

BUSINESS MODEL

How we lead the future of world trade

We foster a culture of collaboration, innovation and respect – vital ingredients that enable DP World to “lead the future of world trade”.

WE LEAD OUR BUSINESS BY:

CUSTOMER RELATIONSHIP AND OPERATIONAL EXCELLENCE

Our customers are a central focus and 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.

PEOPLE, CULTURE AND SAFETY

The DP World Institute 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 and DP World is fully committed to zero harm to people and creating a safety culture throughout the Group.

COMMUNITY AND ENVIRONMENT

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 and take steps towards building a vibrant, secure and resilient society.

FINANCE, GOVERNANCE AND RISK

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.

TECHNOLOGY AND INNOVATION

We invest in technology and innovation to provide our customers the best experience, build differentiated capabilities, and optimise our operations. We focus on applying cutting edge technologies that will transform performance such as big data and analytics, robotics, and artificial intelligence.

WE DELIVER OUR BUSINESS THROUGH OUR:

PORTS AND TERMINALS



PARKS, LOGISTICS AND ECONOMIC ZONES



MARITIME SERVICES



UNDERPINNED BY OUR PHILOSOPHY OF INNOVATION

+ ABSORBING NEW THINKING

+ EMBRACING CHANGE

WE LEAD OUR FUTURE BY:



EFFICIENCY GAINS TO REDUCE OUR CUSTOMERS COST



CUSTOMER SOLUTIONS TO IMPROVE PRODUCTIVITY



FLEXIBLE GROWTH IN CAPACITY IN LINE WITH MARKET DEMAND



TAKING ADVANTAGE OF INVESTMENT OPPORTUNITIES

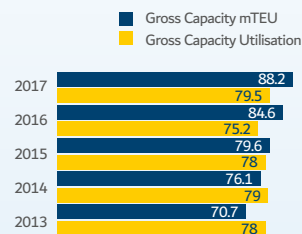
+ WELCOMING DISRUPTION

+ EXECUTING AND IMPLEMENTING

OUR WORLD, OUR FUTURE:

CUSTOMERS

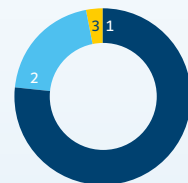
GROSS CAPACITY MTEU/
GROSS CAPACITY UTILISATION %



88.2
79.5%

EMPLOYEES

DP WORLD INSTITUTE TRAINING PROGRAMME PARTICIPANTS IN 2017

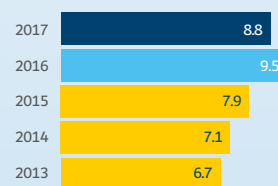


- Middle East, Europe & Africa
Leadership: 488, Operation: 271
- Asia Pacific & Indian Subcontinent
Leadership: 103, Operation: 72
- Australia & Americas
Leadership: 25, Operation: 10

TOTAL: 969

INVESTORS

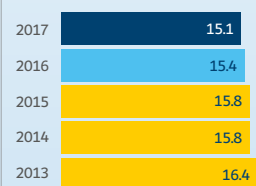
RETURN ON CAPITAL EMPLOYED ("ROCE") %



8.8%

SUSTAINABILITY

EMISSIONS INTENSITY
KCO₂e/MODTEU



16%
reduction achieved against 2011 baseline