

CUSTOMER NEWSLETTER

From the MD's desk....

Dear customers,

Cyclone Tauktae hit the Gujarat coast in mid-May and impacted the port significantly; temporarily halting the operations. However, the proactive planning and execution by our teams ensured that we had minimal impact and all our employees remain safe at the port. Following the mandate from the Indian Government and in line with APMM and APMT Safety Guidelines, the personnel at the port were safely evacuated from the site immediately and marine operations were stopped as cyclone warnings were announced, mobilising all working vessels to safer areas.

The aftermath of the cyclone had caused non-availability of power and loss of communication channels. However, our teams swung into action immediately, worked round the clock to ensure the operation resumed at the earliest. We were back in operations partly within a couple of days due to the mobile power plant set up.

I am grateful to all of you - our customers and stakeholders for your continued cooperation and patience. We are now fully geared up to serve you to the best possible way.

Here is the next issue of our newsletter with the latest update about our organisation.

Jakob Friis Sorensen

APM Terminals Pipavav receives first Automotive Expresses

Automotive Express - a dedicated service catering to the automotive sector in India - by Maersk and GatewayRail, was virtually flagged off by Denmark's Ambassador to India, H. E. Freddy Svane from Inland Container Depot (ICD) at Gurugram to APM Terminals Pipavav. This double stacked dedicated train with capacity to move 180 TEUs, runs on a weekly basis and provides a reliable and scheduled logistic services for the automobile segment to move their raw material and finished products. This exclusive train marks a revolutionary step in the direction of making transportation for automotive and its components easy and resourceful. With this, the port provides direct service to automobile sector manufacturers based in northern India with quick and reliable connectivity.



APM Terminals Pipavav secures new services

We are pleased to announce to have secured 2 new services in the last quarter connecting the port to the global markets of Middle East and Far East. The port will be able to cater to more markets and ensure faster, efficient and safe transit of cargo, thereby ensuring efficient service to exporters and importers through new services.

PIC 2, a weekly service has started connecting the port Pipavav to Jebel Ali marking seamless weekly connectivity to the middle east markets. The new service is scheduled to reach Pipavav every Wednesday through the ports of Jebel Ali, Kandla, Chennai, Tuticorin and Cochin. The cargos that will be carried for import and export will include agricultural products, scrap material, bitumen, B.Meat, white goods etc.

This is a step-in course to enhance the connectivity and heighten our presence in the middle east market.



APM Terminals Pipavav secured CI1 (China-India Express) service, operated by Cosco/OOCL. The weekly service to the Port Pipavav will carry Freights of all kind for import and export to the Far East region that has a significant share in the world trade. This service connects the hinterlands of west & north India with Far Eastern countries and provides an important connectivity to the importers and exporters, thereby helping them expanding their presence in the far eastern countries. The service links Port Pipavav through port calls in Chinese ports of Shanghai, Ningbo, Shekou, Nansha as well as port of Singapore, Port Klang of Malaysia and Nhavasheva in Mumbai, India.



Safety Update

We are delighted to complete **892 days** of safe operations with zero fatality and Lost Time Incidents (LTI) as on 30th June 2021.

892 days of safe operations



APM Terminals Pipavav records significant improvement in NPS

Customer confidence in APM Terminals Pipavav's service ability has shown a remarkable increase in Q2'21 as clearly demonstrated by a 30% increase in our NPS (Net Promotor Score) by Shipping Lines and approx. 20% increase by Land Side Customers alike. It is heartening to see increased no of respondents this quarter. This is the testimony of our efforts to connect with our customers and offer them the best services even during the tough times of covid-19 and cyclone. We thank you all for your trust and cooperation. We are committed to improve our services further.





APM Terminals Pipavav organised a webinar

For trade, it is crucial today to be engaged and have a platform for the customers to share their opinions, issues and initiate a dialogue. APM Terminals Pipavav organized a virtual interactive session on easing the EXIM logistics process to ensure smooth supply chain. The webinar emphasized on interaction with the trade partners to understand the recent trends, emerging requirements in the trade and the steps required to keep the supply chain moving smoothly.

The webinar began with an initial introduction of APM Terminals Pipavav's new structure and development plan followed by an interactive session on trade. The session witnessed exchange of thoughts from the panellists & attendees on the needs and requirements for ensuring ease of doing business at Pipavav, Port's growth plan & expectation; alongside discussions on the key new initiatives taken by the Port.

More than 50 trade partners enthusiastically participated. The trade acknowledged our focus on customer service and appreciated the roll out of customer service portal which will assist in improving the service levels further.



The session witnessed a string of ideas/perspectives and some expectations from the customers that would assist them in eliminating bottle necks from their supply chain. We are carefully assessing and addressing the business requirements to facilitate the trade. This is a step towards our commitment to the customers to serve them better.

Customer Speaks

"You all are doing excellent job in maintaining a very good relations with your customers. The APM Terminals Pipavav team provides required support to industry exceeding the expectations . It is extremely important to understand customer's requirements in supply chain functions and you know how to do that perfectly. Great Job and positive approach. Keep it up team Pipavav"

Sanjay Sharma
DGM – Imports
Jaquar Group



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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