

# GTI CUSTOMER NEWSLETTER



## From the COO's Desk....

Dear Customer,

Welcome to the first edition of the GTI Newsletter.

We keep receiving valuable feedback from many of you. One specific is sharing regular updates on our terminal. Find here the Newsletter to keep you updated with business news, performance, and organizational changes as and when we have something that we believe will provide insight to you. We will continue to do our best to listen, act upon your needs and continuously improve our services to you. We shall be happy to receive your feedback to improve this tool further.

**Girish Aggarwal**

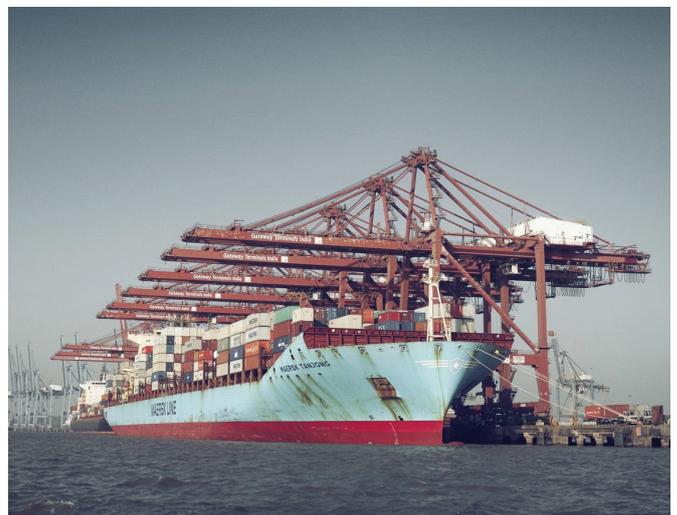
COO - APM Terminals Mumbai [GTI]

## Commercial update

### New weekly services at GTI

GTI has secured 2 new weekly services in the last quarter connecting the terminal to the global markets of Intra-Asia, Indian Subcontinent and US East Coast.

First service, known as RWA1 (RCL feeders China-Western India Service) is operated jointly by RCL Feeders, Pacific International Lines, CU Lines and Inter Asia Lines using 5 vessels with RCL feeders being the berth window holder. The maiden call of the service was received at the terminal in Mumbai on 15th November'21. The loop includes the ports of Nansha – Shekou – Singapore – Westport – Northport – Nhava Sheva – Mundra – Westport – Haiphong – Nansha. The service provides additional connection to our customers to expand their market in Asian countries.





- The second service, known as IN2 (INDAMEX 2 Service) is operated jointly by Hapag-Lloyd and CMA-CGM Lines using 8 vessels with Hapag-Lloyd being the berth window holder. The maiden call of the service was received at the terminal in Mumbai on 2nd December'21. The loop includes the ports of Port Muhammad Bin Qasim – Mundra – Nhava Sheva – Norfolk – Savannah – New York – Nansha. The service provides connection to our customers to expand their market in Indian Subcontinent and the US East Coast.

### Adhoc calls

GTI has successfully and safely handled 13 adhoc calls with 20,310 Moves (30,444 TEUs) in just November 2021 which is highest ever monthly adhoc calls. These calls were operated by Hapag-Lloyd, Wan Hai, CMA-CGM, OOC- Orient Overseas Container Line, ONE- Ocean Network Express, RCL feeders, Seashore Ship Agencies and United Liner Shipping lines.

In the quarter the terminal handled 32 adhoc calls with 50976 moves [72059 TEUs].

### DPD performance

GTI handled the highest quarterly DPD volume of 11,866 TEUs in 2021 in Q4'2021.

### CSS (Customer Satisfaction Survey)

#### performance score:

Our customer centric initiatives have helped us in enhancing our score to 56; which is the highest quarterly NPS score achieved in Q4'2021. This improvement indeed validates our continued efforts towards extending our best services and support to enrich our customers' business experience at GTI.

## Operations Update

### GTI successfully managed the planned and unplanned vessels at the terminal

Port Klang, one of the busiest ports in the world was affected by heavy rainfall; adversely affecting the operations late last year which eventually led to delayed berthing at GTI too. The seamless coordination between commercial, and operation teams ensured impeccable planning and execution of operation with minimal impact to the normal operations and yet accommodating the delayed vessels swiftly there by winning over the customers.

### GTI upgraded the TOS for improved customer experience

GTI became a pioneer terminal to exhibit "remote go live" to upgrade TOS from NAVIS EXPRESS to NAVIS N4 (3.8.9.1). This remote go live was exercised in lieu of pandemic restrictions of international travel. The TOS was further enhanced to 3.8.17.1 in Q4 of 2021. With new version of TOS, GTI is equipped with new features to improve customer experience through auto gate movement, improved productivity, seamless customer interface, reduced paperwork to name a few.





**Crew sign on/off at GTI** ————— ●●●

During COVID Period crew sign on/off was a challenge faced by crew and shipping company worldwide. At GTI we facilitated smooth crew sign on/off for the vessel at our berth.

During Pandemic period total 2042 crew sign on/off was effected through our facility. In Q4 2021 alone, we helped 241 sign on/off from 21 vessels.



**Responsible and sustainable transition** ————— ●●●

Our teams of Procurement, HSSE, IT & OPS collaborated to change the old and polluting ITV to the new environment friendly and cost effective BSVI vehicles that will contribute in reducing the Nox emission by 91.7 MT and Hydro Carbon emission of 9.8 MT during the year. The new ITVs are equipped with the latest software features which can be interfaced with terminal system giving better visibility for monitoring.

**Globally recognized Lean and TWI at GTI** ————— ●●●

As part of our group objective to standardize our processes and services, GTI was nominated as a Pilot Terminal for implementation of modern TWI [Training within Industry) standardization tool. Globally recognized, highly proven process excellence tools, Lean and TWI together will help identify waste and improve process through business process engineering. This will result in higher productivity and improved customer experience.

GTI also extended support to other group entities embarked on this journey.



**HSSE Update**





### GTI celebrated “Go Green Campaign” in 2021

The objective of the campaign was to create awareness about environment and how to protect the same. The theme for the year 2021 was “Improving the state of the world.”

As part of the campaign, the banners & posters were displayed at the terminal. Awareness sessions were conducted for frontline teams like QC, RMGC & RTGC operators, engineering staff and internal truck trailer drivers. The employees were briefed on environmental challenges by IIT Madras teams followed by an online quiz for our staff.

### GTI won Occupational Health & Safety award 2021

GTI was awarded prestigious Occupational Health & Safety award at 6th annual HSE Excellence & Sustainability Award for its various initiatives in occupational health, safety, environmental & sustainability areas. The award was organized by OHSSAI [Occupational Health, Safety & Sustainability Association of India) Foundation, which is an independent, non-profit making organization that promotes health, safety, environment and sustainability issues in industries, societies, and educational institutes.

Mr. Sunil Sharma, HOD of HSSE at GTI received Lifetime and Covid Warrior of the year 2021 for his contribution in the health & safety areas.





## Yoga for healthy body and mind

Yoga plays an important and vital role in our physical and mental wellbeing. In meeting the requirements from our employees, the management initiated regular yoga sessions at the terminal for our employees.

The Yoga session is being organized at GTI House briefing room and at desk of employees at all floors in GTI House. The Professional yoga instructor manages the sessions from 1100 to 1300 hours on weekdays. The participant needs to submit the onetime self-declaration form prior to joining the session. The employees are happy to practice the sessions regularly and are enjoying the benefits of being fit.



## Safety Update - GTI



We are delighted to have completed **1886** days of safe operations at our terminal with zero fatality and 81 days of Lost Time Incidents (LTI) as on 31st December 2021. The highest level of safety is the result of the continuous training, monitoring, and supervising of all operations as well as employees' proactive initiatives to embrace safety as way of life.



### 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](mailto:nurjaha.arora@apmterminals.com)

**Nurjaha Arora**, Communications.

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