



Risk Management approach *for Marine Inspection*

Delivering **QUALITY, INNOVATION & ADDED VALUE** for your organization to achieve extraordinary outcomes while generating high levels of satisfaction.

ROCKLEDGE EAST AFRICA LIMITED

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WHY

THE NEED FOR MARINE INSPECTION?

Operations and Claims handling support; Where required, and in the unfortunate event of an incident, Marine Inspection provide expert loss prevention assistance including site attendance and gathering of evidence as well as providing technical opinion on the circumstances, nature and extent of the incidents to clients.

Minimizing risks; Marine Inspection and verification services enables a company to identify and mitigate risks in your operation and supply chain processes. Risk reduction plus quality and quantity control, ensure that you avoid losses and meet all relevant regulatory requirements.

Raising Safety standards; Marine Inspections helps in identifying risks triggers and providing needed guidance in respect of loss prevention. The Surveyors ensures all risks associated with the operations are reduced to '**ALARP-as low as reasonably practicable**' according with Industry best practice

ABOUT US

ROCKLEDGE EAST AFRICA LIMITED is an Independent Trade Inspection and Industrial Services company based in Mombasa with regional presence across East Africa. Since Inception, we have continued to build on our strength and reputation and today we pride ourselves in being recognized as a **PROFESSIONAL** and **CLIENT CENTRIC** Inspection Company providing high level of expertise and bespoke services.

OUR STRATEGY

Inspired by the vision and wisdom of Rockledge leadership, we forge long-term partnership with Customers, insurance, Banks, Associates and Correspondents with the aim to deepening core client synergies. Our strategy is based on utilizing an integrated, multi-modal approach to provide capacity oriented solutions centered on delivering customer value and Industry leading service.

WHAT WE DO?

We are a leading regional provider of **SPECIALIST RISK MANAGEMENT** and Consultancy services to business operating in the Global cargo trade, transportation and supply chain sectors.

With a combined team of Logistics and Operations Specialists, Marine Warranty Engineers as well as Competent Cargo Surveyors, we deliver tailor made Risk Management programs that provide quality and value addition whilst maintaining a high level **SAFETY** framework.

FLEXIBLE SOLUTIONS FOR YOUR BUSINESS NEEDS...

OVERVIEW

To navigate today's constantly evolving challenges, the marine insurance industry requires a risk management based approach in designing bespoke insurance programs.

As Global trade stretches into the remote corners of the world, the industry enjoys new growth opportunities. And so are the challenges including unpredictable costs, losses, in transit damages among others. The speed of change keeps on increasing, requiring swift responses and greater operational excellence.

With Rockledge Marine Surveying, we complement Marine Insurance industries thereby minimizing the costs of risks and associate costs, protect their balance sheet and maximizing their full potential. Backed by a team of Marine Specialists, Logistics and Warehouse Specialists, Cargo Surveyors within the larger East & Southern African regions. We are able to offer exceptional responsiveness coupled with field expertise.

OUR APPROACH

Scope Definition

We act as the Independent and trusted third party to provide the necessary comfort and service levels for our Principals. The Scope and Framework of the Inspection work as stipulated in the client's nomination is reviewed by Inhouse Specialists. These are considered as the minimum steps to be taken when doing the Inspection.

Intervention

Our Work Instructions forms the basis and guides how our objectives and missions shall be accomplished. These shall be complemented by documented ISO procedures.

Transparent reporting

We understand accuracy and 'speed is the language of business' without which our clients are exposed. In addition to constant effective communications, we furnish our clients with survey reports backed with photos detailing the cause, nature and extent of damages/defects (if any) realized during the inspection.

Our Marine Inspection features

Development and delivery of bespoke risk management programs including superior **Warehouse Inspection** for Collateralized cargoes in CMA/SMA trade arrangements.

Identifying key risk components and mitigation in **Cargo Inspection** processes especially during loading and/or unloading operations in order to ensure goods are correctly presented, properly handled and satisfactorily secured for transport, whether by container, ship or truck.

Conduct **Damage Surveys** for damaged cargo/losses with a view of establishing the circumstances leading to the damage, cause, aspects, extent and nature of the damage. Critically analyzing the processes

Passage planning and route reviews/surveys for **Project Cargo**; loading stowage, lashing and securing as well as transshipment monitoring throughout the transit chain.

Monitoring the inland transit and all associated cargo handling and securing procedures ensuring cargo reaches final destination safe and sound.

Our Clients Include...

Commodities Trading Companies
Local and Regional Banks
Insurance Companies, Underwriters
Shipping Companies
Cargo Importers,
Freight Forwarders,
Logistics Companies
Millers
Oil Marketing Companies
Manufacturing Companies
And many more...

FLEXIBLE SOLUTIONS FOR YOUR BUSINESS NEEDS...

TESTIMONIALS

Sebastien K

Operations Manager-SK&G Marine Group

Our client Imported Three Heavy Duty **Terex Model Cranes** through the Port of Mombasa enroute to Kampala, Uganda. During offloading at disport in Mombasa, one of the heavy crane fell as a result of poor handling and sustained serious internal damages. We sought the services of Competent and Reliable Inspection company -**Rockledge East Africa Limited** came in handy. They co-ordinated well with Clearing agent and other interested parties for a Joint Survey and issued a comprehensive damage survey report. They facilitated transfer of the crane from the quayside to nominated C&F yard for further testing, repairing and inspection. With Rockledge, we feel we are in safe hands; always ready to solve our problems with the best professional attitude.



N.K Oliver

Operations Manager-Leading Logistics Company in Uganda

As a leading importer and distributor of Petroleum products in Uganda and larger Eastern Africa, we needed a reliable partner who could not only assist in loading supervision but also monitoring our stocks in various storage facilities. We needed a partner with regional presence. With Rockledge **Stocks Monitoring Services**, they provided insights for managing risks with the transparency and traceability needed to thrive in a competitively global business environment, they safeguarded our interests on the ground and effectively monitoring our stocks. Their dual site operations guaranteed us the safety of our product by closely monitoring to its final destination. Rockledge has brought us its terminal and technical expertise to achieve operational excellence and reduction in global losses. All the vagaries of product losses, underloading, and misloading are completely eliminated with Rockledge Inspectors.

FLEXIBLE SOLUTIONS FOR YOUR BUSINESS NEEDS...

Lee Adams

Head of Projects Africa-CSL Global

Cargo: Heavy duty Transformers and its accessories

We entrusted **Rockledge East Africa Limited** with the **Inspections of cargo** prior to offloading from disport and to confirm sound condition of the critical items prior to unstuffing from the Flat Rack container and **RELOAD** operation to Inland mode of Conveyance including validation of the adequacy of the completed stowage and securing arrangement in respect of the intended inland transit to final site. A highly **Technical Survey** considering cost of the cargo but **Rockledge Surveyors** were up to the task. From Pre-discharge meetings with all stakeholders, the operation went on seamlessly with no damages reported. Through constant follow up, they further ensured that the containers were quickly moved from the quayside onto the C&F yard, unstuffed in record time and returned to Shipping line, all these only incurring a minimal demurrage fee. Our experience with Rockledge is outstanding, we are treated with **fairness** and **responsiveness**; always ensuring they uphold the safety principle and compliance with rules and regulations



Aliagar Raja

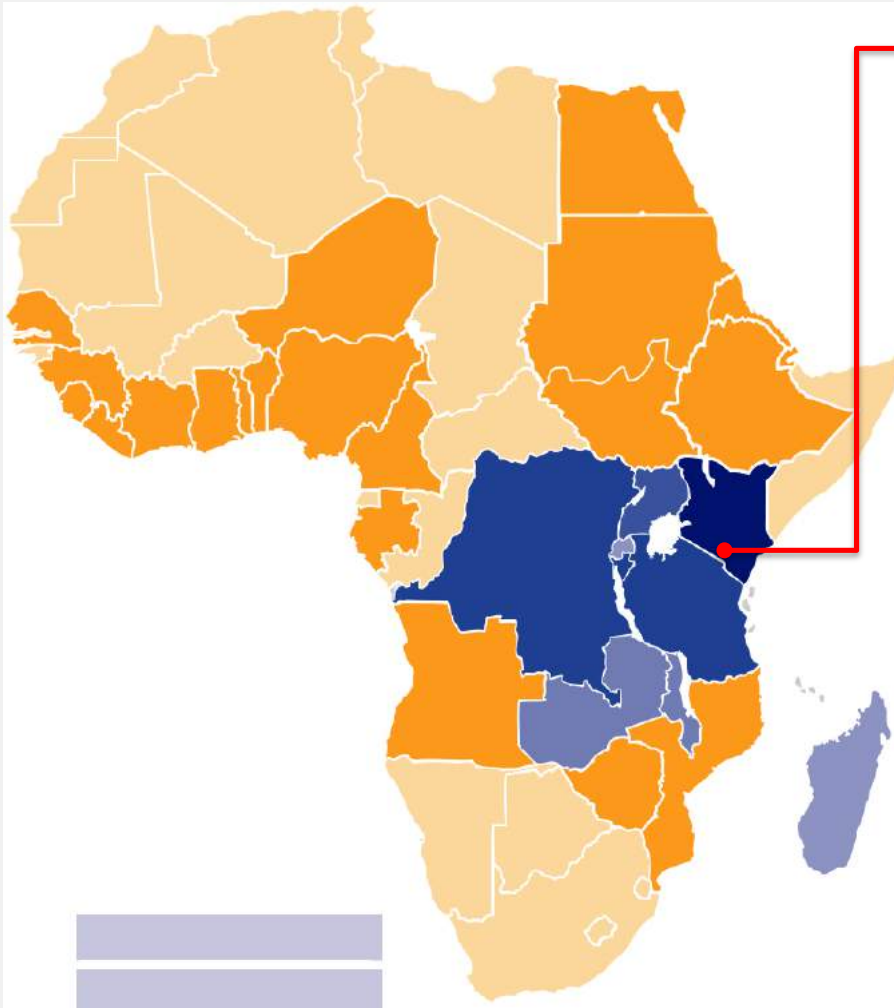
Marine Claims Manager-Islamic P&I Club

Cargo: Assorted medical equipments

A cargo of assorted Medical equipments imported from Guangzhou, China and destined for Juba, South Sudan got damaged intransit. Having being **referred** to Rockledge by our Regional Insurance Company, we sought their services to assist in establishing the **cause, nature and extent of the damage**. Rockledge surveyors were deployed to Juba, South Sudan. They reviewed the entire supply chain from disport to final destination. Interviewed nominated freight forwarders and consignees representative with a view of establishing the circumstances leading to the damage. Rockledge Inspectors accessed the extent, nature of the damage and advised us on repair estimates. In a country prone to political instability, getting this report quickly was a plus and Rockledge Surveyors knew how urgent this survey was. Rockledge has a strong grasp of the requirement and are able to deliver services that are market relevant. We have appointed them for a number of projects and we highly recommend them for **Marine Inspection** in the region.

EVERYTHING WE DO STARTS WITH A QUESTION.

OUR PRESENCE



With offices and Operations in...

- Kenya
- Uganda
- Tanzania
- South Sudan
- Rwanda
- Burundi
- Djibouti
- Ethiopia
- Sudan
- Malawi
- Zambia

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CONTACT US *and find out more*

Rockledge East Africa Limited understands that in current challenging economic times, getting a reliable Inspection company to suit you might be an uphill task. We offer our unmatched experience coupled with client's centric focused to our clients. Our full range of Marine Inspection services can be accessed in our website at www.rockledgeafrica.com or by email us a request throu' info@rockledgeafrica.com

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