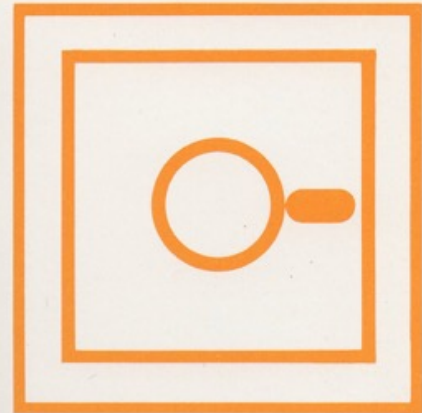




THE ACTS FACT FILE





COMPUTER SERVICES

Having been committed to computer systems since 1969, ACTS is keeping ahead of the rapidly changing market.

To survive in the competitive world of shipping we have to provide a first class service to shippers and consignees: and because of the speed at which cargo now moves, there is a need for fast means of communicating information between shippers, banks, statutory authorities, port authorities, consignees and destination zones.

Through our policy of continually improving and developing systems to meet changing business needs, ACTS is in the forefront of this new communications age – indeed in many

areas manual procedures have never existed at ACTS. We capture information quickly, easily and process it to provide the necessary documentation to all concerned in the movement of cargo.

Data Processing

We have a large Burroughs computer and an on-line network embracing the whole of the UK. Shipping companies now have the opportunity of linking in to our computing system to produce not only shipping documentation such as Bills of Lading, manifests and invoices, but also statistical information concerning revenue and management information covering sales statistics, commodity statistics and any other analysis of cargo.

Through our computer systems we are able to communicate manifest information regarding ships' sailings internationally: we are in a position to transmit data to the agents of a shipping company, wherever they are in the world. Also, due to our own involvement in containerisation, ACTS have extensive systems for the control of containers. Clients in the UK can be linked to the computer network, enabling them either to monitor their own container fleet – which would be held on file within our computer – or alternatively, for ACTS, through its existing container control management, to manage clients' stocks for them.

Again, through the interconnection of

our computer processing and our own worldwide telex network, we can transmit information through either medium to any destination zone in the world.

Consultancy

ACTS have an experienced team of analysts, programmers and operators fully conversant with shipping companies systems requirements. Many of the senior staff have been associated with ACTS since its inception and so they are extremely well qualified to advise a shipping company which so far has had little or no knowledge or use of computers. The systems and programming staff of ACTS will advise on either installing a client's own computer and developing tailor-made systems, or developing systems on behalf of a client for use on the ACTS computer.

In addition to the large Burroughs computer, ACTS use Dec mini-computers, Burroughs mini-computers and a wide selection of micro-computers. All these are assisting us in our commercial, container control, and financial systems which support our shipping operation. ACTS systems

consultancy is available when our clients need advice on the selection of computers and their uses in any application required.

A significant number of projects have been undertaken successfully by ACTS. The consultancy services through our senior staff are charged on a time and material basis and the areas covered are:

- Systems feasibility.
- Systems analysis and design.
- Technical design for Burroughs large system.
- GEMCOS and DMSII design.
- Computer operational procedures.

ACTS will also consider undertaking the development of complete computer systems from conception, covering feasibility, system analysis and design, programming and implementation.

Systems

The main systems offered by ACTS are:

1. Commercial Export shipping documentation.
Import shipping documentation.



2. Operational Container tracking and administration.
Container stock forecasting.
Container damage and repair statistics.
Hazardous cargo booking.
Ship planning and stability.
3. Financial Accounts receivable and credit control.
Accounts payable.
Cost ledger.
Administration and operational cost and budget reporting.

For further information, please contact the Director of Management Services.



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Our clients can either use our services purely as their own container location processing system – feeding in container tracking data; we process it and send it back. Or ACTS can be given complete control within a specified geographical area. The latter alternative would involve container location monitoring at all levels, status recording, demand forecasting and movement and leasing control.

If our clients' existing systems do not meet their current and future needs, we are able to study the requirements, recommend a system, supervise its purchase and installation, and train necessary staff. The new or enhanced container control system could then be run by the employees of the shipping line, service company or agency in question. We are happy to calculate for our clients, at competitive prices, a development cost and a per annum running cost however the tracking systems are used.

Related Services

Although we have been referring to container control, our service includes the control of ancillary equipment such as trailers, refrigeration clip-on units, and

yard equipment. There are also audit facilities for external auditors on equipment control; in addition ACTS are experienced in arranging the sale and purchase of containers.

Inland Transport Management

By giving us their inland transport business, our clients then have the benefit of the whole operation all over the country, ensuring responsibility by one highly competent operator.

ACTS puts a fleet of approximately 200 tractor units and 1,500 trailers at our clients' disposal. Working through Southampton, Tilbury, Felixstowe and Liverpool, and inland through Glasgow, Leeds, Manchester, Birmingham and London, we offer container collection and delivery, laden or empty. We have close contacts with the railways and can provide not only collection and delivery but also the trunking operation to and from ports.

For clients who experience an imbalance between supply and demand for containers in different areas, ACTS can provide the necessary road or rail transport to redress the balance of

clients' container stocks between depots.

Continental Transport Consultancy

Through the resident ACTS manager on the Continent and management in Southampton, our container inland transport involvement covers the whole of Europe including the Eastern Bloc countries. Rail, road, barge – when our clients consult ACTS they are drawing on fifteen years' experience in all modes of transport and they can be sure of reliable advice and a prompt response.

For further information please contact the Director of Operations.



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SHIPPING DOCUMENTATION

Services

The high standards we set many years ago are the standards we maintain and build on today, and they exist throughout the ACTS organisation. It's because the human element is right that our commercial computer systems are so effective. When our clients turn to ACTS for shipping commercial agency functions, they are buying unrivalled experience and reliability at competitive prices.

As leading commercial agents we supply a complete range of import and export agency services across a diverse range of major containerised trades. We operate out of eight regional offices: London (Barking), Basildon, Birmingham, Glasgow, Liverpool, Manchester, Leeds and Southampton. There is a transport fleet at each regional office and a containerbase close by.

The agency services are tailored to the special requirements of each trade. They range from export and import booking, documentation, freighting and vessel manifesting to provision of consultancy functions for the shipping lines in respect of freight and haulage tariffs and charges

for supplementary and individual activities. Coordination and control is maintained by ACTS through their Southampton headquarters in conjunction with a comprehensive network of regional offices in the UK and through a continuous liaison with shipping lines' agents throughout the world.

At the centre of the commercial services which ACTS provide is our staff of specialists who are able to offer you import and export shipping documentation services through computer systems. The computer ACTS use is linked to many UK, continental and overseas offices; it processes the information it receives and produces the documentation required for container transportation – Bills of Lading, freight invoices, manifests, ledger accounts and management information.

Cargo details are disseminated, reconciled and despatched to overseas destinations as well as UK and continental offices. Ship's manifest data on cargo and containers is sent to relevant terminals throughout the world to await the arrival of container ships at

the ports they serve, ensuring port authorities, customs offices and consignees all receive advance notice of cargo in transit.

We constantly investigate, evaluate and report on the latest technological developments in computer hardware and software to ensure that our clients' documentation continues to be generated in the most efficient and cost effective manner. Computer programs can be specially written to meet particular needs.

Legislation

ACTS are also concerned with keeping in the forefront of shipping documentation development and related customs and government legislation. Through our representation on the General Council of British Shipping and contacts with customs headquarters we are able to participate in the initial stages of many developments and legislative proposals, thereby safeguarding clients' interests and ensuring that any potential benefits can be capitalised on.

We have become acknowledged experts in the trades with which we are

concerned, thereby establishing a strong and respected presence in the market. This allows our clients maximum scope to concentrate their own resources on overall policy making and the management and marketing of their shipping services.

Systems

All export and import shipping documentation at ACTS is prepared through on-line computer systems. Here are key features of the export system:

1. On-line input, validation and updating of export consignment from multiple visual display units in multiple locations.
2. User-orientated VDU input operated by commercial staff.
3. Fully computerised freight tariff calculations.
4. Computer production of Bills of Lading, Waybills, Pre-Paid Freight Invoices, Freight Collect Invoices, Credit Notes, financial accounting and control reports – documents may be printed centrally or on remote printers.
5. Automatic updating of Accounts Receivable system.
6. Full consignment enquiry and amendment facilities, with total financial control where freight is changed.
7. Automatic input of container loading (on board ship), shipped on board details and reconciliation of ship's manifest information – Ro Ro as well as cellular vessels catered for.
8. Computer produced manifest, loading lists, special cargo lists, Customs entry documentation.
9. Computer preparation of destination documentation in several forms, eg.:
 - a. printing destination (by port, depot, etc) manifests, arrival notices, delivery orders, discharge lists, freight collect invoices.
 - b. preparation of manifest information on magnetic tape for processing at destination.
 - c. preparation of manifest information for data transmission by leased or dialled telephone links.



10. Automatic updating and maintenance of management information and statistical systems leading to the preparation of reports for:
 - a. revenue earnings.
 - b. carryings by tonnage and container.
 - c. operating statements.
 - d. marketing and sales statistics.
 - e. performance reports.
 - f. container utilisation statistics.

All available by various breakdowns according to trade.

11. Preparation of conference returns and statistics on reports or magnetic tapes.

The import computer system processes manifest information which has been prepared by the originating countries. The key features are:

1. Receipt and validation of manifest information from overseas on magnetic tape, data transmission, or if required, documents themselves.
2. Updating and amendment for changes by origin, or amendments to destination routing.
3. Computer preparation of consignee notification documents in various forms such as Arrival Notices, Freight Collect Invoices, Cargo Notifications either separately or combined – documents may be transmitted for remote printing.

4. Computer preparation of planning manifests and discharge information.
5. Updating and amendment of through transport re-routing information.
6. Computer preparation of final manifests for port, Customs and internal use – manifest may be by container or consignment.
7. Computer preparation of final discharge reports and inland transport documentation.
8. Preparation of import statistical reports where required.

Training

ACTS have prepared shipping documentation training aids for clerical staff. Shipping documentation being particularly complex, these aids are designed to avoid the need for detailed supervision of trainees in the early stages of the learning process.

Please contact the Director of Management Services for further information.

For general enquiries regarding training, please contact the Head of Personnel.

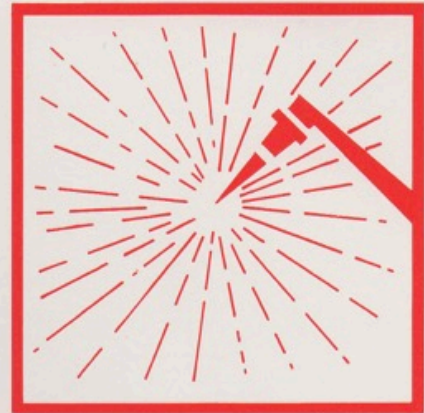


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ENGINEERING

Design and Specification

ACTS engineers have already been responsible for the specification and purchase of thousands of containers. First and foremost we are concerned with managing the design of containers of all kinds, of handling and lifting equipment of all kinds, and of road trailers. Our involvement also extends to another five areas: preparation of specifications and test schedules, performance testing, preparation of contracts, placement of contracts, and acceptance of equipment at the manufacturer's premises.

Maintenance and Repair

There are eight key features which describe ACTS activity:

- Preparation of repair standards.
- Quality assurance of repairers.
- Control of repairs, both technically and financially.
- Container Safety Convention (CSC) inspections.
- Surveying container damage for insurance or owner's requirements.
- On and off-hire surveying of leased containers.
- Preparation of trailer servicing requirements.
- Overseeing of trailer repairs and servicing.

With our in-house experience which dates back to 1969, any client in need of these services can turn to ACTS with complete confidence. If already involved in containers, our clients may be looking for more efficient services. And if this is a first venture into containers they may

well be searching for knowledgeable, reliable and comprehensive services. In any case ACTS have a great deal to offer; the best solution to current needs.

We have expertise with every type of container – refrigerated or ventilated, open top or collapsible, flatrack or tank containers. We know what construction is best for each trade and we know government requirements, strengths, metals, paints.

Long life is one of the main characteristics our clients have come to expect from ACTS designed and specified containers. To ensure the best manufacture at the best price, we seek tenders on an international basis.



With inspections to CSC standards, performance testing and damage surveys our clients can call on our team of twenty inspectors. They are based at our eight regional offices, but they can and do travel anywhere in the world to inspect, accept or reject. We employ no outside agencies for this work.

With ageing containers maintenance and repair costs are inevitable. Yet there are proven ways of keeping those costs to a minimum – whether one is talking of one container or a whole fleet. At ACTS we know we have this under control. We set the standards and stick to them. We can recognise the need to repair, we know the way to repair, we are up to date with the cost of repairs, and have the ability to monitor costs. Corrosion,

general deterioration, damage by handling equipment – however the need for repair or maintenance comes about, ACTS have met it before and are confident of being able to keep our clients' costs to a minimum.

For speed, accuracy and completeness of detail we use various computerised systems which we have written ourselves – invaluable for, amongst other things, budgeting or assessment of costs against budget.

Legislation

ACTS provide a consultancy service to guide people through the complexities of international standards. Many people regard Container Safety Convention (CSC) requirements and International

Maritime Organisation (IMO) requirements as very complex but ACTS have great experience in these areas. This is of particular benefit to many clients. Some, for example, may ship bulk liquids and the legislation pertaining to bags, tanks and pressure vessels can be particularly complex. Here, as elsewhere, the knowledge and experience of ACTS proves invaluable.

For further information on Engineering Services, please contact the Director of Technical Services.



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CARGO



Cargo handling is a complex subject and it's getting more and more so all the time. Our expertise is very broad, particularly in the following areas: cargo surveys, hazardous cargo systems and cargo handling supervision. At each of our eight UK regional offices a cargo care manager heads the Cargo Department; most are ex-seafarers or are qualified by experience. We are offering clients the skill and experience of these executives in areas such as packing (from the shipping point of view) and stowing any product known.

Cargo Surveys

ACTS cargo care managers are fully competent to survey on the outturn or assess the damage to any cargo, whether general or containerised. Hazardous and reefer cargoes are something of an ACTS speciality. There is a computerised system for dealing with container damage statistics. Reefer cargo damage reports sometimes need interpretation of logs and reports – ACTS will help with expert advice.

Hazardous Cargo Systems

ACTS offer the most advanced computerised hazardous cargo systems, both on data retrieval and on the processing of bookings. When starting our databank in 1976 we concentrated on certain products moving in certain areas. From there we were able very quickly to develop our system to embrace any other market. We can call up at any time details of the 7,000 chemicals listed on our computer, along with all the relevant basic safety data and United Nations numbers and IMO classifications for identification. The information on computer comes not only from the International Maritime Dangerous Goods Code, but also from our specialised experience. For chemical and analytical work we retain the services of a specialist consultant chemist.

With the ACTS booking system, when a telex is received from a region or an agent about an individual consignment, we can check that consignment against previous data and then produce ships

files and various reports: reports to the terminals and to the ship planner, and statutory requirements needed before the cargo can be shipped on board.

We are happy to provide the entire service on an agency basis, or clients with their own computer input terminals are welcome to use the ACTS system – with the databank (developed to their needs) available if required. In fact the system may be used in various ways: as an enquiry system using telephone or telex; as that plus a VDU terminal on a client's own premises; supply of hard copy print-outs of our files, with updating service; supply of files for incorporation in a compatible system.

Cargo Handling Supervision

ACTS provide this service at any of the Inland Clearance Depots or Container Freight Stations within easy reach of our eight regional offices. Any level of service is available, from 'watching brief' through to full pre-allocation. Supervision includes any specialist attention or documentation needed for dangerous goods, out of gauge and break-bulk items. The service is carried out by our assistant cargo superintendents who report directly to the cargo care manager of the region.

We are also able to advise exporters on the best ways of packing their goods for shipping in containers. Quite distinct from surveys, we provide loading and outturn reports on the stowage and securing of goods. Reports and recommendations on trial shipments are a particular feature of this service.

Refrigerated Cargo Systems

ACTS technical and operational expertise in this area has its origins in providing refrigerated cargo systems, both on board and ashore, for a number of clients, including one of the world's largest refrigerated container operators. ACTS not only design and specify refrigeration equipment, but also provide the expertise in relation to the control of temperature-sensitive cargo, specification of carrying temperatures, air change requirements and special ventilation requirements. Cargoes which are very temperature critical also tend to be of high value so, should anything go wrong, claims are potentially large. However, in our experience the number of claims compared to the number of items in transit is extremely small. That's simply because we take more care in preparing equipment and in maintaining



equipment and controls when moving such products. When legislation allows spot checks on temperature control and inspection of produce, it's important to our clients that they can always rely on ACTS.

Training in Cargo Care

A short course, designed in conjunction with the College of Nautical Studies at Warsash, Southampton, gives detailed practical knowledge on the care of containerised cargo to seafarers and shore-based staff who have little or no experience of the stowage of cargo.

For further information on Cargo Care and Systems, please contact the Director of Operations.

For general enquiries regarding training, please contact the Head of Personnel.

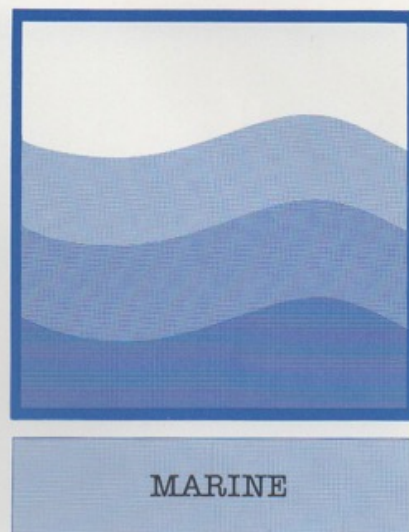


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MARINE

Marine Damage Surveys

Experienced ACTS executives with Master Mariner's Certificates and specialised qualifications undertake marine damage surveys on behalf of shipowners and the Protection and Indemnity Clubs.

Whether the damage is to vessels or to cargo, due to collision or to heavy weather, ACTS will create reports quickly, efficiently and with the minimum of expense. With our eight regional bases in the UK, our resident manager on the Continent of Europe, and through our colleagues worldwide, ACTS offer a service that covers all zones.

There is a fee per day plus expenses. So when our clients are shorthanded or prefer to have marine damage surveyed independently, ACTS have the people who command a worldwide capability and decades of experience.

Ship Planning and Cargo Superintendents

The ACTS ship planning service is comprehensive and extremely efficient.

All our planners have Master's Certificates. Essentially in a co-ordinating role, the ship planner is there to look after the ship's interests for the Master, to stow the ship efficiently, avoiding over-stow and re-stowage, to get the instructions to the terminal operators complete and correct, thereby ensuring the least time in port; and to make the best use of space and craneage, so saving a great deal of money.

Seagoing experience is clearly needed to meet the basic safety requirement of keeping the ship stable, but it's ACTS experience which is particularly valuable when dealing with out-of-gauge cargoes and with special cargoes which must meet all the statutory and national port requirements.

When a shipowner has a vessel calling at ports about which he has little or no knowledge, the ACTS cargo superintendent will oversee loading and discharge and generally facilitate the ship through its voyage. Everything is pre-planned and sequenced by a combination of the ship planner's or

cargo superintendent's knowledge. With every confidence, clients can leave it all to us.

Port and Terminal Liaison & Ship Agency

This service is popular with clients who need overall monitoring of their containers and/or cargo through any terminal – especially on the Continent of Europe where we have our own agent. In addition, we are well versed in negotiating contracts and agreements on behalf of third parties, and in giving a port consultancy service. The streamlining of our client's ship's husbandry by ACTS does bring very useful savings. We also provide ship agency functions.

Design & Management of Container Port Terminals & Inland Depots

ACTS have considerable experience in the design and establishment of container port terminals and inland container depots. In addition we have experience in operating them, together with inland transport systems.



For practical advice through consultancy and management expertise our clients rely on ACTS totally.

We have negotiated contracts in major ports throughout the world, including New York, Boston, Philadelphia, Charleston, Wellington, Auckland, Sydney, Melbourne, Adelaide, Fremantle, Genoa, Fos, Rotterdam, Hamburg, Amsterdam, Antwerp, Gothenburg, London, Liverpool and Southampton.

The design and operation of refrigerated installations for perishable cargoes in containers is also one of our specialist activities. We have carried out such work in several continents.

ACTS can create from inception the whole terminal concept. Knowing the sizes of ships and the methods of distribution inland, we design buildings, offices, workshops, land-side and ship-side handling methods, and refrigeration. Specification and procurement then follow. ACTS also prepare tender documents, recommend companies for tendering, analyse tenders, and issue contracts. (On the civil engineering side we are concerned with planning rather than execution).

As an example of our experience in depot work (including container packing and un-packing) we were responsible for establishing, along with associates, six UK containerbases providing handling services, storage and distribution. We handle about two thirds of a million tons of cargo each year. For depots and groupage facilities ACTS will negotiate contract prices.

Lashing Systems

Although there are on-going stock control problems with lashing systems, many shipowners feel that it would be difficult to improve on their present procedures. The ACTS stock control service – and indeed our complete lashing systems service – could save you considerable time and money. We identify where the losses occur, giving clients a breakdown vessel by vessel, line by line. We report on damaged and landed lashing stock each time a ship leaves a zone. And we inspect lashing systems annually, reporting back on their condition, consumption, and whereabouts.

ACTS can also advise on existing lashing systems, forecast needs, and devise systems. The budgeting, purchase and distribution of lashing systems all benefit from our extensive knowledge and experience.

Short-sea Feeder Services

ACTS have considerable experience in providing this specialist service. If ships don't call at UK ports but include the UK via a continental port, clients can turn to ACTS when needed. The service is there the whole time, but clients may need dependable sea feeding at short notice, such as during industrial disputes. ACTS also have in-depth knowledge of smaller ports.

Training

ACTS have a variety of first class training programmes where our own proven expertise is passed on to clients. The new generation of ship planners, cargo

superintendents and terminal managers will be ACTS trained.

'Ships and Shipping' is a two day course designed as a 'helicopter view' of the shipping industry. This is for specialist shore-based staff who may be experts in their own disciplines but have little or no experience outside them. Run in conjunction with the General Council of British Shipping.

For further information on Marine Services, please contact the Director of Operations.

For general enquiries regarding training, please contact the Head of Personnel.

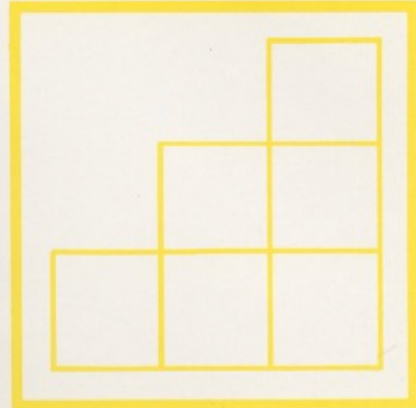


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EQUIPMENT CONTROL & TRANSPORT

Tracking System

On a train between Barcelona and Marseilles, at a depot in Dublin, on a barge up the Rhine, out in the Indian Ocean – ACTS keep track of customer containers wherever they may be in the world, by number, by size and by type. We have a computer controlled tracking and administration system.

Our credentials for offering this service are that for our existing clients we already track over 10,000 items of equipment in twenty-seven countries in Europe, North Africa and the Middle East. At any given moment we can say precisely where each item is and why it is there. We also monitor the whereabouts of 60,000 items in other continents through agents with their own computer controlled tracking systems. There are some 2,500 reported movements every day. 75% of those movements reach us via direct computer links or computerised telexes. The other 25% come by standard telex, Datapost, or courier from smaller agents and we have considerable capacity for more.

ACTS have two main responsibilities in this function: one is to look after a company's assets, which could run well into millions of pounds, and the other is to make sure that those assets are used efficiently.

We see that the right type of equipment is in the right place at the right time for the cargo. Our job is to ensure that costs on stockholding, storage and movement are kept to the absolute minimum.

We are known for our excellent tracking system which means that it is less likely for any equipment under ACTS control to 'disappear' – a good way to keep the cost of policing and the cost of legal and insurance claims to a minimum. Key features of the system are:

1. Tracking at international level from movement information recorded on magnetic tape, data transmission, telex or hard copy reports.
2. Tracking at zonal level (within a specific country) from movement information recorded on telex, hard

copy reports or from off-line and on-line remote computer terminals.

3. Preparation of management information and container stock reports by number, quantity and locations.
4. Preparation of stock turnround and use statistics, identification of under-utilised stock.
5. Control of container inspection and Container Safety Convention (CSC) requirements.
6. Control of leased container costs together with monthly accounting.
7. Tracking of leased container pick-up and drop-off details.
8. Reporting of owned fleet administration details.

Some of our clients have totally manual systems and are about to convert to a computer system. Or there are those who are already computerised but require a more sophisticated and more integrated system.

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