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SMIT COMPANY PROFILE

SMIT has a proud tradition of more than 160 years of service in the maritime sector. The company has earned an excellent reputation by combining expertise and experience with high-quality materials and equipment. SMIT aims to provide its services in the main to shipping companies, producers in the oil and LNG industries, insurers and governments. SMIT maintains the highest standards in respect of Safety, Health, the protection of the Environment and Quality.

SMIT's services are organised into four Divisions:

- ▶ **Harbour Towing:** harbour towing services and related maritime services.
- ▶ **Terminals:** towing services and related maritime and management services to offshore and onshore terminals.
- ▶ **Salvage:** salvage, wreck removal, environmental protection and consultancy.
- ▶ **Transport & Heavy Lift:** barge rental & transport, ocean, coastal and river towing, heavy lifting and marine support to a variety of civil and offshore projects.

SMIT's Vision

To be the leading player in the global market for maritime services, preferred by customers due to the high perceived added value of its integrated package of service offerings.

- ▶ **Leading player:** to be first or second in all selected businesses.
- ▶ **Global market:** to operate on a world-wide scale.
- ▶ **Maritime services:** to be active in professional services on/around water.
- ▶ **Integrated package:** to offer customers a family of services tailored to their needs.
- ▶ **High perceived added value:** to focus on highly regarded specialist services.

SMIT's Mission

SMIT is a maritime service provider, with the world's seas and harbours as its fields of operation.

We value the combination of expertise, inventiveness and specialized equipment as the key ingredients towards offering our customers the high quality solutions they require. We strive to fulfil the needs of five critical stakeholder groups:

- ▶ **Customers:** to deliver a high quality service tailored to customers' specific needs.
- ▶ **Employees:** to offer challenging work, personal development opportunities and a clear career perspective.
- ▶ **Shareholders:** to offer corporate transparency and to create shareholder value.
- ▶ **Partners:** to cooperate on the basis of mutual respect and mutual benefit.
- ▶ **Society:** to act with due care for the environment and the community.



The captain's view.



SERVICE PROFILE

SMIT Harbour Towing is part of the SMIT group, providing customers with the vital link between ship and berth. Operating a versatile fleet of over 150 vessels, we assist thousands of ships in the world's most prominent ports.

Experienced crews man our tugs of up to 5,400 hp, providing a high level of consistent service to our customers. As such, our fleet is an essential contributor to the life of the ports where we operate.



As market leader in our homeport of Rotterdam, The Netherlands, our fleet ensures that vessels calling at the world's busiest port arrive and depart on schedule. This level of service is extended around the globe, where SMIT Harbour Towing operates numerous companies and joint ventures along the most important shipping lanes. In addition to offering our services in Rotterdam, SMIT Harbour Towing provides a full range of activities to our customers in Argentina, Belgium, Canada, Malaysia, Panama and Singapore.

Complementary port services like pilotage, line handling, and water or bunker transportation are provided to our customers, thereby complementing their wishes for the delivery of a comprehensive package of port services under the responsibility of one quality operator. In addition,

certain customers require specific services under special conditions, such as stand-by-services or the towage of offshore modules and platforms. The vast experience of the SMIT group is made available to ensure a tailor-made solution and execution.

As a global provider of professional harbour towing and port services, we constantly monitor our quality levels and our customers' special wishes. Our working relations with both large and small parties, such as ship owners, freight forwarders, brokers, pilots and port authorities, acknowledge our consistency and continuity of quality and service. They know that they can rely on SMIT staff and crews for a round the clock service in every port in which we operate, in all weather conditions.

A SMIT tug assisting the 'Madison' in the Port of Rotterdam.



One of our vessels operating in Canada.



CUSTOMER PROFILE

A SMIT tug assisting the FPSO 'Bonga' in the Port of Rotterdam.

- ▶ Ship owners
- ▶ Ship managers/operators
- ▶ Agents/brokers
- ▶ Terminal operators
- ▶ Port authorities

SMIT's unique blend of expertise and experience enhances our ability to provide cost-effective solutions and fulfil our customers requirements in many locations world-wide. Business is based on personal contact and a consistently high level of service. Constant communications with our customers affords us a productive relationship, creating an optimal and mutually beneficial working environment.

Our working practice is such that we aim to fulfil all of our customers' needs. We offer our customers:

- ▶ Cost effective solutions
- ▶ Demonstrable high Safety, Health, Environment and Quality standards, incorporated into everyday activities
- ▶ Personal relationships and effective networking
- ▶ Personnel with relevant experience and certification
- ▶ The reputation of a market leader
- ▶ Commitment to the upliftment of local communities through the creation of employment opportunities and a focus on training
- ▶ An attitude of continuous improvement and innovation



The 'Union Diamond' operates in Belgium.











The 'SMIT Ahoada' and the 'SMIT Ile-Ife'.

THE FLEET

SMIT Harbour Towage (co)owns a versatile fleet of over 150 vessels. We continue to invest heavily in quality initiatives, advanced training programmes and new vessels. Our aim, as always, is to provide services of uniform quality, regardless of location. Our successful blend of human skills, experience and hardware is deployed to the benefit of clients requiring harbour towage and related services.

Overview of fleet

Harbour / river tugs 200 - 1,000 hp	9	
Coastal / harbour tugs < 1,000 hp	1	
Coastal / harbour tugs 1,000 - 3,000 hp	45	
Coastal / harbour tugs 3,000 - 6,000 hp	71	
Ocean-going tugs 8,000 - 26,000 hp	3	
Combined tug fleet	129	

Barges < 1,000 tons	1	
Barges 1,000 tons - 8,000 tons	20	
Barges 8,000 tons - 15,000 tons	3	
Combined barge fleet	24	

The above figures represent the state of the fleet as per January 2004 and is subject to change.



SAFETY, HEALTH, ENVIRONMENT AND QUALITY

The tug's engine: powerful and reliable.

Concern for Safety, Health, Environment and Quality (SHE-Q) is an integral part of SMIT's business conduct.

Every SMIT employee is required to exercise personal responsibility and a commitment to safe working practices, healthy working conditions, consciousness of the environment and delivery of the highest level of service quality to our customers.

SMIT's Corporate SHE-Q Policy entails:

- ▶ Compliance with all applicable laws and regulations.
 - ▶ Prevention of accidents, incidents, damages, injuries and occupational health hazards and a firm intention to aim for zero injuries.
 - ▶ Setting of demanding targets to encourage and ensure continuous improvement.
 - ▶ Motivation of our employees to work responsibly by providing training.
- ▶ Provision of our employees with the means to enable them to perform their jobs in a healthy, safe and environmentally friendly manner.
 - ▶ Continuous improvement of our quality levels, thereby meeting and often exceeding customers' expectations.
 - ▶ Regular audits and investigations following incidents and/or accidents in order to implement corrective actions, with a focus on continuously improving and updating our procedures.



The SMIT communication centre provides quality resource planning.