

# FOCUS

Partnering Progress...

**Gulftainer**

## One of the fastest services connecting Mediterranean, Arabian Gulf, Indian Subcontinent calls at Gulftainer's KCT



**CMA CGM Virginia**

Gulftainer welcomed the CMA CGM Virginia vessel with a capacity of 5,095 TEU at its Khorfakkan Container Terminal (KCT). The vessel call was completed in record time, approximately 8.4 hours ahead of schedule. CMA CGM, currently operates a diversified fleet of 445 vessels with a combined capacity of over two million TEU. The company has deployed the 294-metre-long vessel on its newly launched INDIAMED service that links the strategic zones of the East Mediterranean with Djibouti, Arabian Gulf, Pakistan and India. One of the shipping group's fastest services, INDIAMED covers the rotation Khorfakkan – Karachi – Nhava Sheva – Mundra – Djibouti – Jeddah – Damietta – Piraeus – Malta – Aliaga – Mersin – Port Said West – Khorfakkan in one week.

Gulftainer has welcomed some of the world's largest container ships, in terms of capacity, to Khorfakkan, including the CMA CGM Kerguelen, which regularly calls at the terminal on CMA CGM's flagship service French Asia Line 1 (FAL1).

## Gulftainer handles largest container vessel to arrive at Iraqi Ports



**Yang Ming Vessel**

Gulftainer's Iraq Container Terminal (ICT) received the largest container vessel to call at Iraqi ports on its maiden call. The vessel, YM Wealth, was deployed by Taiwan-based shipping line Yang Ming Marine Transport Corporation (Yang Ming). This occasion was marked with a reception that drew the participation of

Omran Radhi Thani, Director General of the National Ports Authority of Iraq, Osama Ali Al-Maliki, Director of the Umm Qasr Customs Authority, and Rafi'e Yosif Abbas, Director General of the Iraqi State Company for Maritime Transport. Representatives of the Basra Governorate, shipping agencies in Iraq and other senior officials were also in attendance. Yang Ming currently operates a fleet of 98 vessels, primarily container ships, with the combined capacity of approximately 590,000 TEUs. The company deployed the YM Wealth for the China Gulf Express (CGX) service on a revised route that now includes a call at the Umm Qasr Port, offering a direct connection between the Far East and Iraq.

## Flemming Dalgaard wins "The Industry CEO of the year" award



**Flemming Dalgaard Receives the Award**

Gulftainer's man at the top, Flemming Dalgaard, has been named the Industry CEO of the Year at the CEO Middle East Awards 2017. Currently in its 11th year, this award recognises the contributions of the region's top CEOs in delivering outstanding results, and supporting the vibrancy of business sectors across the region. Flemming was recognised for his strategic managerial vision and overall direction which enabled Gulftainer to record a strong performance in 2016, through a two-fold investment strategy of capacity expansion and the acquisition of new ports. Under Dalgaard's leadership, Gulftainer witnessed the launch of a corporate wellness programme to improve employee engagement and well-being, as well as the implementation of new technologies that enhanced operational excellence.

## A View from the Bridge



### Safety First is Safety Always

Keeping employees safe in the workplace is a vital part of being a responsible company. In fact, for Gulftainer it is one of the four key pillars of our corporate social responsibility policy and our aim is to, year

on year, achieve zero harm in every Gulftainer facility. Good safety management of the environment in which we work is an essential part of doing business today and I regard it as an integral and fundamentally important part of our business. Health and safety is strictly implemented by Gulftainer's award winning Safety and Training and QHSE teams. Both teams have executed a number of important initiatives including management safety walks, which are a crucial factor for ensuring effective two-way communication, and training on emergency preparedness and response processes. We recognised that we get the best results by involving the people that actually carry out

the day to day work and so a safety committee, involving the participation of representatives from every employee level, was set up and has proved to be very successful. Other events such as toolbox talks, training in basic life support and use of heart defibrillators, along with daily training updates at terminal sites have proved to be effective initiatives to provide a safe working environment to our employees. I believe safety is everyone's business. So, I want to task every member of the Gulftainer family with taking personal ownership of his or her own safety and the safety of others and ask you all to make safety awareness your number one priority.  
*Flemming Dalgaard, CEO*

## A good year for Gulftainer

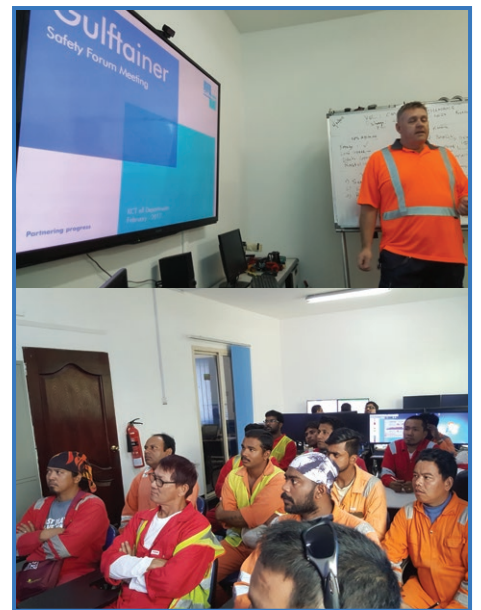
What a year it's been so far for Gulftainer. The list of public recognition we have received across all our company is a testament to the effort and enterprise of all employees. We have already received recognition for the best "Industry CEO of the year" award from CNME, the best "Technology implementation of the year" award from Logistics Middle East Awards and most recently we have been presented with the Port and Terminal Operator of the year at the Seatrade Middle East, Indian Subcontinent and Africa Maritime for the second year in a row and was chosen for the "Technology implementation of the year - Logistics" category (SAP, MACH, Infra and CargoWise) from CNME's ICT Achievement Award by popular vote.

We are also shortlisted for Port Operator of

the year (Lloyds List Middle East Awards), Corporate Employee Wellness Program of the year and Corporate Health and Safety Awards (MEED). While awards are a means to differentiate ourselves from our competitors and external validation for our good work, Gulftainer is well aware of the pitfalls of complacency and hence is very mindful to avoid it. We constantly innovate, educate ourselves, and aim persistently to be at the top of our game. Gulftainer recognizes these recognitions as a by-product of working with clients that let us maximize our full potential.

We would like to thank our board for their good governance, government entities for their constant support, employees for their infrangible loyalty and our long standing customers for their continued trust in us.

## Monthly Safety Forum



**Monthly Safety Meeting**

Gulftainer's safety team conducts a monthly safety forum where shop floor staff are invited and encouraged to share ideas or notify matters that need addressing.

The Terminal Safety Superintendent sets the agenda for the meeting which includes updates on actionables agreed from the previous meeting, any recent updates and a thorough re-visit of the incidents and protocols practiced that month, often collected from the attendee feedback.

The information generated in this meeting is then shared by attendees with their respective departments.

## Gulf Stevedoring welcomes the Tampa Triumph Vessel



**Evergreen's Tampa Triumph**

Gulf Stevedoring, part of the Gulftainer

group of companies, marked the maiden call of Evergreen Marine Corporation's (Evergreen's) 366 m long Tampa Triumph vessel with a capacity of 14,000 twenty-foot equivalent units (TEU) at the Northern Container Terminal in Jeddah Islamic Seaport. The Tampa Triumph, was deployed for the new Ocean Alliance MED1 eastbound service, and is scheduled to call to Jeddah Port on weekly basis.



## CargoWise Go-Live at Momentum Logistics



**Momentum Freight Forwarding Facility**

We are pleased to announce that the CargoWise software application has gone

live at Momentum Logistics' freight forwarding operations. It is a great achievement culminating from teamwork and continuous support of our management. Gulfainer takes this opportunity to thank Momentum Logistics freight forwarding department, Gulfainer IT team and CargoWise-ATMS teams for their extended support and commitment shown during the implementation. CargoWise is a global leader in logistics technology solutions that improve visibility, efficiency, quality of service and profitability. CargoWise is renowned for its next-generation solutions, including ediEnterprise, the industry's only integrated single platform supply chain logistics management system with truly global capability.

## Momentum's Container Services division thinks "out of the ... drum"



**Chairs made from recycled containers**

When KCT staff had a requirement for recreational area chairs, a team in Momentum's Container Services division thought of an innovative way to fulfill the request. The solution was not only executed at practically zero cost, but also aligned perfectly with Gulfainer's CSR policy of "reduce, recycle and re-use". What resulted from seven used 200L drums, left over plywood, recycled gas hoses, paint and vinyl sheets speaks for itself. As demonstrated in the picture (left), no aesthetics were compromised, while creating a comfortable seating area. More importantly this was the equivalent of an art project for the team, done in their spare time and executed in just 10 days.

## GT in Pictures



**Gulfainer Executive Board visits Sharjah Container Terminal**



**Foam Testing for Firefighting**



**Gulfainer CEO and Group Commercial Director visits Cosco Shipping in Shanghai**



**Onam Celebration in KCT**

## Customer Service Survey – Lucky Draw



**GT CEO with Lucky Draw Winner Mr. Yezdi Suvena**

Gulfainer recently held the draw to choose a winner from all its customers who participated in its customer satisfaction survey. Mr. Yezdi Suvena, from Ethiopian Shipping line, was selected as the winner of the prize, which this year was an iPad Pro. All Gulfainer customers who participated in the survey were included in the draw. Gulfainer CEO, Flemming Dalgaard

personally handed over the gift to Mr. Suvena and thanked him for his ongoing support of the survey.

Gulfainer's customer survey has been conducted annually since 2014, and is an integral part of our quality process. The survey results highlighted two positive aspects of our business – service offering and general administration.

## Gulfainer's In-house Learning and Development Programmes



**Gulfainer Team**

Gulfainer strongly believes that employees who are passionate about their work are more driven towards achieving greater success in their goals and objectives - both personal and professional. The company is committed to providing a comprehensive learning and development process termed "Lifelong Learning and Development School" that encourages the growth and development of each and every employee.

This programme offers a number of courses using a creative mix of learning aids such as case studies, quizzes, brain-storming discussions, videos and practical examples and post-training assignments, which help to measure the outcome of the learning

sessions. We offer micro-learning modules to suit our fast-paced working environment and ensure that need-based learning and development interventions, coaching and counselling activities are available to all categories of employees across all levels of the company.

Our mission is to provide value added in-house learning and development programs that educate, challenge, develop and enrich the personal and business lives of all Gulfainer community members. In 2016, Gulfainer rolled out its updated CSR Policy, with "employability" built in as a key pillar. A series of training programs are rolled out throughout the year that covers not only technical training in fields such as Finance, IT, Terminal operating systems, forklift and ERP related trainings, but also in areas of soft skills such as emotional intelligence, performance management, problem solving, identifying priority techniques, corporate induction and wellbeing programs. These training sessions are customized to match the expertise level of the employees ranging from non-managerial to managerial. The training schedules also cover health and safety topics as well to ensure safety measures in and out of the facilities.

## Gulfainer Hosts Training Program for Sharjah Customs' Online Clearance Program



**Training in Session – Full capacity**

Given the industry shift towards digitalisation, the Department of Seaports and Customs, Government of Sharjah offered free training to clients for the online clearance of customs. Gulfainer co-hosted the training program in its head office and the training was a huge success with customers.

"I am glad that I attended this training. It was very informative and user-friendly. This online system will definitely expedite the procedures with Sharjah Customs. The best part for me was the ability to interact with Sharjah Customs representatives directly!" said Rachid Arrass, from Juma Al Majid Est.

## GT in Pictures

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



Ashokan Parambuveetil (36 years)



Aniyath Jayakumar (23 years)



Mavila Chathoth Sadanandan (18 years)



Mustafa Arif Raouf Hassar (30 years)



M.M Mukundan (26 years)