Welcome to DP World

Global Ports Connecting Global Markets
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.

Values
• Commitment to our people and our customers
• Profitable global growth
• Responsible corporate and personal behaviour
• Excellence and innovation
For those involved in trade around the world, the challenges of managing the supply chain can be complex and costly. At DP World, with a network of marine terminals spanning the globe and a team of more than 36,000 people, we have the reach, the expertise and the experience to help our customers meet those challenges. We provide quality, innovative, efficient terminal services, working in partnership with our customers, investing in new equipment and facilities to meet their needs today and tomorrow.

It is a model of customer service we developed and refined at our flagship Jebel Ali port in Dubai, and continue to replicate successfully throughout the world.

Our aim is to continue to provide world class customer service when and where our customers need us to be. Efficient infrastructure actively contributes to the development of trade, reducing supply chain costs and speeding goods to market. As our customers grow their business, our business grows with them.

Of course this doesn’t happen overnight, which is why we look to invest for the long term. And with an average terminal concession length of 40 years, we naturally become part of the communities we serve. We take that role seriously, focusing on safety, security, the environment and on community engagement as the pillars of our corporate responsibility initiatives. To this end, we have a number of existing initiatives and are planning to do more. We believe in relevant and sustainable projects that deliver long term benefits to all our partners and the business as a whole.

As a publicly listed company, we also adhere to the highest international standards of corporate governance, which enhances our sustainability. In everything we do, we seek to provide value – value to our customers, to our business partners and to our shareholders.

Mohammed Sharaf
Group Chief Executive Officer
“The partnership between China Shipping and DP World started in 2002 and our Middle East services upgraded from 4,200 TEU vessels at the time to 14,000 TEU vessels today. The reliable services DP World offer make us more confident in upgrading and we have developed our partnership over the years.”

Capt. Wang Song
Managing Director
China Shipping (UAE)
DP World’s core business is providing customers with marine terminal services of outstanding quality and unparalleled efficiency around the world.

Our journey to becoming a leading global business has been rapid. From our home port in Dubai we successfully built on our experience and expertise, growing from a local to a regional business, to one of the top four marine terminal operators in the world in less than a decade.

Our growth has been in direct response to our customers. We talk with them, we listen to them and we work with them to meet their changing needs – from the services we offer to the locations in which we operate, both now and in the future.

We have invested in terminals in both emerging and developed markets, and we concentrate on cargo destined for or originating from the market each terminal serves, supporting the local community and the local economy.

Training and Development
Our people are key to our success. It is their expertise and commitment to quality customer service, combined with world class facilities and technology that means we deliver value to our customers time and again.

To ensure that we continue to attract and retain the best in the business, we constantly invest in our employees and their skills. To achieve this, we have our own DP World Institute offering a range of tailored courses to staff, from management training and development to instructional courses for operating equipment on our terminals.

Innovation
We are regarded as an innovator in the container terminal industry and are successful in developing and enhancing container terminal capacity and efficiency, sharing best practice and innovation to contribute positively to an efficient supply chain globally, from Senegal to Egypt to the UK to China to Australia, India and beyond.

Our sophisticated IT systems are focused on managing information to speed cargo off the terminal and on to market. We design IT solutions that best fit the needs of each terminal while maintaining supporting centralised IT services. This allows us to be agile, flexible and responsive to customers’ needs.

But we are innovators in equipment design as well. We developed some of the largest quayside cranes in the world at Jebel Ali, capable of lifting two forty-foot containers or four twenty-foot containers at a time. These are now being used to expand productivity in many of our terminals globally.

Adding Value
We also look at where we can add value to our customers outside the core quayside operation, including beyond the terminal gate. For example, we operate a rail link in India; river barging in Europe and elsewhere; landside transportation such as trucking in Dubai and in Germersheim in Germany.

Strategy
Our strategy describes our plan to maximise shareholder value through leveraging our portfolio of world-class infrastructure assets, to strengthen global supply chains and to generate sustainable economic growth.

As we evolve and live in a more integrated world, we have to constantly adapt to the changing environment and our customers’ needs. Our strategy therefore has to be flexible to the changing dynamics, whilst providing clear guidance on how to achieve our vision.

In 2013, we introduced the concept of the balanced scorecard framework to communicate DP World’s strategy, with the aim of communicating a clear, consistent and shared vision of DP World for a sustainable future. The framework provides measurable guidance and targets for DP World over the medium and long-term, and uses key performance indicators (KPIs) to measure the implementation of the strategy across the portfolio.
“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 solve 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.”

C.F. Chen
Owner Rep.
Yang Ming Lines
Corporate Responsibility at DP World

DP World plays a significant role in the communities in which we operate. As a world class business integral to the supply chain of our customers, we act with integrity in the development of solutions for our customers and partners, leveraging the talent of our employees to contribute to a sustainable future.

Our objective is to integrate responsible business practices into our daily activities, growing our business in a sustainable manner and maintaining our commitment to corporate responsibility. We work with our customers, suppliers and communities to identify sustainability challenges and develop partnership opportunities.

Significant progress has been made in integrating CR principles throughout the business with the development of a corporate responsibility strategy and the establishment of a CR Champions network designed to ensure alignment of regional and business unit activities. An overarching Corporate Responsibility Advisory Committee, chaired by the Group Chief Executive Officer, assists in the review of policies, procedures and the implementation of our corporate responsibility strategy.

We recognise that our global reach brings diversity. Rather than applying a uniform policy across the jurisdictions in which we operate, our corporate responsibility strategy is based on the four quadrants of community, environment, people and safety and marketplace. This is adapted to suit the local needs of each community.

The four quadrant approach at DP World

Community: Community engagement plans are developed by the business unit, to align our efforts with the needs of our people, their community and the business. This enables DP World to identify areas of greatest social need, what matters most in any community and how we can develop partnership plans. This engagement is guided by the Group’s community investment framework, giving business units support and a principled approach for developing strategic and effective community partnerships.

A full review and data collection exercise helps us understand our community reach to plan further activities in the future. This will become an annual project to map trends and identify focus areas requiring support.

Environment: As a global organisation, DP World’s focus is on delivering responsible environmental management. We constantly seek to improve our understanding of our environmental impact and the risks and opportunities related to our operations.

Environmental protection and management is considered in all of our activities with impact reduction initiatives being prioritised to direct resources to where the greatest environmental return can be realised. In addition, we constantly challenge our operations to reduce greenhouse gas emissions through improved energy management across our operations, reduce pollution, improve natural resource management and enhance biodiversity.

The environmental progress of each business unit is consolidated for reporting and reviewed by the Board at every meeting.

People and Safety: Our goal is zero harm with safety as a business-wide issue at the heart of all our operations. Our policies meet or exceed national health and safety legislation in the markets in which we operate. We comply with all aspects of the internationally recognised certification system OHSAS 18001 with staff and contractors required to meet health and safety requirements and participate in comprehensive training. We have zero tolerance of conditions and behaviours contributing to workplace incidents.

Building the talents and ability of our people is at the core of our Human Capital strategy. Our recruitment, induction processes and talent management programmes focus on responsibility, behavioural change, innovation and excellence. We also recognise that our success is enhanced by the diversity of our people. The rich and diverse mix of backgrounds, beliefs, cultures, skills and knowledge is a major contributor to our continued success.

The well-being of our people also rests on how secure they feel as members of the DP World global family. We are committed to ensuring the safety and security of our people and our assets by investing in security management systems.

Marketplace: Given our position in the industry and our global reach we continually drive performance improvements and change to positively impact our stakeholders around the world. We are committed to conducting business with socially responsible and ethical suppliers ensuring the principles of sustainability and responsibility apply to the procurement of all goods, services and construction activities.

“Working together to create a piece of art demonstrates in a very practical way that every individual can be creative in their own unique way.”

Wemmy De Maaker,
Ceo
Mawahb From Beautiful People
DP World is one of the largest marine terminal operators in the world by throughput.

Around the world, DP World handles more than 150,000 containers a day.

Put end to end, the containers we handle in a year would circle the world more than eight times.

We operate more than 1,300 cranes across the world.

Combined globally, our yard area covers 1,374 hectares—the equivalent of almost 2,000 football pitches.

DP World has more than 55 kilometres of quay wall globally.

Almost six and a half billion washing machines would fit in the combined capacity of the containers we handle in a year.

We serve around 66,000 vessels a year— or nearly 180 a day.

Our team of over 36,000 people is truly global, made up of more than 90 nationalities.
“Par Excellence! Personally, as well as all Hapag Lloyd departments and agents working with DP World Jebel Ali, I am very satisfied with the cooperation and level of communication and response times.”

Capt. Gert Homayer
Managing Director
Hapag Lloyd, Middle East