



## **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 Marine Inspection and Risks management and 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.

# RISKS MITIGATION TO BETTER PERFORMANCE...

## 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, Technical Surveyors within the larger Eastern 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 In-house 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 are 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 risks identification, risks qualification and risks handling. These entails both mitigation and capitalization of opportunities.

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...

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



# RISKS MITIGATION TO BETTER PERFORMANCE...

## TESTIMONIALS

**Klaus Nickelsen**

**Operations Manager-Scan Global Logistics A/S**

We delivered seventeen (17) units of **DRIVE TRAIN MY 19 GET 50HZ HT SOLID 3.3MW** for Red Sea Power Limited from Bilbao seaport, ESPANOLA to Port de Djibouti, DJIBOUTI. We sought the services of Competent and Technical Surveying Company with regional presence -**Rockledge East Africa Limited** came in handy. Prior to cargo offloading, Rockledge technical Specialists together with vessel crew had a robust Risk Assessments and planning meeting with the aim of ultimately ensuring that the project was executed timely and with no/minimal risks impact. They coordinated discharge of the cargo ex vessel with precision and that the risks were continuously monitored throughout; a crucial activity to help manage existing, new and residual risks within handling process.



**Louis Tutu**

**Filling Line Specialist-Heineken- Democratic Republic of Congo**

As a leading brewery in Bukavu; supplying to neighboring cities including Bukavu, Goma and even Lubumbashi. There's need to expand our Brewing capacity and so we had to import equipment's for a new line- a total of 29 containers and 12 packages. During unloading at the port of destination, some cargo was noted damaged. We needed a partner with regional presence who could assist with damage survey and establish cause, nature and extent of the damage. Rockledge's technical expertise came in handy as they were able to mobilize resources, organized joint surveys, rework on the packages with a bid to minimizing the risks of damages and safeguarded our interest. By monitoring the packages from discharge port to our premises, Rockledge were able to provide insights for managing risks with the transparency and traceability needed to thrive in a competitively global business environment



# RISKS MITIGATION TO BETTER PERFORMANCE...

**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 destuffing 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



**James O**

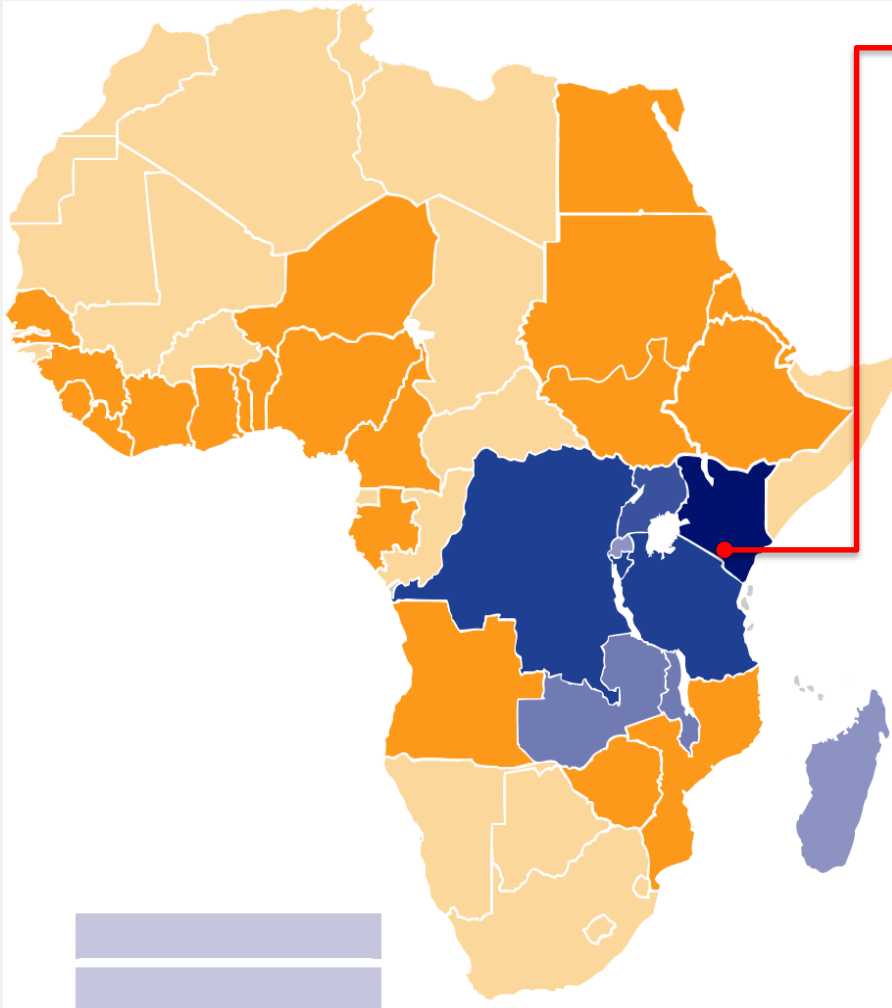
**Marine Insurance Broker-Uganda**

**Cargo: Pre-Insurance Surveys of Two Ferries on Lake Victoria**

One of the leading multinational insurance in London wanted to underwrite two (2) ferries in Port Bell-Lake Victoria. UGANDA. They wanted a competent person with excellent Technical and Marine Experience to evaluate the potential risks inherent in business activities prior to issuing of an insurance policy. We were referred by a Regional Insurance Company to **Rockledge East Africa Limited** surveyors who had the technical know-how and certified as Marine Technical Operators. They responded to our needs promptly despite travelling miles. They critically analyzed the risks, identify the hazards that may results to accidents culminating to business disruption and determined the effectiveness of the control measures in place. Rockledge Risks Surveyors prepared a comprehensive report detailing complete risks analysis and risks improvement plan that can be utilized by insurers and insured alike to raise their risk profile. Time frame was also given to ensure closure of deviations/gaps noted during the survey. Rockledge detailed reports was accepted by the underwriters, they were able to deliver beyond expectations. We have appointed them for a number of projects and we highly recommend them for **Risks Surveys** 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

*ASSURING YOU OF OUR ATTENTION ALL THE TIMES*

### **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](http://www.rockledgeafrica.com) or by email us a request thru' [operations@rockledgeafrica.com](mailto:operations@rockledgeafrica.com)