

ROYAL DIRKZWAGER
THE MARITIME INFORMATION AND SERVICE PROVIDER
SETTING SYNERGY IN MOTION

Royal Dirkzwager has been a familiar name in the port of Rotterdam since 1872. Down through the years, many things have changed in the shipping sector. But one thing that hasn't changed is that the port community knows it can always count on the services and reliability of Royal Dirkzwager.

As a 'maritime information and service provider' we have been expanding our area of operation year by year. Not just geographically but also in terms of the range of services we provide.

And now we have a complete package of services to support the entire port community on the cutting edge of safety and efficiency - 24 hours a day, 7 days a week.



Royal Dirkzwager has a long history. But we prefer to look forward rather than backward. Just as the international marine shipping sector has always steered a course towards innovation. With this approach, we have been investing continuously in new systems and technologies. Sometimes these are aimed at achieving faster business processes for our customers. At other times as a crucial link in efficiency

and safety in the port and offshore or as a maritime-nautical advisor. The power of a service provider like Royal Dirkzwager is due to a unique combination of factors: maritime expertise, nautical experience and an in-depth knowledge of port processes and IT. That combination of qualities makes Royal Dirkzwager a partner that will add value to your own services.

“We have been expanding our area of operation year by year”



GATHERING, VALIDATING AND DISTRIBUTING INFORMATION

Gathering, validating and distributing information, always in a different format or for a different target group. As a strategic player in all the major Dutch ports, Royal Dirkzwager has access to an inexhaustible source of data. From our unique location on the intersection of Nieuwe Waterweg (New Waterway) and the North Sea - the busiest shipping area in the world - we register no less than 90,000 shipping movements every year. And our own database contains data on more than 150,000 ships!

You do your own business

The information can be accessed in numerous ways. Through online systems that support your business processes, through the familiar 24/7 shipping reporting service, and through personal services such as pilots, operators and advisors. Royal Dirkzwager is continuously investing in order to improve the supply of information so that it will continue to meet the needs of the North-western European port community. And the synergy of our package of services means you can concentrate all your energy on your core business - because you know that Royal Dirkzwager will lighten your workload!



More information?

Would you like to know more about what Royal Dirkzwager can do for you? Feel free to contact us at: servicedesk@dirkzwager.com or visit our website: www.dirkzwager.com.



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**Setting synergy
in motion...**



OUR SERVICES IN DETAIL

Agencies

As a representative of a shipping company, you can greatly benefit from optimal services to ship and client. We would be happy to share that responsibility with you, offering you an attractive balance between quality and price for our 24/7 active monitoring services.

For example our [reporting service](#) which guarantees that a port visit is as efficient as possible. We use the most economical and up-to-date communication technologies to take the entire [message handling](#) between shore and ship (and vice versa) off your hands.



Moreover, Royal Dirkzwager has expert personnel to support you at peak moments with your port agency activities.

Shipping companies

An Internet environment like [PortCall](#), which was introduced specially for agencies, enables you to view online all the information about the ships that are important to you. With the unique and integrated visitor registration module, you immediately have an efficient [ISPS](#) (International Safety & Port Security Code) tool at your disposal to satisfy the stricter regulations of port authorities when granting online permission to suppliers to visit your ships.

As a ship-owner, you want to be assured that your ships and crew are safe at all times. At the same time, you want optimal efficiency on the route from A to B. As your partner at sea and in the port, Royal Dirkzwager can ease your concerns and responsibilities with its wide range of services. The [reporting service](#) - Royal Dirkzwager's core business - improves operational efficiency and prevents a breakdown in the coordination of vessel operations. And if desired, ships in the Le Havre-Hamburg range can be provided with experienced [North Sea pilots](#) that support the Bridge Management Team. A service such as [SSAS](#) (Ship Security Alert System) can also give you the security you need, and Royal Dirkzwager can process these messages as a [24/7 focal point](#). Royal Dirkzwager has been certified by the Dutch government to process SSAS messages as an Authorised CSO (Company Security Officer) for communication matters.



The Royal Dirkzwager [Alert Service](#) is also an important cornerstone of safety management (ISM) on board, aimed at guaranteeing a 24/7 procedure in case of calamities. Added to that, with its worldwide database of ship's data and movements Royal Dirkzwager is a reliable supplier of [Business Intelligence](#): from commercial analyses up to and including logistical information.

Another service that protects your sailing investment is [BridgeAssist](#), which optimises your port approach, passage planning and performance both on the ocean and coastal track.

Offshore

Royal Dirkzwager has an abundance of in-house expertise to help its offshore partners with their day-to-day business processes. Such as operators of oil platforms, for example. With today's huge



numbers of offshore shipping movements, the safety of platforms and other activities in the vicinity of busy shipping lanes can be put at risk. With the permanent stationing of our own [VTS Operators](#), we can help you to achieve maximum security. The provision of [maritime-nautical advice](#) to offshore partners is another of our activities. This relates to subjects such as the locations of new buoys or the layout of offshore wind turbine parks. And Royal Dirkzwager's own IT specialists are at your service to help you develop and implement monitoring systems that continuously follow the shipping movements around your particular activity.

Government and semi-Government bodies

Royal Dirkzwager is a reliable supplier of information for government and semi-government bodies with interests in the port. With its online [Ship2Report](#) application, all information that your employees need for vessel visit planning, inspections and risk analyses can be accessed in real time. You can use that data to rapidly intervene when special circumstances on board ships require this. You can also rely on our knowhow for [Business Intelligence](#) purposes.

Port community

Many organisations are involved in the day-to-day affairs of the port, from the suppliers of ship's provisions and service companies to law firms. Royal Dirkzwager is an indispensable link in the chain of communication between such organisations and the port. With applications such as [Ship2Report](#) or [DirkzwagerMobile](#), you know exactly when you have to be at a particular location so that you can provide your service on time. You can also call on our expertise when developing your own maritime-logistical systems. As a supplier of data and IT knowledge, Royal Dirkzwager is the ideal partner for such [customised solutions](#).

“Business Intelligence: from commercial analyses up to and including logistical information”

Terminals

Handling the shipping traffic at a terminal is all about efficiency. With Royal Dirkzwager's [Ship4Terminal](#), you have online information 24/7 about arrival and departure times and the position of ships. This will allow you to rapidly react to changing situations and adjust your planning schedule accordingly. With Ship4Terminal, you are not only continuously informed about the movement of ships in and around the port of Rotterdam but also, if you wish, at other ports in North-western Europe. Thanks to the link with [AIS](#) technology, you can make excellent use of that information. The [ISPS pre-registration](#) system for visiting a ship is fully integrated into Ship4Terminal. At the moment, only for the port of Rotterdam, but in the future also for other North-western European ports. With our integrated [reporting service](#), the accuracy of information is guaranteed at all times. Royal Dirkzwager also simplifies the development of maritime logistical systems. Our own knowledge of IT systems and our database of ship-related data make it easy for you to optimise your own business processes. Customisation is the key!

Nautical service providers

For specialist services such as towage, boatmen and pilots, [just-in-time services](#) are essential. Royal Dirkzwager can feed your planning systems with information from its own up-to-date database so that no precious time is lost. Our IT professionals can also customise the design of your systems according to your requirements and wishes.

Port authorities

The optimisation of the entire process in ports is an extremely complex task. When configuring port management systems, an in-depth knowledge of the subject is crucial. And Royal Dirkzwager has exactly that: a fundamental knowledge of maritime processes and IT solutions. You can call us in at an early stage to help perfect the design of [port management systems](#); whether it involves new systems or the renovation of existing systems. During the entire process, up to and including realisation and start-up, Royal Dirkzwager's IT specialists will be there to assist. You will be able to consult with specialists who can apply their knowledge of IT processes to your core business. With all these advantages: systems that do what they are supposed to do from day one and are very user-friendly. We can also give you an insight into core figures at a moment's notice ([Business Intelligence](#)), figures that are important for your own



policy and for all port regions of North-western Europe.

Working together with Royal Dirkzwager

In a modern port, efficiency comes first. At the same time, safety is of vital importance. The safety of ships and the safety of people. In all of this, information is a crucial factor. This is the specialism of Royal Dirkzwager. As a provider of essential information for all parties in the port we facilitate a wide range of port processes. Reliably and proactively. Customer-oriented and innovative. That is the role that has been entrusted to us. And we are happy to take that responsibility off your hands such as we have been doing for so many port related companies since 1872. So why not for your company as well?

