

## Back-up Services

### BACK-UP ASSISTANCE FOR ROTTERDAM AGENTS

We regularly receive information that other agency firms are facing capacity problems because of being understaffed and a temporary increase of workload, illness and / or vacations. Then, our operators are on standby and available to assist. They will visit the vessel in the name and on behalf of the principal, and take care of all necessary tasks and paperwork, thence report at the customs office and when the assignment is fulfilled, supply the principal with a detailed report of the operation, complete with all customs documents, timesheets and a statement of facts.

Royal Dirkzwager is active as an information supplier and maritime service provider in the Port of Rotterdam for over 130 years with relations to all shipping agencies and other parties. We have been able to achieve this by actively guarding our impartial position. It is our policy not to pursue liner- or tramp-agencies by not seeking contact with the agent's principals and/ or cargo-interests. Because of this policy we can guarantee the confidentiality of all information that comes to our knowledge.

Thus, Dirkzwager's independent and experienced operators can take care of this valuable and time-consuming job 24 hours per day and fill in on a temporary basis.

### SUMMARY

- Operators available in case of capacity problems;
- Working on behalf of the principal;
- Taking care of time-consuming tasks, like administration;
- Service is tailored to your needs and requirements;
- Confidentiality is strictly maintained.