ISS in Taiwan
**Our Value Proposition**

ISS Taiwan has been a leading agent in Taiwan for many decades. We trace our origins back to 1846 and the establishment of Tait & Co Ltd as the first foreign company in Taiwan. Tait was acquired by ISS in 1989. ISS Taiwan has its head office in Taipei and port liaison offices at Keelung and Kaohsiung. By working in partnership with reputable and well trained sub-agents, we provide full coverage of all ports in Taiwan, handling all kinds of vessels including LPG/LNG carriers, tankers, bulk carriers, cruise ships, offshore workboats and cable ships.

**Key Features and Benefits**

- ISS Taiwan promises a rapid response. We base all of our operations on the concept of ‘Principal Care’ – handling every ship as if it is our own, and taking care of our clients’ finances as if they were our own.
- We maintain close and cooperative relationships with local authorities and stakeholders in order to manage our clients’ total costs and fully protect their interests.
- ISS Taiwan is the sole shipping agent in Taiwan with sufficient experience to handle cruise ships. Since entering this sector in 2002 with the prestige of handling the QE2 for Cunard, we have expanded our cruise activities over the years to represent a series of high-profile customers. Our scope of services ranges from berth reservations and assistance with entry visas and permits for crew and passengers, to arranging turnaround services for passengers, organising post office, banking and other services shipside, and arranging transport and hotel bookings.
- We specialise in handling offshore projects, including the support of cable ships, dredgers, salvage tugs and vessels, ocean towage, seismic research vessels and offshore workboats and supply boats. We assist clients in obtaining the working permits required for ships working in Taiwanese waters.
- We are experts in the discharge/loading of submarine cables and equipment, STS submarine cable transfers and the disposal of cable scraps. We provide agency services for cable ships based in Taiwanese ports.
- ISS Taiwan has been an agency member of BIMCO since 1980 and also acts as correspondent for the American Institute of Marine Underwriters, the Norwegian Hull Club and Investflot Insurance Company of Vladivostok. We provide cargo survey, ship inspection and claims handling services for underwriters and P&I clubs.
- We have wide experience organising the emergency landing of crew for medical treatment.
- The ISS team in Taiwan works closely with colleagues across the ISS Global Network, thus taking advantage of the expertise we have around the world. This teamwork translates directly into best services for our customers.
- As a major global agent, we offer security and peace of mind to our customers with business in Taiwan. We are financially robust, we work to well defined Quality Management Systems and HSSE procedures, and we have disaster recovery and business continuity plans in place.
- ISS Taiwan utilizes ISS’ in-house operational and financial management application supporting our QMS processes, ensuring customers a consistently high level of service.
- Through KPIs we benchmark response times to enquiries, estimates, D/A turnaround times, customer feedback and other information requested by clients, enabling informed and accurate decisions applying to their own operations.

**Taiwan’s Trading Partners**

**Exports**
- **Top Commodities**
  - Electronic products
  - Precision instruments
  - Plastic products
  - Chemicals
  - Steel products

**Imports**
- **Top Commodities**
  - Electrical products
  - Chemicals
  - Mineral products
  - Crude petroleum
  - Machinery

**Export and Import Percentages**

- **Exports**
  - Taiwan: 29%
  - China: 26%
  - Japan: 13%
  - Hong Kong: 12%
  - US: 11%
  - Other: 7%

- **Imports**
  - Japan: 35%
  - China: 20%
  - Kuwait: 13%
  - US: 11%
  - Saudi Arabia: 6%
  - Other: 4%
FAQ Taiwan

Are vessels allowed to sail direct between Taiwan (ROC) and P.R. China?
Taiwan flagged and PR. China flagged vessels regularly sailing between Taiwan and China must obtain special permission in advance from both governments. Foreign vessels with only transit cargo on board or in ballast are allowed to sail direct between 11 Taiwanese ports and 68 Chinese ports, provided the ship’s agents in both countries apply to their respective port authorities for a permit at least three days before the ship’s arrival. Documentation we require to obtain a Direct Sailing Permit in Taiwan for our clients include: a copy of the bills of lading or manifest for all transit cargo, details of ship’s port rotation, the ship registry certificate and any charter party. Vessels sailing between the two countries must be equipped with AIS (Automatic Ship Identification).

What are the visa requirements for foreign crew signing on in Taiwan?
Crew signing on must apply to the Taiwan Embassy or Consulate in their own country with the Taiwan agent’s Letter of Indemnity for a Taiwan Entry Visa, before flying to Taiwan to join their ships. Some nationalities may enjoy Visa Exempt Entry, provided they are holding a passport with more than six months’ validity. ISS Taiwan can advise which nationalities are eligible.

Are bunkers available?
MGO, MDO and IFO are available in most of Taiwan’s international ports with the condition of delivery to ship in port only. Chinese Petroleum Corp (Taiwan CPC) is the sole bunker supplier in Taiwan ports, except at Mailiao, where bunkers are supplied by Formosa Petrochemical Corp. Ship owners/operators may arrange bunkers through their oil traders/brokers, or purchase bunkers through ISS Taiwan at our contracted rate.

Are outward freight taxes levied in Taiwan?
A tax of 2.5% is levied on outward freight, except for those owners/operators located in EU countries, Israel, Japan, Norway, South Korea and US, which have signed mutual exemption agreements with Taiwan. Singaporean owners/operators pay 2% as per agreements between both countries.

Where is Mailiao?
Mailiao is an industrial port owned by Formosa Plastics Group (FPG) on the west coast of Taiwan, between Kaohsiung and Taichung. The port is exclusively used by FPG to meet the demands of its naphtha-cracking plant, annexed power plant and other facilities. Mailiao has more than 30 berths to serve a variety of needs, including for handling containers, general/bulk cargo, crude/LPG/CPP and liquid chemicals. When clients appoint ISS Taiwan as their general agent, we in turn use the sole Mailiao port agent, a subsidiary of FPG. Our clients can be confident that their ships are well taken care of and their interests fully protected at Mailiao.

Can ISS Taiwan obtain any discount on port charges?
Port discounts cannot be obtained by ISS or other agents. All charges, including pilotage, towage, mooring/unmooring and dockage, are payable to Taiwan’s harbour bureaus according to a standard tariff rate set by the government.

Can the supply of deck/engine stores, provisions and fresh water be arranged in Taiwanese ports?
Fresh water is supplied by harbour bureaus at their standard tariff rate. For other stores and provisions, ISS Taiwan will arrange supplies to ships, and/or put clients in touch with appropriate suppliers.