



Seasonal Greetings

Dear friends,

As the year draws to a close I would like to give you a brief update on the status and progress of the International Standard for Pilot Organizations (ISPO).

During 2020 we had the pleasure of welcoming the pilots of Kystverket Lotsjeneste (Norway), Corporacion de Practicos de Puerto de Santander S.L.P. (Spain) and Flinders Port-Adelaide, North Queensland Bulk Ports, Gladstone Marine Pilot Services, Argonaut Marine Group-Port Dampier (Australia) to the ISPO family. This means that there are now 27 pilot organizations ISPO certified, representing 1130 marine pilots.

The corona pandemic has had a great impact on all of us. Every year the International User Group hosts a conference for internal and external stakeholders. The scheduled conference in Antwerp had to be cancelled due to corona and as an alternative an annual meeting was held by video conference. That worked out fine but it is needless to say that a physical meeting would have been much more preferable. I sincerely hope that in 2021 we can sail away from the pandemic and we can hold our conference as scheduled in the autumn of 2021 in Cork (Ireland).

We are pleased to see that more and more pilot organizations understand the benefits of a quality management system specifically for pilot organizations such as ISPO. The ISPO code is gaining momentum with another five pilot organizations expected to become certified in 2021.

ISPO is a tool to show stakeholders who we are, what we do and how we do it and is a uniform system in which pilot procedures are documented, risks are assessed, eventually leading to the continuous improvement of the entire organization. We hope that in the future more pilot organizations will see the benefits of a quality management system like ISPO which, crucially, is made for pilots by pilots.

Feel free to contact me or any other board member if you have any questions regarding ISPO. You can find us on www.ispo-standard.com.

On behalf of the board of the International Users Group I wish you a happy and prosperous new year!

Stay healthy, stay safe!

Warm Regards, Willem Bentinck

2020 - 2021

