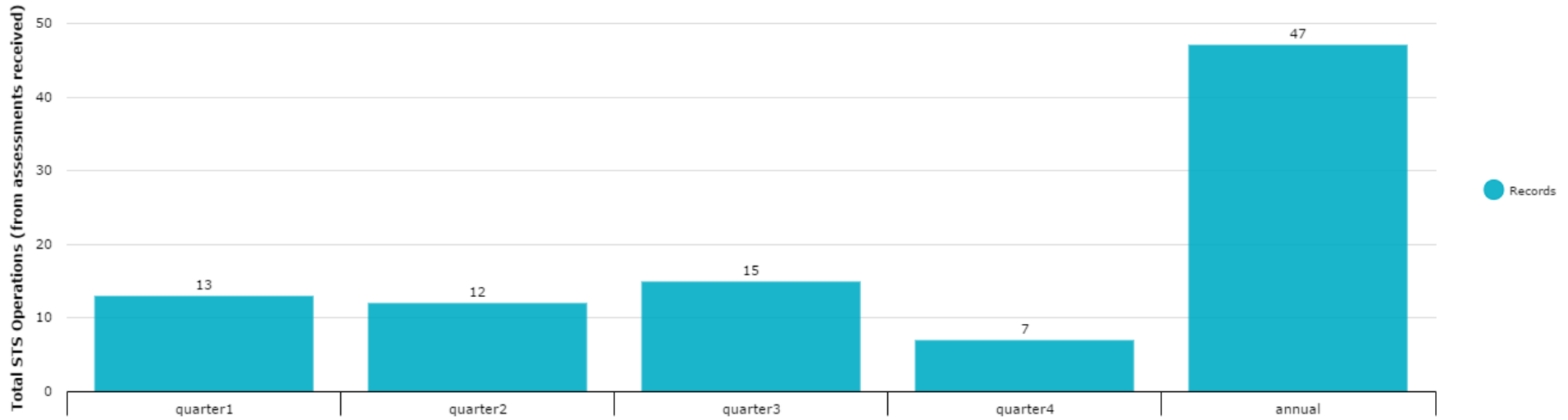


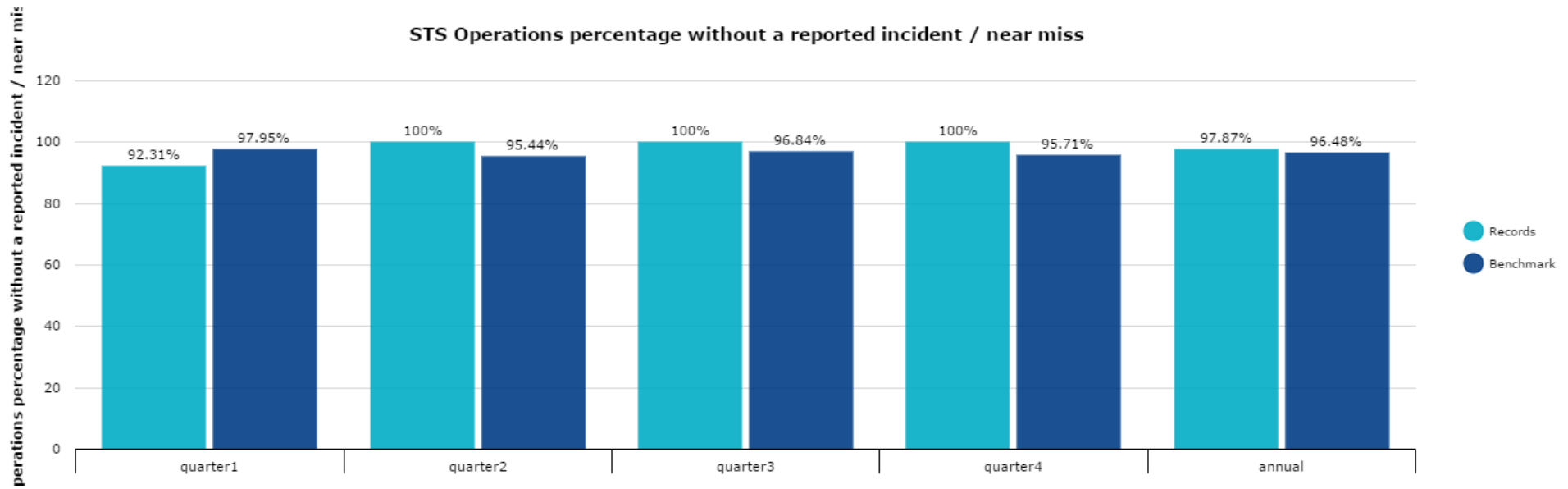
# CUSTOMER TANKER OPERATOR statistics for 2016

## Total STS Operations (from assessments received)



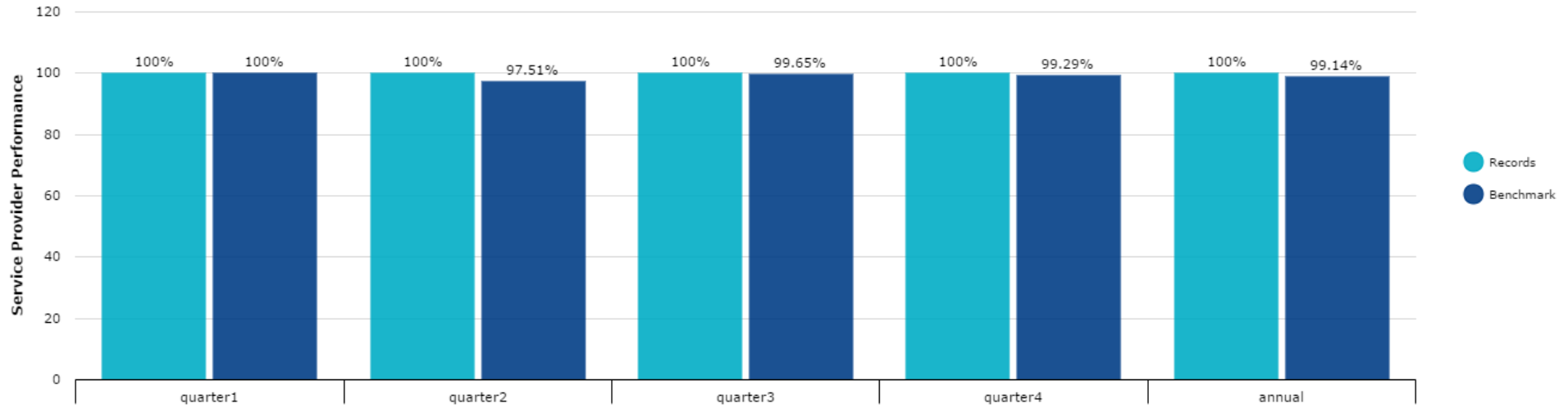
Above diagram depicts the total assessments received by Masters

## STS Operations percentage without a reported incident / near miss



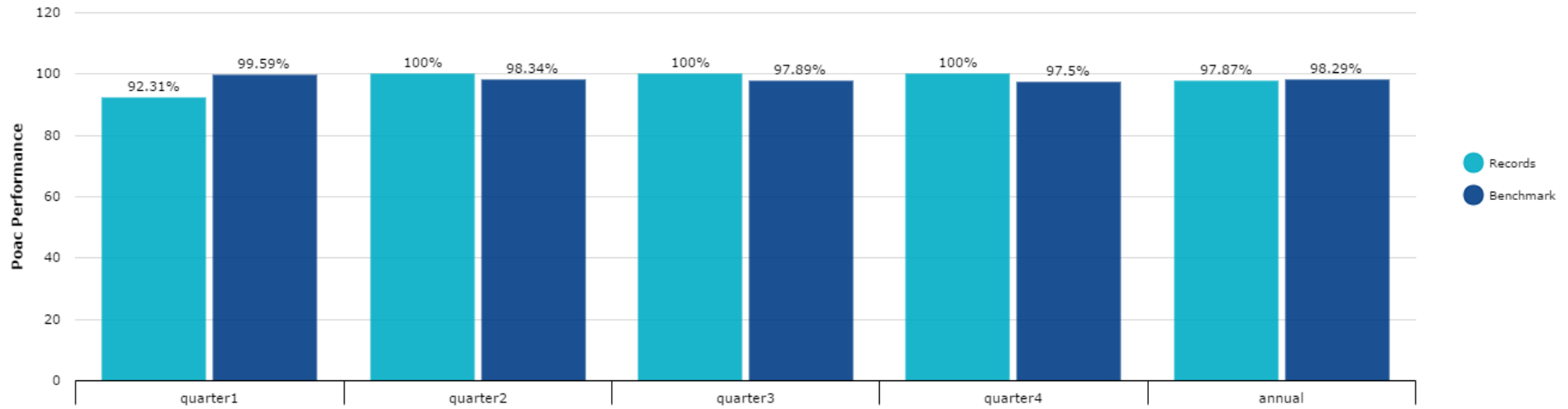
Above diagram depicts the % of STS operations without a reported Major & Minor Incident.

### Service Provider Performance



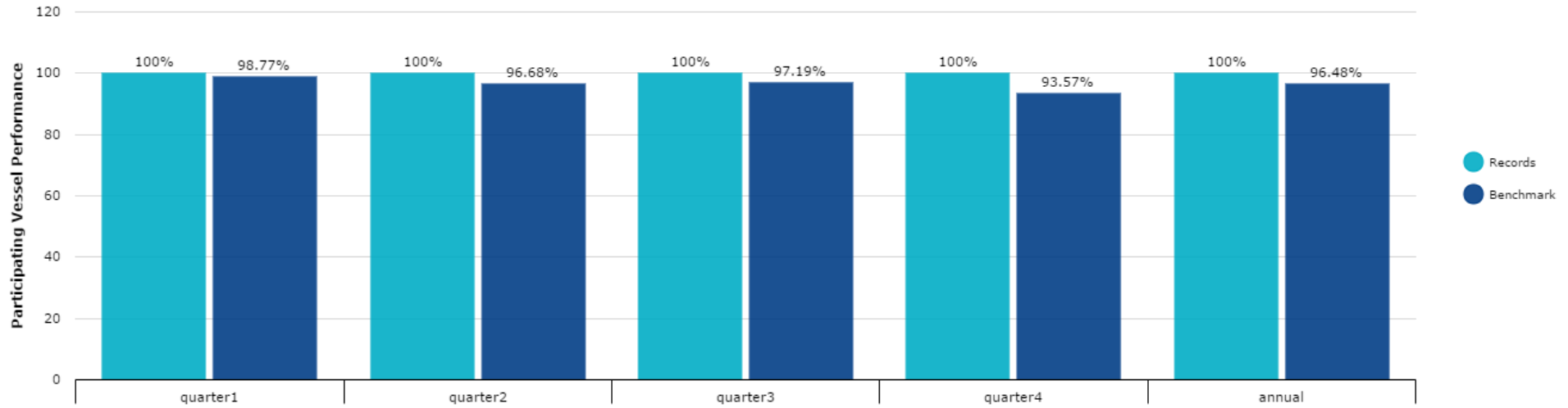
Above diagram depicts the % of the positive assessments received by Masters with respect to Service Provider performance

### Poac Performance



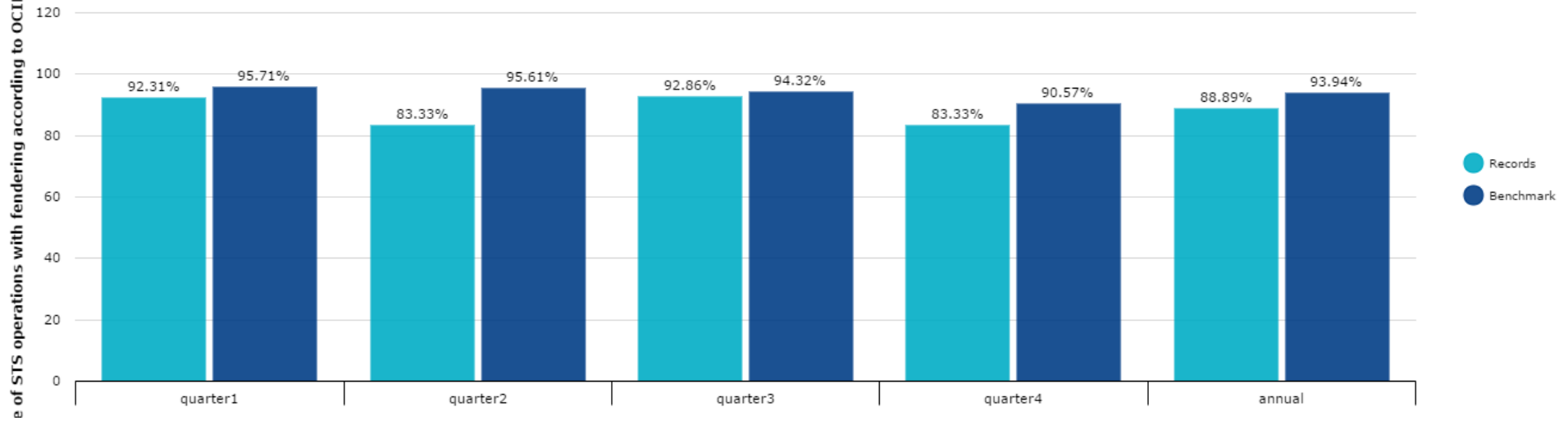
Above diagram depicts the % of the positive assessments received by Masters with respect to POAC performance

### Participating Vessel Performance



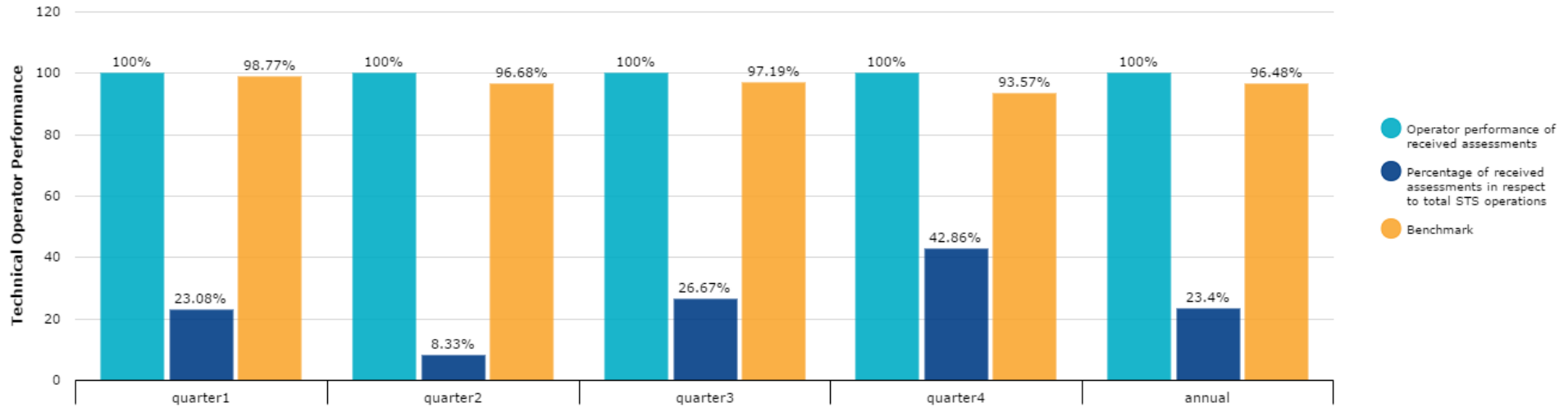
Above diagram depicts the % of the positive assessments received by Masters with respect to Participating Vessel performance

### Percentage of STS operations with fendering according to OCIMF guidelines



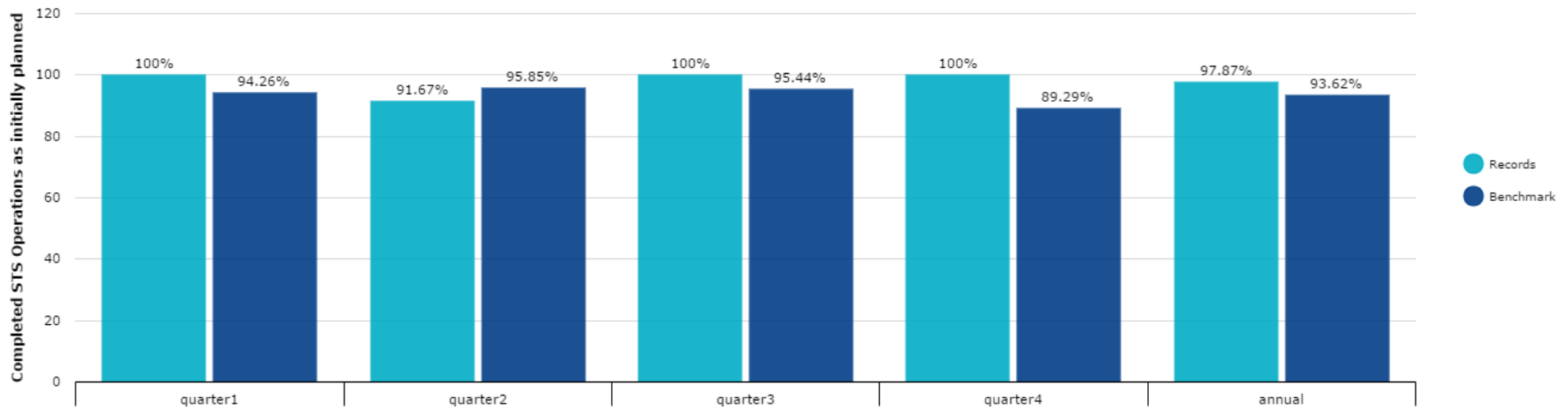
Above diagram depicts the % of the STS Operations that have received fendering scheme according to latest OCIMF guidelines table 9.2.1 or according to the berthing energy calculation

### Technical Operator Performance



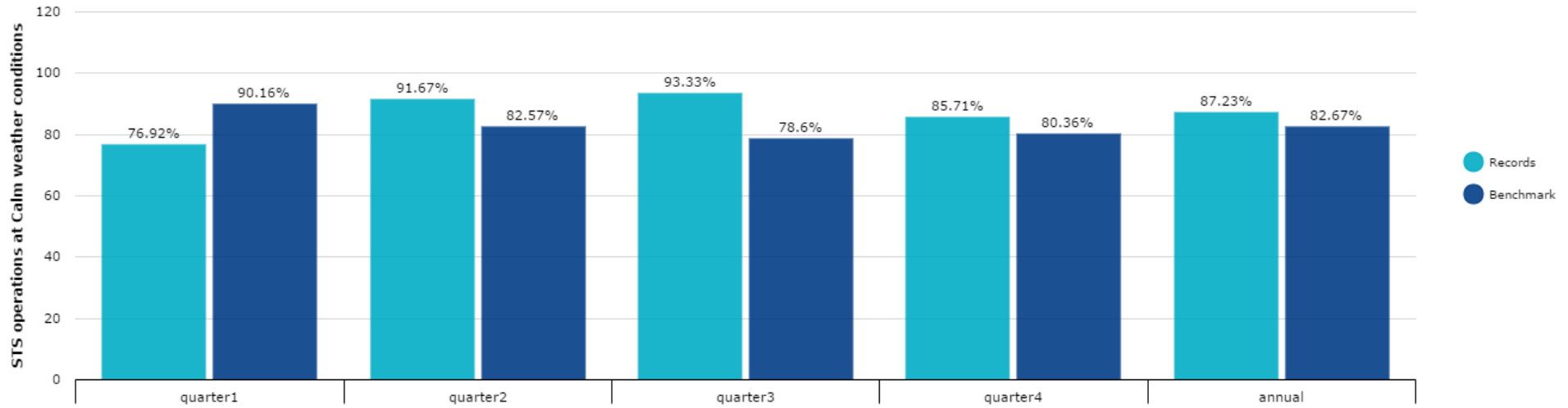
Above diagram depicts the % of the Positive assessments received by Participating vessels for vessels of CUSTOMER TECHNICAL OPERATOR Participating vessel satisfaction indicator % which is produced by considering the total number of STS operations along with the negative assessments received.

### Completed STS Operations as initially planned



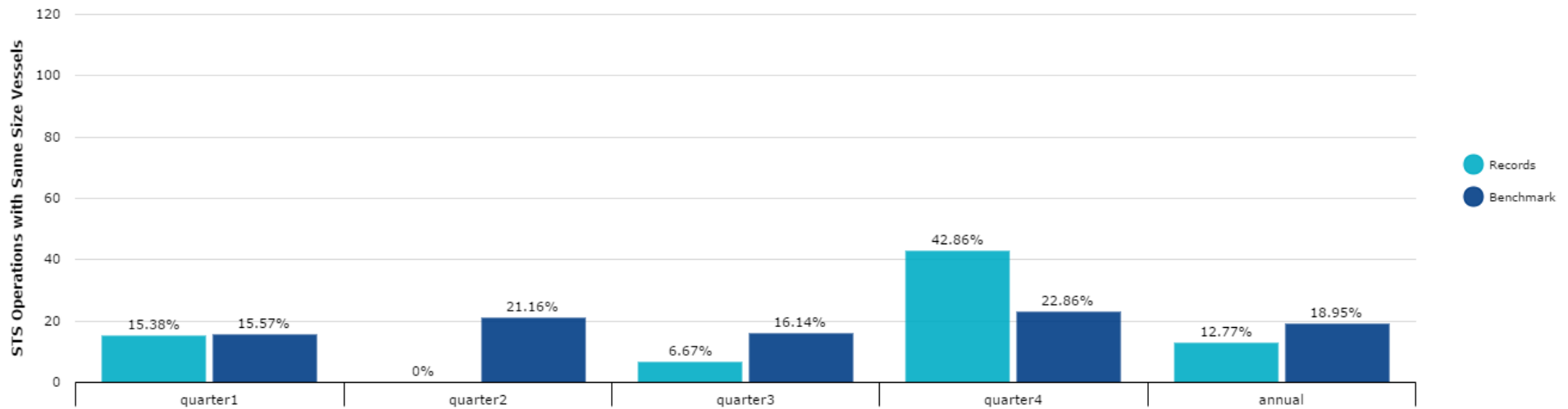
Above diagram depicts the % of the STS Operations that were completed as "initially planned". Rest operations either were completed with delays or cancelled

### STS operations at Calm weather conditions



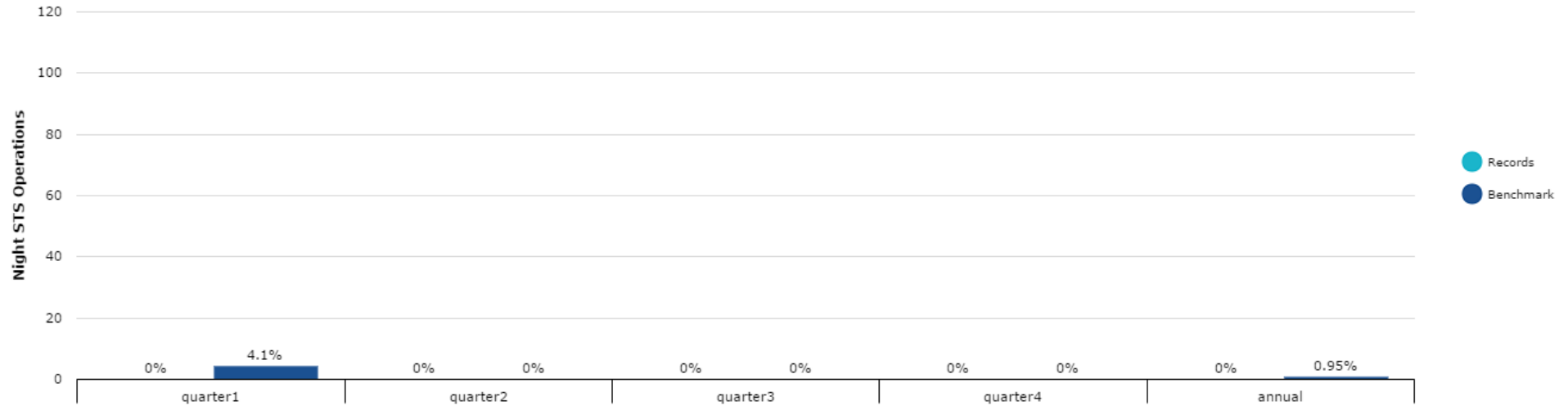
Above diagram depicts the % of the STS Operations that were completed at calm weather conditions

### STS Operations with Same Size Vessels



Above diagram depicts the % of the STS Operations with same sized vessels (Difference on LOA <10m)

### Night STS Operations



Above diagram depicts the % of the STS Operations that commenced after the sunset.