

NEWS AND VIEWS UPDATE

SUMMER 2015

ONBOARD | ONSHORE | ONLINE

Global KVH Conference Series Cements ‘Power of One’ Message

KVH spearheads a global conference series bringing together Videotel and KVH’s partners to highlight the latest developments for improving fleet operations and crew welfare.

One year on from the acquisition of Videotel by KVH Industries Inc., this summer edition of **News and Views**, provides a brief insight into the events of an exciting year which, amongst other things, has seen the launch of a series of ‘**Power of One**’ events.

Strength of Offering

The ‘**Power of One**’ signifies the strength of offering that the divergent businesses within the KVH group are now able to bring to our customers as one larger business via a full communications, training, operational, entertainment and welfare offering.

We saw a very busy first part of the year, following the launch of KVH’s Maritime Connectivity Conference Series to the industry which covered the essential trends in connectivity, big data and training that are transforming the industry, whilst, of course, highlighting the concept of the ‘**Power of One**’.

MARITIME CONNECTIVITY CONFERENCE 2015 SERIES

The inaugural event took place in Limassol, Cyprus on 30 April and included expert presentations in the areas of connectivity and content delivery, maritime training, electronic chart data access, voyage optimisation as well as crew welfare and entertainment.

Exploding demand

“With the exploding demand for broadband at sea coupled with the challenges of controlling costs in a competitive market, maritime operators are exploring the best resources for leveraging modern satcom services to improve the operations of their fleet,” says Martin Kits van Heyningen, KVH CEO.

“By bringing together industry experts in key ports worldwide, we hope there will be a good exchange of information so operators can take action.”



Robert Hopkins Director, IP-MobileCast Services; **Martin Kits van Heyningen** CEO, KVH; **Nigel Cleave** CEO, Videotel; **Dmitry Gladkov** Videotel Regional Representative

The events included presentations by experts at Videotel, along with Transas, a leading producer of electronic chart display and information systems (ECDIS) and provider of electronic navigation charts; Jeppesen, a leading producer of electronic navigation charts and digital navigation solutions; and AWT, a marine industry leader in weather forecasting and ship routing.

Strategic Partners

Videotel, Transas, Jeppesen, and AWT are partners with KVH’s breakthrough new content delivery service, IP-MobileCast, which utilises multicasting technology to deliver large amounts of content to all ships at once, overcoming the prohibitively high satellite communications costs charged to deliver files for individual use.

For more information please contact our Videotel sales team at: sales@videotel.com

ALSO IN THIS ISSUE

500th Videotel CBT Produced
 Award-Winning Corporate Video for ExxonMobil
 Videotel-Sponsored Cadet
 175th Anniversary of Cunard
 Crewtoo - Measuring Seafarer Happiness
 New Programmes
 Awards and Approvals

Welcome to our eco-friendly newsletter!

News & Views is now distributed in a digital format, although a limited number are still printed for those who request a hard copy. We continue to deliver brand new productions and regularly update our programmes. All information and trailers can be found on our website and YouTube channel. The back page of this newsletter contains information on the latest releases available, which can also be found at www.videtel.com.

500th CBT Produced

Videtel™ extends its position as the number one provider in maritime e-Learning, with double the number of CBTs in its portfolio than its nearest competitor.

Videtel has launched its 500th computer-based training (CBT) e-Learning course. This milestone confirms Videotel as the number one provider of e-Learning CBTs to the maritime, offshore, and ports & pilotage sectors, among others.

"We deliver the highest quality e-Learning training material across the board in a wide range of formats," says Nigel Cleave, CEO of Videotel. "CBT is an extremely popular and important method of training, and our commitment to this medium is clear to see with the launch of our 500th title in this format."

Now
more than
500 CBTs
in the
Videtel
Portfolio

DID YOU KNOW?



In June, Videotel™ proudly sponsored the 23rd annual Youngster Shipbroker Meeting in Hamburg.

Maritime
London

Videtel sponsors a cadet via The Maritime London Officer Cadet Scholarship (MLCOS) - a charity which provides funds to enable young people to undertake the three to four years training course required to become a Merchant Navy deck or engineer officer. Daniel Lyon is half way through Phase Three of an Engineer Foundation Degree and is about to commence his second sea phase.

Liverpool Propeller Club



We were recently proud sponsors of the Charter Launch event for the **Propeller Club Liverpool and North West**. KVH Media Group's Anneley Pickles and Videotel's marketing manager, Sue Henney are both founder members and we were extremely happy to assist with the auguration of this maritime association in an area of the country with a maritime heritage.



VIDEOTEL TRAINING FILM CREATED FOR ExxonMobil MARINE WINS AWARD

Videtel™ recently received a highly acclaimed Golden Reel Award from the Media Communications Association-International (MCA-I) in recognition of the corporate video that Videotel created for ExxonMobil Marine.

The recognition supports Videotel's role as a major provider of high-quality training films to some of the world's largest blue chip companies, with an ability to present highly technical material in a compelling manner. Called "Cold Corrosion Insights," the video was produced for ExxonMobil Marine and explores the harmful effects of acid corrosion in ships' engines, which can reduce the lifespan of engine components by up to 90% in some cases.

Videtel Supports IMO initiative on training



Videtel's CEO, Nigel Cleave welcomes the IMO's chosen World Maritime Day theme and supports the spotlight on training of seafarers.

IMO Security-General Koji Sekimizu launched this year's World Maritime Day theme, "Maritime education and training", telling students and staff at the World Maritime University (WMU) that maritime education and training was essential for long term sustainability of the sector, both at sea and on-shore.

"Effective standards of training remain the bedrock of a safe and secure shipping industry, which needs to preserve the quality, practical skills and competence of qualified human resources," Mr. Sekimizu said, adding that the 2015 World Maritime Day theme provided the chance to highlight the importance of quality maritime education and training.



Anneley Pickles Crewtoo Head of Business Development and Sue Henney Videotel Marketing Manager

Cunard marks its 175th Anniversary



Regal River Dance

The *Queen Elizabeth*, *Queen Victoria* and *Queen Mary 2* - visited Liverpool between May 24th-26th 2015 to mark the 175th anniversary of the famous cruise line.

The River Mersey hosted a superb water ballet by the iconic cruise ships as part of the 175 years celebrations with thousands of people visiting the area for a sight of this historic event, honouring the birth of Cunard in Liverpool.

Long-standing

Cunard is a long-standing client of Videotel and its sister company, based in Liverpool, KVH Media Group.



The Three Queens reuniting in Liverpool for the first time in history to celebrate Cunard's 175th Anniversary.

IN THE NEWS



At Videotel, we recently backed calls by the UK-based maritime union Nautilus for the U.K. Shipping and Ports Minister to lead regulatory reforms to protect seafarers from the dangers of enclosed spaces.

High Incidence

The general secretary of Nautilus recently wrote to the minister to point out the high incidence of death when entering enclosed spaces, where mortality occurs more frequently than during any other activity onboard.

Nigel Cleave, CEO of Videotel, says the dangers of seafarers entering enclosed spaces without the necessary training and equipment are of the utmost concern.

"Seafarers are dying unnecessarily and we will continue to drive home the need for the industry and government to work together to ensure such incidents are a thing of the past," says Mr. Cleave.

Entire Suite

Videotel produces an entire suite of training titles covering the theme of "Entry into Enclosed Spaces", in interactive CD-ROM and Videotel on Demand (VOD) format with supporting booklets.

MEASURING SEAFARER HAPPINESS

Crewtoo, the leading social media platform for seafarers, has launched the Crewtoo Seafarers Happiness Index to monitor important benchmarks of seafarer satisfaction on a regular basis.



The inaugural report, published in May, shows a seafarer satisfaction level of 6.42 on a scale of 1 to 10 about key issues including general happiness, contact with family, shore leave, wage levels, food, fitness and health, training, interaction onboard, workload, and access to welfare facilities.

Data for the first report is based on surveys conducted in the first three months of 2015. Subsequent reports will be published approximately every three months based on surveys conducted on an ongoing basis. Crewtoo is part of KVH Media Group.

One of the issues that concerned seafarers the most, as detailed in this first report, included the need for onboard Internet access.

110,000 Members

Crewtoo began surveying its approximately 110,000 members in January, asking them to rate their satisfaction about life at sea using a scale of 1-10 with a score of 10 being the happiest, and 1 being the unhappiest.



NEW PROGRAMMES & COURSES

Information on some of our latest productions
For more details visit www.videotel.com

BALLAST WATER MANAGEMENT: Problems with the transfer of invasive species from one part of the world to the other have led to the development of the IMO's Ballast Water Management Convention. This will largely eliminate the requirement for ballast water exchange and require ships to have on board management systems that can effectively sterilise the ballast water that has been loaded before it is discharged elsewhere.

Shipping companies must ensure that there is a designated officer on board responsible for ensuring the ballast water management plan is being implemented, that adequate records are being kept, and that those operating the system are properly trained. Any health and safety issues relating to the management system should also be addressed. Compliance with the Convention will be monitored by Port State Control inspectors.

CRISIS MANAGEMENT AND HUMAN BEHAVIOUR TRAINING: We recently responded to major changes in international seafarer training legislation by producing a new e-Learning course which establishes effective procedures onboard ship that will help to save lives in the event of an emergency situation.

The Crisis Management & Human Behaviour Training Course has been produced in cooperation with the International Maritime Organization (IMO); Royal Caribbean International; and Cruise Lines International Association (CLIA) in response to the 2010 Manila Amendments to the STCW Code. Importantly, the course is the first to have been formally approved by the UK Maritime and Coastguard Agency (MCA) for use worldwide.

HEAVY LIFTS AND PROJECT CARGOES: We recently produced a new training programme which tackles the often complex handling issues involved in the loading or discharge of project cargoes and heavy lifts. This is particularly relevant if ships' personnel are involved as serious consequences could result if the correct loading and unloading techniques are not strictly followed.

The programme covers the planning involved in preparing for a lift both ashore and onboard; the design of vessel and cranes; maintaining stability throughout the lift and positioning of the load onboard; and the validity and condition of lifting and securing equipment.

THE SAFE USE OF ECDIS IN PRACTICE: This training programme examines in detail the important practical issues in navigating with ECDIS. It starts by noting that the ECDIS is a special purpose computer loaded with software to aid navigation. It cannot and does not replace good navigational skills, situational awareness, good seamanship or good judgment.

The programme establishes that ECDIS has a lot to offer the watchkeeping officer. It provides a real time display integrating the output from the GNSS, speed and compass sensors. It uses this information to plot the ship's position and motion on the chart. It provides automatic route monitoring, with warnings of charted hazards.

LATEST AWARDS

ExxonMobil Cold Corrosion Insights
GOLD
MCA-I Media Festival

Working with Multinational Crews: It's a Cultural Thing!
PLATINUM
WorldFest Houston

Heavy Lifts and Project Cargoes - An Introduction to Lift On/Lift Off Operations
GOLD
WorldFest Houston
and
GOLD
WorldMediaFestival

The Work of the Emergency Response and Rescue Vessel
PLATINUM
WorldFest Houston

Buccanneers of Broadband

by Jim Dodez,
VP, KVH Industries

Seafarers bear closer resemblance to Captain Kirk on the starship Enterprise than they do to Blackbeard the Pirate in terms of the presence of technology on vessels today, where smartphones, tablets, laptops, TVs, and computers are common. But modern mariners may inadvertently be taking on the pirate's role when they watch personal DVDs in the ship's lounge areas or download a movie over the ship's Internet service.

As reported on the blog of the HKShippingForum, a Hong-Kong based site for the global shipping industry, a ship was recently threatened with a lawsuit by a movie production company that had discovered a crew member downloading a movie illegally while onboard the ship.

The production company even threatened to sue the vessel's Internet provider. The Internet provider then put the vessel's IP address on a watch list and said it would limit the vessel's Internet if more illegal downloads were detected.

International copyright law classifies merchant vessels as commercial enterprises, and the laws relating to what types of entertainment can be legally used would probably shock most ship owners. Obviously pirated movies, music, TV shows, etc., are illegal, but it is also illegal to watch personal copies of DVDs onboard commercial ships.

So if crew members are bringing stacks of their own DVDs onboard, the shipping company is liable for copyright infringement because it doesn't have the appropriate commercially licensed movie, music, etc. This requirement is further complicated by differing definitions (by country) of whether a crew member's quarters constitute a private or public venue.

This has never been a big concern for shipping companies, because nobody ever inspected ships for compliance with this kind of law. All of that has changed with MLC-2006, so this is going to become a bigger issue going forward. If a ship owner supplies TVs for their crews to watch and doesn't supply commercially licensed content, they're asking for trouble.

MLC-2006 is a recently implemented international maritime standard for seafarers' working conditions, and includes recommendations for providing Internet access, movies, and other entertainment to mariners.

KVH MEDIA GROUP MOVIElink	
10	TOP MOVIES VIEWED BY CREW
1	INTERSTELLAR
2	DRACULA UNTOLD
3	CHAMPS
4	KINGSMAN: THE SECRET SERVICE
5	UNBROKEN
6	SELMA
7	BIG EYES
8	BLACK SEA
9	TEVAR
10	SET FIRE TO THE STARS



Course in Focus

Videotel's latest course, entitled "The Work of the Emergency Response and Rescue Vessel (ERRV)," covers the crew's key objectives and emergency procedures when operating these vessels in global offshore oil and gas fields. The CBT course also details the day-to-day operational function of the ERVV. As with all Videotel training titles, this CBT has been produced in accordance with the relevant STCW regulations.

Videotel is the market-leading provider of training films, 3D animations, computer-based training and e-learning courses, and is part of KVH Industries, Inc., a premier manufacturer of solutions that provide global high-speed Internet, television and voice services via satellite to mobile users at sea, on land and in the air. KVH is also a global news, music and entertainment content provider to many industries including maritime, retail and leisure.

VIDEOTEL
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