



EUROPEAN SHIPPERS' COUNCIL

PRESS RELEASE

Brussels, 28th of March 2019

Reaction to World Shipping Council's criticism of ITF report

On the 20th of March 2019, ITF has issued a working document on '[Container Shipping in Europe](#)'. The World Shipping Council (WSC) has commented on this report in a letter of the 25th of March 2019 which is published on their [website](#).

ESC took in consideration the remarks made by WSC about the customer satisfaction survey results launched together with Drewry in 2017 and 2018, and takes this opportunity to mention that this survey will be set again in 2019 as a useful tool to monitor customer perception on service quality of container shipping.

It is important to outline that the studies have been carried under the scope of service given throughout time, and not under the BER deadlines, nor under any "what if" scenarios. Therefore, ESC will not accept any hint of doubt on the professionalism and the sincerity of ESC and Drewry actions.

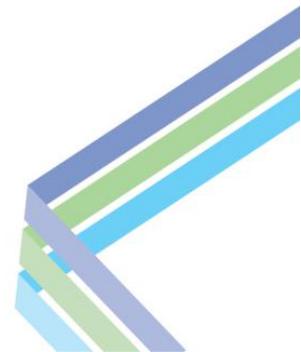
Further to the inappropriate qualifying terms to ESC & Drewry studies and surveys as "flawed attempts", ESC considers this approach to be outmoded, far from the customer driven perspective which should prevail when referring to sentiment polls that explain a customer satisfaction perception.

ESC is willing to overlook WSC's attempt to disregard ESC input and on the contrary encourages WSC to take these results into account as indicative of cargo owners' current market vision. Such more positive approach would signal readiness to contribute to a dialogue and understanding which is very much sought amongst all maritime stakeholders.

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ESC

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About the European Shippers' Council

European Shippers' Council represents the interests of more than 75.000 cargo owners in the European Union, both SMEs and large multinational companies. For all of them, transport is an indispensable link to their customers. Efficient and sustainable transport & logistics are, therefore, critical for the competitiveness of the European industry and the socio-economic welfare in Europe.

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