



DP SURVEY GROUP

NEWSLETTER • OCTOBER 2023

BEYOND THE HEADLINES: EXPLORING OUR NEWSLETTER



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NEWSLETTER

Customer spotlight: Double interview Timothy Buysse and Moritz Zimmermann

Vestas, the global leader in sustainable energy solutions with a revenue of 15 billion dollar

Updates: Non-Marine Liaison desk

National and international demand for a one-stop-shop for Property and Casualty claims

Insightful facts and figures for the insurance and broker industry

Employee Spotlight

David Goris, in charge of DP Legal, tells you more about his journey at DPS

Inside our company: DPS AMERICAS (8+ offices across the Americas) and DPS CHINA (2 local offices)

Exciting teasers

UPDATES: STAY IN THE LOOP

BY TIMOTHY BUYSSE



Dear Partners

Hope you have had the opportunity to enjoy a well-deserved summer break.

This DPS Newsletter has meanwhile become a tradition in the insurance and broker market, shared with over 4.000 clients across all continents.

In this edition, we have some very exciting news to share with you:

1. Opening of 9 new offices across the Americas
2. Soon to open new branch in South Africa
3. International desk for all international Non-Marine claims and surveys (Property, Liability, Machinery Breakdown, Business Interruption, Recalls)
4. Appointment of a new manager in China
5. Celebrating 20 years of DPS

As DPS, we want to stay as close as possible to you, our valued clients.

We are proud to provide solutions, and not only reports.

Our number 1 differentiator is our well respected colleagues at DPS, all dedicated to deliver the highest quality in wide range of services and regions.

Focus on walking the extra mile for our clients and partners.

And as always: a BIG and sincere thank you for your trust in DP Survey Group.

Enjoy the reading.

#restassured

CUSTOMER SPOTLIGHT: DOUBLE INTERVIEW TIMOTHY BUYSSE AND MORITZ ZIMMERMANN - HEAD OF GLOBAL TRANSPORT HSE

Vestas has more than 40 years of experience in wind energy and is the first company to reach the 100 GW landmarks for both the installation and service of wind turbines. Wind energy is their heritage and core competence. They believe wind will form the backbone of the sustainable energy systems of the future and they remain focused on developing solutions that accelerate the energy transition and strengthen Vestas' continued leadership in wind. Vestas has over 29.000 employees across the globe and a revenue of approximately 15 billion dollar.

Could you briefly describe your current role in Vestas?

I am working for more than 9 years in Vestas and after having been in different operational transport roles I have been heading the Global Transport QHSE area for the last 3.5 years. Moving forward the Vestas Supply Chain & Transport HSE area.

Could you describe your partnership with DPS?

We have a great relationship with DPS who is one of a limited number of surveyor companies with which Vestas is working together. The key benefit of this partnership is that Vestas is not only using DPS as a standard Marine Surveyor, but we call it a Marine Surveyor PLUS service provided. For vessel loadings and unloading operations, DPS acts on behalf of Vestas in the field and additionally ensures Safety & Quality, ensuring Safety preventive process requirements are fulfilled and the Vestas handling instructions are being complied with by our transport suppliers. Furthermore, in any new countries where DPS is supporting Vestas, the DPS headquarters are responsible for ensuring that service levels are implemented to the same safety and quality standards. This includes trainings for new Transport suppliers. I just need to highlight that this support function is not changing the operational responsibilities, which fully remain with our transport suppliers.

Could you describe the importance of Loss Preventions programs across your company?

The most important need to execute a Loss Prevention Program is the Safety of persons handling our Vestas components. Implementing a Loss Prevention program is significantly reducing the risk for such incidents, which have to be eliminated in the wind industry. Furthermore, we have seen accidents at sea and certain cost associated with poor quality due to mishandling of our components. Those damages and costs must be significantly reduced.

Could you describe how DPS can contribute tangible added value to these Vestas priorities?

In Vestas and in the entire wind industry we do see the cost of poor quality being too high and have to have this reduced, especially towards our customers. This is a high focus area for Vestas and DPS plays a significant role in this on our journey in achieving the highest Safety & Quality levels, which are our biggest focus and importance areas at Vestas.

CUSTOMER SPOTLIGHT: DOUBLE INTERVIEW TIMOTHY BUYSSE AND MORITZ ZIMMERMANN - HEAD OF GLOBAL TRANSPORT HSE

What would be your top 3 to 5 recommendations for Risk Managers and insurance specialties across the globe?

Vestas operations are not easy to be performed and not only my recommendations, but even my expectations are the following:

- STOP the execution whenever an unsafe situation is identified or whenever our transport process and handling instructions are not being followed. Vestas needs to be informed immediately whenever operations are being stopped. Vestas is in favour of having operations stopped too often instead of too little.
- Maintain and expect a high Safety Culture independently of different local company or country cultures. With the right attitude I am a strong believer that improvements can be achieved every single day.
- Report every single Safety and Quality observation to Vestas; this includes any kind of Incidents, Near Misses, Hazardous Observations besides process handling failures. At Vestas we have implemented an IT solution for reporting those in a standardized manner. This is definitely an area which needs to be focused on by DPS for improving further.
- Contact Vestas in case of any doubts or whenever support is needed and ensure participation of the Vestas QHSE conferences been held together with shipping lines and stevedores.
- Ensure that any persons in the field have performed all modules of the Vestas Transport training program.

UPDATES: NON-MARINE LIAISON DESK

The Rising Success of the International Desk in Property & Casualty Expertise Abroad

In an increasingly globalized marketplace, the demand for specialized property and casualty (P&C) expertise has never been more acute. Businesses and individual clients alike are seeking effective and comprehensive solutions that can navigate both domestic and international complexities. One answer to this rising demand is the establishment of an International Desk dedicated to P&C expertise, a move that has been met with resounding approval by clients worldwide.

Exceptional Client Appreciation

Since its inception, the International Desk in P&C expertise has witnessed unprecedented client satisfaction. The tangible proof of this lies in the consistent surge in new assignments from various parts of the globe. Clients are not merely looking for a one-size-fits-all approach; they are seeking specialized advice and services that consider their unique international contexts. The International Desk fulfills this demand by offering bespoke solutions tailored to each client's specific needs.

Unique Value Proposition

What sets the International Desk apart is its multidisciplinary approach, combining legal, technical, and financial insights to provide a holistic P&C service offering. Furthermore, the Desk's global network of partners ensures that clients have access to the best local and international advice, irrespective of their geographical location.

Our Key Benefits

1. **Localized Expertise:** Having local partners around the world ensures that the advice is rooted in local laws and customs, thereby enhancing its effectiveness.
2. **Streamlined Communication:** A centralized international desk in our HQ aids in simplifying the lines of communication, making it easier for clients to get the information they need, when they need it.
3. **Cost-Efficiency:** By leveraging a global network, clients can expect a more cost-effective service without compromising on quality.

The constant increase in new assignments from across the globe attests to the efficacy and client appreciation of the International Desk in Property & Casualty expertise. With its unique multidisciplinary approach and a strong network of international partners, it is poised to redefine the standards of P&C services in the international arena.

Before launching the International desk for Non-Marine claims and surveys, we have consulted numerous clients across all continents on "How / why DPS could be successful with this international desk". We have been entrusted by clients that our 50+ Non-Marine colleagues, our technical insights, as well as our unrivalled network would be key differentiators versus competition.

For organizations and individuals looking for unparalleled P&C expertise that has a truly global reach, the International Desk stands as a testament to what can be achieved when client-centric approaches meet international standards of excellence.

For any inquiries or questions, please contact Frits Boen on frits.boenedpsurveys.com (mobile: +32 475 44 31 71), or Peter-Alexander Gijbels on peter.alexander.gijbelsedpsurveys.com (mobile: +32 479 99 53 87).

INSIGHTFUL FACTS AND FIGURES FOR THE INSURANCE AND BROKER INDUSTRY

Did you know that ...

- DPS has over 3.000 years of combined field experience in both surveys as well as Loss Prevention.
- DPS has handled over 100 Product Contamination claims across 4 continents with a total product value over 6 billion euro.
- DPS has been doing Loss Prevention for Renewables whereas claims have gone down with more than 70% over the course of 10 years (direct correlation thanks to our LP Programs).
- DPS has 20+ offices across 4 continents with approx. 200 surveyors and experts.
- DP Legal has handled +2500 recovery files over the past 4,5 years and returned about 15 million euro to clients with an average recovery rate of 45%.
- throughout Africa DPS has 19 own staff and a network of 70 partners across 54 countries.
- the most common risk in Africa for goods stored in warehouses are fire and theft related.
- DPS AFRICA has the largest salvage buyers' network in Africa covering 54 countries.
- DPS AMERICAS has calculated design accelerations for modules in excess of 10,000MT.
- DPS AMERICAS has performed over 15,000 surveys for project and heavy lift transportation over the past 11 years.
- DPS AMERICAS can perform Original Engineering services at the Pre-FEED, FEED, and execution stages of projects.
- DPS AMERICAS has experience transporting modules in excess of 3,000MT by barge.



UNCOVER THE **FACTS**

DID YOU KNOW THAT DPS AFRICA HAS DONE OVER 1.000 WAREHOUSE INSPECTIONS?

Did you know that DPS Africa is the undisputed leader for tangible, value-added solutions during warehouse inspections across 52 African countries?

Warehouse inspections is one of our specialties within DPS Africa. We recommend solutions to specific problems that have preventive value. A concrete and self-explanatory example: Senegal is known for its torrential rains that extend from June to October only. It rains an average of 80 mm in these wet months and municipal drainage channels are not sized to absorb such a large amount of rainwater in such a short period of time. The result? Major flooding and consequent water inflows into warehouse containing various cargoes.

The second problem is that the ground is rarely paved, as well as the slopes in front of the entrances of warehouses that do not exist or are built in the wrong direction. We inspected a row of warehouses in Senegal for the account of the cargo insurer recently. The warehouses' front was not paved and there was no slope in front of the warehouses, nor drainage pipes in the facility. The risk of flooding was therefore very serious.

The outcome?

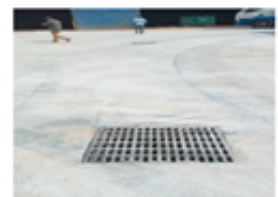
- We have outlined the exact work to be undertaken to correct the slope
- We have drafted the installation of drainage channels with sufficient capacity and proper cover
- We have calculated the financial risks versus the newly added Loss Prevention features installed

Please look at pictures below. The result speaks for itself.

BEFORE



AFTER



EMPLOYEE SPOTLIGHT

David Goris is happy to tell you more about his journey at DP Survey Group.

I'm now part of the DPS family for about 4,5 years so was thinking it's about time to stop for a moment and look back on past achievements. Feel free to join my trip down memory lane!

Like mushrooms after a rain

When I started, DPS was a middle-sized survey company with HQ in Antwerp and two offices in Africa (Senegal and Ivory Coast) servicing our marine and non-marine clients either with our in-house surveyors or with our impressive network of 350+ carefully selected international partners, all centralized in Antwerp. Quite quickly, it became clear to me that DPS - mostly on request of our clients - envisaged a geo-expansion with boots on the ground, which - hands-on as we are - resulted in own offices in Shanghai and Tianjin (2020), Houston (2020), Paris and Bilbao (2021), Valencia (2022), Zwolle, Amsterdam and Rotterdam (2023), 11 locations throughout Canada, USA and Mexico (2023). This global presence enables us to serve 156 countries! It has been amazing to work in and be part of such a fast-growing, dynamic, client-focused company and it is clear that it won't stop here as plans and projects for new offices keep ongoing. More news to follow soon...

Talent

Geo-growth also means a need for qualified surveyors, claims handlers and other support talent. During my first days in Antwerp, I found myself surrounded by about 55 colleagues with an interesting variety in professional experience, technical knowledge and educational background which immediately felt as an added-value, multilingual and complementary team. Nowadays, our head-count has tripled so I'm sure I don't need to explain the impact on the know-how within DPS. There will always be a colleague somewhere in the world who can share profound experience and advice in certain area, whether it concerns pleasure yachts, tankers, load and stows, machinery breakdown, perishables or any other niche expertise.

One-Stop-Shop

With this growth, a challenge arose to create awareness internally and towards our clients of the existence and capabilities of the recovery department as an important part of our one-stop-shop offerings. DP Legal, brand for DPS, was created to facilitate this, yet also to show the markets the possibility to appeal to our recovery services as a stand-alone service not related to a DPS survey report. Now, 4.5 years later, we can look back at a track record of about 2500 recovery files handled from clients all over the world. This visibility of our recovery department is clearly resulting in being invited to different tenders from major international insurance companies. Another challenge to tackle... Recovery pushback to clients. All nice words, I hear you say, but what was in it for the clients? Since 2019, we delivered a financial result for our clients in the amount of +15,2 million euro and an average recovery rate on that portfolio of 46%! At this point in time, we still have about 30 million euro outstanding in our portfolio so we expect to be able to deliver another 13 million to our clients.

INSIDE OUR COMPANY: DPS AMERICAS

7 new offices in the US
 2 new offices in Mexico
 1 new office in Shanghai

Lone Star Maritime and DPS are excited to announce that DPS has taken a majority stake in Lone Star Maritime, a Houston based Marine Engineering and Survey company. Lone Star is an industry leader in the Marine Survey and Engineering market in the U.S., with a specific focus on Capital Projects and Project & Heavy Lift Cargo Transportation. Lone Star also handles Marine Cargo Claims and Loss Prevention Projects and Surveys. For over 10 years, Lone Star is working with all leading insurance players and brokers across the US and abroad (incl. London and European market). They are also directly appointed for large Capital projects as well as Heavy Lift by the world's leading multinationals.



Lone Star has own offices throughout the Americas (please see detailed list below). Global players rely on Lone Star because of their unique engineering capabilities and value-added services. The partnership will expand DPS' global footprint throughout the Americas and expand the services Lone Star Maritime can offer throughout the network, to include the full scope of both Marine and Non-Marine services.

Welcome to the 4 Lone Star Partners - Tommy, Ryan, JD, Dave - and all of their staff across the Americas!

For any inquiries or questions, please contact Timothy Buysse on timothy.buysse@dpsurveys.com (mobile: +32 497 596 232), Tommy Hayes on thayes@lonestarmaritime.com (mobile: 001 713-471-8892) or Kelly Matalon on kelly.matalon@dpsurveys.com (mobile: +32 479 97 11 28).

Please see Lone Star locations list below for both direct personnel and subcontractors.

Own offices US

Houston, TX
 Corpus Christi, TX
 New Iberia, LA
 New Orleans, LA
 Albany, NY
 Dayton, OH
 Las Vegas, NV

Own offices Mexico

Tampico/Altamira
 Coatzacoalcos
 *Monterrey
 *Ensenada
 *Guanajuato

Own offices China

Shanghai

Unique and trusted network of partners

Portland, OR
 Everett, WA
 San Diego, CA
 Los Angeles, CA
 Laguna Beach, CA
 Savannah, GA
 Charleston, SC
 Mobile, AL
 Norfolk/Newport News, VA
 Philadelphia, PA
 Newark, NJ
 West Palm Beach, FL
 Miami, FL

*Serviced from Tampico/Altamira and Coatzacoalcos.

INSIDE OUR COMPANY: DPS ASIA

ABOUT DPS ASIA

We have local offices in Shanghai and Tianjin, and a team of 9 highly experienced multilingual claims coordinators have been recruited to handle all cases under the concept of the “One-Stop-Shop”.

- Local headquarters in Shanghai, China
- Branch office in Tianjin, China
- 9 highly experienced and multilingual claims coordinators monitoring all Asian activities
- Servicing 15+ Chinese underwriters and 100+ international insurance providers in Asia

WHAT WE CAN DO

We have been active in the handling of marine claim surveys in Asia for many years and our presence in the local insurance market has been steadily increasing. Furthermore, a strong connection with Chinese underwriters has been established.

- Claims handling and coordination, include marine and non-marine claims
- Risks prevention
- Recovery
- Salvage

OUR TEAM

Our team has also sourced the most experienced surveyors locally in China and other Asian countries and can offer you the expertise you most need for any type of claim you are facing.

GARY XING - GENERAL MANAGER DPS ASIA

Dalian Maritime University

- 5 years experience in navigation
- 8 years experience in survey & inspection industry
- 3 years as professional insurance broker
- rich experience of marine and non-marine business management and claims handling

TIANJIN OFFICE

IVAN CAI - SENIOR CLAIMS COORDINATOR

Shanghai Maritime University

- 10 years experience in survey & inspection industry
- expertise in marine insurance claims handling

JENNA SHAO - SENIOR CLAIMS COORDINATOR

- studying & working in New Zealand for 8 years
- working in PINGAN Insurance as claims handler for 8 years
- rich experience in claims settlement

JANE GU - CLAIMS COORDINATOR

Dalian Maritime University

7 years experience in claims handling. Very familiar with marine insurance, international trade and shipping & logistics, etc.

ANA HE - SENIOR CLAIMS HANDLER

Dongbei University of Finance and Economics

- 8 years working as Lloyd's surveyor & claims handler
- 3 years working as business manager of Marine Service Dept.
- expertise in handling various claims on import & export cargo

INSIDE OUR COMPANY: DPS ASIA

JESSICA MENG - CLAIMS ASSISTANT

Tianjin University of Technology

- 3 years working as claims assistant

SHANGHAI OFFICE

XIAOFENG XU - SENIOR CLAIMS COORDINATOR & OPERATIONS MANAGER

Shanghai Maritime University

- 16 years' experience in international logistics and survey industry

CONTARY CUI - SENIOR CLAIMS COORDINATOR

Southwest University

- 13 years' experience in maritime and marine insurance claims handling

OLIVER ZHUANG - CLAIMS ASSISTANT

Shanghai Maritime University

- general administration and 14 years working as claims assistant

EXCITING TEASERS

It's not only about **talking with** clients. It's rather about **listening to** clients. And in the end acting accordingly. Hence, DPS South Africa will be a fact soon!

More than ten years ago, we had our first travels to South Africa as a pioneer market for growth and expansion, resulting in an increasing volume of survey assignments, both locally and abroad. In more recent years, over 80% of our clients (both local and global) "urged" us to open an office in South Africa. So it became clear that there is a need for the DPS way of doing surveys in this beautiful country.

We are in the final stage of setting up a company in Johannesburg. A carefully selected, qualified team of 4 surveyors will be ready to perform all types of surveys, from port captain services over loss prevention to damage surveys and recoveries. All 4 have a proven track-record.

We're really looking forward to yet another milestone within the DPS family and express our gratitude to all our clients supporting us therein.

More news to come soon...

