

# CUSTOMER NEWSLETTER

## From the MD's Desk....

Dear Customers,

We are all faced with unprecedented challenges in our business and at home. Our nature is to think first about keeping loved-ones safe. We may emerge stronger as a community and perhaps even as humanity, once this crisis subsides – and it will. The consequences may change the business landscape. But there will always be a strong need for transportation and logistics. We stand by your good and hard efforts in APM Terminals Pipavav while we pray for everyone's safety. Now only a few months into my new job I have met most of you during our trade events in Mumbai and Delhi and/or one-to-one meetings. Thank you for your continuous support and trust in us. I am looking forward to working with you closely, especially now in these challenging days and weeks where the COVID19 outbreak is disrupting normal business globally.

In the March issue of our newsletter you will find the latest updates at the port. i.e Training seminar organized for the Logistic sector, our presence at NISAA, new export trains received at the port, customer meets etc.

Enjoy reading the newsletter....  
Jakob Friis Sorensen

## APM Terminals Pipavav organizes training seminar

Gujarat Pipavav Port Ltd (GPPL) in association with Pipavav Customs Brokers association (PCBA) and the Logistics Sector Skills Council; organized a seminar cum training at port on March 7<sup>th</sup>, 2020. Around 160 candidates representing Customs House Agents, port, shipping lines, Container Freight Station etc.; were trained by renowned logistician, trainer and mentor, Mr. Samir J Shah and Dr. Darshan Mashroo. The training was focused on adopting new technology and upgrading the existing skills in keeping with the dynamic changes in the logistics industry. This will equip the participants who have prior experience in the logistic industry, to perform their duties better in line with industry requirements. Such sessions will help professionals further build their skills, addressing the existing skill-gaps in the industry to enable personal growth as well as sector's growth. This is our small contribution towards serving the trade.





## Export Block trains received at the port

We are pleased to share that APM Terminals Pipavav has received 3 export block rakes from 3 different ICDs in North India in February 2020. Each block rake was planned by single cargo owner. These rakes carried rice and sugar primarily for Middle east sector along with few containers for Chittagong. Volumes were supported by Maersk Line and Maxicon. We are proud and thankful for such strong association and trust from our elite customers and from our trade partners; ICD Panipat, DICT Sonipat and ICD Loni.



Captain D. Mishra, The President of NISAA, facilitates Mr. Jakob Friis Sorensen, Managing Director, Gujarat Pipavav Port Limited.

## APM Terminals Pipavav at NISAA Business Forum

APM Terminals Pipavav sponsored the NISAA [Northern India Steamer Agents Association] business forum 2020. The forum witnessed the presence of around 100 representatives from the Shipping Lines / Terminal & Rail Operators / Port representatives / Consultants / Trade & Statutory bodies / Forwarders / etc. The Forum discussed the challenges / issues pertaining to the trade and the way forward to address it collectively with the respective authorities.

## APM Terminals Pipavav commences Seamen's club

APM Terminals Pipavav commissioned Seamen's club effective December 2020; located within the Port Operations Building inside customs area. This is a step towards increasing the Happiness Index of the Seafarers and to recognize their contribution to the industry. The club provides basic amenities like recreational facility for rest, free internet access and computer stations including Skype audio video calls to the seafarers visiting the port during the call of their duty. This is our bit to extend value added services to our customers.





## APM Terminals Pipavav organises customer meets

### Customer meet at Unjha

APM Terminals Pipavav hosted Spices and Psyllium [Isabgol] customers in Unjha in January 2020. The APM Terminals Pipavav team welcomed the customers and briefed them how the port can facilitate the spice trade. The team elaborated on the port infrastructure and service competencies to support the trade. The platform gave the customers to share their queries which were addressed through mutual discussion.



### Customer meet at Mumbai & Delhi

APM Terminals Pipavav hosted Customer Trade Events in Mumbai and Delhi. Both events were attended by around 150 distinguished guests from the leading Shipping Lines / Cargo owners / Beneficiary Cargo owners / Train operators / Freight Forwarders / Custom house agents / Consultants / Government officials / Terminals operators etc.

Mr. Jakob Friis Sørensen, newly appointed MD of APM Terminals Pipavav; a national of Denmark, extended warm welcome to the customers. He briefed the customers about his past assignments over 30 years with APMM Group and thanked the customers for their confidence in the organization. Jakob assured his commitment and focus on extending the value-added services to build a strong and mutually profitable partnership. He also encouraged the customers to discuss the business challenges which can be mutually resolved.



## APM Terminals Pipavav [Gujarat Pipavav Port Ltd]

APM Terminals Pipavav is one of India's leading gateway port for Containers, Ro/Ro (passenger cars), Liquid Bulk and Dry Bulk cargoes serving customers in the state of Gujarat with road and rail networks to India's hinterland and northwest. The current annual Cargo Handling Capacity includes 1.35 million TEU Containers, 250,000 Passenger cars, 2 million metric tons of Liquid bulk and 4 million metric tons of Dry bulk. APM Terminals Pipavav is India's first public private partnership (PPP) port in India and is a part of the APM Terminals global terminal network.

We will be happy to receive your feedback and suggestions about this Newsletter or our performance.

**Nurjaha Arora, Communications**

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