



DP WORLD

DP WORLD CONNECT

KARACHI QUARTERLY BUSINESS NEWSLETTER

APRIL - JUNE 2023



CEO's MESSAGE

I hope this message finds you all in good health and high spirits. I want to take a moment to appreciate your unwavering dedication and proactive approach in the face of economic challenges. Your resilience has been instrumental in improving our service delivery to our customers and improving our brand image.

I am happy to share that we have successfully convinced a new consortium, which will expand our market presence. The new service will improve our product offering for Gulf cargoes.

In response to declining import volumes, we have collaborated with shipping lines to optimize operations and increase export volumes at QICT. This strategic move is expected to positively impact our business once the economic conditions improve.

Congratulations to our Reliability team for their participation in the Global Reliability Roundtable, affirming our commitment to excellence in reliability practices and processes.

Furthermore, safety remains our utmost priority, and I am proud to announce that we recorded zero serious injuries and fatalities in the second quarter. This is a testament to our focused approach in ensuring a secure working environment for everyone.

As we move forward, let us continue to stay focused, agile, and forward-thinking. Together, we will overcome challenges and drive success in our industry.

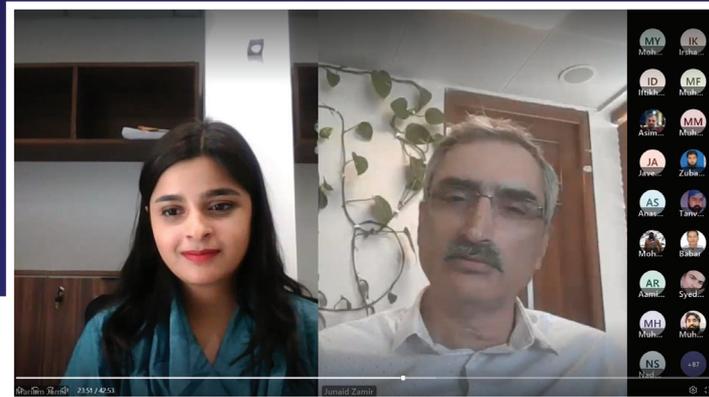
Thank you all for your dedication and hard work, which fuel our progress and achievements.

JUNAID ZAMIR
Chief Executive Officer



INITIATIVES/UPDATES

Our Enhanced Principles Activities



DP World Karachi's First Ever Townhall with CEO

A special Townhall event was arranged featuring our CEO, Mr. Junaid Zamir. He shared profound insights from his personal and professional journey, highlighting the role that principles have played in shaping his path to success. His address not only resonated with the audience but also marked our organization's commitment to upholding these enhanced principles.

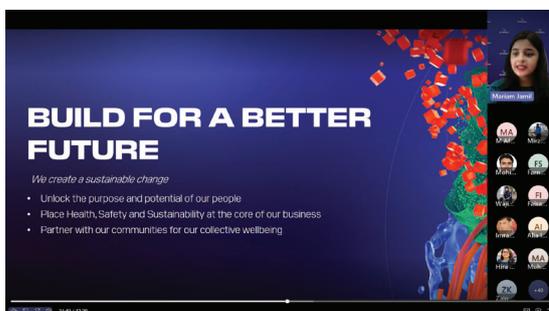
It was attended by 116 employees.

Awareness sessions

Two companywide awareness sessions (online and face to face) of Our Enhanced Principles were conducted this quarter to provide employees with an overview of our updated principles.

Online session was targeted for all employees who could not attend the face to face sessions, including employees of IC3, CFS, NLCCT and ICD Lahore.

These sessions were attended by 72 employees.



Activities for Grow Graduate Trainees

Departmental Rotation Presentation

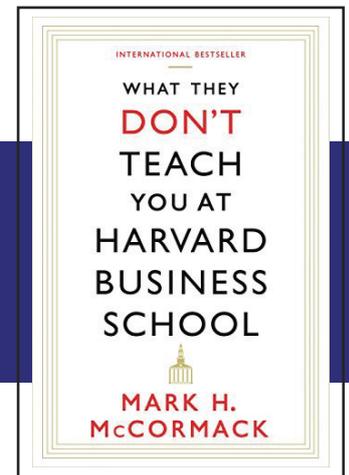
GROW Graduate Trainees were inducted to create a talent pipeline and emerging leaders for DP World. For this purpose, their structured learning plan has been developed including a 6-month rotation covering each department so their overall understanding of the terminal and its functions can be enhanced.

These trainees presented their learnings from their departmental rotations to Senior Leadership Team in May 2023.



Book Club

Book Clubs are conducted to foster a love for reading and promote intellectual discussions. As part of Grow Graduate trainees training plan, 1st planned session of book club on “What they Don’t Teach You at HBS” was held for GROW trainees. During the meeting, members engaged in thoughtful conversations about the selected book, setting the stage for future literary discussions.



Star Contributors Meeting

With reference to the Annual Evaluation of 2022, a Star Contributors session with CEO was organized. During this gathering, the Star Contributors had an opportunity to interact with our CEO, who was keen to personally express appreciation for their remarkable efforts. They were also accompanied by their respective Department Heads.



Reliability Roundtable

DP World Global Engineering team organized a Reliability Roundtable on 11th of April, 2023 where Mr. Salman Arshad from our Engineering Services team was invited as a speaker to share the experience about implementation of predictive maintenance and to highlight the challenges and lesson learnt from utilizing the MCA (Motor Circuit Analysis) PdM technology in DP World Karachi. This roundtable was attended by head office and regional teams as well as engineering managers from the whole DP World. The title of the Reliability Roundtable was “The challenges and Case Study of Implementing Predictive Maintenance in the Port Industry” and the following topics were covered:

- ▣ Challenges and Lesson Learnt of MCA Implementation at DPW Karachi
- ▣ Developing in-house PdM Team and Ultrasound Case Study
- ▣ Managing PdM with 3rd Party Company and The Use of PdM Technology for brand new equipment



Salman Arshad
Sr. Manager Reliability & Projects
DP World Karachi



Vinu Kallankudy
Assistant Manager
DP World Cochin



Ramy Elmeligy
Planning & Reliability Manager
DP World Sokhna

SUSTAINABILITY

Distribution of Ramadan Baskets 2023

DP World Foundation, in collaboration with DP World Karachi and local partner Akhuwat Foundation, launched a heartwarming initiative during Ramadan to support the less fortunate members of our society. 2080 Ramadan baskets were distributed as part of the CSR program, benefiting 11,759 people in need.



Beach and Hatchery Cleaning Activity on World Oceans Day 2023

In celebration of World Oceans Day, we organized a beach and hatchery cleaning activity at Turtle Beach. The objective of the event was to raise awareness about the importance of ocean conservation and the protection of endangered species, particularly turtles. We engaged a team of 30 volunteers and collaborated with a waste management vendor to ensure the safe disposal of garbage and collected 160 Kgs of trash along the coastline and hatchery.





World Blood Donor Day 2023

Blood donation drive was organized in collaboration with Indus Hospital. Despite facing limitation in terms of strength due to a storm prediction, we were able to gather a significant number of 42 blood donations over the course of three days.



Eye Camp

In collaboration with the Prevention of Blindness Hospital, we successfully organized an Eye Camp. We are proud to share that through the camp, we distributed 480 glasses for near vision and 210 glasses for distance vision, equipping individuals with the visual aids they needed. Overall, our Eye Camp has been a resounding success, **achieving 83% of our target with a participation rate of 1,008 individuals.**



Celebrating Eid and Cultural Day at Ibtida School

We have celebrated Eid and Cultural Day at Ibtida School. The event was made possible through the efforts of our dedicated team of 12 volunteers who actively participated. Together, they worked tirelessly from the initial planning stages to the final implementation.

We distributed "Eidi" to both the students and teachers. Furthermore, a short presentation on World Oceans Day was delivered to the students. This session was attended by 75 students and 04 teachers.

During the celebration, we announced the annual results. The top achievers who secured the first, second, and third positions were recognized and applauded for their outstanding academic performance.



TRAINING & DEVELOPMENT

Managers as Coaches

As a step towards employee and leadership development, we conducted a two-day training program “Managers as Coaches”. This program aimed to equip our senior leadership team with the essential skills and mindset to become effective coaches, so they can continue to empower their teams to achieve higher performance and personal growth.

Fakiha Imran, who is associated with the training firm Carnelian conducted this program. Fakiha is an ICF-accredited life and performance coach, EQ-I 2.0 Consultant and NLP Practitioner.



Fundamentals of Terminal Operations (FTO) Training Program

In alignment with our ongoing commitment to providing comprehensive FTO training for all new hires, we successfully conducted two batches of FTO this quarter to improve employees’ knowledge of container terminal operations. Participants included GROW Graduate trainees and hires of 2021-2022.

Special thanks to Faizan Qureshi, Shift Superintendent for his continuous support in conducting sessions.



Skills Enhancement for Operating new RTGs

20 sessions of training were conducted, attended by 155 participants. This training includes the technical features of new RTGs acquired recently



ITV Skills Enhancement



28 sessions of the ITV Skills Enhancement were conducted. This training has been designed for ITV operations in accordance with the features of new RTGs. These trainings were delivered to approximately 350 operators.

Confined Space Training & Drill

72 participants attended this training in three sessions. These trainings were delivered following an incident took place in one of our Business Units Sokhna. Employees were trained how to deal with such emergency situations, if arise.



Permit to Work

All high risks activities require permit to work so that high levels of safety are ensured and looked after. In two session approximate 30 participants attended this training.



Safety Awareness Session for High Dignitaries from PNRA



Special arrangements for induction was arranged to high level of dignitaries from Pakistan Nuclear & Regulatory Authority. This is the symbol of our commitment for ensuring safe workplace for all.

Defensive Driving Refresher & Assessment

Twenty sessions of this training were conducted and attended by sixty participants. The participants went through an extensive theoretical and practical training and assessment in line with driving protocols within the terminal premises.



Engaging with External Truckers

We arranged a very extensive learning session for 40 on ground staff who mostly deals external truckers so that they are well prepared to manage aggressive behaviors and ensure customer prioritization when delivering service.



Labour Day 2023



An Interactive session was held on 2nd May by Senior Management with workers to discuss HSE guidelines at QICT.

HSE Awareness Session with Customs Personnel

An Awareness Session was conducted with 10 Customs personnel to discuss importance of HSE at QICT, after the session, PPEs including Safety Vest and safety helmet were distributed among customs officials to ensure compliance of safety guidelines.



Fire Drill at QICT

Fire Drill was carried out at QICT and it was attended by upto 25 employees.



In-house recycling of Scrap into Moveable Stop Barriers

Moveable stop barriers have been made in-house using discarded iron scrap and installed at NLCCT.



Cyclone Biporjoy - Our Readiness

A Debrief session was conducted with Operations, Engineering, Admin, IT, Examination, & Security personnel where HSE team:

- ▣ Discussed about emergency response team's readiness and response in the event of an emergency.
- ▣ Recommended to provide updates at the end of each shift regarding the actions taken in relation to the instructions.
- ▣ Shared website for live tracking of cyclone: <https://zoom.earth/maps/wind-speed/#view=23.7261,66.236,8z/model=iconn>

HSE Week

HSE week was celebrated across QICT and its outer locations. During HSE week, Health and Wellness Day was observed to provide an opportunity for staff to prioritize physical and mental well-being.

Employee Engagement campaigns focusing on Fall from Height, Struck by Equipment, Crushed between Objects, the Stop Work Authority and Take Time Take Charge initiatives were conducted during HSE week.

HSE representatives, Shift Engineers, and Shift Managers conducted targeted Toolbox Talks addressing the highlighted areas. The presence of senior management was ensured to show visible commitment to HSE.



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STOP WORK AUTHORITY

You have the responsibility and authority to speak up and stop any task that presents an unacceptable level of risk that could potentially result in a serious incident.

This includes

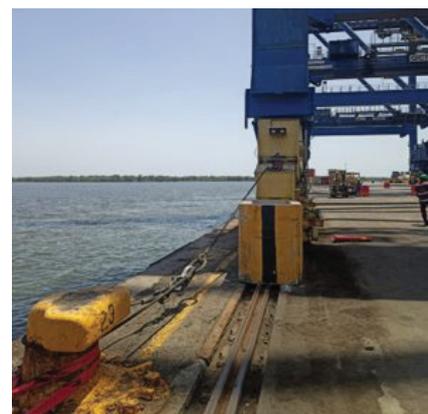
- Unsafe work
- Unsafe acts and conditions
- A situation where you are in doubt

You are empowered to exercise your stop work authority.

SAFETOGETHER

Drill: Emergency Operation in High Wind (HIGH PRIORITY)

An emergency drill was planned for Quay Cranes and it was attended by 20 employees.



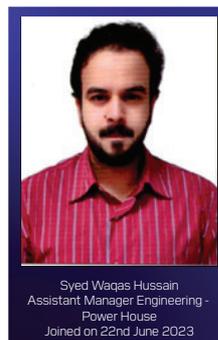
Success Story

Ammar Hassan, successfully completed the Lean Six Sigma Black Belt course



WELCOME TO DP WORLD FAMILY

April to June 2023



DP WORLD, KARACHI

Staff Who Completed 25 Years' Service

Staff completed 20 years' Service



Staff Who Completed 15 Years' Service



Liaquat Naseem
Executive - Compliance



Pervez Khall Hashmi
Executive - Operation



Habib-Ur-Rehman
Executive - Out Gate



Muhammad Aamir Ilyas
Officer - Outdoor



Asif Ali
Vessel Supervisor



Zufigar Ali Shah
Executive - Operation



Atiq Ullah Butt
Executive - Admin Services



Muhabat Khan
Executive - Operation



Ghulam Dastgir Abid
Executive - Empty Park



Manzoor Hussain
Executive - Operation



Muhammad Atif Anzar
Executive Empty Park



Habibullah
Executive IC3 Operations



Syed Arif Ali
Shift Supervisor



Muhammad Zubair
Executive Customer Services



Mairaj Ali
Executive - Operation



Ehtesham-Ul-Haq
Executive - Out Gate



Muhammad Shahzad
Executive NLCCT Operations



Zufigar Ali Qambrani
Executive - Operation



Qaiser
Executive Customer Services



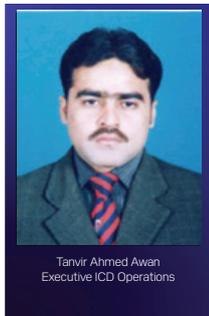
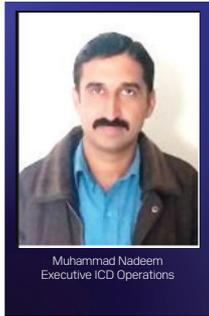
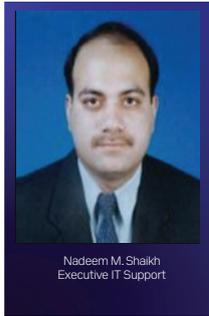
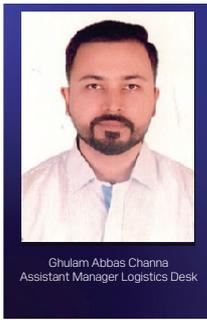
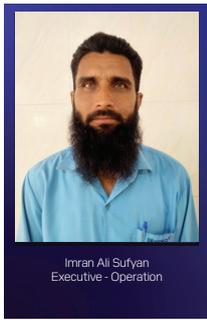
Umair
Supervisor CFS Operations



Syed Muhammad Ali Naqvi
Dispatcher



Parvez Ali
Executive IT Support



Retirement

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

Staff Who Completed 10 Years' Service

