

YEAR	2020
Correspondent/Company Name	LINKS SURVEY (M) SDN BHD
PORT/COUNTRY	PASIR GUDANG
Website	http://www.linksmba.com.my
Claims	NIL
Loss Prevention	NIL
Claims:	N/A
Loss Prevention:	N/A
Commodity 1	General Goods
Commodity 2	Perishable Cargo
Commodity 3	Liquid Bulk
2.(a) Of the number of claims reported, how many resulted from theft and/or pilferage:	6
(b) Do you consider theft and pilferage in your port to be casual or organized:	Casual
(c) Did most of the theft and pilferage occur prior to or after arrival of the goods at your port:	Prior to Arrival at Port
(d) Did governmental or commercial authorities take any important steps during the last 12 months to combat the theft and pilferage situation: Explain: (up to 3 lines can be entered here)	Port authority has implemented and developed the security measures surrounding port area whereas Local Customs' has imposed tighter regulatory requirements on clearance of goods from port premises.
3.(a) What nature of loss do you experience most frequently in connection with Containerized Cargo:	Impact Damage
4.(a) Did any port congestion exist during this 12 month period:	Yes
(b) If yes, what was the cause of the congestion, and is it improving or worsening (up to 3 lines can be entered here):	Due to the Covid-19 Pandemic and movement control order, cargo could not be cleared from port to receiver, however, as the overall industries are being

re-engaged, cargo movement is picking up and congestion has been somewhat resolved.

(c) Were there any unusual delays in Customs:	No
(d) Estimate average number of days between date of arrival of a vessel and the date the cargo released:	3
(e) Did consignees take prompt delivery or did they use port terminal facilities for storage purposes:	Yes, unless special arrangements
(f) What are the precautions currently in place to confirm that the correct carrier picked up the cargo from the port facility?	Forwarders and Transporters are registered port users and records are well maintained digitally to avert issues
(g) the total number of claims how many resulted from non-delivery:	0
(h) Is this number more or less than last year's figure:	N/A
5. Did commercial organizations take any steps to protest laxity in port or terminal management, if such existed: Explain (up to 3 lines can be entered here).	None
(a) Name of International Airport	Senai International Airport
Distance from City Center	30 KM
(b) Would it appear that adequate security measures (perimeter fencing, night lighting of cargo terminal area, patrols, gate guards, etc.) are in force:	Yes
(c) Was the air cargo terminal congested during the year:	No
(d) Is there an adequate amount of ground handling equipment:	Yes
(e) Did good housekeeping within the air cargo terminals exist during the year:	Yes
(f) Are valuables afforded adequate protection:	Yes

(g) Did any major cargo losses occur during the year:	No
7. Additional Comments (Up to 3 lines can be entered here):	NIL
8. What issues do you foresee that could impact cargo movement by handling at your port in the coming year? (Up to 3 lines can be entered here)	Improper/careless handling of cargo and/or stevedore negligence.
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