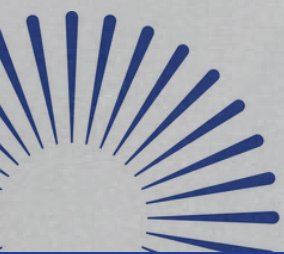




DP SURVEY GROUP

NEWSLETTER • JUNE 2025

**DPS INSIDER: KEY
UPDATES &
DEVELOPMENTS**



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INTRODUCTION

BY TIMOTHY BUYSSE,
CEO

Dearest Partners

Welcome to the 4th edition of the DPS Global Newsletter. This newsletter is intended to share industry best practices, share case studies and provide you with updates on DP Survey Group.

We are entering unprecedented times in both the Marine and Property & Casualty (P&C) industry. On a local scale, economies have slowed down and political shifts have emerged. Construction and public works are at slower pace, given the increased financial pressures on the sector, driven by inflationary impacts, economic disruption caused by global conflicts, slowing demand, rising interest rates, and changes in national budgets.

On a global scale, geopolitical risks pose a threat, as higher trade tensions could impact volumes and demand ahead. Despite wars and trade tensions, both the Marine and P&C brokers and insurers have the tools to weather risks.

We as DP Survey Group, with over 200 own staff across 24 locations, are at your side. We have developed several tools and programs to cover your risks and provide you with a solid cockpit for claims and survey work. Our TCM (Total Claims Management) concept is taking traditional TPA to the next level, providing you and your end clients with a Business Case that has proven ROI's (Return on Investment) for all claims above and below deductible or captive. In times of staggering profits, this is an innovative way of providing tangible cash benefits to your clients and standing out from the pack.

We are at your side to help you through volatile times, and we strive to be the partner you rely on to provide unrivaled services to your clients.

Enjoy the reading

Sincerely

Timothy Buysse

#restassured

OUR COMPANY

DP Survey Group (DPS) is a global leader in both claims and risk management services, handling over 12,500 claims and surveys annually across various sectors.

What we do

DPS offers comprehensive services in:

- **Marine** (Loss Prevention): Offer a wide range of services including Warehouse (Stock Throughput) Surveys, Marine Warranty Surveys, Project and Heavy Lift Cargo, Engineering, Dry Bulk (Cleans/Drafts), Bunker Surveys, Vessel Condition Inspections, On/Off Hire Inspections, along with many other services related to Cargo and/or Marine Assets.
- **Marine** (Claims): Expertise in Hull & Machinery and Cargo Claims ranging from traditional containerized cargo claims to project and heavy lift cargo, as well as Hull & Machinery claims such as Collisions/Allisions, Dock Damage, casualty investigations, etc.
- **P&C**: 50 experts handling property and casualty claims. We are frontrunners in Business Interruption and all type of contaminations, as well as product recall. Thanks to our unique Liaison concept, we have a dedicated P&C team coordinating surveys all over the globe.
- **Fruit & Perishables**: Specialized services in all type of claims and damages for perishable goods.
- **DP Legal**: Legal support related to insurance claims, including recovery, general average, etc.
- Capital Engineering / Load and Stow / Project Cargo (MWS).

Our departments

Each department is staffed with professionals experienced in their respective fields, ensuring accurate and efficient investigations that are reflected in detailed and clear reports. Combined, our staff has over 3.500 years of experience. There will definitely be someone at DPS who has experience with your specific question or issue.

Our global presence

Headquartered in Antwerp, Belgium, DPS has expanded its footprint with branch offices in

1. Europe: Belgium, The Netherlands, Spain, France
2. Asia: China (Tianjin and Shanghai)
3. Africa: Senegal, Ivory Coast, South Africa
4. The United States with 12 locations providing National Coverage, including the West Coast, Gulf Coast, and East Coast.

This global network enables DPS to deliver services worldwide to a diverse client base. With our team of over 200 surveyors, with a team of over 200 surveyors worldwide, DPS is committed to providing exceptional client service, combining global expertise with local knowledge to ensure the highest standards for all services we offer.

TOP EXPERTISE: A TRUSTED PARTNER IN CLAIMS MANAGEMENT

TOP Expertise is a renowned Dutch firm specializing in claims and risk management services. With a dedicated team of 38 experts, they handle more than 2500 assignments annually, providing comprehensive services across various sectors.

Our services

TOP Expertise offers a wide range of services, including:

- Construction Claims: Assessing and managing property-related insurance claims.
- Liability Claims: Handling claims related to personal and corporate liability.
- Technical Assessments: Providing expert evaluations in technical matters.
- Risk Analysis: Conducting thorough risk assessments to mitigate potential issues.

Their commitment to excellence and client satisfaction has made them a trusted partner in the industry.

SUCCESSFUL RESOLUTION OF TERNEUZEN LOCK COMPLEX INCIDENT

BY AART-JAN SLINGERLAND,
DIRECTOR TOP EXPERTISE

At DPS, we take pride in the expertise and dedication of our team, and we are pleased to share a remarkable success story.

One of our colleagues recently played a key role in resolving a highly complex case involving the overuse of explosives during the demolition of a lock complex in Terneuzen. This incident, which initially led to a potential claim of over €1 million and involved 250 (!) stakeholders, was closely monitored by both the media and government officials, reaching even the Ministerial Council.

Through meticulous assessment and negotiation, the total damage was ultimately determined to be under €150K without a single dispute. Additionally, the insured party's deductible of €50K was successfully recovered from the subcontractor.

A special thanks to Edwin van Bekkum and Alexander van den Berg for their valuable contributions to this outstanding achievement. Well done!

We also received a letter of appreciation from Jean van Oosterhout of Allianz Commercial, acknowledging the exceptional effort of our team:

"With your final report dated 31-10-2024, this matter now appears to be fully resolved. We would like to express our great appreciation for the extensive work you and your colleagues have done to bring this case to a successful conclusion for all parties involved. From the outset, we had constructive discussions about the creative approach to this issue, such as recovery in kind through a local contractor. All agreements were executed flawlessly, with results that far exceeded our expectations. This expertise from DPS is truly top-notch. Thank you!"

Our final expertise fee amounted to approximately €100K, an excellent outcome!
This case is a testament to the skill, dedication, and problem-solving mindset within DPS.

Congratulations to everyone involved!

SAFETY, CELEBRATIONS & KNOWLEDGE SHARING

BY ROBERT KRUIK,
DIRECTOR TOP EXPERTISE

At TOP Expertise, we are committed not only to excellence in our field but also to fostering a strong, well-prepared, and connected team. Here are some recent highlights:

📷 BHV Certification - Our team is officially BHV-certified once again! This means that we are fully equipped to rescue, evacuate, and assist in case of emergencies at any of our offices. Safety remains a top priority.

🥂 New Year's Toast - On January 16, we kicked off the year in style, celebrating together with all employees. A great moment to reflect on the past year and look ahead to new successes!

📚 Knowledge Day - At the end of 2024, we hosted a Knowledge Day featuring several in-depth technical presentations on technical loss. Continuous learning and expertise sharing are at the core of what we do.

Stay tuned for more updates as we continue to grow and innovate!



LONE STAR MARITIME: EXPERTS IN MARINE CONSULTANCY AND PROJECT CARGO

Founded in 2015 and headquartered in Houston, Texas, Lone Star Maritime is a specialized marine consultancy firm serving the heavy lift and project cargo transportation industry. Lone Star Maritime provides full service marine consultancy services to the heavy lift and project cargo transportation industry. The company also provides a wide range of services including Loss Prevention and Claims Support for Cargo, Dry Bulk, Hull & Machinery, P&I Matters which are supported by extensive in-house engineering capabilities. With a dedicated team of appr. 57 professionals, the company offers a comprehensive range of services to clients worldwide.

Our services

Lone Star Maritime provides full-service marine consultancy, including:

- Marine Warranty Surveying: Ensuring compliance and safety in marine operations.
- Marine Consultancy: Offering expert advice on marine projects.
- Project Management: Overseeing complex marine projects from inception to completion.
- Mechanical and Structural Analysis: Conducting detailed assessments using advanced software.
- Technical Design: Providing CAD and 3D modeling services for marine structures.
- Claims: All types of cargo and transportation claims
- Hull & Machinery
- Loss Prevention (inc. warehouse inspections)

Global presence

Lone Star Maritime operates from multiple locations across the United States, with 34x staff located between Brownsville and New Orleans, 17x staff on the West Coast in LA/Long Beach, the Bay Area, and the Pacific Northwest, and 6x staff on the East Coast in Florida, New York, Connecticut, and Ohio. They also have an office in Tampico (Mexico).

WELCOME TO OUR USA-TEAM

BY TOMMY HAYES,
DIRECTOR AMERICAS

We are excited to announce the newest additions to the LSM/DSA team in the United States! Each of these professionals brings valuable experience and expertise to our organization, strengthening our capabilities across different regions. Please join us in giving them a warm welcome:

✈️ Bryan Smith – Operations Manager, U.S. Pacific Northwest

Bryan joined in January 2025 with an extensive background as a Port Captain and Marine Surveyor. He will be managing day-to-day operations in the Pacific Northwest, bringing a wealth of industry knowledge to our team.

🤿 Jerome Haberstich – Marine Surveyor, Los Angeles Office

Joining in February 2025, Jerome comes from the commercial diving sector. He will be training with our Hull & Machinery teams, gaining expertise in ship structure and engine room inspections.

🏠 Annika Wreford – Assistant Project Manager, Houston

We are pleased to welcome Annika to the LSM/DSA team! Annika recently graduated from Texas A&M at Galveston and will support our team by assisting with Project Management and perform report reviews for our field staff.

Each of these new team members brings a unique perspective and skill set that will contribute to our continued growth and success. We are thrilled to have them aboard and look forward to achieving great things together!



PROJECT UPDATES: MAJOR LNG DEVELOPMENTS UNDERWAY

BY J.D. LIVELY,
DIRECTOR AMERICAS

Rio Grande LNG

The first shipment was successfully offloaded at the Marine Offload Facility (MOF) on the 10th of March – a major milestone in the project's progress. With the MOF construction completed and ready to receive cargo, the project is now ramping up. Multiple inbound charters have already arrived, and domestic barge shipments are expected to start moving in August. This project is gaining momentum and will carry us well into next year.

Calcasieu Pass 2 (CP2)

Early shipments from the GE Power Scope have already arrived, and currently in temporary storage. The first shipment of nickel steel, a key material in LNG construction projects, is scheduled to arrive at the end of May. While permitting issues initially caused some delays, these have now been resolved. After the nickel steel deliveries, we anticipate increased activity in Q2, with the project peaking in Q3-Q4 2025 and into 2026.


Port Arthur LNG

The project continues to advance with multiple charters remaining from Korea, while an additional 11 charters from Italy are arriving soon. Inbound shipments will maintain a steady flow throughout 2025. Additionally, multiple barge shipments from Air Products (APCI) in Port Manatee are planned for August-September.


These projects mark significant progress in the LNG sector, and we look forward to seeing their continued development in the months ahead!


WELCOME TO OUR HQ-TEAM

We are pleased to welcome two new professionals to our team.

 **Mar Gordo Bravo** joins us as a Claims Handler, bringing valuable experience from Claimar and Marlin Blue in Spain. Working alongside Marta, she will play a key role in managing claims in Spain, ensuring efficient and high-quality service for our clients.

 **Luisa Gonzalez** has also joined our team as a Claims Handler. She will be strengthening Diego's team, further enhancing our claims handling expertise.

 **Sebastiaan Verbunt** joins Cor's Marine team as a Surveyor. With his technical expertise and hands-on approach, Sebastiaan will be a valuable asset in supporting our clients with surveys and inspections in the maritime sector.

 **Robin Seeldrayers** joins us as an IT Specialist. His knowledge and enthusiasm for smart solutions will help us further improve our digital infrastructure and support our continued growth.

We're thrilled to welcome Mar, Luisa, Sebastiaan and Robin and look forward to the energy and expertise they bring. Please join us in giving them a warm welcome to the team!



PRECISION IN ACTION

BY MICHEL QUARIN,
MARINE SURVEYOR (HQ)

At DPS, we specialize in handling complex incidents, and last week was no exception. DPS was appointed on behalf of the all-risk underwriters to be on-site near Nancy, where we attended during the delicate operation of repositioning a large 110 MT steam boiler that had tilted while crossing a fly-over bridge.

Thanks to the expertise of all the parties involved and the precise coordination, the unit was successfully set upright without further damage. We want to congratulate and thank the Teams of [Sarens](#), [Groupe Dufour](#) and LTS for their professional performance in the salvage operation. This case once again highlights the importance of technical know-how, risk assessment, and swift intervention.

At DPS, we provide independent expertise for underwriters to ensure that claims resulting from incidents as occurred near Nancy, are handled professionally and efficiently with aim to mitigate losses for all parties involved. Whether it concerns transportation incidents, structural damage, or complex claims, we are here to offer reliable and objective assessments.



SHIPPING RICE TO AFRICA - BEWARE!

BY CAROLINE PAUL,
MANAGER DPS AFRICA

DPS AFRICA opened its doors in 2016, and we will soon be celebrating our 10th anniversary! Since our founding, we have been heavily involved in commodity risk prevention, leveraging our team's extensive experience. A significant part of our business is related to unloading bagged rice on both the West and East African coasts. Each year, we track and monitor hundreds of thousands of tons of rice. Covering the entire African continent, we offer personalized services to minimize risks and protect our clients' recovery rights.

While tallying may seem like a simple task, it becomes a different challenge when tracking 500,000 bags of different brands and weights over the course of a month, day and night. Successfully carrying out this mission requires a strong, dedicated, and consistent workforce. Together with our partners, DPS has motivated teams across Africa who understand the challenges involved and the importance of doing the job right.

Beyond the purely accounting aspects, one of the key challenges we face is technically determining the cause of any losses—whether due to hatch cover issues, leakage from tanks and bilges, poor hold ventilation during the voyage, and more. Furthermore, our role in providing assistance and expert advice is crucial for our clients in determining the extent of losses and identifying responsible parties. Not to mention, cargo salvage measures must be strictly supervised.



Our teams consist of former seafarers, ex-officers, and supercargoes who have spent years traveling across Africa and are well-versed in local regulations. One of our greatest strengths is our availability — 7 days a week — because vessels never stop unloading. These missions are at the core of our daily operations and represent a true vocation for us.

Rice unloading is often subject to major claims if tracking and assistance at both ends of the supply chain are not properly managed. Thanks to our unparalleled global network of experts, we ensure seamless continuity between the loading and unloading ports.

In short, this type of mission requires a diverse range of skills and expertise developed over years of experience. It is also crucial to rely on loyal teams who remain committed even in challenging situations. Our motivation has always been — and will always be — providing high-quality, prompt service to our clients at more than competitive prices.

EFFECTIVE CONTAMINATION MANAGEMENT

BY BART DE RAEDEMAECKER,
LOSS ADJUSTER (HQ)

Spotlight on our P&C department

At DPS, our international P&C department focuses on a wide spectrum of property and casualty claims, both locally and internationally. Across the globe, we have 50 P&C specialists. In Belgium alone, we have a team of 12 experienced engineers and specialists, we handle 1.000 assignments every year, offering multidisciplinary services that cover engineering claims, liability, environmental assessments, legal support, and property damage investigations.

Our services include:

- Engineering (e.g., machinery breakdown, construction site damage, electronics)
- Liability (e.g., product recall, food and foreign materials contaminations, employer liability, business interruption losses)
- Environmental damage assessment
- Legal & Third-Party Administration (e.g., court coordination, recovery management)
- Property losses (e.g., fire, water, hail, theft, business interruption losses)

We act not only as technical experts but also as central coordinators in complex cases, ensuring transparent communication and consistent quality from claim initiation to settlement.

Managing contamination claims

Contamination issues are often identified only after user complaints arise, with further analysis confirming the problem. The speed of response is the key factor in minimizing damage as effectively as possible. Various stakeholders – including producers, distributors, brokers, insurers, and affected parties – each play a role in ensuring a smooth resolution of such cases.

The loss adjusters of DPS play a crucial role in this process, acting as a central link between stakeholders. Our primary responsibility is to relieve all parties of unnecessary burdens and to establish clear and transparent expectations. It is essential that these expectations take into account the diverse interests of all involved.

A well-structured contamination case relies on a traceability assessment as its foundation. This process helps create a comprehensive overview of the situation and determines the extent of the contamination. The approach remains consistent across industries and product types.

DPS manages contamination cases both nationally and internationally for multinational corporations, coordinating global operations to monitor affected goods and negotiate settlements with impacted parties. This is done with fairness and empathy, ensuring that the interests of all stakeholders are respected. Our experts go beyond mapping the affected goods and direct consequences; they also assess the business interruption losses, which are almost always a factor in contamination cases. This integrated approach ensures that all aspects of the damage are handled through a single point of contact. Contamination cases are being treated on a global scale for large publicly traded companies where DPS' network is heavily relied upon to fulfill services in very specific niche situations. Large insurance and reinsurance companies chose DPS for their adequacy and skillful interventions in these often complex and challenging situations with claims surpassing 100 million of dollars. DPS' track record in these significant insurance claims is considered top-notch and stretches far beyond the industry norm, combining technical precision with strategic insight to secure optimal outcomes for insurers and their clients alike.

WEBINAR RECAP: CAROLINE PAUL PRESENTED ON COCOA BEAN TRANSPORT

On April 10th, our colleague Caroline Paul, Manager DPS Africa, gave a well-received presentation during a specialized IUMI webinar titled "Transport of Cocoa Beans - A Focus on Loss Prevention". The session explored the challenges and best practices involved in safely transporting cocoa beans.

Caroline shared her expertise on:

- ✓ Proper storage methods
- ✓ Quality control and risk management
- ✓ Infestation prevention
- ✓ Advanced transport techniques

The webinar attracted significant interest, with nearly 360 live participants joining the morning session alone. Attendees engaged actively during the Q&A, and the presentation was praised for its clarity, relevance, and energy. Following the event, we received great feedback from the IUMI organizers, including this message:

"Dear Caroline

Many thanks for your brilliant presentation this morning! You really brought the topic to life and kept our participants engaged and informed with all your insights into the 'new concept' of transporting cocoa beans. The various comments and questions, and the many clapping hand emojis from our participants are testimony to the excellence of your talk. Thank you once again very much for all the work preparing and presenting such an interesting and lively session!"

Congratulations again to Caroline for this successful contribution!



WEBINAR RECAP: CAROLINE PAUL PRESENTED ON COCOA BEAN TRANSPORT

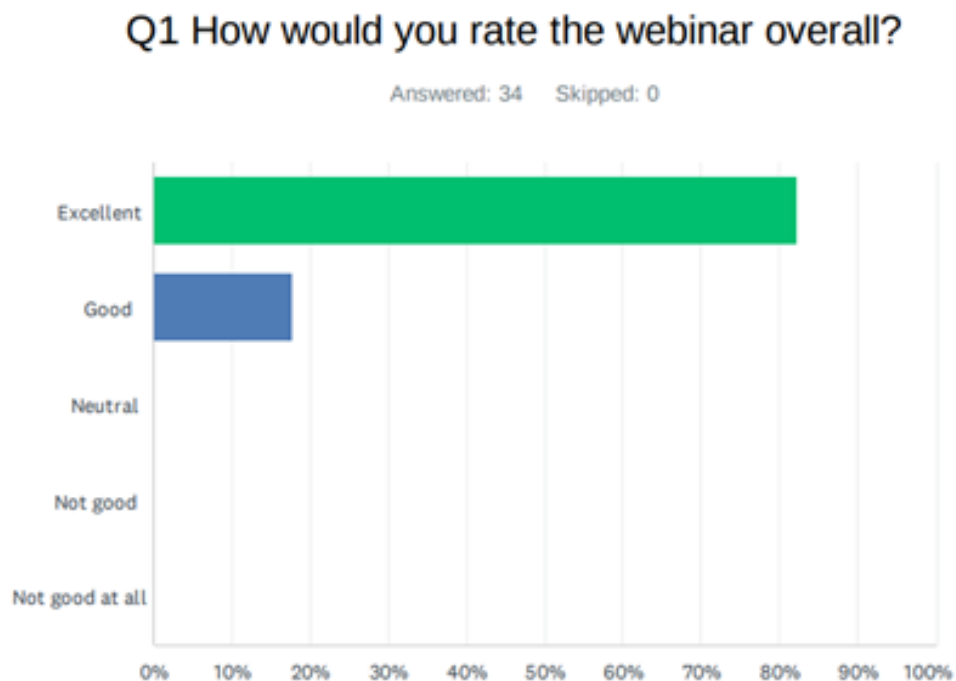
Some results.

540 people joined the two live sessions:

STANDARD EVENT (NEW)
IUMI Webinar: Transport of cocoa beans – a focus on loss prevention (16:00-17:00 CEST)
THU, APR 10, 2025 04:00 PM - 05:00 PM CEST
YOUR TIME: THU, APR 10, 2025 04:00 PM - 05:00 PM CEST
180 ATTENDED
PANELISTS
CP Caroline Paul

STANDARD EVENT (NEW)
IUMI Webinar: Transport of cocoa beans – a focus on loss prevention (9:00-10:00 CEST)
THU, APR 10, 2025 09:00 AM - 10:00 AM CEST
YOUR TIME: THU, APR 10, 2025 09:00 AM - 10:00 AM CEST
359 ATTENDED
PANELISTS
CP Caroline Paul

Results of participants' rating:



TOTAL CLAIMS MANAGEMENT (TCM): A GAME-CHANGING SOLUTION IN CLAIMS EFFICIENCY

BY TIMOTHY BUYSSE,
CEO

Today's claims departments are overloaded and understaffed. Also, time constraints occasionally hinder insurers and brokers from having a full, end-to-end overview of all incoming claims - whether these fall above or below captive or deductible levels. As a result, loss statistics and ratios are no longer 100% accurate, and claims risk slipping under the radar.

That's why DP Survey Group has developed the **TCM concept - Total Claims Management**. This end-to-end approach covers the full claims process: from servicing, investigating, and resolving claims, to managing them in a structured and transparent way. This ensures swift handling, no duplication, and no claims falling through the cracks. By implementing TCM, insurance companies and brokers can significantly improve their efficiency and support their customers in the best possible way.

The financial gains of existing TCM projects are substantial and offer convincing arguments for both risk managers and CFOs. TCM empowers our partners with a unique selling proposition in these uncertain times.

According to analysis by Arthur D. Little (ADL), insurers see a value leakage (i.e., the difference between what should have been paid and what was actually paid) of 8%-10%, on average. Next to value leakage, the claims management process itself can be both complicated and labor-intensive.

But... What's more, the claims process is where customers interact most with the insurer and broker, so the quality of the claim experience is a key determining factor for overall customer satisfaction. This is vital for sustained success in an increasingly competitive market. With increasing pressure on bottom lines through rising costs and inflation, excelling at claims management is one of the most important priorities for any insurer and broker.

Hence, partnering with DP Survey Group to have a 360° view and firm grip on all claims provides significant returns as well as increased customer satisfaction.

We are more than ready to invest in joint Business Case (where we crunch on data and figures), so that we can calculate financial gains for both insurance company and clients!

Please contact me on my email (timothy.buysse@dpsurveys.com) or mobile (+32 497 59 62 32) to craft a solid Partnership.

TERMINAL LIABILITY: FRAMING THE LIABILITY OF TERMINAL OPERATORS

BY PETER ALEXANDER GIJBELS,
MANAGER P&C

Terminal liability is a fundamental concept in the logistics and maritime sectors. It concerns both contractual and non-contractual liability of terminal operators for damage, loss, or other incidents occurring during the storage, handling, temporary custody, or transportation of goods on their premises.

Definition: What is Terminal Liability?

Terminal liability refers to the legal responsibility of a terminal operator – whether at a seaport or inland terminal – for goods under their custody at any given time. This responsibility arises when goods are temporarily stored, loaded, unloaded, or otherwise handled within the terminal area. This liability covers situations involving:

- Physical damage to goods
- Partial or total loss
- Theft or misappropriation
- Environmental damage resulting from leaking or improperly handled substances

Legal Framework: The Three Pillars of Liability

The liability of terminal operators is primarily governed by three legal foundations:

1. Contractual Liability – Stemming from service level agreements (SLAs) between the terminal and the contracting party, often a shipping line or freight forwarder. These agreements typically include provisions on liability limitations, indemnifications, and insurance obligations.
2. Tort Liability (Extra-contractual) – Based on Articles 1382 and 1383 of the old Belgian Civil Code or Articles 5.1 et seq. of the new Civil Code, if applicable. In the absence of a contractual relationship, an operator may be held liable for damages caused to a third party by their fault.
3. Statutory and Supranational Regulations, including:
 - The Union Customs Code (Regulation (EU) No 952/2013), particularly Articles 77–80 concerning customs debt liability in case of irregularities.
 - Directive 2008/68/EC on the inland transport of dangerous goods, along with national implementation laws.
 - Port police regulations (e.g., Port of Antwerp, Article 4.2), which establish conduct rules for handling goods and managing risks within port areas.

Key Factors Influencing Liability

A number of legal and operational elements determine the extent and conditions under which terminal operators may be held liable:

- Liability Limitation Clauses
- Terminals often apply standard terms, such as the Belgian Forwarding Conditions (2005) or FIATA Model Rules, which include exoneration clauses limiting claims (e.g., to a specific amount per kg or per package in SDR).
- Burden of Proof and Its Reversal
- Under general rules of evidence (Article 870 of the Judicial Code), the claimant bears the burden of proof. However, this may be reversed in cases involving exclusive custody (*custodia exclusiva*).
- Transfer of Risk and Ownership
- The moment risk is transferred plays a crucial legal role. According to Article 68 of the Union Customs Code, the party in physical possession of goods is liable for customs duties in case of loss or irregularity during temporary storage.

Insurance: Covering Terminal Liability

Given the potentially high financial impact of liability incidents, having adequate insurance coverage is essential. Terminal liability insurance typically includes protection against:

- Physical damage to stored or handled goods
- Environmental harm due to spills or leaks
- Business interruption losses caused by technical failures or force majeure
- Third-party liability, including customs debts and penalties

Insurance policies should be tailored to the terminal's specific risk profile, with special consideration for the storage of dangerous goods (classified under IMDG) and bulk commodities.

Conclusion

Operating a terminal comes with complex responsibilities that require close cooperation among all parties involved. Terminal operators must be well protected against risks—through contracts, internal procedures, and tailored insurance policies. Clear agreements, legal compliance, and proactive risk management are key to ensuring operational resilience and liability control.