

Jurong Port Pte Ltd
37 Jurong Port Road
Singapore 619110

telephone (65) 6265 0666
facsimile (65) 6265 6614
web site www.jp.com.sg

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To: Singapore Ship Supply and Ship Chandling Community

Dear Sirs,

THE LIGHTER TERMINALS CUSTOMER SURVEY

1. As part of JPPL's initiatives in gaining insights from our customers, the LT department recently conducted a customer satisfaction survey that entails six focus groups sessions and a survey. The aim was to gather feedback and gain a better understanding of the customers' perception as well as their overall experience at both Penjuru and Marina South Terminals.
2. The discussion can be categorized into the following topics: (1) Online experience, (2) Operation processes, (3) On-site facilities, (4) Safety regulations and (5) Other areas whereby JPPL's services affect the customers' business.
3. Based on the feedback received, an update on the remedies for some of the issues raised are as shown below:

CONCERN AREA	SPECIFIC PROBLEM/ISSUE	REMEDY	EFFECTIVE DATE
Delivery Shipment Advice (DSA)	A new DSA is required for return items.	For any legitimate rejected items from vessel, customer may declare using manual DSA. No charges will be imposed.	Immediate
	The same DSA cannot be re-used if loading point has been changed at the last minute.	Amendment of DSA for inaccurate loading point will be provided by terminal.	Immediate

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Cargo Volume, M3	Officers will not reduce the M ³ when the actual Wharfage is less than what was declared, but would increase it if under declared.	JP is able to assist in correcting the actual Wharfage, <i>Note: Please be kindly reminded to provide an accurate weight declaration.</i>	Immediate
Safety Regulations	Riggers (PT) are not willing to work during light rain.	JP has briefed the riggers that operations should follow SHES lightning alert and notification from revolving blinker during raining day. All outdoor activities must be ceased under Category 1 alert.	Immediate
Facilities at Penjuru	Toilets are dirty, not working properly and insufficient cubicles.	Toilets will be upgraded and more portable cubicles will be added to serve the increasing number of port users.	30-Apr-14
Use of Private cars and P-Plate	Private cars and P-Plate are not allowed to enter the port for a small delivery.	For Ship suppliers who use their passenger vehicles to transport goods are allowed to enter the terminal car park for the unloading purposes.	Immediate
MSW Gate	Gate is too narrow to accommodate wider vehicles.	Existing barriers will be relocated to widen the gate.	30-Apr-14
Mooring Buoys	Insufficient mooring facility at MSW.	Four additional mooring buoys will be installed.	31-Mar-14
Application of Short Term Pass (STP) at MSW	Port users are only able to apply the STP at Pass Office.	STPs are available and can be issued at MSW.	Immediate

4. In addition to the above temporary measures that have been put in place, JPPL is working on other areas of improvement and will communicate to you in due course. We are grateful for continual support and your willingness to share your feedback with us.

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5. JPPL would also like to thank the participants for taking time to complete the survey. We value your feedback and will continuously strive to improve to meet our customers' evolving needs and satisfaction.
6. Should you have any interest to receive a copy of the full report of survey, please contact to Lighter Terminals via email at LT_ops@jp.com.sg.

Thank you.

Jesse Lim Keat Loo
Special Terminals
Jurong Port Pte Ltd

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