Creating the Future, Now.
We operate multiple yet related businesses – from marine and inland terminals, maritime services, logistics and ancillary services to technology-driven trade solutions.

We have a portfolio of 77 terminals in 40 countries across six continents with a significant presence in both high-growth and mature markets. We aim to be essential to the bright future of global trade, ensuring everything we do has a long-lasting positive impact on economies and society.

Our dedicated team of over 37,000 employees cultivates long-standing relationships with governments, shipping lines, importers and exporters, communities, and many other important constituents of the global supply chain, to add value and provide quality services today and tomorrow.

By thinking ahead, foreseeing change and innovating we aim to create the most productive, efficient and safe trade solutions globally.
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Our Vision
To Lead the Future of World Trade.

Global economic growth is driven by trade.
It always has been. But today, trade is happening faster than ever, between far-flung corners of the globe. As a leader in global marine and inland trade services, we are at the heart of world trade, helping our customers navigate the challenges, manage the complexities, and reduce the costs of the global supply chain.
Adding Value
In everything we do, we seek to provide value – value to our customers, to our business partners, and to our shareholders. This is key to our success as we continue to create the future of world trade and remain leaders in our sector, enabling global economic and social progress.

Global Economic Progress
As trade routes evolve, we are at the forefront of market development. DP World is synonymous with the drive towards economic progress globally, using our expertise in trade infrastructure and services. We aim to foresee the rapid changes affecting world trade and to invest in solutions that create value for our customers and partners, giving them the competitive edge to succeed.

Talent Management
Our business attracts and retains the very best and brightest people in our industry to maintain the levels of service for which we are renowned. This is why we offer professional development to all employees and give them continuous opportunities for growth and advancement.

Long-term Partnerships
We are building and operating vital infrastructure, investing on average $1 billion annually to power global trade, build economies, and raise living standards. And in this we are not alone. We have partners. Our team strives to cultivate long-standing relationships with all important constituents of the global supply chain. We are motivated by building a legacy, a future-proof trade network capable of meeting the needs of generations to come.

Smart Trade
Our vision is to lead the future of world trade. In short, we want to make trade smarter, faster, safer, and more profitable. But none of this is possible without a clear purpose: a belief in achieving exceptional service; a drive for continuous innovation; the ambition of a better future for everyone.

Diversity
We seek both balance and diversity in our business. This is reflected in our global portfolio which continues to be the world’s most geographically balanced. Our global workforce is made up of over 110 different nationalities, allowing us to benefit from a wide range of opinions and ideas.

Sustainability
We adhere to the highest international standards of corporate governance, which in turn enhances our sustainability, as encapsulated in our global sustainability programme ‘Our World, Our Future’.
Our Purpose

Add Value
To deliver exceptional customer service and build lasting partnerships through global excellence and local know how.

Think Ahead
To foresee change and innovate to create the most efficient, safe and profitable trade solutions.

Build a Legacy
To ensure everything we do leaves long-term benefits for the world we live in.
Our Values

**Courage**
- We challenge, innovate and dare to be great.
- We embrace change and have the courage to do things differently.

**Intelligence**
- We are in tune with global risks and opportunities.
- We provide a learning environment to help our people reach their full potential.

**Respect**
- We believe in respect for all.
- We welcome and value a wide-range of opinions and ideas.

**Pride**
- We take pride in being a responsible global citizen.
- Together we make a positive difference to our world and our future.
DP World is one of the LARGEST MARINE TERMINAL OPERATORS in the world handling 170,000+ TEU a day.
15 Terminal development projects completed over the last five years

77 marine and inland terminals

1,600 cranes

40 countries

We serve around 70,000 vessels a year

or nearly 190 vessels a day

37,000 people
To Lead the Future of World Trade

1. HOW WE ADD VALUE
   - Marine/Inland Trade Infrastructure & Services
   - Smart Trade Solutions

2. HOW WE LEAD OUR BUSINESS
   - Customer Focus & Operational Excellence
   - Governance & Risk Management
   - People & Culture
   - Sustainability

Our Business Model

DP World
Creating the Future, Now.
How We Add Value

Marine and Inland Trade Infrastructure and Services

To meet the requirements of new and ever evolving global supply chains, DP World develops and operates trade enabling infrastructure and services, including:

• Marine terminals
• Inland terminals
• Maritime services
• Trade solutions
• Logistics and ancillary services

Smart Trade Solutions

To unlock greater performance and efficiency for our customers, DP World provides innovative trade facilitation port community systems, develops unique port-centric logistics for import or export supply chains, and implements state-of-the-art technologies across our portfolio.

15

Laem Chabang International Terminal, Thailand
Customer Focus and Operational Excellence

DP World continually strives to improve and enhance the services provided to our customers. We pride ourselves on being renowned for our customer commitment. We achieve that through operational excellence that provides industry-leading processes and systems so that our customers remain completely satisfied with our global portfolio and solutions.

Governance and Risk Management

One of the reasons DP World has become an industry leader is our approach to understanding and measuring risk and managing risk/return from our investments. As a global organisation, the corporate governance policies followed by DP World are compatible with international standards and best practices. This is supported by adopting the highest standards of professionalism and ethical behaviour at all levels within DP World.
People and Culture

DP World prides itself on embedding a culture that nourishes diversity and innovation. We offer continuous development to our people, providing the resources, training, and career opportunities needed to achieve the highest professional standards. DP World Institute, our internationally recognised industry education provider, runs training and development programmes globally for employees and industry professionals across the supply chain.

Sustainability

DP World believes that working sustainably and responsibly is essential to building a strong business for our customers, our people, and our society. Through our global programme ‘Our World, Our Future’, DP World is bringing sustainability into every aspect of our work. This includes commitments and action plans to protect our environment, invest in our people, ensure the highest safety standards, and take steps towards building a vibrant, secure, and resilient society.
Jebel Ali provides good connectivity for transshipment operations and assists in improving vessel turnaround by offering consistently high productivity. Very friendly and flexible in their approach to solving customers’ problems, Jebel Ali has always occupied a leadership position amongst the ports in this region thanks to the dynamic vision of the senior management coupled with professional and efficient services and systems.

Eric Chou,
Owner’s Representative,
Yang Ming Lines
Dubai’s Jebel Ali is the world’s largest man-made harbour and most productive port globally, according to the highly respected Journal of Commerce. It is the biggest between Rotterdam and Singapore, able to accommodate the largest vessels afloat and on order – despite a doubling of the average container ship-size over the last 10 years. It is a premier gateway for over 90 weekly services, connecting more than 140 ports worldwide. Expansions currently underway will bring total handling capacity to 22.1 million containers (TEU – 20 foot equivalent unit) by 2018.

Jebel Ali has set the standard for technological and logistical capabilities. Through its intermodal connectivity implemented by DP World – linking sea, land, air, and shortly rail – and the huge Jebel Ali Free Zone (Jafza), home to more than 7,300 international companies, the port has tremendous capabilities to process and deliver cargo with remarkable efficiency. Jebel Ali’s gate automation system and paperless processing of cargo documentation are among the most modern technology-driven facilities in the world.
Our Fairview Container terminal in Prince Rupert, British Columbia, Canada, sits astride North American and Asian trade routes with efficient rail links to the hinterland. Once expansion projects are complete in 2017, capacity will be about 1.3 million TEU, with studies underway for further growth to meet Canada’s container terminal requirements for decades to come.
Case Study

Dakar, Senegal

In Africa, DP World is providing global expertise in port and free zone operations to help Senegal build infrastructure for trade and economic development. DP World has signed an MOU to build and develop a major logistics free zone near the new international airport and close to its existing Dakar terminal on the outskirts of the city which acts as a vital gateway to world markets for West Africa’s growing trade and business sectors.
As a leading worldwide shipping company, CMA CGM needs a comprehensive network of terminals who play a major strategic role in shipping. We count on terminal operators to be always more efficient. Partners such as DP World help us stay ahead of the shipping industry.

Mr. Farid Salem,
Board Director,
CMA CGM Group
Where possible we are replicating the Jebel Ali model across our business, including DP World London Gateway, the UK's newest major deep-sea container port and adjacent to Europe's largest logistics park.

Owned and operated by DP World and situated on the north bank of the River Thames, DP World London Gateway provides unrivalled deep-sea shipping access to the largest consumer markets in the UK. The port’s location, with its superior operational systems and service, ensures that ships, trucks, and trains are loaded and unloaded as fast and as safely as possible, making DP World London Gateway a world-class asset for the UK.

The logistics park adjacent to the port is also owned, developed, and managed by DP World. It will enable occupiers to fully utilise the unique market-centric location and significantly reduce their supply chain costs and CO₂ footprint. In line with the Jebel Ali model, London Gateway offers superb, high-tech, cargo processing facilities in a single, central, and more convenient location, just over 30 km from the UK capital. At full capacity London Gateway will be capable of handling 3.5 million containers annually with all the speed and efficiency expected from a DP World facility.
DP World is a trade enabler on a massive scale. It is therefore essential that any development to our business model is considered in highly strategic terms. Our Business Development department goes to great lengths to coordinate with all divisions of the company, from HQ all the way down to regional offices, looking closely at areas of potential growth. This holistic approach allows us to develop under-served trade routes as well as carry origin and destination cargo which delivers higher margins to our customers.

We make our decisions using extensive data resources. Our team of experts and consultants are able to carefully assess and analyse a wealth of information, developing critical responses that give us the edge in reacting to any and all challenges that may arise. We work hard to maintain our front-line service and give our customers the assurance that despite market volatility and geo-political change, the high-quality service they expect is the service they will receive.
Nhava Sheva, India

We are a market leader in Indian container terminal operations and have the largest portfolio of ports along the Indian coastline with a network of terminals in Gujarat (Mundra), Maharashtra (Nhava Sheva), Kerala (Cochin), Tamil Nadu (Chennai) and Andhra Pradesh (Visakhapatnam), supporting over 32% of India’s container trade and investing over $2 billion in the country.
Case Study
Brisbane, Australia

We opened the most advanced semi-automated terminal in the country featuring 14 automated stacking cranes, which are operated remotely, taking workers off the quayside to the safety of the control room, and improving productivity. The new equipment is also more energy efficient, using 30% less energy than conventional terminal equipment. The overall annual capacity has risen from around 500,000 TEU (twenty foot equivalent units) to around 900,000 TEUs, providing DP World Brisbane with significant future development capability.
Centre of Excellence

Time is money in our business. Every second lost is a second wasted. We are therefore continually focused on improving existing operational standards and maximising the potential of existing resources. Increasing the efficiency of our assets can only lead to growth. In response to this need, we have created the DP World Centre of Excellence.

Using high-volume data analysis, and responding to real time information across the globe, we are able to identify root causes for inefficiency, areas for improvement, and problems that may arise in the future. This allows us to align our activity across all operations and find unified methods to work at optimum levels. The Centre of Excellence works closely with DP World Human Capital to train and enhance our people and maximise their potential through integrated training and education in both mature and emerging markets. A highly-trained workforce benefits everyone, and ensuring this is a key priority.
Customer engagement is always of utmost importance. At DP World it informs every decision we make. When our customers tell us they want to work smarter, better, and faster, we do everything in our power to meet that need. Whether by developing smart apps to perform transactions in emerging markets or implementing new tools and products for our more mature customers, we are at the vanguard. That said, we are completely aware that while technology increases efficiency and productivity, it is no substitute for the personal touch. We pride ourselves on maintaining and cultivating personal relationships with all of our customers, big or small.
Good governance means transparency and accountability. DP World’s long-term success has a great deal to do with the manner in which we conduct ourselves in accordance with internationally accepted principles. We are proud that DP World has topped the S&P Hawkamah Pan Arab ESG Index which ranks the transparency and disclosure of regional listed-companies based on environmental, social, and corporate governance metrics. Our board remains committed to maintaining high standards for our customers and our stakeholders alike, and our belief in transparency, communication, and honesty is integral to our day-to-day operations.
We believe that working in a sustainable and responsible way is essential to us building a strong business for our customers, our people and our society. We want our business to not only offer fiscal benefit, but to leave a genuinely positive long-term socio-economic impact.

At DP World we consider the influence of our presence across our entire global network. Sustainability is part of our business model, it informs our decision-making and ensures that we can deliver long-term benefits to our customers, our partners and the people who live and work in and around our facilities. Under the mandate of ‘Our World, Our Future’, we are committed to setting the standard for sustainable practices within our industry and to lead the way to a more sustainable future.

Our World, Our Future is our global programme to bring sustainability into every aspect of our work.
We measure our progress, publish our performance and look for ways to innovate and improve across all of our commitments. We are dedicated to sharing what we do with our customers, suppliers and partners to spread sustainable practices.

Environment

MINIMISE IMPACT
on our environment by better managing natural resources and emissions

Safety

STRIVE FOR ZERO HARM AT WORK to ensure the safety of our people and surrounding communities

People

INVEST IN OUR PEOPLE by embracing diversity, encouraging personal development and providing them with the tools to drive change

Society

BUILD A VIBRANT, SECURE AND RESILIENT SOCIETY through strategic investment in the issues that affect our people and our industry
Illegal wildlife trade is one of the biggest threats to the survival of some of the world’s most vulnerable species. Elephant ivory, rhino horn, big cats, and other wildlife species or products are smuggled from Africa to consumers in Asia. The trade, run by sophisticated criminal networks, is worth billions of dollars a year. We recognise that as a major port operator, we can play a part in breaking the supply chain and preventing this trade through our ports.

DP World is part of an industry taskforce launched by United for Wildlife, a collaborative effort between seven international conservation organisations established by HRH The Duke of Cambridge. Its aim is to encourage greater cooperation between official bodies and the transport sector to combat the tragedy of illicit wildlife trade.
The DP World Institute is recognised as an international centre of excellence in education for our industry, delivering courses for individuals and organisations worldwide. Training has reached record levels across the business with over 8,000 face-to-face training and e-learning modules provided. A variety of courses, leadership journeys for high-flyers and senior management, on-the-job experience, and placements have been delivered across the network.

Case Study
People

Training for Today and Tomorrow

The DP World Institute is recognised as an international centre of excellence in education for our industry, delivering courses for individuals and organisations worldwide. Training has reached record levels across the business with over 8,000 face-to-face training and e-learning modules provided. A variety of courses, leadership journeys for high-flyers and senior management, on-the-job experience, and placements have been delivered across the network.
Our children are our future. And through our annual Global Safety and Environment Children’s Drawing Competition, now in its 12th year, we convey safety and environment messages, in a fun and playful way, to the future leaders of our business, so that they in turn will continue to enhance standards in the workplace.

In 2015 the competition attracted 1,683 entries for the chosen themes of ‘Come Home Safe’ and ‘Reduce, Reuse, Recycle’ where they generated over 73,000 views on social media. The winning entries were chosen through voting on Facebook and are showcased at head office and reproduced as wall calendars given to employees in every one of our terminals.
We have established a culture of volunteering across DP World with a host of diverse employee volunteering initiatives globally each year for the benefit of communities associated with our operations. In addition, employees from across six continents have helped over 7,000 people in their local communities as part of Global Volunteer Week.

Employees in 19 countries supported 42 organisations across the world – from preparing activity kits in Argentina, helping people affected by flooding in India, distributing meals to the homeless and unemployed in Australia, and planting trees in Dubai.
Building a Legacy

DP World does not deal in the short term – we plan for the future and build our business to that end. We measure our success by different yardsticks: customer satisfaction, improved efficiency, increased safety, and the long-term betterment of our business, in financial and human terms. We aim to develop talent among our 36,000 employees across the globe and build a better business and a better world for future generations.
It is important to recognise the opportunities that the digital age presents and respond appropriately. We are constantly working to develop a thoughtful and modern approach to innovative trade and operations solutions. Whether improving safety by reducing the human/machine interface, improving supply-chain and vessel turn-around speed, or developing new markets, DP World is an industry leader. We are implementing automation into our model in more mature markets, which will not only improve safety and efficiency but elevate our customer experience.

A key example of how we have built innovation into the core of our business is Rotterdam World Gateway (RWG), the world’s most innovative fully-automated container terminal, officially launched in September 2015. Featuring remote-controlled loading and unloading operations on the vessel side, as well as automated container movement in the yard and trailer loading/unloading, RWG has an annual capacity of 2.35 million TEU. It is also impressively sustainable. The greenest terminal of its kind, RWG is fully electric, reducing CO₂ emissions compared to traditional terminals which utilize a mixture of diesel and electric powered equipment.

In this sense, Rotterdam World Gateway epitomises DP World’s corporate philosophy and our unyielding commitment to innovation, industry leadership, and the lasting satisfaction of our customers everywhere...

‘Creating the Future, Now.’