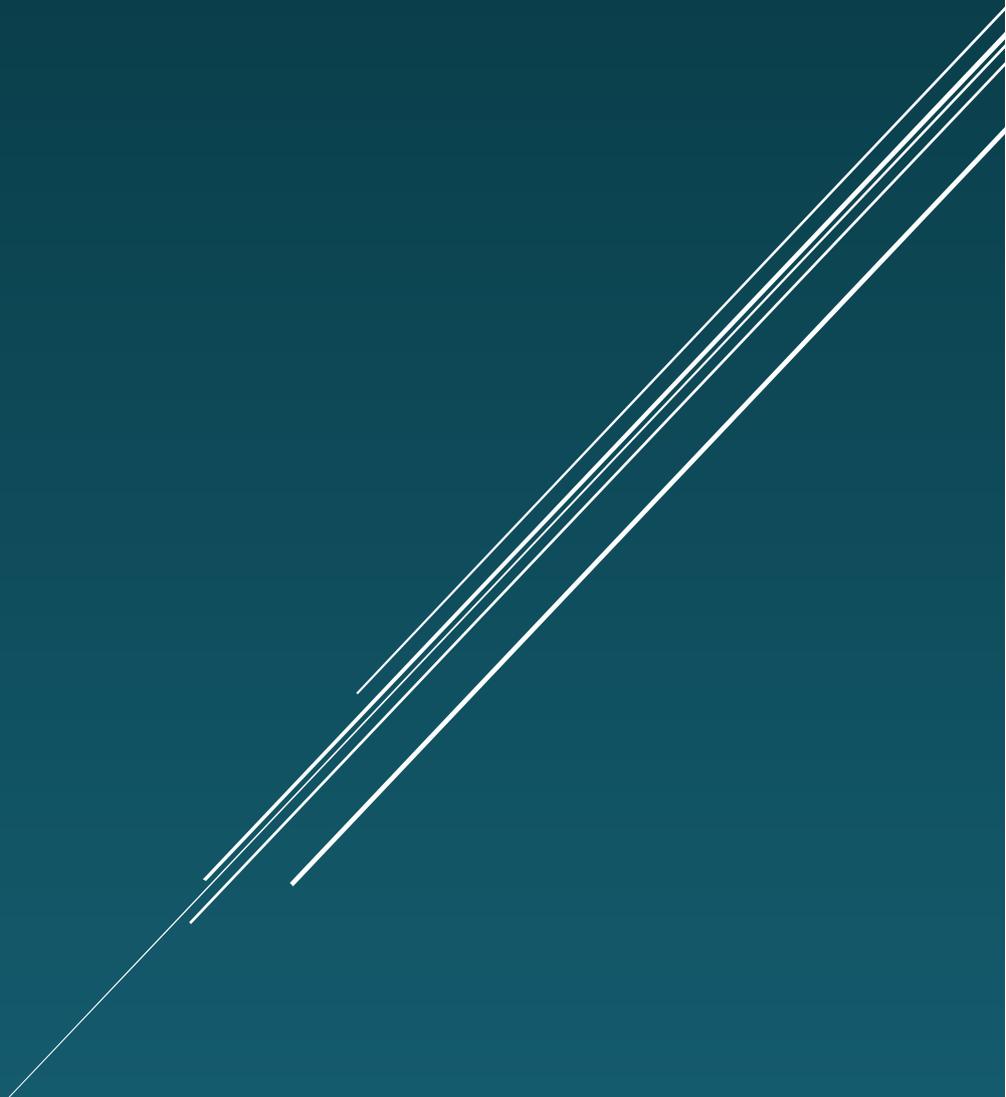


# INSERVE



*A global company of marine surveyors and consultants offering surveys and services tailor made for marine insurers and their clients in the 21st century*

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Registered in England No. 8816497

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## INTRODUCTION

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Inserve was formed in 2003 to be the next generation of marine surveyors and consultants for the shipping and insurance markets.

We saw a need to move away from condition surveys and offer instead a more risk based approach aimed at reducing claims and casualties.

With casualty work we are proactive and as underwriter's surveyors, we aim to assist the assured in the aftermath of a casualty.

Our reports are easy to understand, unique to each survey and provide our clients with a comprehensive evaluation.

Inserve comprises a group of honest and reliable surveyors. All are permanently employed. We do not use sub-contractors.

We understand the importance of a personalised service. We endeavour to comply with insurer's requirements and timeframes for reporting. Checklists, questionnaires and tick boxes are not used – each survey begins with a blank sheet in order to ensure individualisation. The assessment of risk is paramount in every survey.

With our head office in London and branch offices in the Philippines, Panama, Chile and Greece, Inserve is strategically placed and able to offer an excellent service in any area.

We have grown steadily since inception and we continue to be dedicated to preventing losses in the shipping and marine insurance industries. Our suite of services has grown too, as we proactively respond to the changing demands of the market.

We hope you will find something of interest in this brochure.

- Surveys for hull and machinery insurers
  - Casualty surveys
  - JH2013/007 A, B, C and D
  - Lay up surveys
  - Port risks – mooring and firefighting
  - Reactivation surveys
  - Single voyage under own power
  - Towage approvals
  - Inserve branded products, Technical Appraisal and Loss Prevention Study
  
- Surveys for P&I insurers
- Shipyards and marine property surveys
- Marine consultancy
- Technical support

## SURVEYS FOR HULL AND MACHINERY INSURERS

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We aim to fully understand the company and the way in which the ships are operated, managed and maintained rather than focusing on just the ship itself.

We concentrate on areas of risk. Where risk levels are seen to be satisfactory the surveyor looks no further and moves on. Where an unsatisfactory situation is found more time is spent evaluating this area and recommendations for improvement are provided in the report. Predetermined lists of questions are not used, to ensure surveys are fully personalised. Potentially misleading scores and ratings are avoided.

For hull and machinery insurers the survey requirements have been largely defined by the JH 2013/007 A, B, C and D formats, developed in accordance with the joint hull committee. We find most survey requirements appearing in the policy are taken from these formats and we are happy to comply and fulfil insurer's requirements accordingly.

In addition to the A, B, C, and D formats we offer our own brand of risk based surveys. The Inserve Technical Appraisal is a popular product which looks at the way in which a company manages, operates and maintains its vessels. Essentially it combines A, B and C into one easily read document.

For large fleets we offer the Loss Prevention Study which is an extensive process taking some weeks to complete and involving the company and five or more vessels as a representative sample of the fleet. This is most commonly requested by shipowners outside of their insurance programme in order to explore ways of improving reliability and reduce insured and uninsured losses.

## SURVEYS FOR P&I INSURERS

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The Inserve branch offices are all ideally placed to handle P&I surveys. Ultrasonic hatch cover testing equipment is present in every office. Panama and London have the latest Cygnus equipment and the other offices are using Class Instrumentation units.

While we have carried out surveys for most of the international group members according to their agreed formats, we are also happy to use the preferred formats of the fixed premium insurers.

Cargo worthiness is taken very seriously and sufficient time is afforded to these tests.

We endeavour to comply with insurer's requirements for reporting. We are aware of the need to complete the reports within a specific time frame. Whilst each insurer has their own requirements we do our best to meet their needs.

## SHIPYARDS AND MARINE PROPERTY

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For insurers of shipyards we carry out surveys in respect of builder's risk insurance and ship repairer's liability insurance.

For builder's risk insurers we follow the JH143 format as much as possible. We are able to tailor this to a degree to suit the particular needs of high value projects or those with specific construction risks.

Ship repairer's liability insurers receive a survey of the shipyard and their activities. The flexibility of our approach to these surveys allows us to devote more time to areas of high risk. Fire prevention, containment and extinguishing is one such area of focus.

We carry out surveys of ports and terminals in respect of physical damage and liability insurance and also offer assessments of yacht marinas and other installations which are at the "dry end" of marine.

## CASUALTY SURVEYS, CLAIMS CONSULTANCY AND TECHNICAL SUPPORT

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Inserve is able to respond effectively to any casualty thanks to the key locations of our offices. Support for the assured and insurers during the aftermath of a casualty is being proactive and we are pleased to offer assistance with preparing repair specifications and obtaining quotations, if required.

This is rather more dedicated than the traditional London market approach, but we see the need to make the process work smoothly during these difficult times and pride ourselves on our personal approach.

We are pleased to be able to offer a consultancy service to insurers even when we are not appointed as underwriter's surveyors. We also offer similar consultancy and technical advice to adjusters and lawyers.

Technical support and advice is something we offer underwriters on a regular basis and we are always on hand to answer questions relating to a particular type of ship and machinery.

**For further information on any of our services please do not hesitate to get in touch by emailing [surveys@inserve.org](mailto:surveys@inserve.org) or telephoning +44 203 544 4793.**

## TEAM - London

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**Simon Groves**

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An engineering career at sea started with BP Tankers and went on to include most types of ship. It culminated in some degree of specialism with yachts and high speed craft. Simon then studied engineering and ship design to become a Chartered Engineer and developed a particular interest in the field of marine machinery reliability. He started his shore based career in the marine insurance industry with Richards Hogg average adjusters, providing surveys and technical consultancy to claims handlers. During this time he handled many hundreds of insurance claims, particularly machinery damage claims. He went on to develop a technical services division within Charles Taylor, managers of the Standard P&I Club. Simon was the founder member of Inserve in 2003 and he is based in the London office. Simon specializes in surveys for insurers, loss prevention, technical services, casualty surveys and claims consultancy. He has carried out loss prevention studies with large fleets worldwide, and has a proven track record of risk reduction and loss control through the company's main survey products.

**Richard Postles**

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Richard has wide experience in commercial shipping on steam and motor oil tankers, bulk carriers, passenger ships, general cargo and container ships with five years as a chief engineer. He sailed in prestigious companies such as Shell, P&O and China Navigation for many years. During his time at sea Richard achieved a degree in systems analysis with the Open University. Before joining Inserve in 2007, Richard worked for the Mercy Ships organization as a chief engineer in charge of all aspects of engineering on board ageing hospital ships worldwide, including West Africa. Richard specializes hull and machinery and P&I surveys. He has a particular interest in planned maintenance systems. He travels extensively and is well respected for his thoughtful approach.

## TEAM - Philippines

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**Edmund Concepcion**

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Edmund is a well experienced master mariner. He has sailed on a variety of ship types, such as oil tankers, OBO, car carriers and cement carriers. Edmund spent five years as a master mariner with one of the leading shipping companies in Greece and Japan. When he retired from sailing in 2011, he worked in one of the prestigious manning agencies in Manila as a training coordinator. Edmund joined Inserve in 2014 and is now based in the Philippines. He is responsible for surveys in the Philippines and covers all other Asian and Far Eastern countries from his office in Manila.

## TEAM - Chile

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**Mauricio Fernandez**

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Mauricio was a chief engineer with more than 18 years experience at sea. He worked extensively for Humboldt Shipmanagement in Chile and sailed domestically and world wide throughout the fleet. He has experience of many types of vessel such bulk carriers, oil tankers, LPG tankers, chemical tankers, and general cargo. Mauricio brings with him a sound shipping background and a thorough knowledge of the shipping industry in Chile.

## TEAM - Panama

**Ezequiel Castro**

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Ezequiel is a marine surveyor with a Panamanian chief engineer's certificate. Before joining Inserve in 2005, Ezequiel was sailing with a container shipping line and also has experience of cruise vessels and various other ship types. Ezequiel attends as underwriter's surveyor in Panama, which has always been a hot spot for hull and machinery casualties during canal passages. He also attends fishing vessel casualties throughout Central America. He is also very active in loss prevention and condition surveys for hull and machinery and P&I insurers. Sometimes he carries out surveys of vessels during canal transits. He deals with all manner of coastal and brown water tonnage in Central and South America and the Caribbean islands.

**Frank Perez**

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Frank is a marine engineer with 13 years' experience at sea. He was chief engineer on tug boats and first and second engineer on a variety of ship types with experience of a number of different engine and machinery installations. Before joining Inserve in 2013, Frank worked as a chief engineer on the tug boats servicing the Panama region, being responsible for all aspects of shipboard operation and maintenance. Now Frank deals with surveys for hull and machinery and P&I insurers on all types of vessel in Central and South America.

## TEAM - Greece

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David Jones

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David is a master mariner, having 24 years experience in commercial shipping as a captain on crude, product, gas and chemical tankers, car ferries, aggregate dredgers and high sped craft. Joining Inserve in 2011 David is now based on the coast just outside of Piraeus. He is responsible for surveys in Greece, the eastern Mediterranean and the Middle East. He specialises in towage approval surveys and is a source of expertise to the group. In addition to serving the Greek shipowners, David also surveys private yachts and pleasure boats for insurance and pre-purchase purposes.

## Client list

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In 12 years of surveying we have given risk management and loss prevention advice, either on behalf of insurers or working directly with the assureds, to the following clients:

- The largest dredging companies
- The Spanish and Italian national ferry fleets and other ferry companies in the UK, Europe, Middle East, Asia and South America.
- Ship owning and ship management companies in Germany, Holland, Denmark, Italy, Hong Kong, China, Canada, US, Greece, Norway, Philippines, Chile.
- Fishing vessel fleets in Peru, Ecuador, Chile, Venezuela, Mexico, Alaska, Canada, Philippines, South Africa.
- Tanker, chemical tankers and gas tanker fleets in Algeria, Nigeria, France, UK, Greece, Cyprus, Norway, Italy.
- Cruise shipping companies and inland river cruise vessels
- Offshore vessels, supply and anchor handling in Norway, UK, West Africa and Brazil.
- Livestock carriers, cement carriers, seismic survey, heavy lift and other specialised fleets.

In all cases there have been reductions in claims and casualties and in some cases a complete elimination, to the benefit of all parties.

Inserve is immensely proud of its products and services. We believe that with us, you will receive the most comprehensive and thoughtful approach and encourage you to find out more by getting in touch.

Simply email [surveys@inserve.org](mailto:surveys@inserve.org) or telephone +44 203 544 4793. You can also go to our website [www.inserve.org](http://www.inserve.org) and download publications, check on surveyor availability and read the latest news.