

## The Highly Successful Annual Course on Bunker Disputes & Bunker Management

*The 25<sup>th</sup> & 26<sup>th</sup> Revised Edition*  
A Comprehensive 3-day Course  
Providing Successful Strategies for Handling

# BUNKERING DISPUTES & MANAGEMENT SYSTEMS



Singapore • 8-10 July 2015  
• 3-5 November 2015

### COURSE DIRECTOR:

**WILLIAM TAN**

Vice President,  
Miyabi Industries Pte Ltd

Extended to  
3 days by  
popular demand

Includes A Half-Day  
Laboratory Visit  
on the afternoon  
of the 3<sup>rd</sup> Day

SAVE UP TO **\$370**  
FOR EARLY BIRD  
OR TEAM FEES  
(see back page for details)

### WHO SHOULD ATTEND

- Directors/General Managers/Senior Managers involved in bunker activities
- Bunker/Marine Fuel Buyers & Sellers/ Procurement Executives
- Bunker Brokers & Traders/Managers/ Analysts/ Suppliers/Planners/Controllers
- Fuel Oil Contract/Operation/Port & Marine Fuel Managers
- Bunker Sales/Marketing/Customer Services Managers
- Low Sulphur Fuel Oil Traders
- Shipowners, Operators, Charterers & Their Agents
- Port Authorities/Port Commercial Managers
- P & I Clubs & Hull and Machinery Insurers/Surveyors
- Maritime Lawyers, Legal Advisers, Consultants
- Claims Executives, Negotiators & Senior Executives
- Technical Experts & Advisors
- Terminal Superintendents
- Commercial Directors and Business Development Managers of Shipping Companies
- Operation Schedulers
- Banks – Risk Assessment & Control Managers

### COURSE (3 DAYS)

- Shipping & Bunkering Arena
- Roles & Players in a Bunkering Environment
- Refineries & Bunker Composition
- ISO Fuel Specifications
- Fuel Purchasing Contracts
- Fitness for Purpose
- ECAs & Marpol Annex VI
- ISO8217 Test Methods
- Quality Disputes using ISO4259
- Sampling & Sample Collection
- Witnessing of Seal Breaking & Testing
- Fuel Quality Reports & Fuel Oil Treatment

**Maritime Cluster Fund (MCF)  
Training Grant**  
is available for eligible  
participants. Please refer to  
[www.mpa.gov.sg/mcf](http://www.mpa.gov.sg/mcf) for more  
information

### CRITICAL ISSUES TO BE COVERED

- Off-Specification Parameters
- Bunker Legislation – Singapore Perspective
- Bunker Quantity Measurement
- Tools & Documents Used by a Surveyor
- Bunker Supply Work Flow
- Understanding Loss Factors & Tricks of the Trade
- Cappuccino Bunkers
- Claims Documentation & Evidence Collection
- Loss Mitigation
- Mass Flow Meters



### CERTIFICATE OF ATTENDANCE

All participants who  
successfully complete the  
seminar will be provided  
with an official Certificate  
of Attendance

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## ABOUT THE COURSE

Maritime Cluster Fund (MCF)  
Training Grant  
is available for eligible participants.  
Please refer to [www.mpa.gov.sg/mcf](http://www.mpa.gov.sg/mcf) for more information

**This comprehensive 3-day course is designed to provide an understanding of the complexities of the full bunkering industry supply chain, encompassing varying fuel specifications and their challenges.**

### Delegates will:-

- Learn & understand the technical and contractual basis of fuel quality, specification, determination of quality & factors relating to its supply to vessels
- Avoid common risks or mistakes in ordering or selling fuels
- Acquire skills for more effective dealings with customers & vendors
- Manage risks
- Analyse trends & acquire knowledge on fuel quality and quantity issues
- Comprehend how to handle off-specification fuels
- Learn to qualify the validity of claims & different methodologies to substantiate claims

### COURSE METHODOLOGY

The course will be taught with a combination of theoretical & practical case studies and class interaction. The course instructor will adopt an approach which encourages active participation, delegate engagement and contribution through the sharing of their views and experiences.

The course will also feature guest speakers who will provide information on their specific expertise, their professional views and share invaluable experiences.

The course will end with a half-day visit to a testing laboratory where delegates will have the opportunity to witness and understand how fuel samples are prepared, tested and how slight variations in the testing methodologies can still have a impact on the accuracy of the test results.

### COURSE DIRECTORS



**William Tan** is trained in Environmental Engineering and has a Master's Degree in International Business. He has more than 23 years in the marine industry. He joined DNV Petroleum Services in 1994 till 1999 as the Assistant Sales Manager marketing fuel testing and bunker survey services to the Japanese, Korean and South East Asian Market. He founded Marine Fuel Consultants International Pte Ltd in the year 2000 with a group of marine engineers, fuel consultants and claim specialists, providing services of fuel quality management and claims handling. In 2002, he joined Miyabi Industries Pte Ltd as

Vice-President and its Principal Consultant. The company is an Engineering and Consultancy firm specializing in fuel, lubricants, risk assessments, loss control and claims recovery to the bunkering and shipping community. He is also the program leader and course lecturer to the largely successful Bunkering Disputes course since 2002 with more than 500 participants to date.

William is well known within the bunkering industry from Europe, to Middle East, to Asia. His expertise is much sought after by the industry as an expert witness, technical consultant, mediator and arbitrator on bunker dispute cases.

### PAST PARTICIPATING COMPANIES

• Akron Trade & Transport • Adani Exports • ADNOC • ADNATCO & NGSCO • APSCO • AET Tankers • Aegean Shipping Services • Asia Maritime Pacific • Barwil Agencies • Bakri International Energy • BGK Marine Bunkering • Bridge Oil Far East • BHP Billiton Marketing • BP Singapore • Brunei LNG • Bomin Bunker Oil • Bominflot • Bunkers Marine • BW Maritime • BGH Exim • Caltex Egypt • Channoil Consulting • Charles Taylor Mutual Management • Chevron • Chimbusco Pan Nation Holdings • Coal & Oil Co • Concord Energy • DNV Petroleum Services • Dan Bunkering • Dark Orchid • Equatorial Marine Fuel Management Services • Emarat • Emirates Petroleum Products • Exxon Mobil Marine Fuels • Emerson Process Management • FAMM • Far East Oil Terminal One • Fairdeal Marine • Folk Group • Fratelli Cosulich Bunkers • G Ocean • Galadari Associates • Galana • GEM Resources • GAC Bunkerfuels • GeoChem Middle East • Global Energy Trading • Greenpen Freight Services • Glencore • Gulf Energy • GS Caltex • Golden Atlas General Trading • IMC Shipping • Ince & Co • International Bunkering Middle East • Intertek • IL & FS • Java Marine Lines • Kawasaki Kisen Kaisha • KIC Oil & Gas • KPI Bridge Oil Singapore Pte Ltd • Kuwait Petroleum Corporation • Lungshan Petroleum • Lukoil Asia Pacific • LG International • Maersk Oil Trading Singapore Pte Ltd • Marine Services Co. • Marubeni International • Malaysian International Shipping Corp • Middle East Energy • Mideast Ship Management • Mohar Shipping • Maritec • National Gas Shipping Co • National Navigation Co. • Neptune Orient Lines • NOVA Carriers (S) Pte Ltd • Oman Oil Marketing • Overseas Petroleum Shipping • OW Bunker • Port of Fujairah • PDVSA • and many more

Scan the QR code  
for the full list of  
companies



# COURSE OUTLINE

REGISTRATION: 8.00AM  
SESSIONS: 9.00AM TO 5.30PM  
LUNCH: 12.30PM TO 2.00PM  
REFRESHMENTS WILL BE SERVED  
MID-MORNING & MID-AFTERNOON

## DAY 1

Singapore • 8 July 2015  
• 3 November 2015

### DAY ONE - MORNING

- Shipping & Bunkering Arena
- Roles & Players in a Bunker Environment
- Refineries & Bunker Composition
- ISO Fuel Specifications
- Fuel Purchasing Contracts
- Understanding Fitness for Purpose

### DAY ONE - AFTERNOON

- ECAs & Marpol Annex VI
- ISO Test Methods
- Test Method Accuracies
- Quality Disputes Using ISO 4259
- Sampling & Sample Collection
- Witnessing of Seal Breaking and Testing

### CASE STUDY 1

## TESTIMONIALS

- *“Led by a remarkable lecturer” – Chartering Analyst, PDVSA*
- *“It gives the participants the opportunity to share their experiences, learn from each other, and become familiar with different bunkering procedures” – Operations Assistant, Accounts, Akron Trade & Transport*
- *“Experienced and excellent presentation skills – Business Support, Executive, Oman Oil Marketing Company*
- *“The instructor was able to create a common ground for both beginners and professionals in the class. He was able to make every participant get involved in the discussions” – Operations Assistant, Accounts, Akron Trade & Transport*
- *“Offers practical tips and strategies in dealing with real disputes” – Maersk Oil Trading Singapore Pte Ltd, Controller-Bunkering Recovery & Claims*
- *“Instructor is very experienced and understands very well on the current trends of the bunker industry” – KPI Bridge Oil Singapore Pte Ltd, Bunker Trader*
- *“The case studies being shared are good as they create awareness of the existence of such occurrences” – Shell Int’l Eastern Trading Co, Bunker Claims Analyst*
- *“The director highlighted many points to be noted, which will definitely help a lot when we are back at work” – Petrobras Singapore Pte Ltd, Contracts Analyst*

## DAY 2

Singapore • 9 July 2015  
• 4 November 2015

### DAY TWO - MORNING

- Understanding Fuel Quality Reports
- Understanding Fuel Oil Treatment
- What Are Critical & Important Off-Specification Parameters?
- Bunker Legislation – A Singapore Perspective

### DAY TWO - AFTERNOON

- Bunker Quantity Measurements
- Tools Used By a Surveyor
- Documents Used by a Surveyor
- Bunker Supply Work Flow – Ship side & Barge Side
- Understanding Loss Factors
- Tricks of the Trade

### CASE STUDY 2

## DAY 3

Singapore • 10 July 2015  
• 5 November 2015

### DAY THREE - MORNING

- Cappuccino Bunkers
- Claims Process
- Claims Documentation & Evidence Collection
- Loss Mitigation
- Guest Speaker presentation
- Mass Flow Meters

### DAY THREE - AFTERNOON

#### A Half Day Visit to a Laboratory

A laboratory visit for all delegates will encompass understanding how fuel samples are prepared & tested & the impact of variations in test methodologies



Lunch & transportation to & from the laboratory will be provided.

### CASE STUDY 3

Maritime Cluster Fund (MCF) Training Grant is available for eligible participants. Please refer to [www.mpa.gov.sg/mcf](http://www.mpa.gov.sg/mcf) for more information

## WHY YOU SHOULD ATTEND

- **UNDERSTAND** different perspectives & priorities between suppliers, vessels & port authorities
- **DEVELOP** best practices in bunker supply & purchase
- **FIND OUT** the implications on fuel quality from refining processes
- **ANALYSE** the evolution of ISO standards over the years & what implications the new standards will have on your fuel requirements & procedures
- **LEARN ABOUT** how new regulations on sulphur will impact your operations
- **GAIN** a better understanding of the terminology of bunker supply & bunker quantity surveys
- **UNDERSTAND** what could go wrong in a bunker delivery & the mitigating steps to take
- **GAIN** in-depth knowledge on common but avoidable disputes using international case studies

Organised by:



## BUNKERING DISPUTES & MANAGEMENT SYSTEMS

## 5 EASY WAYS TO REGISTER



### MAIL

Conference Connection Pte Ltd  
135 Middle Road #05-01,  
Bylands Building, Singapore 188975  
(ROC No.: 199405166R)



### PHONE

Singapore  
(65) 6338 0064



### FAX

Singapore  
(65) 6338 4090



### EMAIL

info@cconnection.org



### WEB

www.cconnection.org

This Contains Your Unique Registration Reference.  
Please Do Not Remove Mailing Label.

### DATES & VENUE: SINGAPORE

- 8 – 10 July 2015
- 3 – 5 November 2015  
(Hotel to be confirmed)

### REGISTRATION FEES

Registration fees will include attendance at all sessions, daily luncheon and coffee breaks and one set of course documentation. **Travel and accommodation costs are not included.**

#### Singapore Venues

Full Fee	SS\$3700 per person
Team Fee*	SS\$3330 per person
Early Bird ^	SS\$3330 per person

A 7% Goods & Services Tax (GST) is applicable to all Singapore based companies.

*(All discounts stated are mutually exclusive and on a per person basis)*

\***Team Fees:** Apply for the second and subsequent delegate from the same company and billing address. Registrations must be received at the same time to qualify.

#### **^Early Bird Payment Dates:**

**July Dates:** 27 May 2015

**November Dates:** 22 September 2015

### REGISTRATION CONDITIONS

- All registrations must be on the prescribed form or in writing and will be on a confirmed basis unless otherwise notified in writing. All paid registrations will receive written notification.

- The organisers reserve the right not to accept prior and on-site registrations without payment. Delegates whose payments are not received before the event are required to furnish proof of payment on-site. Staff at the event will request a credit card guarantee without proof of payment.
- The organisers reserve the right to impose conditions of entry for walk-in delegates.

### PAYMENTS

- All payments must be made in SGD Dollars by Inter-Bank Transfers within 14 days of receipt of invoice (Bank details will be provided upon receipt of registration).
- Please quote event name, invoice number and delegate name for bank transfers. Please instruct your bank to remit the full amount, nett of bank charges.

### CANCELLATION AND SUBSTITUTION POLICY

- Cancellations notified in writing received and acknowledged **before the 1st cut-off dates** will be levied an administrative fee of 5% for paid cancellations and 10% for unpaid cancellations.
- Paid and unpaid cancellations notified **between 1st & 2nd cut-off dates**, will be charged 50% of the invoiced fee and given one set of course materials (post-event).
- No refunds whatsoever will be given **after the 2nd cut-off dates** but delegates can be substituted if the organisers receive prior notification.
- For registrations invoiced and unpaid but subsequently cancelled **after the 2nd cut off dates**,

50% of the invoiced fee will be charged and one set of course materials will be provided (post-event).

Venues –S'pore	1st Cut Off	2nd Cut Off
July	17 June 2015	24 June 2015
November	13 October 2015	20 October 2015

### HOTEL ACCOMMODATION

Delegates qualify for specially discounted rates at the host hotel. Please request for a hotel/visa form when registering. Delegates will be responsible for their own hotel and visa arrangements.

### VISA APPLICATION & PROCEDURES

Please check with your travel agents or with the relevant embassy in your country of residence. If required, delegates may request for a letter of invitation for their visa application.

*Please do not send visa applications to the organisers*

### DATA PROTECTION

Any client information (name, address and contact details) obtained during your registration/order will be added to our database and may be used by Conference Connection to provide you with further information on its products and services. Conference Connection may make this information available to associated partners for marketing purposes. To restrict or update your particulars please contact database@cconnection.org

DISCLAIMER – The organisers will not accept liability for non-approval of visas, individual transport delays and transport disruption, and in such circumstances, our normal cancellation rules and penalties apply. Where matters beyond the reasonable control of the organisers impair or prevent the organisers from being able to perform their obligation under this event, the client releases the organisers from any liability, incidental or consequential, to such matters.

## REGISTRATION FORM I

- Yes! Please register me for

### BUNKERING DISPUTES & MANAGEMENT SYSTEMS

#### Singapore

- 8-10 July 2015

- 3-5 November 2015

Please Tick (✓) Accordingly:

#### 1. REGISTRATION FEES

Full Fee	<input type="checkbox"/> SS\$3700 per person
Team Fee*	<input type="checkbox"/> SS\$3330 per person
Early Bird Fee^	<input type="checkbox"/> SS\$3330 per person

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#### **^Early Bird Payment Dates:**

**July Dates:** 27 May 2015

**November Dates:** 22 September 2015

#### 2. PAYMENT

- I am sending payment by telegraphic transfer/bank draft. Please send an original invoice.

#### 3. ACCOMMODATION

- Please send me a hotel reservation form

#### 4. MAILING LIST

- Please include me in your mailing list for future events

Payment must be received before course dates.

ALL REGISTRATIONS MUST BE ACCOMPANIED BY PAYMENT (For more than one delegate, please photocopy the registration form)

Please print in block letters and return to:

**Conference Connection Pte Ltd**

135 Middle Road #05-01, Bylands Building, Singapore 188975.

Tel: (65) 6338 0064 Fax: (65) 6338 4090

Email: info@cconnection.org Website: www.cconnection.org/BunkerDisputes

CA/366/367/15

WB

First Name (Mr/Ms/Dr) \_\_\_\_\_

Surname \_\_\_\_\_

Job Title \_\_\_\_\_

Nationality \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Country \_\_\_\_\_ Postal/Zip Code \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Name & Title of Approving Manager \_\_\_\_\_

Email of Approving Manager \_\_\_\_\_

Your Company's Main Business Activity in the Maritime Industry \_\_\_\_\_

Your Company's Main Business Activity in the Oil & Gas Industry \_\_\_\_\_