

# CUSTOMER NEWSLETTER

## From the MD's desk....

Dear customers,

2020 has been extremely different year where we were faced with an extraordinary challenge of Covid 19. The pandemic led to severe uncertainty and chaos globally which impacted business greatly. However, I am delighted to say that we at APM Terminals Pipavav continued to work as **One Team** to serve our customers. Our team kept moving the wheels of the logistic chain of our customers without significant disruptions even during the uncertain environment. I acknowledge the kind support provided by our stake holders like Customs, Railways, CONCOR and other Container Train Operators, Transporters & Container Freight Stations. We are immensely grateful to you all – our CUSTOMERS for your conviction in us and in our operations.

I thank each one of you for support and cooperation extended during the year. Indeed, it was a tough year. I am hopeful that 2021 will bring new hope, business opportunities and safe environment to all of us. Looking forward to work with you all closely next year.

Wishing you all a very Happy, Safe and Successful 2021....

Jakob Friis Sorensen

## LPG rake loading commences at the port

APM Terminals Pipavav is proud to initiate the first ever loading of LPG [Liquid Petroleum Gas] Rail Gantry Operations at the Port Siding in January 2021. First rake of LPG comprising 32 BTPG wagons was loaded from Pipavav Port Siding (PPSP) to Indian Oil Corporation Bottling Plant, Ghevera (IOBP) by M/s. AEGIS Gas Ltd. to serve oil companies under Pradhan Mantry Ujjwala Yojana [PMUY]. This environment friendly movement of LPG will ensure safe and faster dispatches of LPG, catering to more locations from Pipavav.

We are grateful to the Bhavnagar Division, Western Railways, AEGIS GAS LTD and PRCL for facilitating this movement



## New Marketing Tools

APM Terminals Pipavav has released various eflyers.

Click a link below to get access to our marketing tools

**<https://www.apmterminals.com/en/pipavav/services/marketing-tools>**



## RoRo rake is handled at Port Pipavav

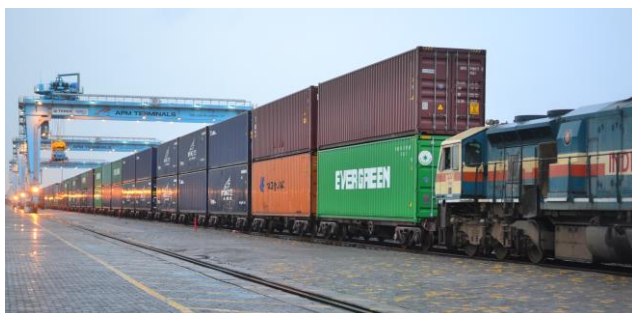
APM Terminals Pipavav successfully handled a Car Carrier Rake on account of NYK Auto Terminal in Dec'20. It was a trial rake movement carrying appx 100 units from Chharodi, Gujarat to the port which was handled efficiently within 3 hours. This achievement will pave way to achieve reduction in road movement of Car Carriers, pushing increased utilization of the Railway infrastructure which is swift, economic and green way of cargo movement. This will provide a much-needed boost to the auto export business facilitating faster movement of export vehicles from local and upcountry – northern hinterland.

This has been highly appreciated by Bhavnagar Railway Division, Western Railway and by the Ministry of Railways.



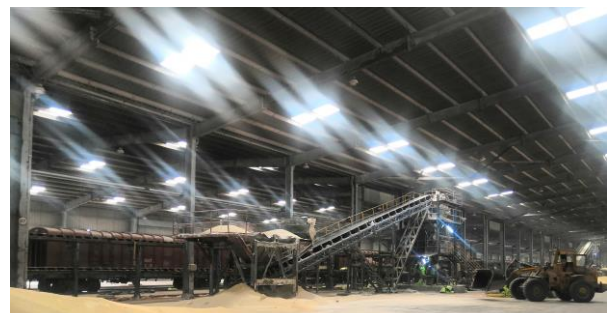
## The highest number of Outward Double Stack trains loaded

APM Terminals Pipavav loaded 157 double stack trains in November 2020, which is the highest number of outward double stack trains loaded in a month since the port started its operations. The average per-train operation time was maintained under 4 hours. This milestone highlights our preparedness for handling the additional traffic once DFC [Dedicated Freight Corridor] connectivity opens to our port in next few months. We are grateful to our customers for their trust in us. We acknowledge the kind support of our partners - PRCL [Pipavav Rail Corporation Ltd], Western Railways, Container Train Operators [CTOs] etc.



## New milestone in Fertilizer rake handling

APM Terminals Pipavav achieved a new operational milestone in fertiliser handling. We have created a record by loading 90 Fertiliser Rakes at the Port in October 2020. This supersedes the previous high of handling 81 rakes in December 2019. We are grateful to our stakeholders, PRCL [Pipavav Rail Corporation Ltd] and Western Railways with special mention to Bhavnagar division for their consistent support and trust in our capabilities. We continue to extend best services and support to our customers ensuring smooth cargo movement.



## Safety milestone

Safety is at the core of all operations at APM Terminals Pipavav. The Port recently set a new benchmark in the area of safety with the completion of **737 days** of safe operations with zero fatality and Lost Time Incidents (LTI) as on 31<sup>st</sup> December 2020. Considering the pace and many different types of cargo handled at the port, it is a significant accomplishment for APM Terminals Pipavav. This is the result of constant care, continuous training, monitoring and supervising the operations at all levels at Pipavav.

## Customer Speaks

“This effort and stretching extra mile to offer value added service by your team - especially Shailesh Modha, endorses our recommendation to the customers to use Pipavav Port for movement of cargos to Jodhpur. Blue Bird Logistics is happy to work with APM Terminals Pipavav; as the association allows us to save time and energy. It also underscores our business philosophy of - Common sense approach to the complex issues.”

**Mr Sanjay Aiyer**  
Director, BLUE BIRD Logistics (P) Ltd



APM terminals Pipavav is managed by a team of professionals with the technical knowledge for handling both container & non-container cargos. This helps cater to our export requirement which is mostly through containers and import of bulk commodities for our captive consumption. Port's proximity to our soda ash plant is an important factor as it helps us save on our logistic costs. At GHCL, we believe that our partners are critical to our success. Working with a team that understands our requirements, offers better service at economic costs and timely deliveries. The Pipavav port ensures excellent service for our cargos and commands reasonable charges to customers with long term association. GHCL has been associated with Pipavav port since the inception of the port and is an important part of our journey. The port is equipped with excellent infrastructure, has good connectivity, is safe in all weather conditions which is extremely important for business continuity. Our experience so far has been very good.

**Mr. R S JALAN**  
CEO & MANAGING DIRECTOR,  
GHCL LTD



## Moving the ONGC Rig to shipyard

ONGC Rig 'Sagar Uday' arrived at the port in early December 2020, which was to be moved through the port channel and was to be placed within the Reliance shipyard. Somehow the customers couldn't arrange for a lead tug in time. In the absence of a lead tug, and the prevailing low depth in the shipyard basin, it was a herculean task to execute the movement. The team analysed the available resources, state of wind, weather & tides. Upon visualising the risks involved, including the chances of potential damages, it was decided to execute the movement with the port tugs, perhaps the only occasion such a call was taken. Apart from providing the lead tug, an additional port tug was used in the forward section to generate extra pull & in order to compensate for the underpowered lead tug. Finally, the skilled marine operation's team moved and positioned the rig off the shipyard just in time & on top of the high water. In the end, we have a happy customer. This showcases our commitment to our customers by challenging and stretching ourselves to provide the best services to our customers.



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

**Nurjaha Arora, Communications.**

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