

FOCUS

Partnering Progress...



Saja'a Road Infrastructure Project Completed

Gulftainer (GT), in collaboration with the Roads and Transport Authority (RTA), has completed the Saja'a Access Road in Sharjah. The newly created thoroughway connects Gulftainer's Saja'a Industrial Investment Park (SIIP), via the Emirates Road (E611) to the three major seaports in Sharjah: Port Khalid, Hamriyah Port and Khorfakkan Port, as well as Sharjah's International Airport and the UAE's wider road network.



Gulftainer representatives and local officials attend the road opening ceremony

The 750,000-square-metre SIIP is set to become a fully bonded logistics facility with goods being imported under bond and remaining exempt from duty and VAT until released to the local market. SIIP will offer a degree of flexibility to accommodate warehouse spaces of varying sizes, modern light industrial units, offices, employee housing along with other

services. Speaking at the opening ceremony, Peter Richards, Group CEO of Gulftainer, said: "SIIP will play a crucial role not only in Gulftainer's growth but also in Sharjah's economic development. Its strategic location and unmatched

capabilities are poised to enhance the global competitiveness of the Emirate. This project aligns with our commitment to contribute to the thriving economy of Sharjah by boosting the local shipping and logistics industry."

Gulftainer UAE Exhibits at China Roadshow

The Gulftainer UAE Commercial Team attended China's International Logistics and Supply Chain Fair (CILF 2019) in Shenzhen. Now in its 14th year, CILF is widely recognised as the leading industry event for global

logistics for attracting international resources to China. Its success is reinforced by the sheer numbers involved in this event: 65,000 sq.m. of exhibition space; 53 exhibitor countries and 140,000 visitors from at least 83 countries.



Gulftainer commercial team in Shenzhen

The Gulftainer Commercial Team then went on to attend the China International Shipping and Logistics exchange conference and the 2019 "one belt, one road" international port cooperation conference held in Ningbo, highlighting around 130 exhibitors. More than 1,200 shipping and logistics companies from around the world including 20 cities from China attended the event



Gulftainer commercial team in Ningbo

adding up to a total attendance of nearly 5,000 shipping logistics professionals. Ningbo is the point of origin for the majority of exports from China into Gulftainer UAE's flagship gateway terminal, Sharjah Container Terminal (SCT).

A VIEW FROM THE BRIDGE



As we come to the end of another turbulent year and head into 2020, we can only hope that it will signal a stabilisation of the world's economy and our industry. Global GDP is forecast to hit just 3% in 2019, according to the International Monetary Fund, the lowest level since the Great Recession 10 years ago. Issues with Brexit and the US-China trade wars are ongoing and appear

to be continuing, with this uncertainty and complexity adding to global unease.

Throughout 2019, despite these challenges here at Gulftainer, we have not let our standards drop. We started the year with additions to services to develop our customers' experience across all our facilities. We have invested in increasing and improving our health and safety training, along with our "Lifelong Learning" program for all Gulftainer employees to keep them engaged and knowledgeable about company matters and developments within the global industry. We have brought new people into senior positions to assist Gulftainer with the development of its future strategy. Fred Castonguay and David Casey joined the company to drive operational and commercial sales strategies from the head office base in Sharjah, while Jason French is now leading our interests in Saudi Arabia through Gulf Stevedoring. Considerable improvements have

already been made at the newest facility in the Gulftainer portfolio, the Port of Wilmington. New cargo handling equipment, upgrades to warehousing, yard densification and the installation of a crane rail extension is ongoing, and this will continue well into 2020. Some of the new cargo handling equipment is already in service and making a significant difference to productivity levels. All the legacy customers have now converted to extended contracts with GT Wilmington and we continue to build on the services we provide to them.

I believe we will remain on the right track to growth if we continue to invest in our people, services and facilities. I encourage everyone to do their part to identify new customer and business opportunities, represent the brand, and look for areas to grow and provide service.

May I wish you and your families a very happy holidays and New Year.

Peter Richards
Group CEO

David Casey Named New Group CCO



David Casey, Gulftainer CCO

Gulftainer has appointed US-born David Casey as its new Group Chief Commercial Officer (CCO). David will take on the responsibility for the development and execution of the company's short and long-term commercial and strategic plans. The move is an important step in continuing to drive the growth of the company's business and boosting its global portfolio.

Prior to joining Gulftainer, David served as Senior Director of Port Solutions for GE Transportation, Director of Logistics and Transportation for the Coca-Cola Company and Director of Development for the 3PL company performance team, and has held various posts at Newell Brands, V-Logic and American President Lines (APL) in the US and Hong Kong.

David's diverse industry expertise will significantly boost Gulftainer's capabilities in developing tailored, innovative and flexible port solutions, as the company continues to expand across markets, whilst delivering the highest levels of productivity and efficiency to our customers. Peter Richards, Group CEO of Gulftainer, said: "We are delighted to welcome David Casey, an industry veteran with significant experience across global supply chains, on board at Gulftainer."

New US Ambassador



**Gulftainer's Kathryn Bradley with
Amb. Rakolta**

Gulftainer was invited to a special luncheon to meet with the newly appointed US Ambassador to the UAE John Rakolta Jr. Hosted in Washington DC by the US-UAE business council, each guest was invited to speak individually with Ambassador Rakolta to introduce him to the UAE-based companies they were representing. UAE Ambassador to the USA, H.E. Yousef Al Otaiba spoke at the event to welcome the Ambassador and discuss Dubai Expo 2020.

GT Wilmington Celebrates First Year of Operations



GT Wilmington staff mark a successful year of operations

GT Wilmington marked its first year as operator of the Wilmington Port in what Delaware Secretary of State Jeffrey Bullock praised as a boon to the port, its customers and the wider economy. In the fall of 2018, the company and the State of Delaware inked a 50-year agreement for GT USA to operate and upgrade the port and build a new 1.2 million

TEU container facility at the nearby Edgemoor site. "We are extremely proud of the accomplishments in our first year of operations," said Peter Richards, Group CEO of Gultainer. "We have certainly hit the ground running, improving the port's operations, achieving major milestones and we are on track for the port's major expansion."

Customer Service Survey Success

Gultainer's Customer Survey has been conducted annually since 2014 and it is an integral part of the company's ongoing commitment to upholding international quality standards. Gultainer's customer satisfaction survey for 2019 was conducted with the massive success rate of 87% response, securing the company a rating of "Excellent." The most positive comments listed in the survey were made about Gultainer's service offerings and ease of dealing with the general administration team. Some of the most heartening remarks from customers were:

"We are always well supported and they (Gultainer) solve our problems quickly!" – Emirates Logistics LLC
"The Gultainer team has been very supportive and responds quickly with solutions. Looking forward to working with your esteemed organisation."
– Gulf Petrochemical

Gulf Stevedoring Develops Business Opportunities



A business meeting was recently held in conjunction with Mawani, the Seaports Authority of Saudi Arabia, to discuss areas of mutual interest with key customers of Jubail. The above photograph shows a presentation by Director General of Mawani for Jubail Commercial Port, Capt. Fahad Alamer to Mr. Khaled Al Ajmi, Senior Director, Procurement & Supply Chain, Maaden Industries

Gulf Stevedoring (GSCCO) invests in new equipment



As part of GSCCO's ongoing commitment to service excellence, and in support of the continued focus on service excellence, GSCCO invested in a brand new Reach Stacker in July 2019

A Study in HR

With "Employability" as a core pillar of its CSR policy and an employee diversity of over 20 nationalities, Gultainer has long recognised the benefits of having a well-trained, engaged workforce by placing a high value on lifelong learning at every level. This practice, which aims to develop a common culture, language and a sense of loyalty to the firm, has been recognised by the global HR industry which has featured Gultainer in its magazine's case study. Below is the link to the full article:

bit.ly/GTWELLNESS



Health and Safety Training Graduates

One of the four pillars of its corporate social responsibility policy is health and safety and Gulftainer is constantly reviewing and improving its policies and procedures and the skills of its employees to ensure the wellbeing of everyone.



KCT first aiders with their certificates



Newly trained first aiders in HO

Gulftainer is very focused on ensuring the safety of their employees in the workplace. One of the best ways to meet their legal and moral obligations to their employees is to provide first-aid training to those employees. First-aid education stresses the importance of practicing safety at all times to prevent accidents and emergencies. An increased safety consciousness helps employees to work carefully and avoid accidents, directly making the workplace a lot safer. An effective management system, that can be used to save lives when an accident occurs, involves training the employees to know the basic first-aid techniques. The use of first aid applies to all kinds of working environments even in the offices. First-aid education can save lives in situations of an employee falling ill or being involved in an accident. Managers and supervisors in each type of workplace situation are expected to be highly proficient when it comes to the administration of first aid for minor accidents and severe emergency situations. With this knowledge, supervisors will be in a better position to protect the employees in any situation.



SCT Training graduates



Momentum first-aid trainee graduates

Awards are Renewed

Gulftainer continues to build on its growing list of accolades as global HSE leaders renew their awards to Gulftainer facilities, including:

Sharjah Container Terminal received the RoSPA Gold Award and the International Safety award from the British Safety Council.

Momentum Logistics LLC is awarded the RoSPA Silver Award, the RoSPA Fleet Safety Gold Award and the International Safety Award from the British Safety Council.

GTW gifts holiday meals



Spreading holiday cheer around the City of Wilmington, GT Wilmington and the ILA 1654-1 worked together to distribute boxes of Christmas dinner ingredients to the homeless and hungry. First stop was a free preschool for struggling families with final boxes being distributed to struggling seniors at the Wilmington Senior Centre.

Gulftainer in Pictures



Onam Celebrations in HO



Gulftainer supports the Khorfakkan Club for the Disabled



GT Wilmington's Kathryn Bradley invited to attend construction trades graduation ceremony



Gulftainer's Neena Dominic representing the company to give continued support to the Sharjah International Film Festival for Children and Youth



GT Wilmington donates 300 turkeys to families in the nearby community for Thanksgiving celebrations