

AMBREY 

2020

#TogetherFurther

Our Vision

To be the trusted global partner for risk management solutions to the maritime and marine sectors.

**GAVIN LOCK****GLOBAL OPERATIONS
DIRECTOR**

'These are challenging times we face not only as a world, but also as an industry. The effect of the global lockdowns has meant that there is only one route to extract personnel which is via a transit to Galle and a flight to your home country. If it is accepting international flights - which many are not. As Galle is also the only point with which we can introduce fresh operatives into our deployment cycle. And due to the lockdown, we are only able to deploy Sri Lankan nationals. Out of 610 deployed personnel we only have 17 who are overdue their end of deployment cycle date - however our priority is to move you home, when and where possible.

Now that we have our four vessels well established and working as VBA's in their new positions we are starting to see an increase in daily transit numbers which increases our overall efficiency and subsequently our manpower utilisation - this will prove to be extremely positive for the VBA's, particularly MV Markab and will also assist with our logistics component.

It is remarkable how, in the main, positive everyone has been and leant in to this enormous challenge. Everyone within the Ambrey Team has played a crucial role in our ability to continue to operate effectively from the most junior member of our Head Office team to those of you who are deployed. It has been impressive to say the least and has not gone unnoticed by our clients and our competition.

Every day brings new challenges and I am more than confident we will, as a team, continue to meet them.

Indian Ocean

The exceptional circumstances of the Coronavirus pandemic continue to present significant challenges to Ambrey and the maritime security industry. It is fair to say that this area of operations has taken the vast amount of management bandwidth through these past weeks as we settle in to a completely new offshore structure.

Ambrey now has 'all four points of the compass' covered in the Indian Ocean with Vessel Based Armouries and are the only PMSC in the market able to support north/south trade, a significant achievement. My thanks must go out to everyone involved, especially the Offshore Team who have done this in record time and the Ops and Commercial Teams who are working so hard to manage the change and rebalance logistics.

West Africa

Operations in Nigeria and Togo continue as normal with increased restrictions and constraints onshore which the team are facing down incredibly well. With interstate travel restrictions and much of the country now locked down all SEVs were resupplied and sent out to deep water for an extended duration earlier in the week in order to ensure business continuity was not affected. Through a period of high operational tempo they have done incredibly well to support all tasks in the evolving circumstances, especially now that a period of poorer weather has also developed offshore.

Thank you all for your professionalism.**Yours aye,
Gav**



Welfare Packs

I am acutely aware that many of you are beyond your intended availability dates and may well be running short of toiletries and other essential supplies which would normally see you through your deployment.

To ease the situation, I have authorised a one-time issue of toiletries, confectionary items and cigarettes which will be available to all deployed personnel at our holding locations – Menkar, Markab, Clio and Mayas Dugong. The offshore team are busy spinning this up at short notice and have every intention of adding the aid package items to the normal resupply schedule.

Every effort is being made to have sufficient items at all of our locations, if however, a particular vessel has depleted its stock, due to particularly busy periods, please rest assured that the next VBA you visit will be able to supply the items. Please accept the aid package in the spirit it is intended, and only take one time, and take what you need.

**Yours aye,
Gav**





MARKAB 



HOLLY GAMMAGE

**SENIOR SERVICE
DELIVERY MANAGER**

Hi All,

I know it has been an extremely difficult period, during which we have seen teams go above and beyond to help us - I would personally like to thank all of you for your support during this testing time.

The forthcoming weeks will require patience, professionalism and understanding of the evolving situation. Our operational teams are continually monitoring the changes in all locations and will work hard to repatriate those that want to return home at the earliest opportunity. Please bear with us - we will update you as and when we can.

There has also been a lot of changes in how we operate, new platforms being utilised as well as vessels moving to new locations. With these new locations now established, Ambrey can ensure continued operational support both now and in the future, however this situation evolves. Operationally we have also implemented a few changes, including daily medical checks for teams and no test fires being conducted.

The safety and welfare of our teams is always at the forefront of our minds and we continuously work hard to maintain the highest possible standards.

I would like to again re-iterate my personal thanks, your dedication is appreciated by all the Operational Managers. As previously outlined, we pride ourselves on the highest of standards, which are set by **you**. This is displayed in your interactions with Captains and Crews on a daily basis - regular Master's feedback we receive demonstrates your professionalism and it does not go unnoticed.

Thanks again for your continued support.
Holly

THE AMBREY WAY



ACCOUNTABLE

"Safety first" is our promise, it is the Ambrey way and we don't compromise on compliance.



MORAL

We pride ourselves on doing the right thing and delivering on our promises with integrity.



BOLD

We value those who strive to master new things. We never stop learning, improving and pursuing the highest quality.



RELIABLE

We always deliver. To us this means being dependable, responsive and agile in everything we do.



ENTREPRENEURIAL

It is our spirit. We innovate, explore, create and elevate. We have fun and celebrate while working hard.



YOU, ME & US

We know teamwork produces the best results for our clients. We are respectful, inclusive, empowering and compassionate.



GEMMA EDEN

**LOGISTIC &
LICENSING MANAGER**

Since the previous Ambrey News, you will all be aware of the significant changes within our operating environment due to COVID-19. The restrictions introduced have had a significant impact on our ability to rebalance not just teams but also our kit & equipment. We would normally expect to fly 10-15 sets a month from Durban/Port Luis/Galle etc, just to make sure we have enough stock at the various embark locations. This of course has come to a grinding halt and we are currently dependant on clients taking extra sets for us to various destinations. As you can imagine this is a logistical nightmare, compounded by the fact that we are all now working from home. The new VBA's are slowly being re-stocked and it shouldn't be long before BAU (Business-as-usual) operations resume. Meanwhile, with sets in short supply it does mean quicker turn arounds, therefore your support in ensuring your kit checks are accurately completed is of utmost importance. Thank you for your support in this matter.

You will have also noticed that the Ambrey VBA's have implemented control measures to mitigate the risk to deployed personnel of contracting and transmitting the virus. All kit boxes should now be sprayed with a disinfectant solution and cleaned, teams will also have their hands sprayed with the solution to reduce spread. We will question your health status and brief you on protocols before entering the accommodation space on each vessel. We ask that you assist and continue to keep yourself and others around you safe by complying with these new measures.

We have had quite a few requests for new Ambrey Uniforms - stocks are low on the VBAs (Menkar & Markab) and we are unable to re-supply from the UK at present due to restrictions for commercial flights – please be patient, we will re-supply as soon as we can.

We are still looking for experienced Class 1 Armourers to support the logistic maintenance programme of all weapons and kits deployed around the HRA. If you are aware of personnel looking for this type of role with the relevant qualifications, please ask them to forward their CV to our Recruitment team – recruitment.training@ambrey.com.

You will receive an introductory bonus, should they be successful.

I wish to ask all our MST's to continue to support our case and maintenance of all Ambrey kit items while on transits, minor kit exchanges can be completed at the VBA's and Galle. This will always ensure that our weapons, ammunition and kit boxes are in a suitable condition for the next team. If you do have issues with weapons or ammunition, you must immediately call our Ops Team and follow up with an email to Ops and Logistics - we ask that you do not email using the client vessels email accounts.

**I thank you for your continued support.
Gemma**



REBECCA OAKES

**JUNIOR RECRUITMENT
MANAGER**

As a new Recruitment Manager in Ambrey, I have taken a hands on approach communicating with potential MSOs from the UK, Europe and Asia. Although the Poland and Sri Lanka Courses have been postponed until further notice, this has not stopped the CVs coming in for review; granting a longer period of time for candidates to prepare. Behind the scenes I am working on sourcing new candidates, and developing more positive diversity; something that Ambrey certainly prides itself on.

It is now more than ever that we are looking to recruit from Greece, Poland and Romania. Applications will also be reviewed from all NATO countries and nationalities who's armed forces are members of NATO. With the Finder's Fee bonus scheme of \$100 dollars for sub-contractors to utilise, the recruitment team are always willing to review CVs of new or experienced candidates. If you would like to refer a friend or colleague, get in touch with me and I would be happy to assist.

Other recent activity and opportunities for the recruitment team include collaborating with the Marketing & Communications department to increase Ambrey's presence on social media. If you are not already following the Ambrey Recruitment and Training pages on LinkedIn and Facebook, then take a look!

Training is continuing but for obvious reasons, locations and training priorities have changed. In March, we started an MSO and Induction course in Sri Lanka. As usual, we completed the MSO course at RALL training centre but to complete the Induction course, we had to move the candidates to Menkar. Despite this major disruption, and thanks to the coordinated efforts of the team in Galle, the team on Menkar and HO, we still managed to get all the Sri Lankan candidates through to complete the Induction. This was a great achievement, so I thank everyone involved in that!

Our training schedule is continuing on our offshore platforms and we will continue to develop our capacity to deliver training on other platforms as the operational landscape changes. The current focus is for TL Training and TL Assessments, particularly for Indians and Sri Lankans. Ops have offered candidates to R&T for assessments, but unfortunately many of them have not got any record of TL training in their training history. Please be reminded that if you want to progress to TL, you must practice the TL serials during your transits – it's the only way you can learn the role. Thank you to the TLs that are already doing this with their MSOs.

Finally, there has been a change to the pool of Brit STLs: Adam Benfield has found a job working in the UK full-time so he will no longer deploy with Ambrey – we wish him the very best - Jody Whitehouse has now been formally appointed as STL, so congratulations to him!

Wishing you all a safe deployment!



CRAIG RAWLINGS

**TRAINING
MANAGER**

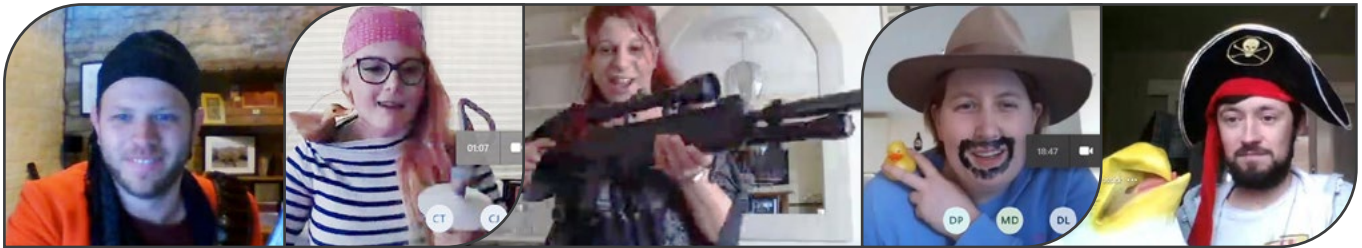
TREVOSE



Operations Support – Donna Pitt & Nick Slane

We are currently adjusting to working from home, during this lockdown period - it is going surprisingly well! We are trying to keep everyone motivated and happy as we make this adjustment. Today we have had a pirate day, which has been a lot of fun - pictures below.

A great effort by Nick in trying to keep up the teams morale whilst working in isolation!



On a more serious note, we hope you have found the simplified version of issuing Op orders easier, it has certainly made a difference our end. As we continue to roll out I.T. system updates, you should see further improvements in our processes with the aim of enhancing our overall service levels for you.

Donna is currently working on collecting Traveller Profiles, this is in readiness for our transfer over to a new Travel provider - **if you are yet to complete your profile, then please do so as a priority.** We are unable to start training with our new company until all 975 profiles are live in the system. As a consequence, the Admin team have been exceptionally busy processing all of these whilst still ensuring everyone is compliant and ready to deploy - as soon as everywhere opens back up, that is! On that note, we are aware that many of you are waiting to deploy but with the port closures and restrictions in place we cannot get anyone in or out. We are monitoring daily and as soon as there is a window of opportunity we will start deploying fresh manpower from home.

A request was sent out recently for you all to update your NOK/POL. Some of you have not updated for nearly 5 years! This is essential, personal circumstances may change and in the event of an emergency, it can be embarrassing for us to ring a partner who is now your ex partner! Please complete and return as soon as you are able.

Whilst everyone has debunked to their homes, we understand there maybe some delays in our communications, if you are experiencing this, please let us know, we are doing the very best we can in challenging situations. The whole team would like to thank you for your patience and understanding.

Keep safe everyone!

**Best regards,
Operations Support Team**

- wishing you all a safe deployment!



DONNA PITT

**OPERATIONS
SUPPORT MANAGER**



NICK SLANE

**OPERATIONS
SUPPORT MANAGER**

With the launch of The Ambrey Way in 2020 we thought it appropriate to set up an award scheme to reward individuals who apply our core values into their everyday approach as an Ambrey team member - \$50 to each recipient.

We would therefore like to congratulate Drevon John on being one of our first recipients of a VALUE Award for his leadership and reliability:

"On his first task as a Team Leader, he encountered a number of issues throughout the transit - Drevon though remained calm during the entire task, liaised well with the Master, managed expectations and displayed excellent leadership skills.

The feedback we received at the end of the task was excellent."



RELIABLE

We always deliver.
To us this means being dependable, responsive and agile in everything we do.



YOU, ME & US

We know teamwork produces the best results for our clients.
We are respectful, inclusive, empowering and compassionate.

We would also like to award Arkadiusz Kujawa for consistently demonstrating teamwork within his role.

"Arkadiusz is a team player, he is welcoming to new Ambrey security crew ensuring they settle in well on transits. He steps up whenever required to support transits - even at the last minute and is extremely respectful when communicating with office staff of all levels."

Arkadiusz goes the extra mile, is an asset to Ambrey and a shining example of a team player - congratulations!

**LEE GILLMAN****SENIOR TEAM LEADER****How long have you worked for Ambrey?**

I joined Ambrey in 2013 after working for other PMSCs as a TL and Country Manager.

What does a typical day look like for you and what are you currently working on?

In my role as STL no two days are ever the same, whether I am either in India, Poland, Sri Lanka or Ukraine training the next batch of new MSOs or in Galle as the GVSTL - there's rarely a dull day! I may be involved in training and mentoring potential new team leaders, dealing with Agents or contacts or simply offering an ear to one of the deployed guys to offer support and a friendly face to help solve what to them may be a crisis.

I also get involved with assisting the training and recruitment department, developing new training material, improving current standards and looking at what we can do to stay ahead of our leading competitors. I am currently deployed between Ambrey floating platforms, MNG Vessels and supporting client tasks.

Within Ambrey deployed personnel I am also known as the Dog whisperer and no matter which country I am deployed to there is always a furry friend not far behind - Rex and Blackie being the favourites!

What advice would you give recent employees?

I honestly believe that Ambrey are not only the biggest but the best that they can be in this often complex and unique industry. I would always advise that you focus on your own individual growth to fulfil your potential. If you're a natural leader then lack of industry experience should not be a barrier - Just Go For it! Ambrey has lots of different opportunities in niche areas and is expanding rapidly so the future could be very exciting with challenges that are yet to be overcome. Look beyond the current crisis and keep your head up as this little bump in the road is only temporary (Covid-19).

What is your biggest achievement to Date - Personal and professional?

Personally: it has to be when my family and I were lucky enough to adopt our little boy at 6 months old. We already had 2 girls through natural childbirth and the girls wanted a little brother. There are many kids especially in the UK and around the world that need a family and Lincoln was the missing piece in our family puzzle. He is an amazing little boy!!

Professionally: When I was awarded a Commendation from the head of the UK Navy for my continued commitment and service to Operations in Afghanistan, Iraq and the Balkans.

I am also very proud to represent Ambrey as a Senior Team Leader!

If you could change one thing about working here what would it be?

I am a big believer in personal development and growth, the ability to further improve individuals that want to help themselves. Training courses and online courses to build the skills of our deployed personnel and enable them/us to be utilised in other areas within the Company/Maritime sector - whether it be improving individual's educational qualifications or skills for example. The inception of courses like the EFAT and MFCC courses were a fantastic idea and a good way to upskill without the need for large personal outlay for the guys. Anything that can help improve individual's personal qualities is a bonus.

How do you explain your job to your children?

I just tell them that I am a little cog in a big machine that helps keeps the world shipping moving. (They think it's boring)

How do you define success?

Hardest question last!!!

For me Success is the sum of small efforts, repeated day in and day out!

Just like Rome; self-improvement and career success is not built in a day. Win as many small victories as you can and the battles will take care of themselves!

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DARRAN SHEPHERD
OPERATIONS DIRECTOR
(WEST AFRICA)

It has been an operationally challenging period with the current global pandemic that is COVID-19. This has led to a change in our modus operandi in order for us to mitigate against delays and provide our clients, crews and vessels with the most adaptive operational model in the WAF market.

We have moved our entire fleet of Owned and Time Chartered Security Vessels offshore for a prolonged period, minimising the requirement for those vessels to travel to jetties where they may be subject to movement restrictions in what is a very fluid landscape within Nigeria. Some of our 3rd party spot vessel providers have also followed our advice and model which offers us further resilience in our operations and available assets.

Our vessels have been supplied with as much food/fuel/water as they can carry and we are in preparation for a mass resupply within the next 10 days. Multiple conversations and contingencies are taking place daily with our logistics chain and we are providing both advice and assistance where possible. This investment and adaptability has ensured our operational & business continuity.

Currently, our Senior Operations Manager, Michael Foster, is in country supported by our Operations, Finance, Admin and Marine Teams in Country and by Head Office in the UK. Port Harcourt is currently under Marshall Law and movement is severely restricted so, Michael is confined to the compound. However, we did anticipate this eventuality and Michael is stocked and supplied for the long haul, although we intend to bring Michael back home in due course.

Due to our operational model, we have been able to minimise the effects of actions taken by local and National Governments across West Africa. This has offered stability during this uncertain period and although some MSLO and Crew Members of our Security Vessels will be at sea for a longer period than anticipated, we are fully prepared for the task ahead.

A couple of new starters have provided significant benefit to our operations;

Solomon Sundung our new Operations Manager in Port Harcourt - Solomon comes to Ambrey with a wealth of experience in operations and marine, this has been very clear to see since his inception and has made a positive effect to our operations overall, with the added benefit of being ex Nigerian Navy this provides a vital link that enables us to operate in a very efficient manner, which is vital at this time.

Akinsola Ozaveshe, Marine Technical Manager - Akin has had a positive effect on the robustness of our vessel and has been ensuring continuity of our operations by ensuring all maintenance schedules have been followed and works carried out correctly enabling us to put our vessels out to sea for a prolonged period as we have.

Both Solomon and Akin are welcome additions to the team and I look forward to seeing the positive impacts they will have as we move into 2020.

Operationally our tempo remains high, as does our service delivery, even in these logistically and mentally challenging times. This is testament to the professionalism, proactiveness and determination of our team in Nigeria from the MSLOs on board the commercial vessels in WAF through to our Office Staff and Crew, all of whom are pulling in the same direction, ensuring that we continue to maintain the highest possible standards with minimal interruptions.

My thanks to all the team for their dedication over these past months.



SENTINEL 



JAMES HOPKINSON

**RISK MANAGEMENT
DIRECTOR**

It has been a busy start to the year within Risk Management, not withstanding COVID-19, with Intelligence and Crisis Management both being much in demand.

For the newly joined such as Steve and me, it has been about learning and understanding what the wider Ambrey Group does and how it does it. Everything we are trying to do meshes with the wider business and seeks to leverage and take advantage of the synergies within.

We still have a long way to go but are immensely grateful to everyone for making us so welcome and putting up with our incessant questions.

As operations have continued we have been focused on setting out a plan. A plan that has been slightly pushed off course by COVID-19 but we continue to explore new service lines and products in the maritime space such as Journey Management and Superyachts.

In terms of the various areas:

Intelligence – Harry Pearce and Rob Peters

Harry and Rob continue to support the Operations and Commercial teams with Intelligence insight and analysis. They have had a couple of notable successes in both the Gulf of Guinea and Indian Ocean where they been first to identify and then report threats to the wider maritime community. A great deal of their time has also been going into developing the Maritime Risk Intelligence (MRI) platform that allows clients to access all their maritime intelligence needs in one place through an easy to use interface.

The MRI platform is now showing in the Ambrey Operations Room and is the start of a series of exciting developments with it. The plan is for the platform to be offered to clients, whether shipping owners or management companies or the insurance market, to aid their understanding of maritime risk. Our plan is to roadtest the platform with some key clients and peers this coming month with the platform being ready to go to market by 1st May. As part of this ramp-up it is also planned to bring in another experienced analyst, who would work from London to service the insurance and other markets.

Crisis – Steve Harwood

For those of you who thought Steve's entrance in December dramatic with his first case as soon as he walked through the door, the tempo has not slackened. He has done another case in February and is in the midst of his third case as I write this. Steve works with a small team of experts and has managed to achieve one of the largest crews released and one of the speediest releases since his arrival at Ambrey. His ability to do his work speedily and effectively has been hugely helped by the wider Ambrey team whether in Finance, IT, Travel, Operations or Intelligence. The scale and support of the various elements has been a significant force multiplier for him and the team. Much of the work he does is sensitive but hopefully many of you have had the chance to understand it better and speak to him. I know that he greatly values all your support. Steve has also been working on support to the insurance market and their Active Assailant product that many institutions have in place to provide their staff and pupils.

SHIPYARDS

Ambrey Offshore has been languishing beside the River Wye for some time – but now with the move from Herefordshire to Hampshire there is plenty of salt water near-by and also a new business.

Ambrey Shipyards Ltd. has been created on the site of a First World War Seaplane base in Hythe on the West bank of Southampton Water. With excellent office space and also a 'build-shed' with access to a slipway rail system capable of hauling vessels in excess of 750 tons and 45 metres in length providing options for building new projects and also repairing old ones.

The 'Team' at Ambrey Shipyards has been drawing in talent with experience in building small ships and they have constructed a dedicated group of specialist welders and assemblers ready to go – sadly the current Pandemic has challenged the team – fabrication progressing as much as possible within the circumstances.

Plans for new 'Jolly Boats' (now described as 'Transfer Boats') are well advanced and the build of these are scheduled to begin as soon as possible – the new VBA situation in the Indian Ocean places tough demands for timing – and the Sales Team have identified a number of potential markets for the same hull – so as soon as we can get fabrication under way it should only be a few months before the first boat hits the water. The Escort Vessel plans are also well advanced and they will vie for build space as well but have no fear – there is room for expansion in the future.

The tide will come in and out every day but Ambrey are already now well established on the South Coast.



The message throughout this newsletter is of our sincere gratitude to all our subcontractors for their dedication and professionalism.

We will continue to adapt and develop our operations to assist both you and our clients.

AMBREY 