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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**

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| **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 : |