

CUSTOMER NEWSLETTER

From the MD's desk....

Dear Customers,

The past months have been a testing time for us at the port, but I am pleased to say that we have sailed through a very challenging period and maintained 24/7 operations without a break and without declaring "Force Majeure". With the business continuity plan in place, APM Terminals Pipavav continued to operate within normal parameters without any significant disruption despite limited manpower. We ensured safety of our employees by strictly following the precautionary measures. The smooth operations would not have been possible without the support from our stake holders such as Customs, Railways, Container Train Operators, Transporters, Local Administration, Container Freight Stations, our employees, who are working persistently to ensure that our business and supply chain keep moving even during these adverse times. And finally, we are immensely grateful to you all – our CUSTOMERS for your trust in our operations.

In this issue of our newsletter you will find our productivity and safety milestones, business updates, new achievements and our CSR initiatives. I am sure you will enjoy reading the newsletter....

Jakob Friis Sorensen

New milestone in handling trains

APM Terminals Pipavav handled the highest number of container trains in April 2020. The port handled 293 container trains; a mix of single & double stack trains surpassing a previous record of handling 263 trains in a month. Achieving this feat during the challenging times of nationwide lockdown speaks volumes of our operational capabilities and service orientation towards our customers. We are grateful to our Container Train Operators [CTOs], Indian Railways and our customers for their trust in our capabilities. Kudos to our teams for working in perfect coordination for this accomplishment.

293 trains/month



500 days of safe operations

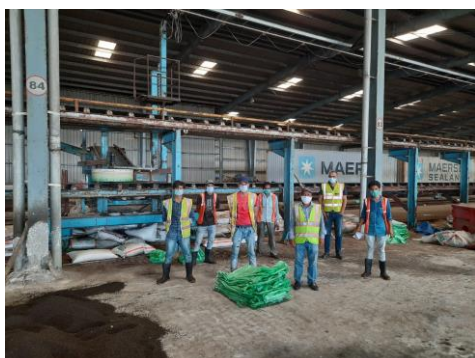
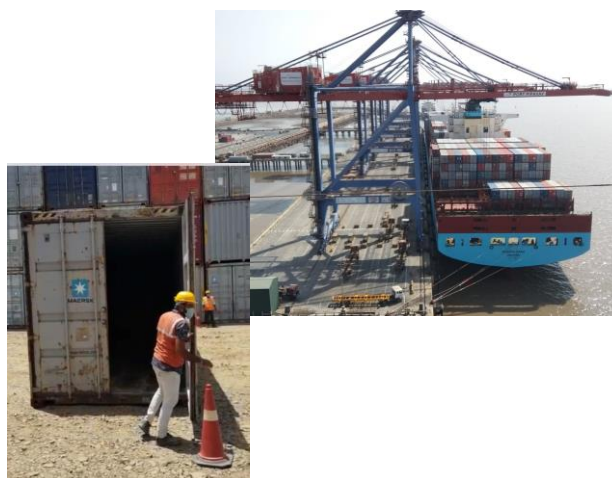


On 8th May 2020, APM Terminals Pipavav completed 500 days of safe operations with zero fatality & Lost Time Incidents (LTI). This is the result of constant care, continuous training, monitoring and supervising the operations at all levels by the management. We thank our committed employees who embraced safety in to their day- to-day operation at work. We will continue to work harder and upgrade the benchmark.



Supporting a large polymer exporter

We provided an end-to-end solution to one of the largest manufacturers of India for exporting approx 15,000 containers of polymers during the nationwide lockdown. APM Terminals Pipavav managed complex task of prioritizing the export cargo without disrupting existing schedules, accommodating an out-of-schedule vessel call, arranging adequate storage at port, handling additional trains with limited staff, surveying the empty containers and coordinating with several internal and external stakeholders to ensure cargo moved from the manufacturing site to the port for export without any delay.



New fertilizer shed

Pipavav Port has initiated work on additional covered warehousing aimed at augmenting the Fertilizer business. Pipavav handles all types of fertilizer for various customers and the volumes have been growing steadily for the past 4 years. In view of the positive outlook towards this cargo, the port will construct 20,000 sqm of additional covered sheds to accommodate 50-60,000 MT of additional cargo thereby increasing handling capacity by 0.3-0.4 million MTPA.

Customer speaks

Since long, India's Exim trade was dependent only on Nhava Sheva port which was being utilized beyond capacity. The Exim trade was looking for an alternate option. With Commercial operations starting at APM Terminals Pipavav, an alternate option for EXIM cargo movement was established for the shippers of Gujarat, especially Arvind. Shipment planning became easier. Even if we dispatched container late in the evening, we are sure that the cargo would sail through following evening after completing all the required formalities. We have experienced many such instances. For Far East and Gulf, one can vouch, the cargo will sail out within 48 hours of dispatch given the number of services Port Pipavav has. Even the rail connectivity from various ICD has improved a lot. Port authority is quite cooperative and trade friendly. Yard management, vessel operation, timely cargo turn around, various special service to Exim trade are appreciable. Custom authority is very supportive. When I planned a port visit in the past to educate the highly professional marketing team, Pipavav was my first choice. The development of additional shipping services to Europe and USA East Coast will be a boon.



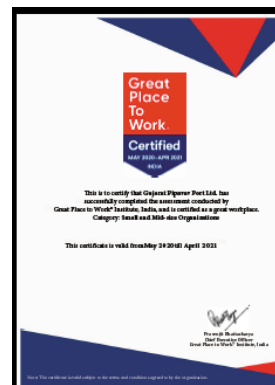
ARVIND
FASHIONING POSSIBILITIES

Aviram Keshava, Head - Export Commercial, Arvind Limited,
www.arvind.com



APM Terminals Pipavav is a “Great place to work”

We are delighted to share; APM Terminals Pipavav is recognized and certified as a "Great Place to Work" for the second consecutive year by the Great Place to Work® Institute; under the category: small and mid-size organizations. This is the testament to our inclusive and transparent work culture.



First Magenta Hull in Indian Water

A striking Magenta Hull ‘ONE CONTRIBUTION’ made a first call at Pipavav port at 1420 hours on 2nd May 2020. The vessel is a part of PS3 service calling regularly at Pipavav port connecting Port to Asia and North America

CSR initiative

APM Terminals Pipavav is training the women folks of more than 50 villages around the port in mask making, with the help of the NGO - Gopi Mahila Mandal to ensure that washable cloth mask is available to all in the villages with population of more than 20,000. The initiative is helping villagers in cultivating the habit of wearing mask and also in generating employment during the lock down and thereafter. This locally made masks were also distributed among the residents, truckers and labourers [appx 4000 nos] working in MNREGA [Mahatma Gandhi National Rural Employment Guarantee Act.] scheme.



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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