

ANNUAL REPORT 2021



Mission Statement

STRIVING FOR EXCELLENCE IN
SHIP REGISTRATION SO AS TO
ATTAIN INTERNATIONAL
ACCLAIM AS A LEADING OPEN
REGISTRY.





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FOREWORD

This section is an opportunity to demonstrate how top management is taking the lead and giving direction to the department's sustainability efforts.

An authentic, sincere and mission-driven statement from the chair or department head signals commitment and sets the tone for the rest of the report. It can include an overview of the vision, direction and strategy the organization is committed to take, to help move the needle on the SDGs to meet the global 2030 deadline.

This message demonstrates the company's understanding of its impact and responsibility to people and the planet. Importantly, it also builds the audience's trust and confidence in the organization.

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MRS. ANNETTE GAREL
SENIOR DEPUTY REGISTRAR OF
SHIPS

MEET THE IMMARBE TEAM



Annette Garel
Senior Deputy Registrar



Eng. Eduardo Simon
Technical Manager



Edmond Staine
Seafarers Manager



Felicia Vargas
Administrator/ Human Resource Manager



Lenora Bautista
Senior Registration Officer



Anique Sabal
Technical Officer



Vanessa Gomez
Financial Officer



Charlette Stuart
Communications Officer





TOPICS CONSIDERED

FLEET REGISTERED FOR 2021

FLEET UNDER THE BELIZE FLAG

FLEET BY TYPE OF VESSEL

FLEET BY GROSS TONNAGE

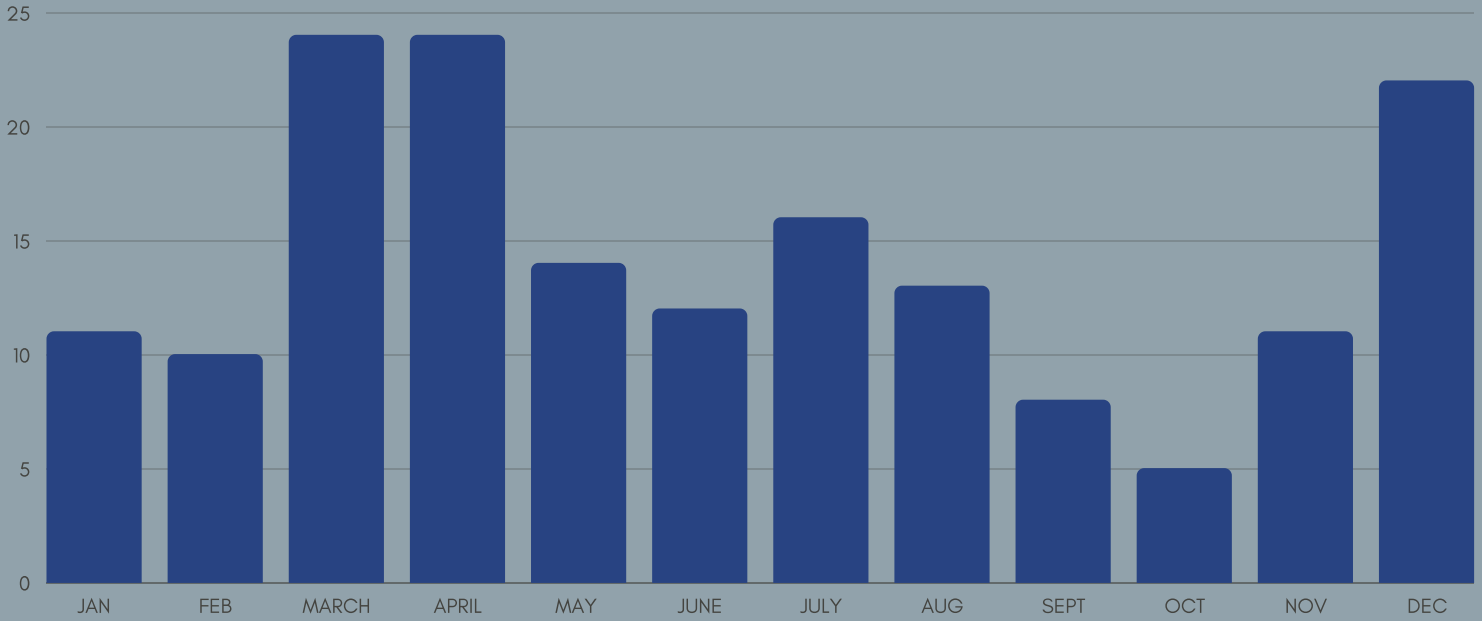
COMPARISON 2020-2021

DEPUTY REGISTRAR PERFORMANCE

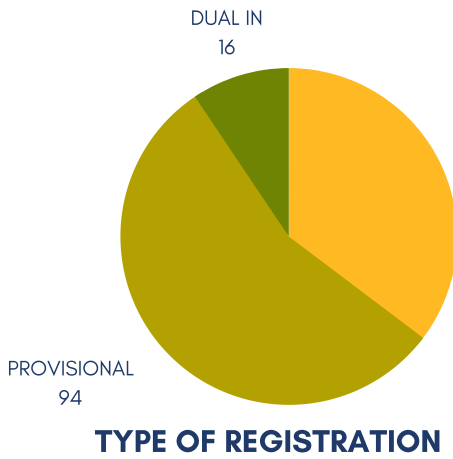
ACHIEVEMENT FOR 2021

FLEET REGISTRATION FOR 2021

VESSELS REGISTERED BY MONTH IN 2021



OUR STATS



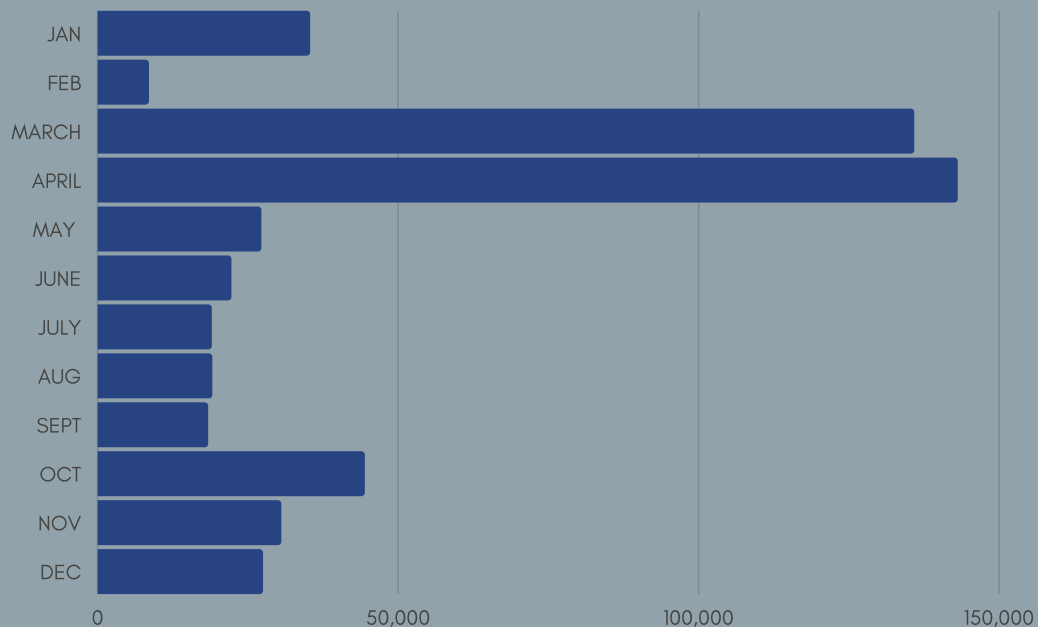
For 2021, the Registration Department did a total of 170 Registrations. These registrations are as follows:

- 60 Special Registration
- 94 Provisional Registration
- 16 Dual-in Registration.

The highest number of registrations occurred in March and April. Whereas, the lowest number of registrations occurred in September and October.

GROSS TONNAGE

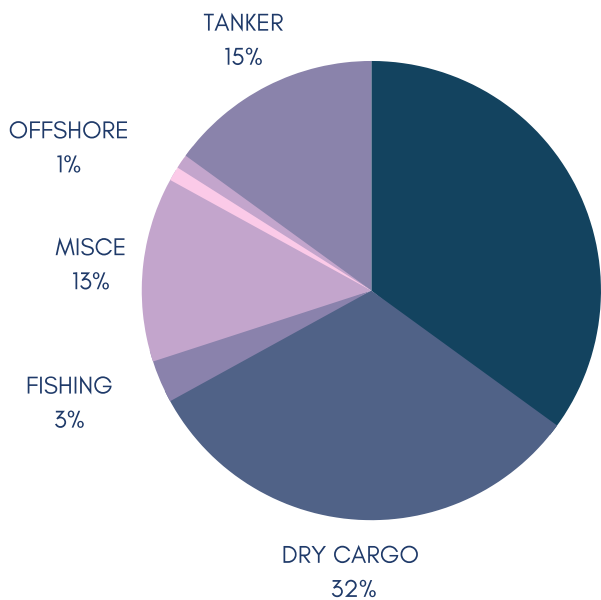
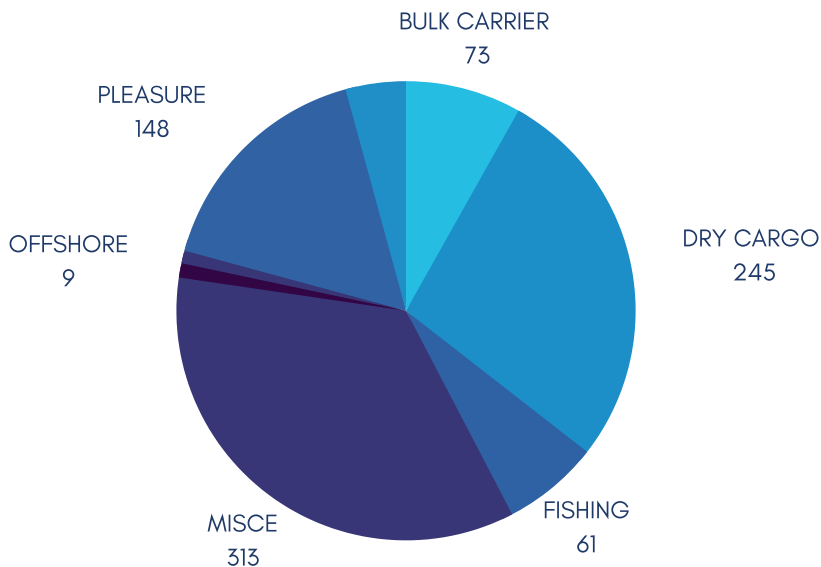
The Tonnage amounted for 2021 registrations is 529870.57.



OVERALL FLEET UNDER THE BELIZE FLAG

FLEET BY TYPE OF VESSEL

From 895 vessels, 313 (35%) of the fleet are Miscellaneous Type of vessels, which includes, tugboats, dredgers, supply vessels, non-propelled barges etc.



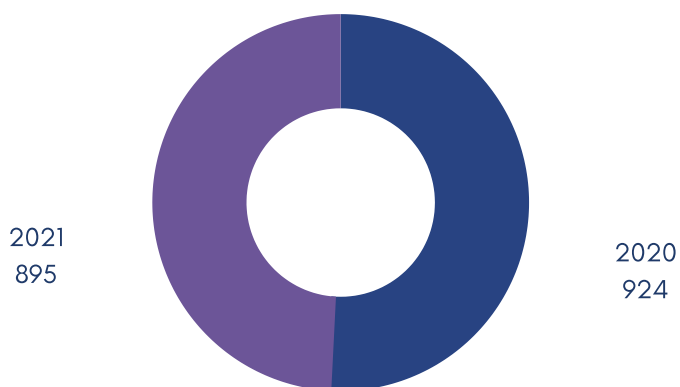
FLEET OVERVIEW BY GROSS TONNAGE

From the 2,612,532.57 -gross tonnage, the type "Bulk Carrier" has the largest gross tonnage with 35%, followed by the type "Dry Cargo" with 32%.

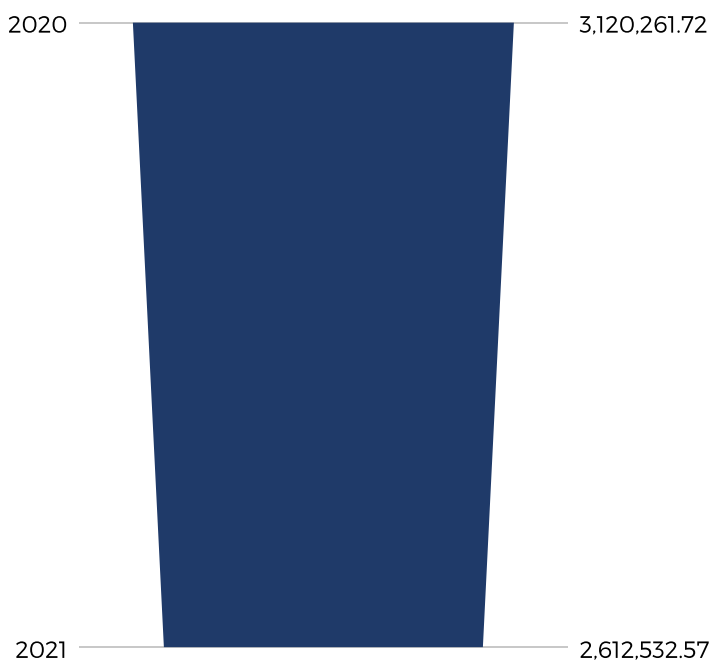
COMPARISON 2020-2021

FLEET FOR 2020/2021

In 2020, we ended the year with a total of 924 vessels in the registry. Amidst the constraints encountered in light of the pandemic, the number of registrations for 2020 showed the outstanding commitment of the IMMARBE Administration to our clients and Maritime Stakeholders. However, in 2021, the Administration closed off the year with a total of 895 vessels.



FLEET ANALYSIS 2020/2021



DELETIONS 2020/2021



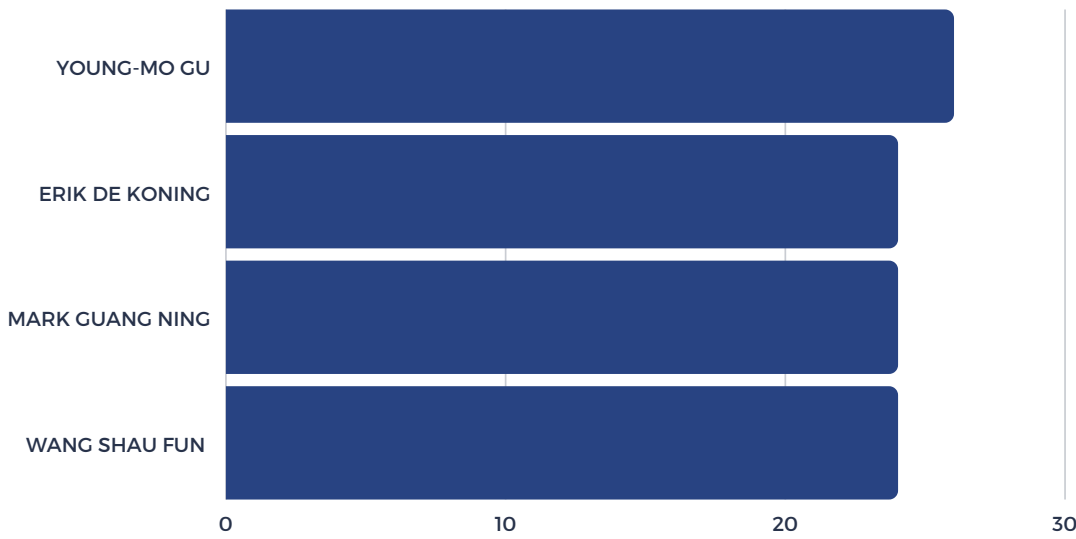
The number of Deletions of vessels for 2021 is 11.4% lower than 2020. This is due to the fact that the registry went through a clean up campaign which identified various vessels with expired provisional patents or other vessels which had to be cancelled via ex-officio due to underperforming and not complying with the National and International requirements. Whereas in 2020, the registry focused on removing vessels that were associated with sanctioned countries or suspected of illicit activities.

TONNAGE ANALYSIS

2020/2021

In December 2021, the registry closed off with a lower amount of Gross Tonnage than in 2020. This comes after the fact that the registry kept aiming at maintaining quality vessels and removing vessels that would taint the Belize Flag Reputation at the MOU's.

DEPUTY REGISTRAR PERFORMANCE



MR. YOUNG-MO GU, WAS CATEGORIZED AS THE TOP DR PERFORMER FOR IMMARBE IN REGISTRATION OF VESSELS.

PERCENTAGE OF VESSEL REGISTRATIONS PER DEPUTY REGISTRAR

15%

YOUNG-MO GU

14%

ERICK DE KONING

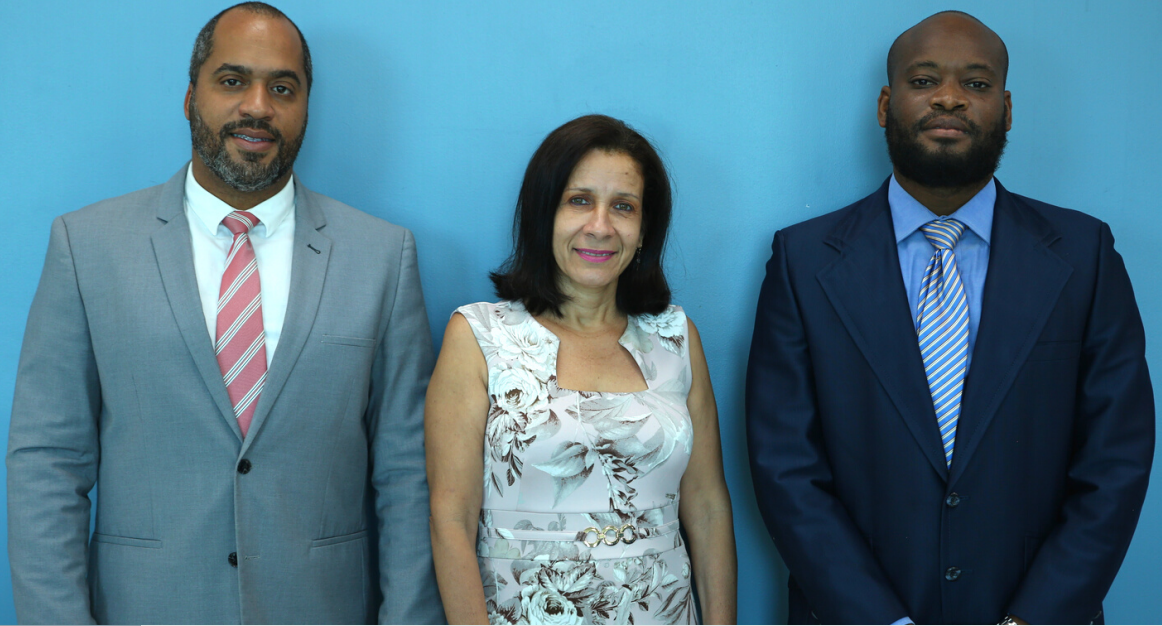
WANG SHAU FUN

8.2%

LEE DEL PAN

MARK GUANG NING





TOPICS CONSIDERED

IMPLEMENTATION

MOU PERFORMANCE

VESSELS WITH MOST DETENTIONS

RECOGNIZED ORGANIZATION(RO) PERFORMANCE

RO Audits

ISM OPERATORS PERFORMANCE

ACHIEVEMENT FOR 2021

ENFORCEMENT OF COMPLIANCE AND MONITORING

REVENUES

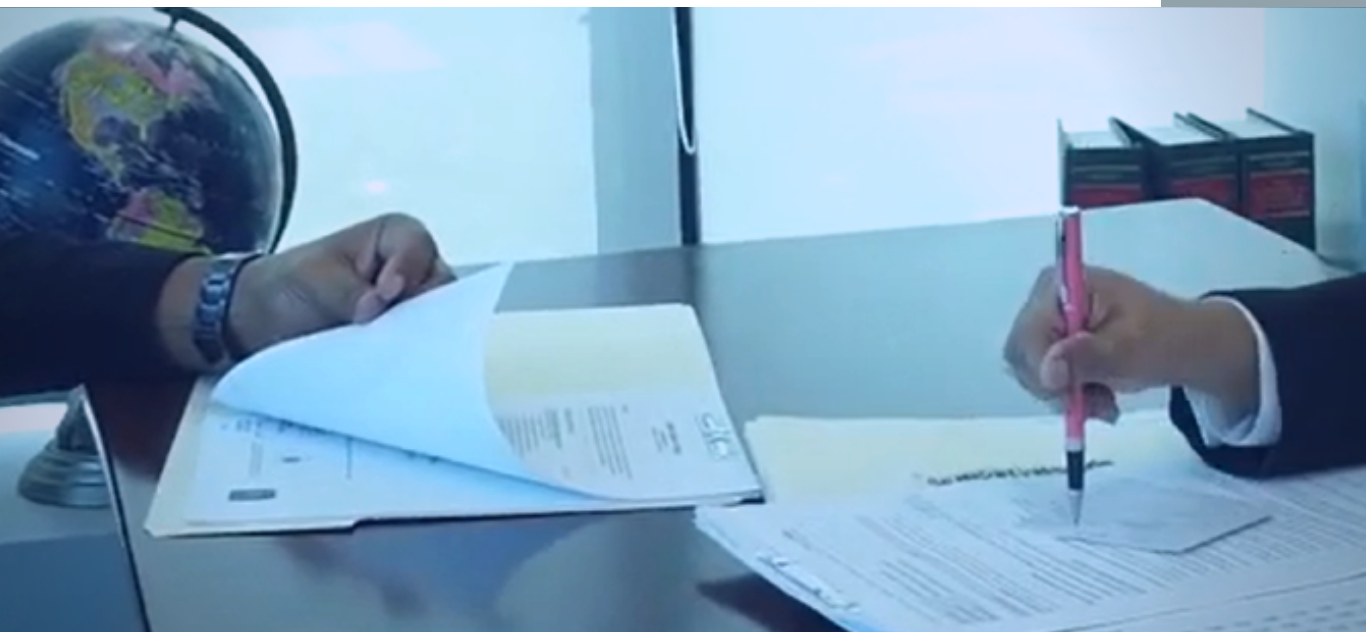
IMO AMENDMENTS ON MANDATORY INSTRUMENTS

TECHNICAL REPORT

IMPLEMENTATION

During 2021, the technical department published and implemented various Merchant Marine Notices and Circulars which provided useful information to our Maritime Stakeholders, Ship owners and Operators of Belize registered vessels. This information was also provided to individuals seeking to register their vessels under the Belize Registry.

REFERENCE NUMBER	INDEX	DATE PUBLISHED
21-001	Change of Status Requirements	May 4th 2021
21-002	Concentrated Inspection Campaign (CIC) on Stability in General	August 6th 2021



BELIZE MOU PERFORMANCE

2021 OVERVIEW OF INSPECTIONS VS DETENTIONS

In the following analysis and charts, the Technical Department demonstrate its commitment to continue the improvement in all MOU's. In short, we achieved various improvement in Paris and Tokyo MOU's and maintain a zero-detention ratio in the Indian MOU and Black Sea MOU's. In Mediterranean MOU we continue to work on an improvement.

The results are due to the proper implementation of our Self-Inspection program and Performance Improvement Plan (PIP) implemented through our Merchant Marine Notice 19-006 "Port State Control Analysis and Self Inspection Program". A new revised version is in progress with accurate information for 2022.

Also, to continue this trend, a proper re-launching of the General Safety Inspection Program is needed. This re-launching is in progress which we expect to have it fully implemented in the first trimester of 2022.

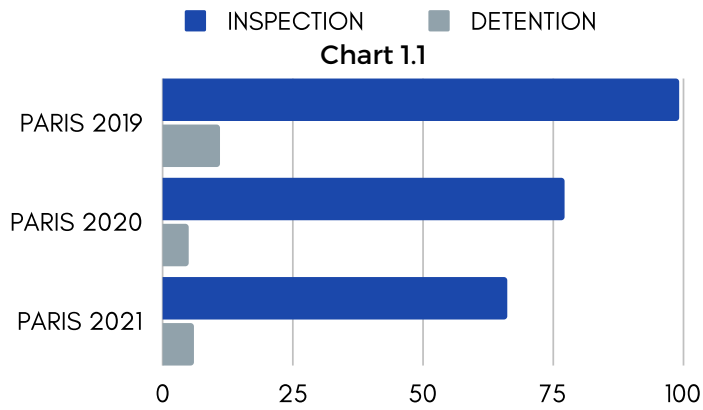


Chart 1.1 is a display of the ratio for a 3 year period. The IMMARB E Technical Department had faced several changes, but never lost its target and committed to return to the Grey List by testing and implementing several measures that contributed positively to this achievement. Notably, there are no Belize-registered ships that are currently banned from the Paris MOU.

Table 1.2 shows us the performance of IMMARB E at the Paris MOU for the last three years with ratio and Excess Factor. (2019-2021)

We achieved an important improvement in the Belize Status within the Paris MOU, which has now placed us in the GREY List with an excess factor of 0.86.

This information will be officially confirmed during the 2021 Paris MOU Annual Report to be launched in June/July 2022.

Table 1.2

Year	Inspections	Detentions	Ratio	Excess Factor
2019	99	11	11.11	0.94
2020	77	5	6.49	0.46
2021	66	6	9.09	0.68
Total	242	22	9.09	0.86

TOKYO MOU PERFORMANCE

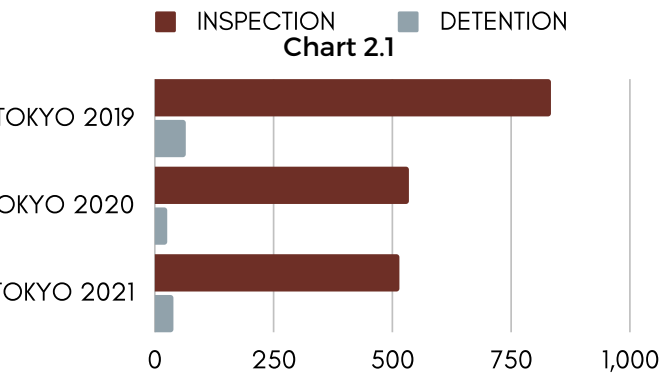


Chart 2.1 is a display of the ratio for a 3 year period. Whereby, it can be observed that the Administration was able to maintain and uphold a Grey list status. Observingly, no Belize vessels are included in the Tokyo MOU list of under-performing ships for vessels detained 3 times in the Tokyo MOU.

Table 2.2 shows us the performance percentage and excess factor of IMMARB E at the TOKYO MOU for the last three years. (2019-2021)

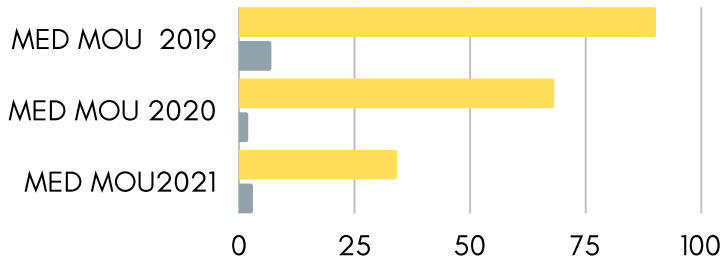
There was an improvement in the Excess Factor from 0.55 to 0.46. (Minor Excess factor means better performance).

Table 2.2

Year	Inspections	Detentions	Ratio	Excess Factor
2019	832	65	7.81	0.77
2020	533	26	4.88	0.07
2021	513	39	7.60	0.71
Total	1878	130	6.93	0.46

MEDITERRANEAN MOU PERFORMANCE

INSPECTION
DETENTION
Chart 3.1



During 2021, we did not achieve any improvement, not because of the number of detentions (3 in total, one more than 2020), it is because we drop in the number of inspections, half of the previous year raising the detention ratio as can be observed in chart 3.1

Table 3.2 shows us the performance ratio and excess factor of IMMARBEE at the MED MOU for the last three years. (2019-2021)

Table 3.2

Year	Inspections	Detentions	Ratio	Excess Factor
2019	90	7	7.78	0.58
2020	68	2	2.94	0.15
2021	34	3	8.82	0.61
Total	192	12	6.25	0.39

BLACK SEA MOU PERFORMANCE

INSPECTION
DETENTION
Chart 4.1

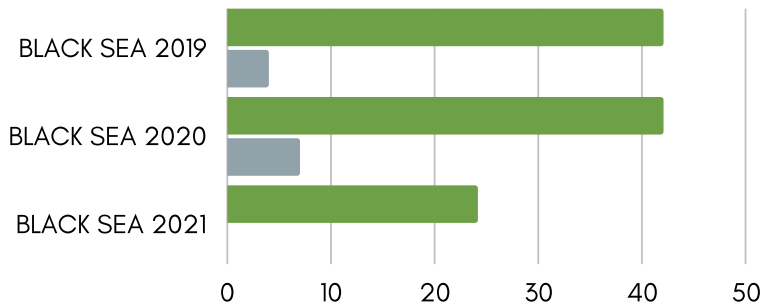


Chart 4.1 shows the performance of the Administration for 2021. Observingly, we were able to achieve a 0.00% of detention ration by not having any detention during the year.

Table 4.2 shows us the performance ratio and excess factor of IMMARBEE at the BLACK SEA MOU for the last three years. (2019-2021)

Table 4.2

Year	Inspections	Detentions	Ratio	Excess Factor
2019	42	4	9.52	0.66
2020	42	7	16.67	1.48
2021	24	0	0.00	---
Total	108	11	10.19	0.85

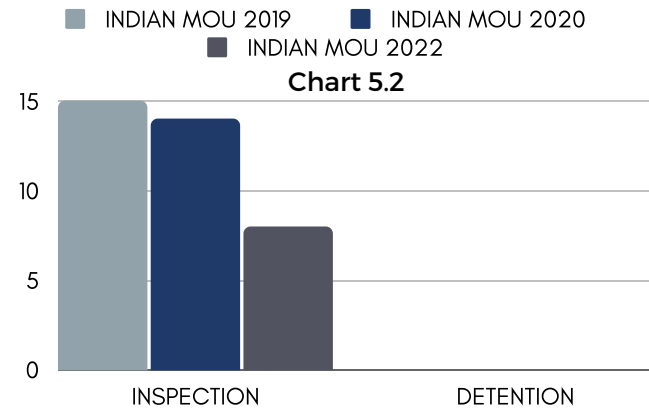
INDIAN MOU PERFORMANCE

Year	Inspections	Detentions	Ratio	Excess Factor
2019	15	0	0.00	
2020	14	0	0.00	
2021	8	0	0.00	
Total	37	0	0.00	

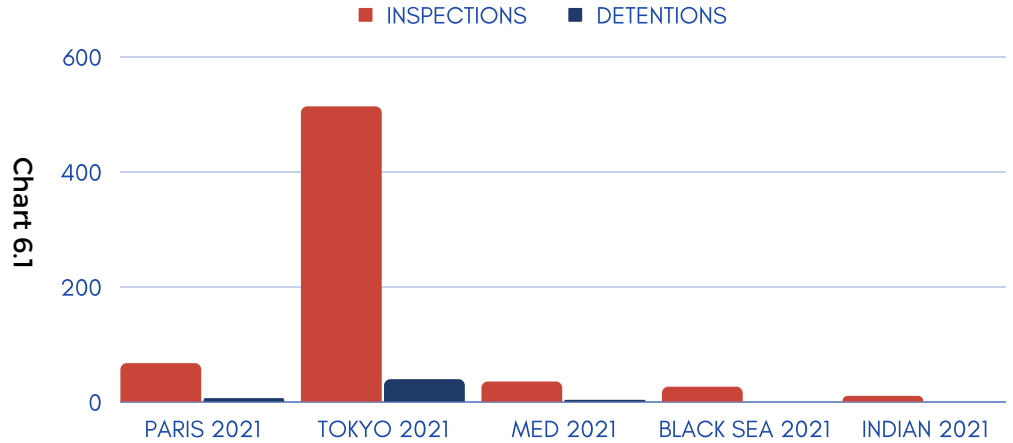
Table 5.1

Table 5.1 shows us the performance ratio and excess factor of IMMARBE at the INDIAN MOU for the last three years. (2019-2021)

For 2021, we were able to achieve a 0.00% of detention ratio for three consecutive years.



OVERALL BELIZE PERFORMANCE AT MOU'S



BELIZE PERFORMANCE AT US COAST GUARD

The Administration of Belize recorded only one detention during this year. Despite of this detention, we will be able to maintain the Belize Flag outside the USCG Targeted List.



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VESSELS WITH THE MOST DETENTIONS FOR 2021

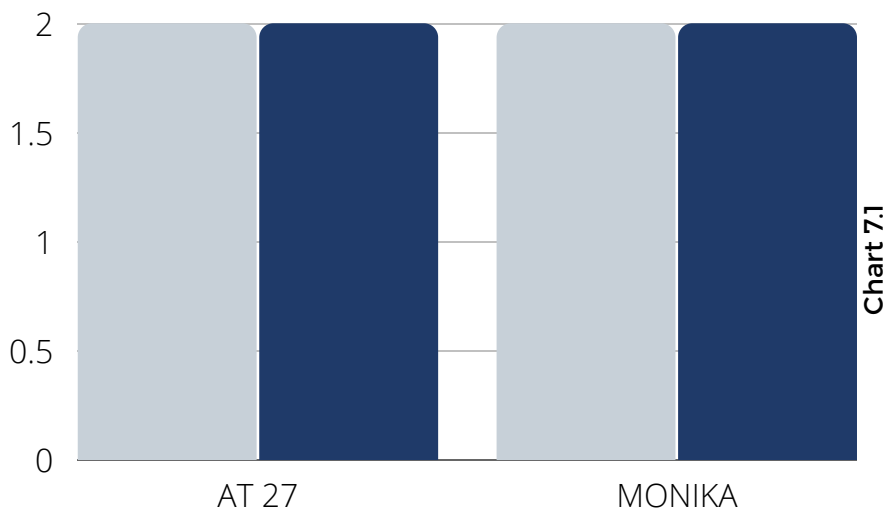


Chart 7.1

In 2020, we had 3 vessels in this category with a total of 6 detentions that were reduced to 2 vessels with a total of 4 detentions. This reduction was achieved due to the proper implementation of the Merchant Marine Notice 19-006 Port "State Control Analysis and Self Inspection Program" along with its Performance Improvement Plan (PIP).

RECOGNIZED ORGANIZATIONS (RO) PERFORMANCE

During 2021, 49 detentions (10 detentions more than 2020) were recorded against our registered vessels.

In 2020, we had a total of 6 detentions accountable to RO's and this year only 2.

Intermaritime Certification Services (ICS) and Panama Maritime Documentation Services (PMDS) were the only two RO's with detentions accountable to them.

ICS reduced by 4 in comparison with 2019 and PMDS was added to the list while OMCS was deleted.

RECOGNIZED ORGANIZATIONS AUDITS

In compliance with our Quality Policy and our Technical Department Procedure for Recognized Organization/Recognized Security Organization Audit, the following Recognized Organizations were audited;

PHOENIX REGISTER OF SHIPPING

In the initial audit, the Auditor found 4 minor non-conformities and 9 observations. It was granted until 3 March 2022 to close them. These non-conformities and observations do not affect the delegation of authority granted. Permanent authorization is to be granted upon closing.

INTERNATIONAL NAVAL SURVEY BUREAU

During the follow-up audit the Auditor found 1 minor non-conformity and 1 observation. It was granted until 7 March 2022 to close them. This non-conformity and observation do not affect the delegation of authority granted. New authorization under the RO code is to be granted upon closing.



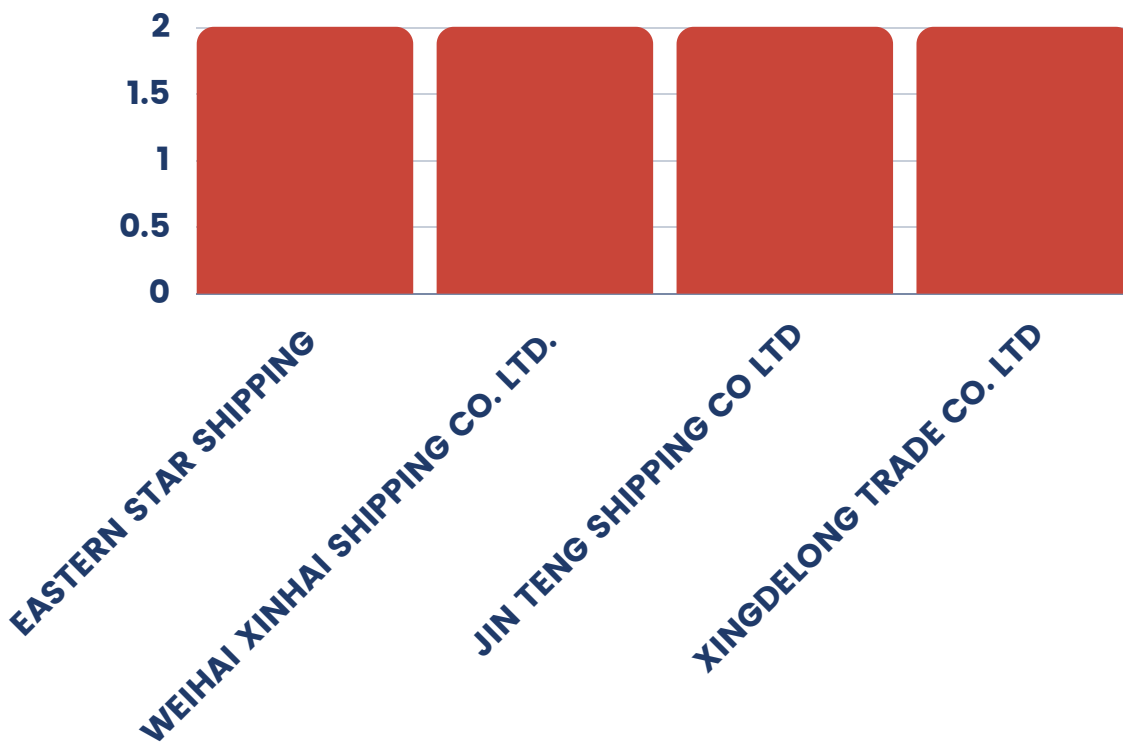
The Technical Manager and Officer in Cyprus during their audit to the RO **NovelClass**

ISM OPERATORS' PERFORMANCE

In 2020, we had 5 companies in this category with a total of 11 detentions. This 2021 we reduced to 4 companies, but with a total of 8 detentions. A reduction by 3 detentions of companies with several detentions was achieved. This achievement was due to the proper implementation of the Merchant Marine Notice 19-006 Port "State Control Analysis and Self Inspection Program" along with its Performance Improvement Plan (PIP).

DETENTION STATISTICS OF COMPANIES AND ISM OPERATORS

The following graph will provide you information of those ISM Operators or Companies found with more vessels detained.



2

Average number of detentions per company

- In view that most of the detentions are now due to the lack of implementation of the Safety Management System onboard by the Company, a step forward is to be taken in order to develop and Audit Scheme for those non-compliant companies.
- The Audit Scheme will be a proactive measure in order to assist owners/operators to improve its performance and be able to reduce the number of detentions under our flag.

ACHIEVEMENT FOR 2021

THE TECHNICAL DEPARTMENT SETTLED 6 GOALS FOR 2021:



1. **Maintain the same Detention Ratio obtained in 2020 or reduce it.**

Despite that our Detention Ratio is slightly higher in 2021 due to the limited number of PSC inspections performed during 2020 (COVID-19 Lockdown), we managed to achieve improvement (zero detention) in the Black Sea MoU, zero detention record in the Indian MoU for the fourth consecutive year and to have the desired Excess Factor in the Tokyo MoU to maintain our Grey List Status and in the Paris MoU to exit from the Black List and enter into the Grey List Status

2. **Attendance to IMO Meetings**

The following meetings were attended by the Technical Department:

- 2.1. Maritime Safety Committee 103rd Session from 5 to 14 May 2021. Remote attendance.
- 2.2. Marine Environment Protection Committee 76th Session from 10 to 17 June 2021. Remote attendance.
- 2.3. Maritime Safety Committee 104th Session from 4 to 8 October 2021. Attendance method to be confirmed.
- 2.4. Marine Environment Protection Committee 77th Session from 8 to 12 November 2021. Attendance method to be confirmed.

3. **Full implementation of the Monitoring System**

- 3.1. Enhanced surveillance and awareness in Sensitive Areas (North Korea, Famagusta, Crimea Peninsula, etc.).
- 3.2. Reduction on non-reporting ships through the LRIT.

4. **Resume Recognized Organization Audits**

In compliance with our Quality Objectives, two Recognized Organizations/Recognized Security Organizations were audited. Phoenix Register of Shipping and International Naval Survey Bureau.

5. **Reestablish the General Safety Inspection Program**

This goal was not achieved due to shortage of personnel but will roll over to 2022 goal.

6. **Update the IMO Global Integrated Shipping Information System (GISIS)**

Still in progress.



ENFORCEMENT OF COMPLIANCE AND MONITORING

Since the Administration resumed the full control of our National LRIT Data Center on July 23rd, 2020, as part of our strategy to have a better control on our fleet, we managed to:

No. 01 – Confirm full compliance



The Belize Administration can confirm full compliance with SOLAS Regulation V/19-1 by having all our registered vessels of 300 GT and above engaged on international voyage properly reporting through the LRIT System. The existing Belize registered vessels under this requirement is 359.

Since we are having the full control, we have managed to reduce to 23% the number of non-reporting vessels and the effort continue until this will be cleaned. In 2020, we had 58% of non-reporting ships.

No. 02 – Monitor and Screen the Belize Registered Vessels



We monitoring the vessels operating within sensitive areas like Yellow Sea (area where ship to ship transfer with North Korea occurs), Persian Gulf (area where ship to ship transfer with Iran occurs), Syria and Venezuela (Currently sanctioned by the United State), Famagusta, Sevastopol City and Crimea Peninsula (Ports closed for international trade).

During 2021, we had screened 124 vessels operating within these sensitive areas and track for a period of one month 35 vessels while operating nearby these areas. This was achieved by using LRIT Platform.

No. 03 – Priority SDG

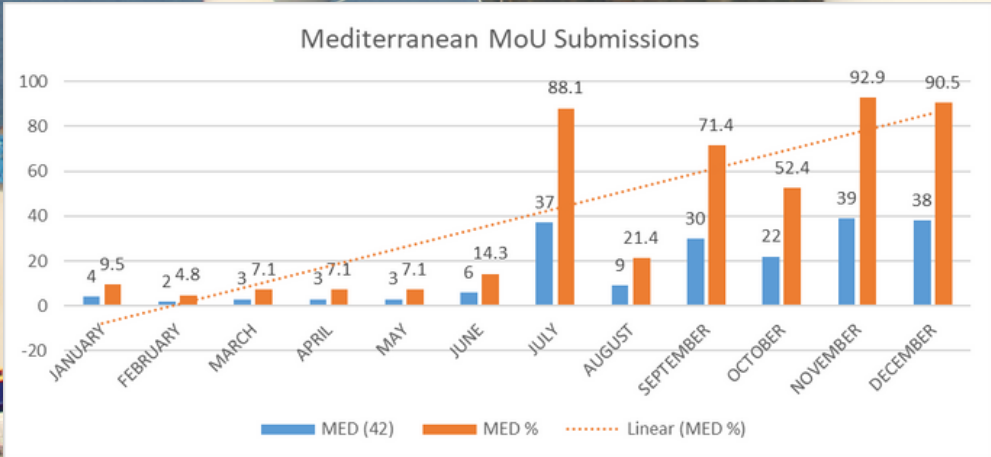
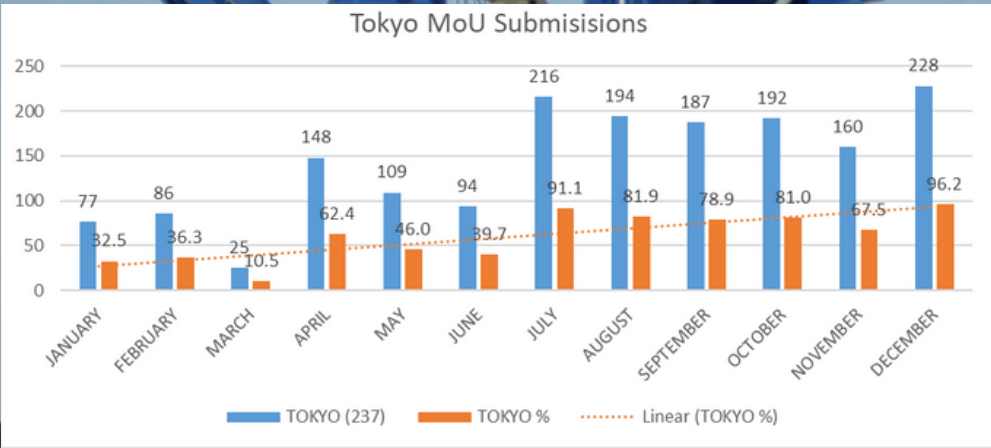
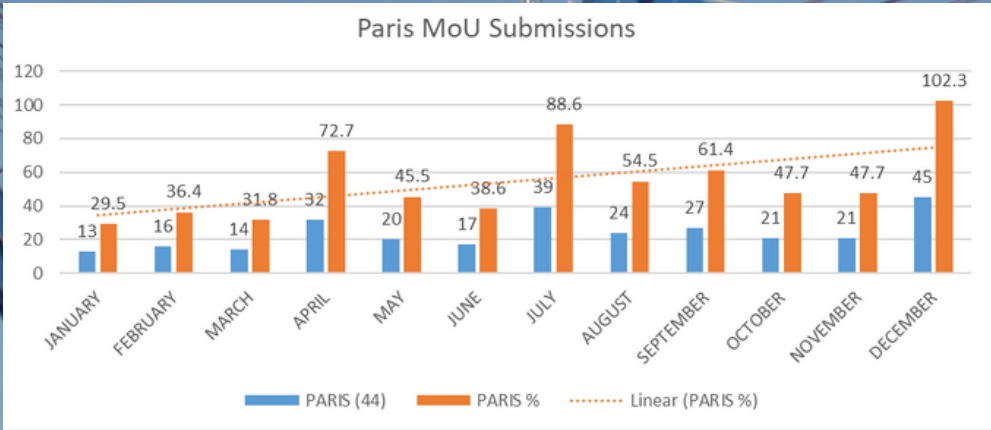


One of the duties for the Monitoring Officer is to ensure that our fleet is in compliance with our Self-Inspection Program with the intention to reduce the number of detentions specially in the two major MoU's (Paris and Tokyo) and analyze each submission (Self-Inspection Checklist, SEA and Photo Report).

Due to the continue follow up and reminders, we managed to end the year with a percentage above the 90% of submissions of the Self-Inspection Checklist, SEA and Photo Report.

The next step for 2022 will be the increasing of our monitoring by including those vessels entering/exiting high risk areas (areas known to have piracy activities).

THE TREND OF SUBMISSION DURING 2021 AS FOLLOWS:



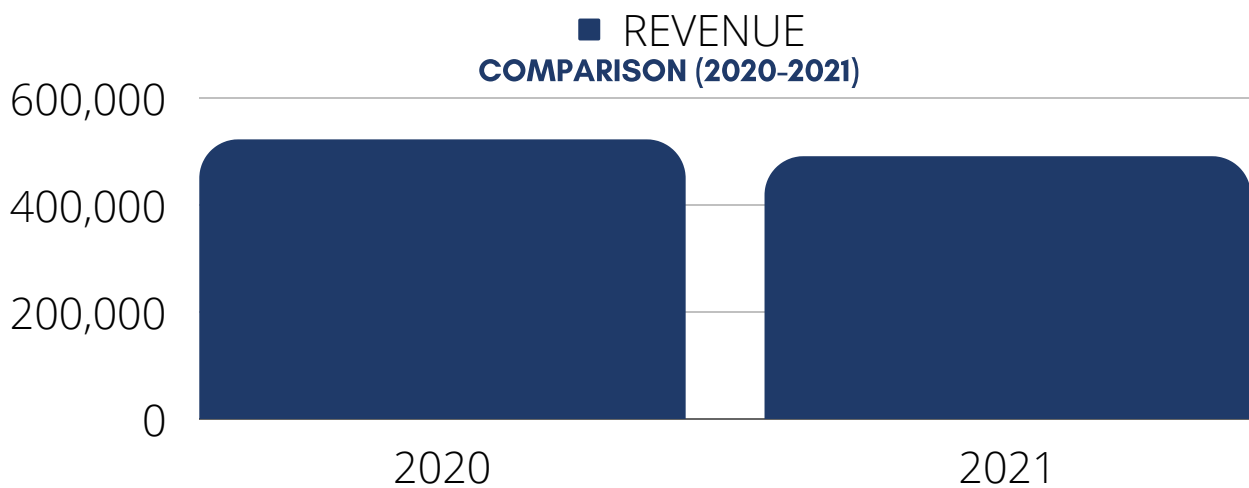
REVENUES

FINANCIAL STANDING FOR 2021

PAYMENTS FROM RECOGNIZED ORGANIZATIONS	US \$375,585.50
PAYMENTS RELATED TO TECHNICAL CERTIFICATES	US \$114,443.50
PENALTY FINES FOR 2021	US \$131,000.00
TOTAL REVENUE FOR 2021	USD \$621,029.00

During 2021, the Technical Department through its services managed to generate a total of USD 490,029.00. Although in 2020, we managed to generate a total of USD 521,540.48. Nevertheless, the reduction was faced due to the transfer of the Minimum Safe Manning Certificate and Dispensation Letters services to the Seafarers Department. However, our intention to cover this reduction is by implementing a fee on Statutory Plan and Manual approvals, but due to the current situation with the COVID-19 pandemic, we do not consider the right moment to implement this because the industry is facing a financial uncertainty and any improper action during this period may lead to the reduction on new registrations.

In addition to the USD 490,029.00 generated in Technical Services, we also recommended the fine of 19 vessels due to non-compliances. These fines generated a total of USD 131,000.00. With these figures, the Technical Department generated to the Government of Belize during 2021 the total amount of USD 621,029.00.



IMO AMENDMENTS ON MANDATORY INSTRUMENTS

CONVENTION OR CODE	AMENDMENT	DATE OF ENTRY INTO FORCE
MARPOL	To MARPOL Annex VI on Sulphur content definition and sampling.	1 April 2022 Adopted by MEPC 75
BWM	To BWM Convention concerning commissioning testing of ballast water management systems and the form of the International Ballast Water Management Certificate	1 June 2022 Adopted by MEPC 75
IMDG	To the IMDG Code related to segregation requirements for alcoholates; segregation in relation to liquid organic substances; classification and transport of carbon, following incidents involving the spontaneous ignition of charcoal; classification of UN portable tanks for multimodal transport; and provisions for labels.	1 June 2022 Adopted by MSC 102
MARPOL	Entry into force of Revised MARPOL Annex VI - including carbon intensity measures (requirements for ships to calculate their Energy Efficiency Existing Ship Index (EEXI) following technical means to improve their emergency efficiency and to establish their annual operational carbon intensity indicator (CII) and CII rating)	1 November 2022 Adopted by MEPC 76
MARPOL	To MARPOL Annex I (addition of a new regulation 43A) to introduce a prohibition on the use and carriage for use as fuel of heavy fuel oil (HFO) by ships in Arctic waters on and after 1 July 2024.	1 November 2022 Adopted by MEPC 76
MARPOL	To MARPOL Annexes I and IV concerning the exemption of UNSP barges from survey and certification requirements.	1 November 2022 Adopted by MEPC 76
MARPOL	Entry into effect of carbon intensity measures including CII. On or before the effective date, the Ship Energy Efficiency Management Plan (SEEMP) shall include methodology for calculating the ship's attained annual operational CII and the required annual operational CII.	1 January 2023

CONVENTION OR CODE	AMENDMENT	DATE OF ENTRY INTO FORCE
STCW	<p>To STCW adding the definition of “high-voltage” in Regulation I/1.</p> <p>To Section A-I/1 of the STCW Code including the capacity “electro-technical officer” in the definition of “operational level”, as a consequential amendment to the introduction of this capacity as part of the 2010 Manila Amendments.</p>	<p>1 January 2023 Adopted by MSC 103</p>
ESP	<p>To the ESP Code relating to thickness measurements at the first renewal survey of double hull oil tanker.</p>	<p>1 January 2023 Adopted by MSC 103</p>
AFS	<p>To AFS Convention to include controls on the biocide cybutryne. Ships shall not apply or re-apply anti-fouling systems containing this substance from the effective date. Ships shall remove or apply a coating to AFS with this substance at the next scheduled renewal of the anti-fouling system after the effective date, but no later than 60 months following the last application to the ship of an anti-fouling system containing cybutryne.</p>	<p>1 January 2023 Adopted by MEPC 76</p>
SOLAS	<p>To the appendix to the annex to the 1974 SOLAS concerning the addition of a footnote to Forms C, E and P in the Records of Equipment</p>	<p>1 January 2024 Adopted by MSC 101</p>
FSS	<p>To chapter 15 of the International Code for Fire Safety Systems, relating to inert gas system</p>	<p>1 January 2024 Adopted by MSC 101</p>
IGF	<p>To parts A and A-1 of the IGF Code, including those relating to regulations of loading limit for liquefied gas fuel tanks, regulations for fuel distribution outside of machinery space, regulations for internal combustion engines of piston type and fire protection for fuel storage hold space; and amendments relating to the protection of the fuel supply for liquefied gas fuel tanks, aimed at preventing explosions.</p>	<p>1 November 2022 Adopted by MEPC 76</p>
IGC	<p>Related to welding procedures tests for cargo tanks and process pressure vessels.</p>	<p>1 January 2023 Adopted by MSC 102</p>

CONVENTION OR CODE	AMENDMENT	DATE OF ENTRY INTO FORCE
SOLAS	New SOLAS regulation II-1/25-1, requiring water level detectors on multiple hold cargo ships other than bulk carriers and tankers	1 January 2024 Adopted by MSC 103
SOLAS / LSA	To SOLAS regulation III/33 and the LSA Code, aiming to remove the applicability of the requirements to launch free-fall lifeboats to test their strength with the ship making headway at speeds up to 5 knots in calm water on cargo ships of 20,000 GT and above.	1 January 2024 Adopted by MSC 103
FFS	To Chapter 9 of the FFS Code, relating to fault isolation requirements for individually identifiable fire detector systems installed, in lieu of section identifiable fire detector systems on cargo ships and passenger ship cabin balconies; and clarifying the acceptability of less complex and costly section identifiable fault isolation for individually identifiable fire detector system on cabin balconies; and clarifying the acceptability of less complex and costly section identifiable fault isolation for individually identifiable fire detector systems.	1 January 2024 Adopted by MSC 103
SOLAS	To the appendix to the annex to the 1974 SOLAS concerning the addition of a footnote to Forms C, E and P in the Records of Equipment	1 January 2024 Adopted by MSC 101
FSS	To chapter 15 of the International Code for Fire Safety Systems, relating to inert gas system	1 January 2024 Adopted by MSC 101
ILLC	A minor amendment to Chapter II (Conditions of assignment of freeboard), as well as amendments to chapter III (Freeboards) of annex I (Regulations for determining load lines) of Annex B to the 1988 Load Lines Protocol, concerning watertight doors on cargo ships, and associated amendments concerning watertight doors on cargo ships to chapter 2 (Ship survival capability and location of cargo tanks) of the IGC Code.	1 January 2024 Adopted by MSC 104
MARPOL	To MARPOL Annex I (addition of a new regulation 43A) to introduce a prohibition on the use and carriage for use as fuel of heavy fuel oil (HFO) by ships in Arctic waters on and after the effective date.	1 July 2024 Adopted by MEPC 76



TOPICS CONSIDERED

OFFICER ENDORSEMENTS

**SEAFARER CERTIFICATES BY DESIGNATED
OFFICES**

PERFORMANCE OVERVIEW

REVENUE

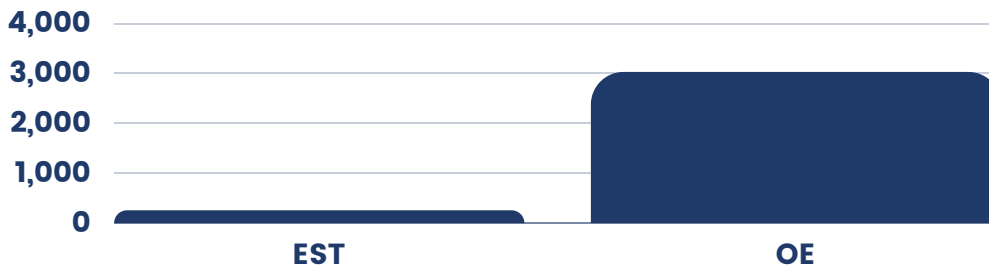
**SEAFARERS DAY AND WORLD
MARTIME DAY**

SEAFARERS REPORT

OFFICER ENDORSEMENTS

By 2021, a total of 3,354 applications were processed by the IMMARBE Administration. Observingly, there was an increase IN 2021 as opposed to the amount processed in the previous years. Where, we were producing 2208 Applications. This increase demonstrates the functionality and compliant operations of Belize registered vessels.

2021 CERTIFICATES ISSUED



ENDORSED SPECIALIZED TRAINING

240

OFFICER ENDORSEMENT

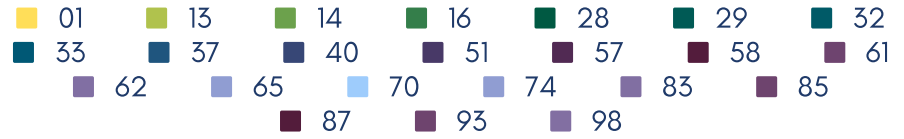
3014

Looking back at the applications processed in 2020, it can be directly linked to the fact that we were so negatively affected by the Covid-19 Pandemic. The closure of Ports all around the world caused major disruptions in the maritime operations which saw crew members unable to be repatriated from off the ships. For the year 2020, almost 120 vessels had if not all crew, or significant portions of their crew that we were unable to be repatriated.

As the world is slowly removing the Covid restrictions that were imposed by the Countries worldwide, the number of these vessels that continues having some crew members on board has been going down. As we slowly start seeing "normal days" in some regions, an increase in applications processed have been foreseen for the upcoming year, 2022.



SEAFARER CERTIFICATES BY DR OFFICE



DR 61

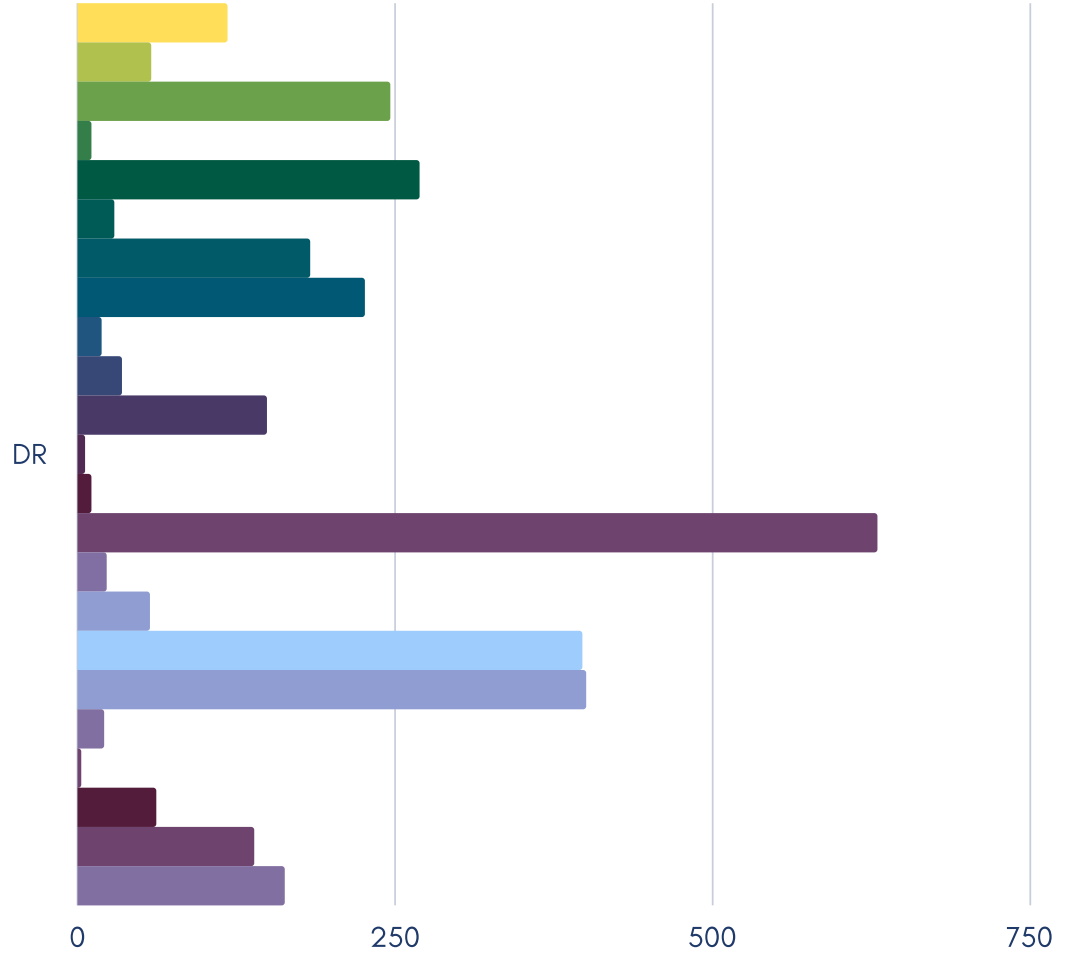
The Deputy Registrar with the highest level of performance. This office was able to make 629 applications.

DR 85

The Deputy Registrar with the lowest level of performance. This office only made 3 applications.

DR 01

DR 01 or head office produced 118 applications



PERFORMANCE OVERVIEW



1. APPLICATIONS ACTIVITY BY DEPUTY REGISTRARS OF BELIZE

The Deputy Registrar with the highest level of performance was the DR 61. This office was able to make 629 applications which is an increase from the previous year which saw them producing 422 applications for the year 2020. Office 33 had 226 applications placed which is an increase from 190 applications placed in 2020.

2. HEAD OFFICE PERFORMANCE OVERVIEW

Head Office produced 118 applications. The number drastically decreased due to the fact that we requested walk in-clients to contact Deputy Registrars in their area for seafarers' services. In this way, the Deputy Registrars can further assist them in providing relevant documents necessary for the services and also accommodate the client to receive a better rate for the services they are seeking.

3. EFFICIENCY RATE

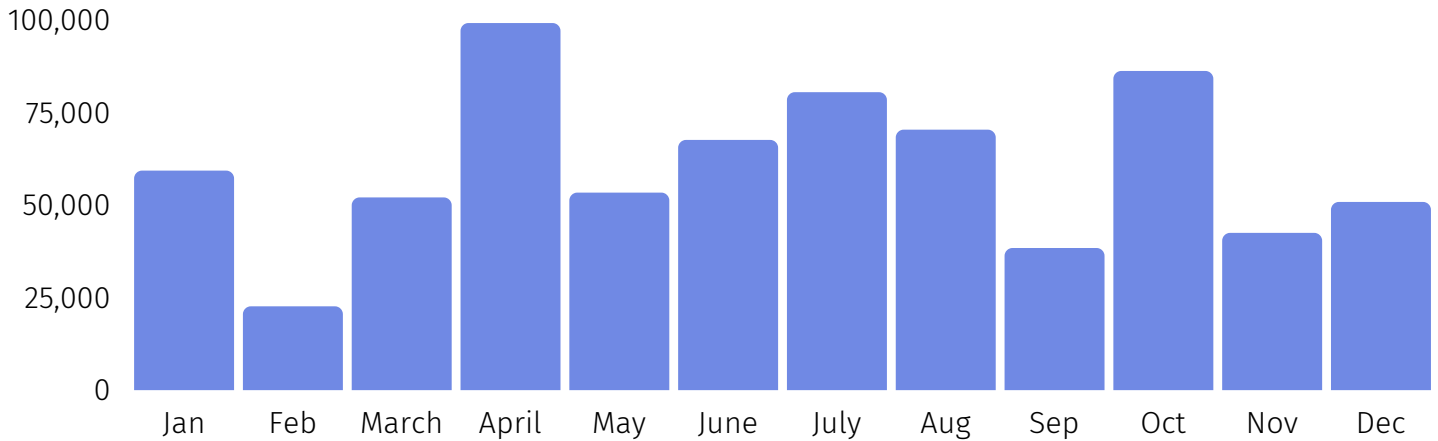
Our efficiency rate was quite on par for this year as we saw the only times, we needed to make extensions on certificate was due to the inability to confirm documentation or the lack of documentation submitted. The system still operates very well, and we are still on the verge of making it better.

REVENUES

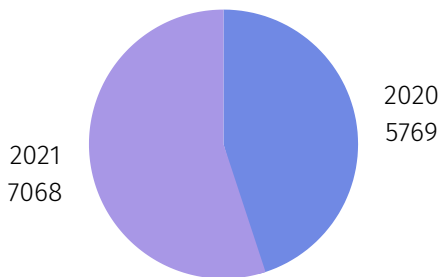
FINANCIAL STANDING FOR 2021

TOTAL REVENUE FOR 2021

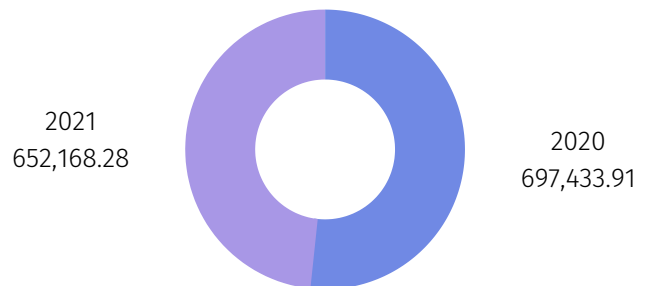
USD \$652,168.28



COMPARISON (2020-2021)



Total Certificates



Revenue

SUMMARY

Based on the data displayed, the totals that were generated in 2021 and in comparison, with the previous year, we can see that the total number of endorsements applied for has increased. We went from 2547 in 2020 respectively to 3241 applications in 2021. This is very significant because we were able to even exceed the pre pandemic numbers as we worked on increasing our efficiency. There was a 18% increase in total certificates processed as we also an increase in the total number of certificates processed.

This number for 2021 was 7068. There was a significant increase in the Marine Technician Booklets processed. This is mainly due to the increase in activity at our Dubai office. This also caused an offset in the total amount of certificates processed. Which has increased greatly over the past year.

SEAFARERS DAY AND WORLD MARITIME DAY 2021

In the wake of the COVID-19 pandemic, seafarers found themselves both on the front line of the global response and subject to difficult working conditions surrounding uncertainties and difficulties around port access, re-supply, crew changeovers, repatriation, etc.

The 2021 Day of the Seafarer campaign will continue to encourage governments to support seafarers amid the pandemic but will expand its message, calling for a fair future for seafarers. The campaign will discuss issues that will still be relevant to seafarers after the pandemic, such as fair treatment of seafarers, fair working conditions (in line with ILO's Maritime Labour Convention), fair training, fair safety, etc.



"2021 CAMPAIGN - FAIR FUTURE FOR SEAFARERS"



The World Maritime Theme for 2021, **"Seafarers: at the core of shipping's future"** seeks to increase the visibility of seafarers by drawing attention to the invaluable role they play now and will continue to play in the future.

For World Maritime Day on 30 September, IMMARBE displayed their commitment to seafarers by illuminating the Keystone Building, where the IMMARBE head office is allocated in the color blue in honor of the world's seafarers. Additionally, the Maritime Stakeholders of Belize held an informative live session, where they informed students and other public viewers about the maritime industry and most importantly the vital role of a seafarer.



INTERNATIONAL MERCHANT MARINE REGISTRY OF BELIZE

WORLD MARITIME DAY 2021

SEAFARERS: AT THE CORE OF SHIPPING'S FUTURE



QUALITY AND CUSTOMER SURVEY REPORT

IMMARBE has developed and implemented a quality management system in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and to improve the overall management of the company.

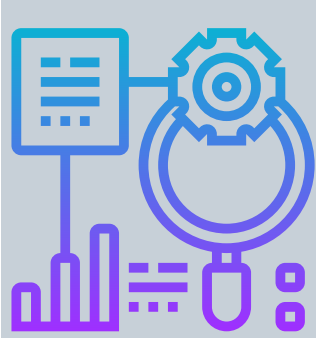
The quality management system of IMMARBE meets the requirements of the international standard ISO 9001:2015. This system defines the Quality Management System as it applies to the services provided by IMMARBE.

Customer satisfaction surveys aim at overcoming the challenges faced by businesses in their attempt to achieve high levels of customer satisfaction. It provides a concrete mechanism to collect the perception and expectation of customers regarding the services, its delivery and the company as a whole; and can provide organizations with areas to focus their energy and efforts on. Despite of being a government entity IMMARBE is customer oriented, hence it is important to get feedback from the business most valuable maritime stakeholders, the customers.



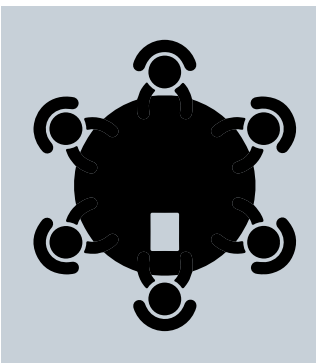
QUALITY MANAGEMENT SYSTEM OVERVIEW

To ensure quality standards are being kept by IMMARBE's employees, 1 Internal Audit was conducted in 2021 whereby all departments were audited. The first audit was conducted in July, where the entire QMS was duly audited. Minor non-conformities were found. As result of the non-conformities Changes were duly made to procedures, policies, checklists and forms to improve the quality of our services.



EXTERNAL SURVEILLANCE AUDIT

IMMARBE's recertification audit was conducted in August 2021, by GCL International to ensure IMMARBE's continued compliance with the ISO standard through its policies and processes. The auditor looked for evidence that the quality system is being maintained in its entirety and improved and corrected as needed. Minor non-conformities were found and addressed. IMMARBE was successfully recertified and kept its status as an ISO 9001:2015 Certified company having an efficient and effective Quality Management System.



MANAGEMENT MEETING REVIEW

There was 1 Management Review Meetings conducted in 2021 in which IMMARBE's management reviewed the performances of each departments and assessed the opportunities for improvement and the need for changes to the QMS. In the Management Review Meeting conducted on February 12th 2021, Heads of Department presented their Annual review of 2020 and goals for 2021. The meeting commenced at 9:15am and was centered around reflecting on the past goals, and how the pandemic affected the achievement of those goals. The quality objectives were reviewed and discussed, all department were meeting quality objectives; however, goals were hampered by COVID 19 due to funds restrictions from GOB. The 2020 Customer Satisfaction Survey was thoroughly discussed, and proposed actions were formulated to deal with customers concerns and queries. Discussion on the updating IMMARBE's website and acquiring a registry MIS continued.



IMMARBE'S DIGITALIZATION AND CENTRALIZED EMAILS

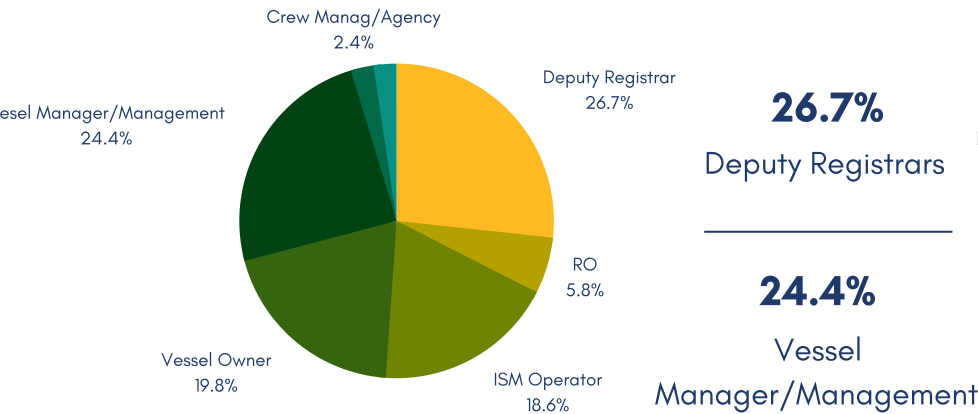
Using technology and processes to bring records into the digital age is a benefit to employees and clients. Employees become more productive and improves business processes; improving customer satisfaction with faster service and modernizing records with digitization complements other technology efforts at the organization. DocuWare is a web-based document management system that allows Workforce Solutions staff to transmit, share, store, and retrieve documents such as financial aid applications, eligibility documents, and tracking paperwork. IMMARBE consulted with the Director General whom fully supported the Digitalization, and requested that it be done in a timely and practical manner. As a result, a Vessel file digitization Action Plan was duly developed, employees were given a familiarization training and interns were procured to assist in lieu of temporary staff.

During 2021, managers also discussed the possibility of centralized email for each departments services to ensure all services are attended to even if an employee absent. In October, under the directive from the office of the SDR, IMMARBE's registration department successfully initiated the centralized email for their services. Due to the success of this new venture and the efficiency of services provided, the Seafarers and Technical departments were also summoned to have a centralized email, which was successfully implemented in November of 2021.

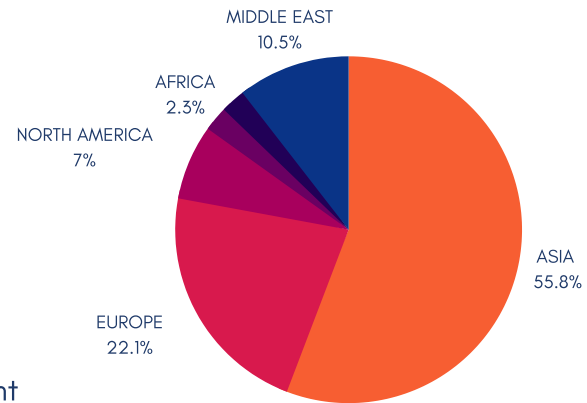
CUSTOMER FEEDBACK SURVEY

On October 19, 2021, a customer satisfaction survey was sent to IMMARBE's customers via email. Emails of customers were gathered from the various departments at IMMARBE, namely: Registration, Technical, Seafarers and administration. Based on information gathered from the departments, IMMARBE's main customers contacted are categorized as follows: Shipping Agents, ISM operators, Deputy Registrars, Recognized organizations, and Individual Clients (see contact points list in the Quality Manual). In an effort to increase the sample size the survey was resent to all interested parties on October 25th. The survey was closed October 30th, 2021.

ORGANIZATIONAL POSITIONS OF RESPONDENTS



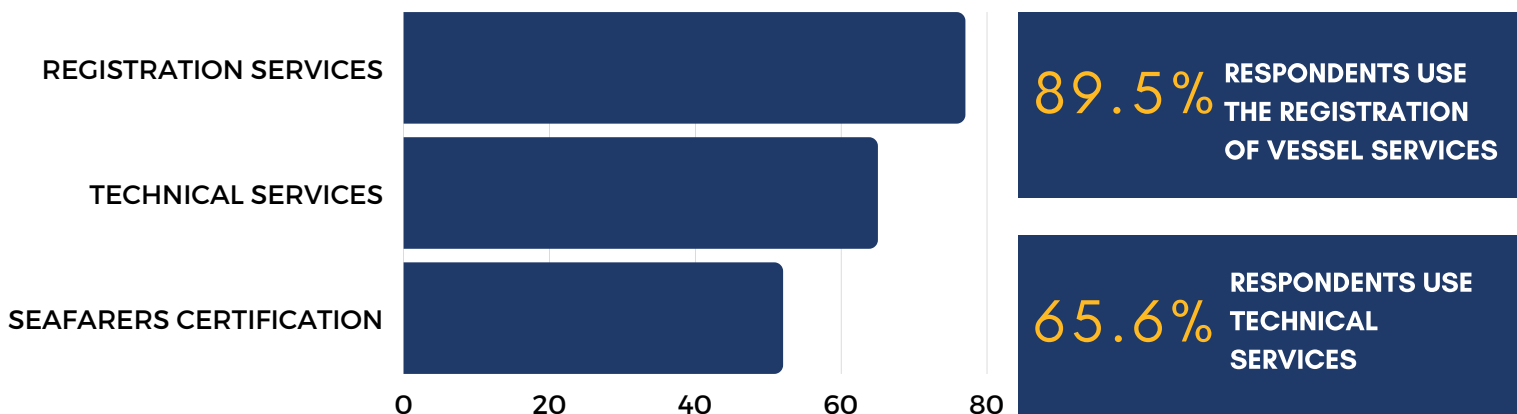
REGION(S) OF OPERATION



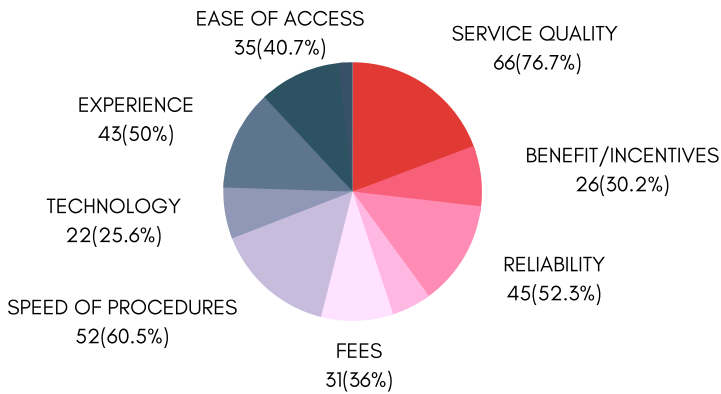
IMMARBE's customer satisfaction survey had a completion rate of 17.2%, this is a 12% increase when compared to 2020 completion rate (4.9%). The following are the results from the 86 respondents.

Most respondents use more than one of the services that IMMARBE provides. Majority of the respondents use the registration of vessels services (89.5%), followed by the Technical services (65.6%) then the Seafarers services (52%). We are a vessel registration business therefore the initial point of contact for most clients is the registration department. After a vessel is registered with IMMARBE, the technical department (our compliance arm) ensures the vessel has all required statutory and technical certificates to conduct business while being compliant with all relative conventions. Currently IMMARBE does not issue Certificate of Competence (COC) for seafarers, we only endorse COCs', therefore, as seen in the figure above not as many clients use seafarers' services as they would registration and technical services.

Types of Service Feedback

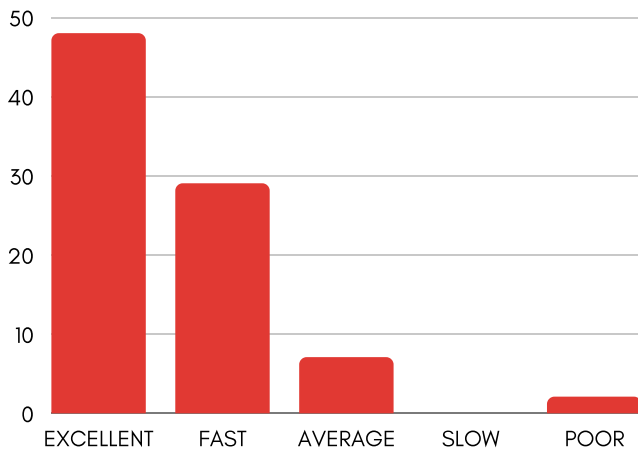


A SUMMARY OF OUR CUSTOMER SURVEY RESULTS



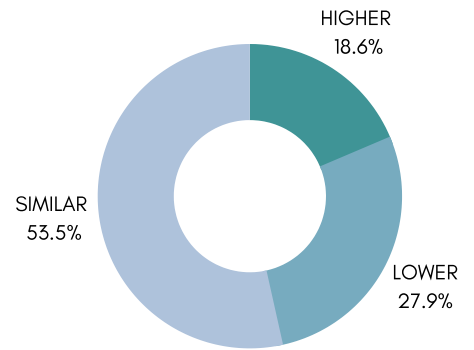
WHY THEY CHOOSE IMMARBE

As can be observed, most customers (76.7%) noted that the main reason they chose IMMARBE over other Registries was due to the service quality provided.



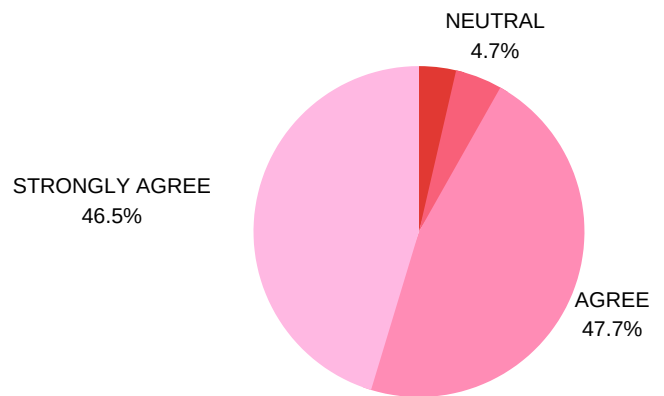
IMMARBE'S RESPONSE TIME

Most customers answered that the time response of IMMARBE is excellent (55.8%), while another 33.7% of respondents believe the time response is fast, a meager 8.1% of respondents rate the time response of IMMARBE as average and a scanty 2.3% of respondent feel that the response time is very slow. Overall, most believe the time response is fast, thus, the 24hours policy of answering customers is being met.



IMMARBE'S FEES

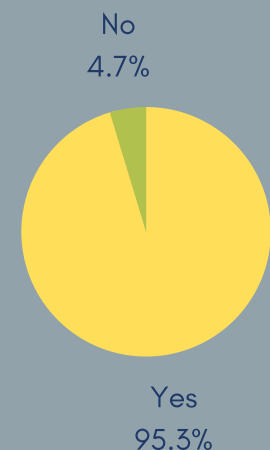
Most respondents expressed that IMMARBE's price is similar to that of other international shipping registry. It is evident that IMMARBE has competitive price in the ship registration market, however some may feel that the prices are higher due to some Designated offices giving higher prices for the services rendered when compared to other Designated offices.



IMMARBE'S PROFESSIONALISM

The feedback of the survey do reflect that the staff of IMMARBE are Professional, about the work they do. 46.5% of respondents strongly agree to this, while 47.7% agree, while a small percentage (4.7%) respondent have neither a positive response nor a negative response and a meager 3.7% strongly disagree.

Almost all respondents (95.3%) when asked if they would recommend IMMARBE to another ship owner/Management company, said YES, they would. This shows that overall customers are satisfied with the quality of service provided by IMMARBE.



"Please keep giving us that 5 stars services. Not complain." - Customer

"I think that services provided by IMMARBE are in a high grade standards."-Customer

"Satisfied for your services." - Customer

ADMINISTRATOR HIGHLIGHTS

During the COVID-19 pandemic, employees had time to reflect on their personal growth and development. Two managers, Eng. Simon and Mr. Staine decided to further their personal development by enrolling for a master's degree program. At the end of 2021, both managers successfully completed their master's degree in two respective fields. We also had Mrs. Garel and Ms. Bautista completed the course of Maritime Codes & Convention from Lloyds Maritime Academy.

As IMMARBE continues moving with technological development, in late 2021 a human resource management system was launched, Orange HRM which is online HR software tool, that manages the company's most important asset-human resource.



Mr. Edmond Staine

The Seafarers Manager of IMMARBE, independently achieved a Masters Degree in Project Management from Universidad para la Cooperacion Internacional.

Mr. Eduardo Simon
Technical Manager of IMMARBE
independently achieved a Masters Degree
Master in Business Management and
Administration from Cerem International
Business School.



Mrs. Annette Garel and Ms. Lenora Bautista

Our Senior Deputy Registrar and our Senior Registration Officer successfully completed the Maritime Codes & convention training from Lloyds Maritime Academy.



The staff receiving their vaccines.



Our Senior Deputy Registrar attending the Belize investment Summit

2021 EVENTS



Ms. Vanessa Gomez receiving employee of the year award.




Our Senior Deputy Registrar and Compliance manager issuing a token of appreciation to the interns.





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