



# Operational excellence



Global Port Training  
delivers expert  
consultancy and training  
services contributing to  
the satisfaction of  
terminals, operators and  
their customers.

**Quality – Safety – Reliability – Availability – Result driven - Sustainability**



**Upskilling your staff,  
Uplifting your business.**



**“Achieving operational excellence: trained and skilled staff perform better and find more joy in their job.**

**“Take  
advantage from  
our expertise  
and know-how :  
we think and  
speak  
stevedoring,  
transport,  
logistics, flow  
of commodities  
and  
operations.”**

Any port or terminal knows and realises how significant the contribution of skilled and trained port and terminal workers is for the business. The staff is the essential resource for any port or terminal since skilled and trained operators generate the revenue discharging and loading ships, moving cargo between the crane and the yard, delivering and receiving cargo on the land side.

Let us discuss and explore together how you will benefit from our experience and expertise and start creating value for your customers.

Sincerely yours,

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**Safety and  
sustainability going  
hand in hand**





**Audit &  
Engineering**

**Selection &  
Assessment**

**Training &  
Coaching**

**Operations &  
Services**

Global Port Training (GPT) ([www.globalporttraining.com](http://www.globalporttraining.com))

specialises in all matters related to port and terminal operations handling any commodity. Each GPT team member comes from the operations or has been involved in the design of terminals and equipment and has a wide knowledge and hands-on practical terminal experience acquired during many projects worldwide – GPT successfully delivered projects in over 70 countries around the globe.

The four main areas of business of GPT are:

1. Audit and Engineering
2. Selection and Assessment
3. Training and coaching
4. Operations and services

## Facts and Figures

2008: year of incorporation

700 years of combined experience

25000 operators trained

>10% of the annual budget invested in R&D

200+ customers

2000+ data sets in the C.O.S.T database

70 countries

5 continents

8 out of 10 global terminal operators

35 strong core trainer team

10.000 hours operations and services

300+ vessel calls combining training and operations

7000+ pages/slides training material

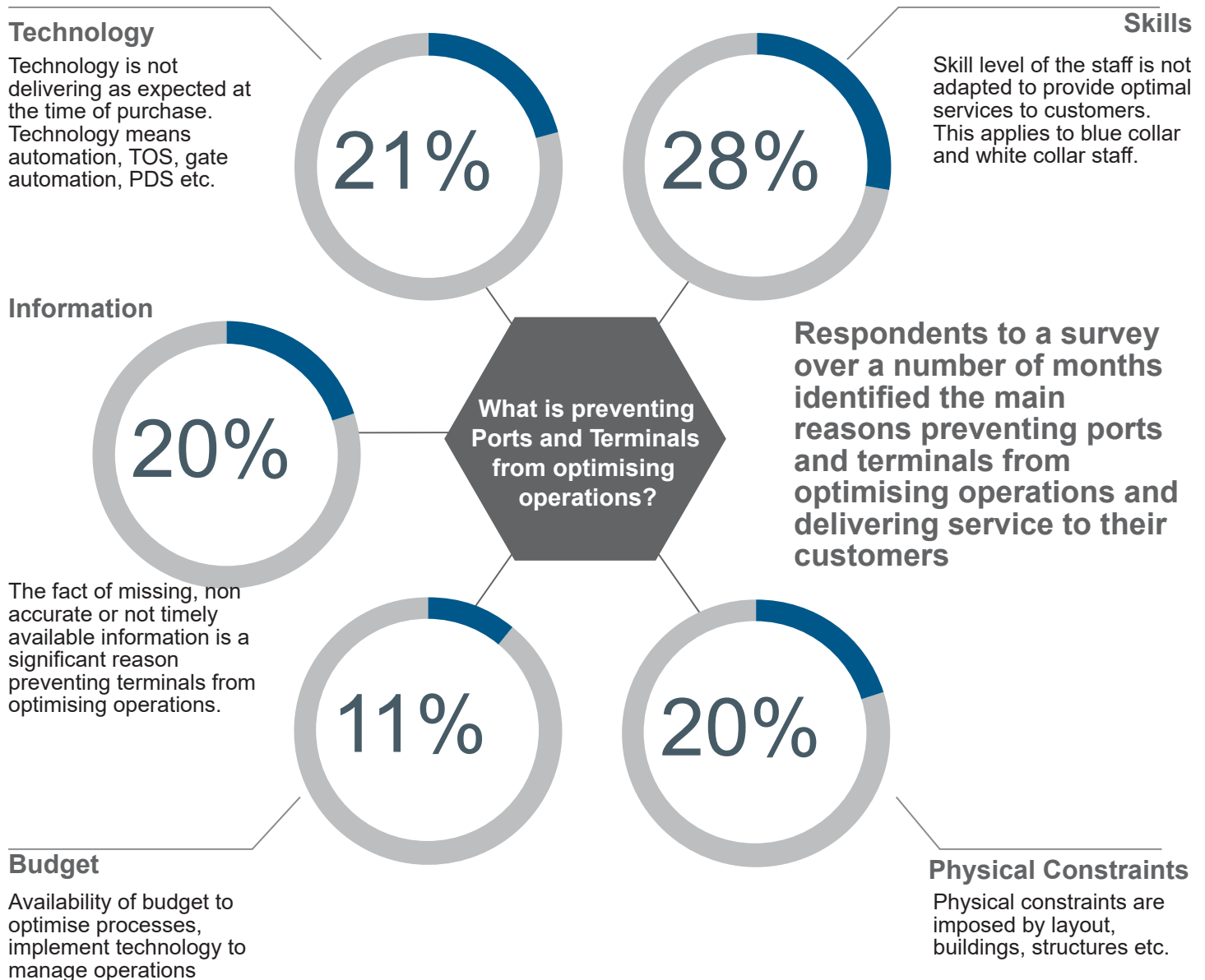
*Did you know that a survey, investigating what prevents terminals from optimising has shown that:*

*28% replied that staff - all levels - is not skilled, trained enough to deliver optimal services. This includes blue collar, grey collar and white collar.*

*Other factors preventing optimisation are: failing technology (21%), missing, false or delayed information (20%), physical constraints (20%) and lack of budget (11%).*

*Optimising means: providing excellent customer service at optimal cost.*

*Terminal customers look for availability, speed, quality, reliability and flexibility.*



**“Global Port Training focuses on the skills factor and trains terminal staff to reach operational excellence, from zero to hero.”**



## Do these questions sound familiar to you?



### Some problems/challenges keeping terminal operators or stevedoring companies awake at night:

1. What kind of equipment and systems/technology do I need? Who can help with specifications, procurement, commissioning?
2. I need to hire equipment operators and terminal workers. How to select them and how to assess their potential and skill level in an objective and correct way?
3. How do I train them? On my greenfield terminal, I need to hire people having no previous port/terminal experience. They need to learn the basics, and we do not have a course or material available.
4. For operating my equipment, we need to train staff without any previous experience. Who can help me?
5. The initial training should be done on a simulator, but we do not have one.
6. We need a training provider to come on-site. It will be more cost-effective, and the staff will work in their environment without having to travel.
7. Our equipment operators seem to do fine, but is that so? Can they improve? Where and how? We need to shave seconds here and there, but how?
8. When assessing how our current drivers are doing; there is always a risk of subjectivity. How to eliminate this?
9. Can I optimise operational procedures? Who can review and optimise processes and procedures? How? Function descriptions for dockers, do I need them?
10. How to coach my equipment operators?
11. I am starting up operations and need extra operators. Where do I get good crane and equipment operators?
12. How to improve performance, turnover and profit?

Let us show you how we can contribute to answering these questions and deliver a working and lasting solution.

We are ready to discuss any operational question you have for your terminal, for your port.

Let us explore possibilities together and see how we can collaborate and how you will benefit.

## More moves per Hour, consistently.



Container Terminals

Rail & Intermodal  
Terminals

Warehousing

Dry Bulk  
Terminals

Breakbulk  
Terminals

# Audit and Engineering

Customers benefit from the experience and expertise built within GPT when terminal operators or ports build new facilities or want to optimise existing operations. The main focus of this business area are the operations, operational processes and resources producing the services. By services we understand the loading and discharging of vessels, receipt and delivery of cargoes at the gate, yard operations or any additional service, such as stuffing, stripping, logistics operations, container repair, cleaning, fumigation etc. For auditing and engineering, we can step in during any phase of the project at hand. The maximum return will be achieved when GPT is involved early in the process, at the actual start.

## Design reviews

Review designs made by consulting engineers and focus on the operational reality and workability and give practical advice on the layout. GPT experts eliminate bottlenecks and constraints in the designs, making sure that terminal will reach their objectives in terms of performance, annual throughput, level of customer service and above all revenue and profit.

## Equipment Specification

Review equipment specification: a detailed review of the equipment specification is key to achieve operational excellence. Key parameters for GPT are ergonomics, fuel or energy efficiency, sustainability, ease of maintenance and maximal operational availability. We also contribute to the structure and best practices for maintenance departments. A very specific speciality of GPT is the layout of cabins and design of controls to operate the equipment.

## Procurement assistance

Provide procurement assistance: after the designs are finalised and confirmed, GPT assists their customers during the negotiation, design review cycles and the manufacturing supervision and factory testing.

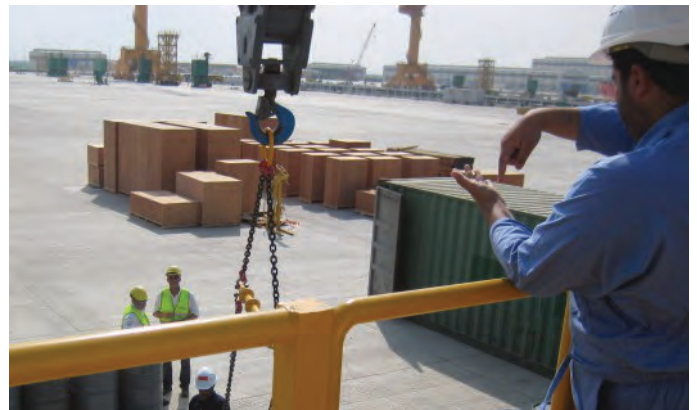
Supervise the commissioning of equipment: GPT supports customers during the entire procurement cycle up until the commissioning of the equipment.

Actively care for safety, sustainability, environment and good working conditions in balance with the objectives and goals of the terminals and ports. Identifying risks when working in difficult climate conditions, dusty

environments, high humidity or corrosive conditions put a lot of stress on men and machines. Based on our practical experience and technical knowledge, we provide practical, realistic and workable solutions to prevent equipment breakdowns.

## TOS and Technology

Provide advice on TOS and technology: GPT guides terminals during the specification phase and conducts complete procurement projects assisting terminals during pre-selection, RFI, RFP, workshops and demonstrations, contract negotiations, implementation, user acceptance testing, training and go-live.



## Advantages and results

1. Increase result and output of operations and training
2. Lasting impact on operational results
3. Contribution to performance
4. Increasing customer satisfaction

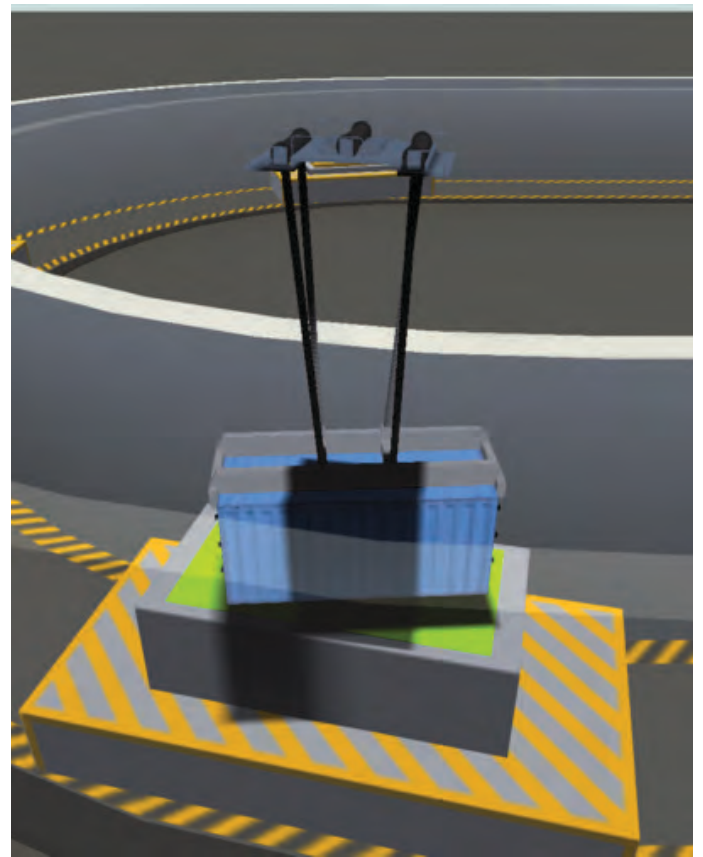
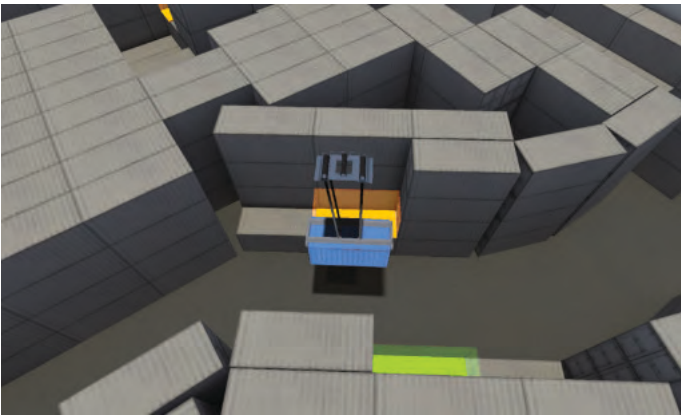
**GPT eliminates or reduces the impact constraints may have on reaching operational excellence, revenue and profit.**





Let us collaborate to  
create value for you  
and your customers





**“A good result, starts with a good and objective selection. Know the outcome of the training and the final results, before starting the actual training.”**

## **Selection and Assessment**

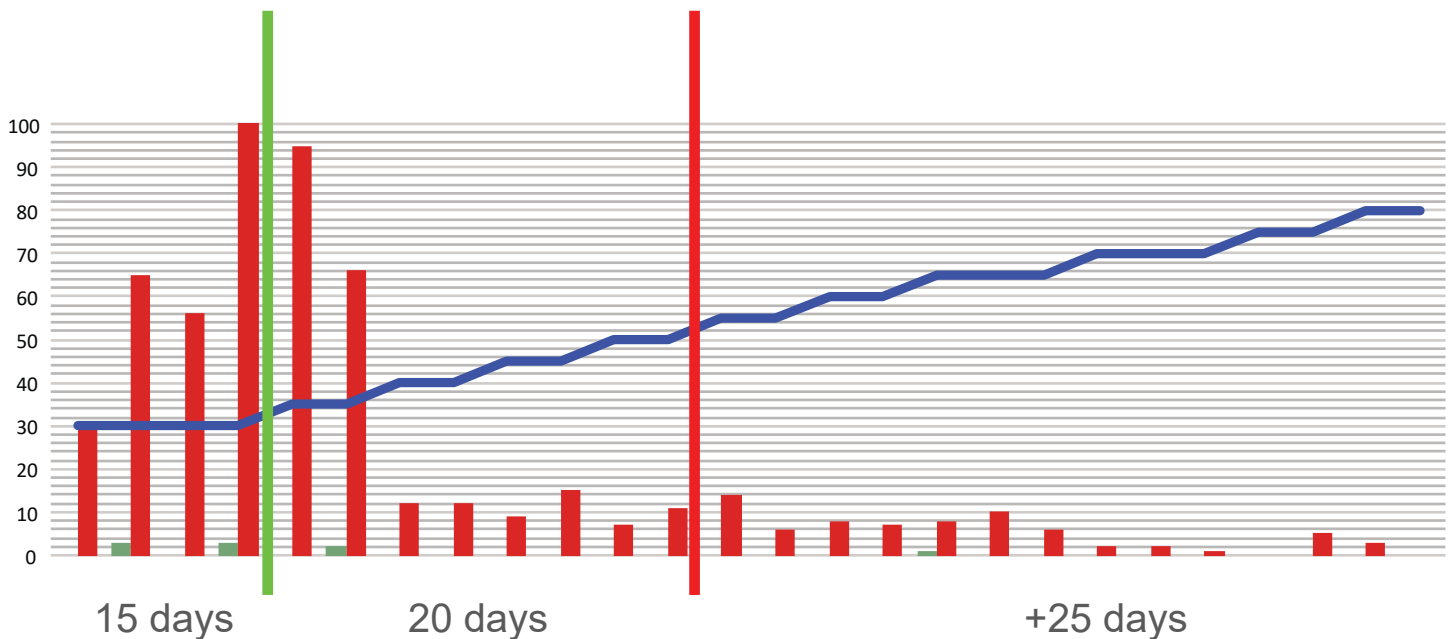
Selection and assessment mean the selection of candidate operators and the objective testing of their skill potential and more specifically, their eye-hand coordination. GPT has developed an assessment system consisting of software and hardware, called C.O.S.T. (Crane Operator Selection Tool). Candidates take a one-hour test using VR goggles and joysticks. The test measures: speed, accuracy, consistency and results are compared with databases of candidates. The results of the test are a highly reliable basis to determine how much training a candidate needs to achieve a targeted performance level and shows in detail the action points per candidate. For an existing population of operators, the test is used to set a benchmark and to identify action points and improve performance. The test is objective, reliable, true to life and has a high predictive value. C.O.S.T. Measures a.o. accuracy, speed, joystick control, collisions. Based on historical data, GPT is able to set a benchmark for your specific situation, measure the skill potential of individual candidates and compare their results with the population tested for your terminal or with a larger group of trainees.





Objective skill and potential assessment prevents unwanted and costly surprises. After the assessment, we'll guarantee a fixed price for the training to reach a set performance.

### Estimate N° of training days per Crane operators, based on the results of the Crane Operator Selection Test



Measuring the eye-hand coordination of a candidate operator using the GPT Crane Operator Selection Test takes 1 hour per candidate. A very small investment with a huge leverage: validated, verified, true to life and with a reliable predictive value. In a day GPT tests 6 trainees per C.O.S.T. Test device. In the above graph, candidates scoring on the left side have a better score and 90% of these candidates will need 15 days of training to achieve a good handling rate.



## Training and Coaching

Training and coaching of operators (blue-collar and grey collar), operational training, and terminal managers.

### Operators

GPT trains all operational staff: equipment operators: Ship to shore crane, mobile harbour crane, RTG, RMG, Straddle Carrier, Tug, Reach Stacker, Empty Container handler, terminal tractor, wheel loader, dumper, excavator, forklift... And also: foreman, tallyman, signalman, multi-functional dockers, rigger, lashers etc. For handling project cargo, general cargo correct slinging and handling loads is a core course in the programs.

GPT trains on simulators and the actual machines and distinguishes itself from its competition by training during operations. GPT trainers come from the operations, and when not training, work in operations and can take over at any point in time when vessels are getting short of time. GPT trains at the customer's site so that all procedures are followed. During any training, ample attention is given to quality, safety, equipment maintainability and sustainability. Think of energy efficiency, anticipation, safe driving, risk detection and prevention. For operating terminals, coaching is the ideal approach to improve the skills of the operators.

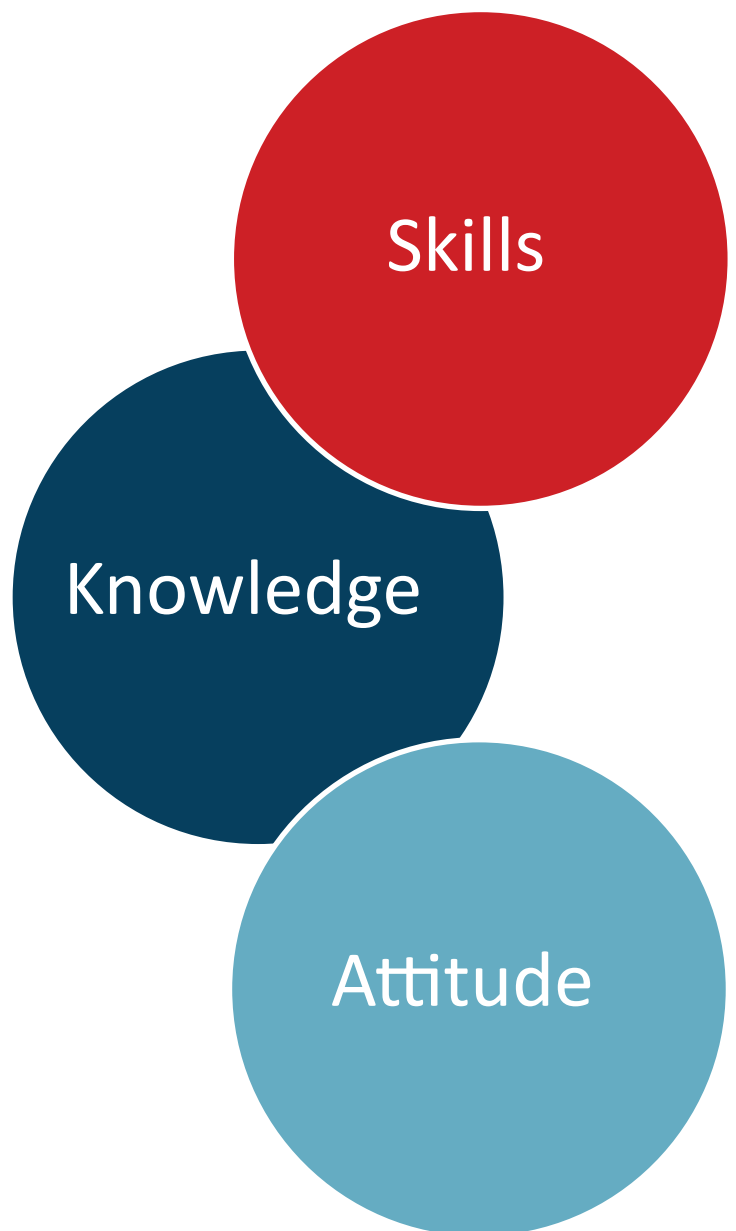
### Terminal Managers

training focusing on design of terminals, operations, customer service and the use of equipment, systems and technology.

### Maintenance Managers

How to setup a workshop? How to make correct calculations on utilities needed for the terminal, power requirements for equipment. Design and requirements for technical infrastructures. Equipment specification and ergonomics.

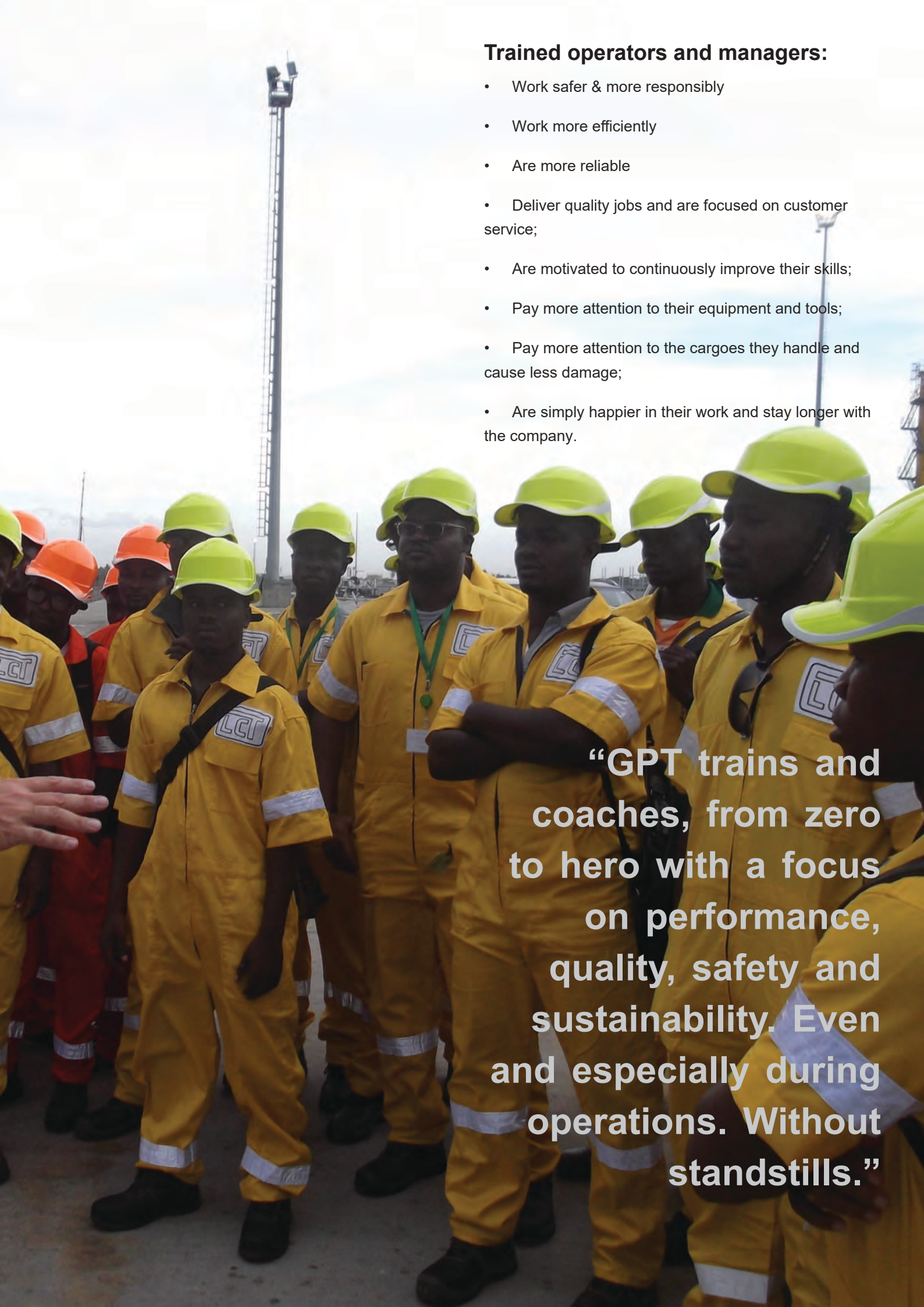
**Performance = a  
result of knowledge,  
skills, training,  
coaching and attitude**





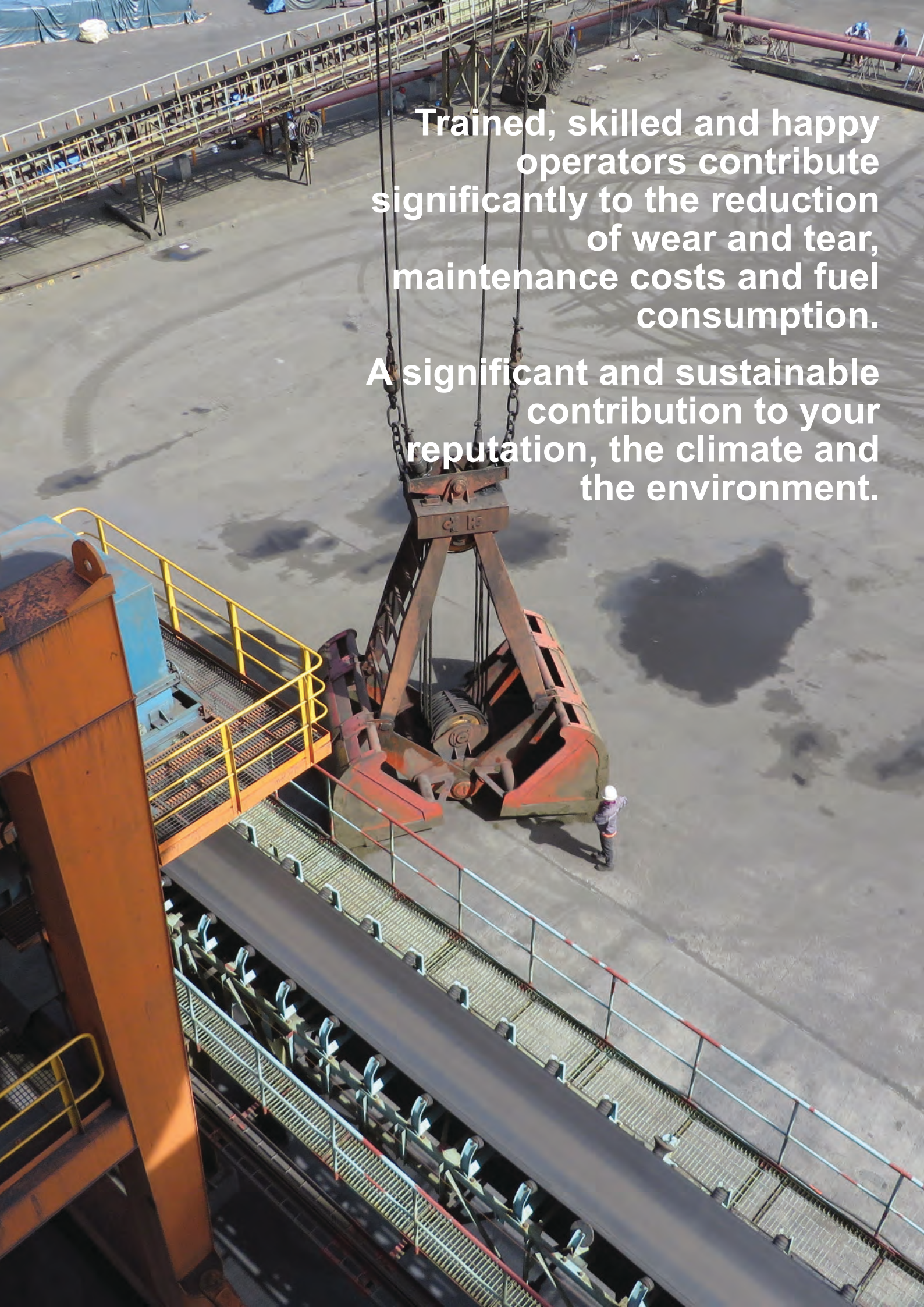
## Trained operators and managers:

- Work safer & more responsibly
- Work more efficiently
- Are more reliable
- Deliver quality jobs and are focused on customer service;
- Are motivated to continuously improve their skills;
- Pay more attention to their equipment and tools;
- Pay more attention to the cargoes they handle and cause less damage;
- Are simply happier in their work and stay longer with the company.

A group of port workers, mostly men, are standing on a ship's deck. They are wearing bright yellow long-sleeved jumpsuits with reflective silver stripes and matching yellow hard hats. Some workers are also wearing orange hard hats. They are looking towards the left side of the frame. In the background, a tall vertical mast or crane is visible against a cloudy sky. The overall scene is an industrial port environment.

**“GPT trains and coaches, from zero to hero with a focus on performance, quality, safety and sustainability. Even and especially during operations. Without standstills.”**



An aerial photograph of an industrial facility, likely a steel mill or refinery. In the center, a large crane with a red and orange boom is lifting a heavy, cylindrical component. A worker in a white hard hat and safety gear stands near the base of the crane. To the left, there's a long, elevated walkway with yellow railings. In the foreground, a series of rollers or guides are visible, possibly for moving large pipes or coils. The ground is a mix of concrete and dirt, with some dark stains. The overall scene depicts a complex industrial operation.

**Trained, skilled and happy operators contribute significantly to the reduction of wear and tear, maintenance costs and fuel consumption.**

**A significant and sustainable contribution to your reputation, the climate and the environment.**





Care for people, equipment,  
cargo and the environment

## Operations and Services

GPT deploys its team of operators/instructors wherever and whenever terminals are short of resources: during start-up, when attracting additional business, for handling specific types of cargoes, when commissioning new machines, handling difficult cargo and heavy lifts... Our operators achieve excellent performance, are flexible and dedicated and adapt to your way of working. Terminals count on GPT-operators for short- or longer-term assignments.

Using its long-term operational experience, GPT has added new services to its portfolio:

**Cargo surveys:** GPT surveyors represent cargo owners or agents during the loading/discharging operators, especially when handling project cargo and difficult (heavy) lifts. The survey reports provided by GPT contain a detailed factual overview of loading/discharging, marks and numbers, operational conditions, pictures, overview and details of incidents and damages and advice on preventing incidents in the future.

**Interim terminal management:** a selected group of experienced terminal managers can be deployed for short or longer-term assignments.

**“GPT is there  
to operate and  
handle your  
cargo, any  
time,  
anywhere.  
We’re just a  
call away.”**





## Focus on results

- Better utilisation of your infrastructure, equipment and resources.
- Selection and implementation of technology adapted to your operations and environment .
- Training leading to operational improvements in all safety.
- Revision and expert opinion from the strategic and operational point of studies provided by other consultants.
- Supervision and management of projects.
- Full control over operations
- Reduction of equipment wear and tear
- Focus on sustainability and the environment by anticipation and defensive operating
- Care for people, equipment, cargo and the environment
- Global Port Training contributes to the overall productivity and profitability of ports and terminals in every aspect.
- For any terminal, anywhere, anytime

From the concept phase of your project until the optimisation you can count on our personal engagement and the added value we will bring to the table, always bearing in mind your long term strategy and present operational needs. Contact us today to discuss your project and we will show you the benefits you will obtain.

We do more than writing reports and deliver practical advice, turnkey and assist during the implementation. We select the staff with the right skill potential, train, coach and assist in all your projects: design and development, purchasing, implementation, go-live, monitoring and optimisation.

You can consult information on GPT on <http://www.globalporttraining.com>. GPT works on any terminal: containers, break bulk, dry bulk, rail and intermodal, logistics and warehousing, and delivered projects in over 70 countries since 2008.



**Curious to know how you can benefit from Global Port Training's expertise and experience? Let's discuss to explore opportunities! Mail us or call us: [info@globalporttraining.com](mailto:info@globalporttraining.com) or +32 3 544 71 07. We'll be happy to discuss and deliver.**