

## GUIDELINES FOR FEEDBACK ON ARCELORMITTAL / GLOBAL STEEL WIRE SHIP INSPECTIONS

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Dear Manager, Superintendent, Master,

Your vessel has recently been inspected within the ArcelorMittal vetting programme.

All vessels carrying ArcelorMittal or Global Steel Wire cargoes are routinely inspected every 12 months. After inspection, the findings are processed, and your vessel receives a rating. This rating is used to determine what kind of cargoes/voyages your vessel can be used for in future fixtures.

A copy of the inspection report is always left on board as well as sent by email to the technical department of the Company. This email will give an indication of the severity of the remarks and the results for future fixtures. To improve on your vessel's condition, we kindly request you to provide us with feedback which describes the actions taken to improve on the noted points.

ArcelorMittal and their Underwriters are constantly working on improving the processes of vessel fixture, survey data management and feedback. This document is intended to assist you in providing the required documentation and so hopefully speeding up the entire process of upgrading vessel's ratings.

### HOW FEEDBACK IS TREATED (FREQUENTLY ASKED QUESTIONS)

Feedback is to be sent to the dedicated feedback address: [amfeedback@imcs.be](mailto:amfeedback@imcs.be). Only messages sent to this address will be treated as feedback.

When sending an email, you will receive an automatic reply to confirm receipt. If you do not receive this reply, please check your spam email box before contacting IMCS.

Feedback email messages are treated in strict chronological order and an update on the status of your vessel can be expected within 1-2 calendar weeks after the introduction of your feedback file. Calls or e-mails from owners, managers or brokers to prioritize a specific vessel will **neither be considered nor speed up the feedback process**.

When all provided feedback is studied and processed, you will receive an email with the updated status of your vessel. If more information is required, we'll answer you point by point to avoid misunderstandings.

## HOW TO PROVIDE FEEDBACK

1.	Remark text
Corrective action	
Measures to prevent reoccurrence	
IMCS Comments	

Together with the signed findings list and photos, you receive a “Feedback file”. This is a MS Word document which repeats the noted remarks and provides you with two lines for each item which we request you to fill.

“**Corrective action**” should detail your physical repairs to damaged parts. If no proper repairs are done yet, please provide your temporary measures and a clear timeframe for permanent repairs. Do please note that an item can only be considered as “closed out” once permanent repairs are done.

“**Measures to prevent reoccurrence**” should detail what kind of procedures, routines, checks etc are being implemented to avoid similar deficiencies in the future. We request this because of a high percentage of repeat remarks on different inspections. For serious issues, a one-time repair might not guarantee that the defect will not re-occur. For example, for an inoperative bilge, cleaning the piping will have a short-term effect. But if no checking/test routines are in place to verify the operation of this equipment, there is no guarantee that the bilges will be functional on next voyages.

“**IMCS comments**” should be left blank for us to mark an item as cleared, or to request additional info if required.

In case of multi-stage feedback, you can add lines to each table below the IMCS comments, to provide additional info. Therefore please send us back this file in MS Word format, not pdf.

To ensure that the feedback process is completed in the smallest possible timeframe, please find below some guidelines to provide the best possible feedback for the processing team.

### FEEDBACK FILE

- DO ✓ Fully fill the provided feedback file in all fields (corrective action + measures to prevent reoccurrence)
- DO ✓ Provide clear descriptions of your corrective actions. Information should include technical info, facts and figures
- DO ✓ Ensure that repairs are carried out in accordance with your hatch cover design and manual, in line with the manufacturer’s guidelines and as per good industry practice. Temporary repairs will not suffice for a permanent status upgrade
- DO ✓ Provide clear evidence of repairs. This can be a combination of the following:

- measurements of tolerances/clearances in comparison to the manufacturer’s specifications to demonstrate that repairs were properly carried out
- repair reports of service companies (with short translation if not English and with confidential items such as costs blacked out)
- test reports after repairs (such as ultrasonic tightness reports, pressure test, etc.)
- delivery notes for spares
- photographs of the item concerned. Please note that photos without other info do not suffice

DO ✓

Add the above additional evidence to your feedback email as attachments

DO ✓

Provide long-term corrective actions / preventive measures based on your analysis of the issue

DO ✓

Keep the file in MS Word format so that all parties can add comments in case required.

DON'T X

Don't provide vague descriptions such as « maintenance carried out », « this is done”, etc.

DON'T X

Don't only refer to the fact that the vessel was in dry dock without explaining what was done

DON'T X

Don't only send us a “clean” US test report without additional info on what was done to achieve these better results

DO ✓

Do tell us what exactly was done as maintenance or repair with technical explanations, measurements, and results.

DON'T X

For the preventive measures, don't state that the crew has been told to do better. Crews change, management is long-term

DON'T X

Don't send only a set of photographs. Whilst it is useful to receive photos, only clearly annotated, date-stamped and relevant photos that directly relate to the defect in question can be considered as proof or evidence

## WHAT IF YOUR VESSEL IS NOT FIXED DESPITE HOLDING A POSITIVE RATING

The IMCS Belgium coordinating office is only authorized to organise the vetting inspections and to manage the ArcelorMittal ship inspection desk. Therefore, the IMCS Belgium office has **no** influence on vessel approvals or the fixing process. Approval and fixture of any vessel depend on a wide variety of selection criteria which are beyond the control of IMCS Belgium. Inquiries with regards to fixtures must be discussed with the chartering desk of ArcelorMittal or the respective brokers.

## CONTINUOUS IMPROVEMENT

The above is one of many steps in the continuous improvement of this inspection and feedback system. We will keep you further updated about developments in the future.

## RELEVANT PUBLICATIONS

Additional cargo-worthiness related info and industry practice can be found in following publications:

- “HATCH COVER INSPECTIONS” A practical guide by W. Vervloesem (FNI), published by [The Nautical Institute](#), ISBN 978 1 870077 62 0
- Your vessel’s hatch cover manufacturer’s manual which includes maintenance instructions as well as your ship specific drawings
- P&I publications (non-exhaustive list, alphabetical):
  - UK P&I Club “Risk focus: Hatch Covers” *freely [downloadable](#) on the Club website*
  - North of England: “Hatch Cover Maintenance” *freely [downloadable](#) on the Club website*
  - North of England: “Hot-Spots: HATCH COVER” *freely [downloadable](#) on the Club website*
  - The Standard Club: “A Master’s Guide to hatch cover maintenance” *freely [downloadable](#) on the Club Website*
  - Gard P&I: several articles available on the Club website (no downloadable publications)
  - The Standard Club: “A guide to the carriage of steel cargo” *freely [downloadable](#) on the Club Website*
  - Noord Nederlandsche P&I Club: “Hatch cover maintenance” *freely [downloadable](#) on the Club website*
  - The American Club: “Steel cargo guide” *freely [downloadable](#) on the Club website*
  - Etc.