

OPERATIONAL
SUPPORT SERVICES

GARRETS

- Your Partner at Sea

Garrets provides a better standard of living at sea. Being the leading provision and stores management partner, we serve more than 1,600 vessels around the world with high focus on quality based on an agreed daily rate.

Through mutual trust and transparency, we build long term partnerships with our customers. Our service holds a fully audited supplier network that offers very competitive prices. We continuously benchmark all our suppliers and refer to the most convenient and cost effective ports worldwide. This way, we make sure to provide complete provisioning on a daily rate to the highest quality inside the budget.

Service on board

With a single point of contact, we guide each vessel via healthy menu planning and our user-friendly order program makes it easy to order the products required. In addition, we provide training programs for chefs both ashore and online, on-board galley audits and offer cookbooks and menu plans for every crew nationality. All this helps raise the standard of living at sea.

Logistics savings

With our global purchasing power, we support substantial logistics cost savings for our customers handling their spare parts in co-operation with our global logistics partners.

Garrets - your partner at sea!



- ★ Location of Superintendents and Garrets Offices
- ☆ Location of Cookery Schools



We strive to provide and support the highest quality service to all of our customers across the global shipping community.

CONSULTANCY SERVICES

At Garrets we work in partnership with our customers by sharing a wealth of knowledge and experience we have attained during our many years of service in maritime procurement and supply management services – the outputs of which help accomplish greater results on-board our customers' vessels by streamlining the day to day procedures and practices.

We are capable of providing professional consultancy services to our customers in the below areas:

- Menu guidance and menu framework for multinational crews
- Implementing food safety management systems
- Streamlining the purchasing process
- Training galley personnel and assist with crew selection process
- Identify training needs and develop training programs
- Improve the stores and inventory management system on-board
- Galley and mess room/pantry room layout designing
- Galley design and equipment sighting recommendations
- Victualling rate budgeting and supply planning
- Technical stores advice and supply



Mumbai

Nantong

Manila

PROFESSIONAL TRAINING SERVICE

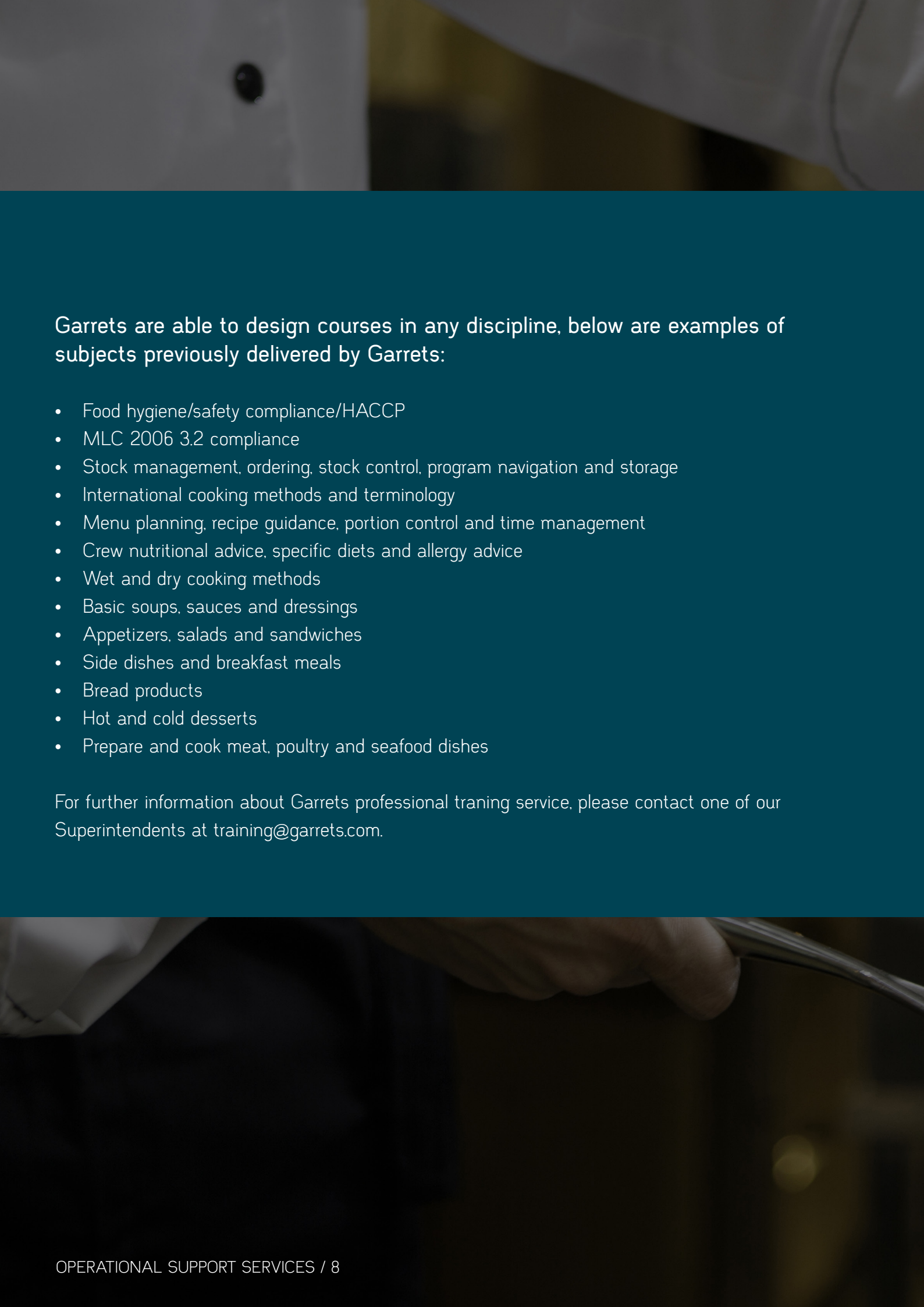
At Garrets, we have a real passion for improving the welfare of seafarers by offering onboard, on shore and remote online training of the galley personnel.

As the shipping industry is continuously changing and adapting to external forces, organisations will need to provide their employees with training throughout their careers. At Garrets we are able to offer first class training on-board 1-2-1, shore-side, on shore in a classroom or remotely via IT support.

Through our partnership with the three accredited Cookery Schools in Manila, Nantong and Mumbai we can design a course perfect for your employees training needs. All of these services will provide the vessel with better equipped and skilled crew and help our customers with staff retention.

Further information >

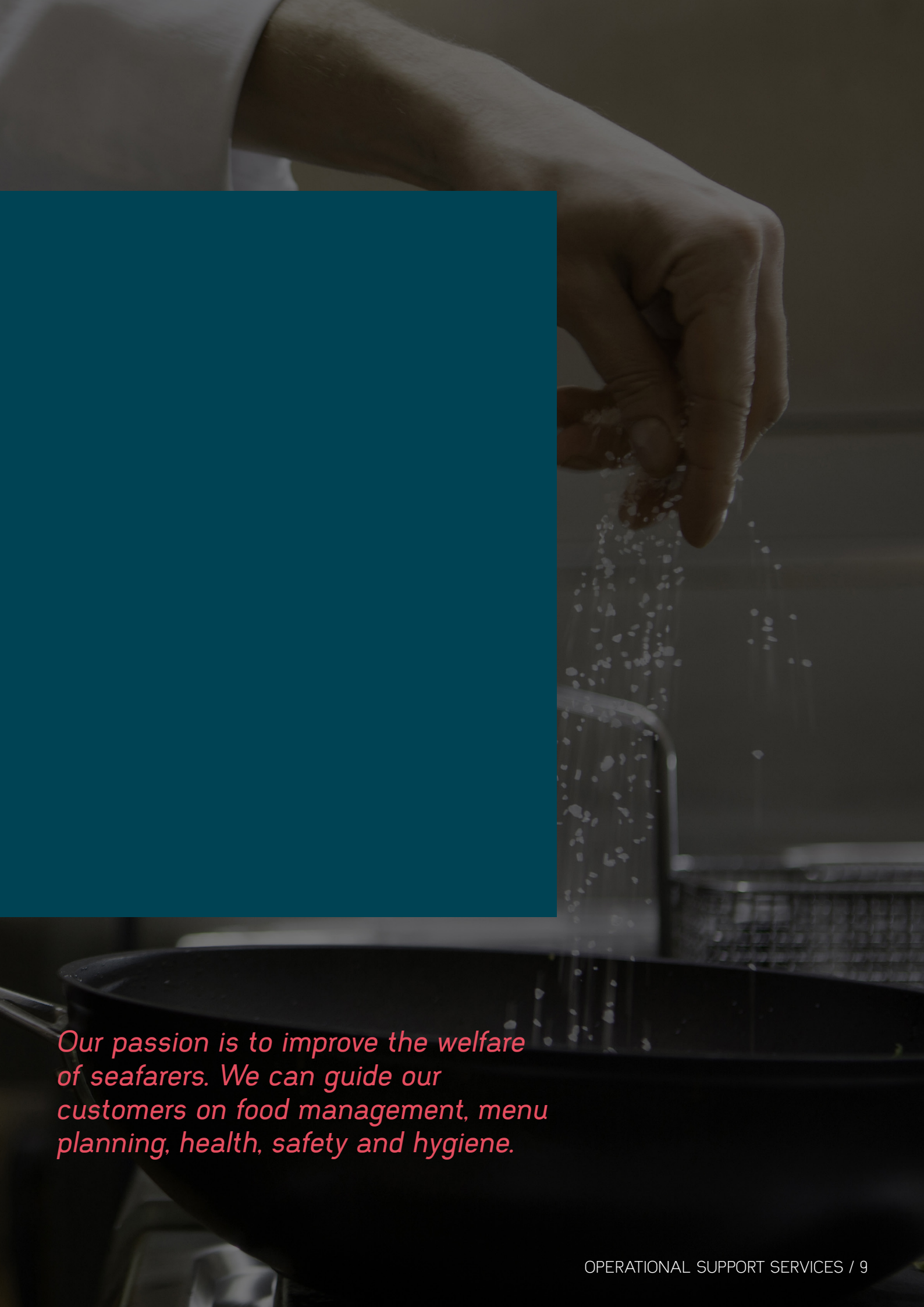




Garrets are able to design courses in any discipline, below are examples of subjects previously delivered by Garrets:

- Food hygiene/safety compliance/HACCP
- MLC 2006 3.2 compliance
- Stock management, ordering, stock control, program navigation and storage
- International cooking methods and terminology
- Menu planning, recipe guidance, portion control and time management
- Crew nutritional advice, specific diets and allergy advice
- Wet and dry cooking methods
- Basic soups, sauces and dressings
- Appetizers, salads and sandwiches
- Side dishes and breakfast meals
- Bread products
- Hot and cold desserts
- Prepare and cook meat, poultry and seafood dishes

For further information about Garrets professional training service, please contact one of our Superintendents at training@garrets.com.



Our passion is to improve the welfare of seafarers. We can guide our customers on food management, menu planning, health, safety and hygiene.



We work in partnership with ship owners and ship managers by sharing a wealth of knowledge and experience.

VESSEL AUDIT & INSPECTION




Garrets performs on-board galley audits at the request from the ship owners and ship managers to ensure that the systems and procedures laid down to carry out effective galley management on-board are holding good and all crew on-board are satisfied with the overall services provided.

Such audits can help ship owners and ship managers of the vessel understand the gaps in the present procedures being followed on-board and furthermore highlight the potential risks, which if overlooked for a longer period, may result in health hazards, accidents and crew dissatisfaction on-board. It is often envisioned that the current procedures followed on-board are error free but a close inspection can definitely highlight some process and solution improvements for the benefit of the crew and vessel.

At Garrets our Superintendents can provide the best support and knowledge working closely with the masters and cooks to maximise budget utilisation in the delivery of varied nutritional food. Garrets staff are always at hand to support our customers and their crews.

Further information >



Garrets Operational Support Service carries out audits and inspections in the following areas:

- Stores and inventory management system
- Food safety HACCP constraints
- Menu planning and guidance
- Equipment service checks
- Global re-supply planning and purchasing process
- Physical validation of stocks on-board against declared holdings
- Feedback from various crew and officers on food service
- Assess the consumption of food on-board per category
- Test the knowledge of the staff and refresh knowledge gaps
- Ensure compliances with MLC 2006 3.2
- Pest proofing and prevention advice

Every vessel visit is tracked, documented and followed up using our innovative inspection app, ensuring vessel management can act immediately to the observations and recommendations.

For further information about Garrets vessel audits and inspections, please contact one of our Superintendents at superintendents@garrets.com.



We can provide the best support and knowledge working closely with the masters and cooks – all this to improve the welfare of seafarers.



Videotel fully prepares masters, senior officers and crew on board for port state inspections. It covers galley inspections, menu planning, cost control, management and recordkeeping, healthy eating, product knowledge, kitchen equipment and cooking

VIDEOTEL

As ongoing vocational training is available from our online Cookery School, the latest addition to the Garrets Cookery School is a series of instructional videos covering key aspects of on-board provisions and galley management, developed in close co-operation with leading shipping companies, regulators and other industry participants.

The Videotel series fully prepares masters, senior officers and crew on board for port state inspections. It covers galley inspections, menu planning, cost control, management and record-keeping, healthy eating, product knowledge, kitchen equipment and cooking techniques.

The training series is available on DVD, Videotel on Demand, Videotel on Demand Online and Computer Based Training. All are accompanied by an electronic workbook which highlights key learning points and contains information on further resources as well as assessment questions and where appropriate providing printable recipes.

For further information about Garrets instructional videos, please contact one of our Superintendents at superintendents@garrets.com.



At Garrets we find fresh provisioning essential in the daily life at sea. With Fresh Pod® it is possible to obtain this by removing ethylene gas keeping fruit and vegetables fresh.

Fresh Pod® is available through

Fresh Pod removes 98% of ethylene gas from the environment keeping fruit and vegetables fresher for up to four times longer.

GARRETS COOKBOOK



The Garrets Cookbook is a tool for every seafarer. It gives the opportunity to plan and create menu plans, and always stay ahead in the daily planning. Additionally, it is filled with many useful sidebars and tips.

The Garrets Cookbook is more than just recipes. It is an ocean of recipes with a diverse collection of exciting menu ideas for any nationality. It includes Asian, African, North American, South American and European recipes and captures one of the things we highly focus on at Garrets - each crew nationality - and by that providing expert care to each ship and crew.

The Garrets Cookbook works as an electronic device that is easy to access and manage, and it can easily work from either computer, or in the future, from tablet or smartphone. It functions as an application and will be updated onwards by Garrets. The update will appear whenever the ship is in port or internet access is available.

The Garrets Cookbook is an innovative tool to help and guide the crew on board to think about nutrition and new ideas when planning the daily meals.

For further information, please contact one of our Superintendents at superintendents@garrets.com.

WHAT'S NEXT...

At Garrets, we do our utmost to help and guide our customers at all times. If you wish to use one of the services from our Operational Support Service team, please do not hesitate to contact us.

Make contact with Garrets
Commercial Sales or
Global Operations Support
Manager to register your
interest

Bespoke service support
agreed with all parties

One of our dedicated
Garrets team will contact
you to discuss support
service requirements for your
company

Service contract agreed and signed

Customer satisfaction feedback & delivery review

Operational Support Service delivery

For further information, please contact superintendents@garrets.com.



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