

# FOCUS

Partnering Progress...



## Gulfairer's Northern Container Terminal in KSA ranked third worldwide



**NCT Team**

The Director General of Jeddah Islamic Port, Captain Abdullah Awaad Al Zumaie, praised Gulfairer's Northern Container Terminal (NCT) in Saudi for ranking third worldwide in customer ratings with respect to the productivity rate of container cranes during the first quarter of 2017. This achievement reflects high efficiency of operations in the terminal. Gulfairer congratulates the entire GSCCO team in NCT for this remarkable achievement and looks forward to similar attestations of NCT's operational capability in handling giant vessels. NCT is the largest container terminal at the Jeddah Islamic Port, Jeddah, Saudi Arabia. The terminal was commissioned in 2001. It is the largest container handling terminal and transshipment hub within the entire Red Sea region. In 2016, NCT celebrated the handling of a record 20 million TEUs. It retook the largest market share in Jeddah in April 2017.

## New member joins Gulfairer's Executive Board



Mr. Mohamad Makkawi, Executive Director and a member of the Executive Committee at Crescent Petroleum has joined Gulfairer's Executive Board. Arriving in the UAE in 1974, Mr. Makkawi worked in the engineering and construction industry with Halcrow

International and the Mothercat company. He then joined Gulfairer, as a plant and transport manager where he stayed for six years, before joining Crescent Petroleum. Mr. Makkawi is a graduate of the American University of Beirut with a Bachelor in Mechanical Engineering with Distinction and Honors.

## Gulfairer wins 'Best Technology Implementation of the year award'



**Gulfairer Team at the Logistics ME Award Ceremony**

Gulfairer's hard work and investment during the 2016/2017 period paid off significantly as the company won the 'Technology Implementation of the Year' category at the Logistics Middle East Awards 2017. This award recognizes the companies deploying advanced software and hardware solutions that make seamless warehouse and fleet management possible. Gulfairer was shortlisted for the successful implementation of its state-of-the-art Marine and Container Handling (MACH) Terminal Operating System (TOS) and SAP ERP implementation in 2016, which marks a major technology milestone for Gulfairer and the industry at large. Gulfairer began rolling out the MACH TOS, which it implemented in association with Tata Consultancy Services (TCS), in a phased manner across its terminals in the UAE. The customised software provides Gulfairer with computerised control and management of container storage and movement, enhancing its ability to proactively identify and solve problems. MACH TOS also contains innovative functions related to the optimisation of job orders, vehicle routing processes for container pick-up and delivery as well as the management of travel distances within the terminal.

TCS, which has extensive experience in working with port operators, said Gulfairer's MACH TOS rollout at the Sharjah Container Terminal (SCT) was achieved without a single glitch, and was the most successful implementation it has facilitated globally in a brownfield site. The Logistics Middle East Awards 2017 took place in Dubai and recognised industry players for excellence in the region's supply chain and logistics space. Other nominees in the 'Technology Implementation of the Year' category included DP World, Al Futtaim Logistics, FlyDubai Cargo, Unitechnik and Globe Express.

## A View from the Bridge



### Rising to the challenge

We have all been aware for some time of the continued downturn in the economy. This has led to an over capacity in the shipping industry, which in turn led to the formation of alliances, and finally to changes in global shipping patterns also called 'disruption'. Business has been impacted and we have all had to go that

extra mile to show our customers, new and old, the value of the service that Gulftainer provides. Co-operation with, and commitment to, our partners are part of our DNA. It is obvious that all in the industry have to change and this is no different in Gulftainer. I am delighted to share with you just some of the results of adapting to the new challenges. Sharjah Container Terminal's volumes for June were 3% above budget and almost 7% above last months' figures. In fact, they are the highest since January 2016 and, although the figures are not yet in for July, it's looking as though we will maintain this level of volume. SCT hasn't been the only success story in recent months either. There are a couple of highlights from other parts of the group - Jubail's June throughput was a

12.2% increase over the May figure, Iraq is absolutely bursting at the seams, and Momentum Logistics has shown good improvements. Well done to everyone, but let's not rest on the progress we are making. We need to ensure we continue to enhance the service value to our customers. This is where the EmPower system will come in to play. Setting the right goals, and the right KPIs are essential. Choose the ones that are most relevant to our industry and business goals, because focusing on the wrong ones could prove to be costly for the company. Once again, well done to everyone, your efforts are really starting to pay off, and keep up the good work through to the end of the year.

*Flemming Dalgaard*  
CEO

## Gulftainer envisions major expansion plans in its Iraq facilities



**Flemming Dalgaard with the Honourable Deputy Transport Minister of Iraq, Abbas Imran Al Zubaidi**

Gulftainer expanded its operations to Iraq in 2008, making it the first international company to enter the port of Umm Qasr with a container terminal. Today, it has three facilities - Iraq Projects Terminal (IPT) and the Iraq Container Terminal (ICT) and the Umm Qasr Logistics Centre (UQLC). IPT has seen sustained investments developing into a first-class facility for general break bulk and project cargo segments. The ICT, is one of the country's most prominent container hubs and is the only terminal in Umm Qasr Port with a separate gate in and gate out of the Port, and separate scanner, providing an improved and professional handling of trucks to and from the terminal. UQLC, a fully integrated logistics services bonded facility, is one of Gulftainer's flagship projects in Iraq. Located close to the Umm Qasr Port, the centre covers an

area of 750,000 sq.m and acts as a one-stop-shop for supply chain needs. UQLC is a prime example of Gulftainer's ability to combine its ports and logistics offering through its subsidiary company Momentum Logistics, a third-party logistics (3PL) provider, which has significantly expanded its operations in Iraq and is one of the country's leading 3PL players today. Momentum's presence in Iraq has enabled Gulftainer to add considerable value to its customers through integrated supply chain management solutions. For instance, cargo can move directly from ICT into UQLC without the need for port side customs clearance. The Iraq Britain Business Council (IBBC) held its annual spring conference 2017 at the prestigious Mansion House in London in May. Titled 'Technology, Growth & Innovation' this event was a natural arena for Gulftainer to showcase its substantial investment in recent technological updates to its facilities in Umm Qasr Port. CEO, Flemming Dalgaard and Group Commercial Director, Iain Rawlinson represented Gulftainer at this insightful event. This conference is one of the most important of its kind and is the place to hear about the latest developments for expansion and redevelopment in Iraq from high-level UK and Iraqi officials,

businessmen and academics. An increasingly safer investment scene, international sanctions for financial aid, and a strong drive for business and civic investment, provided a strong platform for the IBBC to draw together top experts, involved with business in Iraq, under one roof to share valuable information on the best way to drive that business forward. Iain Rawlinson was a key speaker in a panel discussion on how new technologies will, and are, helping to make a significant improvement in the way business is conducted. Flemming Dalgaard met with the Honourable Deputy Transport Minister of Iraq, Abbas Imran Al Zubaidi and shared insights and hopes for the region. One encouraging piece of news the Minister shared at the event was that GE, the multinational energy giant corporation, is planning to build two massive power plants in the region this year and an additional four over the next 2-3 years. In addition to the investment prospects discussed for Iraq during the event, this was a very encouraging sign for the country and for Gulftainer's investments in Umm Qasr Port. Gulftainer continues to view the market in Iraq as one with immense potential, where it can leverage its global capabilities to develop the industry.



## Gulfair's Group IT Head wins CIO 100 award



**Group IT Head Vinay Sharma receives the award**

Gulfair has received the prestigious CIO 100 award 2017 from Computer News Middle East (CNME) magazine for the third consecutive year.

Vinay Sharma, Group IT Head at Gulfair, accepted the award on behalf of the company at the annual CIO 100

Symposium and Awards Ceremony held at The Ritz-Carlton JBR in Dubai. Now in its third year, the CIO 100 awards honour business leaders across the Middle East who have set a benchmark of excellence in implementing innovative information technology.

The judging panel selected this year's winners from a pool of nearly 350 applicants based on the measurable impact of cutting-edge technologies on their business performance. Praising Gulfair's achievement, Jeevan Thankappan, Group Editor of the Technology and Finance Division at CPI Media Group, said: "Every year, the CIO 100 awards recognise 100 companies and individuals who have shown great commitment in adapting new technologies to fuel further success in their organisations. We congratulate Gulfair on its remarkable accomplishments in this field".

## GT USA welcomes historic SpaceX Falcon 9 rocket

Gulfair's US facility, Canaveral Cargo Terminal welcomed the first stage of the relaunched Falcon 9 rocket in April 2017. This historic event, the first mission of its kind, is seen as a breakthrough moment for the space industry. The SpaceX Falcon 9 booster launched from the Kennedy Space Centre on Thursday 30th March to deliver a commercial communications satellite, into orbit at Cape Canaveral Air Force Station. The booster then successfully landed on SpaceX's "Of Course I Still Love You" drone

ship about eight minutes later. It is believed that this booster rocket will now remain at Cape Canaveral Air Force station as a piece of space history. In 2016, Gulfair's GT USA company began its operations in the US, at Port Canaveral, with the Blue Stream Service. As the only dedicated container terminal at Port Canaveral, this facility delivered a strong performance in its first year and is well-positioned to achieve its long-term targets.

## GT in Pictures



**Sharjah Container Terminal wins Gulfair's annual cricket tournament**



**Plaque exchange between Captain Ashley Cook and Dan Wright from KCT maiden cruise vessel Arcadia on Saturday 8th April.**



**Peter Richards with US Ambassador to the UAE, Barbara Leaf at SelectUSA**

## Khorfakkan Container Terminal topped global customer rankings

While shipping markets around the world have been affected by overcapacity as well as the slowdown in China and Europe, Gulfair is adapting to these economic volatilities and fluctuations, and continues to register a strong 5-year container throughput compound annual growth rate (CAGR) of 14% against a market CAGR of under 3%. Already renowned world-wide for its high productivity records in 2016, KCT topped global customer rankings for the most entries during the first half of 2017

including the rating for the highest number of 200+ BMPH (Berth Moves Per Hour) recorded. Technology and digitisation has been a key focus area for Gulfair during 2016. A new Terminal Operating System (TOS) was implemented, which provides computerised control of the movement and storage of containers in and around the terminal. The system is a major development in how Khorfakkan Port operates and provides a foundation for further automation including IoT, predictive

analytics and mobility. In addition, the engineering team at Khorfakkan, developed new specialised crane equipment that can reach the upper parts of the loaded deck of a ship at an accelerated pace. This equipment has enabled the company to continue to handle larger vessels in record times. These milestones have set a positive tone for the first half of the year, and Gulfair expects to see them translate in to a growth in container volumes in 2017.

## Sharjah Business Summit 2017



**Sharjah Business Summit 2017**

Gulfair co-hosted the Sharjah Business Summit with prominent local government entities. The one-day flagship event showcased state-of-the-art solutions, including Gulfair's latest service offering

– The Land Bridge. Land Bridge seamlessly integrates ports and logistic services, linking seaports with inland container depots that provides onward transportation. Jointly organised, with Sharjah Investment and Development Authority, Sharjah Chamber of Commerce and Industry, Sharjah Municipality, the Department of Seaports and Customs, Sharjah, and the emirate's free zone authorities, the event at the Sharjah Chamber of Commerce drew the participation of more than 100 key government stakeholders and prominent

industry professionals in the region. Among the esteemed guests were His Excellency Sheikh Fahim bin Sultan Al Qasimi, Executive Chairman of the Department of Government Relations, Her Excellency Sheikhha Shatha Al Mualla, Director of the Public Health Department at Sharjah Municipality, Her Excellency Sheikhha Dr. Rasha Al Qassimi, Deputy Director General of Public Health and Central Laboratories at Sharjah Municipality, and Saud Al Mazrouei, Director of Hamriyah Free Zone Authority and Sharjah Airport International Free Zone Authority.

## Leadership retreat



**Team bonding**

With a strong heritage of over 40 years, it is easy to fall into the trap of what modern day social scientists term as the "echo chamber effect". Corporate echo chambers

often fall prey to a situation where information, ideas and core strategies remain confined to a monotonous approach. Gulfair's senior management is aware of this and constantly pursues to break the mould and think out of the box. For instance, recently, the senior management conducted a Leadership Retreat outside the confinements of the corporate environment. The retreat encouraged them to think freely in a much relaxed atmosphere. The corporate thinking was broken with the inclusion of several non-corporate team bonding

activities and a guest speaker brought in to discuss the very personal effects for those who find themselves caught up on the wrong side of corporate governance. Representatives from each department were brought together in randomly picked teams to discuss major topics, arrive at an interdepartmental understanding and to bring forth fresh perspective to decision making. This engaging and out-of-the-box model of group discussion resulted in the announcement of a comprehensive and well-informed global strategy for Gulfair.

## GT in Pictures



**Gulfair attends 35th annual international conference of ICAI, UAE Chapter**



**Gulfair donates to Khorfakkan Club for the disabled**

**Retiring Employees – We are sad to see you go and wish you well in your future endeavors.**



Muhammad Iqbal (21 years)



Nurul Hoque (23 years)



Samson Peter Fernandez (25 years)