

GTI CUSTOMER NEWSLETTER



From the COO's Desk....

Dear Customer,

The world and India are seeing surge in Covid cases again. The temporary closedown of a few ports in China and the crises hit SriLanka may impact the vessel calls resulting in subsequent delays. We are closely monitoring the situation and taking proactive steps to manage scheduled calls and accommodate additional ad hoc calls thereby elevating any pain points our customers may experience with regard to schedule integrity. However, I am happy to mention that our terminal ensured smooth and quick vessel turn around in the last quarter including the ad hoc calls. I am glad to mention that our terminal has received "WoW terminal of the year" award in the Asia Regional Awards 2021. Thank you for your trust in our services.

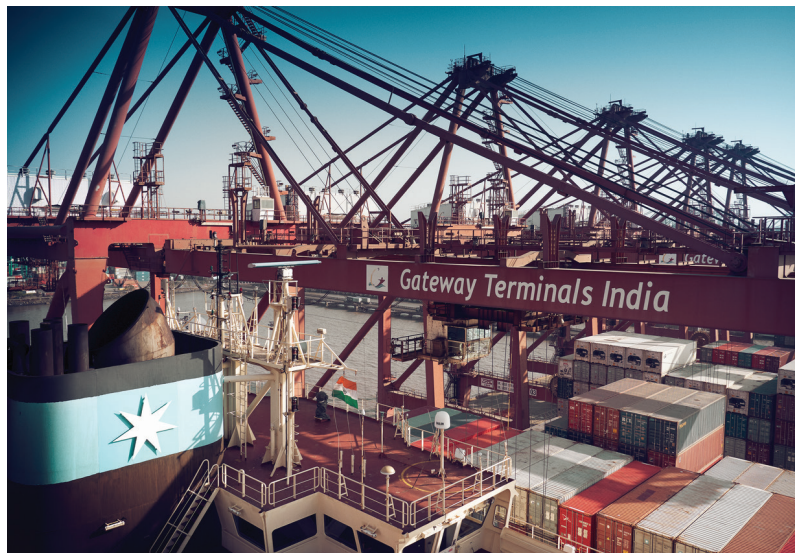
Here is our quarterly newsletter carrying the latest updates about our terminal.

Girish Aggarwal

COO - APM Terminals Mumbai [GTI]

GTI is enhancing the container handling capacity

APM Terminals Mumbai [Gateway Terminals India (GTI)] will invest US\$115 million in infrastructure development that will increase the container handling capacity. The company is investing in Ship-to-Shore (StS) cranes and Rail Mounted Gantry (RMG) cranes. With this investment, the container handling capacity of GTI will increase by 10% to 2.18 million TEUs. The investment is aimed at enabling the terminal to cater to the larger vessels safely and efficiently. This in turn will assist the customers to drive operational efficiency towards the Indian trade. The terminal's initiative is a step forward in supporting Government's initiative to improve 'Ease of Doing Business.'





GTI facilitates domestic empty repositioning by train

GTI is facilitating repositioning of empty containers by train to shipping lines, ICDs and CFSS. The shipping lines and trade can re-position their empty inventory by rail from our terminals to ICD, ICD to the terminal or even ICD to ICD (via terminal). Repositioning of empty containers by rail is safer, faster, economical and environment friendly way of moving the containers and helps decongestion on roads, reduces turnaround time for empty boxes whilst providing greater visibility of the inventory. This value added service has received warm response from our customers. The terminal has already assisted repositioning over 1000 TEUs in Q1'2022.



GTI increased reefer points at the terminal to cater to the seasonal surge



GTI augmented the reefer points at the terminal. With the onset of seasonal surge of export grapes & mangoes from India, there felt a need to add more reefer plug points. To address the long pending customer demand to cater to the increased reefer volume, the terminal hired DG power sets and added 180 reefer points since the beginning of the year. We will evaluate the situation to continue the additional points basis the reefer volumes. This reefer capability enhancement supports the exporters and trade to a great extent and is a step towards extending the best services to our customers.



Enhancing operational conditions enabling improved customer service

Quay crane maintenance is an integral part of operations as it prevents breakdowns and ensures that our staff remains safe and able to operate in the desired productive levels. Preventing breakdowns and timely attendance improves the efficiency of the terminal, leading to faster turnaround of vessels. The refurbishment of Quay Crane no 7 was done which included replacement of Trolley Bogie Pin and wheel

assembly which was 6 days long activity which could have adversely impacted vessel berthing and port stay.

The various teams worked seamlessly to accommodate all the scheduled vessels during the period without any delays and ensuring that the berthing schedule is uninterrupted.

TWI Standardization gearing up for improving the service levels

GTI is implementing TWI Standardization to drive process improvements. This will improve employees' performance and skills to deliver the best-in-class service to our customers. We are training our teams to work on how to improve our services, provide best quality and on time delivery to our customers.



Awards and Recognition



APM Terminals Mumbai [GTI] received the WoW terminal of the year award in our Asia Regional Annual Awards 2021.



HSSE Update

GTI celebrated the National Safety Day in March 2022. The theme this year was **“Nurture young minds, develop safety culture”**. The Terminal scheduled various activities to engage with employees and stakeholders to raise safety awareness and learnings. The banners carrying the safety message were displayed across the terminal. The terminal organized quiz for employees, drawing competition for children,

distributed safety helmets with safety stickers to truck drivers & lashers, distribution of mask & sanitizers to external truck drivers, organized Spot Quiz competition for field staff followed by Safety Pledge.

Approximately 300 employees, contractors, external truck drivers attended the program enthusiastically.



Safety Update - GTI

1976	<p>Safe days and counting...</p>
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We completed **1976** days of safe operations at our terminal with zero fatality and 171 days of Lost Time Incidents (LTI) as on 31st March 2022. No high severity, high potential and lost time injury incident occurred during March 2022.



About APM Terminals Mumbai (Gateway Terminals India):

APM Terminals Mumbai also known as Gateway Terminals India (GTI) is a part of APM Terminals global ports/terminal network. It is a joint venture between APM Terminals and the Container Corporation of India (CONCOR-A Government of India undertaking). APM Terminals Mumbai is one of the three container terminals operating from Nhava Sheva's Jawaharlal Nehru Port (JNPT) having procured a 30 years' license from the port to provide container handling services at its facility. APM Terminals Mumbai is connected to the rest of the country via main routes NH-4B, NH-4 and NH-17. Similarly, it is connected to the national railway network at Panvel junction and has access to 33 ICDs throughout India.

We will be happy to receive your feedback and suggestions about this Newsletter or our performance on nurjaha.arora@apmterminals.com

Nurjaha Arora, Communications.

GTI-CNL No. 2