

ISS Code of Excellence



Our Mission Statement

ISS is committed to delivering a range of quality-assured marine services to its clients across the industry. We take care to tailor those services to the individual needs of the client - whether a fully integrated global package, the handling of a local port call, or the ad hoc delivery of a single spare part.

To reach the highest standards we depend on our people - their welfare, training, and expertise. We foster strong ethical values and a team spirit that rewards commitment and initiative. By committing to excellence, accountability and transparency, ISS can best serve its valued customers - efficiently and competitively.

And in our race for excellence there is no finish line!

1. Port Information

We will ensure that our customers are regularly and fully updated on aspects of local port conditions that could be of value or affect their shipping interests.

2. Enquiries

A response to any enquiry from a current or prospective customer will be made within a maximum of 24 hours of receipt. A holding message will be sent if the required data is not immediately available. The holding message, if sent, will specify when the desired information will be forthcoming.

3. Communications

All communications will be brief, clear and relevant. Format and style will be neat and well structured.

4. Actions prior to the port call

A ship's port call will be planned to ensure the most efficient and expedient despatch of the vessel, keeping the principal, ship, authorities and other interested parties, fully informed of all arrangements and the anticipated port stay schedule.

5. Actions during the port call

The ship will be actively assisted during the port call to expedite the despatch of the vessel, keeping the principal, the Master and interested parties informed of the arrival conditions and the expected port programme. Progress reports will be sent out at least daily confirming the schedule and ETD with revisions and reasons for revisions, if any.

6. Actions following completion and sailing

The principal will be promptly advised of the vessel's sailing and provided with full details of the port call including the departure conditions, the ETA at the next port and the applicable cargo and ship husbandry information.

7. Boarding Staff

Boarding staff will be smartly dressed, fluent in English, courteous, capable and well informed about the port and vessel's requirements. The Master is to be fully briefed on all aspects of the call.

8. Disbursements

An accurate disbursement account will be prepared and promptly submitted to the principal. The account will outline the costs incurred and party responsible for the expenses. The accounts will be in the common agreed Group-wide format and style.

9. Complaints

Any difficulties arising during the course of an operation will be formally handled in accordance with procedures found in the ISS Quality Management System.

10. Professional, Ethical and Environmental Responsibility

All regional and local managers, as well as our service centre managers, accept the responsibility for ensuring that the service offered by their operators, their sub-agents and their sub-contractors meets Group standards.

In order to ensure a Group-wide performance culture of Service Excellence, every employee is expected to live up to the Mission Statement and to ensure that they uphold and live by the company's values in each task they perform. This includes observing the highest ethical standards and adopting environmentally sound behaviour in all aspects of their work.

A World of Local Expertise



Inchcape
Shipping Services