



Thomas Smith

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WHO IS
THOMAS SMITH?

WHO IS THOMAS SMITH?

170 years of activity in Shipping,
Logistics, Port Agency, Insurance
and Transport related business.



WHO IS THOMAS SMITH?

- Company established in 1848
- Family owned service company
- Professional management team
- 75 employees
- ISO certification in all areas of activity
- Authorised Economic Operator (AEO)



WHO IS THOMAS SMITH?

OUR OPERATIONS IN MALTA ARE
STRATEGICALLY LOCATED CLOSE TO
MALTA'S MAIN FACILITIES

> HEAD OFFICE LUQA

Close to Malta International Airport, Malta
Freeport and the main industrial zones

> WAREHOUSE & BONDED STORES MALTA FREEPORT

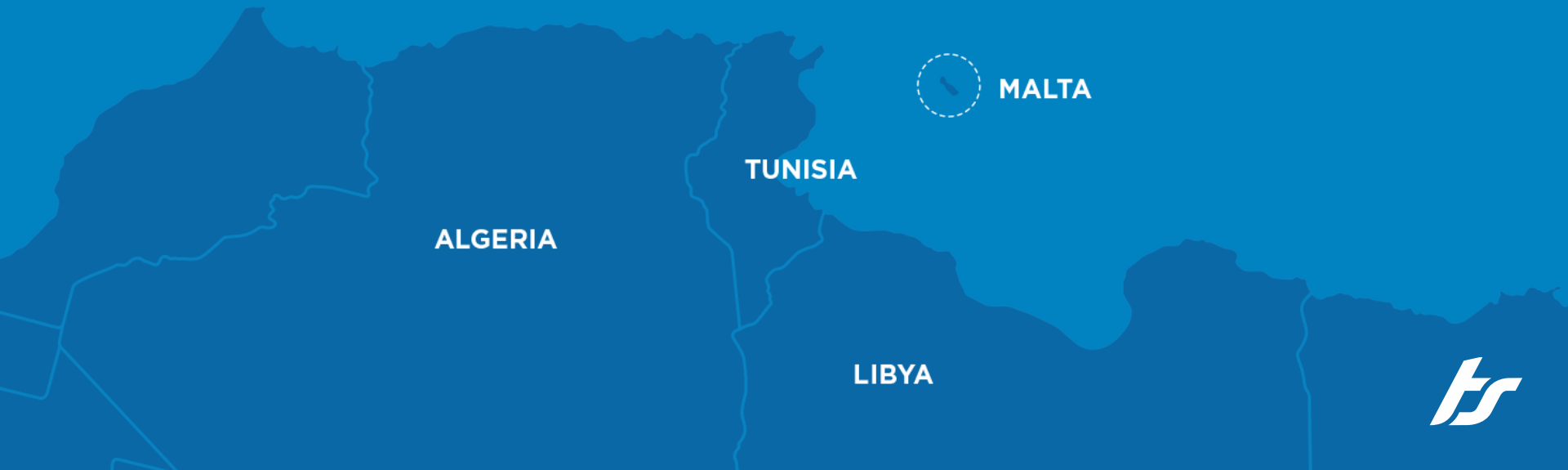
Warehouse facilities at Malta Freeport Terminal



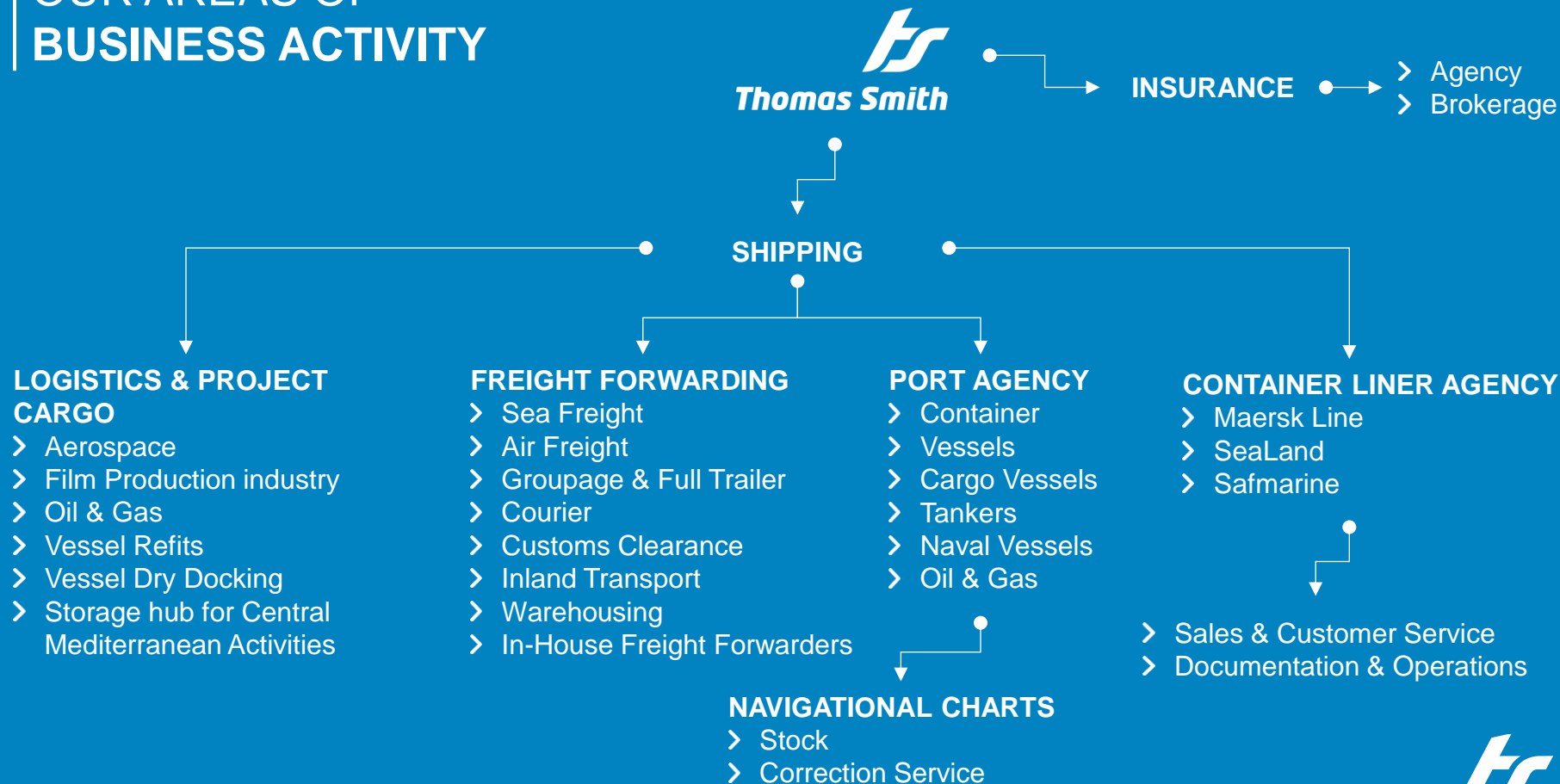
WHO IS THOMAS SMITH?

THOMAS SMITH OFFERS SERVICES IN ALGERIA, TUNISIA AND LIBYA

Port Agency services, and logistic support for Oil & Gas, are offered across North Africa, with main focus being Libya.



OUR AREAS OF BUSINESS ACTIVITY



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| SHIPPING | WHY MALTA?

SHIPPING

WHY MALTA?

MALTA'S ROLE AS A HUB.

Distance to major Mediterranean ports in nautical miles

Gibraltar	–	1145	Dubrovnik	-	561
Valencia	–	842	Piraeus	-	565
Barcelona	–	843	Istanbul	-	1027
Marseille	–	851	Izmir	-	884
Genova	–	712	Limassol	–	935
Livorno	–	659	Port Said	-	1181
Civitavecchia	–	491	Alexandria	–	1006
Napoli	–	446	Bizerta	-	384
Palermo	–	300	Benghazi	-	477
Catania	–	143	Tripoli	-	286
Augusta	–	143	Algiers	-	720
Bari	–	490	Oran	-	935
Ravenna	–	865	Casablanca	-	1358
Venezia	–	867			



SHIPPING WHY MALTA?

GEOGRAPHY & FACILITIES

MALTA'S GEOGRAPHY AND LOCATION OFFER THE IDEAL CONDITIONS FOR ALL SHIPPING & LOGISTICS NEEDS.

- Central Med Location - directly on one of the main shipping routes.
- Deep natural harbours.
- Well equipped ports & terminals – Malta Freeport & Valletta.
- Safe anchorage and bunkering locations ideal for crew changes.
- Ideal location to service Libya & Tunisia Offshore.
- Direct Airline connections to more than 85 airports.
- Generally mild weather allowing outdoor operations to be effected with negligible down time.
- EU port advantages - automatic 'free pratique' if vessel arrives from EU port.
- Ideal for crew changes with quick transit times from airport to vessel.



SHIPPING WHY MALTA?



SHIPPING WHY MALTA?

GEOGRAPHY & FACILITIES

MALTA' S HIGHLY DEVELOPED SHIPPING INFRASTRUCTURE ENSURES THE BEST FACILITIES FOR ALL OUR CLIENTS

- Whole range of maritime services available on the island.
- Advantageous vessel registration under the Maltese flag.
- Ship and super yacht repair facilities.
- Tank cleaning & Deslopping facilities.
- Diving services & Hull cleaning.
- STS operations
- Heavy lift mobile cranes – up to 600 tons.
- Heavy lift low loaders – up to 110 tons.
- Skilled, English speaking work force – used to North European work ethics.
- Competitive bunker fuel prices and availability.



SHIPPING WHY MALTA?

FACILITIES

MALTA'S HIGHLY DEVELOPED SHIPPING INFRASTRUCTURE ENSURES THE BEST FACILITIES FOR ALL OUR CLIENTS

- Fuel storage facilities
- Quayside & Storage – Oil & Gas – Cable Storage
- Surveying
- Full Maritime portfolio of services
- Full range of medical and hospital services



SHIPPING WHY MALTA?

GEOGRAPHY & FACILITIES

FOR REGULAR ACTIVITY OR
EMERGENCY OPERATIONS, THOMAS
SMITH HANDLES ALL YOUR PERSONNEL
NEEDS

- Crew changes
- VISA Processing
- English Speaking workforce
- Medical services (also offshore)
- Vast selection of Accommodation options
- Well connected International Airports



SHIPPING WHY MALTA?

CRUISE SERVICES



SHIPPING WHY MALTA?

CRUISE SERVICES

WE FULLY UNDERSTAND OUR CRUISE LINER CLIENTS' BUSINESS ACTIVITIES & SERVICE THEIR NEEDS IN MALTA, TUNISIA & LIBYA

- Berths
- Water Supply
- Bunkers
- Garbage Removal
- Gangway Hire
- Customs Clearance
- Transport
- Visas and Crew Registration
- Accommodation
- Shore Excursions
- Ship Technical Services
- Certificate Renewals
- Maintenance
- Life Raft Servicing
- Stores
- Waste Oil Removal
- Black Water Removal



SHIPPING WHY MALTA?

GOVERNMENT

FORWARD LOOKING AND PROGRESSIVE, A MODERN ECONOMY THAT IS IDEAL FOR OUR CLIENTS' BUSINESS

- Stable Economy
- EU member and member of Schengen
- Authorities accessible & responsive
- Efficient fast track arrival clearance
- Straight forward immigration & customs formalities for crew and transshipment cargo
- Established legal, banking and financial framework



SHIPPING WHY MALTA?

GOVERNMENT

FORWARD LOOKING & PROGRESSIVE, A MODERN ECONOMY THAT IS IDEAL FOR OUR CLIENTS' BUSINESS

- Supervision of cargo operations
- Container stock control
- Berth window coordination
- Marine services
- Preparation of empties for export
- Super-reefer transshipment operations



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| AIR FREIGHT | FREIGHT FORWARDING

AIR FREIGHT

FREIGHT FORWARDING

- Global coverage backed by network freight forwarders
- Specialised areas division
- Air Charter
- Hand Carried
- Weekly consolidations from various European countries
- Certified IATA & FIATA Cargo agents
- Offices located minutes away from Malta International Airport



AIR FREIGHT

FREIGHT FORWARDING

- On board courier
- Fire arms
- Perishables
- Livestock
- Hazardous cargo
- Cargo Insurance
- Aerospace
- Human Remains
- Vulnerables and Valuables




COURIER

FREIGHT FORWARDING

- Worldwide collaboration with DTDC, strategic partners of DPD
- Very competitive rates
- Door-to-door courier service
- Extensive Network in 240 countries
- Tracked
- Cost-Effective
- Personal attention to consignments



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| SEA & ROAD
| **TRANSPORT**

SEA & ROAD *TRANSPORT*

MALTA' S HIGHLY DEVELOPED SHIPPING INFRASTRUCTURE ENSURES THE BEST FACILITIES FOR ALL OUR CLIENTS

- Trailer service covering all European countries – Groupage
- Worldwide container service
- Customs clearance
- Bonded stores & warehousing
- Transhipments
- Malta exclusive agents for Maersk Line, SeaLand & Safmarine



SEA & ROAD *TRANSPORT*

- LCL Far East to Malta
- Customs clearance and delivery
- Weekly consolidation from UK and Continental Europe
- Packing and overseas removals
- Bonded Warehouses



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OUR SERVICES

HOW WE TAKE CARE OF OUR
PROJECT CARGO CLIENTS



OUR SERVICES

HOW WE TAKE CARE OF OUR PROJECT CARGO CLIENTS

TAILOR MADE SOLUTIONS AND GREAT PERSONAL RELATIONSHIPS BUILD SUCCESSFUL LONG TERM BUSINESS

- Dedicate one member of our team as the focal point of all operations during the project
- Commercial relationship is established between client representative and our client account manager
- Maintain top relations with all authorities, facilities, subcontractors to ensure quick & up to standard response to all our requirements
- Maintain top relations with suppliers, who would be selected on basis of quality standards & competitive pricing







OUR SERVICES

HOW WE TAKE CARE OF OUR PROJECT CARGO CLIENTS

WE HAVE DEVELOPED QUALITY SYSTEMS AND PROCEDURES THAT ENSURE CONSTANT IMPROVED STANDARDS OF SERVICE

- Maintaining personal rapport at all levels of interaction.
- Securing proper berth or anchorage for expected vessels and rigs together with the necessary equipment required.
- Timely payment of all invoices.
- Ensuring all relevant local information from the marine, legal and cost aspects are given clearly to principals.
- Having full knowledge of contractual agreements between clients, terminals and suppliers.
- Providing clear, organized and timely communication of working instructions and demands. Information required by subcontractors to assist them in giving us the best service possible.
- Monitoring cargo operation from beginning to end and by being on call 24 x 7 and in attendance as required.
- Report to principal in accordance to requirements.



OUR SERVICES

HOW WE TAKE CARE OF OUR PROJECT CARGO CLIENTS

WE HAVE DEVELOPED QUALITY SYSTEMS AND PROCEDURES THAT ENSURE CONSTANT IMPROVED STANDARDS OF SERVICE

- We issue each vessel or project client serviced by us with a quality questionnaire with relevant quality indicator questions also giving room for additional comments
- The same philosophy and working style is extended to our Tunisia and Libya cruise destination services.



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| TESTIMONIALS

TESTIMONIALS

AUSTRALIAN HIGH COMMISSION

I would like to convey to you my appreciation for your assistance and recent efforts in aiding the High Commission of Australia and the Royal Australian Navy.

This year is the centenary of the Gallipoli campaign, and there have been, and continues to be, many events commemorating the ANZACs. Not least of which have been the official visits to Malta by HMAS Anzac and STS Young Endeavour.

As you will be aware, the Royal Australian Navy is not a frequent visitor to Europe and we at the High Commission of Australia therefore wanted to ensure the visits received maximum public exposure and for the crew to enjoy their stay here.

I have been informed by Mr Chris Steed that your office, and Simon Camilleri in particular, were extremely diligent in the processing of our requests and that you had gone 'the extra mile' in order to assist Mr Steed with his numerous plans for HMAS Anzac's visit.

Your professionalism has been critical to the success of HMAS Anzac's visit and for this I am extremely grateful. I look forward to continuing the good working relationship that the High Commission of Australia enjoys with your office.

***H.E. Ms Jane Lambert Australian
High Commissioner***



TESTIMONIALS

MAERSK REGENSBURG

Now that Regensburg has withdrawn from Malta for the foreseeable future, I would like to take this opportunity to express my thanks for all your excellent assistance over the past two years.

Your level of service has been second to none, particularly in the field of our crew changes, where, it must be said, you have been extremely patient, given the many changes we have experienced to our schedules and the never ending changes to flight details.

Not just that, you have always done your very best to serve the ship and to assist us (crew) in every way. You have all been a pleasure to meet and to work with.

It is really appreciated that we are not the only ship and that you are juggling all at the same time. To be honest, I do not know how you manage to keep on top of things.

All I can say as "Au Revoir" and perhaps we shall return one day in the future.

Will Stoker
Master
Maersk Regensburg



TESTIMONIALS

TRANSOCEAN – SEDCO EXPRESS

The Sedco Express was engaged in a planned Out of Service Maintenance Period which included UWILD Survey, refuelling and other operations needing vessel moves within Malta waters.

In addition there were a significant number of persons joining and leaving the Sedco Express throughout the vessel stay.

Thomas Smith managed the requirements of Sedco Express in a calm professional nature, dealing particularly well with the Maritime Authorities so the needs of the Rig were fully met.

I wish to say thank you for all the support and advice given to me during our stay in Malta, particularly in assisting during the UWILD and Fuel planning.

This enabled each of the tasks to be achieved efficiently and safely. The service provided to Sedco Express was exemplary. Thanks for the quality of service.

***Captain Joe Butler Master
Sedco Express***



TESTIMONIALS

SOGNA SATURN

I cannot say enough good things about the services rendered by Thomas Smith in support of the Songa Saturn and her operations in Malta. Absolutely everything was taken care of in an expedient and professional manner. Not all of our requests were easy ones – and not all of them “standard.” That did not make any difference whatsoever as the reply was always “can do” and the next thing we know, it’s done and taken care of.

It has been a true pleasure working with all these gentlemen, both during Saturn’s Malta call last year – and for this period as well. We anticipate returning to Malta either late 2009 or early 2010 for additional project work on the Saturn.

We look forward to continuing this great working relationship – as well as regarding these fine people as our friends.

Improvements? I can’t think of a single thing that could have been done better/faster. These guys would have to be mind-readers to get any better. Thanks for all your help and support.

Ricky Chambers
Operations Manager
Songa Saturn



TESTIMONIALS

SEAWOLF

Recently we had awarded your company as the designated agent to handle our vessel the “Delta Queen” arrival and departure into Malta. Throughout my 33 years in this industry I have never had the pleasure to work with a company like yours that demonstrated exceptional dedication to their client.

The task you had undertaken was not one which was easily achieved without many long hours of hard work. It is companies like yours which makes my job easy and a pleasurable experience.

Please pass on my gratitude to your staff for a job well done and I hope to do further business with you.

Paul Daigle
Chief Operations Office Seawolf
Dubai, UAE



TESTIMONIALS

SOGNA OFFSHORE

Frankly, I do not know how it is possible to improve your service. In my opinion it goes beyond 4 (Excellent)! The attention to detail, the sense of urgency in every matter, no matter how small has made our potentially highly stressful refit, crew change and mobilization period much less stressful.

When we asked for something we knew it was going to be done quickly and efficiently.

All aspects of our business were handled efficiently and with good humor making this a mutually rewarding experience.

The presence and performance of Rajko Maric at the frontline with Simon Camilleri and the office staff backing the operation most definitely assisted us in bringing our

visit to a successful conclusion.

The vessel experienced additional unexpected issues whilst in Malta and these again were dealt with quickly, efficiently and in a pleasurable manner.

Many thanks to all.

Ian Cowan (Master Mariner)
Songa Offshore
HSE/Operations Supervisor



GET IN TOUCH

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Thomas Smith

We thank you for giving us the opportunity to introduce you to the Thomas Smith Group and we look forward to being of service to you.

tcsmith.com