MarDocs™

Independent. Simple. Safe.
A new approach to fixtures.

Inside.

The Case for Change.

Navigate safely through fixtures.

The tanker industry knows the problem well: The tradition of As Per Last Done has created hidden depths with liabilities and unknown claims issues. They're buried inside thousands upon thousands of rarely-scrutinised documents, with hundreds of lines of amendments. These can take hours or even days to decipher. And any good Broker can still make a "cut-and-paste" error from Last Done that can amount thousands of dollars in claims. Handshake agreements and good relationships can often, but not always, help resolve misunderstandings.

Sometimes, it's the simplest idea that solves a complex problem best.

With MarDocs, each fixture begins afresh. Inside a carefully-controlled system, only your own "Agreed Terms" repository forms the basis for each separate fixture. From one fixture to the next, from one charter party to the next, no bleeding is allowed.

The Agreed Terms you develop with each of your Owners becomes your backbone within MarDocs.

No other product on the market is built around this critical, liability-reducing and time-saving structure.

MarDocs' goal is not only to reduce hidden problems. We aim to raise standards in the business of fixtures, across the board. Our tools and features can:

- Grow collaboration—in-house and in the chain

- Slash your liabilities

- Control your fixed costs

- Address security weaknesses in your chain.

A story of integrity.

Our focus isn't us, it's you. The customer.

We operate with integrity. Our customers find confidence in us by knowing that MarDocs is:

- Created and run by Marcura—deeply proud of our 98% customer retention rate over 20 years

- Battle-tested in over 20,000 Tanker fixtures to date

- Completely independent: our loyalty is to you

- Security-tested by consultants to the UK Government.

We're not beholden to outside stakeholders. We're here for the long haul, focused on doing our best by you, to keep you as our customer. We cannot stress it enough: *you are our priority, and your data is your data.*

The Owner-Broker-Charterer chain can be vulnerable to weaknesses.

Here are some of the ways that MarDocs strengthens your control—while making every step easier and simpler.

Stop the bleeding.

One of the biggest problems with fixtures and charter parties is "As Per Last Done." Stories of resulting legal or claims snags—and worse—abound. MarDocs is designed specifically to prevent any fixture-specific details or "Last Done Terms" from leaking into later fixtures. We even prevent Brokers from innocuously letting one fixture's specific commercial terms be copied into later fixtures.

Save time.

The MarDocs System stores repetitive text for easy input. It does this in an Agreed Terms library, and in the Deal Entry Screen™ notebooks.

Don't type. Just click.

A story of integrity.

Unload your busywork.

Our job is to make yours hassle-free. As part of our service, at no extra charge, our team pre-loads all your approved, custom Agreed Terms for you.

Use tanker specialists.

We know wet shipping. It's the core of what we do. It's also how we make recaps and charter parties so simple for our customers: We know how to help you focus on what's most important, and how to create a system that's intuitive for you.

Audit easily.

Each charter party starts anew from your bespoke, pre-loaded core Agreed Terms. This makes it easy for your team to audit the complete history of every change made to each new fixture and charter party.

Reduce errors.

The MarDocs structure controls bleeding from one fixture to the next. It allows you to set a time limit on how long Brokers can assign a set of Agreed Terms, to prevent re-use of your Terms in later fixtures.

Secure your private data.

Your data and email systems may meet the highest international standards for information security. But what if your counterparties' don't? By giving you and your counterparties access to our robust, ISO 27001-certified, stress-tested online system, we attack vulnerabilities head-on.

Headaches—gone.

MarDocs' carefully-built environment helps your Legal department not to have to worry about critical missing commas in age-old documents that have been modified again and again, from one fixture to the next. Your Operations people don't need to lose sleep over unintended problems from mistakes in the Terms. And your Claims team can be confident of avoiding unexpected costs buried deep in a charter party.

The only system built to prevent bleeding from one fixture to the next.

Fixture Liabilities Issue	Tanker Industry Standard	MarDocs Solution
"As Per Last Done"	Liabilities caused by each "As Per Last Done" set of Terms grow with each amended re-use. Errors, omissions, and unintended changes result. This can create legal and claims issues.	**No bleeding.** You control the Agreed Terms library in MarDocs. This library—not "As Per Last Done"—forms the basis for each new charter party. There's no potentially damaging carry-over from one fixture to the next.
Brokers re-use the Terms language in later contracts	Brokers carry forward Terms from one fixture or charter party with you, to their later ones with you. Flaws in any version of the Terms carry forward the damage to all documents that follow.	**No broker re-use.** MarDocs prevents brokers from re-usingTerms for subsequent fixtures and charter parties. **No cut-and-paste.** With the Agreed Terms library, the Broker will not cut and paste from "As Per Last Done". **No repeat mistakes.** With MarDocs' design, Broker mistakes, if any, are less likely to be repeated.

Save time.

Stopping use of "As Per Last" doesn't mean that you'll have mountains of Terms data entry on your hands.

With MarDocs, life gets simpler.

Time Issue	Tanker Industry Standard	MarDocs Solution
Time needed to draw up repetitive fixtures	As Per Last	**Automatic generation.** Once your Broker completes the Deal Entry Screen™, MarDocs instantly generates an industry-standard recap. It also produces a fully marked-up charter party. **Repetitive data entry eliminated.** For every data entry field, MarDocs creates a menu of your preferred language history, for your convenience. In addition, MarDocs' online notebook allows quick and easy storage of your day-to-day tradings and phrases.
Repetitive details must be recorded for different types of fixtures	As Per Last	**Pre-loaded Terms.** In addition to having a full proforma charter party template library, your MarDocs includes all of your Agreed Terms by counterparty. **Bespoke repository.** The MarDocs team pre-loads your bespoke, pre-approved sets of Terms into the system, so you don't have to bother with it. At no extra charge. **Category grouping.** Your types of standard agreement Terms may include these categories, and more: • Counterparty-specific • Geography • Grades • Financial.

Clearer, better collaboration.

Collaboration Issue	Tanker Industry Standard	MarDocs Solution
Tracking counterparties' communications	You, your Broker and counterparties share terms, drafts, and revisions via email, WhatsApp, phone, etc. Who has received each draft? Was the latest price quote on a text, or on email? Who has signed off? Tracking fixture progress can be complicated.	**Trackable:** All MarDocs communication and revisions are time- and user-stamped for easy tracking and auditing. Once the vessel is fixed, the documents are locked from editing. **Single sign-on.** MarDocs integrates with Marcura Group products used in thousands upon thousands of transactions around the world, in a simple, single interface.
Internal collaboration	Tracking revisions and approvals among counterparties—and even within some companies—can be complicated and time-consuming.	**Collaboration tools.** Use secure internal features such as "Fixture Comments" for discussion on specific issues with your colleagues. Use MarDocs' internal email to privately relay fixture update information. **Clear timeline.** MarDocs keeps audit trails of any and all user changes. Every fixture and set of terms has a clear timeline.
Integrated compliance workflow for approvals	No standard workflow to manage internal approvals when clauses needed negotiating. High risk and all audit trail sits across many email chains.	An integrated "traffic light" system approach to how risk ratings are applied to clauses. **Green rating:** Clause can be adjusted. No approval needed. **Amber rating:** Clause can be adjusted. Notifications sent out to designated users. No approval needed. **Red rating:** Clause can be adjusted. Notifications sent out to designated users. Approval needed before fixture can move to next stage. Timeline is updated to ensure full audit history is captured. **Black rating:** Clause is locked and cannot be adjusted.

Protect your confidential data in the fixture process.

We've all heard the stories.

Maritime information security is very serious business, and affects us all.

Our information security team prides itself on studying, monitoring and implementing international best practices.

We free you to focus on running your core business.

As a member of the Marcura Group, we believe in high quality operations and high standards. Marcura engage Lloyd's Register Quality Assurance to audit our Quality Management System and our Information Security Management System against the international standards for ISO 9001:2015 and ISO 27001:2013, under both of which the Group is certified.

Marcura also annually engages Deloitte to audit our process controls under the ISAE 3402 international standard issued by the International Auditing and Assurance Standards.

Furthermore, we have readied the Group for compliance with the EU's General Data Protection Regulation (GDPR). We have voluntarily registered with the UK's Information Commissioner's Office (ICO) and retain an external Data Protection Officer who served as the Chief Information Security Officer and Head of Cyber Security Operations & Investigations for Transport for London—the body that oversees Greater London's Underground, road and rail networks.

More detail on how we protect you, your fixtures, and your confidential data.

Security issue	Tanker Industry Standard	MarDocs Solution
Control: Security of data and information technology in the entire chain	Varies by Principal. Controls over the security of data transmission and document storage throughout the chain, however, are rare. Documents may be stored on insecure or flawed hardware. Documents may be intercepted during insecure transmissions. Access to data may not be properly restricted, resulting in unauthorized or compromised access.	**Contained system.** From "On Subs" to "Fully Fixed", MarDocs ensures that private and proprietary communication among members of the chain stays within a closed, secure system. **Highest security.** The MarDocs hosting providers are certified and compliant to the highest international security standards (ISO27001, ISO27005, SOC1, and SOC2). **Access restrictions.** MarDocs has a strict internal policy that addresses data access privileges for systems and personnel alike.
Keeping up with changes in technology: Security audits	Varies by Principal and counterparties.	**Regular testing.** MarDocs' front-end and back-end application servers, and the information they contain, have passed stringent testing. They undergo regular InfoSec audits. **Robust protection.** Auditors have performed a stress test on the system, simulating 10 years' worth of fixtures in a span of only 36 hours. This test included a denial-of-service attack, which did not have any impact on either the robust MarDocs service platform or its uptime. **Audited.** The MarDocs system is audited against the ISO9001, ISO 27001, and GDPR standards and requirements.

Create your fixtures
in a reliable environment.

Starting a relationship with a new vendor can feel like a risk. Knowing the third party, its history and values, can change the relationship from "third party" to "partner".

Vendor issue	Tanker Industry Standard	MarDocs Solution
Third party services: Dependability	Third parties can introduce new questions of reliability and confidentiality.	**Established loyalty.** Created and run by Marcura, MarDocs is part of a well-established group that has kept a **98% customer retention rate** for its book of business in the 20 years since it was founded.
Third party services: Conflicts of interest	Many maritime vendors are spin-offs of services industry stakeholders: brokerage companies, shippers or associations. Principals question the potential misuse private data and pricing to the third parties.	**Independent.** Marcura is completely independent: It has no business interests in ship brokering, commodity trading or ship operations. **Uncompromised.** Our loyalty to each customer is steadfast.
Cost control: Hidden costs and surprises	You opt to process your internal fixture staffing internally. This means growing your fixed costs and your training needs. Third parties can reduce fixed costs, but pricing can be complex.	**Select unlimited users.** At no extra cost, grant access to as many users as you want in your company and in the chain, each subject to your discretion and control. **Transparent fee structure.** No upfront costs, no lock-in or switching costs. That's just not how we do business.