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**Trans-Mar Services®**

GLOBAL MARINE SUPPLIES

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## WHO ARE WE?

*"A good company delivers excellent products and services, and a great company does all that and strives to make the world a better place."*

*William Ford Jr., Chairman, Ford Motor Co.*

We are a company with a vast experience, engaged in the production, wholesale and retail of marine technical goods, with a narrow focus in shipping industry especially on ship supply. It all started in 2006 in Varna, where we took the challenge of offering quality services along the Bulgarian coast. Therefore, our first steps were to invent our own development concept with established principles of work and development. The results did not take long. Today, 12 years later, our company runs a successful route along the West Black Sea coast and is a benchmark for professionalism. Our trained and motivated team "sail" through all the difficulties every single day, so it may continue on its maritime development path.

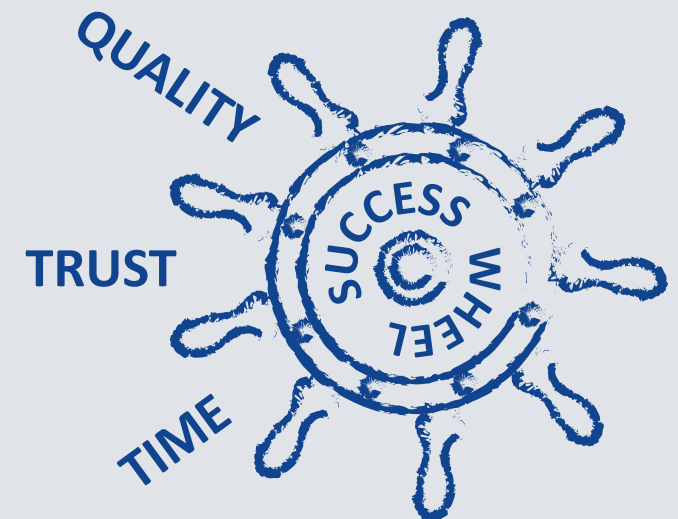
## WHAT ARE OUR CORE VALUES?

The first point of reference in our wheel of values is fundamental and it is related to the SATISFACTION of our work. This inevitably leads to the QUALITY of the workflow and improvement of the customer relationship mechanisms. THE QUALITY of the service rendered fortified our position and helped us build our clients TRUST, which is quite essential for us. This encourages and incites us to be even better and better.

*"You cannot learn values – values need to be experienced!"*

*Viktor Frankl*

Thus, for 12 years we've been building our **SUCCESS WHEEL** and reached its very center - where we locate the perfect balance of **TIME** and costs. Where we save your **TIME** and money, we provide **QUALITY**, and win your **TRUST** that we most need to push forward.



Recognizing customer needs is a mandatory prerequisite for work, and the express and seamless delivery of the products and services required has become a real mission of our company. This has helped us to grow and in 2013 we opened an office in port Constanta, Romania. Overspreading the main Romanian ports has become our target because we knew we were already prepared to expand outside the Bulgarian border.

Here in the company we are trying to stay away from: “We know everything!” Because nobody is perfect! Every day we are seek for new opportunities, new knowledge. Over time, we have learned that a successful and sustainable business requires constant improvement and expanding our abilities. That is why we strive to always operate on a high level and not to compromise on quality.

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*A Wiseman is not the one who claims he knows it all, but the one who can learn from every other person!*

*Indian proverb*

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**We obtained another recognition by being accepted in a multiple highly respected Associations and Unions. We are honored to be part of such internationally recognized organizations:**

In 2009 we became part of the Bulgarian Ship Suppliers Association- BSSA. As a result, we were also invited to join the European Ship Suppliers Association - OCEAN and the International Ship Suppliers Association - ISSA.



In the first days of January 2016, we were enrolled as members of the International Marine Purchasing Association



In 2018, we successfully embed the new version of ISO 9001:2015 Quality Management System to Bureau Veritas Certification



In February 2018 we became a member of the Bulgarian National Association of Shipbuilding and Shiprepair.



In 2011, we were accepted in the Bulgarian Union for Customs and Foreign Trade Service. Shortly thereafter, we received the official certificate for a Licensed Customs Agent by the Customs Agency at the Ministry of Finance.



**WHAT SERVICES  
DO WE OFFER  
TO OUR CUSTOMERS?**

## **TECHNICAL SUPPLY**

**Since the very first settlement of the company, our most important priority has always been to be a leading and constantly growing merchant of marine technical goods.**

Currently, we are the largest and most diverse warehouse for marine technical goods not only in Bulgaria, but also in Romania- we maintain over 1300 items in stock. This makes us one of the largest suppliers in the Black Sea region.

The company is able to provide all kinds of accessories and navigation equipment, mooring ropes, stationery, consumables, tools, bearings, etc. The products are delivered at a location designated by the customer at a convenient time and day. Our product managers test and evaluate the quality of the delivered facilities and tools on a daily basis so that we can ensure their trouble-free operation.

We supply a range of articles that includes household materials, deck tools and spare parts for machinery.

Trans-Mar Services can supply a full range of marine chemicals under the brand STARMARINE, CHEMO & SEAWOLF

As an additional service, the company offers a variety of kitchen equipment and cabin stores, clothing and linen. Our products vary in an extensive range of colors and sizes. We can also supply electrical equipment 110V/220V, 50/60Hz.

## **MANUFACTURE OF PILOT AND EMBARKATION ROPE LADDERS**

Since November 2012, Trans-Mar Services has been certified by the Russian Maritime Register of Shipping for the production of pilot and embarkation rope ladders, as well as for testing and subsequent certification of the fitness of the ladders. In the beginning of 2018, we successfully completed our certification by the European Agency for Inspection and Certification, and we already have MED Certificates for the production of our ladders. We also went through the process of recertification with the Russian Maritime Register of Shipping for the next five-year period. Rope Ladder design is the result of many years of experience in this area, leading into the regulations and safety of the end user. All Pilot or Embarkation Ladders are manufactured based on the specific customer requirements and are delivered worldwide.

**Our ladders are made of materials with certified quality and are equipped with:**

- Unique serial number;**
- Manufacturer's certificate with the same serial number;**
- Instructions for use;**



### CHARTS & PUBLICATIONS OUTFIT MANAGEMENT SERVICE

Trans-Mar Services offers ship literature management and maintenance, this providing an easy and flexible way to ensure that the ship's charts and publications always comply with IMO and SOLAS requirements and regulations. The system can be customized to suit your ship's requirements. Our established distribution network reduces transport costs and delivery terms. The Charts & Publications Outfit Management Service is provided to our customers FREE OF CHARGE.

We offer different delivery options:

- Delivery to headquarters;
- Direct delivery to every ship.

We provide our customers with the opportunity to determine the frequency of deliveries themselves.

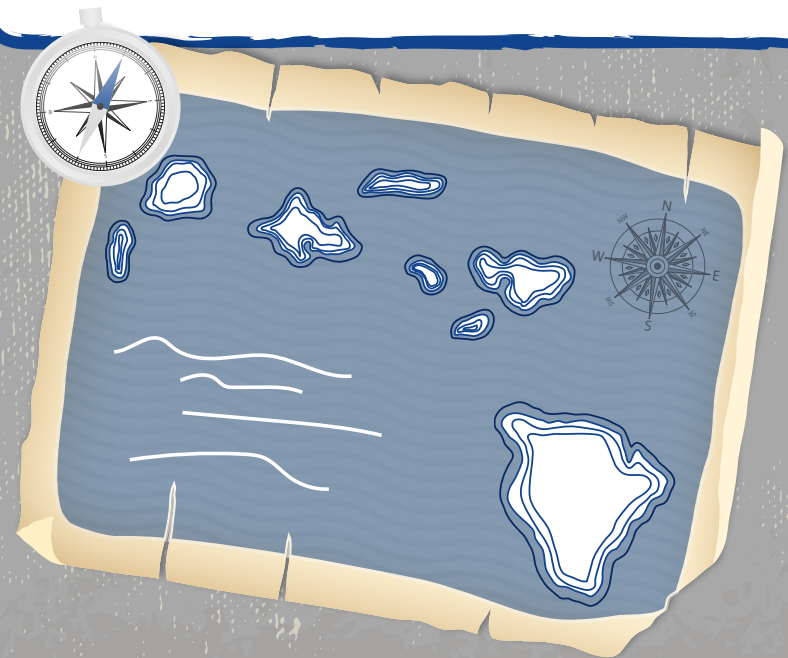
We offer multiple cargo packages, including:

- Courier;
- Air transport;
- Road transport;
- Local delivery.

### POD – MAP PRINTING

Print-On-Demand (POD) is a technology, as well as a business process, ensuring the printing of charts upon receipt of the order, allowing printing of single or small quantities for a short period of time. To produce a POD chart, cloud-based encrypted chart data files are received upon request from the updated Admiralty database. These secured data ensure that there is no manipulation of size and content. The charts are then printed on a printer approved by the Admiralty, as well as on paper provided by the latter.

Cutting should also meet the specifications recommended by the Admiralty. The POD service allows us to shorten delivery time drastically, providing our customers with the unique opportunity to obtain highly reliable and accurate charts from the British Admiralty. Thus we fulfill our mission of preserving the safety of navigation and life at sea.



# S E R V I C E S

## CATERING OF FOOD AND BEVERAGES

Trans-Mar Services delivers and provides a wide variety of food and beverages for ships. For our Bulgarian and foreign customers, we guarantee daily fast delivery of fresh products of high quality, fresh appearance and long shelf life. In addition to working with local suppliers, we import over 70 items, not traditional for the Bulgarian market. Our main goal is to offer the widest variety of items so as to ensure that your trip tastes like a five-star experience.

## CUSTOMS AND FORWARDING SERVICES

We are a member of the Bulgarian Union for Customs and Foreign Trade Service, as well as a Certified Customs Agent. We offer our customers professional customs services, forwarding and logistics, as well as the opportunity to use us as a "WAREHOUSE HUB". It allows our customers to send and forward shipments for their ships from all over the world to our warehouse. We keep them until the arrival of their ship in one of the ports we serve, and then deliver the shipments on board. If the vessel changes its destination, we arrange all formalities to send the ship parts "transit" to the next convenient port.

## SERVICES USING A CNC PLOTTER

Since June 2018 the company has a CNC 3D plotter. The plotter works with wood, MDF, metal, plastic, polyamide, polypropylene, PTFE sheets, rubber (natural, oil resistant and reinforced), plain and oil-resistant gasket joint sheets, graphite and reinforced gasket joint sheet. The machine has the ability to work based on technical drawings received from the customer in an electronic form, where the high speed and accuracy of operation guarantee fast and qualitative execution of the orders. Trans-Mar Services has experts who can offer technological solutions to any specific inquiries from customers for the quality performance of their orders.

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*"Wherever the ships sail, they gather together in the harbor"*  
Spanish proverb

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# PORTS

THE EXPERTS OF  
TRANS – MAR SERVICES  
ARE LOYAL PARTNER FOR EVERY SHIP,  
BOTH IN BULGARIA AND ABROAD!



4 PORTS  
**BULGARIA**

Varna  
Burgas  
Balchik  
Ruse

8 PORTS  
**ROMANIA**

Agigea  
Braila  
Constanta  
Galati  
Mangalia  
Medgidia  
Midia  
Tulcea

1 PORTS  
**TURKEY**

Istanbul



SOME OF OUR CUSTOMERS



Peter Döhle  
Schiffahrts-KG



MB Shipping LTD



“  
„You can never cross the ocean unless you have the courage to lose sight of the shore...“  
Christopher Columbus  
”

# CONTACT INFORMATION

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The magic of knowing when, how and why or a story showing that knowledge is priceless ...

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A ship failed. The ship's owners tried one expert after another, but none of them could figure out how to fix the damage. No matter how many experts they brought, none of them managed to find it.

Then they brought in an old man. He inspected the ship very carefully, top to bottom... he stood in front of it ... At some point the old man pulled out a hammer and gently tapped with it and said:

You need to repair here, the damage is right here! This will cost you 10 000 dollars!

"What?!" the owners exclaimed. "You hardly did anything, you just tapped with the hammer!"

"Yes, that is true, I tapped once with the hammer" - the man responded - "Tapping with a hammer costs 1 dollar, the rest is for knowing where to tap."