



# You cannot control the wind, but you can adjust your sails

Wim Schouwenaar, CEO is passionate about the work carried out by DHSS. He told PES that the whole work force is dedicated to their services and go above and beyond the call of duty. Well aware of the importance of location and reactivity this go-ahead team provide full vessel agency services and helicopter logistics for the Offshore Energy Industry. Currently based in the Netherlands they are looking to expand globally. In fact, it would appear that the world is their oyster.

**PES:** Hi Wim, it's great to welcome you back to PES Wind. Please can you begin by giving us a brief overview of DHSS?

**Wim Schouwenaar:** It is good to catch up with PES Wind again. We are quite busy in all the service areas we provide to our offshore wind clients. Our clients are keeping us busy in all the ports, where we have an agency, in the Netherlands. Customers who regularly rely on our services with regards to all related activities during their project execution at sea and at their port calls. On a daily basis we provide our services to walk to work vessels, installation vessels and the supporting crew tender fleet for various wind farms.

The added value of our on-time services: warehousing system, customs expertise, container depots and of course our local network in each port, means we can meet our clients' deadlines and help them keep everything moving.

The provided assistance is completed by our 'flying squad'; the team that arranges and coordinates all helicopter flights to and from the wind farm assets situated in Dutch, Belgian, UK and German sectors of the North Sea. 'Thank you for flying with DHSS' is a term we use more and more lately.

Our latest developments are the opening of a multi-purpose terminal at the Port of IJmuiden, where we can welcome walk to work vessels, installation vessels with

option to jack-up alongside, as well as CTV's (crew tender vessels) alongside a fit for purpose quay. From here we are currently acting as a marshalling terminal throughout a maintenance campaign at a near shore wind farm.

Next to this, we have opened a brand-new helicopter terminal at our Eemshaven base. From here we provide a full service to MHI Vestas, for their hoisting flights to the Deutsche Bucht wind farm. We deliver the full scope of our services to this client. An absolute milestone for us, which we as a company, regard with pride in our work for and the teamwork necessary to execute this top-quality service.

**PES:** We were wondering what effects the current Covid 19 situation is having on your business?

**WS:** It is a weird situation we are all in together globally. Restricted travelling, social distancing, wearing of face masks everywhere. It is a situation to which we need to adapt and to get ahead of where possible, whilst keeping all the regulations in mind. You cannot control the wind, but you can adjust your sails.

The European Commission has declared seafarer work in the offshore wind sector as vital professions, which means these workers can make use of the so-called green lane, when crossing borders travelling to or from work within the EU.



Wim Schouwenaar

In order to avoid a huge expense for our customers, we provide COVID-19 tests for our clients, with results on same day. This so there are no massive extra local quarantine hotel times and therefore no extra costs. We arrange these tests not only in the Netherlands, but also in Belgium. Off the top of my head, we have arranged tests for over 4000 crew members so far.

**PES:** You have a wide range of services; how does this work and what are the benefits to the clients?



Bold Tern at DHSS terminal

**WS:** Our aim is to be a strong support point to clients. We foster a good relationship with our stakeholders and value their feedback. Our account management is engaged in a variety of tasks, with an excellent sense of satisfying our client with a wide range of services, implemented by driven people, with in-depth know-how of the demanding needs of today's clients. Going above and beyond the call of duty, is our success.

The 4 main services we offer are beneficial to our clients and with these we are able to give them total peace of mind in the widest sense, with regard to logistics: goods and people, customs regulations and local requirements.

**PES:** Please could you explain your role as ships' agent, what is involved in this?

**WS:** DHSS is not just a ships' agent. We are a full-service provider, the local point of contact for all our clients' needs. They can ask us to fix anything, and on-time. Our challenge is also to arrange all ad-hoc requests coming in to our 'captain's room' when vessels are moored alongside. Time in port is expensive and it is on us to minimize this down time.

**PES:** Can you give us an idea of what warehousing you have to offer, including the location and the add on extras which form part of this?

**WS:** We are specialized in 3PL warehousing (3<sup>rd</sup> party logistics) which means we receive, store and handle equipment from our clients, including picking/packing/labelling and all

related paperwork.

At all our locations we have bonded warehouses, so we are able to receive import duties and VAT. These warehouses are situated at the quayside in the ports of IJmuiden, Den Helder and Eemshaven, within walking distance from the vessels, when in town.

**PES:** Is there a reason you chose to locate in ports in Holland?

**WS:** The company was founded in the Port of Den Helder in 1997, the capital of the Dutch North Sea during the oil & gas high times. During development at the quayside where we were in Den Helder, for a while we were forced to re-direct our clients to Port of IJmuiden.

Throughout this period, we built up a local network of suppliers as well. This is a strategic port at open sea, close to Amsterdam Airport and with a great opportunity to leap frog its utilization for offshore wind developments in the Dutch sector over the coming years. Hence why we are expanding at this site. With the Oil & Gas industry's downturn, we saw a lot of our clients, vessel owners, shifting towards the wind industry.

This is the main reason we opened a terminal in Port of Eemshaven, the port where it is all started big time in the Netherlands, next to the near shore wind farms at IJmuiden. Our focus is not on operating huge installation

terminals, but on the long-term tasks, while being of assistance during installation and commissioning phases to various involved vessels. In this segment, all three ports where we are present are geographically perfect: directly situated on the open sea.

**PES:** We would love to know more about your expertise in offshore helicopters, what are they used for, when, are the pilots employed by you etc?

**WS:** Our experience has built up from 1997, directly from the start of our company. We have arranged thousands of so-called crew change flights for oil & gas related projects. Instead of the vessel coming in to port, they are able to continue working at their projects, while we arranged crew changes on 1 day via 5, 6, 7 flights depending on the number of crew to change out.

For oil & gas companies, daily crew flights are organised, during the peak times we handled between 600 to 700 flights per month. Sometimes we only do the ground handling, planning and manifesting, if a client already has a contract with a helicopter operator, but more and more we also take care of the chartering the specific helicopter type.

This is because we have a fit for purpose model to do so on ad hoc basis and also on long term contracts. Arranging helicopter flights is more than just flying, especially at this time with COVID-19. It is the whole picture, where all involved parties can focus on their specialty.

**PES: In this day and age when health and safety is a top priority, do you at DHSS organise regular training for your employees?**

**WS:** Through regular risk (and opportunity) management we identify, assess, monitor, and manage our relevant internal and external issues, understand the needs and expectations of our workers and other interested parties, including the prevention of foreseeable QHSE risks. This includes focus on daily awareness and frequent training of our employees.

**PES: Are there other measures you take to ensure the safety of crew and passengers?**

**WS:** Beside our QHSE commitment, we engage personnel and promote participation of workers, providing an environment in which QHSE issues are addressed and appropriately actioned.

In this particular COVID-19 situation, we make sure all crews we need to transport, either via taxi or via helicopter, are provided with proper face masks. Our clients are kept up to date with the latest regulations applicable in the Netherlands.

In our helicopters, distancing measurements are taken and transparent dividers are placed

to protect pilots from passengers. All passengers have their temperatures taken prior to check-in and a special COVID-19 separation area is installed for every crew member picked up by helicopter, if they are found to be infected offshore.

A so called COVID-19 test street has been created at our base in Eemshaven, to test our clients' crew members. This testing service is also available for crews from other operators. Safety is our concern. We want all to work safe, but also go home safe.

**PES: What makes your company stand out from the competition, why should customers choose you?**

**WS:** We aim to be the partner of choice for our stakeholders, in all our service areas. The way in which we conduct ourselves, while working towards achieving this vision, is fundamental to our success. In everything we do, we are resourceful and responsive to our customers' needs. Innovative in the solutions we apply to everyday challenges.

**PES: Geographically speaking where are your main markets and are there any you would like to break into?**

**WS:** Our current main market is the North Sea

area, but we are looking into going abroad in the near future as well, which means going global. Our organisation is ready for this and our top-quality services are becoming known more and more in our industry.

**PES: It would be good to have your thoughts on what you think will be the greatest opportunities and challenges for the offshore industry in general and for DHSS in particular, over the next few years?**

**WS:** The offshore wind energy is booming in Europe, and is set to take off in other parts of the world. That's creating significant logistic challenges. Europe's offshore wind industry is keen to grasp new export opportunities, as the global market expands. Companies have to build new partnerships with local specialist logistics providers.

Our facilities bring together people with specialized knowledge of offshore wind logistics, with commercial teams and regional logistics experts. This is vital, because logistics projects, especially during the construction phase, of this complexity, depend on local knowledge as well as industry expertise. A proactive presence at the quayside is needed for sure, add the expertise of helicopter operations to the offshore assets, to keep the crews going and this is where we as DHSS step in.

The offshore building boom has created some formidable logistics challenges, however. It has required the development of entirely new processes and supply chains, even in areas like the North Sea with its decades of experience in large-scale offshore engineering. We bring our immense project related offshore logistics experience, with the high safety standards, which we have implemented into the offshore wind DNA: a different industry from oil & gas.

Floating turbine technology is very important, since it allows the installation of offshore wind farms in water of any depth, enabling the exploitation of wind resources in regions that don't have the benefit of shallow seas. Approximately up to 80 percent of the world's useful offshore wind resources are in waters more than 60 meters deep, where the costs of foundations for fixed turbines would be prohibitive to build.

From installation to the operation and maintenance phase of offshore wind assets, our services span the entire life cycle, bringing benefits for partners, clients and investors at every stage.

At DHSS, we play our part in sustainability and care most about how efficiently we can support our clients with offshore wind logistics. We do this by running our support bases at A1 located spots in marshalling ports for offshore wind farms and coordinate necessary helicopter operations. We are confident we can also give our added value at a global level.

[www.dhss.nl](http://www.dhss.nl)



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