

Yacht Management - Technical

Burgess provides a comprehensive Technical Management service led by highly experienced Technical Managers in London, Monaco, Athens and Miami. A Technical Manager with the appropriate experience is assigned to each yacht.

Our extensive in-house technical experience and knowledge, together with a network of specialists, consultants, surveyors, manufacturers, shipyards, project managers, sub-contractors and suppliers, allows Burgess to respond to any challenge encountered in the operation of a large luxury yacht.

All Classification, maintenance, defects, repairs and dry docking requirements are constantly monitored. Structured maintenance and defect reports are scrutinised, coupled with detailed regular Technical Inspections of the condition of the yacht, its machinery and systems.

A consolidated list of all known Technical requirements is compiled by the Technical Manager, allowing specifications to be created and tendered to appropriate sub-contractors and shipyards. Any agreed works are then organised and scheduled according to the yachts program.

Technical and commercial advice and guidance is provided during both routine operations and when experiencing specific technical difficulties. This covers a wide variety of day to day issues, with regular contact and communication with on-board technical staff and Owner's representative on a host of topics including:

- » Advice on the operation, maintenance and repair of systems and equipment;
- » Advice concerning any relevant rules or regulations and their application;
- » Advice on replacement equipment;
- » Technical assistance with any Insurance Claims.

Refit Management - Burgess has assisted with many yacht refits over the years. In the event of larger or more complex refits subject to Owners prior written approval a dedicated Project Manager/team may be appointed. Providing increased levels of technical and commercial supervision, with more regular or permanent on-site presence throughout.

The key activities within Technical Management are as follows:-

Classification

Classification plays a pivotal role in maintaining standards on board yachts. The rules for approval and survey created over the years drill into the critical items that cannot be overlooked. Burgess has this clearly in its sights, highly focused on these requirements. When or when not to undertake surveys can affect the strategic aims of the operation. Crews often need guiding through the survey process ensuring they are informed of what surveyors will be looking for and how

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to prepare the yacht for survey. If this process is not carefully managed problems can arise and commercial certification could be withdrawn.

Burgess has formed good relationships with the main Classification Societies. These relationships often result in clarity when issues arise during the survey process.

The latest benefit brought about through these relationships is a new survey fee structure for our managed yachts classed with Lloyds Register, whereby we are able to obtain fleet discounts whilst tailoring specific survey structures for each yacht. This brings survey costs down and streamlines the invoicing process allowing each operation to budget more effectively over the survey cycle.

The survey schedules and all other requirements of the relevant Classification Society are closely monitored, any requirements being included in maintenance or repair planning activity.

Classification Society surveys are arranged either through the local surveying office, shipyard, or centrally via the relevant class society web service. Quarterly listings are collated and distributed to each yacht.

Maintenance

» **Planned Maintenance Systems**

An effective Planned Maintenance System (PMS) is essential, providing a structured approach to the organisation of information and technical requirements. It provides pre-formatted reports, assisting with maintenance monitoring, technical support and refit planning. A variety of other management activities within Operations, Safety, Crew and Financial disciplines also benefit from the proactive use of these systems. Throughout our managed fleet we have a broad experience of all the main systems currently available to the industry including but not limited to AMOS & IDEA (Spectec), Techman and Triton.

When commencing a new yacht management contract one of our first priorities is to establish that a suitable system is installed on board.

Secondly, each PMS is audited by the Technical Manager and guidance provided to ensure that all necessary scheduled tasks for the major equipment on board including all tenders, toys and ancillary craft associated with the parent yacht, have been entered and that it is structured to aid the crew in carrying out planned maintenance effectively.

The PMS also forms the central record of all inventory items on board. This ranges from engineering stores, spare parts and equipment, deck supplies and stores and all interior fixtures, fittings and supplies.

Once a working system is established, regular Maintenance Reporting and replication of information to the office can be via web or email, dependent upon the installed software and communication methods available.

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» **Maintenance Activities and Budget**

A long term effective maintenance strategy for the yacht is paramount in protecting the asset and ensuring the yacht is kept to the highest possible standards, improving reliability, safety and protecting the environment.

A long term maintenance plan is developed taking input from all areas of the operation and provides a schedule of major maintenance activities during a defined period (years). This plan highlights when major works are likely to be undertaken and an overview of the costs involved. With this plan in hand all maintenance activities are coordinated ensuring the yacht's availability is maximised for operational use by owners and any possible charters.

Any regular maintenance and refit activities are coordinated and consolidated with the main operational budget.

» **Defects**

A comprehensive list of all known defects is compiled by the Technical Manager allowing the necessary resources to be arranged or specifications created for upcoming refit periods.

Any serious defects reported will be reviewed ensuring the root cause is understood and corrective actions are taken to prevent the defect from occurring again. Any lessons learnt are promulgated to the managed fleet in a confidentially sensitive manner via our Fleet Circulars.

» **Refit Management**

Burgess Management has assisted with numerous routine yacht refits and dry-dockings over the years, forming good relations with many of the major shipyards and sub-contractors. Refits follow a clear agreed process set out during the planning phase of each project. The Owner's Representative is kept fully informed of progress, cost and quality issues as the project progresses through the various phases through to completion and return to service.

In the event of larger or more complex refits in accordance with our Management Agreement Burgess reserve the right to negotiate an additional fee and if required appoint an additional, dedicated Project Manager/team, providing increased levels of technical and commercial supervision, with more regular or permanent on-site presence throughout the project.

The extensive technical experience within the Burgess Management Department is further supported by the in-house resources of the world renowned Burgess Technical Services Department. This highly experienced team of Marine Engineers and Naval Architects is available to add a valuable contribution to our Clients on a range of issues both in service and during large scale refits or new construction projects.

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Technical Support

» **General**

Our extensive in-house technical experience and knowledge, together with a network of specialists, consultants, surveyors, manufacturers, shipyards, sub-contractors and suppliers, allows Burgess to respond to any challenge encountered in the operation of a large luxury yacht.

Technical and commercial advice and guidance from this highly competent network can be drawn upon during both routine operations and when experiencing specific technical difficulties. This covers a wide variety of general issues that are dealt with almost on a day to day basis, with regular contact and communication with on board technical staff and Owner's representative on a host of topics, including but not limited to:

- » 24/7 assistance with the diagnosis of faults via the Burgess Emergency Response Service (see Safety & Security section for more details).
- » Advice on the operation, maintenance best practices and repair of systems and equipment.
- » Advice concerning any relevant rules or regulations and their application.
- » Advice on replacement equipment based on fleet wide knowledge and experience of suitable alternatives.
- » Recommend and arrange advice from consultants and other pre-evaluated third party companies.
- » Technical review and assistance with any Insurance Claims.

» **Sourcing, Spares, Supplies or Services**

With a large fleet of yachts under management, Burgess can often negotiate attractive discounts and favourable payment terms with suppliers. Burgess makes extensive use of computerised systems and operates requisition and purchase order systems on managed yachts.

Product selection will always be carried out in the most environmentally sensitive manner depending upon the latest technology, products available to market and respecting any purchasing policy Owners may have established.

» **Fluid Sampling and Analysis**

Burgess advocates the use of sampling and analysis of fuel oil, lubricating oil, hydraulic fluid and coolants as an invaluable condition monitoring technique. Equipment fluid should be regularly sampled and analysed according to requirements of the Class Society, manufacturers and operating conditions. The interval for sampling and analysis will differ for each installation and should be determined on a case by case basis.

The Technical Manager will review analysis reports and discuss any necessary action with the Chief Engineer or Captain as required.

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We have experience with, and have utilised the services of, most of the quality analysis and interpretation services in this arena including FOBAS, Spectro and SJ Perkins. Burgess administer these services on behalf of our managed yachts to ensure sampling kits are dispatched and all subsequent reports are received, reviewed with any recommendations followed up.

» **Lifting Gear**

As an enhancement to safety on board and to comply with legislation, we advise all yachts to enter an inspection and testing programme provided by a Flag approved agency for this type of survey work.

Burgess administers a program of inspections on behalf of our managed fleet with our preferred MCA approved agency. This consists of a five yearly testing program followed by four annual thorough inspections of all lifting gear on board and will also include:

- » Window washing rails and equipment.
- » Personal Protective Equipment (PPE) such as fall arrest blocks and safety harnesses.
- » Fixed lashing points such as used for tender stowage and any mobile lashing equipment.
- » Means of Access Equipment. Including all gangways, accommodation ladders, passarelles, pilot ladders and any associated loose gear.
- » Life Saving Appliances – includes the davit, crane or lifting device, joining strops and point of contact. It should be noted that if the equipment serves a rescue function, Class or Flag State may wish to witness testing.

Warranty Support

If required Burgess will provide Warranty Support for new build yachts or following major refit works.

Key activities include -

- » administering the new build warranty process after delivery/in accordance with build contract
- » administering refit warranty process after redelivery in accordance with refit contract
- » agreement of delivery defect list
- » receipt of warranty claims
- » maintaining warranty register
- » technical and commercial review of claims
- » submission of claims to shipyard or contractor

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- » agreeing most appropriate solutions in line with contract terms and schedule

Technical Reporting

» **Monthly - Maintenance**

Maintenance recorded in the PMS is sent to the office and reviewed by both Yacht Manager and Technical Manager. Feedback is provided to on board staff alerting them to any items needing further attention or adjustments required to schedules based on fleet wide experience, new regulations or statutory requirements.

In addition to maintenance information, a consumption report is also requested from the yacht containing information on all fuel oil, lube oil and water movements. It can also contain stores and spare parts consumption information dependent upon the PMS system in use on board.

» **Yacht Inspections**

Technical Inspections of the yacht are usually carried out at least once a year. The main objectives of these inspections are to monitor the overall technical condition of the yacht and its systems, assess the effectiveness of the Planned Maintenance System, the staff operating it, and offer constructive feedback against any findings. A full report is submitted to the Owner's Representative on completion of each visit.

» **As Requested or Required**

In addition to the above reporting, any major problem faced on board which comes to the attention of the Technical Manager which affects the operation of the yacht will be communicated to the Owner as soon as possible after the facts are known. Equally if there are any particular items Owners require a brief on, these will be dealt with as requested.

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- » Provide a qualified and experienced Technical Manager
- » Coordinate all Classification surveys and requirements
- » Administer Class Survey fee agreements
- » Assist with establishing a suitable Planned Maintenance System on board
- » Review maintenance reports and provide feedback for improvement
- » Liaise with Owner's Rep. Captain and Chief Engineer on technical matters
- » Coordinate the creation of a long term maintenance plan of major works
- » Coordinate all regular maintenance activities and consolidate budgets
- » Ensure that yacht is maintained to a First Class Yacht standard in full compliance with ISM, ISPS, MLC and PYC requirements
- » Compile a list of on-going defects
- » Analyze any major defects to prevent recurrence
- » Create specifications for routine refits and dry-docks
- » Monitor routine refit costs, quality and time
- » Provide 24/7 technical assistance and Emergency Response
- » Provide general technical and commercial advice and guidance
- » Assist with sourcing spares, supplies or services as required
- » Technical assistance with insurance claims
- » Arrange Fluid Sampling and Analysis program
- » Arrange Lifting Gear Inspection and Testing program
- » Warranty Support
- » Provide concise Technical reports
- » Inspect Yacht regularly providing a comprehensive report on completion