

# CUSTOMER NEWSLETTER

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

Dear customers,

Wishing you and your family a very Happy and Safe Diwali. May the festival lights illuminate your lives.

Industry is going through some challenging winds owing to the Russia-Ukraine war crises and inflation in the western countries that has led to the slowdown in China. This may impact the business globally. However, we are seeing a slide uptick in our container and bulk volume. We are extremely happy to resume the shipment of agri commodity at our port through break bulk. To know more about this and the latest update of the last quarter, find our latest quarterly newsletter.

**Jakob Friis Sorensen**  
MD, APM Terminals Pipavav



## APM Terminals Pipavav resumes shipments of bulk and break bulk agricultural commodities

Shipments of agricultural commodities require special skills and infrastructure. We are proud to resume the shipment of agri-commodity at our port after a gap. The first consignment of Guar meal was exported to Norway by the general cargo vessel - BBC REEF. Through our warehousing infrastructure, skilled manpower and development of multimodal logistics park around our port, we offer customised solutions to our customers to enable them to optimise their supply chain via quick, environment friendly and efficient gateway for exports and imports.



## APM Terminals Pipavav relocates to a new office in Delhi



Our office in Delhi has moved to a new location. The new address is

**APM Terminals Pipavav,  
Gujarat Pipavav Port Limited,  
Unit No. 1201 & 1203,  
12<sup>th</sup> Floor, "B" Wing,  
Statesman House,  
148 Barakhamba Road,  
New Delhi – 110001**

Our new office is spacious, vibrant, with good connectivity and is close to our customers. The previous office, **APM Terminals Pipavav, Gujarat Pipavav Port Limited, Flat Number 803, 8<sup>th</sup> Floor, International Trade Tower, Nehru Place, New Delhi – 110019**, stands closed now.

## APM Terminals Pipavav received the first block train from ICD Panipat

APM Terminals Pipavav received the first full block train for D.D. International Private Limited from ICD Panipat within 2 days covering 1268 kms. The block train is operated by the DP world for Maersk to transport the cargo for D.D. International Private Limited.

APM Terminals Pipavav is well connected to the varied belts in north-west hinterland via rail. The new rail service further strengthens port's connectivity to the hinterland and offers our customers an additional mode to expand their business in the global markets. The rail connection helps our customers in moving their containers safely, quickly, and sustainably. Moving the consignment by rail is safe and sustainable that not only reduces the congestion on the road but also helps in reduction in carbon footprint.



## Marketing tools

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 raises the performance bar in ship movement

In pursuit of operational excellence, the port handled seven ship movements at the port within a span of five hours through a well-coordinated efforts by different teams. The accomplishment is significant as it was undertaken in a one-way channel. The experienced and skilled employees ensured incoming vessels moved in swiftly without any wait to provide the best services to our customers. A shipping movement is a marine operation involving, berthing / unberthing / shifting operation of vessel calling the port for cargo operations. Shipping movement in port is executed through co-ordinated efforts of marine pilot, vessel masters and their crew, radio operators of port control room, harbour tugs, mooring gangs and pilot boat.



## We add new customer for the RoRo shipment from our port

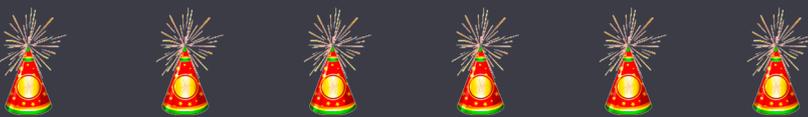
The renowned car manufacturer, Maruti Suzuki India Limited (MSIL) expressed satisfaction on our trial run of exporting the cars from our port. Appreciating the service level and port infrastructure, the customer resumed the export of the cars from port Pipavav. The cars arrived at our port from the manufacturing facilities of their north and west facilities. The vessel Aquarius Ace arrived on 26th September and loaded around 1374 units of cars to be exported to the Middle East. With the happy and content customer, we expect the regular export of the cars from our port.



## Customer event at Mumbai



APM Terminals organized a customer event at Mumbai in which around 100 distinguished guests from the leading Shipping Lines, cargo owners, train operators, freight forwarders participated. The customers were welcomed by Jonathan Goldner, Regional Managing Director of Asia & Middle East who was present with the Regional Leadership team. Mr. Goldner along with the local management welcomed the guests, briefed the customers about the visit and how we are all geared up to go "All the way" to serve our customers. The management addressed the queries and engaged with the customers during the dinner.



## APM Terminals Pipavav team is recognized as “Ryan Jones Kaizen Team of the year”

We are pleased to be “Ryan Jones Kaizen Team of the year” amongst the 70 operating ports and terminals teams across the world. The seamless coordination amongst various departments in collaboration with the customer and by streamlining the processes, the port improved the vessel idle time by 40% in the year thereby increasing overall terminal efficiency.

The award is the testimony of living the Lean culture of continuous improvement, persistently improving our services to offer the best value to our customers.

Congratulations team for the well-deserved recognition...



## Customer Speaks



Our delighted customer Mr. Jeetendra Jain – MD, Greenfields Derivatives Pvt Ltd. mentions, “Being in the agro-food sector, it is important for us to ensure that our customers receive their shipment in time to further plan their processes. So far, we have been exporting our produce via containerized mode. However, post Covid-19, non-availability of containers and higher

freight charges have made us rethink on our export plans. We firmly believe that break bulk is the future for agri-food sector. APM Terminals Pipavav has required expertise and excellent infrastructure to export our consignment safely, quickly, and economically. We are happy with our decision and looking forward to continuing our exports from Port Pipavav.”



## Safety Update

We complete **1283 days** of safe operations at the port with zero fatality and Lost Time Incidents (LTI) as on 30<sup>th</sup> September 2022.

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

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