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| --- |
| **This feedback is required in order for us to improve our service to your vessel. The source of information will be maintained confidential. Ratings as “SATISFACTORY” or below should be accompanied by comments. Any suggestions for improvement will be appreciated. Additional sheets may be attached if necessary. If not completed online, please send back completed form to the Petroleum Ports Authority by email or in a sealed envelope. This form is available on PPA website** [**https://ppa.adnoc.ae**](https://ppa.adnoc.ae) |
| **Part 1 – (To be completed by the Terminal Representative)**  |
|  |  |  |  |  |  |  |  |
| **Date :       Port:       Terminal:       Berth:** |

**Rating: 1= Excellent 2=Good 3=Satisfactory 4=Need improvement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please rate the following by a tick [**X**] as appropriate** | **1** | **2** | **3** | **4** |
| **Part 2 – Safety Standards** |
| 1. Emergency preparedness

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Availability & Communication

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Language Skills

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Courtesy

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Safety Awareness

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. PPE Worn by Port Staff

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| **Part 3 - Performance Standards** |
| 1. Ship / Shore Safety Checklist

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Pre-transfer Conference & Paperwork

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Pilot Professionalism

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Efficiency of Mooring/Offshore Gang

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Efficiency of Mooring Boats & Tug

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Others

Comments:      | [ ]  | [ ]  | [ ]  | [ ]  |
| Additional Comments:                                                                                       |
| Name/ Signature: Date:  |

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| **Part 4 - (For PPA use only if rating is 4)** |
| Causes       |
| Action to be taken       |
| Reviewed by Name/Signature :       | Date :       |