



**CONNECT TO
A SMOOTHER,
SMARTER OCEAN**

60
countries

2200
Ports covered

3200
Employees

1

Global
network

247
Offices
worldwide

85%
of the world's
ports covered

100,000+
port service jobs
per year



AT INCHCAPE SHIPPING SERVICES, WE SIT AT THE FOREFRONT OF OUR INDUSTRY, RECOGNISED AS A GLOBAL LEADER IN PORT AGENCY AND MARINE SERVICES.

For more than 175 years we've connected the world and facilitated successful trade, constantly responding to the sector's changing dynamics by leveraging the unrivalled local knowledge and expertise of our teams.

We passionately support our customers and deliver meaningful change by thinking differently and harnessing the power of technology to drive innovation, increase efficiencies, and create new opportunities to make our industry fundamentally better for everyone.

OUR VISION

A connected world, in which our customers trade successfully and make better decisions in every port, everywhere.

OUR MISSION

To use technology and our global network to help our partners connect to a smoother, smarter ocean.

THE INCHCAPE 360°

SMOOTH SERVICES

A global team delivering service excellence, through our unique network.

PORT AGENCY

MARINE SERVICES

SMART SIGHT

MARKET INTELLIGENCE

PORT INTELLIGENCE

OPERATIONAL PERFORMANCE

SMART PAY

TRANSACTION SAVINGS

FX SAVINGS

CASH OPTIMISATION

THE INCHCAPE 360 IS FOCUSED ON COMBINING THE POWER OF OUR GLOBAL NETWORK WITH INNOVATIVE TECHNOLOGY TO ENHANCE THE DELIVERY OF OUR SERVICES AND SUPPORT OUR CUSTOMERS' DIGITALISATION JOURNEY, PROVIDING THE TOOLS AND INSIGHT THEY NEED TO SUCCEED.

SMOOTH SERVICES

Services designed around the needs of our customers.

From full port agency, crew logistics, husbandry, transits, dry docking, and bunker calls to protective agency, financial management and outsourced solutions managed through our service centre hubs, we work as trusted partners to our customers, with the breadth of offering to make a difference every day.

SMART SIGHT

In today's connected world, you need information you can trust.

Our market and port intelligence services bring together critical information across all port activities to enable informed decision making and increased operational efficiencies.

SMART PAY

A revolution in maritime payments.

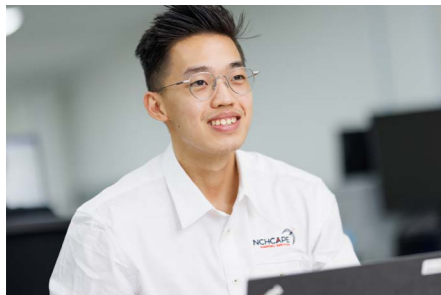
Save time, reduce FX costs, and minimise risk by making your multiple port call FDAs payments through one statement, one bank account and one currency. Inchcape Smart Pay gives you access to the best currency prices for over 190 countries, and the ability to compare historical price data, to ensure you're always saving money.

OUR SERVICES

OUR SERVICE OFFERING AND DIGITAL SOLUTIONS ARE FOCUSED ON MEETING THE VARIED AND EVER-CHANGING NEEDS OF OUR INDUSTRY, ADDING VALUE AND DRIVING GREATER EFFICIENCIES AT EVERY STEP.

PORT AGENCY

With a physical presence in 85% the world's ports and waterways, our port agency services are designed to smooth the way, protecting your interests and providing timely, critical information you can trust. Underpinned by robust compliance and total transparency, we provide the security and reliability you need, irrespective of your next port call location.



Full Port Agency

We serve all vessels and sectors with local knowledge on a global level for smooth services and efficient port calls, saving time, reducing costs and minimising risk.

Protective Agency

Let us be your eyes and ears in every port, safeguarding your interests with total transparency to ensure you're always informed and never pay more than is necessary.

Bunker Agency

Optimise your bunker calls and reduce turnaround time with cost-effective operations delivered by knowledgeable agents and vetted, reliable vendors.

Canal Transit

Situated on the ground, we provide the knowledge and expertise required to approve documentation, co-coordinate logistics, and manage crew change and rebates efficiently and with complete transparency.

Husbandry Services

With greater purchasing power, our dedicated procurement team is able to ensure that you get the best vendor at the best price, delivering smooth, efficient operations.

Dry Docking

Our solutions help you cut through the complexities of dry docking operations, preventing unexpected costs, mitigating risks and avoiding unnecessary delays, whilst never compromising on compliance or safety.



MARINE SERVICES

From surveys to supply, our wide range of solutions are tailored to your vessel's needs, delivered by teams of proven experts, trained to understand your unique, individual requirements, whatever they may be.

Machinery Services

Operating from three core divisions (Marine Machinery, Plant Machinery, and Inspection and Maintenance), we offer an extensive range of genuine spare parts, machinery and equipment, supported by all Japanese, Korean and Chinese manufacturers.

Surveys & Inspection

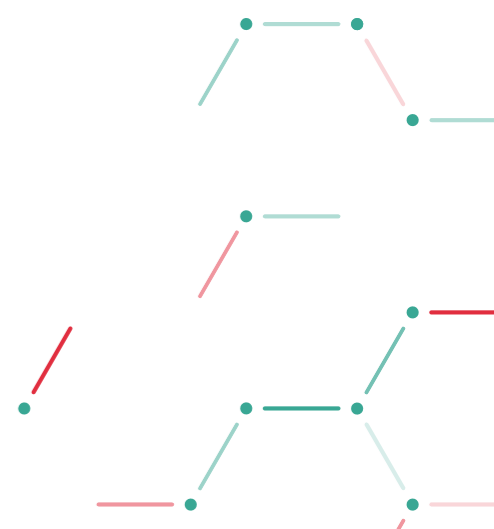
Mitigate risk with increased confidence through our experienced global survey team. Services include P&I surveyors & correspondents, hull and machinery surveys, marine warranty surveys, cargo damage claims, bunker quantity survey, draft survey, underwater inspections and much more.

Project Logistics

Delivered through our strategic partner, ISS Palumbo, we offer integrated logistics, project & freight forwarding, port logistics, and a variety of consultancy and specialist services. All with the high-quality service, at an advantageous price.

Supply Chain Solutions

From procurement and the supply of spare parts, consumables, and provisions to the seamless coordination of door-to-deck deliveries, we can manage the entire process for you, reducing OpEx and increasing efficiency at every step.



GLOBAL MANAGED SOLUTIONS

Our end-to-end solutions address the complexity, challenges and risks associated with port calls anywhere in the world. We combine extensive port agency experience, strong compliance, the largest global network, and local knowledge with state of the art digital tools to give the peace of mind that you need to stay ahead of competition.



Port Call Solutions

By outsourcing time-consuming tasks you can cost-effectively reduce risk and simplify your operations without losing control. We take on the challenges of port call operations, providing a single point of contact, one dedicated bank account, and tailor-made solutions to meet your business needs.

Operators Solutions

Simplify communications, save time and cost by outsourcing your bunker and transit call or by centralising your bunker quantity surveys with Inchcape. You can tailor the solutions to your company's individual needs, combining our highly experienced port agencies with bunker and transit calls, launches and bunker surveyors.

Husbandry Solutions

With a single point of contact and direct access to our global network, as well as a host of other benefits, choosing Inchcape saves you time and money, enabling increased efficiency and a faster vessel turnaround. We provide you with a single point of contact and tailor-made solutions to meet all your husbandry needs.

Remittance Solutions

Save time, reduce costs, and minimise risk by making your multiple port call FDAs payments through one statement, one bank account and one currency.

DIGITAL SOLUTIONS

OUR BESPOKE DIGITAL SOLUTIONS ARE DESIGNED TO AUGMENT OUR PORT AGENCY SERVICES BY UNLOCKING THE POWER OF BIG DATA, EMPOWERING YOU TO MAKE INFORMED DECISIONS WITH CONFIDENCE.

Optic Platform

Cloud-based platform to manage your entire port call.

Delivered through an intuitive, easy-to-use interface, Optic provides effective management of port call operations, marine services, and disbursement accounting, from operations and husbandry to DA and settlement, whilst simultaneously providing you with total visibility of the entire process.

World of Ports

The largest port intelligence platform with agent-verified data.

The leading digital, cloud-based platform combines verified global port data provided by Inchcape's network of agents with AIS and geofence monitoring capabilities to boost operational performance and productivity, while improving fixture profitability and competitiveness.



SECTORS

THE POWER OF A GLOBAL NETWORK

WITH A PHYSICAL PRESENCE IN OVER 2200 PORTS WORLDWIDE, COMBINED WITH LOCAL SPECIALIST EXPERTISE IN ALL COMMODITY SECTORS, WE CAN ENSURE YOUR REQUIREMENTS ARE DELIVERED SAFELY, TRANSPARENTLY, AND WITH EXCEPTIONAL LEVELS OF SERVICE WHEREVER YOU ARE IN THE WORLD.

Our diverse global customer base includes owners and charterers in the oil, cruise, container, and bulk commodity sectors, as well as ship operators, naval, government and intergovernmental organisations so you know you're in safe hands with Inchcape

Wet Bulk

With extensive experience handling an array of wet cargos across the globe, we are equipped to deal with anything, no matter the size or scope. Whilst our strict adherence to world leading practices and compliance values provides a certified level of trust, professionalism, and care.

Dry Bulk

Inchcape provides experienced dry bulk handling you can count on. We anticipate and negate risk while optimising port and voyage procedures for customers around the world. We give you easy access to PDA and port regulation teams in all regions, experienced port agency co-ordination, dry cargo survey and inspection services, documentation processing, procurement, specialist guidance, 24/7 canal transit agency and more.

Cruise

Inchcape handles more than 10,000 cruise ship calls every year, with agents in 800 cruise ports. We provide port agency with a full range of husbandry services, cruise and tourism consultancy, 24/7 crew logistics, cruise itinerary management, ground handling, cruise charters, shore tours, bunkering, surveying and more.

Liner

With a successful history providing third-party liner agents and husbandry to all types of liners, from containers to NVOCC to RORO, our services are designed around you, with the experience you need for total peace of mind. From crew changes, cash to master, transport and medical

to spares delivery, bunker and vessel survey, to back-office documentation, depot operations, tally, consultancy and customer service, we use our expertise to improve your liner operations and drive efficiencies.

Government

We provide tailored expert support to international naval forces and government organisations across the globe. Whether you require port agency, logistics support, contract management or strategic operations, we are on hand to assist you with the utmost efficiency and strictest levels of compliance.

Offshore

We help you navigate complex offshore processes regardless of the project's scope. Whether you require port or logistics aid with sub-sea construction, wind farm development, drilling contractor operations, dredging or seismic marine surveys, we have the skills and experience to make a difference.

Ship Managers

Reliable global husbandry & crew logistics for consistency, efficiency & crew welfare with over 60 ship managers and owners in our network. Our Crew Logistics carve a new path for global husbandry, removing many of the uncertainties and barriers that exist in today's complex environment. Our global network of professionals facilitate fixed pricing, efficient crew handling and ISO accredited QA risk management.

TRUST THROUGH TRANSPARENCY

WE BELIEVE THAT TRANSPARENCY IS VITAL FOR DRIVING POSITIVE CHANGE AND KEY TO BUILDING TRUST.

TRANSPARENCY THROUGH TECHNOLOGY:

Our Optic and World of Ports platforms provide control, visibility, and transparency of your entire port call operation, enabling you to pre-plan and track your cargo, vessel and market with ease and total peace of mind.



TRANSPARENCY THROUGH INTEGRATED COMPLIANCE:

We are committed to acting and operating in a compliant, ethical, and sustainable way, always adhering to our business code of conduct. We do not only want to meet the minimum criteria, but rather set the standards for best practice across the industry. It is why we are trusted the world over.



COST TRANSPARENCY:

We offer operational and financial transparency across all aspects of our remittance solutions to ensure you are total control and have complete confidence that Inchcape is a partner you can depend on.

TRANSPARENCY ACROSS DUE DILIGENCE:

Our dedicated procurement department performs the comprehensive vetting of all third-party vendors globally you would expect of Inchcape. We also perform regular validation of our own internal processes and practices to ensure our partners know that we are business they can rely on.



WE'RE AT THE VANGUARD OF INDUSTRY CHANGE, PROVIDING ADDED VALUE THROUGH TRANSPARENCY AND BUILDING COMPLETE TRUST WITH OUR PARTNERS.

Our global, in-house teams, our dedicated procurement department, and our size and buying power are amongst the many factors that collectively place Inchcape in a unique and enviable position. And, it's a position we are constantly looking to leverage to do more and better support our customers in the future. There are very exciting times ahead.

ACCREDITATIONS



*working towards



For more information on our services and global network, visit iss-shipping.com.