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# CESAM ANNUAL REPORT

## 2020

28 SEPTEMBER 2021

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CESAM

## Subject: Introduction by the Managing Director of CESAM

Dear Sir or Madam,

I am delighted to be writing this short message to introduce CESAM's annual activity report for 2020.

I took up my new role on 1 October 2020. Based on findings made with the team of Department Heads and the mandate by the Board of Directors, my goal is to define a vision and the corresponding strategy for a revamped CESAM.

From the end of 2020, CESAM's strengths, weaknesses, threats and opportunities were identified and used to adjust the strategy which we will develop in the coming years as part of a clear vision: making CESAM the Home of French Marine, Transport and Aviation Insurance.

This vision was approved by the Board of Directors in April.

CESAM's goal is to deliver even more services with high added value to its Members and other stakeholders in the French Marine, Transport and Aviation Insurance ecosystem.

This is reflected by the fact that CESAM has been registered as a Training Organisation since early February 2021. This will help create a training catalogue to build on and/or refine the technical knowledge of Members' employees. This is just the start of a very long journey which should allow our industry's stakeholders to find the support they need through the services which CESAM offers now and in the future.

CESAM plays a central role in the French MAT insurance market and in this regard, its support and coordination in handling certain topics can only be positive for all industry stakeholders.

The Networks, IT-Optiflux®, War Risks rating and Major Casualties departments, as well as training and organisation of the annual ParisMAT event are key points which allow the French market to consolidate its position in a complex world which is changing a little faster each day.

We will keep you regularly informed of initiatives and actions by CESAM, as we have already started to do through social media sites like LinkedIn and Twitter.

The attached report is comprehensive and gives you a good idea of the skills and services made available to the industry by the Group.

Even if it is still a little long for a quick read and so more likely to be shared, we are committed to streamlining it and making it more concise in the future, with a more visual format.

In any event, your collaboration, comments and suggestions are crucial to continue to make CESAM the organisation you want it to be.

I am confident that the Group is able to address the challenges of its Members and Networks, taking into account all stakeholders in the French Marine, Transport and Aviation Insurance market.

I hope you enjoy reading it. Please feel free to send us your comments and suggestions so the materials we send you offer a genuine benefit.

Warmest regards,

**Pascal Dubois**  
Managing Director



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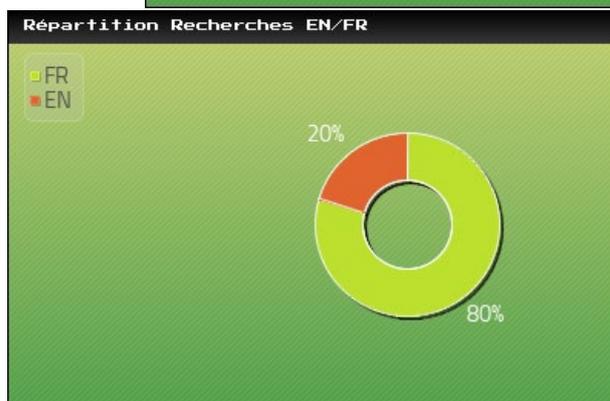
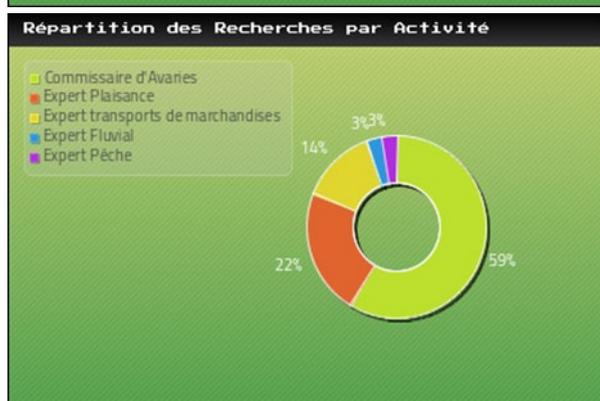
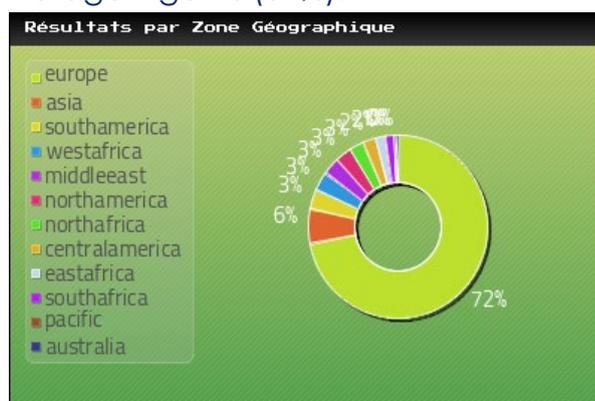
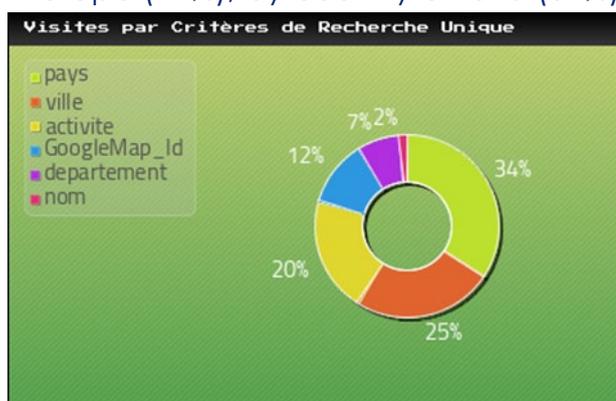
# NETWORKS DEPARTMENT

## 1. Consultation of CESAM networks<sub>1</sub>

All networks of Average Agents and Surveyors recommended by CESAM are freely available on the CESAM website [here](#).

This directory was viewed 16,222 times in 2020 across all networks. 31,404 queries were made during these visits, with 402,444 results.

As shown in the charts below, these searches are mainly made in French (80%), for Europe (72%), by country criteria (34%) and for Average Agents (59%).



## 2. Committees meetings in 2020

These five committees are made up of representatives of CESAM Members Companies, as well as certain intermediaries whose involvement is approved by these members. Any request to take part in these committees should be sent to Mathilde Docquier (mdocquier@cesam.org) or the following generic address: service.reseaux@cesam.org

Average Agents Committee (CTC-R)	MARCH	JUNE	NOVEMBER
Goods in Transit Committee	x	x	x
Fishing Craft Committee	JANUARY	x	x
Inland Waterways Committee	x	x	x
Pleasure Craft Committee	x	x	x

Given the unique public health situation and working from home arrangements, most Technical Committees meetings were cancelled in 2020. The Networks Department continued to individually handle all requests relating to these networks.

### 3. CESAM surveyors networks

#### 3.1. Pleasure Craft surveyors network

The CESAM Pleasure Craft surveyors network comprises 75 surveyors primarily in France (including the Overseas Departments) and the Mediterranean region.

Since 2008, access to this surveyors network has been subject to Pleasure Craft Insurance Surveyor (*EEA Plaisance*) certification organised by the CNPP<sup>2</sup>.

In 2020, two surveyors successfully received this certification, and joined the list of our recommended Pleasure Craft surveyors:

- Mathieu Leporc in Marseille (13)
- Yann Melliani in Le Tréport (76)

Only one surveyor, Mr Eric Poirey, an EEA certified Pleasure Craft insurance surveyor in Toulon, asked to be removed from CESAM lists due to his retirement.

#### 3.1.1. Supervision of Pleasure Craft surveys

Since June 2018, the CESAM Networks Department supervises some Pleasure Craft surveys on behalf of GENERALI which are required for small and medium claims cases which require the involvement of a CESAM surveyor.

Various lessons were learned from this process, notably allowing us to:

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<sup>2</sup> <https://www.cnpp.com/Certification>

- Assess the technical skills of EEA certified Pleasure Craft Insurance Surveyors recommended by CESAM.
- Carry out a qualitative analysis of services rendered by surveyors recommended by CESAM by reviewing reports filed in these cases
- Identify surveyor training requirements.
- Identify areas where CESAM's network needs to expand.

The details of this analysis are presented to the GENERALI Pleasure Craft Department but also notified to the CESAM Pleasure Craft Committee.

These findings are routinely presented to EEA certified Pleasure Craft Insurance Surveyors recommended by CESAM during a training day. However, given the exceptional public health situation, this training day could not be held in 2020. It will be postponed to 2021.

### 3.1.2. Development of the Pleasure Craft surveyors network

A "Large Pleasure Craft" specialisation or specific identification of surveyors qualified in this area is being studied. Multiple requests are made to CESAM in this regard following the finding that not all EEA certified Pleasure Craft Insurance Surveyors have sufficient knowledge to work with these types of cases.

Regarding the geographic development of this Pleasure Craft network, international development and/or specific identification of competent Average Agents for this type of work would be a major step to be considered, particularly in the Mediterranean region.

### 3.2. Goods in Transit surveyors network

The CESAM Goods in Transit surveyors network comprises 48 surveyors exclusively based in mainland France.

Since 2017, access to this surveyors network has been subject to Goods in Transit Insurance Surveyor (*EEA Transports de Marchandises*) certification organised by the CNPP<sup>3</sup>. In 2020, two surveyors successfully received this certification, and joined the list of our recommended surveyors in this specialism:

- Fabio Sarmiento Da Silva in Rouen (76)
- Rémi Billoir in Villeneuve d'Ascq (59)

There is no significant information to report on this network.

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<sup>3</sup> <https://www.cnpp.com/Certification>

### 3.3. The Fishing Craft surveyors network

This network of surveyors specialising in Fishing Crafts comprises 18 surveyors exclusively based in France, 5 of which are located in the Overseas Departments (Cayenne, Fort-de-France, Noumea, Pointe-à-Pitre and Saint-Denis, Reunion Island).

This network is not subject to certification like with Pleasure Craft and Goods in Transit networks: this is because this network is too small to consider to put in place a certification with the CNPP.

Therefore recommendations are granted following presentation of an application including at least the following documents: confidential information file, cover letter, CV, between 5 and 10 survey reports for the specialism in question in the year prior to the request for recommendation. On receipt of a complete application, CESAM presents this file to the CESAM Fishing Craft Committee for its opinion.

### 3.4. Inland Waterways surveyors network

The CESAM Inland Waterways surveyors network has 18 surveyors, mostly based in mainland France. Three are based in Germany and Belgium, border countries with which there is significant inland waterways trade.

Like with the Fishing Craft network, access to this Inland Waterways network is not subject to prior certification. A complete application (see 3.3. Fishing Craft surveyors network) must be submitted to CESAM.

## 4. Average Agents network

This is CESAM's largest network, with 223 Average Agents across more than 140 countries in 2020.

For any new appointments in France, a public call for applications is always published by CESAM on its website<sup>4</sup> and in specialist press to adhere to advertising and competition rules. The assessment criteria for each application are detailed in each call for applications<sup>5</sup>.

In 2020, two public calls for applications were launched: for Average Agent positions in Nantes and Toulon, then in Nantes and Marseille. The first public call for applications advertised in the press<sup>6</sup> on 10/07/2020 was scheduled to end

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<sup>4</sup> <https://www.cesam.org/fr/home.php#pascandidat>

<sup>5</sup> See Appendix 1 at the end of the report.

<sup>6</sup> Argus de l'Assurance.

on 08/09/2020, but was ultimately extended to 18/10/2020. After deliberation by the Steering Committee<sup>7</sup>(restricted to insurers only), it was decided not to select any of the applications submitted for these positions; most applications did not meet the previously determined criterion regarding minimum experiences<sup>8</sup>.

A second call for applications was launched for the cities of Nantes & Marseille on 01/12/2020. This second process was launched following the retirement of Mr Patrick Rocchia, CESAM Average Agent in Marseille for over 30 years, who had consistently managed an average of over 200 cases each year across all categories. So it was crucial to replace him following his retirement. Five applications were received for this position, and after deliberation by the restricted Steering Committee, Mr Laurent Le Borgne was appointed as CESAM Average Agent in Marseille from 08/02/2021.

Regarding international appointments, a routine public call for applications was not implemented like with national appointments. However CESAM takes inspiration from this national procedure to routinely ask each candidate to submit an application with at least the following documents: CV, confidential information file, between 5 and 10 survey reports in the field for which the candidate requests recommendation from the previous year.

In 2020, the following Average Agents were appointed:

- Mr Zhao Min (SHANGHAI): restructuring of the company BRAEMER AQUALIS and departure of his predecessor.
- Mr Finn Eriksen (DENMARK) – BALTOC SURVEY
- Mr Karl Erik Presterud (NORWAY) – WESMANS SA

Finally, the following were removed:

- Mr Yann Verbeek (TOULON): cessation of activity
- Mr Raymond Li Hai Ming (SHANGHAI): left the company BRAEMER AQUALIS
- Mr Volker Prinz (SWITZERLAND): retirement
- Mr Patrick Rocchia (MARSEILLE) – NAVYCLAIM: retirement

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<sup>7</sup> Networks Technical Advisory Committee.

<sup>8</sup> “Have carried out appraisals and/or surveying for claims involving vessels and/or goods transported by sea, river, air and land for 5 years, with an average of 50 appraisals per year - Send 10 reports issued in the previous and/or current year from at least 3 different fields: surveys on hulls, fishing vessels, inland vessels, cargo and transport auxiliary civil liability”.

## 5. Collection of networks fees

Year	Amounts billed	Amounts collected	% 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	95.02%
2019	€219,403	€204,470	93.20%
<b>2020</b>	<b>€202,175</b>	<b>€185,186</b>	<b>91.59%</b>

As the 2019 and 2020 fees were collected during the COVID-19 pandemic meaning a decline in activity for several of our surveyors and/or average agents, several were unable to pay these fees, which explains the reduced collection rate.

## 6. Publication of news

### 6.1. Creation of a weekly "COVID-19" bulletin

Other than the usual news published by the Networks Department based on feedback sent to CESAM, the Networks Department established a weekly bulletin from 26/03/2020 with information about the public health situation worldwide and its impact on transport. This information is sent by our Average Agents, who update a "standard country record", with information consolidated in a bulletin sent every Thursday and published on the CESAM website<sup>9</sup>.

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<sup>9</sup> <https://www.cesam.org/fr/home.php#archivescovid>

# IT DEPARTMENT

## 1. OPTIFLUX® committee in 2020

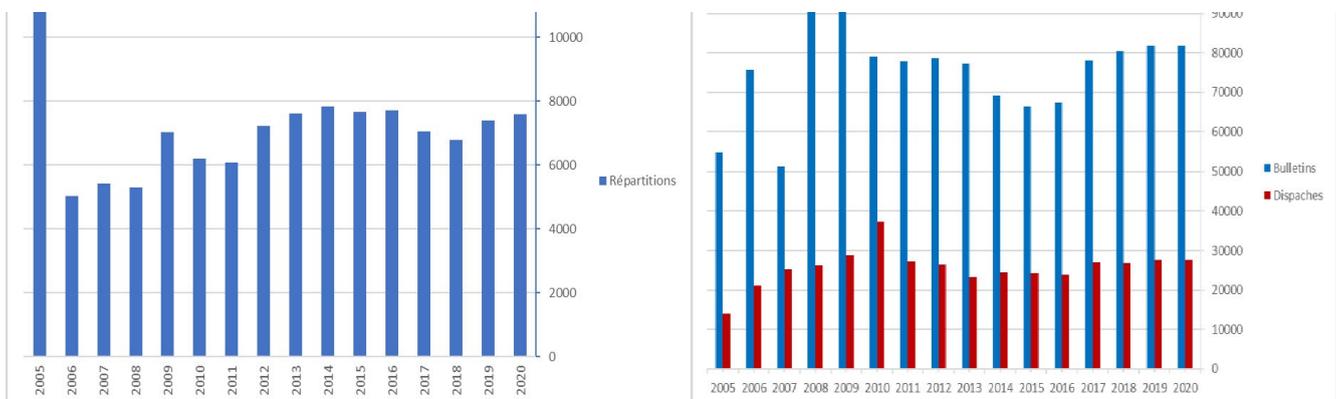
The Optiflux® Technical Committee met twice this year, with representatives from member companies, AASO (agents) and brokers.

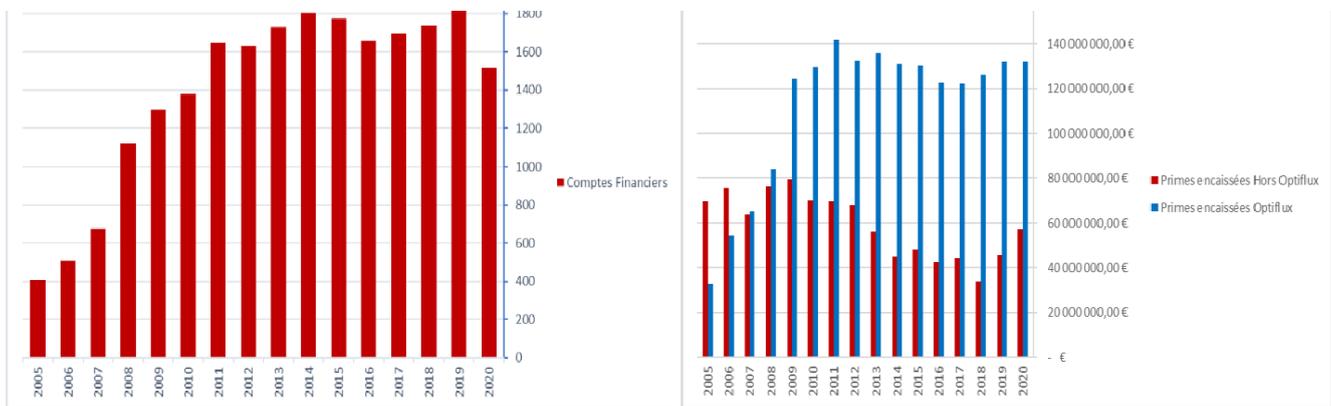
The topics discussed during these meetings were as follows:

- Inability to change Optiflux® distribution in a claims case already distributed to co-insurers and the broker.
- Prior study by a member on the feasibility of implementing the proposed creation of rule 27: *"If there are one or several co-insurers using Optiflux® for a case and if the case's broker (whether French or not) does not use Optiflux®, when managing a claims case the lead insurer must carry out all operations (bulletins, dispatches and payment orders) via Optiflux® for the French market"*.
- Optiflux® website - flow monitoring: Development allowing the broker to view exchanges on the initial flow between the lead insurer and CESAM.
- Establishment of open Optiflux® case lists which have not changed in the past 2 years on request by HELVETIA.
- Establishment of statistics on the total number of bulletins following a closing bulletin with "open" status instead of "reopened" status at the request of lead insurers.

## 2. Summary from 01.01.2020 to 31.12.2020

Statistics on Optiflux® flows handled by CESAM per year.





### 3. Processing by the IT Department

The CESAM IT department has three employees: two full-time employees and one part-time employee (80% FTE). It manages IT security and the associated infrastructure (CESAM and Optiflux® web servers, email server, BDI server, IBM Iséries server, PC fleet, telephones).

In 2020, Optiflux® files processed in real-time at CESAM represented 152,367 Optiflux® flows. 99.59% of these Optiflux® entries were validated and distributed to the co-insurer and broker.

The IT department also incorporates payment notes sent by non-Optiflux® contributors, and sends financial entry statements and other daily, weekly, fortnightly or monthly data to its members. It sends monthly current account publications by email, quarterly invoices, statistics on claims with no changes in the last 2 years, premium collection statistics and other statistics data on request. The IT department also offers technical and telephone support for users of the Optiflux® system.

It develops web forms, publications and statistics data on activity reports by recommended surveyors and average agents.

The IT department updates the war risks and similar country ratings based on instructions from the Major Casualties department and maintains these web pages. It develops web forms, publications and statistics data on registrations for the "PARISMAT" annual event. It manages payment app maintenance and develops the billing app for this event. It also handles the technical aspects when preparing specifications and during implementation of this event. It assists attendees before and on the day of the event.

The IT department updates the CESAM and Optiflux® websites, and publishes various documents sent by other CESAM departments on its website (annual reports, weekly COVID-19 bulletins, promotion of the PARISMAT event, event programme, participant speeches, photo albums, etc.).

In 2020, the IT department managed the entire process of relocating the IT site. The IT department takes part in various meetings to offer its technical opinion and take part in strategic discussions internally or with its members and other intermediaries on request. For example, in 2020: Optiflux® presentation to member HDI GERLING and the brokers GUIAN LE HAVRE, EYSSAUTIER PARIS. As part of the merger between 2 members (AXA CS and XL INSURANCES), participation in meetings with XL INSURANCES to assess the impact of the merger of accounts at CESAM.

## FINANCIAL DEPARTMENT

### 1. ECB tax

Banks are subject to a 0.50% tax collected by the ECB applied to the 1st euro recorded in accounts. CESAM has had to pay this tax since 1 December 2020.

In order to limit the financial impact on its members, CESAM has received specific "exemptions" from its two partner banks to limit its bank fees.

The Group does everything possible to limit this expenditure (negotiate an increase in exemptions, reviewing new collaborations to potentially work with one (or several) new partner banks), subject to obligations which do not currently allow CESAM to make any investment which would not guarantee fixed capital and the immediate provision of member credit notes.

This new tax and the significant decline in foreign currency compensation noted from the start of the pandemic (notably in US dollars) have a significant impact on the Group's cash flow.

### 2. Tracking

CESAM has subscribed to a "tracking" option with one of its bank partners to monitor foreign transfers until they are credited to the payee account at a GPI (Global Payment Innovation) bank. Before this option, CESAM knew that its account had been debited, that there was no return of funds, but could not know if the funds were frozen or when they were paid.

Below is an example:

Dernier statut  
 En cours : Transmis à un étab. non GPI  
 Référence UETR : ad8f32a-1db5-46c8-ab90-8936c2105f73

**Donneur d'ordre**  
 NATXFRPPXXX

**PAIEMENT**  
 24/03/2021 à 12h34m48s  
 Montant initial 14017.00 GBP  
 Commissions perçues 0.00

**COUVERTURE**  
 24/03/2021 à 12h34m48s  
 Montant couvert 14017.00 GBP

**BARCG822XXX**

**BNPAG822XXX**  
 Bénéficiaire

**COUVERTURE**  
 25/03/2021 à 07h00m07s

**Notifications**

Date de Réception	Type de msg	Émetteur	Récepteur	Libellé statut	Référence banque
25/03/2021 à 07h00m07s	202COV	BARCG822XXX	BNPAG822XXX	En cours - Transmis à un étab. non GPI	9,46 GBP
24/03/2021 à 21h49m34s	299	BARCG822XXX	TRKCHZ2XXX	En cours - en attente de confirmation	
24/03/2021 à 12h34m48s	202COV	NATXFRPPXXX	BARCG822XXX	En cours - Transmis à un étab. GPI	
24/03/2021 à 12h34m48s	103	NATXFRPPXXX	BNPAG822XXX	En cours - Transmis à un étab. non GPI	

GROUPE BPCE | Contact | À propos de Natixis | Garantie des dépôts | Données personnelles | Mentions légales et crédits | © Natixis 2021

# MAJOR CASUALTIES DEPARTMENT

## 1. Evolution of cases

### 1.1. Ongoing cases

The cases managed by CESAM's Major Casualties Department as of 31.12.2020 represents 34 Major Casualties cases<sup>10</sup> (3 new) including 374 sub-cases of which 11 sent by member insurers and non-members.

Completely non-standard cases are also still managed by the Major Casualties Department in 2020. It is mostly cases without changes which remain open at CESAM:

- "PICASSO" case<sup>12</sup>: this case was already mentioned in the previous reports and has not changed in 2020.
- "SS HARROVIAN" case<sup>13</sup>: this case was already mentioned in the previous reports and has not changed in 2020.

### 1.2. Closed cases

Amongst the 34 cases in question, 4 cases were closed in 2020 following general average adjustment payment or after reaching an amicable agreement to end the procedures in progress.

Cases closed in 2020					
Vessel	Event date	Type of vessel	Close date	Event	Claim financial year
FOWAREIT	20.09.2005	Container ship	18.11.2020	Stranding	2005
MAERSK SEOUL	19.07.2015		21.09.2020	Fire	2015
MOL RENAISSANCE	29.12.2005		01.10.2020	Fire	2005
WANHE	24.09.2014		17.11.2020	Stranding	2014

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<sup>10</sup> List attached to this report.

<sup>11</sup> Each sub-case corresponding to a separate insurance policy.

<sup>12</sup> Retrieval of sums compensated by Transport insurers following the theft of a Picasso painting in 1979.

<sup>13</sup> In 2017, CESAM was approached by the British administrative authorities regarding recovery of copper cargo which was aboard the SS HARROVIAN when it was sunk by a German submarine off the English coast on 16 April 1916. CESAM had asked the British authorities to keep it updated throughout the operations on this vessel to retrieve the cargo.

### 1.3. Open cases

In 2020, CESAM also opened 3 new Major Casualties cases:

<b>Cases opened in 2020</b>				
<b>Vessel</b>	<b>Event date</b>	<b>Type of vessel</b>	<b>Event</b>	<b>Claim financial</b>
<b>SONGA IRRIDIUM</b>	<b>27.12.2019</b>	<b>Container ship</b>	<b>Machine Damage</b>	<b>2019</b>
<b>NORTHERN JUPITER</b>	<b>04.01.2020</b>		<b>Fire</b>	<b>2019/2020</b>
<b>MSC MICHAELA</b>	<b>01.04.2020</b>		<b>Machine Damage</b>	<b>2020</b>

## 2. Resources put in place to manage cases

### 2.1. Implementing CESAM guarantees

As indicated in our previous annual reports, as part of the management of general average and/or assistance cases, CESAM offers guarantees to its members and non-members on behalf of insurers authorised for this type of procedure. These guarantees are essential to release goods at the final destination.

For this purpose, the Major Casualties Department requires the payment of sums corresponding to the interim rate of the contribution to the general average and/or assistance to a bank account restricted to CESAM. On definitive payment of contributions and/or assistance operations, unless otherwise indicated by the company in question, these restricted funds will be used to pay these contributions. The outstanding amount and interest will be returned to the company in question.

### 2.2. Access to the Lloyd's list

For many years, CESAM has been subscribed to the "Lloyd's List Intelligence" database which provides information on any event at sea, but also to track vessel journeys, technical features, owners, inspections and/or sanctions which were applied by the different competent authorities against a vessel, as well as certain information about ports and their infrastructure. Alerts can also be established to report a specific unit in a determined geographic zone or to identify any unit entering a determined geographic zone.

CESAM members can ask for the involvement of the Major Casualties Department for any searches involving this database. This service will be charged at €50.00 excluding tax provided; it is limited to sending a requested vessel file. Pricing based on time spent will be applied if the service is more complex.

### 2.3. Access to the LAMYLINE database

Subscription to the LAMYLINE database was also renewed for 2020.

This legislation, jurisprudence and doctrine database is used for searches for member companies with a longer history. For this service, the Department applies an hourly rate.

### 2.4. Archiving closed cases

Work to archive closed cases started in 2019 was accelerated in 2020, notably in view of CESAM's relocation and the need to streamline files kept in our new offices. In this regard, 7 cases were archived and sent to our service provider in September 2020<sup>14</sup>.

## 3. Publication of news and other notices

During 2020, the "Networks" and "Major Casualties" Departments issued over 50 news articles and information notices. These NEWS articles are sent by email to over 500 Industry professionals<sup>15</sup> registered with our mailing list<sup>16</sup>.

This information is also published by the Communication Department on LinkedIn and Twitter.

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<sup>14</sup> Over 10 linear metres.

<sup>15</sup> Insurers, agents, brokers, surveyors, lawyers and other Transport insurer service companies.

<sup>16</sup> Send registration requests by email or via our website "[Register for our mailing list and receive the latest news from CESAM](#)"

## WAR RISKS DEPARTMENT

### 1. Visits to the CESAM website dedicated to War Risks<sup>17</sup> NUMBER OF PAGES VIEWED



### 2. Reviewing all ratings as of 1 April 2020

Following CESAM's resumption of "War Risks and similar" rating applicable to insuring transported goods in view of the example clauses recommended by the FFA and as of 1 September 2018, it was announced, after redefining the assessment criteria, that there would be a complete review of all ratings as of 1 April 2020 in order to observe a single, consistent assessment procedure.

This overall review led to the modification of 233 ratings (extended cover or waterborne cover) As they are "methodological" changes not linked to worsening risks in the countries in question, no explanation guide will be available for these reassessments. In relation to this overall review applicable as of 1 April 2020, several zones were also created to reflect the particular nature of some regions within the same country:

- CYPRUS: creation of a zone: "'Turkish Republic of Northern Cyprus' or regions located to the north of the United Nations Buffer Zone in Cyprus".
- MOROCCO: creation of a zone: "'Western Sahara' or regions located to the south of 27.6673° parallel north".
- PHILIPPINES: creation of a zone: "Mindanao island and Sulu Archipelago".
- DEMOCRATIC REPUBLIC OF THE CONGO: creation of a zone: "The following provinces: Bas-Uele, Haut-Lomami, Haut-Uele, Ituri, Kasai-Oriental, Kasai-Central,

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<sup>17</sup> <https://rg.cesam.org/>

Kasaï, Lomami, Maniema, Nord-Kivu, Sud-Kivu, Tanganyika”.

- SOMALIA: creation of a zone: “Autonomous region of ‘Somaliland’ to the west of the 46° meridian east”.
- SUDAN: creation of a zone: “Regions located to the south of the 14° parallel north and the west of 30° meridian east”.
- PALESTINIAN TERRITORIES: creation of a zone: “Gaza Strip”.
- TURKEY: creation of a zone: “The following provinces: Gaziantep, Hakkari, Hatay, Kilis, Mardin, Sanliurfa, Sirnak”.
- UKRAINE: creation of a zone: “Donetsk and Luhansk Oblasts” and Zone 3: “Crimean Peninsula”.

Finally, from 1 April 2020, eleven new international maritime zones now have a CESAM rating above 1<sup>18</sup>.

- “Straits of Malacca and Singapore and adjacent waters”;
- “Disputed waters of the EEZ of Venezuela and Guyana”;
- “Gulf of Aden, Southern Red Sea”;
- “Gulf of Guinea”;
- “Gulf of Sidra and the Mediterranean Sea along Libya”;
- “Gulf of Mexico, Bay of Campeche”;
- “South China Sea”;
- “Sulu Sea, Celebes Sea”;
- “Eastern Mediterranean Sea”;
- “Black Sea, Sea of Azov”;
- “Indian Ocean”

For these new state or maritime zones, explanation guides are routinely available on the CESAM website.

### 3. Changes to ratings due to an increase/decrease in War Risks

Separately from the overall review on 1 April 2020, the following rating changes took place during 2020 to reflect a worsening of risk:

- Armenia rating changed to 4 for extended and waterborne coverage as of 02/10/2020.
- Azerbaijan divided into two separate zones:
  - “Entire country” zone rated 4 for extended and waterborne coverage as of 02/10/2020.
  - “West” zone rated 6 for extended and waterborne coverage as of 02/10/2020.

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<sup>18</sup>In addition to the “Persian Gulf, Gulf of Oman” zone created in July 2019.

## HUMAN RESOURCES DEPARTMENT

### 1. Managing human resources and working from home

Since the transport strike in December 2019, followed by the COVID-19 pandemic, CESAM has continued to carry out the missions entrusted to it, regardless of conditions, and without delay.

Dispatch payment is a clear example of this, whether received via Optiflux® or not. Said payments were made on time (following day), except a single day when servers were shut down due to a relocation.

During the pandemic, remote work was enforced due to the lockdown imposed in France in March 2020.

# APPENDI CES

## APPENDIX 1

 <b>GRILLE DE NOTATION DES CANDIDATS</b> <b>À L'APPEL D'OFFRE COMMISSAIRE D'AVARIES DU CESAM</b>			
Numéro du dossier du candidat			
<b>Conditions de fond</b>			
		Points	Notes
<b>Formation continue (avec justificatifs) du candidat</b>			
	Technique	5	
	Nautique	5	
<b>Expérience professionnelle du candidat</b>			
	Metier du transports (expérience opérationnelle hors expertise/assurance)	5	
	Expérience professionnelle assurance	3	
	Commissaire d'avaries / expertise	5	
	Qualité et variété des 10 rapports (signés ou requis par le candidat)	30	
<b>Maitrise des langues étrangères du candidat</b>			
	Anglais	5	
	Autres	3	
	Certification linguistique	2	
	<b>Sous-total</b>	<b>63</b>	o
<b>Conditions de forme</b>			
<b>Formation (études supérieures) du candidat</b>			
	Droit	3	
	Autres	2	
	Technique	5	
<b>Organisation</b>			
	Immatriculation	1	
	Système informatique et de gestion	5	
	Casier judiciaire	1	
	Assurance RC	1	
	Attestation fiscale /sociale (de l'employeur si candidat salarié)	1	
	Absence de difficultés rencontrées avec des compagnies membres du CESAM ou, dans ce cas, explications satisfaisantes	1	
	Domiciliation	10	
	Secrétariat/permanence téléphonique	2	
	Autre(s) Expert(s) dans la structure	5	
	<b>Sous-total</b>	<b>37</b>	o
<small>La Commission d'attribution de la recommandation se réserve le droit de ne retenir aucun candidat si jamais les critères exigés ne sont pas satisfaisants</small>		<b>TOTAL GÉNÉRAL</b>	<b>100</b> o