

## Welcome!



PAUL ERIK ANDERSEN

Dear Customers,

We are already one quarter into 2012 and happy that we have concluded several agreements with our customers covering the year. In return for your continued support, we pledge that we will continue to improve our repair and service quality as also described later in this newsletter.

As we have mentioned in earlier newsletters, Brigantine has throughout 2011 gone through a stream-lining of our organization and we feel we are ready to service and grow with our customers in 2012. With our geographical spread covering 42 repair locations in the Greater China area, we have the required capacity to continue our growth and continue to work towards our goal of being the best in class EMR service provider. To help us to succeed, we appreciate your continuous open and candid dialogue, and please feel free to contact us at any time for improvement discussions.

As part of our growth strategy, Brigantine has also taken the temperature of the EMR market in China and we have concluded that high volume in a low margin industry is the way forward. We have been in talk with various companies with the aim of growing the business and maybe add more repair locations to our portfolio. We will share more information as the year progress. Our proactive approach has also created rumors that Brigantine is for sale or Brigantine will close down. I would like to kill these rumors. Brigantine is here to stay and if we can make a stronger Brigantine by further consolidation and partnerships, we will look positively at this.

We have by end of February said good-bye to our MD, Mr. Jakob Sidenius, who has moved to Cotonou, Benin where he will head the Coman terminal. We thank Jakob for his contribution and hard work to Brigantine over the past 2 years.

Our new MD, who will be onboard from early April, is Mr. Allen Lee. Allen comes from Xiamen Songyu Container terminal where he since 2007 has been Terminal Director. Prior to XSCT, Allen has hold jobs in APM Terminals in Shanghai and Kaohsiung as well as been working for Maersk Line and Sealand since 1984. We welcome Allen and his vast shipping knowledge into the Brigantine family.

We will over the next few months ensure Allen is properly introduced to our customers and business partners.

Brigantine is here to serve you and wish you a great and profitable 2012.

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## Brigantine Upgrades Service in QianHaiWan and GOCT

### West Shenzhen QianHaiWan (QHW) Depot Service Quality Upgrade

In order to serve our valued customers better, and further enhance the customer centric culture, Brigantine Group has upgraded the service quality in our QHW depot. The upgrades cover: Cargo-Worthy Inspection (CWI), Special Container Classification, Self Quality Inspection; Customer Service Training.



- **CWI:** To inspect the container and determine if it's in the suitable condition for loading specific cargo;
- **Special Container Classification:** To provide container of specific year or in specific condition, according to the specific requirement from different customers;
- **Self Quality Inspection:** In order to prevent miss handling during repairing or miss inspection, Brigantine has adopted methods such as "Cross-Inspection" and "Total Quality Control" to enhance inspection quality;
- **Customer Service Training:** To let the customers truly feel our quality service, we have conducted comprehensive customer service training for our gatehouse inspectors and frontline container repairer.

### GOCT Capacity Upgrades

In order to match GOCT's growing throughput, Brigantine has upgraded our facility in GOCT. The upgrades cover:

- Increased the number of professional inspectors from 4 to 8;
- Increased the number of professional repairers from 12 to 24
- One more side-loader has been added
- The number of welding machine and other hand tools has doubled
- Added one more repair team for tools, crane and welding machine repairing and maintenance



The upgrades of capacity in GOCT not only increased the daily output, but also make ourselves ready for customers' increasing demand in this growing terminal.

## Brigantine Hi-End Reefer Repair in Taiwan



As a leading container EMR and Depot Service provider in Asia, Brigantine is proud of our specialties in reefer repairing in all of our Asian locations. This article will take you through Brigantine's Hi-end reefer service in Taiwan:

In Taiwan, Brigantine is adopting a concept called "Container Care Management" to make sure your reefer containers are well handled and delicately repaired from the day it gates in until the day it gates out.



We have over 20 years highly experienced mechanics in the team, and we are able to repair the extreme major damages. We have both on-dock and off-dock facilities in Kaohsiung, where your reefers can be repaired:

### On-dock EMR repair shop

- ✓ Terminal 5 – Pier 77
- ✓ Major reefer box repairs
- ✓ Reefer sandwich maker
- ✓ Over-haul of power packs
- ✓ DRY & Specials repairs
- ✓ Full Reefer unit care

### Off-dock container depot

- ✓ No. 70-1 Lane 101, Ruian St., Kaohsiung Yu- Fung Depot.
- ✓ Full empty-depot services
- ✓ Major reefer box repairs
- ✓ Over-haul of power packs
- ✓ DRY & Specials repairs
- ✓ Reefer unit repairs & PTI

In both the on-dock and the off-dock facilities, we have well built workshops, which provide sheltered areas for repairing your reefer containers:

### On dock

- ✓ 12 repair bays (on dock)
- ✓ 6-ton hoist crane with rotating turntable
- ✓ All bays equipped with air lines 2x50 hp compressors
- ✓ One bay used for positioning containers by use of motorized trolleys

### Off Dock

- ✓ 14 repair bays (off dock depot)
- ✓ 4-ton hoist crane
- ✓ All bays equipped with air lines 2x100 hp compressors
- ✓ Most tools are powered by compressed air in both locations
- ✓ All panel cutting done by use of plasma tools

## Brigantine Customer Satisfaction Survey Result



Dear Customers,

Thank you for your great participation in Brigantine's 2011 Customer Satisfaction Survey. We have received a number of valuable suggestions from this survey, which will surely help us to improve our service quality and provide enhanced customer experience to you. Areas Brigantine will focus on in 2012 are:

- Continue to improve quality, in order to provide high standard service to all our customers;
- Enhance Customer Service, and improve professionalism of problem solving;
- Continue to provide cost-competitive service packages to customers;

When the survey was closed, we have also conducted the lucky draw for the participants, and the lucky winners are:

Hapag Lloyd  
Hanjin  
Maersk Line  
HMM

A small gift has been delivered to these customers to show our appreciation of their valuable suggestions to our services.

