

PILOTAGE CIRCULAR

30 May 2023

EVENTS IMPACTING PILOTAGE SERVICE LEVELS AND MEASURES FOR RECOVERY

1. In April 2023, the pilotage service level was 89.6%, which is below the service target of 90% as required by Maritime & Port Authority of Singapore. We apologize unreservedly to our customers who experienced inconvenience and frustration arising from us not meeting the stipulated service target.
2. Due to supply chain disruption, we are facing severe challenges in securing key engine parts and components to repair our pilot boats. As such, the number of pilot boats supporting the pilotage operations has dipped below the optimal level. We seek your patience and understanding as we spare no effort and expense to meet and exceed the stipulated service target.
3. We are committed to doing better and have emplaced the following near-term recovery measures that includes but not limited to:
 - a. Time charter suitable pilot boats that meet our safe pilotage transfer criteria;
 - b. Already secured firm commitment for supply of parts and components and the pilot boats are in various shipyards to expedite the recovery;
 - c. Increase labour and contractor resources; and
 - d. Expedite pilot boats renewal process in the short and medium term.
4. To express our appreciation for your patience and understanding, we will be applying the pilotage rates as of 31 December 2022 (refer to Appendix) instead of the current rates for all pilotage services performed between 1 June 2023 and 31 July 2023.
5. Providing safe, professional, reliable and efficient pilotage services is our top priority. We will continue to identify and implement long term measures to prevent similar occurrences in the future.

Yours sincerely
Jimmy Koh
Chief Pilot

APPENDIX

Vessel GT Category	Rate as of 31 December 2022 (SGD per hour)*
≤ 6,000	\$227.00
6,001 – 12,000	\$251.50
12,001 – 20,000	\$277.00
20,001 – 30,000	\$315.00
30,001 – 40,000	\$352.50
40,001 – 50,000	\$390.00
50,001 – 60,000	\$427.50
60,001 – 70,000	\$465.00
70,001 – 80,000	\$501.00
80,001 – 90,000	\$537.00
90,001 – 100,000	\$573.00
100,001 – 110,000	\$609.00
110,001 – 120,000	\$645.00
> 120,000	\$681.00

**Applicable to normal vessels where order for pilotage services is placed or amended at least 4 hours before the confirmed service time.*

For normal vessels where order for pilotage services is placed or amended less than 4 hours before the confirmed service time, 1.5 times of the above rates shall apply.

For unusual characteristics vessels or vessels on tow, where order for pilotage services is placed or amended at least 4 hours before the confirmed service time, 2 times of the above rates shall apply.

For unusual characteristics vessels or vessels on tow, where order for pilotage services is placed or amended less than 4 hours before the confirmed service time, 2.5 times of the above rates shall apply.