

GTI CUSTOMER NEWSLETTER



From the COO's Desk....

Dear Customers,

The global economy is starting to face headwinds owing to the reduction in demand, geo political crises, easing of supply chain constraints; which may impact our industry at large. At GTI, we continue to work with our customers for better visibility on vessel schedules and cargo availability to maximize utilization of berths while maintaining highest efficiencies. GTI's infrastructure upgrade project has started and will impact vessel handling at our terminal details of which have been communicated to all our customers individually. We continue our efforts to minimize the impact through meticulous planning and execution. You may reach out to our team for any updates as required.

Here is our newsletter carrying the updates of the last few months..

Girish Aggarwal

COO - APM Terminals Mumbai [GTI]

Hon'ble President of Republic of Maldives visited GTI

APM Terminals Mumbai [GTI] had an honour to host H. E. Ibrahim Mohamed Solih, The President of The Republic of Maldives and his team of delegates at our terminal today. Girish Aggarwal, COO GTI along with the management team welcomed the President and other distinguished dignitaries from the Maldives. We shared with them our infrastructural capabilities, transformation program which enables us to be one of the most efficient and busiest gateway terminals in the country. Girish explained about Terminal's focus on energy optimization and reduction in carbon emissions as a part of the decarbonization roadmap. The Hon'ble President was pleased to witness live vessel operations at the jetty and was presented with a small memento to commemorate the occasion.



GTI welcomed eminent guests at the terminal

We welcomed **Jonathan Goldner**, Regional Managing Director of Asia & Middle East along with the Regional Leadership team at our terminal. The RLT team was appraised about the terminal infrastructure, decarbonization ambitions, and safety initiatives followed by the terminal familiarization visit. Mr. Goldner participated in the trucker's training with the drivers to get hands on experience. He also took GEMBA walk at the Marshalling yard and process confirmation at the pre gate activity.



GTI also welcomed EVP and CEO Fleet & Strategic brands, **Henriette Hallberg Thygesen** at our terminal at JNPA. The COO, Girish Aggarwal appraised her about the terminal infrastructure and what makes GTI one of the most efficient terminals in India, our decarbonisation ambitions, and our focus on safety at work. She walked through our new war room for TWI [Training within industry] standardization implementation, Asset Digitization Tool which captures 3D view of our wharf and yard to track the assets in real time followed by safety walk at the wharf. She appreciated our decarbonatization initiatives of energy optimisation and reduction in fuel emissions from the equipment.

The high-profile visits reiterate our commitment to Indian logistic industry and sustainable operations.

Operation Update

- Berth productivity during the quarter – CLEMENS SCHULTE (135.92)
- GMPH in the quarter – GULF BARAKAH (44.19)
- CMPH in the quarter – GULF BARAKAH (41.30)
- TAT in the quarter – 117.81
- Vessel turnaround time – Achieved the PMPH of 136.93 on EVER UBERTY

Commercial Update

In Q3 the volume performance stood at 101%. GTI registered modest growth of 2% in Q3 as compared to the corresponding quarter in last year. The market share at Nhava Sheva is 32% in Q3. GTI received the highest NPS score of 89 in the Q3 customer satisfaction survey for the landside customers.



Prasad Walgude is a Way of Working [WoW] Hero 2022 for Asia region

Prasad Walgude, Planning Manager at APM Terminals Mumbai [GTI] is recognized as WoW Hero 2022 for Asia Region. Prasad has shown exceptional contribution in improving customer experience, cost saving kaizens, process improvements, developed improvement supporting tools. He has been a role model in exhibiting inspirational leadership across the cross functions. He is instrumental in undertaking a highly impactful cost savings initiatives at the terminal. He is instrumental in conducting the 'LEAN for TEEN', a unique program for employees' children,

whereby children learn the importance of good habits, living by values, thinking / planning / solving own problems, and visualizing what success looks like. Prasad also deployed LEAN tools in his day-to-day work to improve the processes which has led to customer delight.



Congratulations Prasad for your exemplary work and we wish you continue to stay focused on improving the processes to serve our customers.

From HSSE corner



APM Terminals Mumbai [GTI - Gateway Terminals India Pvt Ltd.] strongly believes in a work environment that promotes safety culture at the workplace. An environment where the management and the workers value and promote safe practices to ensure everyone goes back home safely every day. Such culture promotes overall operational efficiency and excellence. The terminal celebrated global safety day in a well-organized event through the safety week with an aim of enhancing the culture of safety and health at workplace. The proceedings of the event began with sharing detailed advisories to the employees and a few online and offline competitions. The event also nurtured the safety culture through various games

like; a Board Game, tackling traffic management, control assessment followed by an engaging virtual reality experience teaching the truck blind to name a few. Employees and their families participated in various events whole heartedly.

We felicitated following employees with Safety Star Awards for their exemplary work on maintaining safety culture in their day-to-day work at the terminal.

Jitesh Padate from operation, Dattaram Songhare from operation, Vijay Gunjal from Engineering.

Overall, the safety week celebrations provided the employees an experience that would help to imbibe safety into their daily operations.



CEO's speech on GSD



Safety Update @ GTI

2159	<p>Safe days and counting...</p>
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GTI is proud to have completed **2159** days of safe operations with zero fatality as on 30th September 2022.



About APM Terminals Mumbai (Gateway Terminals India):

APM Terminals Mumbai also known as Gateway Terminals India (GTI) is a part of APM Terminals global ports/terminal network. It is a joint venture between APM Terminals and the Container Corporation of India (CONCOR-A Government of India undertaking). APM Terminals Mumbai is one of the three container terminals operating from Nhava Sheva's Jawaharlal Nehru Port (JNPT) having procured a 30 years' license from the port to provide container handling services at its facility. APM Terminals Mumbai is connected to the rest of the country via main routes NH-4B, NH-4 and NH-17. Similarly, it is connected to the national railway network at Panvel junction and has access to 33 ICDs throughout India.

We will be happy to receive your feedback and suggestions about this Newsletter or our performance on nurjaha.arora@apmterminals.com

Nurjaha Arora, Communications.

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