



**BARBADOS
PORT INC.**

Welcome to a sea of possibilities.



CUSTOMER SERVICE CHARTER



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Definitions

For the purpose of this Charter, the following terms and definitions apply:

Charter

Promises, made to customers by **Barbados Port Inc.** concerning its behavior, that are aimed at enhanced customer satisfaction and related provisions.

Service quality standard

Specified levels of performance that **Barbados Port Inc.** aims to meet in delivering its services.

Complaint

A verbal or written expression submitted to the company by one of its clients expressing his / her dissatisfaction about the processes or the procedures followed to get the intended service or the way it has been provided.

Grievance

A verbal or written expression submitted to the company by one of its clients expressing his / her dissatisfaction on the outcome of his / her complaint and his / her wish for his complaint to be reviewed.

Enquiry

A verbal or written expression submitted to the department by one of its clients expressing his desire / need to get or clarify information about the company's processes or the procedures to facilitate his dealing with the department procedures.





About Us

The Port of Bridgetown is an award-winning, full service, international trade seaport located in Barbados and managed by Barbados Port Inc. We are by comparison a small port, but more important than our size is the diversity of our portfolio, stemming from our two core business lines, cargo and cruise.

Our marine terminal handles all major categories of cargo including:

- Containers (incl. imports and exports of food and beverage products, consumer goods such as furniture, appliances, etc.)
- Liquid bulk (incl. petroleum, molasses, etc.)
- Dry bulk (incl., grain, cement, gravel etc.)
- Break-bulk (incl. agricultural produce, and other goods intended for the manufacturing, processing and distribution sectors)
- Automobiles

The Port of Bridgetown is the major point of entry for approximately 90% of the goods used in the manufacturing and retail sectors in Barbados, and is dedicated to supporting businesses in the export trade. State of the art cargo handling facilities and technologies support the following services:

- Receipt and delivery of cargo, utilising a variety of cargo handling equipment
- Storage of cargo awaiting delivery or shipment, in covered warehouses or open storage
- Storage of refrigerated and frozen cargo
- Unstuffing / stuffing containers
- Sorting of cargo according to special requirements of consignee
- Rental of cargo handling operations equipment
- Priority access to block-stacked empty containers as requested by ship agents

Through our network of freight services, customers can ship goods around the world efficiently and seamlessly. In addition to direct services, our carrier partners offer transshipment to most major ports around the globe.

All major cruise lines have chosen the Port of Bridgetown as a port of call and from among them, an impressive listing have chosen us for homeporting operations.

In addition to providing great berthing spots, the Port provides friendly, efficient services as it welcomes passengers at its Cruise Transfers Terminal, which houses the homeporting operations, and its main Cruise Terminal, which receives disembarking guests.

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The range of services offered include:

- Vessel berthing and un-berthing with tug and pilotage services
- Nautical assistance
- Underwater inspection
- Cargo handling
- Bunkering
- Provisioning
- Security screening of guests and baggage prior to embarking the vessel
- Ship Chandler Services
- Ship Agency Services
- Fresh Water delivery
- Waste management

Environmental stewardship is integral to our future development activities and ongoing Port operations. We therefore intend to grow responsibly, to ensure the continued preservation of our heritage landmarks, blue and green spaces.



VISION

To be the most innovative green maritime hub in the world by 2030.



MISSION

To be the most customer focused, cost effective and highly efficient provider of value driven cruise, cargo services and related property development services while providing satisfactory benefits to stakeholders, including customers and employees.



CORE VALUES

Sustainability

We prioritise the safety and well-being of our people and environment.

Efficiency

We constantly aim to be more efficient and effective.

Reliability

You can depend on us to keep our promises and follow through on our commitments.

Innovation

We explore new options and improved solutions to exceed expectations in everything we do.

Teamwork

We work collaboratively towards the achievement of shared goals.



Our Customer Service Charter

The services mentioned in this Charter will be measured through regular customer surveys and monitored by the feedback you provide.

This Charter is designed, monitored, regularly reviewed and amended in order to always meet the needs of our customers and to continually improve our services.



Scope

This Charter outlines the service quality standards customers can expect from **Barbados Port Inc.'s** operational centers and customer touch points located as follows:

Cube Blue Administration Building

Port of Bridgetown:

- Cargo Gate
- Main Gate
- North Gate
- Shed 4 (Commercial Cargo)
- Shed 2 (Personal Effects)
- Container Park
- Cruise Transfer Terminal
- Cruise Terminal

Shallow Draught

Careenage

Bulk Facility

It guides the processes for customer service delivery, complaints handling and management of enquiries.

This Charter excludes complaints and disputes subject to legal action.

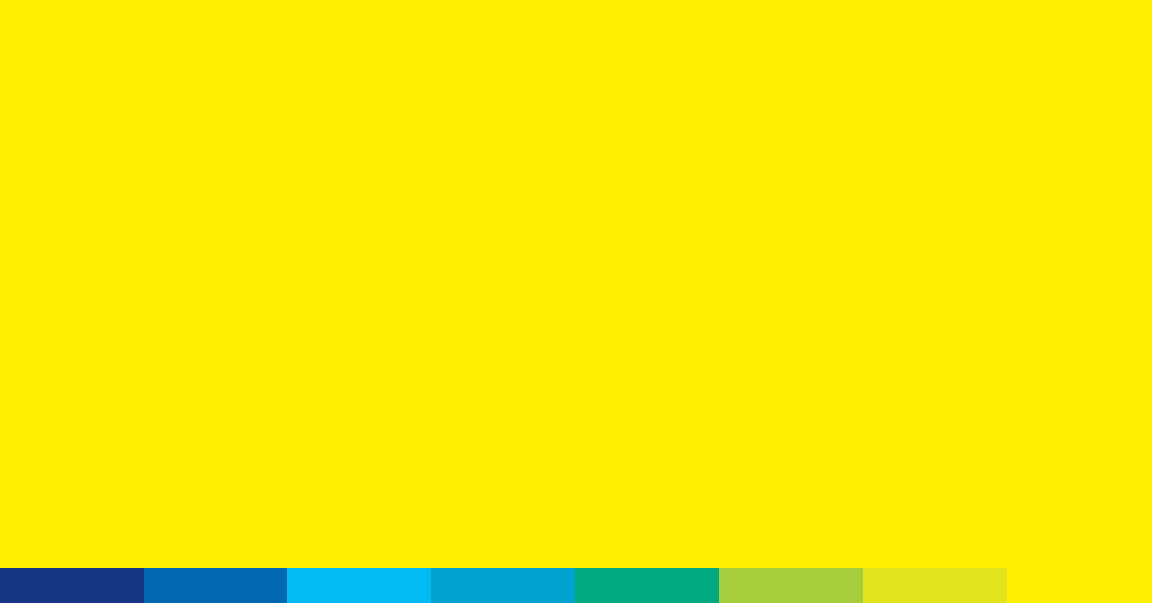
Any force majeure, unusual circumstances, or emergency disruption are considered as limitations on the promises included in this Charter.



Objectives

1. To assist Barbados Port Inc. in maintaining/improving its quality of service, by facilitating communication with customers.
2. To improve the customers' understanding of what to expect from Barbados Port Inc. in terms of its services offering, quality of service and relations with customers.
3. To provide a means for customers to provide feedback and suggest improvements.
4. To assist customers in registering a complaint if they are dissatisfied with any aspect of their interaction with Barbados Port Inc. or any service provided.
5. To ensure that customers are fairly treated, by providing a clear framework against which complaints can be assessed.
6. To reduce the likelihood of misunderstandings and complaints and increase customer satisfaction.





Our Service Standards

This Charter has been developed based on ISO 9001:2015 Quality Management requirements for Customer Satisfaction. It takes into consideration the input provided by management, employees and customers.

In line with the requirements outlined in ISO 9001:2015 Quality Management for Customer Satisfaction, "Management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

- a.** Customer and applicable statutory and regulatory requirements are determined, understood and constantly met;
- b.** The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c.** The focus on enhancing customer satisfaction is maintained.

With respect to customer satisfaction therefore, Barbados Port Inc. will monitor customers' perceptions and the degree to which their needs and expectations are being fulfilled.

Barbados Port Inc. will determine the methods for obtaining, monitoring and reviewing this information and may utilize customer surveys, customer feedback on delivered services, meetings with customers, market share analysis and compliments to monitor customer perceptions.

Barbados Port Inc. employees will be expected to comply with the **Customer Services Standards**.

Analysis and evaluation

Barbados Port Inc. will analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a. Conformity of services to requisite quality standards
- b. The degree of customer satisfaction
- c. The performance and effectiveness of the quality management system
- d. The effectiveness of actions taken to address risks and opportunities
- e. The performance of external providers
- f. The need for improvements to the quality management system
- g. Whether planning has been implemented effectively





What You Can Expect From Us

Customers will always be warmly welcomed and offered the services that best meet their needs. In this Charter, we have outlined our service standards to make them well known and to ensure they are met.

If a customer is not satisfied with the service provided, Barbados Port Inc., will make every effort to make it right. In addition, we pledge the following:

Decency

- We will identify ourselves and treat you with courtesy, respect, consideration and friendliness.

Professionalism

- We will be fair, open and reasonable.
- We will treat your information confidentially in accordance with strict governance and security requirements.

Reliability

- We will be consistent with our performance and delivery of service as detailed or promised.
- We will always be sincere and give undivided attention while delivering service.

Knowledge

- We will provide our services through a knowledgeable team who has the expertise to understand your needs.
- We will give you clear, accurate and timely information or help you to find it.

Efficiency

- We will provide services through multiple accessible channels best suited to your needs, wherever possible.
- We will reduce the number of procedures to deliver fast and streamlined services.

Timely Response

- We will save your time and make a continuous effort to improve the service lead time
- We will respond to your feedback, compliments, complaints, ideas and suggestions.
- We will respond to any enquiry and address your concerns.

Quality

- We will do our best to provide you with excellent services.
- We will tirelessly meet your expectations of quality and excellence in customer experiences.
- We will ensure availability and suitability of the environment and facilities required to enhance service quality and delivery.

Service Level Indicators

Service Point	Indicator
Moves per hour per crane	26 moves per hour (net)
Truck turnaround time (North Gate)	35 mins
Dwell time FCL	7 days
Unstuffing Containers	3 days
Dwell time LCL (personal effects)	5 days
Dwell time LCL (commercial)	5 days
Average Berthing Time	Must not exceed 45 mins
Average Unberthing Time	Must not exceed 25 mins
Issuance of Invoices	Within 48 hours
Issuance of appointments via the online cargo delivery portal for non-containerized cargo classified as Ready (unstuffed and racked at the Shed)	Immediately
Issuance of approval for port entry	Within 1 business day
Answer the telephone	Within five rings during normal business hours
Response to voicemail/return of telephone calls	Within 1 business day during normal business hours
Response to email	Within 1 business day during normal business hours
Response to online enquiries via social media (Inquiries received during holidays or weekends will be responded to on the next business day. If inquiries are urgent, they will be assessed on a case-by-case basis and responded to sooner if needed.	Within 1 business day
Acknowledgement of customer query/complaint	Within 48 hours of receipt



What We Expect From You

- 1.** Appreciate our team and treat them with courtesy and mutual respect.
- 2.** Provide required documents/information to speed up the business process.
- 3.** Share your feedback/comments about your experience through the provided channels.
- 4.** Advise us of any change in your personal details.
- 5.** Provide us with detailed answers to serve you better.
- 6.** Provide your feedback both positive and negative to improve our service through your complaints, compliments and suggestions.
- 7.** Be honest with us.
- 8.** Abide by any applicable legal requirements and other obligations.

How You Can Make A Complaint

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If you are unhappy with the services you have received or feel that we have not met the service standards in this Charter or you have not been treated fairly and reasonably by us, then you may make a formal complaint.

We will receive and consider all comments and complaints. You may either:

- **Call us at telephone number at (246) 434-6100**
- **Email us at: complaints@barbadosport.com**
- **Visit our office at Cube Blue, Prescod Boulevard, Bridgetown, St. Michael, BB11142 and complete a [Customer Complaint Form \(link\)](#)**

Please provide your telephone number so we can discuss your complaint with you. Assemble all supporting documents concerning your complaint as well as the names of any employees that were involved. If you contact us in person or by telephone, we will offer you the option of having your oral complaint treated as a written complaint.

Confidentiality

Individuals who submit complaints or grievances have the right to request that their name be kept confidential.

What Happens Next?

We strive to resolve complaints as effectively and efficiently as we can, addressing the root cause of the problem in an effort to serve you better.

Any complaints or requests for information on simple issues that can be responded to immediately will be resolved and responded to immediately.

All complaints and requests received will be immediately classified, for routing to the responsible sectors and processed in accordance with the applicable procedure.

All complaints will be registered and acknowledged within 48 hours of receipt.

We will investigate the complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action within 7 days of receiving your complaints.

If we cannot fully provide an answer to your complaint within that specified time, we will advise you when a reply can be expected.

We will aim to follow up on the corrective and preventive actions and seek feedback from you about the final result.

Grievances

If you are not satisfied with the proposed action, you have the right to submit a grievance and request reconsideration of your complaint. Grievances must be submitted in writing.

All grievances will be registered on the Grievance Management Record Form, acknowledged within 48 hours of receipt and responded to within 20 working days of receipt.



How You Can Make A Suggestion, Ask A Question, Pay A Compliment

Enquiries

If you have any enquiries, please feel free to lodge your enquiry through the contact details at the end of the Charter.

Suggestions

If you have a comment or suggestion on how we can improve our service to you, please feel free to contact us.

Compliments

If you had a positive experience with Barbados Port Inc., then we would also like to hear from you through the contact details at the end of the Charter.

You may also present your complaints, compliments, suggestions and enquiries in person or via our client feedback boxes located strategically at our Port.



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Contact Us



Cube Blue, Prescod Boulevard,
Bridgetown, St. Michael, BB11142



(246) 434-6100



info@barbadosport.com



Office opening Hours:
7:00 AM - 4:30 PM