

**2017 Activity summary of
the "Networks Unit"
CESAM External Relations Department**

I 2017 COMMITTEE MEETINGS

Average Agents' Committee (CTC-R - The <i>Commission Technique et Consultative des Réseaux</i>)	February	October	
Committee for Inland Carriage (<i>Freight Transport Certification</i>)	January	February	April
Fishing Craft Committee	January	October	
Inland Waterways Committee	March	November	
Pleasure Craft Committee	February	May	

II SPECIFIC WORK RELATED TO THE NETWORKS

1- PLEASURE CRAFT

-Risk analysis report – Pleasure craft

The Committee's work has led to the writing of the final draft of the pleasure craft pre-insurance analysis report¹ called a risk analysis, presented in its final version accompanied by a user guide to all surveyors in December 2017 at the time of the Nautic Paris Boat Show.

-Point on 2017 Certification

- None of the candidates for certification were admitted for the 2017 session.
- Candidates for 2017 certification revealed significant gaps in theoretical but also practical areas.
- The surveyors who participate via their professional associations in the CPQE² suggested that candidate profiles for pleasure craft certification since its launch are analysed in order to identify surveyors' skills and/or the standard profiles that obtain the certification. This request will be processed and presented by CESAM to the CNPP (*Centre National de Prévention et de Protection* – an association in charge of risk prevention and management in security fields).

¹ Passed on to member company representatives of the working group

² Comité Pour la Qualité de l'Expertise [Committee for the Quality of Appraisals] grouping together CESAM, CNEMP (Chambre Nationale des Experts Maritimes Plaisance [French national chamber of pleasure craft surveyors]) and FIN (Fédération des Industries Nautiques [French Nautical Industries Federation])

-West Indies hurricanes September 2017

CESAM has monitored the changes in the processing and follow-up of appraisals for damaged pleasure craft on behalf of the market. Through Guadeloupe's average agent, Mr Marsolle, many contacts were made on this occasion with St Martin's local authorities, repair yards and dismantling site in order to monitor the problems posed by this exceptional situation, its extent and the intensity of the damage sustained both by port infrastructure and the pleasure craft affected by both hurricanes; these points of contact made it possible to draw up a report on the consequences of these natural events for pleasure craft insurers. This document is attached to the annual activity report of the Major Casualties Department.

2-FREIGHT TRANSPORTATION

Certification testing for freight transportation appraisal called the *Experts Évaluateurs d'Assurances- Spécialité Transports de Marchandise* [EEA freight transportation] was launched for the first time in October and November 2017. At the end of this certification, 18 candidates were successful from the 28 who applied. They either had their CESAM recommendation renewed or were recommended by CESAM for the first time.

Some lessons learnt from this first session will help to improve the freight transportation certification process:

- this year's session is exceptional with regard to the number of candidates and the next sessions should be more simple to organise;
- certain candidates are not actual surveyors but administrative staff of firms. This situation should try to be identified at the time of their application;
- it will be necessary to increase insurer representatives on the judging panel. The preparatory work of exam topics with their corrections (practical case studies and multiple-choice questions) will be continued in 2018.

3- PARTICIPATION IN THE FANAF (*Fédération des Sociétés d'Assurances de Droit National Africain*) [Federation of African Insurance Companies] in MARRAKECH (Morocco) in February 2017

CESAM's participation in the FANAF promotes CESAM's networks and enhances their visibility with African insurers present at this conference.

At the time of attending the annual FANAF conference held in Morocco in 2017, CESAM visited the local average agent and met the representative of many actors of the Moroccan market.

Thanks to the information collected during this visit, CESAM drafted a Morocco information sheet (attached) outlining the country's international trade, a point on local insurance obligations and a few details on local law in terms of detaining ships as well as a breakdown of the local average agent's activities. This sheet was distributed during the 2017 Transport Insurance Meeting. Morocco's average agent activity remains stable thanks to missions entrusted to it by Moroccan insurers and by the development of Tanger Med.

Receipts for Morocco's transport insurance market reached around €60m in 2016 with a combined ratio of 124%³.

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³ Source 2016 report of Morocco's Supervisory Authority of Insurance on their website <http://www.acaps.ma/>

4-FISHING CRAFT

The number of appraisal missions within this activity is stable.

The hurricanes in the French West Indies confirmed that many small fishing craft were not insured.

5-INLAND WATERWAY TRANSPORTATION

CESAM has not been contacted by the ministry as part of its project to reinstate an accreditation for inland waterway surveyors who intervene when navigation certificates are issued.

Contact will be made again by CESAM in 2018 to this end.

6-WEB APPLICATION “average agent search on mobile phones”

A CESAM web application used to search for surveyors and/or average agents and send a message directly from a mobile phone.

7-NETWORK OF CESAM AVERAGE AGENTS

Below are the **Average agents** who were appointed in 2017:

- **ALGIERS**: Ali Ghouali - replacement
- **LIVERPOOL**: Paula Cook - replacement

Their full contact details are on the CESAM website www.cesam.org and are regularly updated.

III FOLLOW-UP OF NETWORK ACTIVITIES

The number of missions handled between 2013 and 2017 are shown in the table below⁴.

	2013	2014	2015	2016	2017
Average agent(*)	13,200	13,945	12,577	9,280	8,069
Pleasure craft surveyors (1)	6,195	5,774	6,118	5,684	6,765
Surveyors for inland carriage (1)	7,461	6,522	5,264	4,531	4,790
Fishing craft surveyors (1)	801	825	907	735	744
Inland waterway surveyors (1)	1,264	1,340	1,428	1,336	701
TOTAL	28,921	28,406	26,294	21,477	21,069

(*) See a breakdown on the following page of the intervention of Average Agents in "Hull" and "Cargo" with a valuation of the damage appraised on behalf of the French market

(1) See a breakdown on the following page of the intervention of the Recommended Surveyors with a valuation of the damage appraised on behalf of the French market

⁴ From the French market

(*) Breakdown of the intervention of Average Agents in "Hull" and "Cargo" with a valuation of the damage appraised on behalf of the French market

	2015			2016			2017		
	Amounts	No. of missions	Average per case	Amounts	No. of missions	Average per case	Amounts	No. of missions	Average per case
Hull	€19,754,000	2511	€7,866	€20,135,880	2156	€9,270	€21,574,401	1555	€10,524
Cargo	€40,162,907	9521	€4,218	€22,775,636	7098	€7,108	€49,613,706	6019	€8,243

(1) See below a breakdown of the intervention of the Recommended Surveyors with a valuation of the damage appraised on behalf of the French market

Networks	Valuation of losses	Average of the valuation per case
Pleasure craft surveyors	€63,451,000 for 5429 "Casualty" cases (a)	€ 11,687
Surveyors for inland carriage	€52,765,560 for 4790 cases	€11,015
Fishing craft surveyors	€14,493,302 for 645 "Casualty" cases (b)	€22,470
Inland waterway transport surveyors	€10,322,277 for 701 "Casualty" cases	€14,725

(a)-To which is added pre-insurance and pre-purchase intervention = 1336, i.e. a total of 6765

(b)-To which is added pre-insurance and pre-transactional intervention = 99, i.e. a total of 744

IV – COLLECTION OF NETWORK CONTRIBUTIONS

Year	Amounts invoiced	Amounts collected	% of collection
2013	€217,947	€203,778	93.50%
2014	€220,311	€217,575	98.76%
2015	€217,523	€213,713	98.25%
2016	€211,564	€208,419	98.51%
2017	€215,172	€208,872	97.07%
2018	€208,206	€197,836 <i>(at 28/08/2018)</i>	95.02% <i>(at 28/08/2018)</i>

V – VISITS OF/TO RECOMMENDED AVERAGE AGENTS and SURVEYORS IN 2017

1. Visits to CESAM:

- Omar Bourhabi / Casablanca (Morocco)
- Paula Cook / Liverpool (UK)
- Santiago Hernandez / Buenos Aires (Argentina)
- Irène Mbilla / Douala (Cameroon)
- Dominique Breton / Brest
- Jason Fernandes / New Orleans (USA)
- Sid Ahmed Daouadji / Mostaganem (Algeria)
- John Cupitt / Brisbane (Australia)
- Gil Gagne / Bordeaux (Pleasure craft surveyor)
- Joël Bonnay / Lyon (Surveyor for inland carriage)

2. Visits of F. Denèfle:

- September 2017: (at the time of IUMI / Tokyo) visit to Yokohama's average agent, Mr Masahiko Ueno;
- November 2017: meeting in Cotonou of French-speaking Africa's average agents. See the presentations in the attached;
- December 2017: Madrid for the 75th anniversary of the Comismar group.

VI – PRESENTATIONS OF CESAM's ACTIVITIES

The CESAM networks and their operation led to a presentation to the *GENERALI PROTECTION JURIDIQUE et EQUIPE SINISTRE* group [GENERALI LEGAL PROTECTION CASUALTY TEAM] for Pleasure craft during 2017 (April and November).

VII - OTHER WORKS FOLLOWED BY CESAM's EXTERNAL RELATIONS DEPARTMENT

-Participation in the monthly meetings of the *Commission Nationale de la Sécurité de la Navigation de Plaisance* [National committee for pleasure craft navigation safety].

-Implementation of a "Pleasure craft" training/information day on the cause of pleasure craft casualties at the FFA (French Insurance Federation) in December 2017 as part of the compulsory professional training for EEA certified pleasure craft surveyors (80 registered).

-Participation in the review processes for pleasure craft certification and monitoring of general certification work (*Comité Particulier pour la Certification des Experts* (CPCE) [Committee for surveyors certification] within the CNPP, of which CESAM is a member, etc.).

-Meeting with the pleasure craft surveyor associations as part of the CPCE and FIN during the pleasure craft exhibition and information session for the certified pleasure craft surveyors on this occasion in December 2017.

-Meetings on the creation of a "Pleasure Craft THEFT" file within FFSA in the presence of ARGOS (an Economic Interest Group of French insurers in charge of compensation for stolen vehicles) and GEMA (*Groupement des Entreprises Mutuelles d'Assurance* [Union for mutual insurance companies]) have been discontinued and no decision was taken in 2017 related to the monitoring and implementation of a stolen pleasure craft file.

At this stage, CESAM continues to disseminate the pleasure craft theft notices received at the request of surveyors and/or member insurance companies.

These notices of theft are disseminated both to CESAM recommended surveyors and average agents as well as a specialized gendarmerie unit devoted to stolen pleasure crafts.

-CESAM participated in the meeting of LNE's Steering Committee (French national testing laboratory), the report of which was disseminated to Members of the CTC-R and the Committee for Inland Carriage.

-As part of the training and risk management, CESAM organised a visit to Sofrigam, a specialist in the management and control of product packaging processes.

-At the request of CESAM's Board of Directors, the Department launched a process for collecting and updating professional liability insurance certificates with the networks⁵.

⁵ Summary table view in 2018 of the collection of civil liability insurance certificates of networks is attached

VIII – PARTICULAR DIFFICULTIES ENCOUNTERED BY SURVEYORS AND/OR AVERAGE AGENTS

Two positions needed to be specifically monitored by the External Relations Department.

1 Pleasure craft surveyor position in Toulon, Mr Vouquier

Mr Vouquier, who had not given any updates for several months following personal problems, has informed CESAM that he will be able to resume his activities in 2018. CESAM shall visit to make sure of this.

2 Following the death of Mr Beaugrand in Le **Havre, who was recommended for inland waterway and fishing craft**, a visit was organised with his firm to review ongoing cases and determine the number of outstanding missions. A priori, all ongoing cases could be taken over by his partner.

3 In addition, **the vacancy of the Fort de France position** will be sorted out in 2018 by implementing a call for applications according to the rules decided by the CTC-R in accordance with advertising and transparency principles.

4 **Mr Joseph Rocca, a recommended average agent and inland carriage and fishing craft surveyor in Corsica** shall be replaced in 2018 due to him ceasing his activities with no successor.

IX - MISCELLANEOUS

1 **The GOOGLE traceability tool**, used by CESAM since the end of 2013 to analyse the number of requests to consult positions on the CESAM website concerning surveyors and/or average agents shows the figures from 2014 to 2017:

	Number of visits	Individual visitors	Requests
From 01/01 to 31/12/2014	23,804	17,719	45,719
From 01/01 to 31/12/2015	25,529	17,579	53,676
From 01/01 to 31/12/2016	23,316	15,790	52,076
From 01/01 to 31/12/2017	24,176	15,682	51,547 (*)

*One single visitor browsing several pages during one visit. Numbers stemming from robot units are excluded.

2 Dissemination of information

35 news items were disseminated concerning, among other things, groundings, fires, damage following natural disasters and social unrest, as well as 10 notices of pleasure craft theft.

3 Call for average agent applications process

The call for average agent applications system, now validly integrated by the CTC-R, may be generalised for all replacements and/or creations of new average agent positions in France and/or the overseas territories under the control of the CTC-R. The first call will concern the position for Fort de France.

4 Visit on 16 November of Sofrigam's production site (*near Arras*); this company designs and manufactures packaging for temperature-controlled transport.

ATTACHMENTS

- [Risk analysis report - Pleasure crafts \(*in French*\)](#)
- [Cotonou presentation \(*in French*\)](#)
- [Morocco 2017 information sheet \(*in French*\)](#)
- [Summary of the Networks' Professional Civil Liability Insurance \(*in French*\)](#)

FD/MG – 31 August 2018