

# SINGHAI SNAPSHOTS

*Volume II Issue 2*  
*JUNE 2017*

*Quick News update for the Employees and friends of SINGHAI MARINE SERVICES.*

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## From the Editor:

In our last issue, we spoke on the need for change for the obvious better and also on training matters. Change has indeed been taking place as we speak. Change must impact us as a necessity for the betterment of our working systems; in something which we have painstakingly implemented in our work. The 5I systems is now in its' first full year of implementation. We have seen improved operational results in audits and customer feedback!

The end of June is a half-way mark of the calender year and an important time for stock-take on our bucket list set at the beginning of the year 2017. There is a need to verify if we are on the right track after the six months of hustle and bustle activities. From the recent interim group performances results, we are doing fine. In fact, an above average results. But it is still too early to rest on our laurels. So we have to push on to get to where we had planned. A formal management meeting will soon be called to review the results and continue with the momentum.

Recent maritime news headlines trumpet the rise of VLCC new buildings. It is expected that this year's new orders will be a big surge, as it has now breached the first hundred order books. In our crewing business, we have to anticipate the crew demands in the coming months. New supply sources and intensive recruitment and training measures are now in place to meet the impending increase in demands.

*Learning, unlearning and relearning* are catch phrases in the training paradigm. Our formative knowledge needs rejuvenation to bring ourselves in tandem with the new developments in the maritime industry. The secret to learning new things is to be willing to unlearn—even if what you know previously brought success. Our Senior Officers Management Conference (SOMC) is a great platform to achieve this outcome. Come July, we are doing our 4<sup>th</sup> SOMC and we look forward to many more to come, including the participation of ships' owners, subject matter experts and flag state officers. There is so much learning that past SOMC participants felt a great sense of achievement. They became engrossed and some volunteered to come back as speakers and share their learning. Such is the trajectory of learning.

Care of the seafarers is not only in paying them their due wages. It takes more than that. Our operational teams work round-the-clock in that extra mile in ensuring that they are kept in touch (when on vacation), communicate intimately with their family members and provide them a channel for feedback in the welfare of their loved ones who are at sea or in overseas training institutions. This is the least, as a company can do and will continue to do.

Happy Reading.

Johnny Sim

## MAKING IT WORK – The 5 I System

Singhai Marine completed the first year cycle of full implementation of the 5I system. We also held two inter-department competitions on the knowledge and application of the 5Is. They were “fiercely competitive” and all wanted to be the Champions. Naturally it’s a matter of pride!

For the unawares, the 5I system is a work management system where our tasks are centred on results and that individual departments have to plan, execute, control and monitor to achieve the results. The 5I stands for Idea, Inform, Inspect, Immediate and Improve. This management concept stems from a Chinese Management Guru, Mr Meng Zhi Qiang who made our work processes more streamlined and systematic in meeting objectives with concrete plans.

With the implementation and the direction of our Executive Director, Mr Lim Poh Whee, we have made our work processes more robust and consistent, and these were as evidenced by the many ship owners’ audits (including Maersk Tankers) and the Class Society (DNV – GL). We are proud to place Customers as our main focus and working with our Customers as partners.

Shipboard officers who have undergone this 5I training during the Senior Officers Management Conferences have positive reactions and would indeed want to bring this system onboard their ship for their Officers and Crew to emulate.

Let us continue with this momentum towards doing our best for the Clients at all times.



## The 4<sup>th</sup> Senior Officers Management Conference

With the successes of the preceding three conferences, it is with great pleasure to announce the coming Senior Officers Management Conferences to be held in Shanghai from 11 – 13 July 2017.

It promises to be a fun filled and power packed conferences with distinguished speakers from reputable international companies and subject matter experts.

This time participants will given more air time and presentations are also expected!

We look forward to your active participations and will be listening to your perspectives.



## 4<sup>th</sup> Senior Officers Management Conference (11- 13 July 2017)



## OUR YANGON NEW CANDIDATES – FRESH FROM SQRT TRAINING COURSE

A select group of 18 Myanmar seafarers (ratings) from Singhai Marine (Yangon) office were set out to improve their seafarers' careers by attending the first SNIMI SQRT (SEACARE Quality Ratings Training) Course, the first course to be conducted in Yangon from 8 May – 2 June 2017.

Collectively taught by teachers from SNIMI and the well known Myanmar training institute, the Myanmar Excellent Stars Training Centre, the 4- week maritime English and practical knowledge course help equipped them with the onboard safety knowledge and instilled them with confidence in communicating and presenting themselves.

The entire course was taught in English. The teaching styles were impressively interactive and the participants were put through discussion groups and project work presentations. In addition, Master Mariners were introduced to the seafarers in the sharing of many real life stories for case studies. Videos, discussion group and individual presentations made them confident in handling themselves.



Said Deck Rating ZAYAR Win, "I have learned a lot from our foreign teachers from SNIMI. I am so happy that they taught us many useful maritime words which we can use onboard."

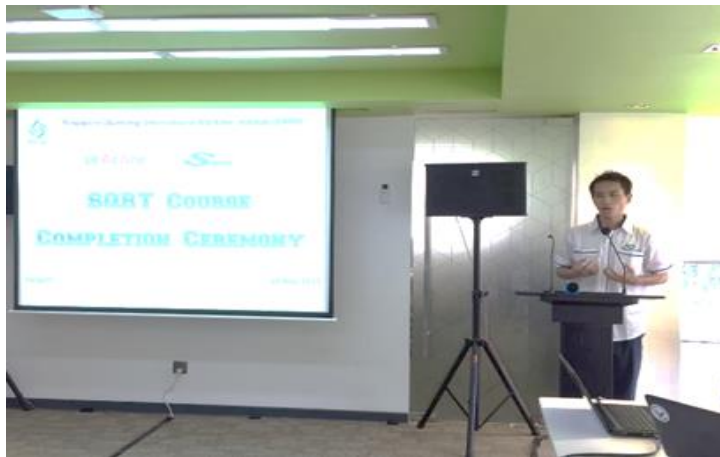
AB KYAW MYO THET added in the interview, "I have never attended such useful training before. The teachers were experienced Master Mariners and English language teachers who told us many things that we should know onboard. I am very grateful for the training that I received. I will work hard and serve well onboard."

Their graduation ceremony was witnessed by representatives from the SOS, Ms Shirley Lai and Mr Maximillian Francis, who had earlier paid a courtesy call on the training institute's Principal and Vice Principal. Both of them were pleased and impressed with the quality of seafarers spoken English and were glad to converse with the young exuberant ratings.



Vice Principal of the Myanmar Excellent Stars, Capt Paing Soe Aung and SNIMI Executive Director Mr Mike Kee were also present at the ceremony. Capt Paing was glad to see the marked improvement of the participants and it was indeed his first time to see such a well disciplined and improved lot of English speaking ratings from Myanmar.

Such confidence was evident that the graduates spoke without any notes at the graduation ceremony, thanking the organizations for supporting their training. We were pleased that they have learned well. Our next phase is to deploy them onboard the vessels to start their sea careers.



**Congratulations to all the participants.**



## TRAINING SEMINAR - OXALIS SHIPPING

The first OXALIS SENIOR OFFICERS / STAFF seminar was conducted by Singhai Marine, at the Maritime Hall, SEACARE Building, Singapore on 7 June 2017 from 1400 – 17:30 hrs. A total of 13 participants attended the seminar, comprising 7 ships senior Officers and 6 Office Staff. The facilitators for the seminar was Mr. Victor Lim and Mr Johnny Sim.



Singhai Marine stated the twin purposes of the seminar, which were firstly to update senior officers on the latest procedures and company policies, (including new draft ones) and secondly to enhance better communication on admin, crewing and operations matters.

The seminar was highly interactive as many took turns to articulate their points of views on the types of leadership and management styles required in the present and future. Safety highlights were also featured. Many participants spoke on their personal actions taken to make OXALIS Shipping a very safe environment to work in.

At the end of the seminar, Assistant Superintendent Mr Raymond commented that the seminar is a “good interactive discussion between office staff and ship officers and which created bonding.”

If this is a good platform to do more, Singhai Marine would certainly be most privileged to do the honors’ organizing more of such events.





## GETTING THE JOB DONE – CAPTAIN CHARLIE KYAW KYAW LWIN



He has an “infectious smile, a friendly disposition and is a charismatic leader onboard.” That’s how I would remember him. Affectionately known as Charlie, he hails from Yangon, Myanmar and he is our Executive Director of the new company of SINGHAI MARINE SERVICES (YANGON).

In the late 80s, Charlie started as a cadet with (the then) NOL until he became a 2<sup>nd</sup> Officer and moved back to Myanmar to further his sea career with a German company. Because of his diligence and astute leadership with Officers and Crew, he was promoted to Captain, commanding a Maersk charter vessel of 13,000 TEU vessel. His career stints include Crewing, Quality, Superintendent and Specialist Advisor for a large German ship owner.

Capt Charlie is one person that does not believe in indulging in his comfort zone as a Master. Late last year he made the career switch to head our Singhai Marine Services (Yangon). His principal duties are to recruit and deploy capable and competent Myanmar seafarers for reputable international shipowners and managers.

The reason for this career switch is because, “Myanmar has many capable and hardworking seafarers who, with some enhanced training programs, can become quality seafarers.”

He continued, “The challenge is to get to know them as a valued employee, to understand their potentials, to motivate and guide them. I have been through many years of sea service and saw how they blossomed and contributed productively in their jobs.”

“Regular contacts with the seafarers during their vacations is to keep track with them; and is a MUST. When they are at sea serving our ship owners’ vessels, I make it a point to contact their NOKs to have a casual chat. That way, they trust us as a genuine and sincere employers and the seafarers will give their very best at work. It’s like a close knit family.”

“I am glad that Singhai Marine as a Group is diligently following this communication chain model.”

Asked what defines happiness for him? He replied, “I am first a seafarer and then an employer. Seeing the seafarers getting a job onboard makes me satisfied. They will have a decent income to feed their families.”

Well done Charlie, and we look forward to seeing more of your seafarers onboard.



## IMPORTANCE OF PERSONAL HYGIENE

We live in close proximity onboard and we know that once somebody catches a flu bug, it is likely that other shipmates follow suit rather quickly. It is amazing the speed everyone is infected, especially if there are no proper measures to contain the bug. Can we ensure that the flu bug doesn't spread onboard? Yes, you can follow these simple tips:

a. Wash your hands regularly with soap and water. Flu bug virus multiple quickly and often stays on the surface. Wash your hands before handling food or in contact with your face or nose.



b. Personal hygiene. Keep cabin spaces tidy. Needless to say, clean and kempt cabins should be comfortable for you to rest in. For fire prevention and health reasons, never smoke in your cabin. Change your bedsheets weekly / regularly. Soiled clothes should be kept aside from clean ones. Laundry your clothes as soon as possibly can. Brush your teeth regularly especially after meals. It is recommended to wash your body by showering twice a day; once when you wake up (to refresh) and once after your day's work (to clean up).

c. Eat healthy food and fruits. Avoid too much meats, fats and fried food. Consume more fresh vegetables and fruits and drink more plain water. Have your daily intake of Vitamin C when possible.

d. Stay healthy with exercises. Remember to do your warm ups and stretching before any strenuous exercises, such as running or aerobics.

e. Wear a mask if you are sick and avoid crowded spaces.

Here's wishing you A Healthy Lifestyle and Living onboard!



## MLC 2006 – Complaint Handling Procedures

We believe all Officers and Seafarers are familiar with the MLC 2006 regulations and compliance measures. Officers are able to explain to the juniors when consulted on such matters too.

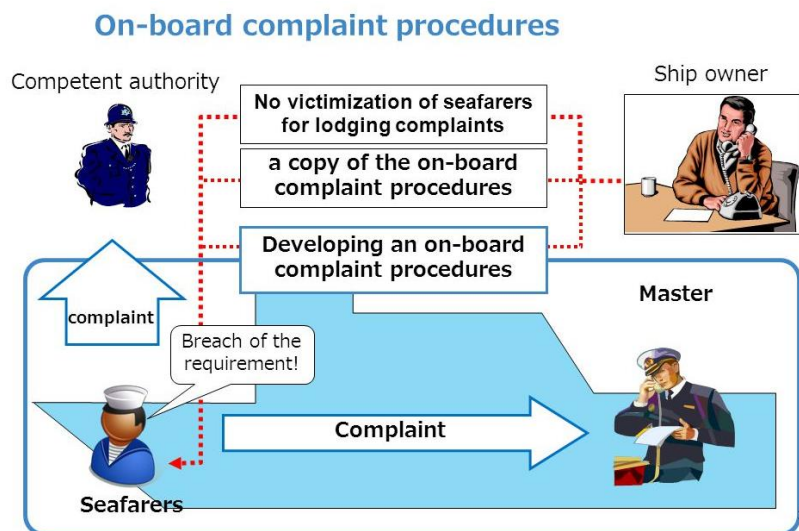
One of the key element of the MLC 2006 is Title 5 – Complaint procedures.

Here how it works:

Regulation 5.2.2 - Onshore seafarer complaint-handling procedures. Seafarers calling at a port in which the MLC 2006 is in force, have a right to lodge a complaint to the Port State authorities to seek redress.

On the other hand, regulation 5.1.5 addresses the on board complaint procedures. Complaints shall be addressed in accordance to the chain of command or directly to the Master onboard. If the complaint cannot be resolved, then it shall be referred ashore to the shipowner.

A copy of the complaint procedures should be issued together with the SEA, or placed in the ship's notice board.



All complaints are taken seriously by the shipowners. We therefore urge the seafarers to be familiar with its implication. If there is a misunderstanding onboard or with the shore office, try to resolve it at the shipboard and company level first. I hope with this knowledge, the seafarers do know their rights and also the serious repercussion if things are improperly handled.

Common issues for seafarers' unhappiness includes wages, food, water, accommodation and interpersonal relationship. Close counselling with team members onboard would be a good means to an end. Overall, I conclude with this statement, "A happy ship is an efficient ship, and an efficient ship is a happy ship."

## From Hind Sights:

I hope you do like this new outlay as it contains more informative news. Pleased to hear your valued feedback for fine tuning or improvements too.

<p><b>Give Us Your Feedback on our Newsletter and how we can make it better for you.</b></p> <p><b>Have your Say.....</b></p> <p>If you do have any issue that you like to be highlighted for the benefit of the seafarers, please do let us know.</p> <p>Write to us at:</p> <p><a href="mailto:johnnysim@singhai.com">johnnysim@singhai.com</a></p> <p>Editorial Board: Johnny Sim – Editor</p> <p>Contributors: Wu Xiao Ling, Zhu Pei Pei,, Mike Kee, Angela Liu, Li Shuang</p> <p>Advisor: Terence Zhao / Victor Lim / Lim Poh Whee/Yong Chee Fah</p>	<p>SINGHAI MARINE SERVICES No 151 Chin Swee Road, #10 – 03/05, Manhattan House. S 169876</p> <p>+65 6586 0818 +65 6235 8559</p> <p>Striving Ahead, Together with You</p> <p>Find us on the Web: <a href="http://www.singhai.com">www.singhai.com</a></p> 
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### NOW YOU KNOW.....

*Why is the Ocean so salty?*

#### ***Salt in the ocean comes from rocks on land.***

***The rain that falls on the land contains some dissolved carbon dioxide from the surrounding air. This causes the rainwater to be slightly acidic. As the rain erodes the rock, acids in the rainwater break down the rock. This process creates ions, or electrically charged atomic particles. These ions are carried away in runoff to streams and rivers and, ultimately, to the ocean. Many of the dissolved ions are used by organisms in the ocean and are removed from the water.***



***Two of the most prevalent ions in seawater are chloride and sodium. Together, they make up over 90 percent of all dissolved ions in the ocean. Sodium and Chloride are 'salty.' The concentration of salt in seawater (salinity) is about 35 parts per thousand.***