

CUSTOMER NEWSLETTER

From the MD's Desk....

Dear customers,

Year 2021 was a remarkable year that imposed challenges and opportunities to demonstrate our strength as a port. In 2021, our port witnessed a 2nd wave of the pandemic and cyclone 'Tauktae' which adversely impacted our operations. However, the impeccable planning and execution ensured that all our employees remained safe, and our operation was minimally impacted. In spite of all the challenges, 2021 was an outstanding year. We became the first port to be connected to the DFC, added 3 new ocean services, commenced LPG rake evacuation at the port, handled record dry bulk volume, maintained one of the best arrival & departure schedule, connected our port to various ICDs through trains; to mention a few. All this customer centric initiatives led to improve our commercial WoW score by 100%.

I thank you all for your trust in our capabilities and your persistent support that has helped the port to evolve stronger and future ready. I am sure that the Best is still to come in 2022.

Wishing you and your families a very Happy, Safe and Successful 2022.

Jakob Friis Sorensen

MD APM Terminals Pipavav

APM Terminals Pipavav secured new weekly service to the Gulf

APM Terminals Pipavav has secured a new weekly service NMG (NHAVA SHEVA MUNDRA GULF) which connects India to the Gulf region. The vessel, 'TSS SHAMS' starts from Jebel Ali Port to Sohar, Nhava Sheva, Pipavav and Mundra Port. This service will repose and ease the supply network between India and Middle East. The vessel is scheduled to arrive in Pipavav port every Thursday. The service will cater to the exporter/importers of Indian states; Rajasthan, Gujarat, Punjab and Delhi there by will strengthen and boost connectivity of Indian hinterland to the gulf markets.



100th LPG rake loaded at the port



APM Terminals Pipavav has achieved a new milestone of loading 100th LPG rake within 10 months of operations. APM Terminals Pipavav is one of the few ports in India that has LPG rail siding within the port that can accommodate placement of full rake. The port established the facility jointly with Aegis Logistics Ltd. and has provided a dedicated DFC compliant rail line for quick and safe evacuation of LPG there by facilitating Green and Cost-efficient evacuation of LPG in India.

With robust LPG demand envisaged, quick evacuation of LPG through rail route would provide safe and an environment-friendly alternative to the companies importing LPG.

The port starts weekly connection to Jodhpur



APM Terminals Pipavav established double stack rail service to Jodhpur via Sanand on a hub & spoke model in collaboration with Pipavav Rail Corporation Ltd. (PRCL), the joint venture between APM Terminals Pipavav [GPPL] and Indian Railways. The hub & spoke arrangement via Sanand will ensure safe, reliable, cost effective and environment friendly EXIM cargo movement for the customers.



Port Pipavav handled the highest parcel size on MECL service



APM Terminals Pipavav safely handled 4,527 TEUs, the highest volume on Maersk Seletar -India- US East Coast (MECL) service. The port also recorded berth productivity of 140 moves per hour on this vessel. The MECL service connects India to USEC including ports of Savannah, Norfolk, Newark, Algeiras and middle east ports of Port Said East, Djibouti, Salalah, Jebel Ali and Port Qasim.

This is a testimony of our customer centricity, seamless coordination to manage transit sensitive cargoes, skilled staff and infrastructure competences.

APM Terminals Pipavav received the first full reefer rake



The port received the first full reefer rake from ICD Viramgam, operated by Gateway Rail Freight Ltd., The train aptly titled as "The Maersk Processed Food Express" carried agro-based commodities from Gujarat to be exported to the South East Asia. The service is going to be a boon for agro based exporters from Gujarat as it will help in safe and quick passage of frozen food from Ahmedabad and nearby areas to the global market. APM Terminals Pipavav is thrilled to be a part of a logistics supply chain for 'Made in India' products from Gujarat to the world.

The flagging off ceremony was graced by Mr. Ashok Pandey & Mr. Bhumik Bhatt from Gateway Rail. Senior executives from Maersk & APM Terminals Pipavav were also present.



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>

APM Terminals Pipavav has received ESG award 2021



APM Terminals Pipavav [Gujarat Pipavav Port Limited] is awarded ESG India Leadership Award 2021 for the Leadership in Community Support and Development. The award is presented in recognition of our excellent practices in



community engagement, overall economic & social development of the local community and reducing the environmental impact of our operations. Our CSR projects support more than 200 villages around the port through upgrading school infrastructure, providing medical assistance, health, livestock development, agriculture, natural resources management, skill development, women empowerment and nutrition etc. as well as fostering entrepreneurship amongst the villagers.



Safety Update

We are delighted to complete **1102** days of safe operations at the port with zero fatality and 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.



APM Terminals Pipavav [Gujarat Pipavav Port Ltd.]

APM Terminals Pipavav is one of India's leading gateway port for Containers, Dry Bulk cargoes, Liquid Bulk and RoRo (passenger cars) serving customers in the state of Gujarat with road and rail networks to India's northwest hinterland. The current annual cargo handling capacity includes 1.35 million TEU Containers, 4 million metric tons of Dry bulk, 2 million metric tons of Liquid bulk and 250,000 passenger cars. APM Terminals Pipavav is India's first public private partnership (PPP) port and the first port to be connected to the DFC in India; 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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