

Brigantine - Agent of Hempel China



Brigantine Services (Shenzhen) Co. Ltd. has been formally appointed by Hempel (China) Ltd. as its agent to promote and sell Hempel's depot / Equipment Maintenance & Repair (EMR) paints and thinners in all provinces in the People's Republic of China.

This strategic cooperation between Hempel and Brigantine, will facilitate our jointly serving our customers in China's depot/EMR sector with more supply varieties at competitive prices.

For any inquires, please contact Ms Florence Huang:

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Welcome!

We are pleased to introduce our second themed e-newsletter.

Each month offers a snap shot into different aspects of Brigantine's various business activities. This month we are focusing on our Spare Parts division, which is announcing an expanded cooperation with our long term business partner, Hempel (China) Ltd, and our Yard Equipment Maintenance and Repair division.

We thank you, our valued customer and business partner, for your on going support.

Yours faithfully,

John Brennan
Managing Director



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YEM-A Quality Assurance Team Effort!

Brigantine provides professional quality assurance (QA) and technical consultation services in Terminal Handling Equipment (RTG, STS etc.) to our valuable client APMT. Our engineers come from various professional specialties such as welding, painting, structural, mechanical and electrical works. Qualified and well trained, they could be involved in the entire fabrication processes, representing clients' interests and alleviating any worries regarding their equipment.



Our Attention to Details

We will assure accuracy and quality right from the very beginning of the fabrication process, keeping attention to every single detail from all workshops right up to every operation site.

Our engagement and involvement at the different production stages, in concert with our professional knowledge, will put every item under close scrutiny no matter how minor or big the problem is.



Our Attention to Every Process

No matter where your equipment is manufactured or where it is operating, we will ensure it goes through our thorough and painstaking inspection to your satisfaction.

We believe that a well organized process is the key to success. Therefore, our engagement in the course of manufacturing process is particularly important to our clients. Only when each procedure conforms to its specific requirements and its quality assured, can we be proud to put our clients' minds at ease and have them leave us with a sense of satisfaction.

Our Attention to the Final Results

As part of QA, the final and critical stage of erection and trial run at the production plant before dispatching, is the critical test to the entire equipment's functions. Our team of professional engineers shoulders the responsibility to go through every test in detail, in compliance with clients' contractual requirements.



Attentive to Care for Our Clients

To treat clients with a personal touch is our motto and to satisfy their needs is always our goal.

We always put clients' needs first and foremost in our mind and make our best effort to work irregardless of the time and place we are operating of. Our motivation is derived from clients' trust and recognition. This keeps driving us even harder. The best reward from our valuable clients is the expression of contentment on their faces. Please call Mrs Samantha Chen Stokes at **+86 755 2527 9617** or email us at GCABRGYEMMNG@brigantinegroup.com, you will find out our supreme services!



Onwards into Africa!

Brigantine's Yard Equipment and Maintenance (YEM) provides on-site QC Maintenance and Repair Service with APMT Apapa

In Feb 2009, an experienced 15 man YEM team arrived at Lagos, Nigeria to provide maintenance and repair services to six Ships-to-Shore Cranes on site of Apapa, APMT. This marked a significant milestone in Brigantine YEM's business expansion plans in Africa and a new level of service to our valued customers and business partners.

With three berths, the APMT terminal facility in Apapa is the largest container terminal operator in West Africa with a total of six Rail Mounted Ship-to-Shore Cranes built in early 1980s. A skilled maintenance team is highly critical to the success of the terminal operations.

Despite the current global economic recession, there remains plenty of opportunity for expansion and development in ports in Africa. This, together with continuous investment and development from leading companies, Brigantine stands ready to support you in boldly taking hold of this opportunity to ensure your greater success in the African market!

Please contact Mrs Samantha Chen Stokes at [+86 138 2523 5993](tel:+8613825235993) or email to GCABRGYEMMNG@brigantinegroup.com for more information.



YEM in Port of Tanjung Pelepas - Delivering Tangible Value

Delivering tangible value for our customers has been the cornerstone of our business philosophy. In late 2008 we partnered with our customer (Port of Tanjung Pelepas) on the 'PTP Boleh 30' campaign. The port wanted to achieve a consistent quay crane productivity of 30 moves per hour and we were there to play our part in ensuring their success.

Working in close coordination with the port's maintenance and repair executives our team ensured that the RTG's (under our maintenance contract) were put through comprehensive maintenance schedules to ensure uninterrupted operations. This included close attention to breakdown, corrective and preventive maintenance areas. This achievement was all the more remarkable given that current portfolio of RTGs consists of different makes and types including Hanjung, Noell and Favell-Favco.

The thank you note from the Chairman of PTP said it all - "Excellent achievement, keep it up!"

If you are interested to know more about our services in Malaysia, please write to us at TPPBRGYEMMNG@brigantinegroup.com.



Our Malaysia Customer Focused Team!

Yard Equipment Maintenance 2008 Customer Survey

Survey results revealed!

In late 2008, Brigantine YEM conducted a Customer Satisfaction Survey among our customers including Modern Terminals, APMT, Hutchison, Portek, Noell Germany and COSCO-HIT Terminals.

What's important to our customers?

The questionnaire covered seven aspects concerning various aspects of the maintenance and repair services currently offered by Brigantine. The consolidated results showed service quality and price were the common primary concerns of our clients.

In the container terminal industry, the ability to provide accurate, efficient and fast response to meet clients' requirements, in a cost effective manner, is crucial to the success of a repair service contractor. Our clients voted for Brigantine because of our high service level and sound technical expertise, as well as our good product quality.

A majority of our clients rated Brigantine's YEM team on par or better than other contractors. The results further revealed that our pricing methodology remains competitive in the marketplace, but it also highlights we should stay alert in tracking market trends and ensuring we are delivering superior return on our customer's investment when they choose Brigantine as their service provider.

What Brigantine YEM needs to work on. We're listening!

Although this survey reveals a general satisfaction in our services currently offered to our clients, it is still essential that we continue to enhance our services by offering a quality services at the same time as a competitive pricing level that copes with the current economic situation. In doing so, Brigantine has to continue to improve its cost effectiveness, so our customers can maintain that much needed advantage in the market place.

Care for our customers

Finally, as a testament to our good relationships with our customers, we would like to show our appreciation for your continuous support and involvement in providing us with valuable information so that we can offer a superior service at all times.

If you have any comments on or queries in our YEM services, kindly contact Mrs Samantha Chen Stokes at **+86 755 2527 9617** or email to GCABRGYEMMNG@brigantinegroup.com. We are here to listen to you, work together on solving your key challenges, and finally implementing those solutions all while providing the best services to you.

Maintenance Program for Lifting Equipment

The Yard Equipment Maintenance (YEM) team in Brigantine Taiwan has been handling their operations in Kaohsiung port since 1999. Their area of responsibilities covers the following:

1. 11 units quay gantry cranes.
2. 9 units RTG cranes (rubber tire gantry).
3. 22 units straddle carriers.
4. 6 units empty container handlers.
5. Yard facility maintenance spanning 4 piers including terminal buildings.



The above are done as contractors for APMT's terminal operations in the port of Kaohsiung.

In 2008, the YEM team embarked on providing a comprehensive maintenance package for Empty Container Handlers (ECH). With the expertise from the many years of handling terminal operations for APMT, the team was able to offer top class maintenance program.



Their first customer was the off dock repair depot of Constar Holdings. The Constar CCS depot has always relied on other service providers for the maintenance of their empty handlers. This meant that there wasn't a well planned program to ensure that the machines are adequately maintained. Unexpected downtime was a frequent occurrence. This meant that the container repair business in CCS becoming unstable and when the container handlers are down in any unplanned manner. There is a Chinese saying that needs to be heeded: "To do a good job, one must first sharpen one's tools".

A critical tool to ensure that a depot operates well is certainly the empty container handler. It was therefore a right decision to direct the responsibility to the YEM team to ensure that the ECH's were reliable.

In 2008 after the initial physical inspections we embarked on an immediate program to bring the empty handler and also other forklift equipment back to proper working condition. A full list of overhauls had to be done which were costly but necessary. A critical point in ensuring a good maintenance program is to plan for downtimes. Downtimes that are planned are always shorter and less costly than unplanned ones.

The year 2009 began in a different manner from that experienced in 2008. Frequent calls for emergency repair are now something of the past. The YEM team is now able to use this best practice experience to package maintenance programs for other depots.

With regards to maintaining the equipment properly one has to always think about how to maintain the equipment in a preventive manner. We cannot wait for the equipment to break down and then call for help. We have now developed a maintenance program schedule for all equipment in CCS along the following guide lines:

1. Per 250 hours maintenance.
2. Per 500 hours maintenance.
3. Weekly inspection and checking. Immediate repairs are carried out on defects.
4. YEM is always on stand-by for calls for trouble-shooting.
5. All running and maintenance log are kept by the maintenance team so that proper recommendations can be made for management usage.



We believe that with such a comprehensive program, we would provide customers with the ability to ensure that they have their equipment whenever they are required for operations. In planning downtimes for maintenance, we are also able to create flexibility. In the example of a very busy period, where it is not possible to shut the equipment down for maintenance in daylight hours, it is also possible to plan the maintenance for after work hours.

For more information on Brigantine Taiwan services, please visit www.brigantinegroup.com or contact Mr James Yeh at +886 7 823 7761 or +886 9373 31222.