

CUSTOMER NEWSLETTER

From the MD's Desk....

Dear customers,

The cyclone and ongoing pandemic imposed severe challenges to our operations. However, I am pleased to share that the port operations have normalised and we are back in action with renewed enthusiasm. In spite of all this challenges, our motivated team went extra mile to serve our customers and created new milestones in safety and productivity. A substantial improvement in our quarterly NPS is a testimony that we are on the right path to serve our customers. It is a great pride to be the first port in India to be connected with the DFC. I am grateful to all our customers for their trust in our capabilities and services.

Here is our quarterly newsletter with detailed updates on our organisation.

Enjoy reading...

Jakob Friis Sorensen

First port to connect with the DFC

APM Terminals Pipavav becomes the first Indian port to connect with the Western Dedicated Freight Corridor (DFC) with the completion of high rise OHE fit for double stack container operations under electric traction. The electrification of DFC is envisaged to reduce the operation cost of Railways significantly.

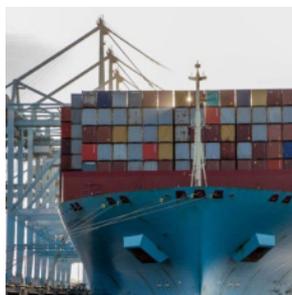
The transit time from the port to the north west hinterland via DFC is expected to reduce by 50%; there by offering safe, reliable, and cost-effective solution to the customers. By switching to electrical loco, the port will be able to support environment friendly, long haul, high-volume freight rail transportation and reduction of Green House Gas emission. This is also expected to encourage a modal shift from road to rail towards sustainable development.

The inaugural function was organised at the port on 21st September 2021, which was attended by Mr. Sanjiv Garg – MD of PRCL, Mr. Manoj Goyal – DRM Bhavnagar Division, western Railways, Mr. Kamaljeet Kamal – Deputy Commissioner Customs, Senior management from APM Terminals Pipavav and Maersk.





Productivity milestones



We at APM Terminals Pipavav recorded many productivity milestones this quarter. We crossed the 500K mark for dry bulk volumes at the port, first time in last 10 years. This includes various import commodities like Coal, Minerals, Cement & Fertilizers. Coal and minerals were handled for

various customers in our hinterland such as UTCL, GHCL and Nirma while a fertilizer shipment was brought in by IFFCO. We also handled 3 export shipments of Cement for the UTCL plant located nearby.

Amongst the various commodities, we handled highest ever limestone volumes (344K) UTCL. The cargo was moved by road to UTCL plant which is located very close to the port.

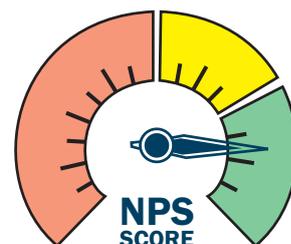
We also registered significant LPG rakes loading from the port. The LPG siding has become a USP for our port and is now being used by IOCL and BPCL to despatch cargo to various bottling plants in Delhi, Punjab, Haryana, Uttar Pradesh and Madhya Pradesh.

Significant improvement in Q3 NPS

APM Terminals Pipavav continues to improve the customer experience by providing excellent service. This is apparent in the quarterly NPS which has improved considerably. The improvement is seen in both Shipping Line Customers by 9 points and in Land Side Customers by 7 points even during the challenging times of pandemic & cyclone. The survey highlights that we continue to delight our customers on outcomes that matters to them the most.

Our Shipping line customers appreciate treating them as a valued customer; feeling safe when visiting and working with Pipavav port and that they receive real time and accurate information that is valuable to their supply chain.

Our Land side customers appreciate us for being easy to get in touch with, that they feel safe when visiting and working with Pipavav port and that their invoice is easy to pay.



1000 days of safe operations at the port

APM Terminals Pipavav is proud to complete 1,000 days of safe operations with no casualties and loss time injury (LTI) on 20th September 2021. This has been made possible because of the proactive, dedicated, and continuous efforts of our various teams to engage the employees positively at the workplace. The milestone is even more significant considering the extremely severe cyclone Tauktae that impacted the operations at the Port earlier in the year. 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.

Kudos to all our employees for their vigilance, commitment and for imbuing safety into the day to day work. This is just the beginning of our journey to safe operations.....



Marketing tool

Click this link to view our latest marketing tools to understand our offerings to the trade

<https://www.apmterminals.com/en/pipavav/services/marketing-tools>

Amit Nandoskar is a WoW Hero 2021 for Asia region

Amit Nandoskar, Senior Manager Commercial; has worked consistently on aligning the Commercial Team with the new WoW (Way of Working) Methodology and Tools. Amit; in one of key Commercial Kaizens has used a structured Kaizen approach to reduce the DSO from 140 days to 30 days and has successfully led a process improvement proving to be much benefiting value proposition for both APM Terminals Pipavav [GPPL] and customer. He also led a few key initiatives as undertaken for advancement in commercial activities with WoW elements which were ably supported by proficient teamwork highly crucial for Commercial Wow Progress. Amit's role modelling and leadership on our Way of Working has positively impacted our customers' experience and our brand in India. His sincere and dedicated efforts have led to improving the Commercial WoW score by almost 100% from 1.9 to 3.8 in June 2021.



Thank you, Amit for your customer-centric commitment, and hope that you stay consistent in doing good work going ahead.

CSR update

APM Terminals Pipavav firmly believes that learning new skills and entrepreneurship is essential to foster economic growth, create jobs, reduce poverty/inequality, and strengthen the foundation of living standards. Social development and sustainability are at the forefront of all our CSR activities. With this objective, the port organized a week-long session of up skilling training awareness in which more than 500 youngsters participated through webinars and small group counselling.

The port runs an Employment-based skill development project Saksham under which Skill and Entrepreneurship Development Institute (SEDI) is setup that runs short term skill development courses in various streams like, General Duty Assistant (GDA Nursing), Assistant Electrician, Computer Numerical Control (CNC Machine Operator), Customer Care Executive (CCE/BPO), Business Correspondence & Business Facilitator (BCBF), Fitter &

Fabrication, Printed Circuit Board Assembly Operator (PCB) etc. Within four years, SEDI has skilled and placed over 1,000 young adults [appx 30% are women]. The program has trained over 1,331 youth across 200 villages out of which 1,038 of them have been placed and above 40 have started their own establishments. Lifting not just Global Trade; but also, the communities around us by upskilling.



Volunteering for International Coastal cleanup day 2021

APM Terminals Pipavav participated in International Coastal Clean-up Day 2021, organized by Indian Coast Guard Unit- Rajula, at Sarkeshwar Beach. In line of the theme, **“Keep trash in the bin and not in the ocean”**, our volunteers collected the plastic waste from the beach area and educated people to use bin for throwing the waste and preserve the ocean. ICG team along with APM Terminals Pipavav officials collected approx. 600 KG plastic waste and handed it over to the Nagar Nigam officials for their scientific disposal. The port also distributed cloth bags to Indian Coast guard Team to stop the use of plastic bags.



Celebrating Global safety day



APM Terminals Pipavav celebrated “Global Safety Day” with an objective to create awareness about safety amongst the employees and to integrate safety in daily work. The large safety posters were placed across the port to create awareness. The other activities included poster competition for children, safety skit by Bulk operation team on “How to carry our safe operations during COVID”, LPG safety demonstration for township residents, awareness on household waste management, small celebration program followed by tree plantation by the management etc. Around 50 children across the age group and locations, participated in the safety poster competition. LPG safety demonstration program was organized in two batches in collaboration with Gassafe; to ensure that users strictly follow all safety guidelines to avoid any kind of incidents.

The HSSE team organised a virtual Gemba by the leaders at the jetty in which leaders from the region participated. Asset management team created “Leading with care” gallery focusing on the cyclone restoration work to take the employees through various safety precautions taken pre and post cyclone. The celebrations witnessed enthusiastic participation from employees across the locations.

Customer Speaks

Feedback from our offshore customer:

Jubilant Enpro Pvt. Ltd. (JEPL) has provided port services to Adani Welspun Exploration Limited (AWEL) for their Offshore Campaign in assistance with APM Terminals Pipavav during the period December 2020 to June 2021. Accordingly, Offshore Supply Vessels (OSV) have been handled through Pipavav Port and we are pleased to inform that around 41 vessel calls were handled in around 7 months without any Loss Time or waiting period even during the period post cyclone Tauktae which had created widespread damages at Pipavav Port like disconnection of power & communication system.

JEPL is thankful to the entire APM Terminals Pipavav Team especially the Operations Team at Pipavav Port for accommodating the OSVs whenever we had requested for a berth even post cyclone Tauktae, thereby ensuring uninterrupted supply of drilling tangibles/consumables to the Drilling Rig working for the Offshore Campaign of AWEL, which was of National Interest.

Raju Das
AVP-Commercial,
Jubilant Enpro Private Limited



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

Nurjaha Arora, Communications.

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