

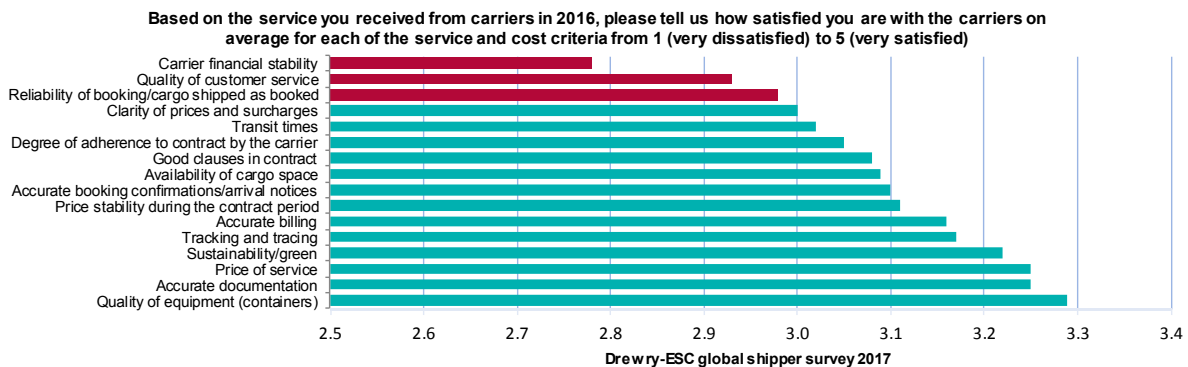
## Press release

11 April 2017



### Satisfaction survey in container transport: Customers rate service quality of ocean carriers “poor to average”

London, UK, and Brussels, Belgium, 11 April 2017 - The service provided by container shipping lines is rated as poor to average and has deteriorated in the past year, according to a survey of exporters, importers and freight forwarders conducted jointly by Drewry and the European Shippers’ Council (ESC).



The ESC and Drewry contacted several hundred shippers and forwarders from all over the world in March 2017 and asked them how satisfied they were with 16 price and non-price related attributes of the services provided by ocean carriers. The survey also looked into areas most in need of improvement and how quality varies by type of carrier.

On a scale of 1 (very dissatisfied) to 5 (very satisfied), customers on average did not rate carriers higher than 3.3 for any of the 16 service attributes, the survey showed (see chart).

The three areas of service or price in which shippers and forwarders were the most dissatisfied with were “carrier financial stability”, “quality of customer service” and “reliability

of booking/cargo shipped as booked". At the other end of the spectrum, the three areas where they were the most satisfied were "price of service", "accurate documentation" and "quality of equipment (containers)".

*"We see that shippers want to be treated not only as customers, but also as partners, when discussing their container transport requirements. In times when supply chains are becoming more and more complex, partnership is of key importance and unfortunately it is missing,"* said Fabien Becquelin, Maritime Policy Manager at ESC. *"Comparing transport modes, the air freight industry is suffering from similar problems to the container shipping industry, but it came to the conclusion that partnership is the only way out and is reaching out to the shippers,"* Becquelin added.

*"Shippers and forwarders clearly see the necessity for the carrier industry to invest in IT and to balance the needs for cost competitiveness and for more predictability and reliability,"* said Philip Damas, head of the logistics practice of Drewry.

The ESC and Drewry plan to run the shipper and forwarder satisfaction survey regularly and invite interested shippers and forwarders to contact them, should they wish to be included in next year's survey, provide their views and be kept informed of our carrier performance assessments.

Drewry Supply Chain Advisors works for beneficial cargo owners on benchmarking contract rates and best practices in ocean transport procurement and runs optimisation-based ocean freight rate tenders. Drewry Supply Chain Advisors is the logistics practice of the Drewry group.

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## About Drewry

Drewry is a leading international provider of research and consulting services to the maritime and shipping industry. From its origins in 1970 London to a 21st century maritime and shipping consultancy, Drewry has established itself as one of the most widely used and respected sources of impartial market insight, industry analysis and advice. Offering a unique combination of sector knowledge, rich market insight and commercial awareness Drewry is able to consistently deliver the performance, profitability and competitive advantage its clients seek.

Drewry serves its clients through four business units: Drewry Maritime Research, publishing market-leading research on every key maritime sector; Drewry Maritime Advisors, supporting the needs of shipping and financial institutions; Drewry Supply Chain Advisors, providing seafreight procurement support to retailers and manufacturers; and Drewry Maritime Financial Research, delivering an Investment Research Service on listed companies operating in the industry.

Drewry has a truly global perspective of the maritime sectors and areas of expertise it covers and employs over 100 professionals across an international network of offices in London, Delhi, Singapore and Shanghai.

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