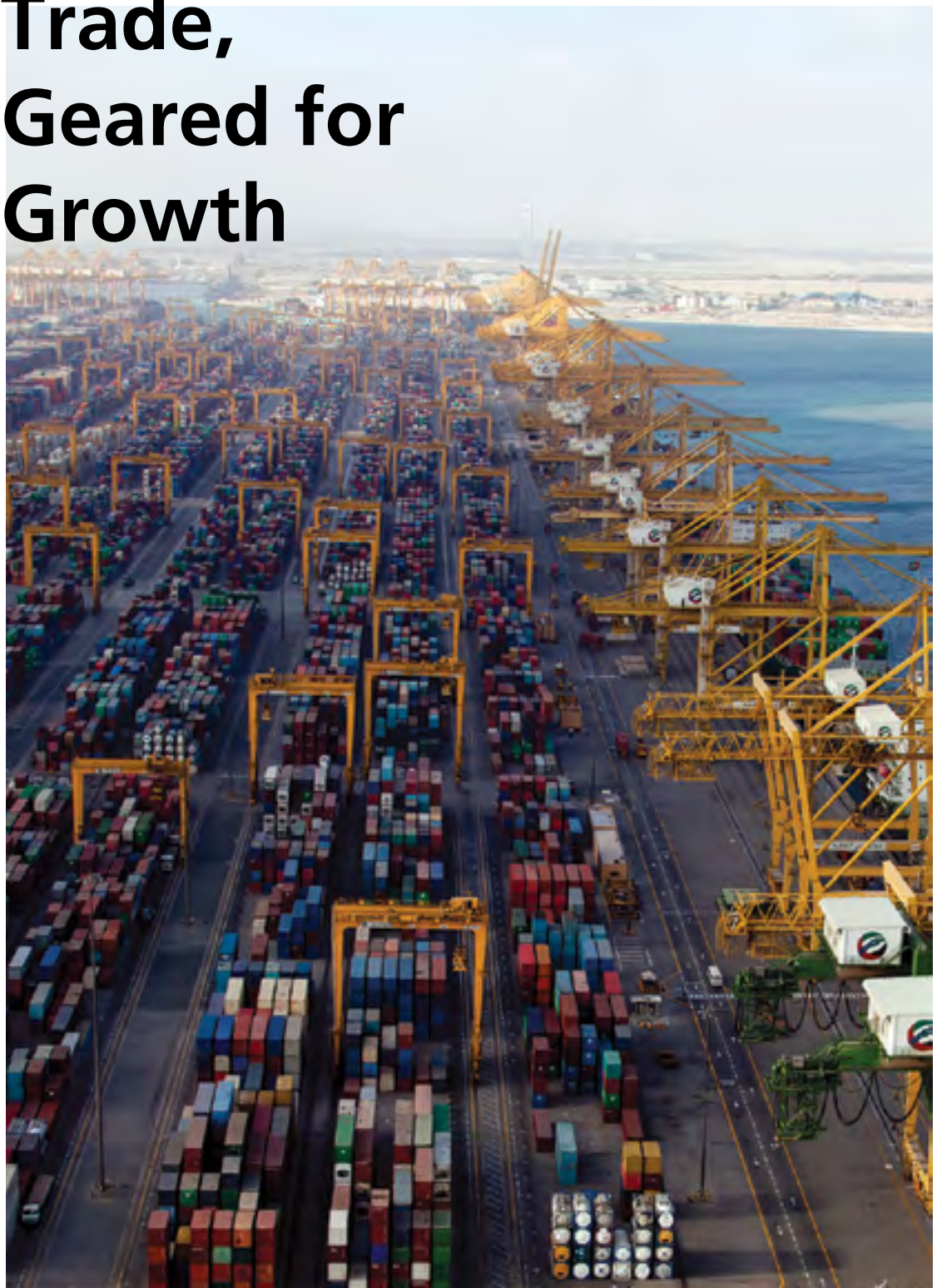




موانئ دبي العالمية
DP WORLD

Nurturing Trade, Geared for Growth





His Highness
Sheikh Hamdan bin Mohammed Al Maktoum
Crown Prince of Dubai and Chairman of
the Executive Council of the Emirate of Dubai



His Highness
Sheikh Khalifa bin Zayed Al Nahyan
President of the United Arab Emirates



His Highness
Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of the
United Arab Emirates and Ruler of Dubai

Nurturing Trade, Geared for Growth



Table of Contents



- 6 Meet the Management
- 10 Dubai
- 12 History
- 16 DP World / Global
- 18 DP World UAE Region
- 20 DP World UAE Region Map
- 22 Performance and Throughput
- 24 Standards of Excellence
- 28 Customer Advantage
- 30 e-Systems & Efficiencies
- 32 Safety, Security & Environment
- 36 Human Resources
- 38 Corporate Responsibility



Meet the Management



Meet the Management



Sultan Ahmed Bin Sulayem
Chairman
DP World

Sultan Ahmed Bin Sulayem has served as Chairman of the Board of the Company since 30 May 2007. He has more than 25 years experience in the marine terminal industry, is Chairman of Port & Free Zone World FZE and is a leading Dubai and international businessman.

He played an instrumental role in DP World's growth and helped, through a series of acquisitions, place Dubai and the UAE on the international map in line with the vision of the country's leadership.

"DP World owes its success to the vision and support of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai. Our flagship facility Jebel Ali is among the crown jewels of Dubai's economy. We remain committed to supporting Dubai's unparalleled position as the region's commercial hub."



Jamal Majid Bin Thaniah
Non-Executive Director and Vice Chairman
DP World

Jamal Majid Bin Thaniah has served as a Director and Vice Chairman of the Company since 30 May 2007 and became a Non-Executive Director on 27 October 2009. He joined Dubai Ports in 1981 and, from 2001, led Dubai Ports Authority. He is the Group Chief Executive Officer of Port & Free Zone World FZE, and in this role he oversees P&O Ferries and Economic Zones World, which includes Jebel Ali Free Zone. He is also a member of the Board of Eithad Rail and of Emaar Properties.

"Dubai and the UAE are building on their transport and logistics strengths. In 2010, the Dubai Logistics Corridor (DLC) opened, connecting Jebel Ali Port and free zone to Al Maktoum International airport. In future years, we will see the addition of rail to the multi-modal capabilities. With sea, land, air and rail connectivity, the UAE and Dubai will continue to be a magnet for businesses and investors from around the world."



Mohammed Sharaf
Group Chief Executive Officer
DP World

Mohammed Sharaf has served as Chief Executive Officer of the Group since 2005 and as a Director of the Company since 30 May 2007. He joined Dubai Ports Authority in 1992 and in 2001 he became Managing Director of DP World FZE. In this position, he oversaw the Group's growth into an international business developing its first international operations in Saudi Arabia, Romania, India and in its national operations at Jebel Ali and Mina Rashid terminals. He began his shipping career at Holland Hook terminal in The Port of New York/New Jersey and has more than 20 years' experience in the transport and logistics business. He is also Chairman of Tejari World FZ LLC.

"Meeting our customers' needs is what has driven our growth both at home in the UAE and internationally. We work closely with our customers to make sure we have the services in place when and where they need them, and can add real value. By its nature, ours is a long term business and by providing our customers with innovative and efficient services over decades, we help them grow their business, which in turn helps us grow ours – that's a sustainable model that works for everyone."



Mohammed Al Muallem
Senior Vice President and Managing Director
DP World, UAE Region

With almost three decades of port operations and management experience, Mohammed Al Muallem plays a vital role in the growth and development of the region's most important port through major expansions, defining and driving its strategic vision. Under his management, Jebel Ali Port employed the use of the Quad Lift Gantry Crane capable of lifting four 20 foot containers in one single lift, a concept never before seen in the world. Dubai's Ports handled 100 million containers over the last decade marking another milestone in DP World's journey.

"With on-going expansions at Jebel Ali Port we will add 4 million TEU capacity bringing total capacity to 19 million TEU by 2014. DP World believes in 'People First' as our business is about people, our partners and our human capital. The real assets of any advanced nation are its people and as a UAE flag bearing company we nurture the development of Nationals. An employer of choice, DP World UAE Region, employs over 6,200 staff from 46 nationalities."



Mohammed Ali Ahmed
Chief Operations Officer
DP World, UAE Region

Mohammed Ali Ahmed is the Chief Operating Officer for DP World, UAE Region; an industry leader with 18 years of international marine terminal operations and logistics experience.

His leadership, insight, vision and operational expertise have strengthened DP World's culture of service, excellence and innovation. Mohammed is focussed on sustainable development and corporate responsibility across all aspects of the business including environment, supply chain and community.

"Increasingly the shipping lines are seeking economies of scale with new generation mega-ships and we stand ready to handle these giants of the sea. With on-going expansions at Jebel Ali we will be able to handle 10 of the new generation 18,000 TEU vessels at one time, making us the only port in the region able to do so."



Dirk Van Den Bosch
Chief Commercial Officer
DP World, UAE Region

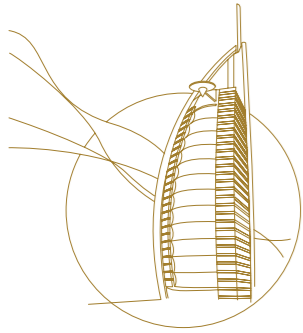
Dirk has nearly 30 years of experience specifically in the maritime industry, out of which he has spent over 20 years with Maersk Line where he held the role of Director - Global Sales.

He joined DP World, UAE Region in 2008 as Chief Commercial Officer. The growth experienced in the UAE over the past few years demanded an innovative approach and his rich experience in overcoming the challenges, leveraging market opportunities and driving the core philosophy of exceptional customer commitment and service.

"Exceptional service and operational excellence are at the heart of everything we do. We are the region's hub and mega port of choice offering unparalleled connectivity, providing supply chain efficiencies and partnership in sustainable growth."

Dubai

United Arab Emirates
Dubai



Dubai is a modern city at the crossroads of world trade, a business and tourist magnet in the Middle East.

Yet to understand Dubai, one needs to look back in time at the roots that anchor this bustling commercial city, a melting pot of many nationalities. Historically a city of merchants, Dubai's trading potential was recognised in the late 19th century when Sheikh Maktoum Bin Hasher Al Maktoum adopted economic policies far ahead of their time. He turned Dubai into the principal commercial port on the coast, with dhows and steamers, and enterprising merchants from around the Gulf were all drawn to its shores.

Dubai's transformation is the result of the vision of successive rulers, who not just inherited an open market economy but also sustained and grew it through innovation, improvisation and foresight.

Sheikh Maktoum's successors opened Dubai's skies to international airlines and then established Dubai as a major transport hub by creating its own airline, connecting millions of people across the world through Dubai.

I have been fortunate to witness the astonishing transformation of Dubai and the UAE into global players in the trade, port operations, air travel, tourism and energy sectors to name but a few. Today, this transformation continues under the able leadership of UAE President, His Highness Sheikh Khalifa Bin Zayed Al Nahyan, and the Vice President and Prime Minister and Dubai's Ruler, His Highness Sheikh Mohammed Bin Rashid Al Maktoum.

Dubai's infrastructure, from the bridges and roads, to the metro, ports, airports and shopping malls have made it the leading commercial hub in the region and the logical place to do business in the Middle East.

Since the founding of our country 4 decades ago we have achieved an enormous amount – and there is more to come. His Highness Sheikh Mohammed Bin Rashid Al Maktoum, said recently that what we have done in the UAE is no more than 10 per cent of the vision he has.

As we look forward, inspired by His Highness Sheikh Mohammed's great vision, I am excited about the future. Our ancestors and previous generations have built firm foundations on which today's and tomorrow's generations can build.

Sultan Ahmed Bin Sulayem

Chairman
DP World



History

DP World, UAE Region

History



Commitment to Nurture Trade

Historically, Dubai has been known as the 'City of Merchants' and the trade has been growing since decades. As trade grew, the need for better port infrastructure gave birth to the vision to build Mina Rashid, which was completed with 11 berths in 1972 with a Royal Mail ship, the Sirdhana, being the first commercial vessel to call. The infrastructure was further developed to 35 berths. The proximity to the city made this facility an instant success.

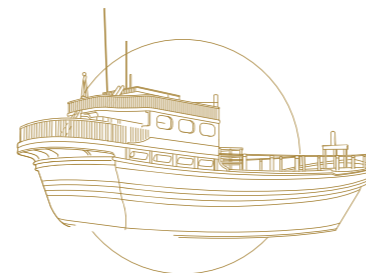
In 1976, Sheikh Rashid gave instructions for an even more ambitious project with the construction of the world's largest man-made harbour at Jebel Ali. When completed in 1979, Jebel Ali Port ranked alongside the Great Wall of China and the Hoover Dam as one of only three man-made objects that could be seen from space.

Although complementing Mina Rashid in terms of trade and transshipments, the concept of Jebel Ali Port was geared more towards industrial development and soon attracted major aluminium, gas and cement projects. Establishing the Jebel Ali Free-Zone around the port made the location a hub for international businesses looking for the best facilities, competitively priced overheads and the

freedom to operate with offshore status.

In 1991 Jebel Ali Port merged with Mina Rashid to form Dubai Ports Authority. For the first time the combined ports handled over one million TEU. Jebel Ali Port's container traffic soared over 50% and Mina Rashid's increased a further 10%. This performance established Dubai Ports as the sixteenth busiest container port in the world, a milestone in Jebel Ali Port's story.

Formally established in September 2005, DP World emerged from the integration of Dubai Ports Authority and DPI Terminals (Dubai Ports International), to become one of the largest global port operators.



Milestones

<u>2013</u>	<ul style="list-style-type: none"> • Operations commenced on Terminal 2 expansion. • Dubai's Ports handle 100 million containers in 10 years (January 2003 - January 2013).
<u>2012</u>	<ul style="list-style-type: none"> • Dreams of the Sea: The Dubai Maritime History Project was launched. • Jebel Ali Port achieved a RoRo handling record of 500,000 units. • Container Terminal 3 development begins. • DP World, UAE Region achieved throughput of over 13,000,000 TEU in a single year. • UAE is shortlisted to host Expo 2020. DP World is a premier partner in Dubai's candidate city bid.
<u>2011</u>	<ul style="list-style-type: none"> • DP World Limited was admitted to the official list of the London Stock Exchange. • Announced the capacity expansion of Container Terminal 2 by 1 million TEU and development of a 4 million TEU capacity terminal, Container Terminal 3. • Expansion and modernisation of the Fisherman's Wharf begins at Mina Al Hamriya.
<u>2008</u>	<ul style="list-style-type: none"> • Launch of customer-oriented services: e-Token, e-Payment and Asra'a.
<u>2007</u>	<ul style="list-style-type: none"> • DP World, UAE Region achieved throughput of 10,000,000 TEU in a single year. • Commenced operations at Jebel Ali Container Terminal 2. • DP World Limited was admitted to the official list of securities on NASDAQ Dubai.
<u>2006</u>	<ul style="list-style-type: none"> • DP World acquires P&O.
<u>2005</u>	<ul style="list-style-type: none"> • DPA merges with DPI Terminals to form DP World. • Dubai Ports achieved the rank of 9th top container port worldwide. • Awarded concession to develop and operate the container terminal at the Port of Fujairah.
<u>2004</u>	<ul style="list-style-type: none"> • Dubai Ports International (DPI) acquired the CSX Terminals. • DPA achieved 6,000,000 TEU mark.
<u>2003</u>	<ul style="list-style-type: none"> • Port community portal, Dubai Trade, officially launched.
<u>2001</u>	<ul style="list-style-type: none"> • DPA, JAFZA & Customs merged to form Ports, Customs & Free Zone Corporation. • Dubai Cruise Terminal opens at Mina Rashid.
<u>1997</u>	<ul style="list-style-type: none"> • DPA joins ranks of top 10 container ports worldwide.
<u>1996</u>	<ul style="list-style-type: none"> • DPA achieved 2,000,000 TEU mark.
<u>1991</u>	<ul style="list-style-type: none"> • Mina Rashid and Jebel Ali Port merged in May to form Dubai Ports Authority (DPA).
<u>1985</u>	<ul style="list-style-type: none"> • Jebel Ali Free Zone operational.
<u>1979</u>	<ul style="list-style-type: none"> • Jebel Ali Port, the largest man-made harbour in the world, commenced operations.
<u>1978</u>	<ul style="list-style-type: none"> • Mina Rashid's capacity expanded to handle 1,500,000 TEU.
<u>1972</u>	<ul style="list-style-type: none"> • First stage of Mina Rashid completed with capacity of 100,000 TEU.



DP World, UAE Region

Jebel Ali Port

A Vision Realised

1977	1979	2013/2014
1984	1988	
2000	2008	

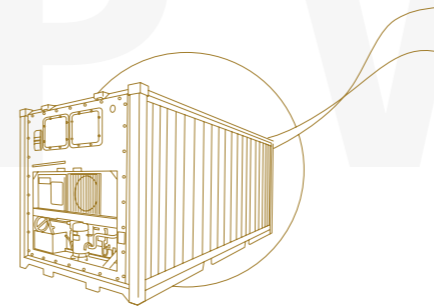
Container Terminal 3
Development

A day in the life
of Jebel Ali Port





Global DP World



DP World is one of the most geographically diversified port operators in the world with a footprint across all four points of the compass.

We operate more than 65 marine terminals across six continents, including new developments underway in India, Africa, Europe, South America and the Middle East. Container handling forms around 80% of our revenue.

In 2012, we handled over 56 million TEU (twenty-foot equivalent container units) across our portfolio from the Americas to Asia. With a pipeline of expansion and development projects in key markets, including India, Africa, Europe and the Middle East, capacity is expected to rise to around 100 million TEU by 2020, in line with market demand.

Our solid track record is founded on being a partner of choice with customer focus engrained in our thinking. As a global player in the maritime sector we aim to enhance supply chain efficiency by effectively managing container, bulk and other terminal cargo.

In taking a customer-centric approach, we are building on the established relationships and superior level of service demonstrated at our flagship Jebel Ali facility in Dubai, which has been voted "Best Seaport in the Middle East" for 19 consecutive years. We are currently adding another 5 million TEU capacity there, resulting in total capacity of 19 million TEU in 2014. The Port has state-of-the-art technology, the largest and most efficient quay cranes and infrastructure is able to handle the world's largest ships.

Our strategy is to invest to ensure we have the services in place where and when our customers need us to be. We invest for the long term, which makes us fundamentally part of the communities in which we operate. We therefore look to help build sustainable communities through strategic investment in those communities. We see this as our responsibility and it is also good business as it supports growth and stronger markets.

We are also committed to robust environmental management in our terminals and development projects while playing a proactive role in tackling the challenges of climate change through initiatives that encourage and promote reductions in resource consumption and continual improvement in energy efficiency. More than half of our business units are already certified to ISO 14001 on environmental management systems with the remaining terminals progressing towards certification.

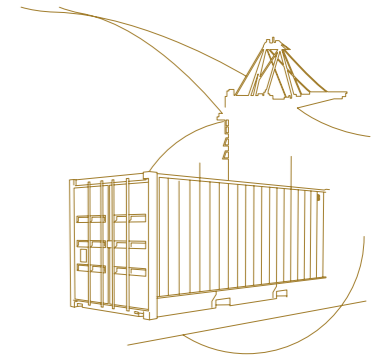
But at heart what makes our business successful is our people. Our dedicated, experienced and professional team of more than 28,000 people work in some of the most dynamic economies in the world, continually aware of and responding to the unique circumstances in which we operate in each location.

www.dpworld.com

DP World, UAE Region

United Arab Emirates

DP World, UAE Region



DP World, UAE Region is the largest marine terminal and port operator in the Middle East, providing market access to 2 billion people across the wider region. The UAE portfolio includes the flagship Jebel Ali Port, Mina Rashid, Mina Al Hamriya and Fujairah Container Terminal. Our dedicated, experienced and professional team of more than 6,200 people aim to enhance customers' supply chain efficiency by effectively managing container, bulk and other terminal cargo.

Jebel Ali Port

Jebel Ali Port, DP World's flagship terminal, is the world's largest man-made harbour and is ranked as the 9th top container port worldwide. Maintaining this position with changing economic scenarios requires new and innovative approaches. Jebel Ali Port is built on a long history of expansion and innovation, with involvement from our customers, stakeholders, employees and communities across the region. Today, it is a premier gateway for over 98 weekly services connecting more than 115 direct ports of call across the world. The poly-functional terminal facilities are spread over 20 km of quayside featuring 23 container berths and 78 quay cranes, geared to handle next generation vessels.

Jebel Ali Port is an integrated multi-modal hub, offering sea, air and land connectivity complemented by logistics facilities which include cool port, container freight station and warehousing. Expansion plans are underway and will add 6 berths and 4 million TEU capacity, bringing total handling capacity to 19 million TEU by 2014.

Mina Rashid

Mina Rashid Cruise Terminal is spread across 2 million sqm and is currently equipped to handle five mega cruise vessels simultaneously.

It has been voted the Middle East's Leading Cruise Port at the World Travel Awards for six years in a row. The on-going expansion plans will enable Mina Rashid to handle 7 mega cruise vessels

simultaneously. The facilities will include a world class recreational area to reflect Dubai's strong cultural heritage, further strengthening Dubai's position as the leading regional cruise hub and integrating the Mina Rashid waterfront back into the local community.

Mina Al Hamriya

Mina Al Hamriya plays a key role in our portfolio facilitating non-containerised cargo movements between Dubai and countries in the Gulf, South Asia and East Africa. It consists of 14 berths which are currently being modernised to create a more advanced general cargo facility. Mina Al Hamriya is managed by DP World under the co-brand of Emirates Ports Company.

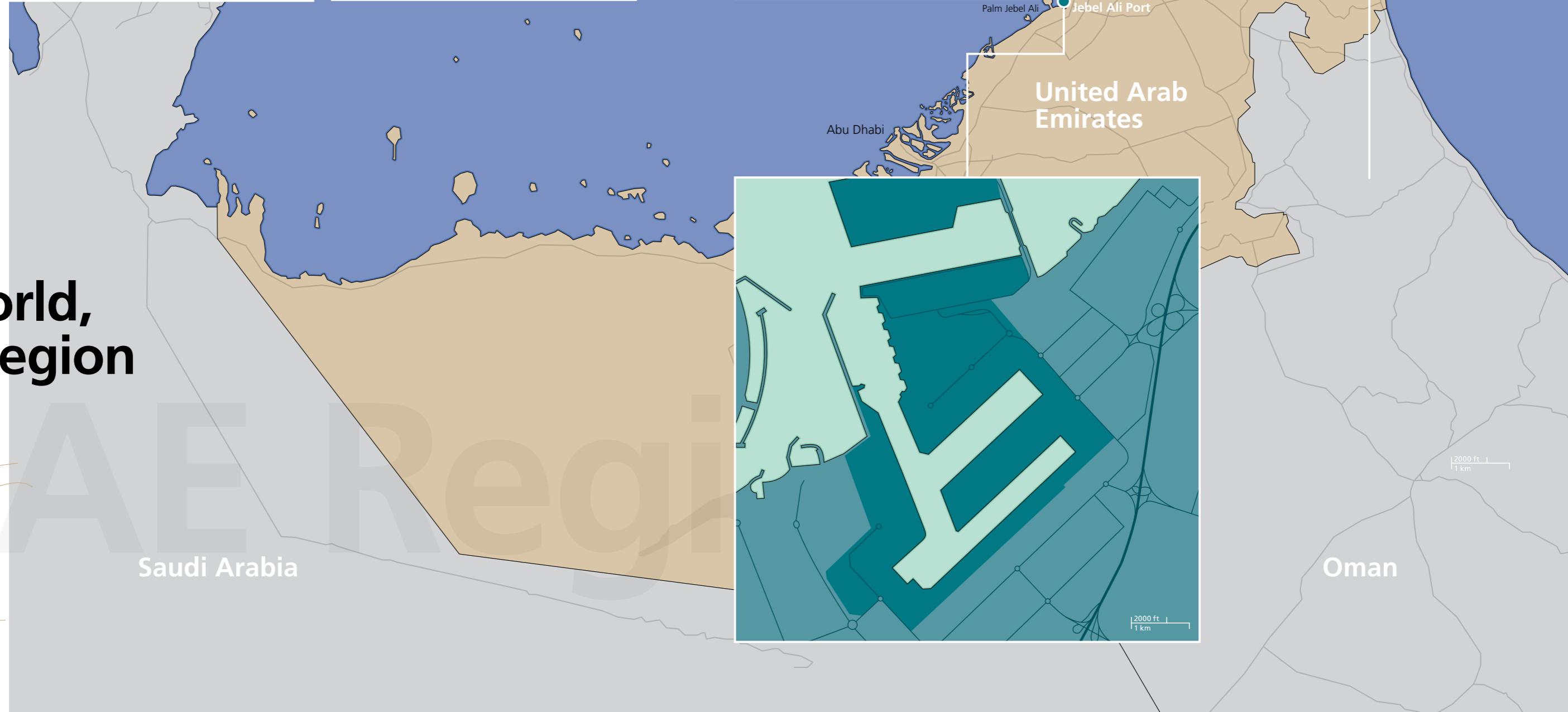
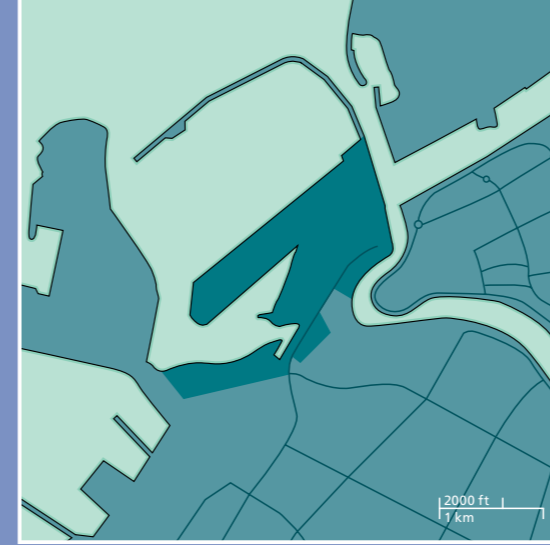
Modernisation plans include extending the wharves to take larger feeder vessels, expanding the yard used for maintaining the traditional wooden dhows, upgrading the fishermen's wharf and building a centre for the fishermen, including a workers' hostel. This expansion is aimed at strengthening Mina Al Hamriya's traditional capabilities and leveraging the strategic location of the port in the centre of Dubai.

Fujairah Container Terminal

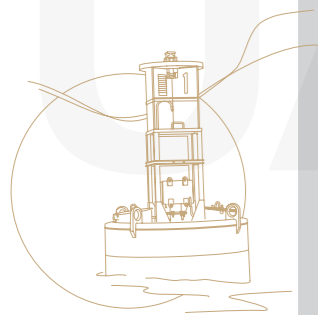
Fujairah Container Terminal is strategically located on the United Arab Emirates Indian Ocean coast, outside the Straits of Hormuz, close to the east-west shipping routes. Its location offers shipping lines with high transshipment volumes an excellent platform to serve the entire Gulf Region, the Indian Subcontinent, Pakistan, Iran, the Red Sea and East Africa. The container terminal spread over 200,000 sqm offers significant excess capacity and location outside of the Strait of Hormuz. DP World Fujairah has the potential to be developed into a deep-sea terminal.

www.dpworld.ae

Arabian Gulf



DP World, UAE Region Map



Saudi Arabia

Oman

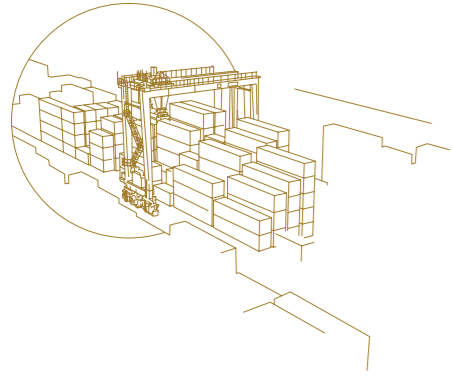
United Arab Emirates

2000 ft
1 km

2000 ft
1 km

2000 ft
1 km

2000 ft
1 km



Performance and Throughput

In 2013, we celebrated a marquee milestone in our history by handling the 100 millionth container to pass through DP World, UAE Region terminals in ten years. The 100 million TEU record was achieved between January 2003 and January 2013.

Jebel Ali Port is one of the most modern technology-driven facilities of its kind with its gate automation system and paperless processing of cargo documentation. Our customers use the Dubai Trade online platform, which offers a seamless business flow for trade facilitation. This single window trade enabler integrates over 750 online services supporting the supply chain industry. More than 70,000 companies in the trade and logistics sector are now plugged into the system, conducting nearly 15 million online transactions in 2012, a growth rate of 21% from 2011.

The number of ultra-large container vessels joining the world's fleet is rapidly expanding. In 2013, we received the largest container vessel currently afloat – the CMA CGM Marco Polo – which has a nominal capacity of more than 16,000 TEU. Jebel Ali Port can accommodate any size ship currently in service or on order.

Jebel Ali Port has unparalleled sea connectivity, thanks to a true partnership with shipping lines, with 98 weekly services to over 115 direct ports of call. Importantly, Jebel Ali also has intermodal connectivity, by sea, land and air – and the benefit of the huge logistics park, Jafza, home to more than 6800 companies.

Jebel Ali Port, has a proven ability to handle break-bulk, bulk, RoRo, livestock and all other general cargo. It continues to position itself as a port capable of handling domestic cargo and an established hub for transshipment and re-export cargo.

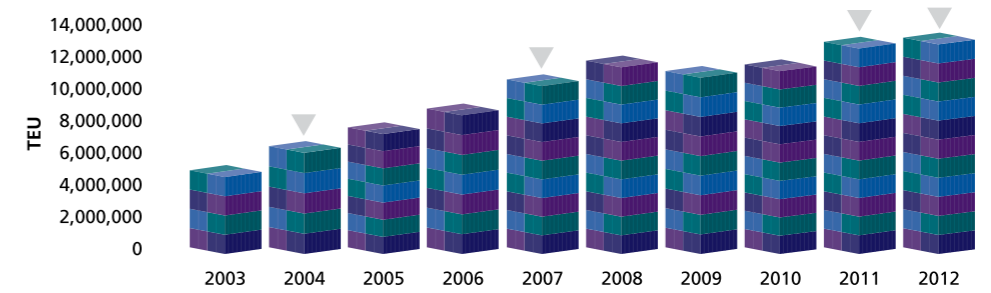
We are connected through the main UAE and GCC road network to the region – it takes 2 to 3 days road transit to anywhere in the GCC.

We offer the first dedicated sea – air customs bonded corridor, the shortest transit in the world, with a 20 km distance between seaport and airport. The corridor enables us to move a sea-to-air box within 45 minutes of discharge.

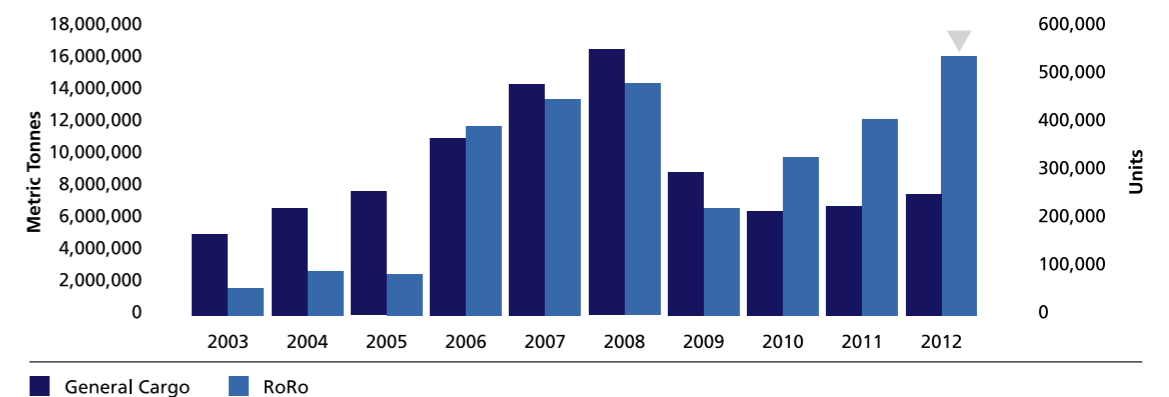
In the near future, rail will be added to the offering – Etihad Rail is planning to build a railway depot within our facility and eventually it is planned that Jebel Ali Port will be connected to the rest of the GCC via rail once the full network is built, adding unprecedented reach for the supply chain industry.



Container Volumes



General Cargo Volumes



Standards of Excellence



At Jebel Ali Port, we recognise the critical role we play in protecting and enhancing the supply chains of some of the world's leading companies. This drives our commitment to providing products and services that meet or exceed customer expectations. To accomplish this, quality has been incorporated into all aspects of our business assuring the highest value and satisfaction for our customers, employees and shareholders.

We at DP World have achieved a full spectrum of quality standards. With continued focus on Security and Safety – we are the first port in the Middle East to obtain ISO 28000:2007 certification towards security management not only at Jebel Ali Port but also across our portfolio in the UAE. We are also the only international marine terminal operator to be a member of the Customs Trade Partnership Against Terrorism (C-TPAT) and the first in the region to receive this. Jebel Ali Port is the first in the world to achieve ISO 27001:2005 for its exceptional Information Security Management Systems (ISMS).

Other key areas include quality standards for our IT systems, environmental management and customer service. Another testimony of our commitment to quality is that we are the first port in the world to have received the EFQM 5 star certification.

We will continue to strive for excellence and improve our services and processes to adapt our business to changing industry dynamics and leverage relationships with ocean carriers, marine terminal operators, cargo owners and other key supply chain stakeholders.



Certifications and Awards

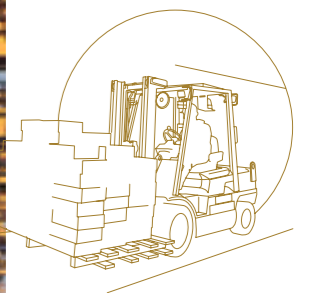
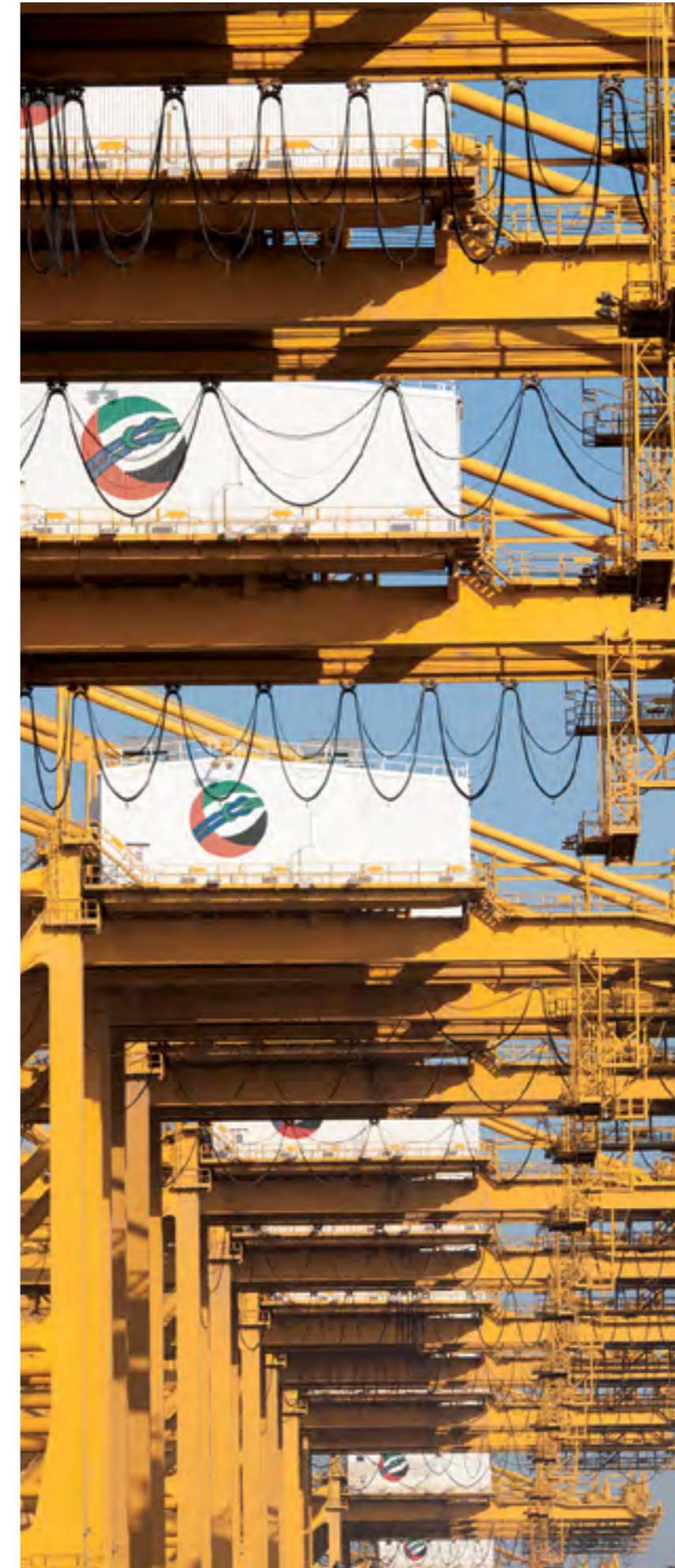
ISO 9001:2008	Quality Management System
ISO 27001:2005	Information Security Management System
ISO 10002:2004	Customer Satisfaction Management System
ISO 14001:2004	Environmental Management System
ISO 18001:2007	Health & Safety Management System
ISO 17020:2004	General criteria for the operation of various types of bodies performing inspection
ISO 28000:2007	Certification for Regional Security Management System (RSMS)
EFQM 5 stars	European Foundation For Quality Management*

* First port to obtain in the world and first organisation in the Middle East

Awards

2013	UAE's Terminal Operator Company of the Year	Frost & Sullivan Annual Growth Excellence Awards
	Best Sea Port of the Year	Trade and Export Middle East Excellence Awards
	Shipping Port of the Year (5th Consecutive Year)	Supply Chain & Transport Awards (SCATA)
	Middle East's Leading Cruise Port (6th Consecutive Year)	World Travel Awards
	Best Seaport in Middle East (19th Consecutive Year)	Asian Freight & Supply Chain Awards (AFSCA)
2012	Investment in People Award	Containerisation International Awards
	Port Operator of the Year	Lloyd's List Awards, Middle East and Indian Subcontinent Award
	Best Regional Sustainability Initiative Award	Green Middle East Awards
2011	World's Leading Cruise Port	World Travel Awards
	Training Award	Lloyd's List Awards, Middle East and Indian Subcontinent Award
	Corporate Social Responsibility Award	Lloyd's List Global Awards
	Container Terminal Operator Award	Seatrade Middle East & Indian Subcontinent Award
	Golden Award for Best Seaport Overall	UAE Civil Seaports and Airports Security





Customer Advantage



At DP World UAE Region customer care and service excellence are at the heart of everything we do. We regularly engage with our partners to enhance our service offering, develop smart processes and better infrastructure. Our aim is to increase our customers' competitiveness and lower supply chain costs. Through Dubai Trade we have automated all processes between our customers, stakeholders and DP World. Importers and exporters can clear cargo, pay the related cargo charges, book transport online at their convenience, round the clock – 365 days a year.

DP World cooperates with Jebel Ali Free Zone Authority (JAFZA), Dubai World Central (DWC) and Dubai Customs. Together creating a bonded sea, land and air corridor providing the Jebel Ali Port with unmatched connectivity and efficiency. The new Al Maktoum Airport allows cargo to flow seamlessly between the port and the airport and Etihad Rail will extend the reach across the GCC. With the opening of Etihad railway our customers will have the choice between four transport modes to distribute their cargo throughout the wider region.

Our shipping line customers benefit from the modern terminal facilities which are geared to keep up with market demand and the needs arising from the introduction of next generation of mega ships. In 2014 we will open Terminal 3, which will have a capacity of 4 million TEU. Jebel Ali Port will then have a total capacity of 19 million TEU and be able to handle ten 18,000 TEU ships simultaneously.

DP World provides efficient modern infrastructure to handle non-containerised cargo, bulk, liquid

bulk and RoRo. The competencies DP World has acquired in handling containers and non-containerised cargo allows us to build up logistical solutions for our customers through cool and cold stores, container freight station (CFS) yards, trucking and warehousing.

Jebel Ali Port is a poly-functional facility providing importers and exporters with an efficient one-stop shop for all their cargo handling needs.

e-Systems and Efficiencies



At Jebel Ali Port, we believe in adopting the latest technologies to achieve high operational and functional efficiencies. This drives our commitment to excellence and innovation.

The Port offers customers highly reliable, secure, simple and efficient systems in addition to state-of-the-art infrastructure to optimise their logistics and streamline the supply chain.

DP World, UAE Region has introduced a series of initiatives aimed at boosting efficiency; they include a technology-driven Labour Management System that cuts time to complete a single operation by up to 30%; advanced Gate Automation supported by radio frequency identification (RFID), container tracking to enable 20,000 truck movements a day and 3G connectivity to enable shipping lines to access bay and stowage plan information, helping them cut port call time.

Further to our drive towards automation, Jebel Ali Port offers a 100% electronic transaction facility. The port community portal, Dubai Trade, facilitates online services providing customers with the benefit of cost and time reductions and increased productivity.

Currently Dubai Trade offers more than 750 services seamlessly 24/7, 365 days a year.

Our IT strategy is closely knit with customers and offers scalable infrastructure which means that we are well prepared for growth to come. We shape ourselves to the industry demands and operate state-of-the-art networking infrastructure, sophisticated systems, high bandwidth and dedicated support staff to ensure uninterrupted operations and business transactions.

www.dubaitrade.ae





Safety, Security and Environment

DP World
Video Channel

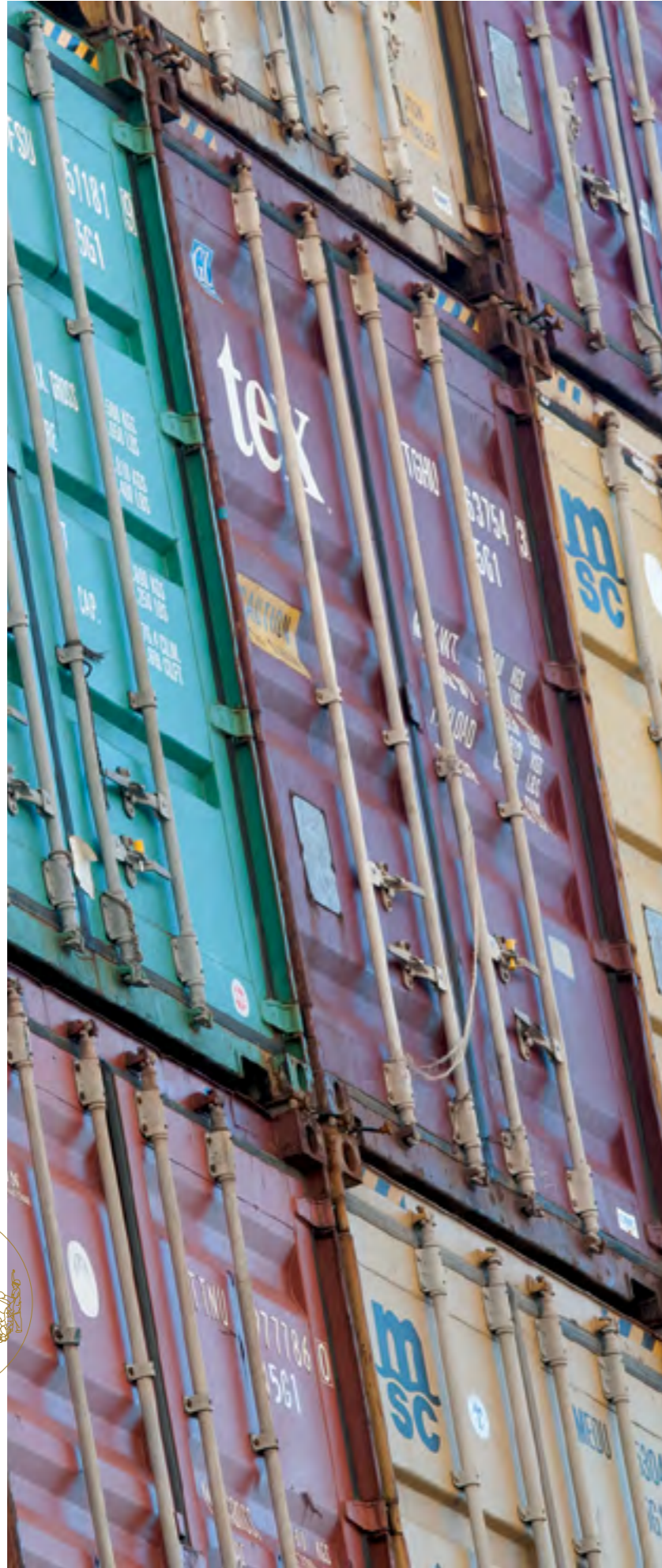
DP World is on a relentless drive to achieve zero harm to our people and the environment. This is the central theme of our Global Health, Safety and Environment (HSE) Policy and one that we are continually investing in. Our Fatal Risks and Environmental Standards are designed and implemented to ensure best practices.

Reaching milestones and setting benchmarks is a journey which we consistently strive to achieve through greater performance by challenging ourselves and our partners to innovate ways forward and venture into territories that our competitors may not want to explore. We educate, nurture, train and lead staff to make the right choices when it comes to HSE performance. We are committed to protecting our business and this in turn means we protect our staff and the environment that surrounds us.

We integrate awareness, training, policies and procedures and a healthy work environment to ensure international standards of safety, security and environment and to advocate that safeguarding customers' assets is managed as a key resource. DP World, UAE Region is the first organisation in

the GCC and Middle East Region to implement the Regional Security Management System accredited by Lloyd's Register Quality Assurance (LRQA). In line with the ISO 28000:2007 Certification for the Security Management System within Jebel Ali Port we initiated and implemented the same for all the DP World Ports in UAE Region, including: Mina Rashid, Mina Al Hamriya and Fujairah Container Terminal.

Port users can be confident that DP World is committed to exceptionally high standards which have been internationally recognised. Responsible behavior to customers, the workforce and the community are core to our everyday activities.





Human Resources

At DP World we are committed to our people and providing a challenging environment that nurtures talent, fosters innovation and recognises achievement. People are our most valuable asset and we work together to create an unparalleled team of professionals and strategic business partners.

DP World UAE Region operates in a unique corporate culture that ties our strong regional heritage to a global business environment. We continuously invest in training and development to ensure our people are equipped, can add value and contribute to the growth of our business and cater to customers across the supply chain.

As a flag bearing company of the UAE, we are focussing on nurturing the development of Emiratis to spearhead leadership positions. Adopting a comprehensive approach to employee management, we invest in training, development programmes and staff retention. Various programmes, partnerships and affiliations are in place to meet these targets, including the Leadership Development Programme (LDP), Graduate Scholarship Programmes (Ruwad) and the Absher Initiative to name a few.

The DP World Institute is another example of our commitment to advancing the skills and careers of employees. A virtual academy, the DP World Institute, offers short courses and development programmes to our employees worldwide, both in the form of site-courses and on-line training. Exceptional employees are honoured annually through the 'Taqdeer' event for their exceptional contribution to business excellence. Taqdeer means "appreciation" in Arabic.

Our responsibility does not end at the port gates, but reaches beyond to the wider community and the families of our employees. We aim to grow with the entire economy and estimate that for every job within the terminal, there are up to five jobs created in the regional economy.

Corporate Responsibility

Responsibility



DP World plays a significant role in the communities in which we operate. Our objective is to integrate corporate responsibility into everyday business processes, as part of DP World's DNA. Responsible behaviour is the key to bringing long term benefits to the community, the environment, customers and the business as a whole.

Port impacts extend well beyond the breakwater, playing a role in boosting and sustaining the local economy, therefore corporate responsibility is anchored in our vision, mission and values. We work with our customers, suppliers and communities to identify sustainability challenges and develop partnership opportunities.

DP World's corporate responsibility strategy is based on the four quadrants of community, environment, people and safety and marketplace which is adopted to suit local community needs. As an international organisation founded and headquartered in the UAE, DP World is an active advocate for local charitable institutions, as well as supporting special needs children, national education, sport programmes and for improving and enhancing the quality of life for UAE residents.



Corporate
Values

Vision

Sustainable value through global growth, service and excellence

Mission

A global approach to a local business environment where excellence, innovation and profitability drive our core business philosophy of exceptional customer service

Our Values

- Commitment to our people and our customers
- Profitable global growth
- Responsible corporate and personal behaviour
- Excellence and innovation

DP World, UAE Region
P.O. Box 17000
Dubai
Tel +971 4 881 5555
Fax +971 4 887 6470
marketing@dpworld.com
www.dpworld.ae

