, Mark O'Neil (President CSM), Michalis Hadjiavgoustis (CCS), Andreas Hadjipetrou (MD CSM)

Parts of such technologies have already begun to be implemented in the maritime sector as well as in the manufacturing sector through the Industry 4.0 revolution.

Digital Waves' joint innovation programme has already started and has been divided into 3 phases. To gain a deeper understanding of the Present Mode of Operation (PMO), the first phase involves strategic analysis of main issues faced by the maritime industry stakeholders. The second phase will involve testing and implementation in real-time maritime environments.

The final phase will be the development of digital products and solutions.

Zacharias Siokouros, CEO of CMMI said "We are very excited that only a few weeks after CMMI set sail – having received great support in funds and resources from the EU, the Cyprus Government and our industry and academia partners - we are now embarking with Columbia Shipmanagement on a voyage of exploration into the Sea of Big Data.

A voyage that promises a lot of opportunities. And for this, I would like to thank my colleagues at CMMI and our partners at Columbia who have worked over the last few weeks with exceptional professionalism and dedication."

Editorial Team

INVENTORY OF HAZARDOUS MATERIALS UPDATE

Columbia prepared ahead of critical 2020 IHM deadline

CSM and ship recycling experts GSR Services have teamed up as a response to the upcoming introduction of mandatory Inventory of Hazardous Materials (IHM) for all ships and responsible recycling. By December 2020, all EU-flagged vessels plus non-EU registered ships calling at EU ports will be required to carry an IHM.

GSR Services Managing Director Henning Gramann commented, "The vast majority of the world fleet is affected by the legislation and action is required to meet the deadline. The newly established Cyprus-based



venture will provide the necessary IHM services required by the new rules to CSM clients and others."

He added, "GSR Services has become a member of the CSM family, offering Class-approved services for the development of IHM via its international network of experts. Services include IHM maintenance, recycling planning and supervision. IHM inspections are currently planned and in the coming weeks many CSM-managed vessels will be visited by one of our IHM-Experts. GSR Services will be expanded into Green Recycling and Environmental Auditing/Planning.

A recent poll has revealed that 44% of owners have not looked into this at all and I assume that it will be very difficult for them to be ready in time.

We are very happy to be working with CSM to get these important compliance



Henning Gramann,
CEO of GSR Services

Gramann is a world-known expert in the field and has actively participated in the legal developments at IMO.

Following a period as Global Head of Practice with Germanischer Lloyd, Henning established GSR Services in 2011 and has successfully carried out high-profile and complex improvement projects for ship recyclers in Asia.

and responsibility aspects implemented in time by sharing our knowhow and capabilities.

This will increase the scope of the CSM services offering.

TOP MANAGEMENT VISITS PETROLINA OCEAN

On 4th December, Mark O'Neil (CEO), Phivos Vakis (CFO) and Allan Dutton (Operations Director) visited our good vessel Petrolina Ocean, a Chemical Tanker of Dwt (8,000). As the vessel was calling the port of Larnaca (Cyprus) the Top Management took the opportunity to visit the ship and more importantly their seagoing colleagues on board. After a tour of the deck and engine areas, a meeting was held with the Crew where the Top Management expressed their thanks to the crew for their hard work at sea.



Meeting the Crew - our Top Management onboard Petrolina Ocean in Larnaca port



Our CY crewing colleagues visiting Europa in Limassol port

BERLIN calls Limassol port

On 21st October a group of CSM Cyprus colleagues visited M/V BERLIN during her call at Limassol. The cruise vessel was en route to her next port of Rhodes and is managed by CCS.

The M/V Berlin is a small, traditional cruise ship with a maximum of 412 passengers. Our colleagues met the Top Command, the Purser and the Chief Purser onboard to discuss various topics and assist with queries.



L-R: Anna De Santis (Crew Purser), Stella Christoforou, Yiota Michaelidou, Ivana Vid (Chief Purser) and Kalia Michalaki

TRAINING NEWS UPDATE

Captain Fradi, CSM Crew Director of Training, is pleased to announce we are the first foreign Shipmanagement company to sign an MOU with the prestigious Maritime University of Busan via its Education Technology Research Support Centre (ETRS), which took place 19th September 2019. The agreement will help boost the joint activities and developments related to the training and education of Korean maritime students and seafarers and in



Captain Noriel welcoming the Class of 2023 at the Cadet Inauguration Ceremony

particular those employed by CSM.

The training schedule in Busan included on 16th September an Officer seminar joined by TFM Mark Penny), a 3-day Chemical tanker seminar from 17-19

September and attendance of a type-specific training arranged in co-operation with Sinokor on Ballast Water Treatment systems at the Hyundai Facility (the maker). All events were attended by 14 Korean Deck and Engine Officers.



Simulator training session at CSM Batumi

On 3-4 September a number of key office personnel have attended a Maritime Resource Management training conducted by Captain Fradi. The training was an opportunity to share ideas and discuss improving soft skills such as communication.

In Constanta, Captain Fradi, conducted a Chemical Tanker seminar for 15 senior and Junior Officers from Romania, Ukraine, Russia and Georgia. The training was an opportunity to focus on tank cleaning requirements, wall wash test training and tanker operations.

The seminar was also attended by Captain Matis who addressed cargo claims and Marilena Morphaki (Ship Operator).

Marilena participated in hands-on training on how to correctly perform a Wall Wash Test (WWT) on a chemical tanker vessel. The test evaluates whether the tanks are suitable to load a sensitive chemical cargo as per Charterer's pre-loading requirements.



Captain Faouzi Fradi with the Principal of FOSFA Maritime Training Centrend Ocean University



Cadets at our Manilla training facility



Ship operator Marilena during Wall Wash Test training in Constanta

Speaking after the training, Marilena said: "Continuous learning is an important pillar for our personal development and for the company to remain a leader in the constantly evolving Shipping world .

It is therefore with pleasure that I welcomed the opportunity to participate in the seminar, which offered practical understanding of onboard operations as well as



Professor Dr. Jin-Seok Oh, Director of the Education Technology Research Support of Korea Maritime

exchange of information on previous challenging cases involving carriage of chemical

cargoes, so that we may learn from the past and improve for the future".



Adobe ABOUT COLUMBIA'S eLEARNING PLATFORM

CSM is focused on the need for better training of our crews which is why we have developed the Adobe E Learning platform.

By partnering with a multinational computer software company we have implemented a global LMS administration. This cutting

edge Web and Appbased eLearning platform enables the employees (on shore and off shore) to access and complete their training assignments at their own pace and even without having network connectivity.

Columbia's LMS system is:

- **convenient from any location** - the office, onboard vessels, at homes, or even when travelling
- **interactive** - courses can be completed using computers or mobile devices to download the courses, generate certificates after successful completion of the relevant

test, collect points and badges, post comments and questions in dedicated forums, participate in webinars, attend virtual classrooms and also access virtual reality content among many other features

- **future-facing** - a dedicated in-house team develop tailored eLearning courses using the most advanced authoring software. The LMS enables Masters and Managers to create Continuous Development Programmes for their teams by enrolling them for specific courses.

MY CADET STORY

by Nguyen Chi Hieu

Hello everybody, I'm Nguyen Chi Hieu, one of the first group of Vietnamese cadets selected by Mr. Buseman in December 2016. Now, I'm just finished my first contract as 3rd Officer on M/T Troy (Ex – Cape Troy). So let me tell you about my story: "how did I grow up from cadet to deck officer on CSM's fleet?". After the interview, a total of 10 Vietnamese cadets passed including me. We then had some in-house training before starting the cadetship onboard a CSM vessel.

I was lined up on M/T Cape Troy and then signed on in April 2017. I had 2 months of training on a tanker before but now it was difficult for me to adapt when working and studying with a mixed nationality crew (my first practice was with full Vietnamese crew). Especially, at that time, CSM had just started to co-operate with a Vietnam crewing agent. It was a tough time for me in the beginning. As you know, a seamen's life is not easy but our company tried to provide the best entertainment things to support the crew, gym equipment, etc. Nevertheless, all crew onboard at that time encouraged and supported me a lot. Our company also provided very useful cadet training programmes such as Cadet Task Book according to PIN 19. Gradually, my knowledge and practical skills improved on all parts. Then finally, I got two promotions to 3rd Officer from two different Captains. I am very proud of it. Because of that, it is the first time CSM take a Vietnamese cadet and promote to an Officer rank. It was proven that the educational programme of the Vietnam maritime university is good enough to supply good cadets for European Shipping Companies.

Subsequently, I finished the contract as cadet, repatriated and got the license as Officer. With the approval of Captain Andreas Xapolytos, I was assigned directly as 3rd Officer on the same vessel – M/T Troy



Cadet Nguyen with
Capt. Wennie Sablon



Preparing to embark the vessel as 3/O Rank

(Ex – Cape Troy). In October 2018, I embarked the vessel. It was very convenient to go back on the same vessel, as it saved a bit of time in the beginning, because I already knew the vessel after nearly 10 months of cadetship. The crew was great all the time. When the vessel stayed at anchorage, I prepared some games and prizes when the vessel was celebrating Christmas and New Year. Those are very beautiful memories. After that, the vessel underwent many external inspections and of course, no more relaxing time. Of course, it was a challenge for me – to have a 1st contract as 3rd Officer.

However, with the efforts of the crew and the support of MSI Mr. Alex Hidalgo and Mr. Florin Micu and, TSI Mr. Maslov Sergey and the office, our vessel passed all of the inspections with outstanding results. The advice of superintendents also built up my competency a lot. All of experiences that I have gone through the time I served for CSM is unforgettable.



My Birthday celebration during preparation time before forthcoming vetting inspection.

Capt. Kuntchulia Mamuka (right) and C/O Ostankov Oleksiy (left)

I hope that we will have more and more qualified Vietnamese seafarers working and growing up onboard our fleets representing the brand of Vietnamese crew to the world.

LIFE AS A DECK CADET

by Svetlana Filchenko

My name is Svetlana Filchenko. Now I'm a Deck Cadet on board of good vessel "Cape Moss".

At the present moment, I study at the 5th year course in Volga State University of Water Transport in Nizhniy Novgorod on the faculty of navigation. It is my final year and afterwards I plan to continue working at sea. Since childhood, the job at sea is my main dream, which begins gradually to come true.

It is already my third practice on board the vessel. But it's my first experience of working with multinational crew on board of a foreign ship. My previous practices were on board of

Russian vessels only. My first vessel was a sailing ship, which gave me a chance to become familiar with the basic knowledge about this industry. The second vessel was a river-sea bulk-carrier, which familiarised me more deeply with organisation of correct job and daily routine duties.

This job is difficult especially for a girl. But difficult doesn't mean insurmountable. It is necessary to overcome barriers on the way to reach your aim. The more difficulties we have the more interesting and exciting our life is. I have plenty of stamina and I am ambitious enough to realise it and my ardour for sports - martial arts - helps me on this way.

When I contacted CSM in Saint Petersburg for applying to the Cadet programme, CSM gave me the great opportunity to demonstrate my knowledge, and as a consequence, develop my skills as a future navigator on board the vessel. I highly appreciate the Company for this chance. This practice allows me to learn new and helpful things in this profession. Moreover, I have a chance to be thoroughly familiarised with carrying out a correct and efficient job on board the vessel 'Cape Moss'. I express enormous thanks to all crew, Master and Officers who share with me their experience, teach me and always are ready to give the answer or help me at all times.

My cadetship shows me the world, the special regulations in different countries and ports; familiarises me with different nationalities, and their ideas, and interests. The world of seafarers is boundless. You should learn new things during all your life, its great; the world changes and updates the information base in your head. The friendly atmosphere between all the crew members and excellent trainers made this practice for me very interesting, memorable and inspiring for developing.

It is a great experience for me and I really want to be a good navigator; develop my skills and move along the way of career growth in Columbia Shipmanagement.

Svetlana Filchenko

Deck Cadet



CONTROL ROOM CONTINUES TO INNOVATE

December marked the one year anniversary of Columbia's Performance Optimisation Control Room opening (POCR). Continual development of our POCR services differentiates us from our competitors and demonstrates our commitment to safe and quality vessel management and operation.

During London International Shipping Week in September, a live demonstration of our

Control room was held between London and Cyprus. The live demonstration highlighted the benefits and capabilities of the Control Room and was later followed by a Q & A session from the audience to Captain Pankaj in Cyprus. Since our last Compass issue, an important milestone has been reached with the start of full fledged weather routing services for the AAL fleet. The POCR has replaced an existing service provider at a competitive offering and created substantial savings for AAL shipping.

The POCR is also presently running a trial service by assisting with routing of a towage operation voyage for CSM Energy. We are also starting trial POCR services for a number of our clients. POCR will now focus on delivering successful trials for the prospective customers and stabilising processes developed as a result of phase 2.

In one year our team and offering has grown exponentially. We will continue to develop our Platform, People and Processes to navigate smoothly into the future.



From London to Cyprus, CSM Marketing Director Demetris Chrysostomou introduced Captain Pankaj live from our Control Room

ABOUT COLUMBIA'S CONTROL ROOM

Columbia Performance Optimisation Control Room (POCR) affords clients the ability to optimise all aspects of their navigational, operational and commercial performance. Via a state-of-the-art digital platform, the POCR harnesses the very latest technology and digitalised techniques in a wholly confidential and data secure environment.

Monitored by specialists 24/7, the POCR allows clients to have a greater level of transparency and visibility of their operations.

As a web-based solution, the POCR functionality can be immediately transferred to a client's office at zero cost, therefore being able to access the services remotely. The majority of features require no onboard equipment installation, although camera, sensor and automatic data collection technology can be provided where necessary. The POCR is available to optimise the performance of entire fleet of vessels and crews.

Important milestones from the past 6 months include:

- **Advanced Analytics:** Based on ISO 19030 methodology and using actual data to compare hull and propeller performance curves. The benchmarks are self-correcting and measure performance for Engine, auxiliary and boiler
- **Consolidated Reports Beta Testing (Engine, Bunker Stock, Events Reports):** An upgraded version of the Noon reports is in development/testing phase which will include 3 new parts:
 1. Engine report: This is an electronic version of the Engine Log Book
 2. Bunker Stock: The daily bunker stocks in the tanks on board the vessel
 3. Events Report: This report will create timestamps of various events about vessel operation and performance
- **Weather Routing Service:** The POCR has recently taken over weather routing services for AAL Shipping. This consists of finding the optimum routes based on weather forecasts, sea conditions, the ship's individual characteristics and cargo on and below deck. This service is also under trial with a number of potential clients.
- **Connected Yacht Project:** In the last quarter of 2019, POCR has been working on connected yacht project that is based on Digital Twin concept. Sensor data from the vessel is streamed live and visualised on a 3-D model.



IMO Secretary-General Kitack Lim
with Top Management visiting Columbia's Control Room

CYBER SECURITY NEWS Penetration testing aboard vessels – what is measured is managed

Columbia Shipmanagement is planning to set up a specialised maritime security company called Argus Security Services which will focus on crew vetting (criminal, credit and previous employment), cyber security, safety equipment and armed guards.

Gideon will be one of the intended partners, and has kindly contributed to this issue of Compass.

The last few years have seen quite a lot of focus on cyber security in the maritime sector. It's given rise to multiple guidelines and recommendations including a weigh in from the IMO.

Managers and owners have had a mixed response to this trend with some adopting formal standards such as the ISO 27001 and a few at the opposite end of the spectrum deciding to broadly accept the

risks associated with cyber-enabled systems, choosing instead to pay for the resulting incidents as they occur. Most however have made some sort of effort to expand or improve cybersecurity measures onboard the vessels they own or manage. The question now becomes how do you measure the effectiveness of these control systems?

In a traditional IT environment, e.g. a company with a few offices and a few hundred employees, the penetration testing process is very well defined and generally understood across many industries.

It typically includes reconnaissance, social engineering such as phishing, employee impersonation, on-site attempts at subverting access controls, locating and exfiltrating sensitive data et cetera. While comprehensive and beneficial, these tests require significant time and resources to perform properly.

Traditional testing like this just isn't practical for a vessel or even fleet, despite the obvious need to test these critical control systems and by critical, I mean that if the subject cyber-enabled system is made unavailable by cyber-incident the vessel goes off hire or



is significantly impaired. Additionally testing critical systems, especially while the vessel is underway, is itself a risk that needs to be considered beforehand.

So given the constraints, complexity and risks how is a manager or owner supposed to assess the effectiveness of cybersecurity controls onboard their vessels? One methodology we developed was to first identify what optimal security looks like with the basic set of controls found on almost every vessel today. That is typically a firewall, anti-virus/ endpoint software, configuration of the endpoint (usually some sort of Windows PCs) and known vulnerabilities present on the networked devices. In an optimal configuration the firewall will have an outbound rule policy, inline anti-virus that filters both clear text and encrypted protocols, anti-virus software that is up-to-date, an endpoint configuration that has been 'hardened' against exploitation and no critical (immediately exploitable) vulnerabilities showing on the internal network. If all of those things are true, then the controls

are providing the maximum protection value they can, in other words you're getting the most for your money. As fewer of those things are true you work your way down to a poor security posture where the controls, while present, are not really doing much for you, you're not getting a good value for your money.

In order to conduct this test on a vessel in a cost effective and timely manner it must be able to be performed remotely.

Our solution to this was to package all of the tools needed to perform the tests into a downloadable package. This package is either directly downloaded onto the vessel or delivered by an agent. When run it allows the remote penetration tester to conduct the test aboard the vessel regardless of whether it is in port or at sea.

Because the measurements are non-intrusive the risk of negative operational impact is quite low. Much lower than not testing at all.

Once the vessel's cybersecurity controls have been tested the results must be quantified so that evidence of the security posture can be communicated or opportunities for improvement can be clearly quantified. We opted for a weighted system using a score of 0-100 that is comprised of an aggregate score of the five control areas tested. For example a score of 80-100 would place the security posture of the vessel as 'Optimal', a score from 60-80 would place it at 'High' et cetera.

So do you need to test every vessel in the fleet? That's going to depend mostly on how uniform the configurations are. You should test multiple samples of each configuration you have in your fleet. If that's not feasible you should test random samples.

As penetration testing is usually an annual process you may also want to rotate which vessels are tested for a given configuration each year.

Gideon J. Lenkey, CISSP
Epsco-Ra Security Systems

CSM ENERGY ANNOUNCES NEW STRATEGIC COOPERATION

CSM Energy has announced a strategic cooperation with Waterworks Offshore Services, one of the leading German offshore shipbroking houses. Waterworks has a strong footprint in the Offshore Renewable Market, combining traditional and Hanseatic shipbrokerage services focusing on Sale & Purchase and Chartering of specialised Offshore assets. The cooperation will afford existing and new clients of CSM Energy and Waterworks, financing banks, funds and leasing companies, a unique turnkey solution of high tech, digitalised technical, crew and commercial management, as well as highly-effective chartering and sales and purchase shipbrokerage services.

Joachim Brack, joint Managing Director of CSM Energy, commented: "We are very excited about this new relationship and look forward to bringing a higher

value to a sector which desperately needs this comprehensive approach."

New Client

The team of CSM Energy is very pleased to announce that Texan company Caladan Oceanic, owned by entrepreneur and explorer Victor Vescovo, has entrusted CSM Energy with the management of 'DSSV Pressure Drop'. Caladan Oceanic is a private company dedicated to the advancement of undersea technology and supporting expeditions to increase the understanding of the oceans.

Founder Victor Vescovo has long had a passion for exploration and could become the first person in



history to have been to the top of all the world's continents, reach both poles, as well as descend to the bottom of all its oceans. DSSV Pressure Drop was built in 1985 in Tacoma, Washington and was extensively refitted in 2013. At 68.3 m in length, with accommodation for up to 47 persons, and with a 12 ton A-Frame fitted astern, she is the ideal platform from which to conduct scientific and research projects using a manned submersible. As part of the "Five Deeps Expedition" the ship conducted



L- R: Valentin Hartmann, partner, Waterworks Offshore;
Sven Boedewig, Managing Director, Waterworks Offshore;
Joachim Brack, Managing Director, CSM Energy;
Mark O'Neil, CEO-CSM

oceanographic research and assessments, throughout the eastern Pacific, including the U.S. West Coast, Central and South America. The official take-over took place on 01.01.2020 and transition activities have started.

With the first vessel entering management the team of CSM Energy is stepping up their marketing efforts a further notch to attract additional business.



DSSV Pressure Drop is the first such vessel under management



CSM Energy is pleased to welcome Caladan Oceanic as a new client

SWISS OCEAN UPDATE – NEW YACHT, NEW COLLEAGUES

Swiss Ocean continues its development and the team is growing as it welcomes two new team members, working out of Hamburg office:

Anton Meitmann, as Junior Yacht Manager and Franziska Taubert, as Yacht Administrator. We wish them both a lot of success, as an important part of our company progression. A new vessel also joined the Swiss Ocean fleet in November – the sailing yacht has entered full management.

Even if not a large vessel, she has an interesting programme for us to support, sailing soon to the Caribbean and then cruising in the Pacific islands for a year.

Christophe Ceard

Managing Director

Swiss Ocean Yacht Management

www.swissoceanservices.com

About Swiss Ocean

Specialists in Yacht Asset Management

Our mission is to bring commercial rigour and exemplary service to the world of superyachts. Swiss Ocean can manage every step, from the specifications of your yacht, through the build and recruitment, all the way through to maintenance and voyage planning. We bring in experts, techniques and innovative technologies from across industries – from hospitality to hybrid propulsion – so the experience on-board and ashore is unparalleled and the finances are watertight. Visit www.soym.ch to learn more.



Welcome to our new colleagues
Anton Meitmann and Franziska Taubert

MCTC HOLDS RECIPE COMPETITION

Columbia places the well-being of its employees above all else. Nutrition is of vital importance to the overall welfare of our crews, alongside fitness and mental health. Columbia and MCTC (Marine Catering Training Company) signed an agreement in 2018 – MCTC specialises in the management and training of our catering staff employed onboard. MCTC are pleased to advise the winners of their annual Cooking Competition. The competition theme was Festive Savoury Canapes. The contestants were asked to prepare unique festive canapes for the crew and to submit recipes and photos for MCTC's committee to sample and vote for the best dish.

Congratulations to our following winners:

CSM Cyprus fleet

Mr. Junsher D. Daluz, Chief Cook o/b STH Chiba

CSM Deutschland fleet

Mr. Jonard Ajos Quimpan, Chief Cook o/b Rio Tamara

CSM Singapore fleet

Mr. Edgar David Tagaro, Chief Cook o/b Fred



One of the winning entries from Mr. Jonard Ajos Quimpan onboard Rio Tamara our CSM Germany fleet.

About MCTC

In partnership with Columbia, MCTC Marine provides support to our fleet in various areas, including:

Catering Competency Development Programme

- Onboard trainings and briefing at the training establishments
- Nutrition adapted to nationalities, religion and cultural background

Catering management (Food supply to Vessels)

- Supply monitoring and provision requisition as per vessels' needs
- Culinary training tailored to the efficient use of the provisions available in the vessels' galleys



Other notable entries included this canape which was named 'Sea Passage' - it helps the watch keeper while he is on a long ocean sea passage, remembering his home and family...

Created by: Sypko Oleksandr onboard Nordic Zenith

CCS TAKES OVER MANAGEMENT OF SUPERSTAR LIBRA

The first permanent hotel ship for shipyard workers under CCS full management commenced services at the beginning of December 2019 in Wismar, Germany.

The cruise ship 'SuperStar Libra', belonging to the Genting Group Hong Kong, has a new destination as a floating accommodation in Wismar on the MV Werften for shipyard workers and contractors.

The Genting Group assigned the contract for the future hotel services, crewing and recruiting as well as the technical management of

the cruise ship to the Hamburg-based company. As the dedicated manager and with a team of in total 116 hotel, deck and engine crew member, CCS is in charge for the product delivery of the food and beverage services, the housekeeping, purchasing, logistics and the administrative services. The residents of the SuperStar Libra are part of an unprecedented venture: Genting is building at least two luxury liners of the "Global Class" with superlative dimensions: 342 long, 46 meters wide and 20 decks high. With up to 9500 passengers and 2500 crew members this makes it the first ship in history that will carry more than 10,000 people.



COLUMBIA

CRUISE SERVICES

During the building period of the "Global Class", the external contractors from all over Europe live on board the SuperStar Libra. Similar to a hotel, which is not open to the public, restaurants and bars are available.

Additionally, from 2020 onwards, a lunch menu is offered for payment to non-resident shipyard workers and contractors to relieve the local "shipyard canteen".

Olaf Groeger

Managing Director
Columbia Cruise Services
GmbH & Co. KG



SuperStar Libra in Hamburg port

UHI NEWS UPDATE

On 27th September, UHI held a special cocktail reception to welcome our associated Trainers. A total of 5 Trainers specialised in Hospitality Industry attended and received a briefing at our Limassol office.

A Barista seminar was held by UHI on the 28th November, 2019 at Vassos Eliades establishments in Nicosia Cyprus and led by a coffee expert Mr Valentinos Psaras and Mr Argyris Kontos, UHI's Training Manager.

Opening with the history of coffee, understanding the different types of coffee, overviewing the grinding process and the usage of the Espresso Machine are only few of the areas that attendees had the opportunity to enjoy.

Meanwhile, UHI and Othon Ghalanos Group organised a Loch Lomond Whisky presentation and tasting, held on 06 December 2019, at 7 Seas Bar in Columbia Venue Center in Limassol. Mr. David Lind, Regional Director Europe of Loch Lomond Group, a whisky renowned expert, presented to our exclusive clients the

history of the Loch Lomond Whiskies and the production methods, followed by a Whisky tasting experience.

Our Career Day Event took place on 15 – 16th January 2020, at the Electra Palace Hotel in Thessaloniki. The event was organised by UHI in collaboration with leading Cyprus hoteliers, aiming to offer the kickstart for many people aspiring to pursue a successful career in the hospitality sector.

Representatives from the Cyprus hospitality industry, such as Leonardo Hotels & Resorts Mediterranean and Azia Resort & Spa Hotel, participated at the event and interviewed more than 100 people to be selected for their resorts, mainly for seasonal employment. It was an ideal opportunity for the attendees to connect with leading employers,



**UNITED
HOSPITALITY
INSTITUTE**

negotiate their varied hospitality career paths and provide contracts on the spot. Selected people will go through UHI's hospitality training, enhancing individuals' skills and knowledge necessary in making a difference in the market place.

To learn more about UHI visit:
www.uhinstitute.com

Artemis Garoyian
Admissions Officer
United Hospitality Institute



COLUMBIA DEUTSCHLAND TRAINEES ATTEND ACTIVITY DAY

On Thursday the 28th of November, the Maritime Cluster Norddeutschland, an association of different maritime related organisations based in northern Germany, invited approximately 30 apprentices from different maritime companies to join their second Trainee Network Meeting held onboard the MV Cap San Diego. Six of Columbia's trainees participated.

During the day different activities such as hiking, a guided tour around the ship, climbing the rigging and a soup cooking workshop took place to provide the opportunity for the apprentices to get to know each other, socialise and to exchange experiences about shipping and the individual jobs in the industry.

The main goal of this free event was to connect and strengthen the network between the

apprentices in the northern German shipping industry. It was a very interesting and special day with a lot of new impressions.

Trainee Nikolaos Diakomichalis said afterwards, "We all know that shipping is a people's business and this was the perfect opportunity to get to know many new people from different nautical sectors".

Annika Henning

Columbia Shipmanagement (Deutschland) GmbH
Apprentice



CSM GERMANY SPONSORS BEE PASTURE

One third of the world's food supply is dependent on pollinators, mostly honeybees. It is alarming that 30 % of our bee population has been lost over the last 10 years.

Monocultures and flowerless landscapes induce the loss of bee's natural habitat. Extinction of bees and other insects affects us all! Since plants can't move, they have to employ other tactics to ensure pollen is carried from flower to flower. Some plants rely on wind and water; most flowering plants reproduce through animal pollination. Around 75% of crop plants require some degree of animal pollination, including many of our everyday fruit and vegetables. Of all the different animals and insects that serve as pollinators, the most important are bees.

Bees and pollination

In the past we relied on wild bees to pollinate our crops but wild bee populations are now in decline due to disease, extreme weather,

competition from invasive species, habitat loss and climate change.

For this reason CSM Deutschland decided to become a sponsor of a 200 m2 bee pasture in the fruit-growing region "Altes Land" close to our Hamburg office. Bees and other pollinators find there different types of flowers for different seasons. "Bee pastures," are floral havens created as an efficient, practical, environmentally friendly, and economically sound way to produce successive generations of healthy young bees. The pesticide-free pastures are simple to establish and easy to tend. It is through pollination that plants are



fertilised and able to produce the next generation of plants, including the fruit and crops we eat.

Our colleagues based in Germany can visit the bee pasture at Obsthof Lefers, Osterjork 140, 21635 Jork.

Jennifer Pilz

Environmental Officer
Columbia Shipmanagement
(Deutschland) GmbH



CSM SINGAPORE HOLDS BEACH CLEANING EVENT

As part of our I CARE Philosophy and in support of the ongoing Environmental Campaign, CSM Singapore colleagues participated in a Beach Clean-Up on Friday 4th October 2019. The event aimed to cultivate environmental awareness and serve as a learning opportunity for our staff, as there is a major difference between seeing photos of plastic pollution online and witnessing it first-hand on an actual beach. All participating members were decked out

in their Beach Clean-Up T-shirts and put in their very best efforts towards cleaning up the beach which we firmly believe is a step towards cleaning our oceans.

Over a span of a few hours we accumulated a total of 23 large garbage bags of waste. It was truly an eye-opening experience to see our beach littered with non-biodegradable items, composed primarily of plastics and Styrofoam which will take centuries to fully decompose. It was saddening to see many of these items were commonplace in our daily lives such as, plastic

bottles and lids, lighters, toothbrushes, toys and surprisingly several slippers which were all missing their counterpart! In addition more uncommon were sawn off plastic drums, sections of mooring ropes, packing materials and even a couple of footballs. However it is important to note that the effort put in was merely the tip of the iceberg as compared to the problem of marine pollution. Large plastic wastes break down into smaller and smaller pieces as they are exposed to sunlight and wave action. During our clean-up



L-R: Capt. Gaurav Mishra, Yusuf Kwong, Capt. Alexey Matskevich, Capt. Hu Lin, Andi Ichwan, Li Liang Bao, Christine Ow, Capt. Dante Jerusalem, Mr Ruben Oggel and Lamaq Khairullah

we noticed hundreds of tiny multi coloured plastics which littered the beach and surrounding coastal area, these micro-plastics are a vital indicator of the true scale of plastic pollution. The micro-plastics steadily enter the marine food chain through the primary consumers living beneath the sand and through plankton in the sea and move on to disrupt the entire marine lifecycle. So in effect the larger the fish the more potential of contamination through its consumption of smaller fishes who in turn consume thousands of plankton that are ingesting thousands of micro-plastics.

Picking up every single micro-plastic piece from the beach would be an (almost) impossible task and as such the fight against pollution has to begin at the top of the cycle where us the user's, reside. We urge all our colleagues both ashore and onboard to practice mindfulness when purchasing and disposing of non-biodegradable items as it makes its way into the coastal and ocean ecosystem, and eventually back to us through the seafood we

consume.

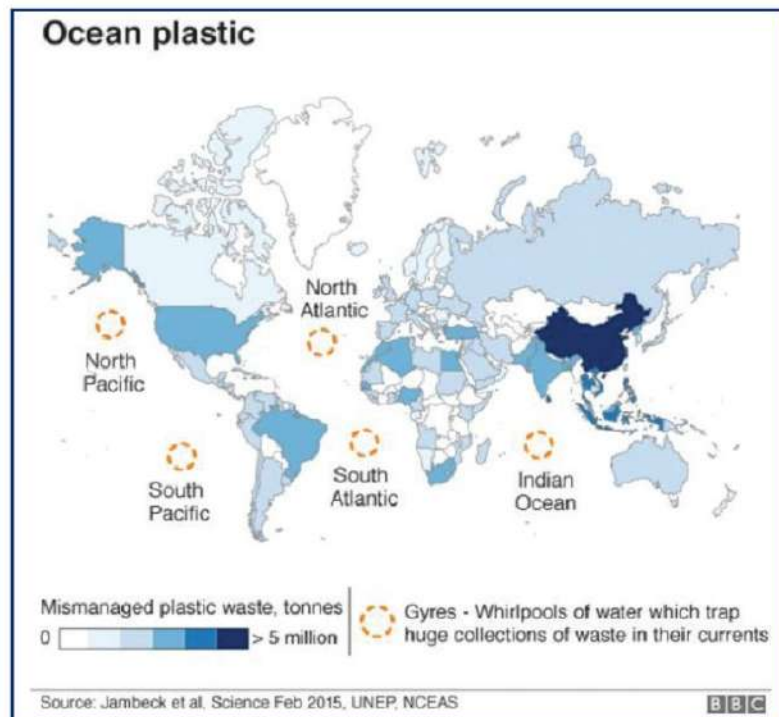
Even minor changes to our daily lives such as replacing the use of plastic bottles with a reusable bottle will make a significant impact when practiced by all of us!

Remember to always **Refuse, Reduce, Repurpose, Reuse, Recycle** and consider the impact of our decisions on the environment.

Lamaq Khairullah
Environmental & Energy Officer
CSM Singapore



Clean up in progress - all pictures are courtesy of Capt. Gaurav Mishra



Ocean plastic concentration

I CARE News

It's been over a year since Columbia launched its company-wide I CARE campaign, to re-focus attention on our company's Core Values and policies, and has since become a philosophy.

We strive as a company to live by our values of Respect, Loyalty, Competence, Accountability and Passion. In November 2019 a new THINK! Campaign was launched for our fleet, as part of I CARE.

The objective was to encourage

our crew to think more about their actions onboard and motivate all to create their own campaign, related to the areas of Safety, Health & Hygiene, Environmental, Alcohol Awareness and Wellbeing onboard.

We are pleased to share some creative campaign posters received below.

With many excellent submissions and effort, it was impossible to choose an outright winner and as such we would like to take this opportunity to acknowledge the following

vessels and their crew for their campaigns which were considered to be amongst the best submissions received:

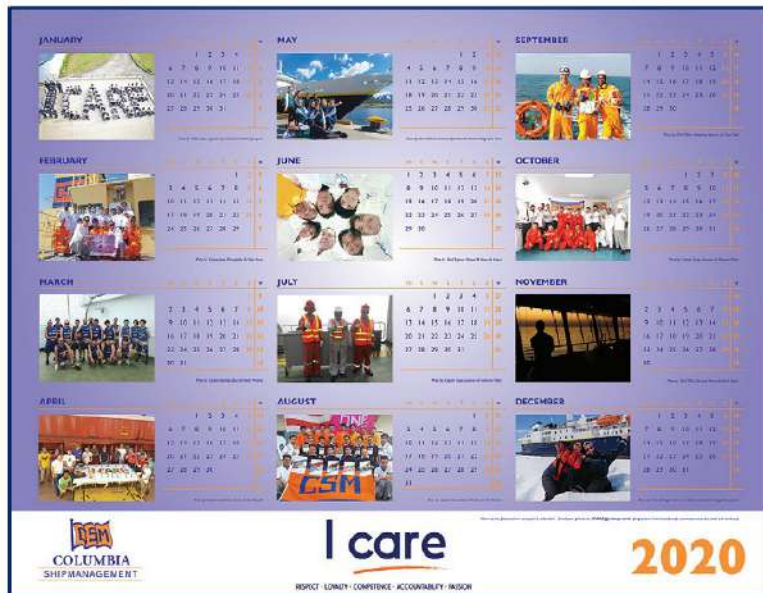
- Nordic Zenith
- Astra
- Cape Bellavista
- NYK Vesta
- Marlin Shikoku
- Marlin Sparta
- NYK Triton
- Silver Ellie
- Busan Trader
- AAL Kembla
- SKS Saluda
- Mr Marlon Tobias and Mr Noriel Cereno, CSM Training Officers Manila



Marlin Shikoku's THINK! entry highlighted the safety aspect



Colours of I CARE from AAL Kembla captured the image of diversity onboard

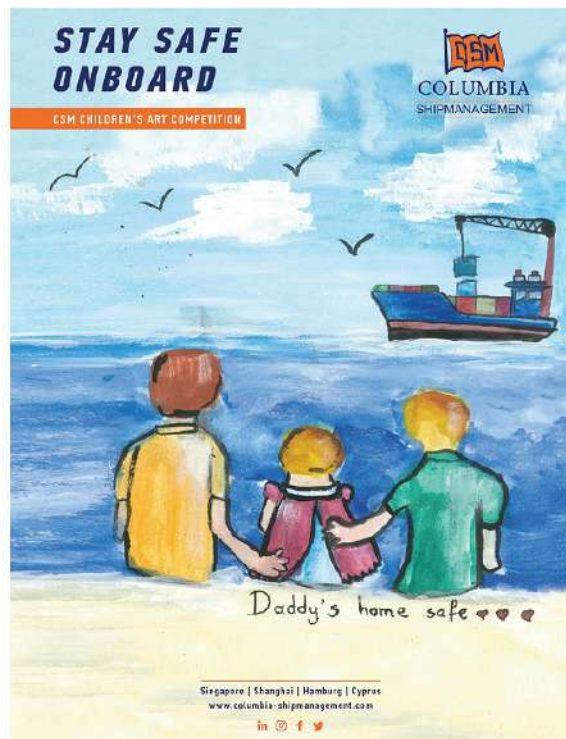


Presenting our new I Care wall calendar featuring the best photos from our fleet



Some of our talented young artists who participated in the CSM Novorossiysk art competition

For the first time, Columbia has circulated a new series of Safety posters and desk calendars to our fleet featuring paintings by children of our colleagues. Children were invited to use their imagination to create paintings that to highlight that our seafarers families need them to return home safely. Below left is one of the posters. A big thank you to all the children who sent in their fantastic artwork.



Artwork by:
Evgenia Kepsi



This creative Think! entry was received from the IMEC Academy cadets in Manila

CSM Together NEWS

It's been an eventful 6 months for CSM Together in regards to promoting diversity within the company. CSM has received a Crew Connect Diversity Award as well as an Equality Award from the Cyprus Ministry of Labour, for which we were the first Shipping Company on the island to become certified.

Our colleagues have been hard at work, representing the women of Columbia at various events.

Our Senior Crewing Superintendent Anca Preda held a recruitment event for Lindblad which is a company for adventure cruises and expedition ships. Anca also gave a speech at CSM Georgia, which was organised by CSM Georgia and the Maritime authority and was about introducing young Georgians to life and work onboard cruise vessels followed by interview sessions. Our Ship Operator Marilena Morphaki was nominated for the position of Young Board Affiliate for WISTA Cyprus and though she was not elected it was still a great accomplishment considering it was her first



Anna Ioannidou (CSM CY Accounts Manager) speaking at the Limassol Chamber of Commerce in December 2019



Ship Operator Marilena Morphaki introducing herself at the WISTA Cyprus elections



Introducing our new WISTA members on the steps of our Limassol office

time participating. In December we hosted an interview with the first Cypriot female Captain, Iro Gidakou and our CSM CY Accounts Manager Anna Ioannidou spoke on a panel arranged by the Limassol Chamber of Commerce.

Furthermore, Columbia Germany in cooperation with WISTA Germany arranged an event at our Hamburg Office where they hosted more than 40 ladies from all sectors of the maritime industry to discuss the question "What can I (as a woman) do to enhance my career?".

Claudia Ohlmeier, WISTA Germany President, opened the event followed by an introduction speech by Captain Nicole Langosch. Workshops and networking followed a presentation given by Dr. Chris Schäfer. All this would not have been possible without the hard work of our CSM TogetHer team in Hamburg: Claudia Paschkewitz, Monika Wagener & Madeleine Schuemann.



Q & A with special guest Captain Iro



Captain Valentin with Captain Iro



During Cyprus Maritime when Mark O'Neil interviewed BIMCO President Sadan Kaptanoglu at our Columbia office arranged by the CSM TogetHer Team

from this diversity is beneficial to all. CSM is still at the beginning of its diversity journey but with defined objectives, clear communication and support we shall succeed. We recently interviewed Anca Preda, Senior Superintendent, for our CSM TogetHer newsletter. We'll leave the last word to Anca with an excerpt which sums up our initiative well.

What can be done to encourage more women into the traditionally male-dominated Shipping industry?

I sincerely encourage exposure of women's inclusion in executive boards, industry events and platforms where, generally, industry leaders are present. This environment needs to transmit a consistent message of genuine inclusion based on skills and capabilities more than anything else.

I believe we are at a great moment in time and we have to use this wisely as a solid base to build on moving forward.

To get involved, please contact any member of the CSM TogetHer team or email us at: csmtgether@csmcy.com

CSM TogetHer Team

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Participants of the WISTA Hamburg event with our TogetHer team



WISTA Workshop in progress



CSM TogetHer moving forward in CSM Singapore

AAL NEWS



AAL BOOSTS
GLOBAL PRESENCE



AAL
WINS AGAIN



NOTABLE
SHIPMENTS

AAL BOOSTS GLOBAL PRESENCE WITH ANOTHER 133,000 DWT

Additional W-Class vessels join AAL's fleet, representing 133,000 dwt / 156,000 cbm of additional capacity for its customers and further differentiating the carrier's niche project cargo offering and strong position within the MPP sector.

Representing 133,000 dwt / 156,000 cbm of additional capacity for AAL's customers, the new vessels boost AAL's operating tonnage to just shy of 740,000 dwt (excluding short term time charters) and strengthen its unique global customer offering and position as one of the sector's five largest



most service-driven carriers. The vessels, four in total, joined AAL's in October and, alongside additional W-Class tonnage already employed in the fleet and multiple other MPV classes, they will boost the carrier's global coverage, providing additional capacity on such important trades as: Asia – Australia; Asia – Middle East – Europe; and Asia – North America. AAL's Managing

Director Kyriacos Panayides explained, "We've invested heavily in developing a global infrastructure, differentiated modern fleet profile and team of professionals worldwide – experts in chartering, commercial support, operations and engineering – that can put us in pole position over other carriers to deliver on the demands of today's global project industry."

AAL WINS 'BEST SHIPPING LINE 2019' AT HEAVY LIFT AWARDS

AAL beat off stiff competition in Antwerp from the world's top carriers to win top honors 'Shipping Line of the Year 2019' at the inaugural Heavy Lift Awards, organised by HLPFI.

Congratulations to everyone involved in a great night for the company and to all those working for AAL worldwide, on land and sea! This latest honour for AAL comes in the same year that we beat stiff competition to retain the Asian Freight, Logistics and Supply Chain Award (AFLAS), 'Best Shipping Line – Project



Kyriacos Panayides receiving the award from the event's guest, Dutch football legend Ruud Gullit

Cargo', that was presented in Hong Kong.

AAL Marketing Team

ALL SHIP-SHAPE ONBOARD THE AAL BANGKOK!

The AAL Bangkok recently provided the perfect ocean transport solution for a leading yacht transport and boat shipping company, representing a select group of private owners seeking a Caribbean climate for their pleasure cruising this winter.

AAL's specialist heavy lift S-Class vessel (19,000 dwt) loaded a compiled cargo of 12 floating craft in Genoa,



Italy, and successfully transported same to the Virgin Islands and Port Everglades.

The 3,500m² cargo, included a 51-metre super yacht, weighing 400t, which proved short work for the

Bangkok's heavy lift cranes and their combined 700t max lift.

The cargo was transported via AAL's growing Europe-US service, which features multiple tonnage options and regular sailings.

GIANT PRESSURE VESSEL PROVES NO PRESSURE FOR AAL

September 2019 saw project heavy lift carrier AAL complete the successful handling and transport of an impressive cargo of South Korean-engineered petrochemical plant components, from Pyeongtaek to Map Ta Phut. The units are to be installed at one of Thailand's largest integrated producers of olefins and polyolefins – for industries like agriculture, automotive, building and infrastructure and



medical – and comprised over 15,000cbm of individual items, the largest of which was a pressure vessel measuring 86 metres in length and weighing close to 360mt. The heavy lift vessel involved was one of AAL's S-Class fleet

(19,000dwt and featuring a 700t max lift), the AAL Dampier. The cargo operation proved to be a truly 'international' exercise for AAL and testament to its award-winning service and accredited internal systems and communications.

GENPRO CELEBRATES A MILESTONE ACHIEVEMENT & WELCOMES THE NEW DECADE

A great deal of work has been put into GenPro over the last year and all efforts, persistence, trust and professional conduct have materialised into positive results, something we can all be proud of.

What has been accomplished is to build a strong grounded team, ready to take on

and embrace new partnerships, new business developments that certainly reflect GenPro members' requirements and the upcoming new decade. The market's interest in GenPro remains positive and continues to grow steadily in an upward spiral. Meanwhile GenPro's 2020-2023 business plan has been communicated to all parties involved thus ensuring that actions and efforts will be streamlined between GenPro, its esteemed Members and



trusted partner Suppliers.

In September, GenPro participated in the London International Shipping Week events and in particular, the IMPA exhibition where important meetings took place and from which several new opportunities appeared and since have materialised into great partnerships.



GenPro with Suppliers during the IMPA exhibition in London 2019

In October, GenPro had achieved an important set milestone; the team gathered for a celebratory lunch and a photo to capture the moment marking the 100th signed supplier agreement. Of course, while writing this, GenPro's team has already set its 2020 Objectives and Targets and is now focused on the next supplier agreement milestone, which is to conclude all maker agreements by March 2020.

Fully committed to our Members, practicing one solid and clear management philosophy over the years, there should be no doubt that milestones achieved are only possible as a result of the collective efforts and, most of the times, the valuable instrumental guidance of ALL colleagues involved in Cyprus and Singapore.

In November, CSM & GenPro, jointly upon invitation, contributed to the 64th Annual Convention of the International Shippers & Services Association (ISSA) in Busan with Mark O'Neil as a Keynote Speaker and George Vassiliades



George Vassiliades presented with an honorary plaque during the 64th Annual ISSA Convention in Busan

(GenPro MD) delivering a thought-provoking presentation on optimisation. We stood out once again as a one group for our innovative mindset and exhibited one of our major strengths and selling points, the in-depth knowledge of the commercial and maritime procurement sector. ISSA has subsequently invited CSM, the first Shipmanager ever to join the Association as an honorary Member.

The set objectives and goals for 2020 also include several crucial and interesting projects such as a 2nd round of shipchandler audits in key ports, revising GenPros' management system, its Supplier Relationship Management (SRM), setting up the GenPro IT and finally potentially having our first 3rd party Member sign up to the platform.

Maria Theodosiou
Commercial Manager
GenPro



The commercial and accounting teams of GenPro celebrate having concluded their 100th contract



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

COLUMBIA Shipmanagement

01 October 2018

This Policy Statement is approved by the Company's Top Management and is applicable to all Company's employees, ashore and onboard ships. The Company is committed to communicating this Policy Statement to all employees, to any contractors working with or on behalf of the Company and to the public. The Company is further committed to providing all necessary resources for the implementation of this policy towards compliance of the Company's Management System. This Policy Statement is subject to annual review by the Top Management for continued suitability.

WHOISWHO



YVONNE
GORNIK



IGOR
FOZYEKOSH



CAPTAIN
HEIDI NORLING

YVONNE GORNIAC - CSM Germany

1. Which other industries have you worked in prior to shipping, and how do you find shipping unique in comparison?

Prior to Columbia Shipmanagement, I worked for an international advertising company. It was quite different to work as a service provider for a variety of brands to develop and implement product campaigns, rather than working now directly for the "brand" - Columbia - and being part of it. My tasks were to evaluate brands under different aspects, to observe the relevant markets and to advise the clients on how to sell their products best considering especially target groups and different marketing communication channels. At times, I felt that the advertising industry can be rather superficial and overpaced, while shipping puts more emphasis on taking a more traditional and value-orientated approach, which I appreciate a lot.

2. What were your first impressions of CSM Deutschland upon joining?

From the first day, I felt right at home at Columbia. My colleagues welcomed me openly, were helpful and gave me great support. Columbia Shipmanagement has a high retention rate compared to other companies I have worked for in the past. It was during the first months that I realised that I was not only accepted into a company, but also into a community, which has been formed over the last 40 years and still continues to grow with each new employee. I am proud and happy being part of this!

3. What are the most valuable lessons you have learned in your career so far?

The most important lesson learned for me was to realise how much of an impact the people surrounding you have on you. I am very grateful for the many professional colleagues I have had the opportunity to get to know during my career and that I have had the good fortune to meet superiors who have encouraged and challenged me. It is important to know



Yvonne visiting NYK Swan in Hamburg

Yvonne was born in a small town in Silesia, Poland, and grew up in Hamburg. She later studied Marketing and Event management and worked for several years as a project manager at a global advertising head office for the brand NIVEA from Beiersdorf AG. Yvonne joined CSM Deutschland in 2018 as Senior Management Assistant.

with whom you work with, to find yourself as a team, and to get to know the strengths and weaknesses, of both yourself and the team you belong to. However, it is even more important to build up a level of trust, so that each team member knows that they can rely upon each other.

It is my belief that it is significant to embrace challenges and to keep an open and curious mind. Even though it can sometimes be difficult or painful for us to consciously leave our comfort zone, to question ourselves and review previous processes: Change is an essential and important part of our lives.

4. With many offices, Columbia relies on good communication between many countries. From your experience, what are key elements of building a strong bridge between each office?

A strong bridge can only be built by people. Getting to know these people, calling them instead of writing just another email or visiting other offices helps you in getting to know the person behind the "job title". By learning about their motives and needs, by forming a mutual understanding we are building a foundation which enables us to effectively and trustfully work together.

5. You visited Cyprus in 2019, what were your impressions of the Cyprus office?

It was a great opportunity! I had a very pleasant time - everyone was very friendly and I really enjoyed getting to know some of the colleagues I previously only knew by phone or email.

6. Can you tell us any interesting facts about our CSM Deutschland office?

Our office is located next to the river Elbe – we probably have one of the most beautiful views in Hamburg. Every day a lot of ships pass our office and greet their respective shipping companies with the loud sound of a horn. From time to time when one of our vessel sails past the office, there are some of our colleagues who gather on the roof terrace of our office to wave hello with the CSM flag.

7. How would you spend your ideal weekend?

Most important is the weekend to be sunny! I can imagine that I would take a trip to one of the small towns at the Baltic Sea, taking a walk on the beach, visiting one of the fish restaurants or coffee shops, reading, enjoying doing nothing - likewise ideal is a weekend spent in Hamburg with my son, family and friends, going to the cinema, swimming, doing some sports or watching a soccer game of the HSV (Hamburger Sports Club).

IGOR FOZYEKOSH - CSM Ukraine

1. What does a day at work look like for you?

To be honest, each day is an interesting challenge. You meet and see new people and you have to tackle with different points of view and opinions while delivering relevant training. In addition, you need always to be “fully up-to-date” with new information, so it takes time to familiarise yourself first with materials in order to pass the message later to audience.

2. What does CSM Ukraine offer to seafarers which differentiates it from other crewing offices?

CSM Ukraine offers a transparent and clear approach to each seafarer, whether a seafarer is already employed for several years or is a newcomer. Responsible, flexible and supportive behaviour of persons engaged is highly appreciated by many Ukrainian seafarers.

3. How can new seafarers better prepare themselves for a long-term career?

A sea job is very interesting as well as challenging. Sometimes things go differently with our expectations (i.e. results of inspections, crew changes, promotions, etc.)

In my opinion, there is a simple motto of special forces which may guide seafarers in career development: “In an unforeseen situation you will not rise up to the level of your expectations, you will fall to the level of your training”. A long-term career demands that seafarers are loyal, well motivated, well educated and well trained, not only in their job related skills, but in mental skills also.

4. Environmental Compliance and the I CARE philosophy are directly linked.

In your opinion, what can each of us do to help leave a better maritime environment for future generations?

When I am asked about any changes which we can do, I usually give a simple answer: “If you want to change the world - start with yourself first!” Simply challenge your own concepts



Igor was born in Novorossiysk, Russian Federation (ex-USSR) and grew up in Odessa, Ukraine after his family moved there in 1997. He later studied at Odessa National Maritime Academy at the faculty of “Navigation”. Igor sailed for 14 years. Igor joined CSM Ukraine in 2009 as 3rd Officer and was later promoted to Chief Officer in 2015 and became Training Officer in 2017.

and attitudes towards anything you think could be better and you will see how many things begin to change around. Be an example - and people will follow!

5. Have you visited any other CSM offices, and if so, what was your first impressions?

I had a great opportunity to visit our CSM Cyprus office several times and last year I visited CSM Germany's premises for two days. Of course my first impression was "WOW!" Especially for the first time when I've entered the CSM CY building! I've never been to any kind of shipping companies headquarters or main offices at that time and I was really impressed by it. Also I will never forget the breathtaking view from CSM Germany crystal clear panoramic windows.

Another impression was that I realised what kind of a great work all people are doing in the Company! Each person does his/her job and has a great responsibility. And it matters.

6. How do you think training will evolve over the next 20 years?

I think that all of us are on the verge of big changes. Nowadays many companies as well as Columbia has begun to provide relevant training "on demand". It is obvious that quantity of information and requirements in the industry are rising, so modern technologies such as AI or AR will be a common part of in-house training activities in the near future. It will allow all people involved in the shipping industry to keep their knowledge and skills at a relevant level.

7. Can you tell us an interesting fact about one of your Ukrainian ports?

During the Russian Empire era the emperor Paul I (Pavel I) decided to reject the construction of Odessa port as well as Odessa city itself. To solve the situation, the city's magistrate decided to send a "great gift" to the emperor and dispatched 3000 oranges of highest quality delivered by sea from Greece. Those fruits were highly appreciated by the emperor so he changed his decision and donated 250000 rubles for further development of Odessa city and port. Now we say that oranges saved Odessa and even have a dedicated "Monument to Orange".



CAPTAIN HEIDI NORLING

1. What sparked your interest in sailing?

When I was a young teenager, I was sailing the Stockholm archipelago in Sweden with my father in a 25 feet sailing boat. I was always sitting with the navigational chart comparing the symbols and islands with the reality around us. My father said that a chart wasn't necessary since we were so close to home, and that he knew these waters. Suddenly we ran aground. After that I was always sitting with the navigational chart and when my father wanted to attend an evening class navigational course, I wanted to do it too!

2. Can you walk us through the process of how you became Captain?

I studied 4 years in Sweden at Kalmar Merchant Marine Academy to become an Officer. 16 months as Deck Cadet on different cargo ships was included in these 4 years, divided into 2 or 6 months periods. After my graduation in 1996, I started as a 2nd Officer Jr on a bulk carrier. One year later I started working for a ferry company in the Baltic. Here I had the opportunity to go from Navigation Officer to Safety Officer and a few years later Chief Officer. For several years, I was also a trainer for the Company's internal Basic Safety training. In 2005 I swapped ships with another Officer for 6 weeks to get sea time for my Captain's license, since sea time in the Baltic didn't count back then. This was the first time I was onboard an Expedition Cruise ship and it was the National Geographic Endeavour. I absolutely loved the Expedition type of cruising with anchoring or drifting at remote locations, and the guests going ashore in Zodiacs (rubber boats).

I went back to the ferries when my contract was finished, and started working on one of the high speed ferries. This is where I discovered that manoeuvring was really fun! But this was also a ship with 50000 bhp and 4 water jets so it was possible to "turn the ship on a coin". In 2008 I was asked to be Captain of the Ro-pax ship Gute. The ship was contracted for a new charter between Sweden and Finland in Gulf of Bothnia. I hesitated but thought that I had to give it a try! It was an old ship but this is where I had my first experience in ice manoeuvring!



Onboard National Geographic Orion

Any advice to ladies wishing to pursue a career as a Captain?

You can do it! There will be a lot of hard work and sometimes it will be challenging, but by challenge you grow! It may not seem like it at that time, but when in a similar situation, you will be stronger, know more and things will be easier!

And never stop learning new things, there's always something new on the horizon!

3. What challenges did you encounter on the path of getting where you are now?

Some of the ships that I was working on as a Chief Officer were quite old and had some technical issues. The challenge was to fix the problems and get things running smoothly with limited supply in remote locations and being under operation with guests onboard.

4. How is being a Captain in 2019 different compared to 10 years ago?

Perhaps not such great difference 10 years ago, but 20. Now with internet and satellite systems, the communication has improved greatly. Not just regarding the contact with the Office, Agent or the Crewing agency, but also the possibility to communicate with friends and family has improved immensely. 20 years ago, maybe only the Captain had a phone for outside calls in his cabin. And messages were sent by telex. But this also means that a lot more time is spent in front of the computers, so it's both positive and negative. Over the last 20 and 10 years much more focus has been placed put on ISM and the SMS onboard. Checklists and risk assessments have definitely improved safety onboard.

5. What do you love most about being onboard?

The different locations we go to as an Expedition cruise ship! I love coming to new places and different countries. No day is ever the same, and it's never boring! And I have the most amazing views from my office; the bridge!

6. What's it like being a woman on board a vessel with mostly a male crew?

I have always been very much respected by the men colleagues and crew. On a cruise ship there are additional women in the crew, and even if being in minority by numbers, as a woman you don't stand out in the same way.

7. How did it feel the first time you took command of the National Geographic Orion as Captain?

Exciting! And I felt very honored to be Captain of such a beautiful ship with such wonderful crew! The ship was in wet-dock when I signed on so there were a lot of maintenance and service jobs in progress to be focused on. After 4 weeks I did my first cruise as a Captain in the Chilean fjords.

8. Do you feel some added responsibility being the first female Captain of the CSM fleet?

If I can show and inspire anyone that women can be in a leadership position, not just on as ship, it's good! Women often underestimate their capacity or skills, even if they are just as good or even better than a male colleague.

9. What kind of leader are you?

Fair and patient. I believe in communication and in cooperation between crew and departments. Teamwork is important!

10. What traits are clear advantages you bring to a male dominated profession?

My ability to communicate and listen. Communication and kindness are important to build a strong team onboard.

LIFE ONBOARD CHRISTMAS SPIRIT AT SEA

This year, as in so many years in the past, the crew of NYK VESTA was preparing for Christmas and New Year celebrations. Quite dull and for some even a sad routine as all of us shall spend the Holidays far from our families and friends.

In order to give this year's Christmas at least some resemblance to those spent at home, we decided to collect money from the crew and to buy some Christmas presents for all. Despite the fact that all crew on board are grown up people, still there is that childish unspoilt feeling of happiness once we are

being presented with a real Christmas gift. No one can deny that!

As I have good experience with ordering/fabricating polo shirts with name of the vessel for the crew, it was an idea to have it done this time as well. Initially we were thinking it could be ordered in Philippines and brought on board by last onsigners in Singapore before Christmas.

However we could not find reliable contact for onsigners and time was running out. And here comes the hero of this story. After sharing my idea of Christmas presents with all the crew and consequently finding out it would not be possible to order them from Philippines, I was approached

by our 3rd Engineer – Mr. Mark Kevin Linguaje Managbanag.

Mark told me that his brother, who works in Singapore, could help us to have the polo shirts manufactured. It sounded like a great idea so I agreed and he started to make all necessary arrangements.

Apart from finding suitable vendor of shirts and arranging its manufacture, Mark even created design of the shirts – stating both CSM logo and name of the vessel. As a real professional, he prepared a few drafts of the design and let the crew choose which they liked most. So from that time on all seemed to be set up for a proper Christmas with genuine presents. However as we were approaching



All crew in their NYK VESTA polo shirts

Singapore we found out the port stay would be too short for Mark to go ashore during daytime to bring the shirts on board. Therefore, I had requested local agent to arrange gate pass for Mark's brother in order for him to bring the shirts on board. To my unpleasant surprise agent replied that Singapore terminal does not allow "social visits" on board! However even this drawback could not stop our highly spirited "Christmas Ambassador".

In order to fulfil his "mission" he went ashore after his duty, in the middle of the night, travelled across whole Singapore island just to get the shirts (our Christmas presents) from his brother and to bring them on board.

And he did not stop at that. Without telling anyone he did buy ashore a present for each and every crew member on board with his own money. He did all the selection, buying and even packing of all presents into beautiful Christmas wrappings secretly all by himself. Apart from being exquisitely packed, each present was labelled with a nametag of the person it was meant for.

As our Christmas Eve fell on a very busy and short stay



Santa giving presents

in port of Kobe, we decided to give presents on New Year's Eve when vessel was supposed to be in the middle of Pacific Ocean in order for the crew to enjoy the moment. Needless to say how happy the crew was once they received their presents. It might not be the presents themselves but the fact somebody was thinking and caring about them.

This way I would like to highlight that it does not matter where you spend your Christmas and New Year but with whom you spend it.

Unfortunately, these days it is very rare to see such an act of selflessness and dedication to do a good thing. Leading by example Mark showed us what Christmas really is about. It is not about receiving but about giving and caring about others.



3rd Engineer –
Mr. Mark Kevin
Linguaje Managbanag

And thanks to our "Santa" the spirit of Christmas this year found a way to our vessel. I am sure thanks to him all crew will have very fond memories of this one special Christmas/New Year on board NYK VESTA.

Captain Marian Kollar
NYK VESTA

LIFE ONBOARD – NEW YEAR GREETINGS!

Some of our crew recently shared photos of their New Year celebrations at sea. Thanks to Captain Bertkas Yahya o/b Asia Emerald I for sharing photos of his crew enjoying their New Year party.

Captain Yahya commented, "I would like to thank Chief Cook Oliva Francisco Lorenzo's hard work for celebration; making this chocolate 'rocky road' cake (top photo) as well as using his fruit carving skills which made all the crew feel happy and special".

Captain Juanito R. Maglinte Jr. shared some photos from onboard Ken Voyager in snowy Russia. The vessel experienced heavy snowfall whilst the vessel was berthed at their last call in Vnino, Russia, and took the chance to build an additional gangway watch snowman.

If you have any photos to share from Life Onboard please send by email to: compass@csmcy.com

Editorial Team



The crew of Asia Emerald I with their New Year cake



Presenting the first I CARE Snowman in CSM!



Fruity creations made by Chief Cook Oliva Francisco Lorenzo



Snowy conditions onboard Ken Voyager in Russia

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SPECIAL PASSENGER SAILS AGAIN WITH COLUMBIA



Torbjørn C. Pedersen aka Thor from Denmark is among the world's 300 most travelled people, acts as a goodwill ambassador of the Danish Red Cross and is closing in on becoming the first individual to reach every country in the world without flying in one unbroken journey. He recently sailed o/b Capitaine Quiros and shared some of his travel story so far:

Being on board is a privilege for me. The good ship Capitaine Quiros and its crew is legendary for the Saga. It is the only ship ever to take us to three new countries and it is also a record for time spent on board. It was Ian and Rolf at NPL who were kind enough to assist the Saga and provide me with access onboard. NPL's ship is in fact the only container ship which calls Nauru!



Red Cross Ambassador Thor on his way to Kiribati, Nauru and Fiji o/b Capitaine Quiros

It might have been impossible to reach Nauru by any other means. Columbia Shipmanagement (CSM) has helped the Saga in the past. The good ship Cape Moss, which in 2016 brought us from Madagascar to the Seychelles. A slight

difference was however that back then Cape Moss was managed by CSM in Cyprus while Capitaine Quiros is managed by CSM Singapore. I had been waiting to board the good ship Capitaine Quiros from Honiara in



With the staff of Red Cross in Kiribati

Solomon Islands to the small but very interesting Pacific island nation of Nauru.

I joined the ship on 19th November 2020.

At lunch I had more time to get acquainted with Captain Evgeny Zemtsov, who is from Saint Petersburg and was informed that it would take about five days to reach Kiribati where we were scheduled to stay for a day. Then another three days to reach Nauru where cargo operations were likely to take at least nine days. And then another six days to reach Fiji.

The ship arrived in Kiribati on 25th November. Tarawa is one of the nation's 33 islands and the entire Island of Tarawa is considered the capital.

I reached Kiribati Red Cross Society (KRCS) who welcomed me and I was soon seated across from Secretary General Depweh Kanono.

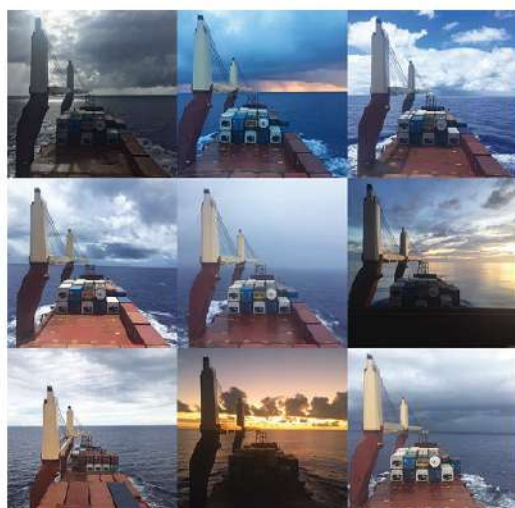
RCS formed out of the British Red Cross when Kiribati gained independence in 1979. They are well known for first aid activities and provide first aid training for preschool teachers which is a requirement by law. They are also well known for promoting blood donation but their activities do not stop there. Kiribati is prone to a variety of disasters. Harsh winds on and off generate waves which causes flooding across the flat nation. All activities which fall

under the category of Disaster Management which is a common part of the movements work. KRCS is also active within Red Cross Youth, Community Dissemination, Resource Mobilisation and Solid Waste Management.

I would like to thank the brave crew of the good ship Capitaine Quiros along with Neptune Pacific Line for facilitating. The crew has been absolutely outstanding and made me feel welcome on board. To them and anyone at sea I wish: Fair winds and following seas.

Torbjorn Pedersen

Danish Red Cross Ambassador
Once Upon a Saga project
Find out more:
www.onceuponasaga.dk



Same window, same ship,
different times of day



The crew of the good ship Capitaine Quiros
under the leadership of Captain Zemtsov!

TRUE TRAVEL - ONSHORE

It started with a random conversation with my physiotherapist one day. The background story was that I suffered from a work related injury in 2017 which caused my back and left leg pain whenever I sit or stand. I did not take it seriously until the second, and then third month when I started to have bangs of panic. I still could not walk without a limp. "What if I can't run or do anything physical again?" So while Dave, my South African physiotherapist was administering a series of needles onto my mid back, I asked him: "Dave, is there something you always wanted to do, but never get around to do it?" He told me he always wanted to climb Mount Kilimanjaro, the highest mountain of his home continent. "If you get me all better, Dave, I will climb it" said I with a matter of fact tone.

Of course he thought I was joking, even I thought I was. But the idea grew quietly and intensely until one day, I started to walk without the limp. And I ran. 3 months from the conversation with Dave, I booked my ticket to Tanzania to do what Dave never got around to do. I could never forget the summit night, how ill



CSM Crewing Superintendent Josephine Le at the highest point of Europe, Mt. Elbrus, in a snow blizzard

prepared I was for the bitter cold of the midnight start. The wind cut through my thin jacket and non-insulated shoes. I hadn't slept a wink the day before.

The feeling of sleepiness and drowsiness was overwhelming. So as the altitude sickness. If I was not throwing up, I would doze off anytime we stopped.

The truth was, I was sleepwalking until the first sunlight hit me. For the first time, I truly appreciated the life-giving warmth and light from the sun. It took us 7 hours from to reach the summit. And what a sight it was! When I laid my eyes on wooden planks marking the highest point, I burst into tears. Freezing, exhausted, and so relieved.

Once it was all over, I went back to my normal life, believing that I've done it and that was it. Until someone mentioned the highest mountain in Europe, Mt. Elbrus. And the club of the 7 summits. I bought a few books on mountaineers and mountaineering stories to read up to see what the fever was about. I read straight through 3 nights in a row of some of the most daring attempts from the iconic figures in this niche endeavour. I was hooked and I could not stop thinking about going through it again. My time was divided between working, studying, saving money for the next trip, buying the equipment and training for the next destination. Surely enough,

the year after, I went to Russia during the football World Cup 2018, to climb Elbrus. We summited in a snow blizzard and I nearly fell into a crevasse, only to be saved by a swing of my ice axe and 2 brilliant climbing mates. Then came December, for Christmas, I attempted Mt Aconcagua, the highest peak in South America.

We were blessed with good weather on the summit day, and despite the projectile vomiting induced by 6960m height and a 12 hours gruelling upward trod, we made it to the top just a few minutes before the turnaround time.

The Christmas party dinner back at base camp was filled with Argentinian wine and friends, even though only 6 out of 13 members of the team summited. Whenever someone asked me why, I could never answer.

I guess it is something that if you have to ask, you will not understand. I can only quote George Mallory, who first attempted Mt. Everest in 1924, when asked the same question why: "Because it's there". I don't think climbing a mountain will boost your ego, like some might say. The experience of extreme conditions actually humbled me and forced me to look



at myself as a vulnerable being. You are on your own with your thoughts for hours and hours and you are surely exposed to your weakest points. The mountains demand respect and humility. There is no conquering anything but yourself. And surely I could only make it to the summit with the companionship and guidance of my climbing mates who were always more experienced than me. The one thing I can call my strength, is a positive attitude. I love a good laugh

and was determined not to let anything get in a way of making jokes, doing silly things and having fun. I guess that, more than physical strength or better equipment, was what took me to the summit, and maybe a bit of stubbornness. After all, "Attitude before Altitude" is the motto of all who wants to reach for height.

Josephine Le
Crewing Superintendent
Columbia Shipmanagement Ltd.
Cyprus

STRESS AND MENTAL HEALTH

Most of us are very familiar with stress. Certain levels of stress can have a very positive and motivating effect on seafarers and personnel.

However, stress can very easily become a chronic and constant burden. So, how can we use stress management and preventive measures to help combat the chronic stress that can lead to burnout? Recognising symptoms like fatigue, exhaustion, depression, and depersonalisation early, can really ensure the person in question gets the appropriate help they need in time. Therefore, ensuring that employees have adequate rest and relaxation combined with trained personnel or professionals who can identify people at risk of burnout can really make a big difference. If you ever need help with recognising these symptoms or there is a situation that needs immediate psychological advice or counsel, please don't hesitate to call our CSM **Mental Health Freephone: +800 59697989**. We are here to help you with any of these matters, and

confidentiality is always a central part of our code of ethics. Stress can easily lead to anxiety and depression while directly increasing the chances of injuries on the job. Seafarers with depression or anxiety had more than twice the likelihood of a work injury compared to seafarers without mental health issues (Seafarer Mental Health Study, ITF SEAFARERS' TRUST & YALE UNIVERSITY, 2019). Now, sources of stress may be hidden or often ignored due to limited time, our own habits, or simply learned procedures. Therefore, it is always beneficial to allow general discussions about improvements and encouraging participative management.

So by reducing the sources of organisational stress, training employees in stress management, and promoting a healthy workplace with counseling options, we can assure a preventative and reciprocal approach to stress and mental health in general.

Certainly, a healthy organisation strives to have low levels of stress, organisational



commitment and satisfaction, low sickness, absenteeism, and turnover, good industrial relations, good safety and accidents records, and low fear for litigation (Mental Health for Seafarers, 2019). One way to ensure that low levels of stress continue to stay low is by simply taking complaints seriously.

Often bullying evolves from a sense of competition in the workplace, officers who feel threatened by the skills of other seafarers to attempt to bring them down or sabotage their efforts by engaging in psychological warfare. It is dangerous and problematic to let this type of workplace dynamic fester (Mental Health for Seafarers, 2019). So here are some good points to keep in mind when dealing with these issues;

- Always take the person seriously
- Do not dismiss his /her thinking. If you do that the person can become withdrawn or violent
- Talk openly. State what you believe, do not judge his/her opinion. Try to understand how they are feeling. Deal with the agitation by focusing on their feelings and not their thoughts. Support them to seek help.
- Know how to get help in an emergency. Keep a note of Columbia's Mental Health Freephone below.

There is a lot we can do with very simple measures and knowledge about mental health and symptom presentation.

I encourage anyone to reach out for help when needed, or to ask openly

for information on simple mental health techniques and early steps to prevent serious effects of work stress.

Charles Watkins

Clinical Psychologist
CSM Mental Health Team



Need to talk? You are not alone.

Mental health issues will affect each and everyone of us at some stage in our lives. We should not be afraid of such issues nor live in denial. The fear of prejudice and judgement stops people from asking for support and can destroy families and end lives. We have to change this.

Columbia aims to change the conversation on mental health by tackling the stigma, which is why we have put all our efforts to become the first shipping company offering its crew and staff ashore psychological support. Awareness is the first step in the right direction. By breaking the silence, we can help ourselves and loved ones, feel understood and supported. This is Columbia Shipmanagement's commitment.

If you feel the need to talk to someone about personal issues, concerns or struggles in your everyday life, CSM has a team of psychologists to support you one-to-one in the strictest of confidence. You can reach our team of specialists 24/7/365:

CSM Mental Health Freephone: +800 59697989

COMPASS PHOTOGRAPHIC COMPETITION No.13 RESULTS

Launched in 2005, the Compass photo competition has become a showcase for the very best in seafaring photography.

We hold this competition to share images which reflect the shipping industry and encourage creative talent onboard our fleet.

We receive many powerful images depicting life at sea as seen through the lenses of our seafarers.

Congratulations to each of our winners and runner-ups, who were personally selected by our Chairman Mr. Heinrich Schoeller.

CATEGORY 1 – Life Onboard
Winner: Chief Engineer Eleazar M. Rizon



CATEGORY 2 – The Magnificent Ocean
Winner: Lothar Greiner, Executive Chef,
National Geographic Orion



CATEGORY 3 – Crew at Work
Winner: Chief Officer Gnatyuk Valeriy



CATEGORY 1 – Life Onboard

Runner Up: Captain Joel T. Gonzales

**CATEGORY 2 – The Magnificent Ocean**

Runner-up: Captain Onur Erdem

**CATEGORY 3 – Crew at Work**

Runner Up: Captain Sergiy Lukyanov



Our winners will receive a high end digital camera with runners-up each winning a book on photography.

Do continue sending in your photos - details of our next competition, will be announced in the following issue.

Thank you to all who took the time to enter.

For marketing purposes all submitted photos will be saved in our Compass photo library for future use in company presentations, brochures and social media campaigns.

Editorial Team

COLUMBIA BEACH RESORT

An Award-Winning Start to 2020

The New Year has brought a new collection of awards for the Columbia Beach Resort, which offers 5-star accommodation overlooking Pissouri Bay.

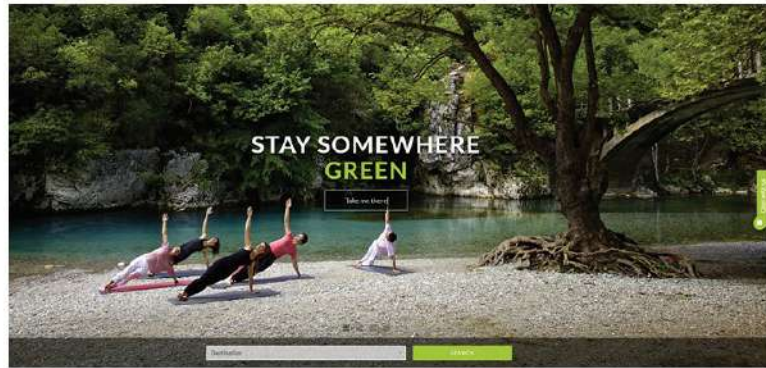
Columbia Beach Resort has been one of the best hotels in Cyprus since its opening in 2002 - a landmark renovation in 2017 has ensured that we continue to offer outstanding luxury to our guests. Guests are offered a choice of 169 luxurious suites, all with beautiful views and their own personality.

Spread over 75,000 m² the Resort now offers four restaurants and five bars where guests can sample an eclectic mix of delicious dishes during their stay.

Kiwano Hotels Selection

For the first time our Resort has been included in the Kiwano Hotels selection, which identifies those with the Kiwano Eco Seal.

Kiwano Hotels helps



WINS FOR 2019/2020

Signum Virtutis - Hotels & Resorts Winner 2019

Lux Life Magazine – Best Spa Resort 2019

Travel & Hospitality Awards Winner 2019

Booking.com – Traveller Review Awards 2020



Columbia Beach Resort - Cyprus
Best Spa Resort 2019 - Cyprus



2019 WINNER
Best All Suite Resort - Europe
Best Beach Resort - Cyprus
Best Destination Wedding Hotel - Cyprus
Best Family Resort - Cyprus

travellers to find and book eco-friendly places to stay around the world.

The Beach Resort is proud to be the only hotel included from Cyprus. Customers can make a more informed decision and consider their impact before clicking to book a trip. According to a recent study, 87% of travellers said they want to travel sustainably, but only 39% often or always manage to do so. The main obstacle as to why people didn't use eco-friendly places to stay more often was a lack of credible information, which is easily accessible.



The fire-pit centred BBQ

Cape Aspro Street Eats reopens in Spring

Columbia Beach Resort invites guests to the seasonal Cape Aspro Street Eats, which elevates the excitement of street food to five-star standards.

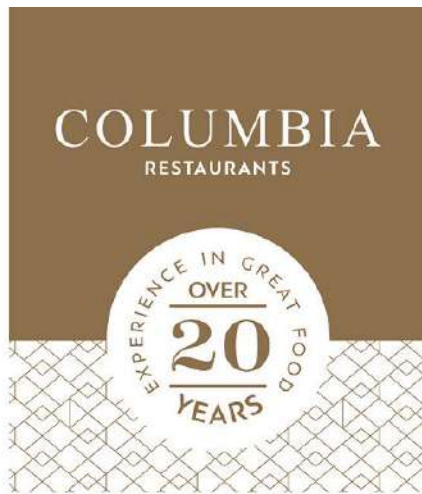
Overlooking the sea, enjoy casual dining with family and friends whilst watching the Chef work his magic on the fire-pit centred BBQ.

Anthea Vikis

Marketing Manager
Columbia Beach Resort



Cape Aspro Street Eat's serves small plates and sharing platters in a casual setting (serving dinner only)



ABSOLUTE SATISFACTION SERVED

Columbia Restaurants: New season updates

The new year has brought with it an invigorated sense of appreciation for classic favorites and brand new flavor-packed adventures. More specifically, two of our much-loved restaurants are excited to share their news this season and welcome you to an abundance of revitalised experiences, all with the Columbia Group's trademark signature of excellence.

Reopening of Columbia Steak House

After a brief break to renovate its interiors, welcome a new highly acclaimed chef from Greece and tweak its menu towards a heightened fine dining approach, Columbia Steak House reopens its doors to eager visitors and loyal patrons from across the island. The exquisitely refurbished restaurant includes glamorous finishing details, a new glass cava at the entrance proudly hosting its famously extensive wine collection and an impressive fireplace adding a warm wintery touch to an already ultra-sleek atmosphere.

Perhaps the most noteworthy change made to the restaurant however, is the new bar area, which has been completely revamped and transformed into a stylish lounge. The space includes high-top stools and tables, perfect for an after-dinner glass of rare, well-matured single malt scotch, or casual but lush cocktails accompanied by fresh sushi, platters and options from the menu, in a more relaxed and easygoing environment, without ever sacrificing quality or flavor.





A Second Central Location for La Boca

Everybody's favourite fresh, fast and fun restaurant seizes the opportunity to satisfy even more fans, by expanding its horizons within the city limits, with a second location at Spyrou Kyprianou Avenue. The unique La Boca concept, that combines self-service ease and affordability with high-end restaurant quality meals, is now also accessible outside the heart of the city, but still in a main central location.

Aiming to better serve commuters and surrounding neighbourhoods or simply give locals an alternative venue option, the second restaurant boasts a brand new space and interiors, but still retains the exact same values that have helped La Boca gain and maintain its excellent reputation and roaring fan-base. Famous for its pasta made fresh every day, individual stations for pizza, oven-baked meals, Asian options, burgers and innovative card swiping ordering system, La Boca is still as perfect as it ever was, for a delicious casual meal with friends, quick business lunch or hearty family feast.

Make sure you stay up to date all year long with Columbia Restaurant news at www.columbia-restaurants.com and our brand pages on Facebook and Instagram.



DID YOU KNOW?

THE HISTORY OF SOS SIGNAL

Did you know that SOS is not an abbreviation? It does not mean 'save our souls' or 'save our ship' it's in simple Morse code: Dot dot dot dash dash dash dot dot dot

The choice of this specific international distress signal was based on its ease of use and unique sequence. SOS was chosen because in case of extreme distress, especially at sea, it could be easily transmitted by Morse and unmistakably interpreted.

Let's take a step back and look at what happened in the 1900s during the advent of radio, and how SOS was accepted as an international distress signal.

For the first time in history ships had a way to communicate; the invention of wireless telegraphy and radio – telegraph equipment was thoroughly accepted and celebrated; no longer needing to have visual contact with another vessel or with land, ships could send messages out in the form of Morse over radio waves. The great inventors Samuel Morse, Alfred Vail and Guglielmo Marconi made this possible.

At this point in time we still hadn't figured out how to send voice over radio waves so Morse was all we had, a painstakingly process carried out by trained individuals, that had to translate dots and dashes into words and vice versa.

In 1903 at the 1st International Congress of Wireless Telegraphy parties from around the globe discussed the use and the need of a unified distress code. The Italians recommended and put forward their signal which was 'SSSDDD'; at that same time the British were using 'CQD', the Americans 'NC' and the Germans 'SOE'. This proposition however, even though discussed, never actually passed and the matter was re-addressed 3 years later. And so it was in 1906 during the 2nd Berlin Radiotelegraphic Conference that 'SOS' emerged and was chosen.

[SSSDDD] -..
 -.. -..
[CQD] -. . -.- -..
[SOE] ... - - - .

Literature suggests that SOS derived from the German general inquiry call 'SOE'; the decision to

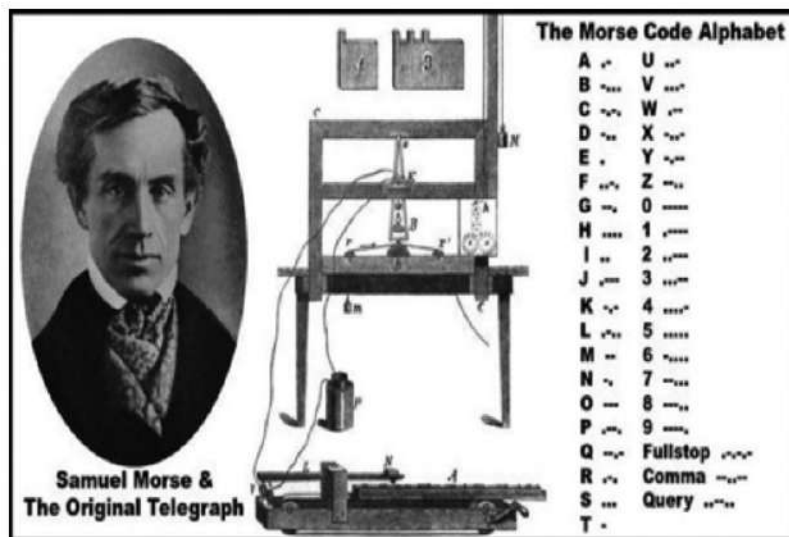


replace the 'E' with 'S' was based on the fact that 'E' in Morse is represented by a single 'dot' and as such it could easily be missed when sending a signal. But S – was 'dot, dot, dot'.

The first country to use the SOS signal within its national radio regulations was Germany, but they called it the Notzeichen signal, in 1905.

The major benefit of having a single universal distress call was that SOS could overcome any and all language barriers, especially for vessels sailing in foreign waters. The signal wasn't however officially introduced as an International Distress Signal until July 1908, over 112 years ago.

The United States took longer to accept SOS; however by 1910 most passenger ships were required by law to carry the equipment on board for wireless telegraphy and SOS was promoted for use. Even in the case of the sinking Titanic in



1912 the radio operator initially made use of the old CQD signal and only after several attempts and, only after being prompted, decided to also use the new SOS signal interchangeably, interchangeably, with a 'we might as well try it' approach.

If it hadn't been for wireless telegraphy none would have survived the Titanic disaster. SOS was thereon used and accepted worldwide for about a century. From 1999 onwards the Morse generated SOS distress signal begun fading out as a new satellite system for distress calls was introduced. This is what we know to be the Global Maritime Distress and Safety System (GMDSS) which was introduced to SOLAS in 1988 and became fully operational on 1st Feb 1999.

GMDSS is an internationally agreed-upon set of safety procedures, protocols and equipment which provide increased safety and make rescuing distressed vessels and aircrafts, easier.

Even though we have replaced Morse, it is still useful to know, especially when everything else fails. SOS can be transmitted via sound, tapping, or light, using a flashlight, it can even be blinked-out in extreme cases of hostile captivity.

Morse is still utilised by some armed forces and amateur radio operators. SOS is also a palindrome, so it can be read similarly from both directions and an ambigram which means it can also be read upside down.

Morse has also been used in more recent times by mobile phone manufacturer Nokia, who sold their mobile phones having default message alert tones which surprisingly translated into Morse! I'm sure a handful of you still remember these classic Nokia ringtones:

Special message tone =
The tone translates
into 'SMS SMS'
and
Ascending message tone=
Translates into
'CONNECTING PEOPLE'

Maria Theodosiou
 Commercial Manager
 GENPRO





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@csm-d.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** 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

LIGHTHOUSE CORNER



COFFEE BREAK
READING



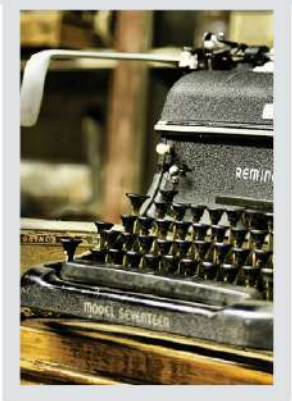
SUBMISSION
GUIDELINES



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

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.

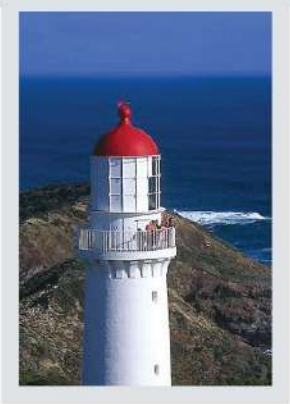


1		7			9	6		
			8			5	9	
		6				2		
		4	2		7			
	2		9	8	1			
	5							1
			3					
2				4				
						9	6	

SUDOKU

RIDDLES

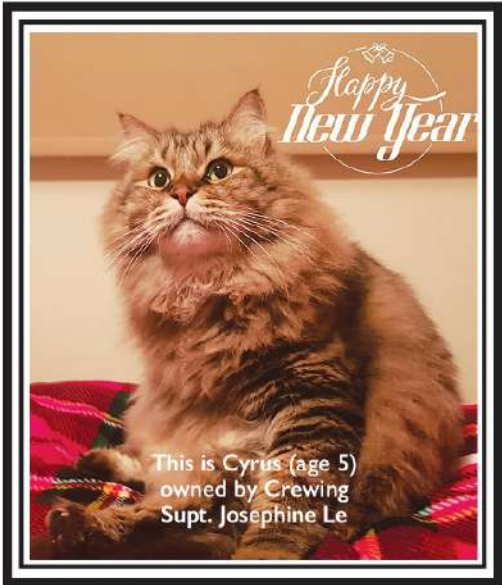
1. The more you take, the more you leave behind. What am I?
2. During which month do people sleep the least?
3. I'm tall when I'm young and I'm short when I'm old. What am I?
4. What is made of water but if you put it into water, it will die?
5. What gets broken without being held?



MIND PUZZLER
ANSWERS

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

CSM FAITHFUL FRIENDS



"My New Year Resolution was to lose weight, so far I've managed to lose the motivation to lose weight. I think it's a start"



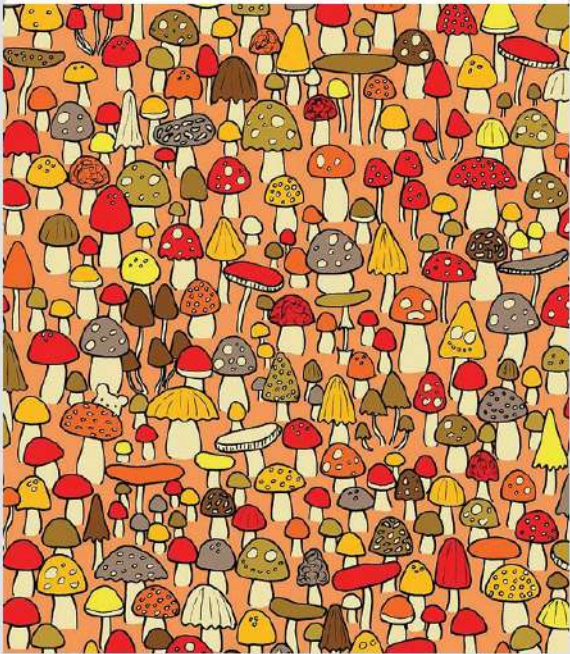
DESIGN INSPIRATION
NAUTICAL BALLOONS

Balloons are used to celebrate all occasions—birthdays, parades and openings. On the next page we present a variety of balloons with designs inspired by the sea!

1. Footsteps
2. February (there are fewer nights in February)
3. A candle
4. An ice cube
5. A promise

VISUAL PUZZLE

Can you find the mouse in the mushrooms?





BIRTH ANNOUNCEMENTS

Angelika Ioannou

Born: 24th June 2019

Mother's name:

Andrea Theokli

Crewing Superintendent / Crewing

Father's name:

Loucas Ioannou

CSM Cyprus



Giorgos Tsiminos

Born: 25th June 2019

Mother's name:

Eva Stylianou

Purchaser (Technical Department)

Father's name:

Gerasimos Tsiminos

Assistant Technical Superintendent

CSM Cyprus



Clara Amalia Schoeller

Born: 22nd November 2019

Mother's name:

Vanessa Schoeller

Father's name:

Felix Schoeller

General Manager

AAL Singapore





Thanks to our
CSM IMEC Cadets
in the Philippines
for this creative contribution!

COLUMBIA OFFICES

CSM Cyprus Office

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CSM
CYPRUS
OFFICE



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OFFICE



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OFFICE





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





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