

To: Traders, Transporters, Agents, Shipping Lines and other users of Khalifa Port Container Terminal

From: Abu Dhabi Terminals, Khalifa Port Container Terminal

Date: 19th March 2014

Subj.: Ease of Doing Business at Khalifa Port Container Terminal

Dear Customer,

Abu Dhabi Terminals is committed to making a difference for businesses in the United Arab Emirates. This is what has driven the development of Khalifa Port Container Terminal, and although we are proud of how far we have come since HH Sheikh Khalifa officially inaugurated the facility on 12/12/12 we want to do better every day. We must meet your requirements today and tomorrow!

We are pleased that so many of you have taken the time to share your views with us - during formal meetings, our trade seminars, the Customer Satisfaction Survey, as well as through our daily interaction.

We have tried to prioritize our developments based on what you have told us matter the most to you, and we are pleased to share with you the following list of activities that has recently been enhanced:

Export Formalities through Khalifa Port

Before 1st March 2014, the Abu Dhabi Customs procedure called for mandatory 100% Customs inspection of all export units.

As we also outlined in our recent circular, we have worked with Abu Dhabi Customs to develop and implement a simpler and more sustainable procedure where shippers may Gate-In export units at the terminal without going through the inspection. In addition, the shipper only needs to clear the Bill of Entry with Customs 6 hours before the scheduled vessel arrival.

This allows the industry to plan their logistics differently, while also saving both manpower and other resources.

To learn more about the procedure please contact our Customer Service Department via email KP.Customer@ADTerminals.ae



Office Space in Khalifa Port

Several companies have approached us with requests to lease office space in Khalifa Port. While Abu Dhabi Terminals does not have such real estate, we are pleased to say that ADPC now offer such leases to interested companies that do business in the port.

For further information, please contact

Mr. Kamel Al Deirawy, ADPC Business Development Manager - Ports
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or

Ms. Marian Al Hamadi, ADPC Business Development Specialist - Ports
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Shipping Lines' Online Releases for Export Empty Units

We are excited to announce that we have been able to enhance our systems, so shipping lines can now make their release for export empty units online.

This procedure allows shipping lines to release their containers in one simple procedure. Getting the export empty container releases online also speeds up the process for transporters, and ensures they can make their "Terminal Visit Appointments - TVAs" online well in advance. This process allows our transport partners to bypass the manual procedure at the Khalifa Port Documentation Center and, of course, avail themselves of the lower appointment fees for online reservations.

We have already successfully completed our demonstration and training for the first shipping lines, and will shortly announce the schedule for further training.

For further information, please contact our Customer Service Department.

Truck Turn Time

Customers have repeatedly reminded us, that we must keep reducing the time it take trucks to pick-up and/or deliver containers at Khalifa Port Container Terminal before they are back on the road.

While we are proud to state that we have reduced the transaction time at the offshore terminal to an average of less than 13 minutes per container transaction, we also acknowledge this is only one part of the Khalifa Port experience.

We are now conducting further time studies to identify other bottlenecks in the process that we can either eliminate or improve on, to help you streamline your supply chain process.

Currently, we are investigating opportunities to eliminate the need to visit the Khalifa Port

Documentation Center for any of the key appointment or clearance elements through the use of online tools to conduct the TVA and other Governmental activity processes.

The benefits to you of going online are many. A few of them include:

- Creating appointments online, means you can make them in advance when it best fits your schedule - and from the convenience of your office or anywhere else you are online.
- Online appointments are only ½ the price charged when you visit the Documentation Center to make your appointment manually.
- Having completed the process before the truck arrives, also ensures the truck stays on the road where the money is made instead of being parked or waiting in a queue.

Today 48% of all TVAs are made online, and we encourage you to make use of the facility. For further information please contact our Customer Service Department.

Cargo Movements between Free Zones in the UAE and Khalifa Port Container Terminal

We are pleased to announce that Abu Dhabi Terminals and Abu Dhabi Customs have facilitated the movement of import cargo from Khalifa Port Container Terminal to Free Zone companies in any Emirate without the need for deposits, or visiting Abu Dhabi Customs offices for every shipment. This is a direct response to concerns voiced at our recent trade seminar held in Ras Al Khaimah.

Free Zone companies that wish to use this service simply need to register with Abu Dhabi Customs once to obtain an Importer code. This provides you access to the "DHABI" system where you can upload your stamped documents to Abu Dhabi Customs electronically within three days of the import container movement from Khalifa Port Container Terminal.

For further information please contact our Customer Service Department.

We hope you find this progress encouraging, and we expect to provide more good news in the coming weeks.

Yours sincerely,
For Abu Dhabi Terminals



Rex C. Gundle
Chief Operations Officer