



# DP SURVEY GROUP

NEWSLETTER • NOVEMBER 2024



**DPS DIVE:  
NAVIGATING  
INSIGHTS IN OUR  
NEWSLETTER**



# NEWSLETTER

## WHAT'S "FRESH" IN FRUIT?

Find out how the International Fruit Desk is expanding its services to include other sectors like fish and meat, while focusing more on quality control and loss prevention alongside claims.

## 20 DAYS IN LIBERIA

Read more about our Marine Warranty Survey on a shiploader for iron ore, which was refurbished and transported from Liberia to the UAE.

## DPS PRESENTING AT BELRIM

Our BELRIM session at AIG Brussels, focusing on supply chain disruptions and risk management. It covers key insights on security frameworks, the impact of quality certifications, and the importance of contingency planning, backed by case studies on global supply chain challenges.

## OUR OPERATIONS

In an exciting development, DP Survey Group has partnered with Duncan Shoemaker & Associates and Lone Star Maritime, forming the largest marine survey firm in the U.S. This collaboration enhances our expertise and service offerings across the U.S. and European markets.

Additionally, the strategic alliance with Horjus Marine Consultancy, a leading European firm based in the Netherlands known for its Project Cargo expertise and Marine Warranty surveys, further strengthens our position and allows us to deliver greater value to clients globally.

# NEWSLETTER

## **COLLAPSED CRANE AT BERTH 913 IN THE PORT OF ANTWERP**

On December 25, 2023, the m/v HMM ALGECIRAS collided with gantry cranes at the Port of Antwerp, resulting in one crane collapsing onto a stack of containers and damaging 93 units and their cargo. Our colleague, Wim Loos, is managing the survey of 36 affected containers valued at approximately €3.4 million, navigating the complexities of multiple parties and ensuring timely communication and inspections.

## **INTERVIEW DPS AFRICA: NEW JOINER**

In a recent interview, Caroline Paul, manager of DPS Africa, spoke with our new joiner, Mouhamadou Barry, who started on January 9, 2024. With an impressive academic background in law and transport management, Mouhamadou brings valuable experience from his previous roles in maritime operations and transport law, expressing excitement about joining DPS and the opportunities it presents for his professional growth in Africa's evolving goods transit market.

## **EXCITING NEWS FROM DPS SOUTH AFRICA**

DPS is thrilled to announce the launch of DPS South Africa Pty Ltd, officially opened on December 1, 2023, with a dedicated team in Johannesburg offering a comprehensive range of surveying solutions. Since its inception, the team has successfully completed over 180 missions, demonstrating our commitment to providing exceptional services to local and international clients.

# INTRODUCTION

BY TIMOTHY BUYSSE

Dearest partners

It's a pleasure to share with you the 4th edition of the DPS Newsletter. I want to begin by expressing my sincere gratitude to each of you for your trust and continued support. It is this relationship – better yet, this partnership – built on mutual respect and shared goals, that has enabled us to achieve great things together.

We find ourselves in a complex global environment, with conflicts and uncertainties impacting many industries. Insurance companies and brokers face unprecedented challenges in fast-changing industries. Yet, despite these challenges, we remain committed to navigating these turbulent waters with resilience and determination. Our focus has always been, and will continue to be, on providing you with the best solutions, tailored to your needs, no matter how dynamic the situation.

This commitment drives our latest expansion to the U.S. West Coast. We recognize the immense potential and strategic importance of this region. By establishing a strong presence through the acquisition of Duncan & Shoemaker – 20 surveyors stretching geographically from San Diego to LA, Portland, Seattle, and Canada – we aim to be closer to our clients, offering on-the-ground support and more personalized services. This move is not just about growth; it's about strengthening our ability to serve you better and more efficiently throughout the Americas.

I'm also excited to share the news of our strengthened joint venture with HORJUS Marine in the Netherlands. This collaboration is a testament to our shared vision and dedication to excellence. Team Horjus is a frontrunner in Project Cargo expertise as well as Marine Warranty surveys, and they count Fortune 500 companies among their clients.

In addition, our partnership with a PhD expert in Hull and Machinery underscores our dedication to staying at the forefront of technology and innovation. This collaboration also provides us with privileged access to university laboratories, giving us unrivaled technical capabilities to solve complex H&M claims.

Ultimately, everything we do is driven by our passion for our clients. We believe in being not just a service provider but a true partner – one who understands your challenges, anticipates your needs, and delivers solutions that propel your business forward.

Once again, thank you for your trust and for choosing to partner with us. We look forward to continuing this journey together, navigating the challenges and seizing the opportunities that lie ahead.

Our prayers go to the victims and families of the flooding in Spain. We hope that all families and their loved ones soon find regained stability and prosperity.

Enjoy the read.

#restassured

# WHAT'S "FRESH" IN FRUIT?

BY DIEGO VERMEULEN,  
MANAGER FRUIT LIAISON

As some of you may know already, at the International Fruit Desk, it has been slow in the global perishable markets, in particular when it comes to claims. As such, the team started to tackle some other types of assignments and scopes as to what has been done in past years. Where before it would only be "fruit ex container" we are now also dealing with other missions such as fish, meat, etc., both fresh and frozen (for customers we already work for in fruit). Anything perishable really, with close communication with the Marine Liaison desk of course, as you can imagine some of these missions are syphoned away from them. When in doubt, ask Diego or Roel to know if a file is going to be Fruit or Marine Liaison!

Similar to what is happening in other departments with diversification, we too are expanding the scope of our services. While before our focus was on "claims" we are seeing more and more requests for Quality Control or other loss prevention measures: like pre-shipment QC, sampling, attending packing operations, stuffing inspections, logistical audits or of course QC upon arrival – even verification surveys at destination to resolve commercial disputes are becoming more frequent.

To kick off new and important projects we are also developing a more hands-on approach than before, for example Lieselot Van Der Meirsch is doing surveys now in The Netherlands & Diego is kicking off new projects abroad (like conventional reefer vessel inspections in the USA)!



# 20 DAYS IN LIBERIA

BY ARJAN HONING,  
MANAGER MARINE NL

We were requested by a client to perform a Marine Warranty Survey on a shiploader for Iron Ore. We learned that the shiploader was delivered 9 years ago in the port of Buchanan in Liberia and needed to be refurbished in Jebel Ali (UAE). We received the method statement from BigLift, being the shipping line to transport the shiploader to Jebel Ali. After meetings with BigLift and the engineering company, who calculated the loads and forces in the shiploader during transport, we advised some alterations in the reinforcement and some additional welding. All parties agreed to the same.

On 31 January 2024 we travelled via Sierra Leone to Monrovia, Liberia where we were picked up by a private driver from the client to bring me to the port of Buchanan where a 20 ft container would be my home for the next 19 days. Luckily with a bed, shower, toilet and airconditioning. The outside temperature was 38 degrees Celsius and a humidity of 95%.

The first days we inspected the shiploader on the works done and the reinforcements made. The plans for the upcoming lift were discussed and approved, after which the necessary certificates were issued. The lift on board M/V PALMGRACHT was executed with two shipboard cranes and the shiploader was landed safely on deck of the vessel. The next days were used for lashing the shiploader.

On 15 February 2024 the vessel left Buchanan with destination Jebel Ali and ETA 15 March 2024. We will be there to see the ship come in and to discharge the shiploader.

If all goes well we will most likely do the same again in 10 months but then from Jebel Ali to Buchanan.



# DPS PRESENTING AT BELRIM

BY PETER ALEXANDER  
GYBELS, MANAGER  
NON MARINE\*

BELRIM is the Belgian Association of Risk Managers.

The session, held at the prestigious AIG offices in Brussels, was inaugurated with profound insights from Gaëtan Lefevre, President of Belrim, and Frederic Lycops of AIG. This gathering was an exemplary platform for elucidating the nuanced implications of supply chain disruptions.

Our discourse, mainly through the analytical lens of Property & Casualty (P&C) insurance given by Peter Alexander Gijbels, embarked on a thorough examination of the essentiality of security management frameworks, as epitomized by ISO 28000 standards, alongside a critical evaluation of the efficacy of quality certifications such as ISO 9001 and the CE label in mitigating supply chain vulnerabilities.

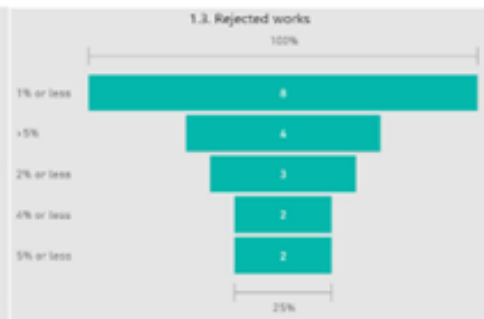
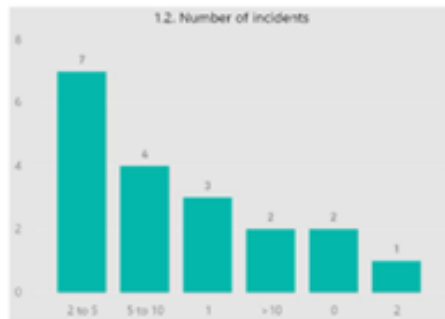
The presentation meticulously navigated through an array of case studies, each underscoring the economic ramifications of opting for cost-reduction strategies through the procurement of cheaper components, the widespread impact of product recalls, and the inherent transport challenges that emanate from Asia to Europe logistics. The discussions were anchored on the imperatives of contractual precision, the heightened risks associated with the dependency on singular supply sources, and the indispensable nature of strategic contingency planning, including robust backup strategies and comprehensive business continuity planning (BCP).

By championing a data-driven paradigm in supply chain management, the dialogue illuminated the broad spectrum of global disruptions – encompassing pandemics, geopolitical tensions, economic volatility, and environmental catastrophes – and their profound repercussions on the continuity and resilience of supply chains.

\* SOON TO BE P&C

# DPS PRESENTING AT BELRIM

BY PETER ALEXANDER  
GYBELS, MANAGER  
NON MARINE\*



In the wake of this enlightening presentation, Jan Rietberg, Global Head of Marine Risk Consultants at AIG, augmented the session with his invaluable maritime sector perspective. This confluence of expertise served as a crucible for dissecting the complex interplay of factors influencing supply chain disruptions, showcasing an eclectic array of professional viewpoints that spanned across the insurance, risk management, and logistics sectors.

The subsequent networking event emerged as a focal point for engaging in deep, meaningful conversations with a diverse cohort of participants, including luminaries from the international insurance, brokerage, and risk management communities. This conclave was instrumental in facilitating a granular exploration into the prevailing challenges and strategic imperatives necessitated by supply chain disruptions.

It catalyzed a prolific exchange of insights, strategies, and experiences, thereby fostering a collaborative intellectual ecosystem that transcends geographical and sectoral boundaries.

# OUR U.S. OPERATIONS

BY TOMMY HAYES,  
PARTNER LONESTAR  
AND TIMOTHY BUYSSE

Lone Star Maritime is a US based company, with focus on Heavy Lift and Project Cargo. The company has been highlighted in the previous DPS Newsletter.

Quick recap:

- Lone Star been founded by 3 partners: JD, Ryan and Tommy.
- Dave joined a bit later as 4th partner.
- HQ in Houston.
- Lone Star currently have 30 employees in the U.S. They will be 35 by the end of the year.

The majority of the Lone Star staff are along with Gulf Coast from Corpus Christi to New Orleans. They also have direct hire employees in Albany, New York, Dayton, Ohio, CN, and will be adding a new employee in Florida on March 1st.

In addition to the direct hire staff, they have long term subcontractors in various locations that we use in areas where we do not have direct hire staff. For claims, Kelly Matalon is assisting in coordination and operations.

The primary services/competencies are:

1. Project and Heavy Lift cargo
2. Marine Cargo
3. Loss Prevention
4. All modes of transport, including trucking

Timothy Buysse and Tommy Hayes (our US M.D.) have done a tour of our US clients in Houston, Portland and NY. They have a lot of traction both from US-based clients as well as clients outside US looking for qualified surveyor. Hans Frans has been to MICA, NY on October 4th with Charles Shettle (Marine Claims US) and Tommy. They have also welcomed an exciting response from the US market to our unrivalled US footprint.



# Claims Surveys



At Lone Star Maritime, our goal is to provide clients with the highest industry standard surveys/claim investigations, assist with mitigation efforts including salvage when applicable, and to resolve occurrences in the best possible means for all parties concerned. We have extensive in-house Transport Engineering capabilities with 5 full-time engineers on staff who can provide expertise on claim assignments.

- Steel Products
- Household Goods and Personal Effects
- Coffee
- Fine Art
- Perishables
- Machinery
- Dry Bulk
- Timber / Forest Products
- Medical Supplies
- Pharmaceuticals
- Motor Vehicles
- General Goods
- Containerized Shipments
- Theft Investigations
- Non-Delivery Investigations
- Flood
- Heavy Weather Casualties
- Motor Truck Accident Investigation
- Warehouse Suitability Surveys
- Warehouse Stock Throughput Assessment

Lone Star Maritime has a solid foundation throughout the US Gulf, East and West Coasts. Through our established partnerships we can provide additional coverage throughout the continental US.

For inquiries, please contact [claims@lonestarmaritime.com](mailto:claims@lonestarmaritime.com) and our representative will respond within 12 hours.

## Need Immediate Assistance?

Contact An Area Manager for Urgent Assistance

### TEXAS / FLORIDA

**Charles Shettle**

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[cshettle@lonestarmaritime.com](mailto:cshettle@lonestarmaritime.com)

### LOUISIANA, ALABAMA AND MISSISSIPPI

**David Shaw**

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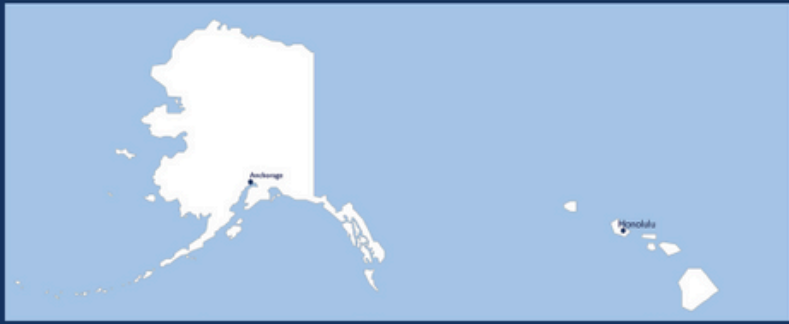
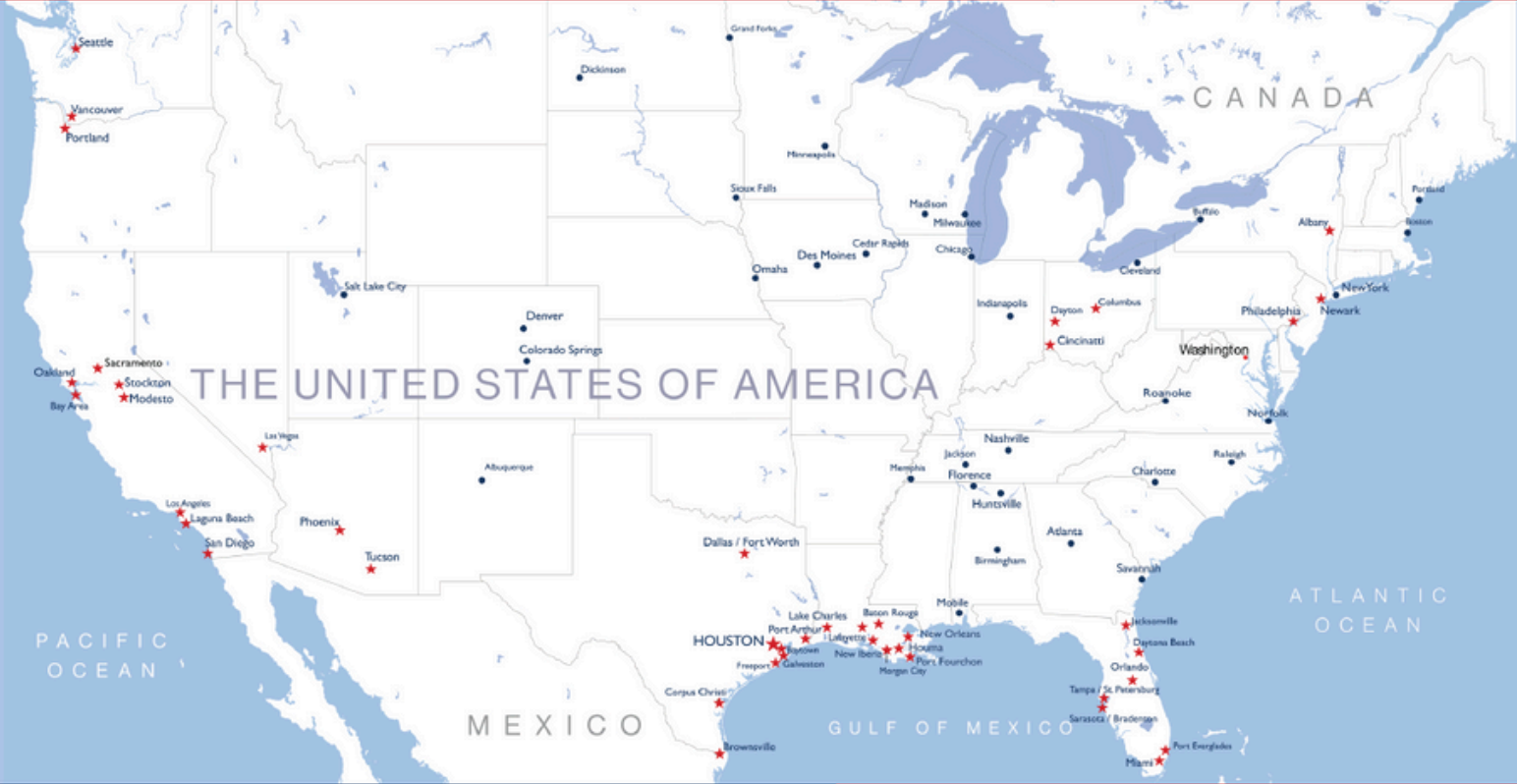
### EAST COAST AND OHIO

**Joe Blier**

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## Claims Coverage Territories

- ★ Indicates Location with Direct Hire Staff
- Indicates Location with Trusted Partners



# DUNCAN & SHOEMAKER

BY TIMOTHY BUYSSE

It is with great anticipation and excitement that Duncan Shoemaker & Associates, Lone Star Maritime, and DP Survey Group have joined forces! The combined company will provide coverage on the **U.S. West, Gulf, and East Coasts** as the largest marine survey firm in the U.S., with nearly 60 direct-hire staff. This acquisition expands the DP Survey Group family to over 200 surveyors worldwide!

Duncan Shoemaker has a strong market presence on the West Coast, specializing in marine and cargo surveys, claims, hull & machinery, P&I, warranty surveys, condition and bunker surveys, as well as hold cleanliness and draft surveys.

Lone Star Maritime specializes in engineering and project and heavy lift cargo surveys and has recently expanded its service offerings to include claims, hull & machinery, and facility inspections.

We look forward to leveraging the strengths of our combined companies to continue meeting and exceeding the levels of service our clients expect.



# HORJUS

BY TIMOTHY BUYSSE

We are thrilled to announce a significant development for DPS. We have successfully entered into a strategic partnership with Horjus Marine Consultancy, a leading European player in the marine market.

Horjus Marine, based in the Netherlands, is a frontrunner in Project Cargo expertise and Marine Warranty surveys, with Fortune 500 companies among their clients.

Through this partnership with Horjus Marine, DP Survey Group is poised to significantly strengthen its position in both the Dutch and broader European marine markets. Their extensive expertise, established international relationships, and strong local presence will complement our existing capabilities and enable us to deliver even greater value to our clients.

Together with our 30 colleagues at TOP expertise (Zwolle/Rotterdam), we now have a more solid marine footprint, with four marine surveyors, alongside the valuable expertise of our Antwerp colleagues, who are not limited by any national borders. Arjan Honing, driving Marine Claims and Loss Prevention NL, will still be working closely with our 16 Antwerp-based Marine colleagues to perform claims across BeNeLux.

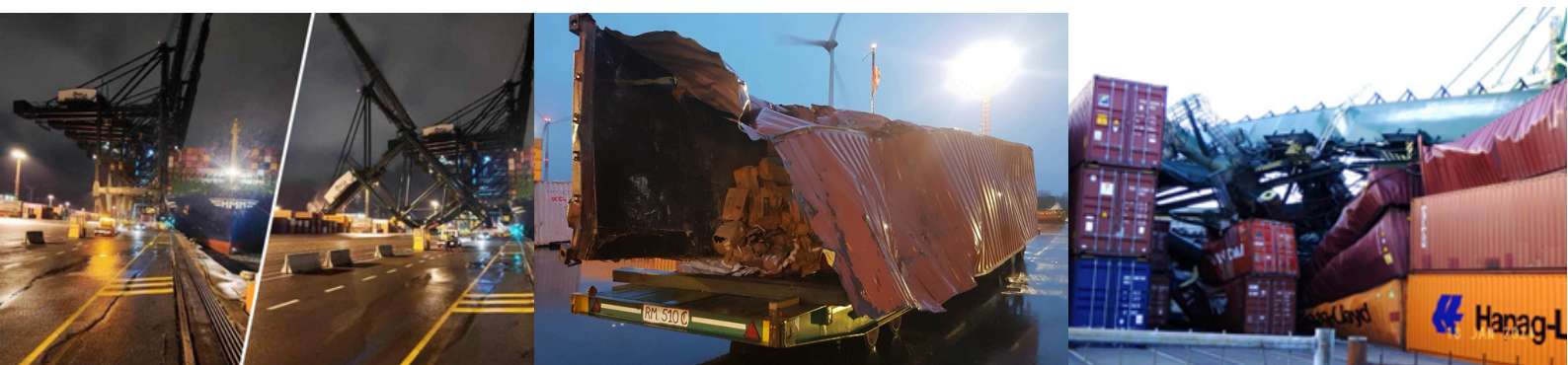


# COLLAPSED CRANE AT BERTH 913 IN THE PORT OF ANTWERP

BY COR KERKHOFS,  
MANAGER MARINE

During berthing maneuvers on 25 December 2023 at berth 913 of the port of Antwerp, m/v HMM ALGECIRAS allided with large gantry cranes. During this incident one of the cranes collapsed onto a nearby stack of containers, resulting in the damage of 93 units and their cargo. As the incident itself is still under investigation as part of an ongoing court survey we cannot give too many details on the incident itself. During the days, weeks and months following the incident various cargo interest were contacted informing them that their cargo was involved and could have been damaged. Needless to say, the various involved parties contacted their own insurance companies who appointed surveyors to investigate the damage to the various container loads.

Currently our colleague Wim Loos has been organizing and conducting surveys on a total of 36 containers, a number which is still increasing on an almost daily basis, with cargo totalling a value of almost 3.4 million EUR. Seeing the number of parties involved, such as the different container carriers (Maersk, Hapag-Lloyd, CMA CGM, etc.), surveyors for all these parties and the terminal, same has proven to be a time consuming task. Not only do the containers and cargo need to be inspected but customs authorization must also be obtained. Besides all this, possible cross stuffing of the goods needs to be organized or, in worst case scenarios, the destruction of the goods themselves. It is here that Wim's excellent organization and administration skills have proven very valuable. Needless to say of course, the years of experience also resulted in each of our principals being informed in a timely manner.



# INTERVIEW DPS AFRICA: NEW JOINER

BY CAROLINE PAUL,  
MANAGER DPS  
AFRICA

*Interview between Caroline Paul, manager DPS Africa and our new joiner Mouhamadou Barry.*

## **When did you start at DPS?**

I started working at DPS on 9 January 2024.

## **Who ensured your training and familiarization?**

In general, I would like to thank all the staff at DPS AFRICA and DP SURVEY GROUP and in particular the Manager, Mrs. Caroline Paul, who was responsible for my training and familiarization with the group.

## **What study did you do?**

I have a degree in Private Law and Business Careers at Cheikh Anta Diop University in Dakar (Senegal), a Master I in Business Law at Reims Champagne Ardennes University (France) and a Master II in Transport Law at University of Toulouse 1 Capitol (France). I also trained in Transport Management and Techniques at the Institute ISTEELI in Toulouse (France). I also hold a two-year certificate of professional practice from the maritime section of the National Order of Experts of Senegal.

## **What is your career background?**

I did a two-month work placement in an accounting firm in Dakar-Senegal and a five-month end-of-study traineeship in a goods transport survey firm in Toulouse-France. I also joined the transport company JACKY PERRENOT in Toulouse as Legal Head of the Transport Damages Department from September 2019 to September 2020.



After my return to Senegal, I joined a maritime survey firm as Head of Maritime Operations (surveys of damaged goods, control of lashing standards, monitoring of ship loading/unloading and handling of the bulk terminal at the Port of Dakar), while at the same time being a Professional Trainee with the National Order of Surveyors of Senegal from June 2021 to December 2023.

## **Why did you decide to apply for the DPS vacancy?**

DPS is an international organisation of experts engaged in claims and risk management services to both the marine and property & casualty insurance industries, it corresponds perfectly to my professional aspirations. The economic growth of African countries is enabling the continent to become a major goods transit hub, which is attracting insurance companies for transport claims. So, I see myself having a good career with DPS, as it will definitely widen my horizon.

## **Since your arrival at DPS, how do you feel?**

Since I started at DPS, I feel professionally strengthened and highly motivated to pursue my professional career.

# EXCITING NEWS FROM DPS SOUTH AFRICA

BY DANYAL LIEBENBERG,  
SURVEYOR DPS SOUTH  
AFRICA

We at DPS are thrilled to announce the establishment of DPS South Africa Pty Ltd, marking a significant milestone in our journey towards providing exceptional surveying solutions to our clients in South Africa and beyond.

The decision to open an office in South Africa was driven by the overwhelming support and encouragement from over 80% of our clients, both locally and globally. This new venture reflects our commitment to bringing the DPS way of high-quality survey services to this vibrant country.

As of December 1, 2023, DPS South Africa was officially launched with a dedicated team of 2 experienced surveyors based in Johannesburg, Gauteng. These professionals are committed to offering a "One-Stop Shop" for all your surveying needs, catering to both local and international markets.

Our team brings a wealth of expertise in marine claim surveys, with a strong presence in the local insurance market. By fostering close relationships with underwriters and brokers, we ensure seamless claims handling and coordination, including risk prevention, and salvage services.

More in particular, thefts & hijackings, warehousing inspections, due diligence inspections, load & stow, logistics audits, fires and damage surveys on all types of cargo (perishables, frozen, steel, soft commodities, etc.).

Meet our talented team at DPS South Africa:

**Karabo Meshack Rasebopye, Senior Surveyor:** With 18 years of experience in the marine industry, Karabo is a seasoned professional with a strong background in cargo surveying, claims examination, and underwriting. His expertise spans across 54 African countries, making him a valuable asset to our team.

**Danyal Liebenberg, Surveyor:** Danyal brings 2 years of experience as a Marine Surveyor and a diverse skill set from his background in the insurance and retail industry. His passion for sharing industry knowledge with aspiring professionals sets him apart in the field.

The team is being supported by the DPS headquarters in Antwerp for administration, invoicing, quality review, education and technical guidance whenever needed.

Since its inception, DPS South Africa has successfully completed over 180 missions, assisting local and international clients with top-notch surveying solutions in South Africa and neighboring countries. We are grateful for the trust and confidence that the local and international market has placed in the DPS team, and we look forward to continuing to exceed your expectations.

Thank you for choosing DP Survey Group. Your trust drives us to go above and beyond for you!