

New Mainland China Customer – Mariana Express Line



Brigantine is proud to announce extension our partnership with Mariana from Hong Kong, across the border to Shenzhen. Since May 2009, Mariana Express Line has come onboard in China, beginning with our Brigantine's Shekou Qianhaiwan depot services and Shekou Container Terminal on-chassis service.

Brigantine's wide geographical coverage for container EMR services stands ready to serve Mariana and its end customers. We thank Mariana for giving us the opportunity to prove our service quality.

We sincerely welcome Mariana's expansion as our business partner. Please contact us; we will be very happy to serve you.

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Welcome!

This month is our fourth themed news letter focusing on Container Services.

Each month offers a snap shot into different aspects of Brigantine's various business activities.

In addition to new services in some new sites being launched, we are also featuring a section on customer news.

Finally, we've added a special section on information security that we hope you will find interesting reading.

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

Yours faithfully,

John Brennan
Managing Director

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SBCS's Off-Dock EMR Services in Lianyungang

After four years off-dock Equipment Maintenance and Repair (EMR) services in the Qingdao area, we are very glad to announce that Smart Brigantine successfully entered into the Lianyungang market in March 2009. Lianyungang is one of the top ten container ports in Greater China area; with a 2008 container throughput around 3 million TEUs. Our partner, Lianyungang COSCO Logistics, is the largest integrated logistics service provider in Lianyungang.

Lianyungang has historically lacked professional EMR services, leading most carriers to regularly ship damaged boxes out of Lianyungang to other ports for maintenance and repair. We not only aim to provide qualified EMR services to the shipping lines but also help our customers to achieve overall cost leadership over their competitors operating in the old fashion by reducing the transportation cost for damaged containers.

Our service scope covers all EMR services, including but not limited to inspection, box repairing, reefer unit PTI and live reefer monitoring. Currently we are providing services to China Shipping, Maersk Line, Yangming Line, Evergreen Line and Wanhai Line in conjunction with our depot partner. We sincerely welcome your inquiries about our EMR services in Lianyungang.

Mr. Roger Wang of Smart Brigantine (Qingdao) Container Services Co., Ltd, stands ready to answer any query you may have regarding our services in Qingdao and Lianyungang.

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Skill is the Core of Brigantine Xiamen's Reefer Services

Two of the most experienced technicians from Brigantine's Reefer team in Shenzhen have been transferred to Xiamen augmenting the 16 skilled mechanics/ technicians already on site, composing Brigantine's Xiamen reefer team. Brigantine started providing reefer EMR services in Sinotrans' Haicang depot since May 2009. These services include reefer unit and body repair as well as Pre-Trip Inspection.



To ensure that the reefer team can cost effectively execute superior quality repairs, Brigantine has invested substantially in skill training, handbooks, website updates, best practice sharing and hands on coaching. With these core competencies, the best tools and facilities, a 2,000 M2 of PTI and repair area in the Sinotrans Haicang depot, we are ready to meet the Mandarin Orange season at full speed.

For more information on Brigantine Xiamen reefer services, please visit www.brigantinegroup.com or contact Mr. Max Ye at +86 138 5007 7685 or +86 592 583 3130.

Second-to-None Customer Service

Once Brigantine signs a contract with a customer, it is not the end of the deal, it's the beginning. We aim to not only provide second-to-none products, but also superior customer service to our valued customers and business partners. We believe an open, trustworthy and honest dialogue with the customers is very important to achieve this objective, and thus we meet with our customers!

During work hours, our Sales staff listen carefully to our customers and help them to solve their problems. After work hours, our staff have activities joyfully with our customers.

For example, our whole team met with colleagues from Hanjin Shipping after normal business hours.



Our General Manager Dene sponsored a round of golf with Hanjin's Asia Operation Management Team while the front-line teams had Korean style Barbecue, soccer matches and other sports activities to mention a few.

These social gatherings help to understand and know each other better and strengthen communication. And of course having a great evening and time-out is always nice.

How can we better support you? Kindly give Ms Connie Fang a call and let her know how we can better serve you!

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Business Security – Industrial Espionage and How It Affects You

When people hear the term “Industrial Espionage”, they usually tend to think about James Bond-type spies looking in secret research and development projects at computer or military goods manufacturing companies. However, you may be surprised to learn that normal everyday things, such as your personal address/phone book, papers on your desk, your computer, your mobile phone and even your trash, can be used against the company or you as an individual, in industrial espionage.

What is it that we are protecting?

We are protecting many things, but chief amongst them are your associates’ private information, proprietary information, intellectual property, company and private assets, and your company and private reputations.

What is valuable information?

Valuable information is anything that can be used for personal or professional gain at someone else’s expense. Some examples are: company strategies, research and development data, manufacturing processes, information on mergers and acquisitions, pricing/cost structures, customer databases, computer source code, or personal information about your associates (ex. home telephone numbers).

Who wants your information?

Most people are good and honest. However there are some people out there, who are less than ethical, and are looking to get that extra edge. Some parties are:

- Unethical competitors: the transportation/shipping business is very competitive, so others could benefit by having this information
- Media/journalists: Journalists often want to get the scoop on new stories in order to sell papers
- Criminals/information brokers: can use your address book to get your home number to check when you are home or not
- Former employees/unhappy people
- Persons/parties whom the company is involved in with in a legal dispute

How does it happen?

There are various methods, but most common are:

- Physical intrusion/burglaries
- Searching of trash for discarded confidential material
- Correspondence interception
- Subverting staff
- Surveillance
- Electronic intrusion/bugging (includes mobile phones)

Have any transportation related companies or their staff, ever been attacked by industrial espionage before? Actually, yes they have. Many have heard stories of associates leaving a company and taking confidential data with them for use at competition, but there have also been cases of electronic bugs being found in negotiation rooms for major high value contract discussions. There have been other cases of phone tapping/recording reported.

What can we do as individuals, or as a company, to prevent this?

The upside is that very simple things can significantly reduce the risk of industrial espionage. These are:

- “Clean desk policy”- before you leave for lunch, meetings or home, check to make sure your desk is cleaned off of any papers that contain information about you, your colleagues or the company.
- Use the shredder as default instead of the waste bin for papers: All offices should be outfitted with a shredder, preferably a crosscut shredder where it’s impossible to glue individual strips back together. Instead of dropping old papers in the wastebasket, simply shred them instead. As a side benefit, shredded paper is usually easier to recycle.
- If your office is in the habit of reusing the 2nd side of a piece of paper for non-critical print outs in order to save the environment, make sure that prior to putting your paper into the “reuse paper” bin, double check that there is no confidential data on it that might be of interest to an outside party. If it has confidential data on it, you should shred it rather than adding it to the “reuse paper” file.
- When in meetings with outside parties, turn off all mobile phones: Turning off mobile phones help prevent them being used as recording devices, or for non-meeting members to listen in on the meeting if a participant calls someone outside of the meeting, and hides the phone in their pocket. Besides, turning off mobile phones during meetings is common courtesy.
- Beware about giving out information on yourself and colleagues on the phone to strangers: Caller: “Can, I speak to Sally?” Reply “No, I’m sorry, but Sally is on holiday right now. Can I help you instead?” With this simple reply a bad-person now knows that there is a very good chance that Sally’s house is empty and is a good opportunity for robbing. A better reply would be “Sally is away from her desk right now, can I help you instead?” Also, never give out your associate’s home phone numbers to strangers.
- “Phishing”: Similar to the above, it is parties trying to get personal information from you, such as ID numbers, credit card info, phone numbers, etc, for purposes of identity theft, usually via email. Never disclose personal information to strangers.
- Media handling: Handling the media is very tricky, and it’s easy to be misquoted or misunderstood. If you are called by the media, be friendly, but immediately recommend that they contact a suitable person within your company who is specially trained to handle the media.
- Lock your confidential files away: All key strategic information should be kept under lock and key.
- Use your security screen saver that is password protected: This helps prevent people from seeing your mails, address books, and helps limit systems access, when you are temporarily not at your desk.
- Human resource files, which include people’s personal data, should be kept under lock and key.

What to do if you have any questions?

Mr. David Xu, is the Brigantine Group’s full time head of QHSSE, based in Yantian. He can be reached at GCABRGQHSSE@brigantinegroup.com, or at +86 755 2527 9537, for any questions you may have.

John Brennan
Managing Director