



NEWS LETTER

**FOURTH
EDITION 2021**
OCTOBER TO DECEMBER

In this issue, you will find:

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Stay Connected with the Company!

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DP WORLD

CEO's MESSAGE

2021 came to an end. I would like to take a moment to reminisce on what has been a tumultuous year due to third and fourth waves of Covid, but also proved once again how resilient we are as a business. Despite difficult economic conditions, there has been growth in Pakistani exports, and QICT has retained its market share. A very big thanks to every team member of DP World Karachi/Lahore for their wonderful contribution. Please accept my heartfelt congratulations!

In 2021, we made significant investments on our equipment and procured Empty Handler and Reach Stacker with advanced features to help improve our service quality and productivity. The investments for 2022 and beyond are also being planned so that QICT is always ahead of the market.

Lean management and Kaizen have proved to be very successful wherever they have been implemented. We will still be looking forward to focusing on areas for improvements by implementing lean methodology.

We always emphasize on safe handling of equipment and all operational activities, however, achieving “zero harm” is not possible without a collective effort at every level. In the preceding year, we have unfortunately faced safety incidents of serious nature. Let us take it as the biggest learning from 2021. I cannot stress enough to take every single safety guideline very seriously and never compromise on your safety, as our company wants us to return home every day safe and sound to our loved ones. We are making all efforts to ensure safety of all employees, contractors and port users by initiating development of structured training programs according to the needs and activities of each role performed in our Company so that every individual thoroughly learns about how to safely perform all parts of their jobs.

2022 will be another challenging year for us and we have to adopt more proactive approach to be the best service provider in the logistics and terminal industry. We need to be more innovative and introduce new and easy way of serving to our valued customers.

I genuinely thank all of you who played vital role in concluding 2021 as a successful year. I expect the same enthusiasm in 2022 and years to come ahead.

Let me take the opportunity to wish all of you a peaceful, healthier, and happier 2022.

JUNAID ZAMIR
Chief Executive Officer



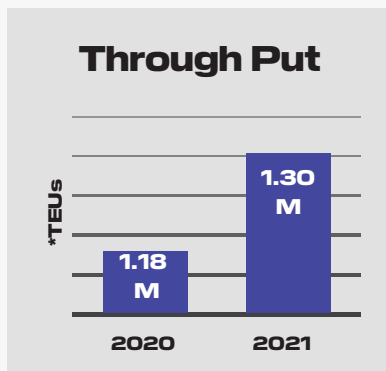
HIGHLIGHTS

KEY HIGHLIGHTS OF 2021

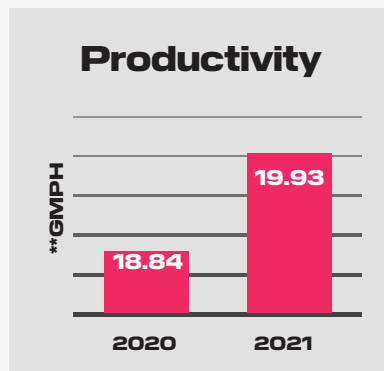
Considerable improvements were shown in all areas that impacted the overall efficiency of the terminal. Lean has been the core of our methodologies of working this year. We have tried to minimize the wastages observed, but there is a lot of room for improvement.

Performance Highlights:

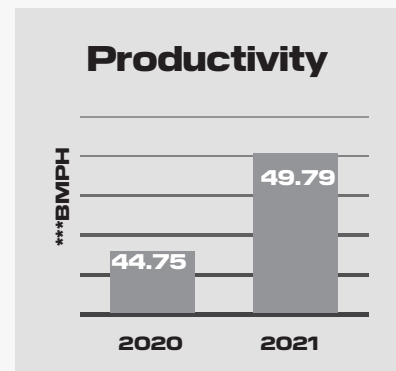
- We have been able to achieve 1.3 million TEUs this year
- With 11 % improvement in BMPH from 2020
- 6% improvement in GMPH from 2020
- 13% more vessels berthed in 2021 as compared with 2020
- We have managed to reduce the TTT from 161 minutes in 2020 to 125 minutes in 2021, this is a reduction of 22%
- MOL generosity berthed on 08th December 2021, was the 11,000th vessel of QICT
- 54 Kaizen cards raised



*Twenty-foot equivalent Unit



** Gross Moves Per Hour



*** Berth Moves Per Hour

Features of Kaizen Cards Carried Out in Last Quarter 2021:

Kaizen is a Lean tool that has the following 10 Basic Principles which improves quality, productivity, safety, and workplace culture:

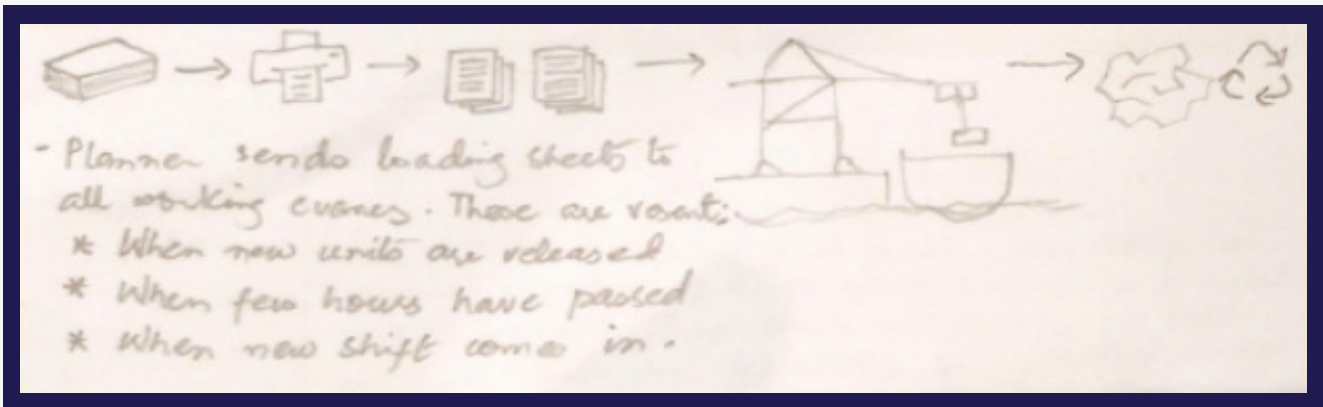
1. Never Stop. There is an area for improvement in everyone's life, no matter how successful they are
2. Be Proactive
3. Eliminate Old Practices
4. Don't Stop
5. Make Corrections
6. Empower All Employees to Speak Up
7. Don't Assume New Methods Will Work
8. Practice the "Five Why" Method
9. Be Economical
10. Crowdsourcing

Therefore, by applying these techniques two significant activities had been carried out by Operations team shift "B" (Mr. Talha Ahmed and Mr. Yousuf Wijdan) during the last three months which performed analysis on the consumption of A4 sheets across DP World Karachi and targeted two of the top three consumers of paper (Planning & In-Gate).

Brief highlights of both areas are presented below:

PLANNING & CONTROL:

- Upon study it was determined that on average 10 reams were used per week for vessel related printed sheets.
- It was realized that after implementation of new TOS not much sheets were needed on cranes and minor tweaking in process could lead to paper saving.
- Refining the process Ops dept. reduced this paper usage by 35% (210 reams per annum).



BEFORE

Description of the problem:

Lists for loading containers used to be sent on all cranes at regular intervals. Too much reams used for printing out these lists. An average of 5 reams each week. Excess time taken in validating/tallying POD/Weight of loading units

Causes of the problem:

Previously used TOS didn't provide POD/Weight in VMT of hatch clerk. As a result lists of all loading containers was being sent at cranes at regular intervals to verify. Now after implementation of new TOS with provision of POD and Weight in VMT these lists still continued to circulate as per previous practice.

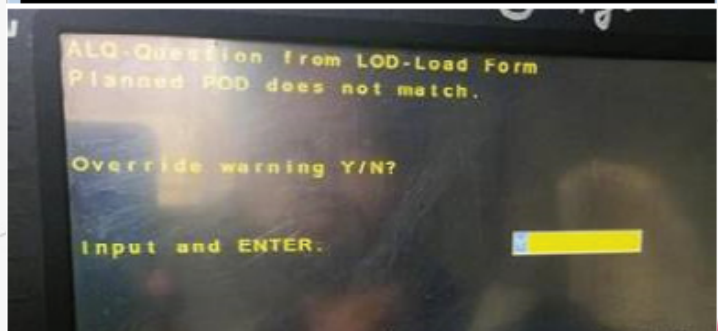
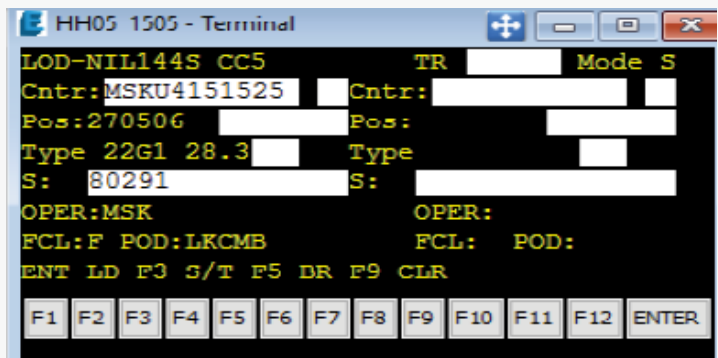
AFTER

Countermeasures:

TBTs conducted with OO Ships and discussed possibility of getting required info from VMT. DG and Special stowage lists to be shared once only to avoid mishandling. Warning screen to view in VMT if POD being updated mismatches intended POD.

Results and benefits:

Approx 200+ reams usage will be saved on per annum basis. This makes up 35% of overall paper usage by planning/control department. Tally clerk's time will be saved when they don't have to turn pages for container verifications.



IN GATE:

- A4 sheet for each transaction at auto-booth used to be printed upon RFID BAT scan.
- Sheet contained stack name in bold large font for convenience of yard officer to identify from distance and guide truck.
- The team has now fully eliminated the use of A4 sheet at in-gate saving 840,000 sheets of A4 and 4,200 kgs of CO₂ footprint per annum.



BEFORE

Description of problem:

Too many paper prints at the in-gate auto booth. One A4 paper per transaction. Environmental hazard as most papers lying around due to improper disposal.

Causes of the problem:

This paper was initiated for assistance of yard officers to easily identify truck stack by viewing from distance large bold font printed on paper. This would further reduce radio comms and noise. This paper once served its purpose there was no longer required and was usually thrown away by driver causing excessive costs and environment damage.

AFTER

Countermeasures:

A tag sticker for EIR is already being printed at pre-gate stage with information excess than required (before section). This sticker is pasted at each RFID BAT plate. We eliminated excess data from tag and utilized it to show stack in large bold font.

Results and benefits:

Paper printing at Autogate booth completely eliminated. Tag stickers utilized to show required stack mark for yard officer convenience. No additional cost. Environment friendly process. 840,000 paper saved.





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INITIATIVES

DP World - Karachi has recently procured 3x ultra-modern Reachstacker of world's renowned brand, Kalmar. This new addition has broadened our equipment lineup as well as our highest priority of safe operation.

Following features have been added in the equipment;

1. Automatic Stop function
2. Automatic engine shutdown (programmable)
3. Drive speed limitation (programmable)
4. Smart Fleet monitoring

With these new features, this will reduce running costs and improve productivity.





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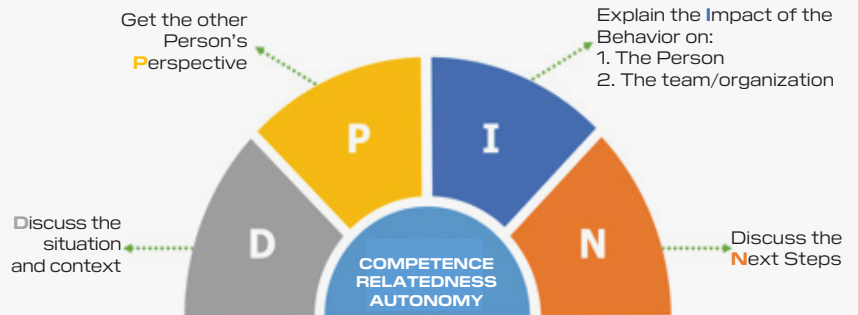
TRAINING & DEVELOPMENT

REAL TALK – RECHARGE – REFRAME

These are series of training which mainly focus on effective feedback with emphasis on two-way communication, giving our own and having others perspective on a given point.

All three are bite size training program and designed on DP World official DPIN model which stands for:

- Discuss the situation and context
- Get the other Person’s Perspective
- Explain the Impact of the Behavior on person and team/organization
- Discuss the Next Steps



The DPIN model is structured way of giving feedback, acknowledging appreciating others achievement and discussing annual performance

In **Real Talk** it is more emphasized on giving feedback, taking others perspectives, how their behavior can impact on himself and organization. And most important things to agreeing on next step what to do now. This is very effective model and give tremendous results within very short span of time.

In the **Recharge** session same DPIN model is used but in a different perspectives of acknowledging and appreciating others efforts. In this model employee’s efforts are acknowledged and appreciated and discussed in details. Other person’s perspective is also recorded and how his behavior positively impacts on his own personality and organization. In order to keep him / her motivated next step is also agreed for further improvement in the future and at least how to maintain same level of spirit.

DPIN model is used in **Reframe** as well for the following:

1. Plan and prepare for every year-end review you are involved in (including your own)
2. Have a 2-way conversation using DPIN
3. Manage emotions – remember the year end performance conversation can be a high stress, high stakes activity for both leaders and their teams. Recognize emotional reactions and manage emotions through:

- Focus on the Goal
- Encourage – Listen – Confirm – Ask
- Agree on Action

All three trainings on Real Talk, Recharge and Reframe were conducted in-house by our HR Manager, Ms. Sharif.



INTEGRATED MANAGEMENT SYSTEM

This was a three-day comprehensive training program covering ISO9001, ISO18001 and ISO45001. The training was conducted by renowned certification body SGS. Points of all three standards were discussed in detail and participants showed their keen interest in the learning. There were 18 participants from different departments.



Group photo of participants of IMS training

SERVICE EXCELLENCE THROUGH TEAMWORK

One remaining sessions on Service Excellence Through Teamwork was conducted in-house which was attended by 19 employees. Mr. Saadi Insha a well-known trainer was invited to conduct this training for us. Feedback from participants was very encouraging for this training. Pre and post training assessment was introduced in this training. Post training evaluation by participants was obtained on a format designed on the basis of a renowned Kirkpatrick model.

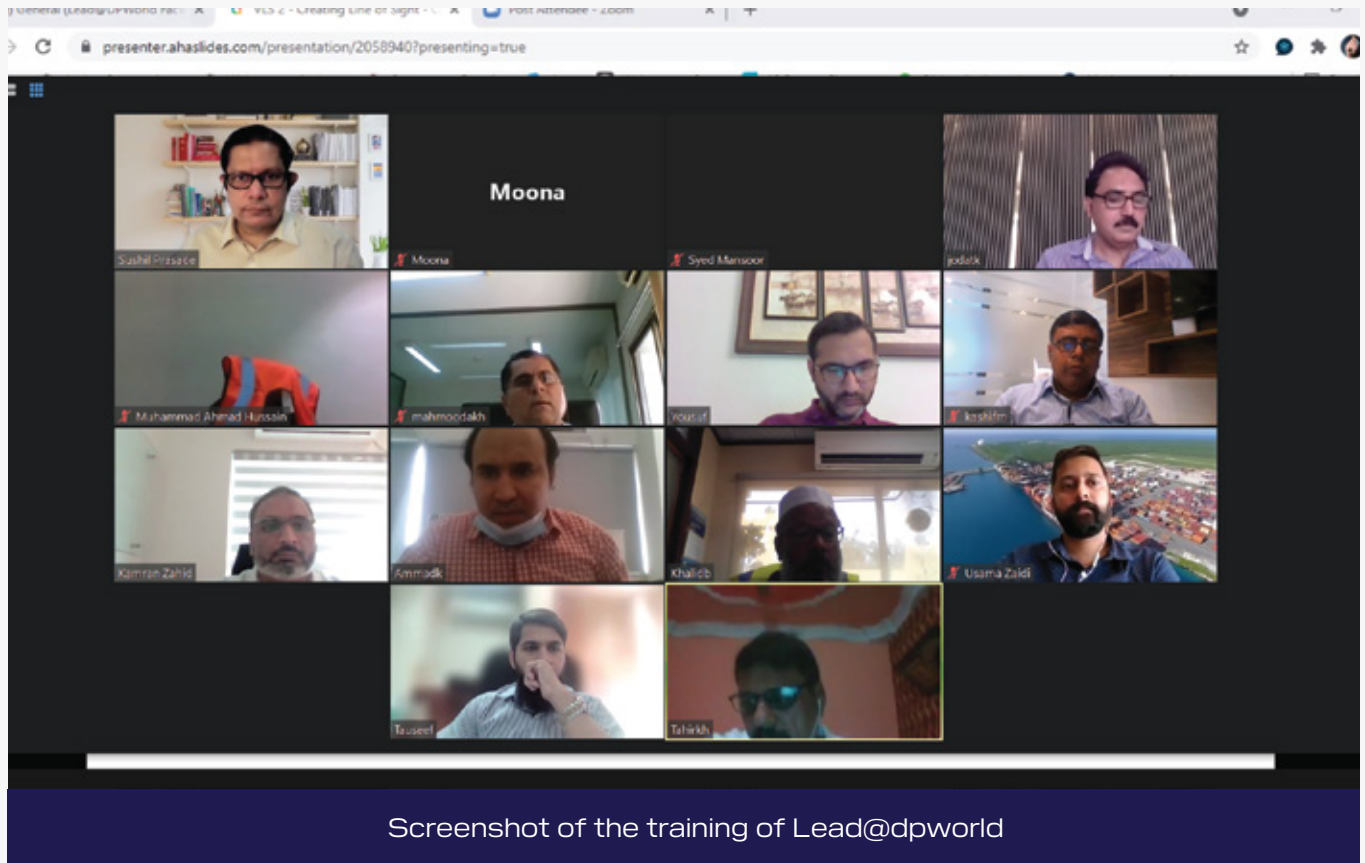


Group photo of participants of Service Excellence Through Teamwork



LEAD @ DPWORLD

Lead@dpworld is DP World's leadership signature program with three modules of Advance, Intermediate and Foundation. The training session was conducted in collaboration with Paragati Leadership. The intermediate session was held which was spread over 8 weeks where participants learned various leadership skills. Topics covered were understanding the criticality of the information as leader, strategy communication, idea generation and selection techniques, giving structured feedback and devising winning plan.





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HEALTH SAFETY & ENVIRONMENT

HSE AWARENESS SESSION WITH CUSTOM OFFICIALS

Health, Safety and Environmental awareness session was conducted by HSE Team and GM Operations with Custom Officials to promote a positive culture and to show commitment towards organization's health and safety management system.



WORK AT HEIGHT AT QICT

HSE conducted an internal training session on 'work at height and fall protection system' topic during day and night shifts. The core purpose of this training was to highlight potential risks involving work at height related activities. According to statistics globally, fall from height is one of the major cause of overall work related injuries therefore, it is paramount that workers are aware of safe practices while working at height.



EMPLOYEE OF THE MONTH

QICT management continues to have a formal and robust Employee of the Month criteria, which is a very powerful tool to boost safety culture, motivate employees and promote a culture of public praise, excellence awards and recognition.

- Muhammad Haroon (Vessel Supervisor) was awarded as safety employee of the month due to proactive decision making and preventing a possible collision.
- Mr. Ali Raza (CCTV operator) was awarded as safety employee of the month due to highlighting an unsafe act that increased the risk of slip and fall from height.



USAGE OF FIRE BLANKET AND SUIT

A demonstration was conducted by HSE about usage of fire blanket and fire safety suit to cope with fire related incidents. During the demonstration, examination related personnel were trained accordingly. The core purpose of this training was to increase the effectiveness of emergency response during a fire incident.



BASIC FIRST AID & CPR AT ICD

Basic First Aid & CPR training was organized by HSE at ICD and provided by Pakistan Rescue & Emergency Services department's (Rescue 1122) team. The primary objective of first aid and CPR training is to **preserve life, prevent deterioration, and promote recovery**. As the First aid training focuses on providing immediate care to sick or injured patients until full medical help is available. And the CPR effectively keeps blood flowing and provides oxygen to the brain and other vital organs, giving the victim a better chance for a full recovery.





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SUSTAINABILITY

QICT-WWF MANGROVE PLANTATION & BEACH CLEAN-UP ACTIVITY

Oceans are one of the legacy focus areas within DP World's sustainability framework (Our World, Our Future) in response to SDG 14: Life Below Water. In addition, it also responds to our Ocean Restoration Strategy.

DP World Karachi is teamed up with WWF–Pakistan as we render collective efforts to conserve and restore our ecosystems.

A mangrove plantation & beach clean-up activity at WWF-Pak Wetland Center (Turtle Beach Karachi) was planned and held on 12th of November 2021.

Activities included a Green workshop , a Transit walk inside the mangroves forest to observe the beauty and purity of nature, Mangrove plantation and ultimately a Beach clean-up .

Fifty volunteers gathered at WWF Wetland Area on the 12th of November. Employees contributed their time in supporting our goal of sustaining Oceans & creating a positive impact on communities and the planet.

500 mangrove saplings were planted on the day. Followed by a Beach clean-up by volunteers.





GLOBAL VOLUNTEER WEEK 2021

Global Volunteer Week is a part of DP World's approach to working in a sustainable and responsible way, which we believe is essential to building a strong business for our customers, our people and society.

Global Volunteer Week is a key initiative within Our World, Our Future: our global programme to bring sustainability into every aspect of our work.

Following activities were conducted as part of Global Volunteer Week 2021:

1. "International Day of persons with Disabilities "Along with Special Persons at a vocational institute – 7th Dec

Five employees volunteered their time and visited Special Persons at vocational institute.

2. Global Education Program – 8th Dec & 16th Dec

Mr. Faraz Gul & Mr. Raheel Khan from HSE and Asim Temurie from Operations department conducted the module (Oceans). They shared their knowledge of how humans are polluting the oceans and what steps we could take to reduce/eliminate water pollution.

Mr. Gulzeb (HSE) & Asia (Operations) along with Mr. Atiq Butt (Admin) conducted the Global Education Programme at Government Boys School Pipri. Views were exchanged between participants and the volunteers found activity to be very productive.

3. Sports & Activities Day at Ibtida – 15th Dec

Fifteen employees volunteered their time towards participating in the sports day organized for the students of Ibtida School.

4. Cultural Day at Ibtida – 16th Dec

Cultural day was organized by the teachers of Ibtida School and Five employees participated as part of the Global Volunteer Week.



BLOOD DONATION CAMP

Blood donation is the act of giving life. Blood donation camp was setup by Indus Hospital a prestigious institution equipped with state of the art facility providing healthcare services to the community free of cost.

From the donors who came forward to give precious blood donations, 28 employees were accepted for donation by Indus Hospital. A big shout out to all those who proceeded to the cause.

Your contribution will aid countless to others. What you have done is provides a resource for those who have no other options. We wish to express how greatly we appreciate it. Thank you for making the selfless donation.

As a token of thanks to the contributors to this noble cause, our Chief Executive Officer, Mr. Junaid Zamir presented mementoes to all donors.





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ENGAGEMENT

COFFEE WITH CEO

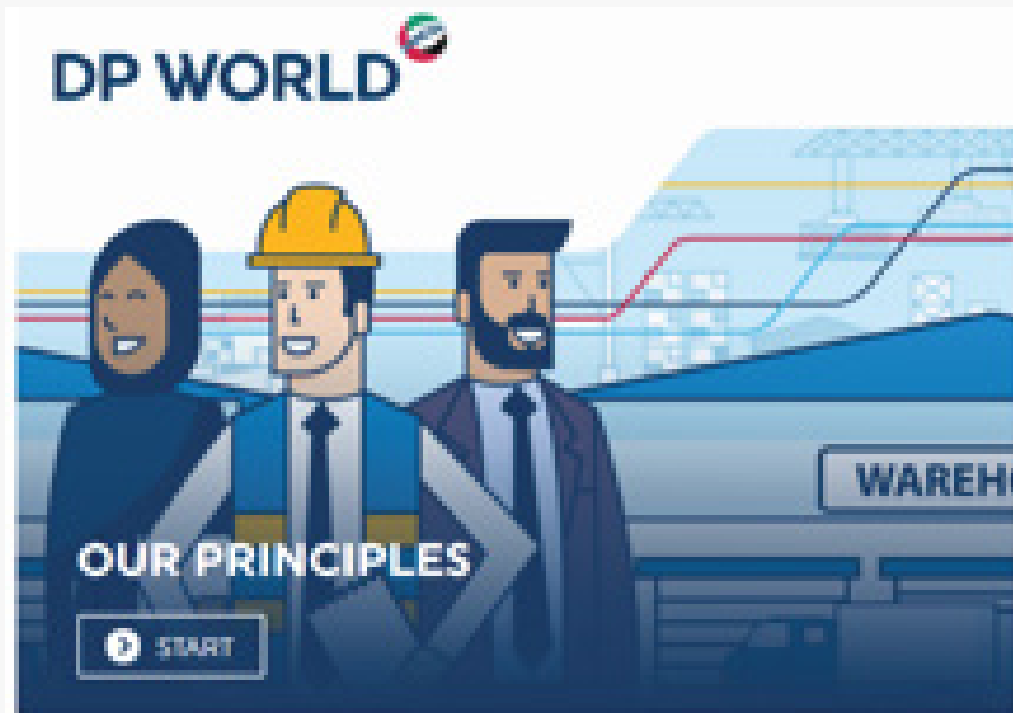
In order to provide employees the opportunity of face to face interaction with the CEO, a session by the name of “Coffee with CEO” was arranged on 26th October 2021 with 13 participants.

Healthy discussions was carried out by all who took part in this session. They came up with various suggestions for the challenges being faced by the industry and areas of opportunities which we can grab to enhance our business portfolio.

The participants also appreciated for such interaction with the CEO. This activity also brought colleagues from other department close to each other.



OUR PRINCIPLES



All management employees were advised to complete Our Principles training on iLearn. It was very much encouraging that 264 employees completed this course.

In order to enhance the engagement of employees with Our Principles, they were asked to participate in weekly quiz on each Principle, 166 employees participated in these quiz contests.

Following the course, weekly quizzes were announced on Yammer for consecutive four weeks. In this activity 166 employees participated wherein following employees performed well and excelled others:

- 1. Jawwad Ahmed**
Assistant Manager
IT - Network & Security
- 2. Kashif Zaman**
Executive - R&D, ICD
- 3. Ibrahim Meherban**
Executive - Customer Services
- 4. Muhammad Farhan Khan**
Assistant Manager Engineering -
Power House
- 5. Muhammad Kashif**
Team Manager Cranes
- 6. Muhammad Naveed Murtaza**
Senior Manager Engineering –
Electronics

Our heartfelt congratulations to all winners.

GRATITUDE MONTH



Happiness is, ending 2021 with positivity and gratitude!

Designating December as month of Gratitude, HR Department spearheaded month long campaign aimed at the simple act of saying “Thank you” along with demonstrating the impact of positivity. The campaign kicked off in first week of December with a special video message from our CEO in which he talked about Gratitude and its importance. He expressed how proud he was of the efforts of whole QICT team and concluded with thanking all of us and our families.

The multichannel efforts included activities like short live session on importance of gratitude by Mr. Saadi Insha, “Thank your Mentor”, “Count your blessings and “Appreciate a fun colleague” on Yammer. Also this month, as part of extending gratitude towards our team members who performed their duties during pandemic’s critical period, ceremonies were conducted for each department in which employees, as nominated by their respective HODs, were honored with special shields as a token of appreciation. All HODs took the opportunity to thank their teams for all their efforts.

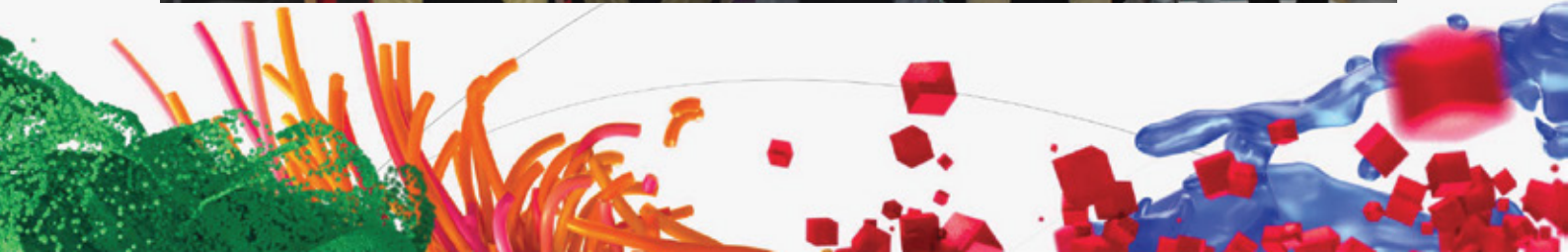




Also, the efforts of HR, Admin and Procurement teams, along with the cooperation of HODs and employees made this initiative a success. We are deeply thankful to the Management for approving this idea and allowing to execute this initiative. The response received by departments was very positive which proves that practicing gratitude, is such a simple yet powerful step to induce positive culture and well-being.







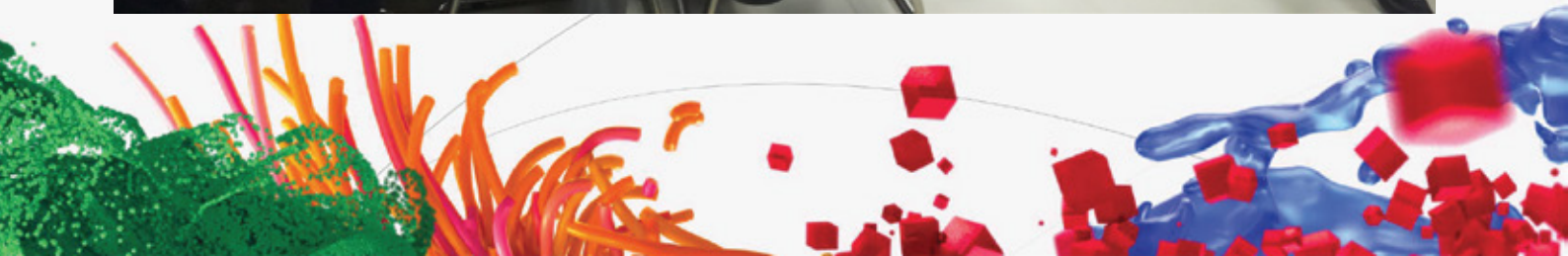
AN ATTITUDE OF GRATITUDE

In order to be grateful for what we have and to keep ourselves motivated as we are bestowed with so many blessings in our lives which we do not even think of. An attitude of gratitude means creating a conscious mindset and habit and thankfulness, and express appreciation for both big and small things we have.

Three short sessions of two hours on An Attitude of Gratitude were held on 23rd December 2021 which were led by a renowned trainer Mr. Saadi Insha.



Post-Graduation in Supply Chain Management from ICA, Pakistan





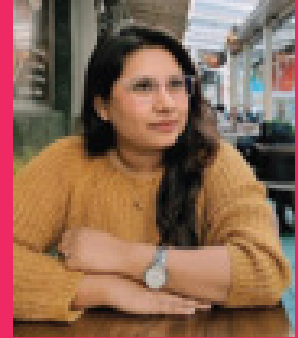
DP WORLD

CONGRATULATIONS ON BIG ACHIEVEMENTS!

We're proud to announce that Ms. Hira Zahid (Assistant Manager Talent & OD) has completed her CIPD accredited Post Graduate certificate from DeMontfort University, UK and has been awarded with CIPD Associate credentials. Indeed, it is a proud moment for her and HR & Admin Department.

"CIPD is a globally recognized and sought after qualification that is relevant and practical for HR. It is considered a benchmark in HR profession that has broadened my learning horizons and deepened subject matter knowledge which would help me in developing and implementing strategic and innovative solutions to support organizational growth and performance as an HR professional."

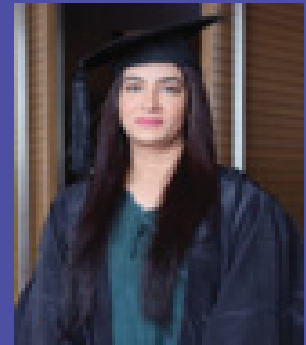
-Hira Zahid



We're proud to announce that Ms. Faiza Jaweed (Deputy Manager Customer Service & Marketing) has completed her Post Graduate Diploma in Supply Chain Management from Institute of Business Administration, Karachi. Indeed, it is a proud moment for her and Marketing & Commercial Department.

"I joined DP World Karachi in 2012 as Assistant Manager Customer Service. Having a Master's degree in Economics, it was challenging to gain in-depth understanding of Supply Chain process and its elements. The strong urge of self-development, and to get professional excellence has motivated me complete my Post-Graduation in Supply Chain Management from IBA Karachi with distinction in the year 2020."

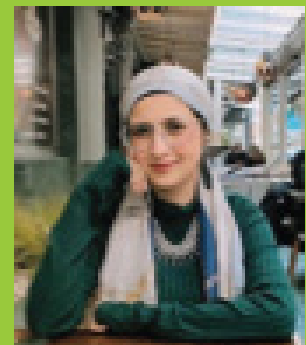
-Faiza Jaweed



We're proud to announce that Ms. Maryam Umer (Assistant Manager Contracts) has completed her Post Graduate Diploma in Supply Chain Management from Institute of Business Administration, Karachi. Indeed, it is a proud moment for her and Procurement Department.

"Coming from Marketing background, it was challenging to assimilate into procurement function of ports and terminal industry. This program has broadened my view on how the same issues are resolved in unique ways in other industries. I can see the bigger picture better than before. This diploma has improved my overall understanding of the end-to-end supply chain and given me the right tools to identify and tackle key supply chain issues."

-Maryam Umer



ARTICLE

Why can't I keep up with the good habits? Let me know if this sounds familiar to you..

Contributed by: Fida Hussain

You get home after a long day of work. As soon as you sit on your couch, you immediately turn on the TV on and start surfing channels or watching Netflix. Then, you start scrolling through your social media feed to see what your friends have posted lately.

The next thing you know; three hours have passed! Yes, three hours. Let me introduce an extremely effective concept that goes by the name of Atomic Habits.

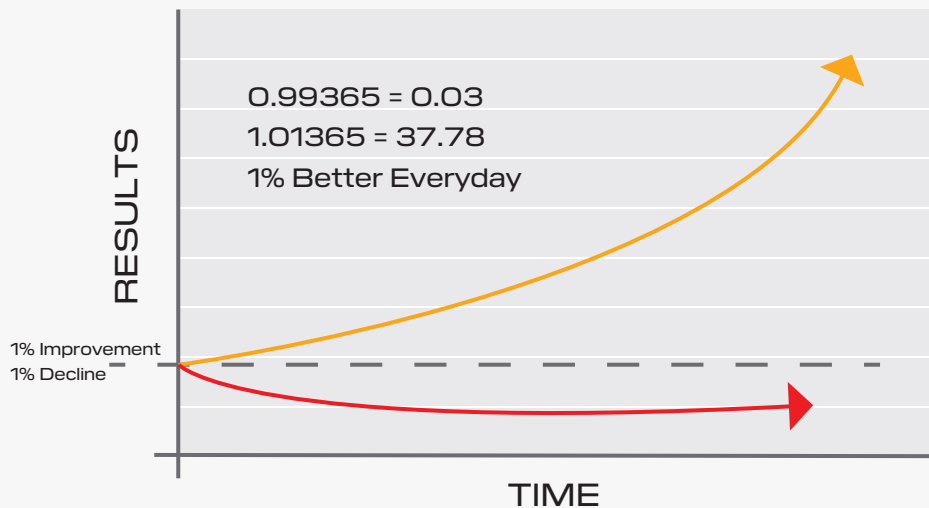
Atomic habits tell us that we are always trying to change our habits in the wrong way, that is going all in. What we really need to do is focus and start small. 1% change every day will look very different in 5 years.

Make a habit scorecard: If it is a good habit, write “+” next to it. If it is a bad habit, write “-”. If it is a neutral habit, write “=”.

Focus on reducing bad habits 1% and increasing good habits by 1%



Why small Habits Make a Big Difference



References, James Clear., Tiny changes Remarkable results, "Atomic Habits"

by every day, if you want to be a runner, start small but be consistent. Start by taking walk for 5 minutes daily. Make it look easier, the easier the habit is the more consistent it will be. After a month you can add 5 minutes more into your daily walk routine. In this way results will be very different in the next 2 years.

Same formula of improving by 1% can be applied in every sphere of your lives or at least in the areas you want to improve and excel.

A slight effort may have a big impact in your lives.



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SPOTLIGHT

Welcome to DP World family!

Please join us in Congratulating new members of our family.



Lal Din
Empty Handler Operator
Joined on 15-Oct-2021



Anas Farzan Khan
Executive – HSE
Joined on 01-Nov-2021



Syed Raziq Shah
RTG Operator
Joined on 17-Nov-2021



Muhammad Tayyab Khan
RTG Operator
Joined on 17-Nov-2021



Muhammad Irfan
RTG- Operator
Joined on 17-Nov-2021



Muhammad Nasir Bhatti
Asst. Manager –
Mechanical
Joined on 01-Dec-2021

LONG SERVICE

Heartiest Congratulations for long service with DP World Karachi.

**Completed
15 years'
Service**



**Muhammad Saad
Zulfiqar**
Deputy Manager
Operations - Incharge
Compliance & Custom

**Completed
10 years'
Service**



Razi Uddin
Executive -
Out Gate

RETIREMENT

DP World Karachi recognizes the meritorious services of the retirees and we wish them a very happy post retirement life.



**Ghulam Rasool
Khan**
Assistant Manager -
Documentation / Opera-
tions Supervisor He
joined QICT on 1st June
2010 and superannuated
on 04th October 2021



Ameer Ahmed
Executive - In Gate
He joined QICT on 1st
July 2008 and
superannuated on
14th October 2021



**Muhammad
Ishaq Baloch**
Assistant Manager
Engineering – Mechani-
cal He joined QICT on
15th June 1998 and
superannuated on 31st
December 2021



**Muhammad
Ishaq**
RS Operator
He joined QICT on 8th
October 2010 and
superannuated on
31st December 2021



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