

Business Model

Leading the Future of World Trade

At the core of our business model is the concept of adding value at each stage of the commercial process, to fulfil our aim of Leading the Future of World Trade. Value has to be enhanced – for customers, business partners, stakeholders and for our shareholders – in order to facilitate global trade flows in a challenging world.



1

How We Add Value

Marine and Inland Trade Infrastructure and Services

To meet the needs of dynamic 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 services, develops unique port-centric logistics for import and export supply chains, and we implement state-of-the-art technologies across our portfolio.



DP World Brisbane (Australia)

2

How We Lead Our Business

Customer Focus and Operational Excellence

Our customers are a central focus and we pride ourselves on our strong reputation for customer service. To ensure they remain completely satisfied with our global portfolio, DP World continually strives to improve and enhance its services; this operational excellence provides industry-leading processes and systems to benefit all our customers.

For more information on our strategy implementation, see page 18

Governance and Risk Management

Corporate governance and risk management enable us to add value at all levels within DP World. We adopt the highest standards of professionalism and ethical behaviour throughout the Group. As a global organisation, the corporate governance policies followed by DP World are compatible with international best practice. Our approach to understanding, measuring and managing risk and returns from our investments helps to maintain our status as an industry leader.

For more information on our risk management approach, see pages 30 to 37

People and Culture

DP World's people are a hugely valuable asset; crucial to our future success. We invest constantly in the development of our people, providing the resources, training, and career opportunities needed to achieve the highest professional standards. The DP World Institute, our internationally recognised industry education provider, runs training and development programmes globally for employees and industry professionals across the supply chain. We have taken steps to further embed a culture that nourishes diversity and innovation.

For more information on our people and culture, see pages 42 to 45

Sustainability

DP World believes that working in a sustainable and responsible way is essential to building a strong business for our customers, our people and our society, now and for the future. DP World has made a major long term investment, through the "Our World, Our Future" programme, to drive best practice and foster innovation in sustainability around the world. We have 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.

For more information on our approach to sustainability, see pages 38 to 49