

Membership benefits



Benefits of the TT Club

This booklet outlines the benefits you receive as a Member of the TT Club. These benefits include a fast and efficient claims service, access to experts, training and support, as well as a number of publications giving you updates and advice on what's going on in your industry.

We pride ourselves on being able to offer you a dedicated loss prevention service targeted specifically at the international transport and logistics sector.

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You need complete claims transparency which is why we've made it possible for you to view the progress of your claims at any time.

Claims **clarity**

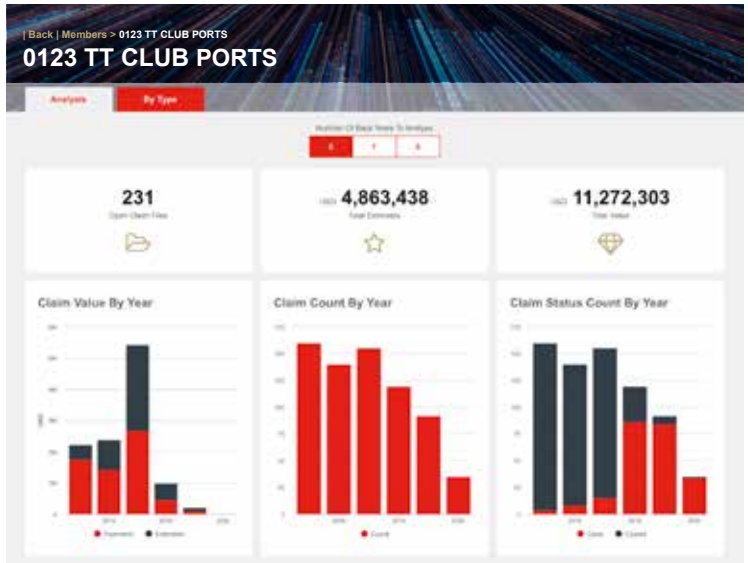
Claims transparency

TM Connect is our new online services portal. With TM Connect you can have instant access to all the claims your business has logged with us.

For every claim logged you can view:

- the Claim Handler's Case Summary to see the issues at stake and the general strategy to bring the claim to conclusion
- a breakdown of the costs split between the claim itself, the handling fees and lawyers' and surveyors' fees
- the cost reserves set against each claim.





Analyse your claims

With TM Connect you can undertake a full analysis of your claims records. You have 24/7 access to your claims dashboard allowing you to view claims by risk type, status (open or closed) or accounting year.

You can also look at what's causing the most expense to your business, by seeing where the most frequent or severe losses are occurring. You can look at groups of similar risks or drill down further into individual causes.

The real value is that claims information can be viewed any way you want it, from a total overview of all claims to the complete history of an individual claim. All data can be exported to Excel.

Claims transparency

Self risk assessment

Not only can you identify the risks most costly to your business, you can also use our online self risk assessment form. This tool will help you highlight areas for improvement and provide you with tailored loss prevention materials.

Your self assessment form is only visible to you and our Loss Prevention team. It will have no bearing on your renewal quote.

The screenshot shows a web-based form titled "Risk Self Assessment And Control" for the user "0123 TT CLUB PORTS". The form is part of a larger system with a navigation bar at the top containing icons for various sections: Risk, Safety, Health, Compliance, Environment, Operations, IT, Performance, Production, Store, Overview, and Training. The main content area contains four assessment questions, each with a "Comment" field below it. The questions are:

- 1. Maintenance and training budgets are NOT affected by operational financial pressures. (Options: Not Applicable, Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- 2. Standard terms & conditions are incorporated either by signature, notice or reference to all customers. (Options: Not Applicable, Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- 3. CONTRACT with contractors include indemnity clauses to indemnify my business where the contractor is found to have acted negligently. (Options: Not Applicable, Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- 4. Due diligence is done on all contractors, particularly transport contractors to prevent cargo theft in transit. (Options: Not Applicable, Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)

At the bottom right of the form, there are two buttons: "Back" and "Continue".

Loss record

A summary of total contributions (premium) paid and estimated and total claims can be generated including the actual loss ratio for the current year and previous five years.

Visibility at Renewal

As well as using TM Connect to view your claims information at any time, you also have 24/7 access to your latest record statement.

Accessing TM Connect is easy. Simply get in touch with your usual Club contact and leave it to us. Once your account has been set up you will receive an onboarding email - follow the instructions to get started.



'My TT Club' provides a portal of valuable features and benefits restricted to our Members and Brokers.

My TT Club

Registering for My TT Club

This is the ‘Members Only’ section of our website. By registering for ‘My TT Club’ you will receive the following:

- Trade documents such as ICHCA’s briefing pamphlets, research papers and technical advice sheets
- Insurance Wordings
- Model Conditions which may be used as the basis for contracts
- Copies of all the latest circulars
- Supplier discount offers on products and services

- Byelaws and Articles providing information on the TT Club company structure, your voting rights, meeting attendance and notification processes for feedback.

To register simply select ‘My TT Club’ from the homepage of **www.ttclub.com** and complete the registration form. You will set up a username and password and we proceed through a verification process to grant access.

My TT Club Registration

Please complete the form and click the 'Submit' button at the bottom. Fields marked with a * are mandatory.

First Name:

Last Name:

Title:

E-mail Address: e.g. Mr, Mrs, Dr

Company:

Country:

Phone Number:

Relationship with the TT Club: **Select 'Member'**

TT Club Contact: **Select the underwriting contact detailed on your Certificate of Insurance.**

Someone at the TT Club who knows you

Password: This must be a minimum of 8 characters long

Confirm Password: Must be the password a case-sensitive

Password Prompt: A word or phrase that will help you remember your password

Security Question:

As a TT Club Member you automatically become an associate member of ICHCA International

As an associate Member you will receive access to ICHCA's briefing pamphlets, research papers and technical advice sheets. These are available from 'My TT Club' and include:

- Briefing pamphlets on safety in handling various cargoes, use of equipment, information on

international safety regulations and emergency planning.

- Research papers reviewing issues such as fumes in ships, safe walkways, lifting and whole body vibrations.

There are many benefits to becoming a full member of ICHCA International. Visit www.ichca.com to find out more.

Supplier discounts

We are pleased to provide you with discounts on products and services which we believe will protect your staff and reduce your claims

IMDG Code E-Learning

We offer a discounted rate on Exis Technologies' online training solution for businesses involved in the handling and transportation of dangerous goods.

Quay Crane Boom Anti-collision protection

Every year we handle tens of port-related claims resulting from booms of quay cranes hitting ships. As a result we recommend that all new cranes should include a SICK sensor for boom anti-collision protection and have negotiated a TT Club discount with the suppliers for this.

More details are available from 'My TT Club'.



**We have a wealth of
information designed to
support the international
transport and logistics industry.**

Industry advice

Training and support

We have a range of training and support services available including seminars and workshops.

We would be happy to come and talk to you and your colleagues about the issues arising from major claims and the solutions needed to minimise the risks.

We can also offer facilitated workshops to review your approach to risk. We can look at the systems you have in place to minimise the chance of an event occurring and managing the situation to best outcome if it does.

We can offer these workshops in person or via an interactive webinar format to allow colleagues from across the globe to join.

These sessions have been highly commended by other Members, as proved by the testimonials opposite.

The services available will be tailored to your size of business, type of operation and the risk presented. In consultation with your broker we will devise the most appropriate support solution for your business.

“

“I really appreciated you taking the time to go through the presentation. It was really relevant to the clients and claims that we see and showed clearly the trade specific capabilities of TT Club.”

“I believe you are doing a job which is rare to find. In a short time you have been able to concentrate our interest in concrete and realistic things which will make a big difference to our operations.”

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Expert publications

TT Talk e-newsletter

TT Talk is our free global email newsletter which provides frequent updates on the latest issues and highlights matters impacting the industry, such as carriage of goods, sanctions and conventions.

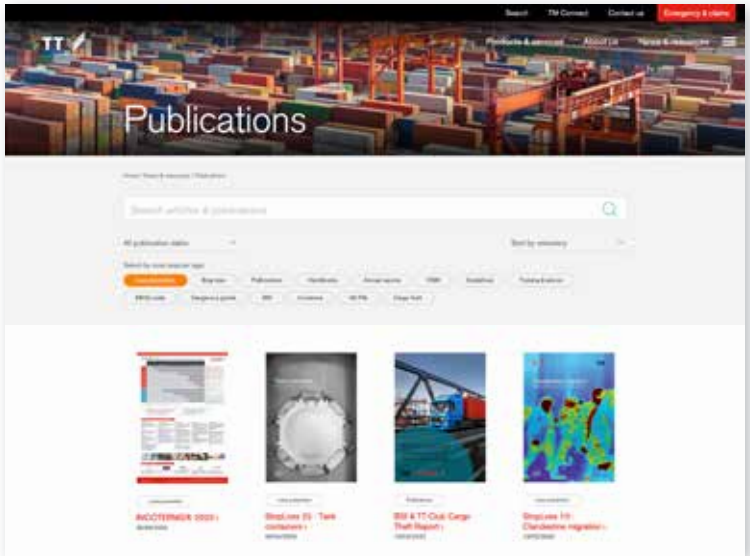
Subscription to TT Talk is something we would recommend to you and your colleagues as the articles will be highly relevant to your business.



Loss Prevention

The 'Loss Prevention' section on our website contains hundreds of published materials including all the TT Talk articles and copies of our publications.

If you're looking for specific information the chances are we'll have written an article about it. Take a look at www.ttclub.com/loss-prevention



StopLoss brochures

StopLoss brochures provide snappy briefings and advice on persistent issues. The series covers numerous topics including cyber security, theft-attractive cargoes and container loss.

Further details and copies can be found in the 'Publications' section of our website.

PDF versions of all the StopLoss brochures can be found in the 'Publications' section of our website.

Risk Management Handbooks

Some subjects require greater scrutiny and we have produced some lengthier handbooks providing detailed information on key topics impacting the industry.



Conventions on the International Carriage of Goods

This handbook seeks to bring greater clarity to the complex world of international carriage conventions.

The handbook has been designed specifically for managers who do not have a legal background but who have to deal with claims and insurance for their company. It features a quick cross-reference guide showing which conventions apply in which countries, and uses a standard question and answer format to analyse the provisions and requirements of each convention.



Windstorm II: Practical risk management guidance for marine & inland terminals

Storm damage accounts for some of the biggest losses in the marine and inland terminal industry. This handbook is designed to assist terminal operators who need to find solutions to minimise the impacts of wind damage.

It brings together the shared knowledge and experience of operators and experts in managing storm damage.

PDF copies of these handbooks are available free of charge and can be accessed at our website. Printed copies are available on request.



**Supply Chain Security:
Management, initiatives
& technologies**

This handbook aims to define the principles of security in the supply chain and guide all operators on how to enhance value through effective security implementation.

It not only promotes good practice but also explains how security can actually provide a significant contribution to the bottom line.

The handbook provides an overview of current security initiatives and technologies, but is centered on the premise that the ISO 28000:2007 management standard offers a valuable framework for implementation.



**Importance of Maintenance
for Non-Engineers**

This handbook addresses the issues relating to the maintenance of the infrastructure and equipment within a cargo handling facility. It has been developed with non-engineers in mind providing high level advice rather than technical detail.

There is evidence that maintenance is often neglected due to financial or operational constraints. Some of the case studies in this handbook demonstrate the considerable costs which could have been avoided had the equipment been properly maintained. The handbook focuses on two key aspects 'maintenance' and 'monitoring'.



**We seek to work proactively
with the industry in relation to
matters of safety, environment
and security.**

Inside the industry

Industry representation

We are a member of a number of international and national Trade Associations.

We see this as important because:

- It keeps us on the inside track of what is developing
- It enables us to provide input on specific initiatives as an insurer and as a Member organisation
- It enables us to deal with lots of different companies within the industry and be a focal point for Members' interests
- Through understanding the impact on all sections of the supply chain we are able to lobby for the right result for the industry as a whole
- Because of this unique position we are also invited to participate in discussions and present at conferences.

Examples of how we are influencing the industry include:

- The Dangerous Goods IMDG where we lobbied to change shore-side training regulations to make training mandatory rather than a recommendation. This was incorporated as part of Amendment 34-08
- The drafting of the International Labour Organisation (ILO) document for training of port side workers
- International Maritime Organisation (IMO) issues surrounding the weighing of containers where we are working with Maritime Administration and industry bodies to identify viable solutions to provide assurance of declared weight
- Our continued sponsorship of FIATA's Young International Freight Forwarder of the Year Award which recognises the importance of training and development within the global freight forwarding community.

**Here is a handful of the organisations
we are involved with:**



ICHCA
INTERNATIONAL



Access to experts

We are always working to enhance our own expertise by networking with those who have particular operational and technical specialism throughout the industry.

An example of a key network relationship is with the International Cargo Handling Coordination Association (ICHCA).

We are represented on the ICHCA International Expert Panel which considers matters relating to safety, security and the environment.

ICHCA is dedicated to the promotion of safety and efficiency in the handling and movement of goods by all modes and during all phases of both the national and international supply chains.

It is a non-government organisation at the United Nations and has represented the cargo handling world at various international organisations including the International Maritime Organization and the International Labour Office.

The Expert Panel represents a substantial cross-section of senior experts and professionals from all sectors of the cargo transport industry globally. Its main strategy is to develop authoritative guidance on matters concerning safety and health in cargo operations.

ICHCA's Expert Panel works on a personal invite basis only and is restricted to representatives who can provide a recognised contribution to the group. There are 70 international representatives on the panel including the unions, ship operators, ports, transport operators and engineers. TT Club's Risk Management Directors are on the panel and have led or participated actively in debates over specific issues.

As members of ICHCA's Expert Panel on Safety we can source advice and information from the experts on the safe movement of goods.

Our membership of the Expert Panel provides access to a broad network of key experts from whom we can source advice. As an example we have used the panel in the past to support a Member with information on the handling, storage and transportation of wood pellets.

Within 24 hours we had feedback on the issues and what to look out for.

If you have an issue you should speak to your local Club contact who may know the answer, but if not we will happily approach the Panel or other specialists and ask the advice of the experts.

Further information

For further information please get in touch with us by contacting your usual Club contact or by emailing marketing@ttclub.com

We are always looking to enhance the membership benefits and find new ways of communicating, supporting and improving our service.

If you have any recommendations it would be great to hear from you.

TT CLUB
IS MANAGED
BY **THOMAS
MILLER**

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