

Annual Report 2020



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A message from the Senior Deputy Registrar of IMMARBE



Mrs. Annette Garel

The Annual Report is to share the Flag State’s achievements for the year of 2020 and provide crucial information and analysis to the Prime Minister of Belize, the Financial Secretary, and the Registrar of Merchant Ships of Belize. Also, appointed Deputy Registrars situated worldwide for sound decision making and investment in Belize’s International Ship Register.

During 2020, IMMARBE faced unprecedented hurdles as the Covid-19 global pandemic had a profound effect on the maritime industry. As an International Flag State, IMMARBE ensured that its fleet of commercial ships maintain an uninterrupted flow in its crucial role in the supply chain of goods worldwide. The IMO was instrumental in providing guidance through various Circulars and designating seafarers as “key” personnel allowing the hardships encountered to lessen and be resolved for stranded crew worldwide. Though they were experiencing first and second waves of infections in their respective country, our Deputy Registrars were committed to the functions of the Registry continued in their role as front line ambassadors for Belize’s International Ship Register. This collective effort allowed us to retain a strong hold of our business and its operations, whilst ensuring our clients were serviced promptly and effectively with consideration and compassion in these most unprecedented times.

The revenues collected during the past year 2020 remained constant as compared to the previous year when there was no global pandemic. This continued the trajectory of growth in revenue and meet its mission of “Striving for excellence in Ship Registration so as to attain international acclaim as an international ship’s register”.

Special Thanks to all Owners, Managers, Crew, all Deputy Registrars worldwide as well as our committed team of Managers and staff in Belize City and our Technical Manager in Malaga Spain, for their continued dedication and commitment to IMMARBE as we express our continued solidarity with the international shipping sector and seafarers during 2021.

Navigating through a Global Pandemic as a Team

IMMARBE, as an Open Ship Registry, commenced operations in 1991 and celebrated its 29th year of operations during 2020 without much fanfare due to factors outside of its control. It also marked its seventh year under the management of the Government of Belize since June 13, 2013.



In 2020 the Belize Registry faced the challenges brought upon by the Global Covid-19 pandemic. To cope with the occurrence and continue our services, which are essential to our Maritime clients and to the economy, the Registry's Senior Management and staff implemented restrictive safety protocols and adapted to working remotely.



To recap, during the first week in January, IMMARBE in coordination with the US State Department, attended a workshop at the Radisson Fort George Hotel with key personnel from its main office along with the International Financial Services Commission and the International High Seas Fisheries Unit. After the training, the U.S. State Department issued an invitation to IMMARBE for another meeting in Washington, D.C. and in London, UK. Whereby, the Senior Deputy Registrar along with the Senior Registration Officer, attended the US State department meeting at Washington and the Administrator of IMMARBE attended the other meeting in London. During the months of April to June, the IMMARBE team at home

and abroad rose through the challenges faced by different companies due to the Global Pandemic. This was possible by conducting virtual team meetings. Online meetings were the order of the day and were found enjoyable and provided a bit of a relief to be able to see and adhere to the worldwide safety health concerns whilst in the safe comfort of our homes. At this most crucial time, communication was key to address all designated offices queries and the need to coordinate the services effectively. As a result of working remotely, employees were also able to work flexible hours, catering for our Asian customers by having real time communication with them. This improved our customer satisfaction and the efficiency of our services in Belize. The different departments at IMMARBE established and enforced various contingency measures in lieu of the COVID-19 Pandemic challenges upon the shipping industry.

Responding to the Global Crisis by Department



The Registration Department

As the core department within the Register, the Registration Department headed by our Senior Deputy Registrar of Ships, Ms. Annette Garel, with her team of excellent professionals, were committed to continue their 24hour response protocols to all Designated offices. The registration of ships, mortgage and ownership title recordings and processing of permanent registrations continued uninterrupted by ensuring that all staff were provided with laptops and access to our internal VPN platforms for the issuance of certificates. The adaptation of utilizing virtual vessel files vs having a vessel's hard file on hand to respond within the day was challenging, but ultimately new ways of adapting within a remote environment proved successful. To provide further guidance and discuss challenges, the Senior Deputy Registrar along with the HR/Administrator held virtual weekly meetings every Friday with the registration team to ensure that all outstanding issues were resolved, and any new concerns dealt with effectively.

The Technical Department

The technical staff headed by Eng. Eduardo Simon (Technical Manager) were occupied with ensuring that the safety measures required to address the growing needs of ship owners and crew in a time of global pandemic were revised and implemented in smooth fashion, to ensure that our fleet of commercial vessels continue operating safely and smoothly in the delivery of crucial goods and services during 2020. Due to the Covid-19 pandemic, port state inspections (PSI) were adjusted as normal boarding practices had to



Mr. Eduardo Simon

take into consideration physical interaction between port state officers. A more pragmatic and flexible PSI was required by all Port State Authorities and decisions were far reaching. However, our Recognized Organizations were able to perform remote surveys to ensure our fleet remained in good standards despite the travel restrictions of surveyors. Several new Technical Circulars were distributed to Shipowners, Operators, Survey Companies, and all users of the Registry to provide guidance during the pandemic in accordance with IMO guidelines.

The Seafarers Department

The COVID-19 pandemic made significant impacts on the shipping industry and on seafarers themselves. IMMARBE's Seafarer's team, headed by Mr. Edmond Staine (Seafarer's Manager) worked tirelessly at all levels to find practicable solutions for the efficient repatriation of crew and/or address documentation issues which arose due to the pandemic as more and more cases were dealt with, and seafarers were stranded in ports and onboard ships due to travel restrictions imposed by governments around the world thereby creating significant hurdles to crew changes and repatriation of crew. A growing number of humanitarian issues and significant concerns for the welfare of crew onboard our Belize registered ships were of primary focus. The guidance of the IMO urging their Member States to designate seafarers as key workers alleviated some of the travel restrictions and allowed many to travel between ships and return to their countries of residence. The pandemic problems persisted due to the second waves and new restrictions were applied in different countries, but the team still working hard to comply with international requirements and have our seafarers repatriated promptly.



Mr. Edmond Staine

Quality Management System Department

Our QMS department, managed by our Regulatory and Compliance Manager, Mr. Albert Melendez engaged with the ISO Auditor to have the Registry retain its certification as an ISO 9001:2015 certificate as a QMS certified Registry, information which was forwarded to the International Maritime Organization. During the year, two important



Mr. Albert Melendez

online surveys were undertaken, Customer Satisfaction and Employee Satisfaction surveys.

Administration and Human Resource Department

In the beginning of 2020, the Administration of IMMARBE hired two new employees to assist with the operations of the Belize registry. We welcomed, Ms. Josslyn Briceno whom obtained the position of Senior Deputy Registrar Assistant. Also, we welcomed Mr. Omique Ramos, he obtained the position of Office Assistant/Driver.

Moreover, through the time that the pandemic was announced, the Head Office of IMMARBE was seeking to relocate to a new building in Belize City. Although the pandemic was still on going, the staff along with the movers successfully managed to move all equipment, documents and files from its previous location which was Marina Towers, Newtown Barracks, Belize City, Belize to Suite 502, Keystone Building, Newtown Barracks, Belize City, Belize.



Ms. Felicia Vargas

IT Department

Finally, without our IT Manager, Mr. Manrique Vellos and his Assistant, we would not have been able to function remotely. Mr. Vellos went beyond expectations and working around the clock to enable the functioning of all equipment and resources for the entire staff to continue in the operations of an International Register.



Mr. Manrique Vellos

Statistics of Ship Registrations 2020

International law requires that every ship be registered in a country, called its flag state.

The International Merchant Marine Registry of Belize, falls under the category of an open registry, whereby the administration conducts the following types of vessel registrations:

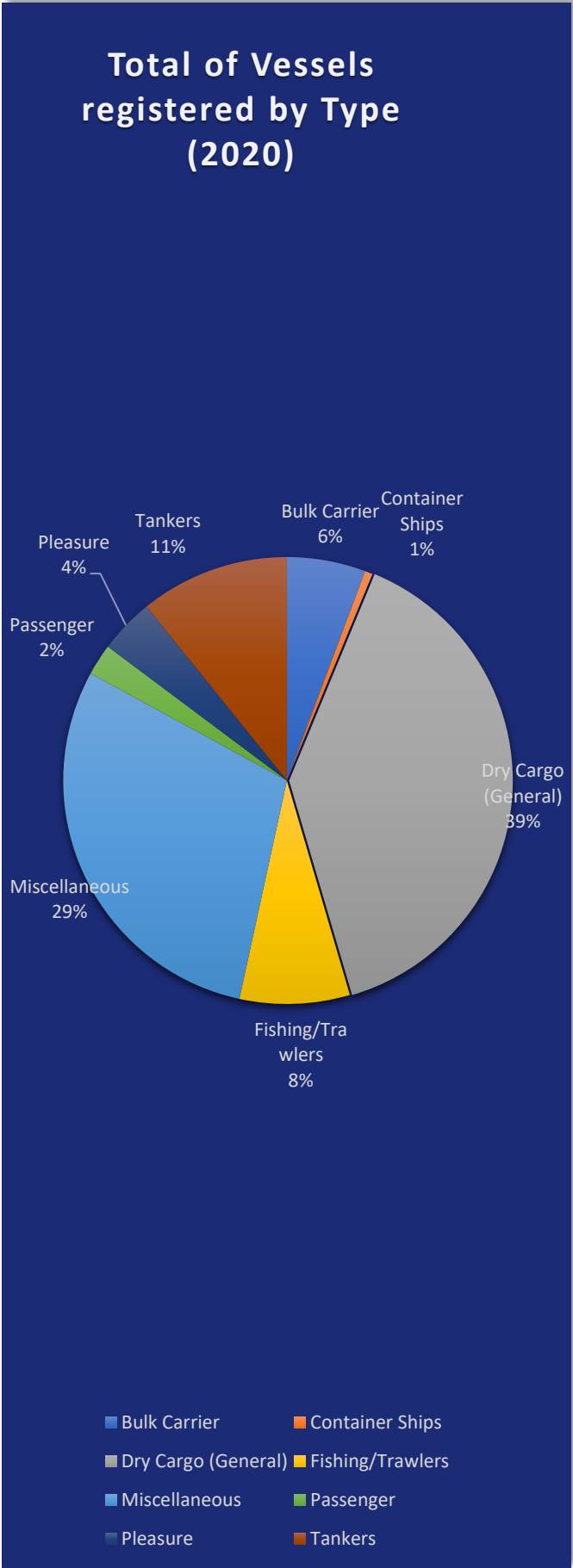
- Provisional Registration,
- Special Registrations
- Dual In Registrations
- Dual Out, and
- Vessels under construction.

A total of 176 vessels were registered in 2020, with 87 under provisional status, 76 under special voyage status and 13 vessels registered as Dual-in registration with Belize as its second flag. An average number of 13.8 vessels were registered per month, with an average age of 21yrs.

In comparison to 2019, when 205 vessels were registered, there was a decrease of 29 vessels or a reduction of 14% which can be directly attributed to the COVID-19 pandemic. Our Offices in China during the first quarter of 2020, faced business closures and remote working whilst its economy contracted as a result of being the source of the virus which would later spread to the rest of the world during the middle and latter part of the year.

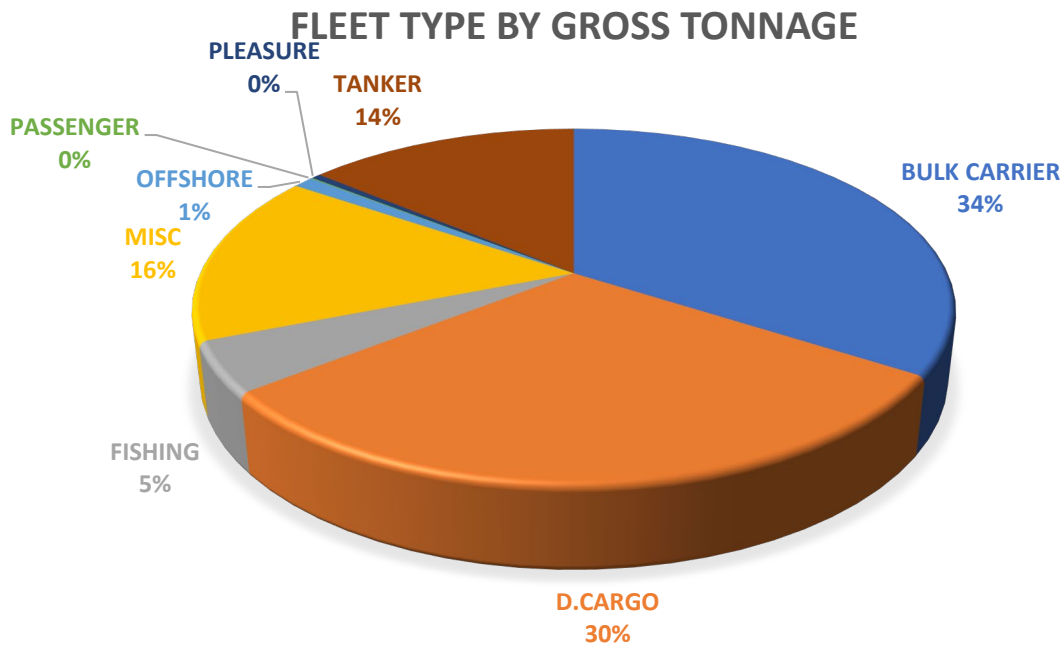


Of the 176 vessels registered in 2020, the majority (39%) were classified as “Dry cargo” ships. These include all ships operating as general or deck cargo ships, roll on roll off ships, or vessels engage in landing craft activities. Followed by vessels classified as “Miscellaneous” (29%) which are those vessels utilized as tugboats, non-propelled barges, supply vessels, offshore elevating platforms, and dredgers. Of special mention are tankers making up 11% of the new entries, which cumulatively brought in tonnage figures in excess of 613,000 GT.



Vessels registered by Gross Tonnage (size) in 2020

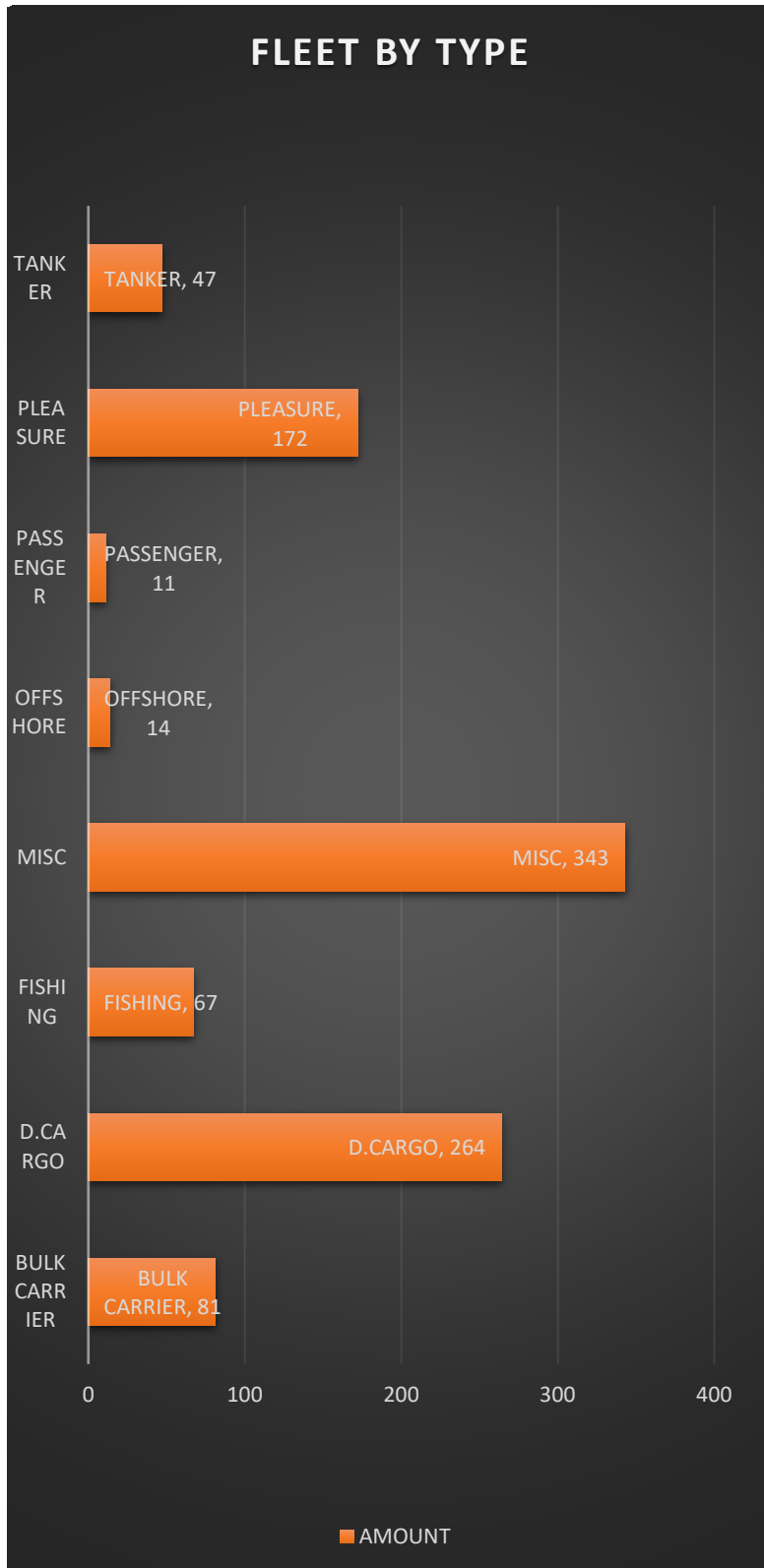
During 2020, the total number of new vessels registered (176) brought a total of 1,153,123.34 million tons. Bulk Carriers make up the bulk of the tonnage on the Register with 34% of registered tonnage, whilst dry cargo vessels make up 30%, Miscellaneous vessels at 16%, and Tankers make up 14% of the registered tonnage. Fishing vessels account for 5% of the fleet size currently registered.



The Belize Registry attained an increase of 41% in tonnage in new vessel entries for the period January to December 2020 as compared to the previous year 2019. This signals an increase in large tonnage vessels which is an overall good indicator of the growth of the Registry.

Approaching December 2020, the total recorded tonnage on the Belize Registry was 3,120,261.72 GT. This is an increase of 9% compared to the total tonnage in 2019 of 2,839,107.76 GT. An increase in tonnage is an indicator of growth, the number of vessels registered is not a key factor for IMO, but the GT is, therefore our registry achieved improvement in 2020. The month of November 2020 was the peak month for new entries when 22 vessels were registered, comprised of 13 specials, and the remaining 9 were under provisional status to eventually register under a five-year permanent registration.

Total Active vessels in the Belize Registry



As of December 31st, 2020, the total number of active vessels on the Belize Register was 924. These number are calculated after including those vessels registered during the year and removing those cancelled or transferred to other jurisdictions. Of those actively registered 76% were Vessels under permanent status, 16% vessels were provisionally registered (maximum of 6 months), 7% of the Vessels were registered with other Flag states under a Charter-In agreement (maximum 2 years), and 1% vessels registered short term for a maximum of three months (special registrations). Permanent registrations are valid for maximum five years and renewable for like terms. Vessels under Permanent status generate higher income for the Registry in annual taxes, technical and seafarer services as well as mortgages and other certification services.

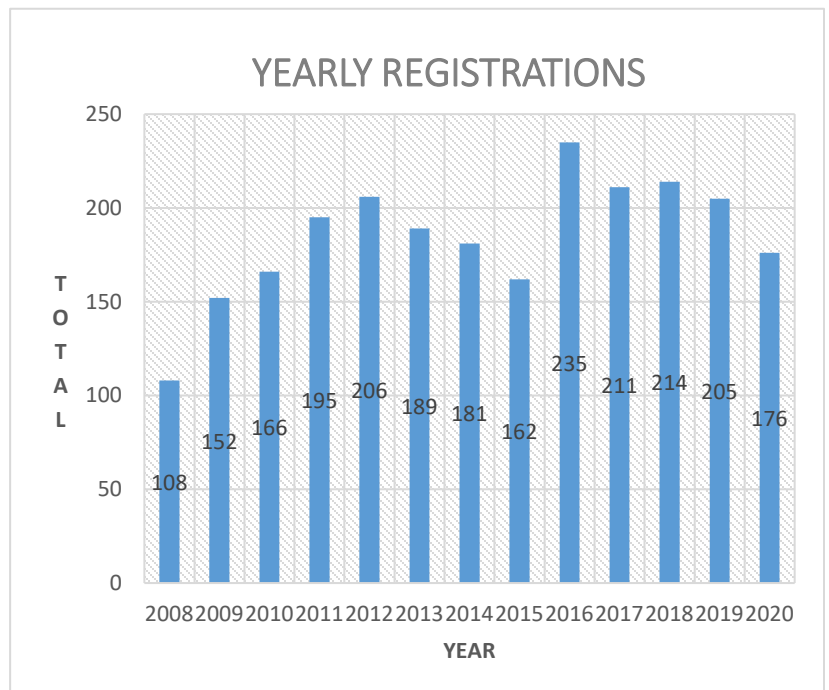
Interestingly, Miscellaneous Vessels fall under the scope of small vessels which are not intended to carry cargo. They may be supply, research, icebreakers, tugboats, dredgers, barges, other non-propelled vessels operating in national waters, or inland rivers.



Registration Statistics (2008-2020)

A listing of all new entries into the Ship's Register for the last thirteen years is listed below. The highest number of new entries was recorded during 2016 as compared to years prior and up to 2020. Many factors determine the registration of ships, but none more effectively than marketing of the Flag registry by designated offices abroad, the participation in major exhibitions, promotion of good and services and its ranking worldwide in all MOUs. Since 2016 through 2019, IMMARBEL engaged in several working sessions in China where its Senior Deputy Registrars and Technical Manager, visited all Deputy Registrars in the region and took the opportunity to visit all significant Shipowners with fleet of ships on the Register to discuss concerns and correct its working processes and workflow. Those sessions resulted in a growth in the market as reflected in new registrations in excess of 200 per year, surpassing all previous years under private management of the Registry.

Notably, the importance of an aggressive marketing strategy is required to grow the Int'l Ship's Register, for 2021 and onwards. Much improvement is required even though as figures above demonstrate, the number of new entries over the last seven years has remained steady with an obvious reduction last year due to the Global Pandemic. Growth of the registry may require a multiple prong approach with the incorporation of new and progressive technological systems coupled with higher visibility of the Registry by way of official participation in international forums, exhibitions and one on one meetings with potential clients which can open the market to new clients and by extension increase the revenue earning capacity.





Maritime Sanctions observed by IMMARBE

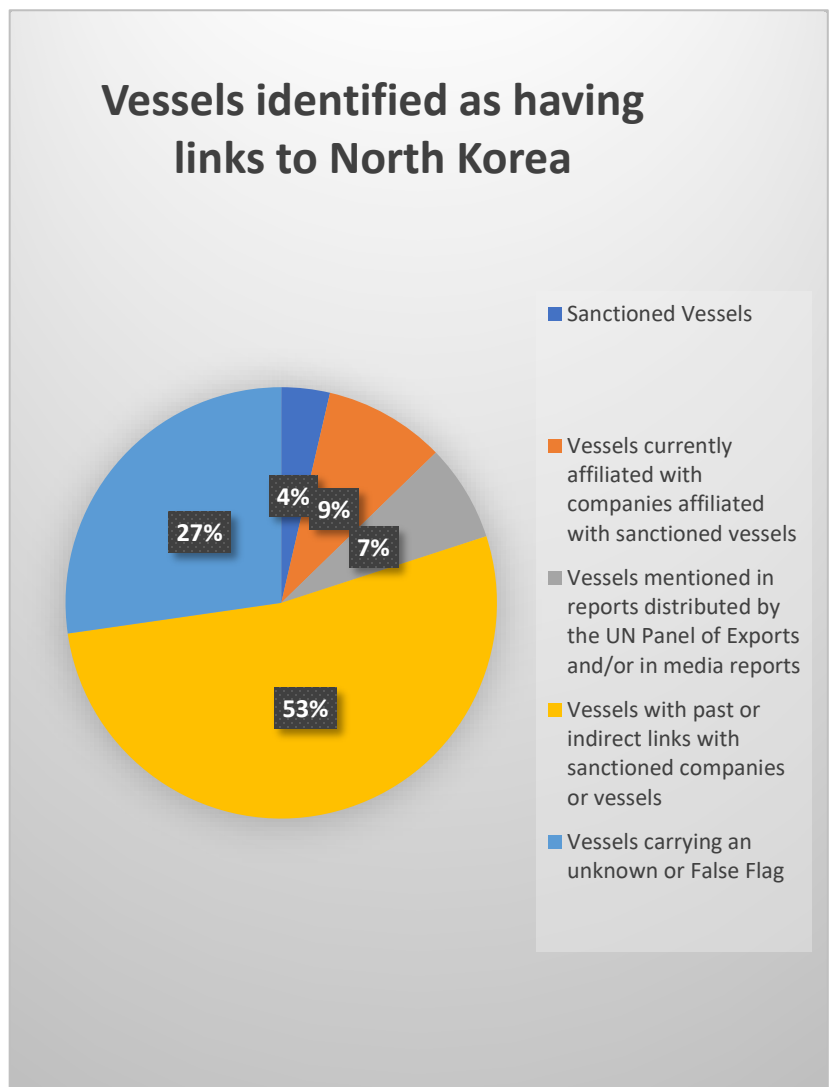
Maritime obligations under Security Council resolutions have significantly expanded in recent years and are now quite substantial. Most of the maritime obligations in the Security Council resolutions are mandatory and require all states to take action to implement and enforce them.

Under Paragraph 12 of the UN resolution 2397 (2017) indicates, “All Member States are required to de-register any vessel that is owned or operated by the DPRK and not to register any such vessel that is de-registered by another Member State. Moreover, All Member States are required to de-register any vessels they have reasonable grounds to believe were involved in activities or the transport of items prohibited by the relevant resolutions. Member States should not register any such vessel that has been de-registered by another Member State.”

On January 09 and 10, 2020, the staff of International Merchant Marine Registry of Belize participated in a “Maritime Sanctions Implementation Training” sponsored by the U.S State Department, through its International Security and Non-Proliferation Bureau. This two-day workshop forms part of US state department work with flag registries around the world to help them protect themselves against exploitation by North Korea. While sanctions have been progressively strengthened, their implementation remains a challenge, partly due to increasingly sophisticated evasion tactics. The aim of the training was to build awareness of sanctions obligations, better understand global implementation experiences, and share strategies for partners to identify and protect themselves against exploitation.

The training included important details in the tactics utilized by North Korea and its supporters in evading UN Sanctions, audit of existing vessels on the registry to remove ships linked to the DPRK-linked vessels and guidance in the implementation of due diligence measures during the registration process so DPRK-linked vessels do not find haven under the Belize Ship Registry. Several deceptive practices were determined, and various case studies were examined by the staff to enhance detection and evaluation skills. At the end of the training, which was attended by key personnel of the Ship Registry, IFSC, and the High Seas Fishing Unit, the U.S. representatives had identified over 55 Belize registered vessels that were affiliated with North Korea and have performed key maritime evasion tactics. Some of these tactics include ship-to-ship transfers for coal export and natural oil import, followed by misleading sea routes and turning off transmission signals mid-voyage or carrying an Unknown Flag.


Prior to the training with the U.S. State Department, we are pleased to report that IMMARBE had systems in place to avoid breach of sanctions. The training however was very informative and highlighted rooms for improvement. Our administration was aware of the sensitive areas where ship-to-ship transfer with DPRK vessels was performed, and we were already monitoring our vessels trading in this area through LRIT Polygons that provides us alert of any vessel entering or exiting these areas. When a vessel is identified to enter a DPRK Ship-to-Ship Transfer Area, the Technical Department sends a notification to the Registered Owner or operator to inform them about this area and all UN Sanctions applicable in order to create awareness within our registered vessels.



As a result of the “Maritime Sanctions Implementation Training”, and in response to the resolution and/or information from the Panel of Experts and/or information provided by the US Department we were duly alerted that some of our registered vessels were involved in actions that could be in violation of Security Council resolutions. The 55 vessels mentioned were scrutinized and placed under different categories. The process of de-registering the vessels that appeared under the UNSC or U.S. Department of the Treasury designations list was then initiated.

Enhancing Due Diligence at IMMARBE

A new Compliance Declaration form (RDF-022) has been implemented to ensure that the vessels in question are not tainted with any future connections with DPRK or any other sanctioned country. Also, because of their region of operations the said vessels were asked to sign an ‘Affidavit of Declaration of Compliance with United Nations Security Council Sanctions Concerning the Democratic People’s Republic of Korea’ (RDF-021) The remaining vessels and owners were asked to provide a signed Declaration Form and placed under a monitoring system to maintain information of their whereabouts through the LRIT (Long Range Identification Trafficking), that is monitored by the technical team and overseen by the Senior Deputy Registrar, and her support staff.



IMMARBE
INTERNATIONAL MERCHANT MARINE REGISTRY OF
BELIZE

RDF-022

SANCTIONS COMPLIANCE DECLARATION FORM (OWNER/REPRESENTATIVE)

I, _____ declare and affirm the following:

1. I am authorized to act on behalf of the owner or ship-owning company of the vessel named _____ with IMO # _____
[Document authorizing agency; sighted by: _____]
2. Neither the vessel, nor her owner(s), managers, operators or bareboat charterers are designated in any of United Nations Security Council Resolutions concerning North Korea, nor by the EU, HM Treasury, or OFAC.
3. None of the vessel’s owner(s), managers, operators, or bareboat charterers are DPRK nationals or DPRK-owned, controlled or operated entities, and this will remain so during the period of registration on the Belize ship registry.
4. None of the vessel’s crew or captain are DPRK nationals, and this will remain so during the period of registration on the Belize ship registry.
5. The vessel will not enter a DPRK port while registered on the Belize ship registry.
6. The vessel will not facilitate or engage in a ship-to-ship transfer to or from a DPRK- flagged vessel of any goods or items that are being supplied, sold or transferred to or from the DPRK while registered on the Belize ship registry.
7. The vessel will not be insured or re-insured or receive classification or any certification services from a DPRK-owned, controlled or operated entity while registered on the Belize ship registry.
8. That I myself and the Company, Ship-Owner(s), Managers, Operators and Bareboat Charterers understand that the vessel will be immediately removed from the Belize ship registry if:
 - (a) at any time the vessel or her ship-owner(s), managers, operators or bareboat charterers are designated in any United Nations Security Council Resolutions concerning North Korea or by the EU, HM Treasury, or OFAC, or
 - (b) if IMMARBE determines on reasonable grounds that the vessel was involved in activities, or the transport of items, prohibited by resolutions 1718 (2006), 1874 (2009), 2087 (2013), 2094 (2013), 2270 (2016), 2321 (2016), 2356 (2017), 2371 (2017), 2375 (2017), or 2397 (2017), or
 - (c) if IMMARBE determines that the vessel’s owner(s), managers, operators, bareboat charterers are DPRK nationals or DPRK-owned, controlled or operated entities, or
 - (d) if IMMARBE determines that the vessel’s crew or captain are DPRK nationals, or
 - (e) if IMMARBE determines that the vessel is under charter or hire to a DPRK-owned, controlled or operated entity, or
 - (f) if IMMARBE determines that the vessel has entered a DPRK port while registered on the Belize Ship registry, or
 - (g) if IMMARBE determines that the vessel has facilitated or engaged in a ship-to-ship transfer to or from a DPRK-flagged vessel of any goods or items that are being supplied, sold or transferred to or from the DPRK, or
 - (h) if IMMARBE determines that the vessel has been insured or reinsured or received classification or any certification services from a DPRK-owned, controlled or operated entity.

Signed: _____ Date: _____
(Designated representative of vessel owner)

Witnessed by (Name and title of designated representative): _____ Date: _____



IMMARBE
INTERNATIONAL MERCHANT MARINE REGISTRY OF
BELIZE

RDF-021

AFFIDAVIT

DECLARATION OF COMPLIANCE WITH UNITED NATIONS SECURITY COUNCIL SANCTIONS CONCERNING THE DEMOCRATIC PEOPLE’S REPUBLIC OF KOREA

[Name, address and nationality of vessel owner]

[Name and title of designated representative of vessel owner, with legal authority to sign affidavits]

I hereby attest that, to my knowledge, [vessel name, IMO number] and [vessel owner] are not currently engaged in any activity that would constitute a violation of United Nations Security Council resolutions concerning sanctions on the Democratic People’s Republic of Korea (“the DPRK”) currently in force. I also attest that during such time as the vessel holds provisional or permanent registration on [country] ship registry, it will not engage in any conduct prohibited by UN Security Council resolutions concerning sanctions on the DPRK. I recognize that failure to comply with such Security Council prohibitions may result in the deregistration of [vessel name, IMO number].

I hereby acknowledge that if [vessel name, IMO number] or [vessel owner] is determined by the [appropriate national authority] to be engaged in any activity in breach of these United Nations Security Council resolutions then [vessel name, IMO] is subject to immediate removal from [country] ship registry and possible civil or criminal enforcement actions under the applicable laws of [country].

I hereby attest that [vessel owner] will comply with instructions to cooperate in any investigation into potential breaches of these United Nations Security Council resolutions involving [vessel name, IMO number] as instructed by the [appropriate national authority] or [country] law enforcement agencies and that failure to do so may result in deregistration of the vessel from the ship registry and civil or criminal enforcement under the applicable laws.

Signed: _____ Date: _____
(Designated representative of vessel owner)

Witnessed by: _____ Date: _____



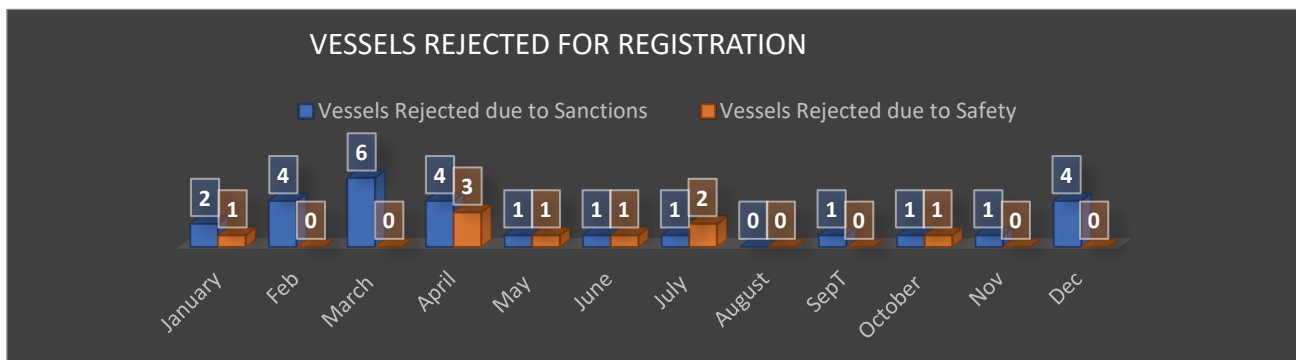
IMMARBE’s staff is continuously being trained to conduct further due diligence in order to detect any ship or company affiliated with DPRK activity or any other sanctioned country.

Regular audits of the ship registry are conducted periodically, to ensure that any North Korea-linked ships are identified and deregistered, pursuant to sanctions obligations.

Applicants for ship registration must sign an affidavit affirming compliance with specified international obligations of the State and, specifically, the United Nations sanctions. At the time of registration and for the duration of the ship’s registration, and an acknowledgement that proven breaches will result in immediate termination of ship registration.

IMPACT OF IMPROVED DUE DILIGENCE IN THE REGISTRY OF BELIZE

- Incorporate the subscription of the PurpleTRAC for screening and enhancing our due diligence prior registration of any vessel.
- Reduction of new requests as we have already rejected several vessels that have historic link with DPRK.
- Compliance with UN Security Council and by extension IMO regulations





Belize Ranking in the MOU's a Technical Perspective of the Belize Registry

The Technical Department is responsible for the implementation of National Regulations and International Conventions ratified by Belize. The Technical Department performs the following functions:

- ✓ Reviews and recommends conventions and resolutions for adoption by Belize.
- ✓ Monitors and Investigates Port State Control Detentions
- ✓ Monitors and Investigates Casualties and Incidents
- ✓ Manages and Handles Vessel Class Suspensions and Withdrawals
- ✓ Oversees the General Safety Inspection Program
- ✓ Supervision of Inspectors and Auditors
- ✓ Evaluates vessel compliance through inspections and audits by reviewing reports.
- ✓ Circulates Technical Notices
- ✓ Issuance of Technical Certificates (Attestations, Exemptions, Dispensations, Minimum Safe Manning etc.)
- ✓ Review and appoint of new Flag Inspectors.
- ✓ Review and appoint of new Recognized Organizations.
- ✓ Monitor statutory certificates issued by authorized Recognized Organizations.
- ✓ Maintains continuous contact with its Recognized Class Societies
- ✓ Monitors technical matters from the IMO.

2020 REGULATORY IMPLEMENTATIONS

1. IMMARBE implemented measures to comply with IMO regulations and mitigate the impact of COVID 19 on the shipping industry. The following measures were implemented by the technical department in 2020, circular/notices were sent to duly inform our interested parties:
2. Merchant Marine Notice 20-001 – Requirements for Approval of Service Providers for Maintenance, Thorough Examination, Operational Testing, Overhaul and Repair of Lifeboats and Rescue Boats, Launching Appliances and Release Gear. As revised (MMN-20-001r1).
3. Merchant Marine Notice 20-002 – Technical Department Novel Coronavirus (COVID-19) Temporary Measures. Superseded by MMN-20-003.
4. Merchant Marine Notice 20-003 – BELIZE (IMMARBE) Novel Coronavirus (COVID-19) Temporary Measures. As revised (MMN-20-003r1, MMN-20-003r2 and MMN-20-003r3).
5. Merchant Marine Notice 20-004 – Survey and Certification – Inventory of Hazardous Material.
6. Merchant Marine Notice 20-005 – WARNING for Belize Flagged Vessels caught intentionally with seafarers with expired contract or SEA.
7. Merchant Marine Notice 20-006 – 2018 Amendments to the MLC, 2006.
8. Merchant Marine Notice 20-007 – Maritime Cyber Risk Management in Safety Management System.
9. Revision of the Merchant Marine Notice 19-006 – Port State Control Analysis and Self Inspection Program. MMN-19-006r1.

BELIZE MOU PERFORMANCE FOR 2018 – 2020

Tokyo MOU Area

In 2020, our Administration achieved a performance improvement in the Tokyo MOU, and is expected to climb some steps within the Grey List Status. A similar performance in 2021 will lead us to achieve the Whitelist Status.

TOKYO MOU			
YEAR	INSPECTIONS	DETENTIONS	RATIO
2018	823	64	7.78
2019	832	65	7.81
2020	532	26	4.89

After the implementation of the Performance Improvement Plan (PIP) on 1st July 2019, the negative impact in previous years were reduced and an improvement that was achieved by reducing the detention ration by 2.92% (from 7.81% to 4.89%). This PIP is fully implemented through our Merchant Marine Notice 19-006 “Port State Control Analysis and Self Inspection Program” and

was revised at the end of 2020 with the inclusion of a photo report in order to be able to verify the condition of the vessel and take preventive actions prior a PSC Inspection is performed. This revised version also includes the submission of the current Seafarers Employment of Agreement (SEA) in order to verify the current period onboard of any seafarers. In case where a period is exceeded, prompt actions for repatriation will be taken, otherwise, actions as set in the Merchant Marine Notice 20-005 “WARNING for Belize Flagged Vessels caught intentionally with seafarers with expired contract or SEA” will be taken.

Paris MOU Area

Our Administration achieved an improvement in the overall fleet performance in Paris MOU in 2020. We were able to reduce the detention ratio by 5.85% compared to the year 2019.

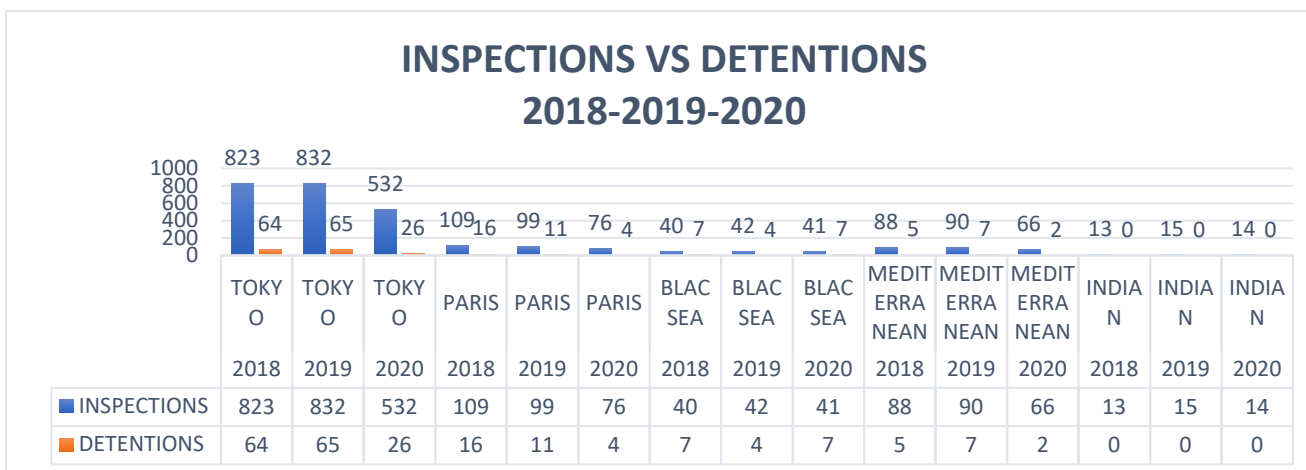
Nevertheless, we are still facing difficulties in the area because we are losing presence in the region by having 23 inspections less. Notwithstanding of our efforts to reduce the number of detentions; due to decreasing of our inspections, we will not be able to achieve the Grey List status, but we will rise within the Blacklist. A similar year in 2021 will lead us to achieve the Grey List Status.

PARIS MOU			
YEAR	INSPECTIONS	DETENTIONS	RATIO
2018	109	16	14.68
2019	99	11	11.11
2020	76	4	5.26

Others MOU’s

Even though the Paris and Tokyo Mou’s are considered as major Mou’s; our commitment to have a better standing Flag Sate is extrapolated to all others Mou’s. bearing in mind the above, please take note that:

- 1.1. Mediterranean MOU.** In 2019 performance in this MOU seem far reaching, however after making extra by means of the PIP we can confirm that IMMARBE achieved improvement in this region by decreasing detention ratio by 4.75%.
- 1.2. Black Sea MOU.** This is the only Mou that we were unable to achieve improvement during 2020 as our detention ratio increased by 7.55%. extra effort will be taken during 2021 as already discussed within the Technical Department.



- 1.3. **Indian MOU.** We were able to maintain a detention ratio of 0.00% for a third year in a row.
 - 1.4. **US COAST GUARD.** We were able to maintain a detention ratio of 0.00% for the sixth year in a row (since 2015). This condition maintained the Belize Flag outside the USCG Targeted List.
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WORK PLAN TO IMPROVE MOU PERFORMANCE

The Technical Department, besides our daily service and monitoring, will fully enforce the Self-



Inspection Program in accordance with the Merchant Marine Notice 19-002 as revised creating awareness to all ISM Operators of the need to self-inspect their vessels, early identification of deficiencies and prompt corrective actions. The proper implementation by the ISM Operator will reduce the quantity of deficiencies onboard Belize Flagged Vessels and mitigate the possibility of detentions. Also, IMMARBE will continue the Performance Improvement Plan (PIP) for those vessels identified to have 7 or more deficiencies by a Port State Control Authority. This PIP will be in conjunction with the above-mentioned Self-Inspection Program.

NEW MONITORING CENTER

As part of our strategy to have a better control on our fleet, on July 23rd, 2020, the International Mobile Satellite Organization (IMSO) which is appointed by the International Maritime Organization (IMO) as LRIT Coordinator, authorized Belize to have their own dedicated National LRIT Data Center which was previously integrated in the Dominica's National LRIT Data Center.

The strategy is to have a dedicated monitoring center with the aim to 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.

Since we are having the full control, we have managed to reduce the number of non-reporting vessels by 58%, and the effort will continue until this will be cleaned. Monitor our 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), identified piracy areas, etc.

Subscription of PurpleTRAC, which is a web-based platform used for intelligence gathering, as an additional tool to support our due diligence and avoid registration of illegal vessels and identify registered vessel performing illegal activities. An excellent tool to verify and identify previous history of possible new registrations, and vessels currently on the Register.

Seafarer Services



The Seafarer Services of IMMARBEL, is responsible for the issuance of Certificate of Certificates of Applications (CRAs) and Officers Endorsement Certificates utilized by crew working onboard Belize registered ships. For the year 2020, the number of certificates issued were 196 EST, and 2002 Officers Endorsements.

There were a total of 2208 Applications processed for the year 2020. This was 26.4% less than the previous year (2019) which saw

us producing 2790 Applications. This decrease can be directly linked to the fact that we the shipping industry was 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. In 2020 we had over 120 vessels that had, if not all crew, significant portions of their crew that were unable to be repatriated. Usually, when there is a closure of a Seafarers Employment Contracts crew members would be repatriated and then IMMARBEL would receive new applications for endorsements for the new crew. Because this was not done in a timely manner, there was a reduction in the number of CRAs and endorsements issued.

What was very unusual was that Head office produced 199 applications for 2020. This highlights that there were more “walk-in” clients for 2020 than was usually expected. As much as possible we try to avoid this from occurring because this not only takes business from DRs, but during a state of emergency (due to COVID-19) our team had to be heading into office to print and courier out certificates to clients. IMMARBEL usually tries as much as possible to redirect clients to the nearest DRs office.

In 2020, 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 over the past year. The only month where the 300 certificates target set in the company's QMS goals was not met, was April where we only saw 261 Applications processed. This was at the height of the pandemic and the shipping community and countries were trying to see how they could do shipping and still be safe from COVID-19.

Observingly, in August and September we have many crew changes and as such applications increase for those two months. Notably, there is a clear difference between total amount of certificates that came in verses the ones that are processed for the Month. This was mainly because some of the applications that come in are incomplete. As a result, IMMARBE had to extend many CRAs to avoid detentions. The verification of the certificates also at times plays a role in the delay of the issuance of CRAs. Depending on where the officer's come from, there are times when the web-based verification systems are not working and when we write for confirmation of verification, a delay is caused due to the late response of some administrations.

Month	Applications Received	Applications Processed OE/EST	Applications Processed MT/SB	Total Seafarers Certificates
Jan	198	215	268/ 19	502
Feb	160	197	376/19	555
March	178	172	257/32	467
April	103	170	77/14	261
May	116	94	121/5	336
June	203	169	96/13	480
July	225	175	171/41	387
August	281	163	412/24	599
September	349	143	427/34	604
October	197	287	331/17	635
November	271	315	261/34	610
December	266	108	203/22	333
	2547	2208	3000/274	5769

Seafarers Day

Although the Pandemic was still on going, the staff gathered for a quick photograph session and discussion to celebrate Seafarers Day.



Quality Management System

IMMARBE was re-certified in August of 2020 as an ISO 9001:2015 certified organization.

A quality management system (QMS) is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS system helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis. A virtual Surveillance Audit was conducted 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 maintained its status as an ISO 9001:2015 Certified company having an efficient and effective Quality Management System. A second audit was to be conducted where the auditor was to conduct an evaluation on the physical environment of the company. However due to the pandemic this was not possible, the audit instead will be conducted when IMMARBE is audited for recertification in 2021.

To ensure quality standards are being kept by IMMARBE's employees, 2 Internal Audit were conducted in 2020 whereby all departments were audited. Minor non-conformities were found. As result of the non-conformities Changes were made to procedures, policies, checklists and forms to improve the quality of our services. The first audit was conducted in February and a focus was particularly on the Seafarers department in preparations their Independent Audit in the ensuing weeks. The second audit was done in July, IMMARBE's entire Quality Management System was audited.

Management Review Meeting:

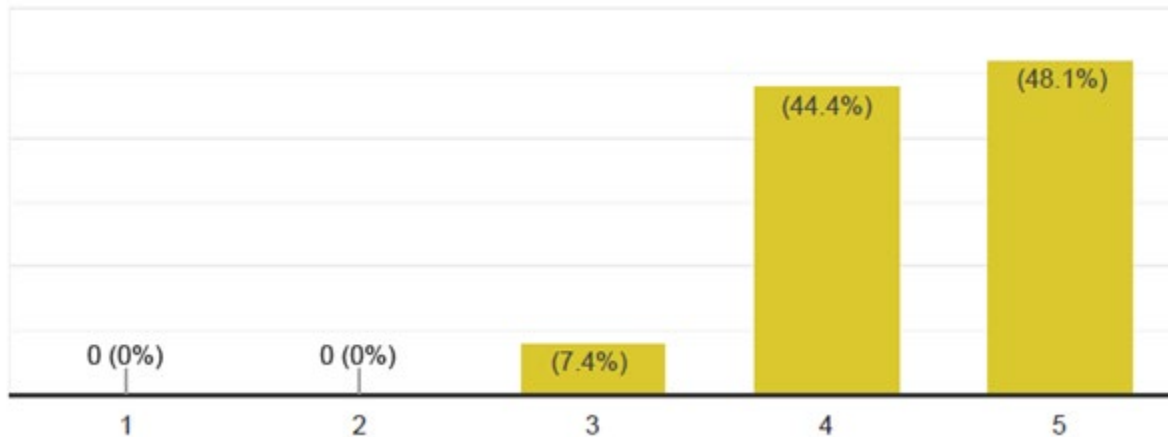
There were 2 Management Review Meetings conducted in 2020 in which IMMARBE's management reviewed the performances of each department and assessed the opportunities for improvement and the need for changes to the QMS. In the first Management Review Meeting conducted in February, Heads of Department presented their annual review of 2019 and goals for 2020. Goals were not only set to achieve quality objectives but also to strengthen the departments. In the second MRM, department heads presented a midterm performance report along with assessment of the goals set for 2020. All department were meeting quality objectives; however, goals were hampered by COVID 19 due to funds restrictions from GOB. However due to the Country going under a second state of Emergency, all time and resources from the IT team was diverted to setting up systems for employees to work from home efficiently and effectively. Regarding the registry MIS for the processing of e-certificates and the proper gathering of data as mandated by IMO, research and tendering process commenced.

Customer Satisfaction Survey:

In September 2020, the Quality Assurance Department of IMMARBE conducted a customer satisfaction survey to get valuable customer feedback on the company's processes and procedures and to inquire about possible areas of improvement to provide better quality services.

Overall, customers state that their experience with IMMARBE has been Excellent (48.1%) and Good (44.4%). A measly 7.4% of the respondents expressed that their overall customer experience with

IMMARBE is fair. This shows that IMMARBE is meeting the needs and expectations of its customers. IMMARBE should try its best to maintain its standards to keep on meeting the needs of all customers.



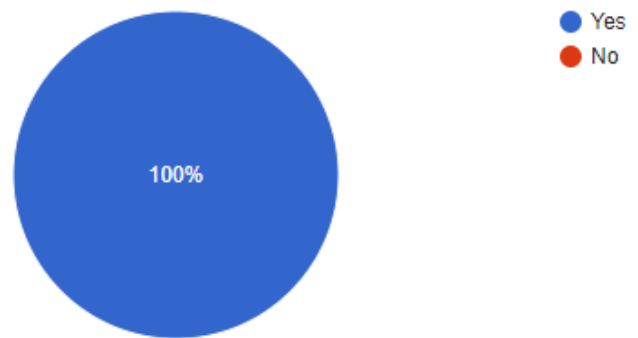
Recommending IMMARBE

As can be seen in figure above all respondents 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.

The results from the survey imply that customers are satisfied with the quality services provided by IMMARBE. According to results they are satisfied with the services each department offer.

Most customers are very satisfied, none of the customers were dissatisfied with the services rendered to them by IMMARBE. They are particularly satisfied with the service quality, speed off process, knowledgeability, courteousness and professionalism of the staff and promptness to respond to queries.

With their feedback via suggestions from comments made, there is room for improvement, being in a dynamic and ever-changing industry IMMARBE should take heed to their suggestions. One of the main suggestions is the creation of a systems to allow DRs to issue quotations for the speed up potential services to be rendered and adding additional staff to the technical department to speed up dealing with compliance matters. IMMARBE's customers use one or more of its services, and most use the registration service of which they are extremely happy with. Most of IMMARBE's customers are form Asia, followed by Europe, respondents from all areas are satisfied with the services of IMMARBE.





The business of an “International Shipping Register” includes the continuous improvement of its Quality Management System, responsibility to the shipowners flying the Belize flag worldwide and its obligations as a serious maritime Administration to the IMO. Of utmost importance, however, is its investment in capacity building of its human resources to remain competitive in an ever-changing sea of transformation required of a competitive and dynamic industry.

Of high concern is Belize’s ranking amongst international MOUs in order to create a quality Register for newer ships and bigger tonnage and to attract quality ship business. Several ambitious goals have been established which will require collaboration and coordination with our designated offices and Government of Belize to enhance IMMARBE’s position in achieving its mission and quality objectives.

These goals for 2021 are specifically geared to expand the fleet of ships by continuing its provision of fast and efficient service to our clients as well as drive forward those international rules and regulations which are required to remain a viable and successful international ship Register for the country of Belize.