

CUSTOMER NEWSLETTER

From the MD's Desk....

Dear customers,

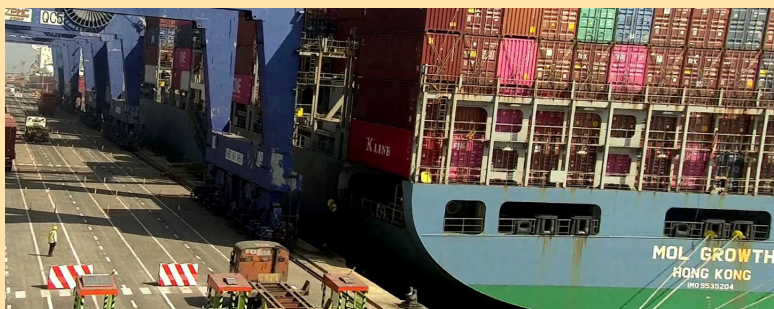
Find here the first newsletter of the year 2022 summarizing the latest updates and achievements of the quarter gone by. Though our container volume is still less than expected due to the missing calls owing to the global challenges, however we have strong volume in general bulk cargo. We created new records in productivity and efficiency and welcomed the largest vessel at the port. These achievements are testimony of our infrastructural capabilities and our customer centricity. I am pleased to note that we in India and at Gujarat seeing the receding numbers of Covid cases. Thank you for your consistent support and trust in our services.

Enjoy reading the latest issue of our newsletter.

Jakob Friis Sorensen
MD APM Terminals Pipavav

APM Terminals creates new records in berth productivity

The port achieved the highest berth productivity of 157.6 moves per hour during 'MOL Growth' vessel of Thailand-India-Pakistan (TIP) service, a part of Ocean Network Express (ONE). TIP service operates through Ports of Pipavav, Bin Qasim, Karachi, Nhava Sheva, Colombo, Port Klang, Singapore and Laem Chabang. The service connects the Indian markets of Punjab, Gujarat, New Delhi with the Far East, thereby benefiting exporters & importers from these markets.



This is the testament of our competent staff and infrastructure capability that set us apart in serving our customers better by moving their cargoes swiftly and safely at our port.



New record in limestone discharge



APM Terminals Pipavav created a record in limestone discharge. The Port discharged the limestone vessel "MV El Matador" within 46 hours, at the discharge rate of **31,263 MT per day**; way beyond the industry standards. Limestone and other mineral cargoes are mostly handled with the conventional mode at all Indian ports. The outstanding feat shows our infrastructure capabilities, flawless planning, and seamless co-ordination among our teams at the Port.

The highest dry bulk handled in a quarter



APM Terminals Pipavav creates record in quarterly Dry Bulk Handling.

The port handled the highest ever Bulk volume of 1.47 Million MT in Q-1 of 2022. This also includes the highest quarterly mineral volumes which is 805K MT. This significant performance is mainly attributed to aggressive planning of stock building by our key customers. In spite of facing the surge in other cargoes like coal, fertilizers; the port responded positively accepting all shipments for dry bulk. This is made possible by seamless coordination amongst our teams for efficiently planning the shipments. It gives us immense happiness to see our customers content with our support and performance towards timely vessel berthing and faster vessel turnaround.

Handled the highest ever export double stack trains

The port handled 76 export double stack trains originating from the North West hinterland of India in March 2022; which is the highest ever inward trains managed at the port in a month. This indicates the consistent volume growth in export and the modal shift to the rail, an environment friendly mode of transport.

The double stack trains provide the benefits of carrying larger volume, reducing logistics cost and reaching the destination in lesser time as compared to road transport. Hence the exporters are now opting for exporting their produce through double stack trains, which is driving the growth of export volume.



Scores the highest rating in Q4 NPS in APM Terminals global

APM Terminals Pipavav stood at the top in the quarterly NPS score. The port scored 91% rating in the Land side customers which is the highest amongst the all APM Terminals participating ports/terminals across the globe. The findings highlight our customer centricity approach that offers our customers great comfort in doing business with us. Our Land side customers believe that we are

very easy to reach, efficient, focused on addressing issues pertaining to the paperwork and believe the port operates in the safest manner.

We are grateful to our customers for their immense trust in our services and infrastructure.



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 handled the largest container vessel



The port welcomed the largest container vessel ever at the port in February 2022. MV Express Athens from Hapag Lloyd is deployed in the TP1 INDAMEX service that caters to the USEC trade. EXPRESS ATHENS has a length overall (LOA) 349 m, beam 49 m, gross tonnage of 113973 and dead weight of 122959 was built in 2011 and can carry approx. 10114 TEU. The vessel came from Charleston terminal [US] and sailed to the Port Muhammad Bin Qasim [Pakistan].

Handling such large ship at our port showcases our competency in handling larger vessels safely and quickly. We are eager to welcome more such vessels to keep moving the wheels of supply chain.

CSR Update



Launch of "Lab on Wheels"

APM Terminals Pipavav inaugurated Mobile Science and Maths lab for local students living around the port. The "Lab on Wheels" set up by the port help village students to perform Science and Maths experiments to gain practical insights and hone scientific skills. The lab facilitates experiments on various topics along with the sky watching, block level exhibition and will offer hands-on understanding to the students. The Mobile Lab was inaugurated by Captain P K Mishra, COO, APM Terminals Pipavav in the presence of Sarpanch [local village head], Block Resource Co-ordinator and locals. Around ten thousand students and 200 teachers will be benefitted with this initiative and it will create awareness about Science and Technology among locals.

Launch of "Life Support Ambulance"

Being a responsible Corporate Citizen, the health & welfare of the local communities around the Port is of prime importance to us. Due to the limited medical facility available locally, the villagers are deprived off advance medical support during the emergency. To save lives and support the villagers during the medical emergencies, we have launched a 24X7 advance life support ambulance in collaboration with GVK EMRI (GVK Emergency Management and Research Institute). The ambulance furnished with advance life support equipment is located at Port Medical Centre, ready to move at any location any time at a short notice to address the medical emergency. It will be operated by a centralised call system by GVK EMRI.

This is living and practicing one of our core values "Constant care" that guides us to take care of today and actively prepare for tomorrow.



Customer Speaks



ADITYA BIRLA GROUP

This is what our customer remarks about our exceptional accomplishment on limestone discharge:

“APM Terminals Pipavav [GPPL] and Ultratech Cement Ltd. (UltraTech) have enjoyed a long and cordial business association since inception. APM Terminals Pipavav has supported our supply chain whenever required for both inward movement of raw materials and exports of our

finished product (cement). Their timely response and support reflect the commitment towards customers. UltraTech looks forward to strengthening the association with GPPL. Best wishes to GPPL to continue improving their operational excellence.

Ravikumar M

Senior Vice President – Central Procurement Cell
UltraTech Cement Limited, Mumbai

Awards and recognition



In recently held Gujarat Star Award event, our port is awarded Runner-up Trophy for the “Best Port of the Year” (Containerized & Non-Containerized).



In our Asia Regional Annual Awards 2021, we received three awards as mentioned here:

- Asia Terminal of the Year 2021
- Terminal of the year - Customer Focus
- Terminal of the year – HSSE

The awards recognizes our commitment to our customers by moving their cargoes safely and swiftly.



Safety Update

We complete **1192 days** of safe operations at the port with zero fatality and Lost Time Incidents (LTI) as on 31st March 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

Nurjaha Arora, Communications.

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