

# CUSTOMER NEWSLETTER

## From the MD's desk....

Dear Customers,

The Covid pandemic has changed the world radically. Our way of working has changed significantly. We have slowly adapted ourselves to this new normal though we miss the warmth of meeting our customers in person and having meaningful chat. However, we continue to serve our customers with the same enthusiasm and dedication. our commitment to our customers remains constant. We hope that human finds a panacea for this pandemic soon and we get back to the normal way of working. We are happy to share that even during the pandemic, we continue to achieve new operational milestones. We continue to focus on safe operations and our commitment to the community continues through our CSR initiatives.

Stay safe stay healthy stay happy

Enjoy reading the newsletter...

**Jakob Friis Sorensen**

## New milestone in Fertilizer handling

APM Terminals Pipavav crossed an important milestone of 3 lakhs plus MT for fertilizer handling in September 2020. This is also the highest monthly fertilizer volume handled at Pipavav Port till date. The Port handled 328,219 MT of various fertilizers surpassing the previous best of 276,279 MT achieved in the previous month and the earlier high of 264,496 MT in Nov 2014. It is important to note that the Port has achieved this milestone during the challenging times of Covid19. Non-availability of labour resources and other logistics constraints have severely impacted fertilizer handling & evacuation at all ports in the region. However, the port was able to mobilize labour, enhance evacuation and normalize operations quickly. As a result, the Port could efficiently handle shipments from all existing and new customers while surpassing its previous records. APM Terminals Pipavav would like to express its sincere appreciation towards all its customers for their faith during such troubled times and to Indian Railways [Western Region] for their consistent support towards evacuation.



**328,219 MT/month**



## Welcome Amit Bhardwaj, Chief Commercial Officer

We are pleased to announce the appointment of Amit Bhardwaj as Chief Commercial Officer for APM Terminals Pipavav effective October 1, 2020. A Mechanical Engineer and master's in financial management, Amit graduated the MISE program in 1999. Amit started his career with Maersk India in Chennai, moved to Maersk Logistics in Rotterdam and led as Trade Manager for Maersk Line- Americas. He joined Inchcape Shipping Services Singapore and also led as Country General Manager, Indonesia. Amit returned back to the Maersk Group in APM Terminals Inland Services South Asia as Head of BCO and Business Unit Head for the Inland Service Facility at Kochi. Since August 2016, he has successfully led the Commercial function in APM Terminals Mumbai. With this diverse exposure, Amit brings extensive business and commercial experience to his new role.



## Customer speaks

ONE is proud to be associated with APM Terminals Pipavav since its inception in April 2018. Legacy goes back even beyond, when Japanese Shipping Companies were using the port for other businesses too. APM Terminals Pipavav has been a preferred gateway port for the West and North India cargo. The port is well connected to the various ICDs in North, catering to our esteemed customers through dedicated block trains. Most of our customers prefer cargo just in time and the port has been more than willing to provide the necessary cooperation and even coordinating with other stakeholders in the whole logistic chain to make things possible without any delays. APM Terminals Pipavav also operates in Reefer business. Timely connection for perishable cargo is of utmost importance and we have experienced safe and reliable operations for our reefer cargoes. Even during the COVID pandemic, the port remained operational and business was as usual. This is the testimony of an efficient and professional team. Future expansion plans at the port Pipavav to make it more efficient, would be icing on the cake. This would make future business much more attractive.



ONE values the long-standing relationship of both organizations and appreciates the customer orientation and cooperation from APM Terminals Pipavav.

Capt. Kuldeep Singh Chauhan, Director, Product & Network. ONE - INDIA- Operations.

[www.one-line.com](http://www.one-line.com)

## APM Terminals Pipavav revises the tariff

The new tariff can be found on our website.

[www.apmterminals.com/pipavav](http://www.apmterminals.com/pipavav)  
[www.Pipavav.com](http://www.Pipavav.com)

The port has revised the Tariff effective 1st October 2020. The revision in tariff is being implemented after a long gap of over 6 years. To ensure our support to the customer's supply chain, the Reefer slab has been reduced by 50% from 12 Hrs to 6 Hrs on account of customer request.

## APM Terminals Pipavav board approves the expansion plan

APM Terminals Pipavav [GPPL] board has approved the investment to the tune of Rs. 700 crores which will be utilised for upgrading the port's existing facility to handle bigger container ships and eventually expand the container capacity to 1.6 million TEUs.

The port aims to strengthen its network and continue to provide best in-class services to the stakeholders. The container yard capacity will be expanded once the cargo growth is visible post commissioning of the DFC. The approved investment is subject to the Extension of the Company's existing Concession by the port regulator.



## APM Terminals Pipavav receives CSR award

The port was acknowledged for its societal development and community support initiatives under COVID Relief Project by New Delhi-based Integrated Health & Wellbeing Council. The eminent jury comprising Senior Scientists, Social Workers, Parliamentarian & Doctors and was Chaired by Justice Swatanter Kumar (Former Judge Supreme Court of India), lauded port's efforts towards COVID prevention and mitigation.

Under Covid Relief Project, APM Terminals Pipavav facilitated preventive measures by creating awareness and measures for controlling Covid-19. The port supported the community by donating ration kits, healthy drinking water, ensuring treatment of live stocks through mobile vet clinic, and digital educational support to more than five thousand students. APM Terminals Pipavav trained the women of the villages to make mask in order to provide livelihood to them and encouraged the use of washable masks in villages. The port also offered the masks, sanitizers, thermal scanners, oximeters, disposable bed sheets, personal protection kits etc to Amreli Police and local administration.



### APM Terminals Pipavav [Gujarat Pipavav Port Ltd]

APM Terminals Pipavav is one of India's leading gateway port for Containers, RoRo (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 on [nurjaha.arora@apmterminals.com](mailto:nurjaha.arora@apmterminals.com)

**Nurjaha Arora, Communications.**

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