

ABDULLAH ÇAÇANOĞLU . ADNAN BENSEL . AHMET HILMI YILDIZ . AITOR CASCÁN . ALBA COLET ROSELLO . ALFIO M. LA PIANA . ALİ YAKAR . ALICE PUSCEDDU . ALİHAN TAŞ . AMANDA FREEDMAN . ANDRE NORTON . ANDRÉ SEIA . ANGELO GIARRUSSO . ANGIE PAOLA GILL . ANIL ÖZEN . ANNA SABATÉ . ANNA MARIA CARDONA SCHRANZ . ANTONIO PAVONE . ARCA YÖRÜK . AUTRIA BETHEL . AYKUT YILMAZ . AYLIN TURAN . AZİZ GÜNGÖR . BAKI YIĞİT ÇAKIR . BARIŞ BAYRAK . BAŞAK ALTINAY . BRENAE FERNANDER . BRENDEN JOHNSON . BRIAN ROSE . BURAK GÜLAY . BURÇAK KARADEMİR . CARMEN IMPELLIZZERI . CATHERINE PINDER . CATHLEEN SHERILYN GEORGE . CEYLAN YAMAN . CHRISTIAN SALIBA . ÇINAR MIZRAK . CLAUDIA AMBROSI . CLAUDIA PIREDDA . COLIN P. MURPHY . COLLIN CLEARE . CORDELL HORSFORD . CRISTINA GARCIA . CYNTHIA JACOBS BROWNE . DANIEL FERNÁNDEZ . DANIELE REITANO . DANIELLE SIMON . DAVID BARTLETT . DAVID CORBELLA . DAYSHA YOUNG . DEJARON MOSS . DELBERTH HUTSON . DERECK CHRISTIE . DIANNE RICHARDS . DONA LISEL REGIS . DOROTHY DUCKIE . DUARTE CABRAL . DUNCAN BURKE . DURMUŞ KARA . ECE GÜRSOY . EDWARD FIELDS . EDWIN FOUNTAIN . EMILIO CASTELLÓN . ENRIC SÀNCHEZ . ERCAN KILIÇ . ERCAN ULUPINAR . ERDİNÇ ÇEKİRDEKÇİ . ERKAN ÖZTUNALI . ERKAN DURUKAN . EYLEM ALOĞLU . FERDAĞ ILDIR . FRANCESC GRAU . FRANCESCA AVOLIO . FÜSUN ÖZKAN . GAMZE KONUK . GARFIELD BISHOP . GARNELL NIXON . GEMILIANO FARRIS . GEMILIANO FARRIS . GIOVANNI TOCCO . GLEN HILI . GÜRNEY AKYÜZ . GÜZEL KARASU . HAKAN KESKİNTAŞ . HAKAN ÇOBANOĞLU . HANDAN ÇILTAŞ . HASAN ATAĞ . HINOJOSA INMACULADA . HÜRÜ ÖZEL . HÜSEYİN ADALI . IAN MORLEY . İBRAHİM UZUN . İBRAHİM ULAŞ SAVDER . İESHA ROLLE . INMACULADA HINOJOSA CABRERA . IRENE RODRIGUEZ SALAS . IRMAK KIRILMAZ . ISABEL ZICKERMANN . IVAN ZAMMIT . IVAN MELIS . JADE EVANS . JAIME ARJONA . JAN FOMFERRA . JANICE CONSTANT . JAVIER RODRIGUEZ . JORDAN MOYANO . JORDI GUILLEM . JOSEPH DANIELS . JOSETTE MAGRO . JULIÁN MARTÍNEZ . KAAAN SAADETİOĞLU . KAAAN GOKNAR ALPTEKİN . KEILAH BARTON . KELSON BEAUVIL . KEMOYE GEORGE . KÜBRA SAVAŞCI . LARRY ROLLE . LATRAEL ALAIN . LEROY MILLER . LIONEL TURNQUEST . LOPO COSTA . LUIS ATENCIA . LURLENE JEFFREY . MAHA BEKDERNA . MAHMUT ERÇİN . M^o JOSÉ AMORÓS . MALCOLM MEILAK . MARCELLO PINTUS . MÁRCIA CRUZ . MARCOS FARIAS . MARIA GARCIA MILÀ . MARIO RUSSO . MARK CAUCHI GARZIA . MARQUES WILLIAMS . MARTIN BROWN . MAURIZIO IMPELLIZZERI . MAYA NOTTAGE . MEHMET DEMİR . MEHMET ERKASAP . MERT KORKMAZ . MERT TAŞPOLAT . MICHAEL HARRIS . MICHAEL SCERRI . MICHELE PASTORE . MIGUEL PANTOJA . MIKE MAURA JR . MURAT YANIK . MURAT DÜLGER . MURAT KARAHAN . MUSTAFA ÇEKİRDEKÇİ . NALASTA HURST . NADIA COX . NAKIA FORBES . NESLIHAN YILMAZ . NIALL CRAIG . NINA STOJAK . NISA ÇAKAR . NUNO MARTINS . NUNO MATOS . ÖMER TOPLU . ORINZELL JACOBS HENRY . OZAN ARSLAN . OZAN ÇELİK . ÖZKAN YAVAŞER . PASQUALE LEONE . PEACHES SAUNDERS . PHILMORE FLOYD . PORTIA WALLACE . RACHELE SAMMARTANO . RAFAEL JIMÉNEZ . RAFFAELLA DEL PRETE . RAHMAN ÇETİN . RAMAZAN AKDENİZ . RAMAZAN UZUNMEŞE . RAWLE REYNOLDS . REBEKA PEVEC . RENZO PISTIS . RICARDO GIL . RICARDO LOBO . ROBERT ZAMMIT . ROMEO GREENE . ROSARIO CONVERTINO . RYAN BRIDGewater . SADETİN YILMAZ . SALVATORE TUCCI . SAMI DEBBICH . SANDRA QUINTANO . SAVAŞ KELEŞ . SELEN ÖZGÜN . SELMA TAŞKIRAN . SERCAN KARAHAN . SERGIO OLAYA . SERKAN GÜRÜ . SERKAN BAKI . SERKAN ŞEN . SEVİM SAĞLAM . SHAKERA PEARCE . SHEMISA HEPBURN . SIMONA ROSARIA SEMERARO . ŞİZEN ELVİN AKÇAL . SONER BAŞ . SONIA GARCIA . STARRON WRIGHT . STEFANIA PUZZONI . STEPHEN XUEREZ . SUSANA GUTIERREZ LOPEZ . SYLVESTER HENRY . THAO NGUYEN . TOLGA BÜYÜKSARAC . TONIO ZAMMIT . TURAN YAMAN . UĞUR KUZAKCI . URSULA WHYTE . VALENTYN SHOTROPA . VALERIE GALT . VANESA PETIT . VEDAT ASLAN . VERE WARD . VERYSSA MANNIX . VÍCTOR AMORÓS . VICTORIA PLANK . VINCENT WILLIAMS . WILLIAM TUCKER MAURA . YAVUZ OĞUN . YELED THOMPSON . YESHANTA THOMPSON . DABANOVIĆ NATAŠA . DAŠIĆ LJILJANA . DRAGIŠIĆ NIKOLETA . ĐURIČKOVIĆ OLGA . KACILICA SANIDA . KARA SEDAT . CANOVIĆ MAJDA . DELIBAŠIĆ BRANKO . DRAGIŠIĆ VESIKO . EVTIMOV NIKOLETA . GOJKOVIĆ DEJAN . GVOZDENOVIĆ SANJA . KARANIKIĆ JADRANKA . LALEVIĆ BILJANA . NIKOLIĆ ALEKSANDAR . NOVIĆEVIĆ SVETISLAV . SOKOVIĆ SLOBODANKA . VOJINOVIĆ DRAGAN . VUJOVIĆ DERVIŠEVIĆ JASMINKA . VULIĆEVIĆ DRAGICA . YELTEKİN EREN . DABOVIĆ ALEKSANDAR . DEMIRHAN KEREM . KRUŠIĆ MARGITA . PEKIĆ JELENA . PERAJKOVIĆ DRAGAN . PEŠIĆ ALEKSANDRA . ČEJOVIĆ VUKOVIĆ ĐANIJELA . DEDIĆ BOŽIDARKA . ĐURAKOVIĆ NURKOVIĆ ERVINA . ĐURĐIĆ GORAN . FAZLIĆ NERMİNA . KARANIKIĆ VLADO . KASALIĆ JELENA . LJUJIĆ VESNA . MILADINOVIĆ OLIVERA . NIKEZIĆ ESMİNA . RAKOVIĆ VESNA . SAMARDŽIĆ RADOICA . ZORONJIĆ RAMO . ČATOVIĆ MUAMER . PIROVIĆ JASMINA . BAJRAMOVIĆ SAFET . BANOVIĆ BILJANA . IVANOVIĆ RANKO . MARKOVIĆ IVKO . MUSTAFALIĆ İHMET . POPOVIĆ PAMAZAN . RADOVIĆ SRETEN . OBRADOVIĆ VASILJE . RADOMAN MIROSLAV . ŠOŠKIĆ MILOŠ . VUJOVIĆ MARKO . VUKOVIĆ SEAD . AKSU GÖRKEM . DEDIĆ MARKO . JOVANOVIĆ JADRANKA . KARA OZAN . LUKOVIĆ OLGA . SLABIĐORESKI ALEKSANDAR . VUKADINOVIĆ ŽELJKO . CANOVIĆ MIRALEM . DEMIRCAN UFUK . ŠIŠEVIĆ ZDRAVKO . KALAMPEROVIĆ MUHEDIN . KOVAČEVIĆ MERITA . MAROVIĆ RATKA . ORLANDIĆ MILORAD . PETRANOVIĆ ALEKSANDAR . VUKIĆ MUSTAFA . BRNJADA ŽELJKO . CVIJETIĆ MINA . ĐUKANOVIĆ DRAGAN . KOJIĆ VALENTINA . LALIĆ NIKOLETA . STANIŠIĆ SREĆKO . VUKIĆEVIĆ DRAGOLJUB . DEVIĆ RADOMIR . DİBRA SULJO . KRGOVIĆ SAŠA . LALIĆ RADOVAN . NIKOČEVIĆ ZORAN . PEČURICA SLAVICA . USKOKOVIĆ RAJKO . ANDRIJAŠEVIĆ BORO . ARNAUTOVIĆ MIRSAD . BADNJAR ŽIVOJIN . BARAC DUŠKO . BARJAKTAREVIĆ SVETISLAV . ČEJOVIĆ DARKO . ČOBELJIĆ PETAR . DAŠIĆ MIODRAG . ĐENČIĆ DŽEMAL . JANKOVIĆ ALEKSANDAR . JANKOVIĆ MILUTIN . JELIĆ NATALIJA . JOKIĆ MIODRAG . JOVANOVIĆ ĐORĐIJE . JOVETIĆ BISERKA . KUĆ LAZAR . OPAČINA GORAN . OSMANOVIĆ OMER . PEROVIĆ ENVER . POPOVIĆ IVO . POPOVIĆ ŽELJKO . RADUSINOVIĆ ALEKSEJ . RAŽNATOVIĆ NIKOLA . SULIĆ ELVİR . ŠLJIVANČANIN VANJA . VELIĆ ASIM . VELOVIĆ SELİM . VUČEVIĆ SLOBODANKA . ZEKOVIĆ ADIMR . UĞUR MAHMUT . JOKANOVIĆ DANKA . PEJUŠKOVIĆ ĐOKO . STOJANOVIĆ MIHAILO . POPOVIĆ TAJTANA . RAŽNATOVIĆ LJILJANA . DOBRKOVIĆ ŽELJKO . MARTINOVIĆ ZORAN . ŠUKURICA SEAD . OBRADOVIĆ MILISAV . SAVIĆ DEJAN . ŠIBALIĆ SRETO . VLAHOVIĆ MILORAD . ADŽIĆ ADEM . BEHAROVIĆ ALIJA . BOŠKOVIĆ ŽELJKO . BRAJOVIĆ ALEKSANDAR . CVETIĆ MLADEN . DARMANOVIĆ PREDRAG . DUŠKIĆ SAMİR . ĐOROVIĆ ZORAN . ĐURIŠIĆ GORAN . FEMIĆ ŽELJKO . GRBOVIĆ VLADIMİR . GRUJIČIĆ SLAVKO . GRUJIĆ MILOŠ . ISAKOVIĆ ELEZ . ISAKOVIĆ AHMET . IVANOVIĆ MILAN . JANKOVIĆ PRENČA . JOVETIĆ VASKO . KEKEP MILAN . KEKOVIĆ BOŽO . KUBUROVIĆ VLADIMİR . LISIČIĆ ZAIM . LUKIĆ ALEKSANDAR . MARKOVIĆ MILOŠ . MARKOVIĆ BOŽIDAR . MARSTIJEPOVIĆ ĐORĐE . MAŠTILOVIĆ SRĐAN . MATOVIĆ SLAVEN . MEDOJEVIĆ GOJKO . METANOVIĆ EMRO . MITROVIĆ RAJKO . ODŽIĆ ADŽIJA . ODŽIĆ SABRIJA . PAVLOVIĆ ZLATKO . PELINKOVIĆ SAMİR . PURLIJA DRAGAN . RADOVIĆ TOMISLAV . SAVIĆEVIĆ GORAN . SRZENTIĆ DRAGAN . STANISAVLJEVIĆ RATKO . STIJOVIĆ VESELIN . STRAHINJA GOJKO . SULIĆ RAMO . ŠABOVIĆ AVDO . ŠČEKIĆ MIROSLAV . ŠČEKIĆ ĐANKO . ŠKRIJELJ NEDŽAD . ŠKRIJELJ MURAT . ŠKRIJELJ MUHAMED . TOMIĆ RAJKO . TOMIĆ DRAGAN . ALIĆ ALIM . ALIĆ ZAIM . BADŽOVIĆ SABIN . BADŽOVIĆ VEJSEL . BADŽOVIĆ RAMİZ . BAJRAMOVIĆ ŠABAN . BAJRAMOVIĆ ESAD . BARDIĆ BEĆIR . BEGZIĆ RAMADAN . BEGZIĆ VELJO . BEHAROVIĆ MUHAMED . ČEJOVIĆ GORAN . DUŠKIĆ BEĆIR . DABANOVIĆ MILO . FAZLIČIĆ EMİR . GAŠI SEFKO . HOT HASREDIN . IVANOVIĆ TOMISLAV . IVANOVIĆ JAKOV . JOLIČIĆ VOJISLAV . JOVANOVIĆ OLIVER . JOVIĆ MARKO . KOLAR İSMET . KOLAR SENAD . KOLAR SAMİR . KOVAČEVIĆ BRAHİM . KOUSAL STEFAN . LAKETIĆ VUKO . LUKIĆ MIRSAD . MADŽURIĆ HALİL . MALJEVIĆ STEVO . MARINOVIĆ SEFO . MARLJKIĆ NEBOJŠA . MARSTIJEPOVIĆ BOŽO . MARSTIJEPOVIĆ ALEKSANDAR . MARVUČIĆ PREDRAG . MEDIN NIKOLA . MEHOVIĆ KASEM . METOVIĆ ZAIM . MIJANOVIĆ ZORAN . PELINKOVIĆ İSAT . PELINKOVIĆ CEMAL . PERAZIĆ OSMAN . PERAZIĆ ZIJAD . PERUNIČIĆ NOVAK . PETRANOVIĆ DUŠAN . PETRANOVIĆ RANKO . RAMOVIĆ DANO . SPAHIĆ EMİR . ŠABOVIĆ HADŽIJA . ŠABOVIĆ ESAD . ŠKRIJELJ ENVER . UKOVIĆ AVDULAH . VELOVIĆ MUHAMED . VOJVODIĆ PETAR . VUJOVIĆ MIODRAG . VUKOVIĆ DRAŽEN . ŽABELJIĆ MARTIN . ŽUĐELOVIĆ MUSTAFA . ČORSOVIĆ SRĐAN . ADŽEMOVIĆ ALIJA . BUJIĆ MIODRAG . DABEČIĆ OSMAN . İSMAKOVIĆ NADILA . MAČKIĆ İHSU . MARVIČIĆ LJUBO . NIKOČEVIĆ STOJAN . OSMANOVIĆ İSLJAM . VELOVIĆ MEHMED . VUKOVIĆ PANTO . ŽUĐELOVIĆ TEFIK . LEKIĆ SREĆKO . MARIĆIĆ NIKOLINA . MILORAD . KARASTANOVIĆ İSLJAM . LEKOVIĆ DRAGAN . LUKETA RADMILO . MARKOLOVIĆ MARKO . MATEZIĆ HASAN . MURATOVIĆ SABRO . NIKOLIĆ VESELIN . PETRANOVIĆ MILOŠ . RADONJIĆ MIODRAG . SULIČIĆ RAMO . TRCETA IGOR . VUČEVIĆ LJUBO . JOVANOVIĆ DRAGOSLAV . KEZIĆ MIRKO . KOŠANIĆ ŽELJKO . LAVROVIĆ SENAD . MAKSIMOVIĆ RADOVAN . PETOVIĆ DINO . POPOVIĆ ELMAZ . VUKAČIĆ PREDRAG . ČOBOVIĆ SENAD . ČETKOVIĆ ANDRO . ĐENĐINOVIĆ MARKO . ĐURIČIĆ MIODRAG . HUKIĆ SENAD . İVOVIĆ NENAD . ODŽIĆ SENAD . SLAKOVIĆ METO . KEVIN D'COSTA . ERIKA TACHE . MEHMET KUTMAN . MERVE EZGÜ . ÖYKÜ ÇIRAK . IRMAK ELİF KIRILMAZ

Employee handbook



26 ports in 14 *countries*



Message from CEO

Welcome to GPH!

As we continue to grow each day, we welcome new employees from around the world. GPH is a company like no other, so we recruit according to our needs ranging from specific regional business development expertise to commercial port operations to cruise port commercialization. New team members come from a variety of backgrounds which helps create our own unique diverse workplace and culture.

In the past two years, despite the effects of pandemic, we have shown our endurance and resilience via patience, collaboration, and diligent work. We have kept on developing our cruise ports around the world. In the Caribbean alone, we have invested more than \$200M in the improvement of cruise ports. Whereas on the landside, our aim was to improve the experience in our destinations, enabling local businesses for win-win-win's once business restarts.

In the recent phase of our journey, we have expanded our operations to 26 ports in 14 countries. Among our latest additions, Tarragona (Spain), Las Palmas (Canaries) and Crotona (Italy) help strengthen the company's position in the Mediterranean. Following our strong foothold in the Caribbean with Antigua (Antigua & Barbuda) and Nassau (the Bahamas), the addition of San Juan

We are a team of over 700 people from 20 different nationalities that learn from each other and share best practices while we differentiate through our local focus and expertise. We believe in team-play, collaboration, and hard work. We aim to provide a sense of fairness in the workplace, and we believe that happy people perform better. As a result, our employee's commitment and sense of well-being is not a nice-to-have but a goal for us.

(Puerto Rico) will be another inflection point and milestone. On the commercial ports side, Port of Adria is striving for high growth and regional competitiveness at the same time. This success of the commercial team is providing the growth platform for the whole company.

In an industry with a bright future, our business continues to consolidate its position as the world's largest cruise port operator.

Global Ports Holding is focused not only on expansion, but also on continuous improvement. In every port that we have the privilege of operating, we learn and add knowledge to our standard operating procedures and know how. This benefits every other port in our network. We are and will continue to be the world's largest cruise port operator, while striving to provide the best service to guest and customers while at the same time innovating services in our ports and destinations with a focus on sustainability.

The employee handbook is a playbook on how things are done in GPH. This is a living document that will be amended and improved continuously.

We've put together our common knowledge and experiences into GPH guidelines, standards and operating procedures and called it the GPH Codes and Policies. This was done by our own people, not by consultants. We pride ourselves in learning from others but first and most of all learning from each other.

This is why we have to continuously improve them. If something does not work for you, just make sure that your situation or solution becomes part of the codes and policies.

Two principles are very important to the GPH way of doing business:

1. Implement what you know. We must make sure our policies are not left on paper but become real-life applications. It is important to us to now and implement the GPH way in each port we operate.

In fact, continuous improvement, or Kai-Zen if you will, is another principle we believe in. The people who run things on a daily basis are the best people to improve them.

2. Update and continuously improve what you know: It is inevitable that some of those guidelines or policies do not fit a specific situation or that they become obsolete in time.

This handbook is also a part of our collective know-how put together by our people. If you see things that might help other newcomers, please do not hesitate to take action and just improve it.

Once again, welcome to the family.



Mehmet Kutman
Chairman & CEO Global Ports Holding Plc

Meet the Global Ports Holding Team



Mehmet Kutman
CEO



Jan Fomferra
CFO



Stephen Xuereb
COO



Dr. Ece Gürsoy
CLO



Aziz Güngör
Regional Director, East Med



Javier Rodriguez
Regional Director, West Med & Asia



Mike Maura Jr.
Regional Director, Americas



Colin Murphy
Head of Business Development - Americas



Çınar Mızrak
Group Reporting Director



Burak Gülay
Ancillary Services Director



Ceylan Erzi
Marketing Director



Alba Colet
Tarragona Cruise Port CD



Dona Regis Prosper
Antigua Cruise Port GM



Duarte Cabral
Lisbon Cruise Port GM



Federico Gonzalez
San Juan Cruise Port GM



Martin Brown
Investor Relations Director



Kübra Savasci
HR Manager



David Corbella
Senior Projects Manager



Lionel Wong
Singapore Cruise Port GM



Raffaella Del Prete
Cagliari , Catania, Crotone & Taranto GM



Rebeka V. Pevec
Zadar Cruise Port GM



Sami Debbich
La Goulette Cruise Port GM



Şizen E. Akçal
Marketing & Communications Manager



Jordi Guillem
Port Services Manager



Mert Taspolat
Internal Audit Manager



Sedat Kara
Port of Adria GM



Susana Gutierrez Lopez
Malaga Cruise Port GM



Thao Nguyen
Ha Long Cruise Port GM



Welcome
On Board

About Us

Global Ports Holding is the world’s largest cruise port operator with an established presence in the Caribbean, Mediterranean, Asia-Pacific regions, including commercial port operations in Montenegro.



Global Ports Holding (GPH) was established in 2004 as an international port operator with a diversified portfolio of cruise and commercial ports. As an independent cruise port operator, the group holds a unique position in the cruise port landscape, positioning itself as the world’s leading cruise port brand, with an integrated platform of cruise ports serving cruise liners, ferries, yachts and mega-yachts. GPH operates 26 ports in 14 countries and continues to grow steadily. GPH provides services over 15 million passengers reaching a market

share of 29% in the Mediterranean annually. The group also offers commercial port operations which specialize in container, bulk and general cargo handling.

A portfolio of award-winning ports and terminals allows GPH to transfer best practices to its subsidiaries. With a strong focus on operational excellence, enhanced security practices and customer-oriented services, GPH aims to contribute to the development of the cruise industry.

OPERATING MODEL

Global Ports Holding has a well-defined operating model that relies on four distinct pillars: organization, governance, functions and technology. The proprietary GPH operating model centralizes management for every major structure’s operations within its enterprise, and are based on operational and commercial synergies to promote maximum efficiency.

globalportsholding.com

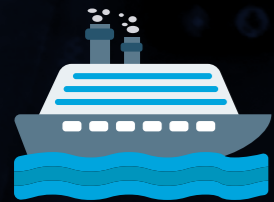
Ports

Antigua - Bar - Barcelona - Bodrum - Cagliari - Catania - Crotone
Fuerteventura - Ha Long - Kalundborg - Kusadasi - La Goulette - Lanzarote
Las Palmas - Lisbon - Malaga - Nassau - Prince Rupert - San Juan - Singapore
Taranto - Tarragona - Valencia - Valletta - Venice - Vigo - Zadar

Global Ports Holding in Numbers

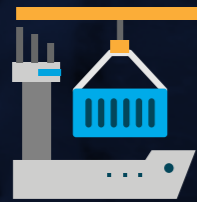
26

Cruise Ports



1

Commercial Ports



14

Countries



4

Continents



720

Employees



15m

Passengers



29%

Marketshare
in the Med





Global Ports Holding *Milestones*



2004

- › Establishment of GPH
- › Commenced operations in Kuşadası Cruise Port



2010

- › Acquired the remaining 59.8% stake in Port Akdeniz-Antalya
- › Acquired 60% stake in Bodrum Cruise Port



2013

- › Acquired a minority stake in Creuers (Barcelona, Malaga and Singapore Cruise Ports)
- › Acquired 62% stake in Port of Adria-Bar



2015

- › Acquired remaining stake in Creuers (GPH stake 62%)
- › Signed a concession agreement for Lisbon Cruise Terminals (GPH's effective stake: 46%)
- › Acquired a 55.6% stake in Valletta Cruise Port
- › EBRD acquired 10.84% stake in GPH



2016

- › Acquired a minority stake in Venice Cruise Port through a consortium
- › Acquired 70.9% indirect stakes in Cagliari Cruise Port
- › Acquired 62.2% indirect stakes in Catania Cruise Port
- › Acquired 53.7% indirect stakes in Ravenna Cruise Port



2017

- › Global Ports Holding Plc is listed on the London Stock Exchange
- › Acquired concession rights for Zadar Cruise Port



2019

- › Signed a concession agreement for Antigua Cruise Port
- › Signed a port operation and lease agreement for Nassau Cruise Port
- › Signed a management service agreement for Ha Long International Cruise Port, Vietnam



2020

- › Signed a concession agreement for La Goulette Cruise Port



2021

- › Signed a lease agreement for Kalundborg Cruise Port
- › Signed a concession agreement for Taranto Cruise Port



2022

- › Signed a concession agreement for Tarragona Cruise Port
- › Signed a concession agreement for Crotona Cruise Port
- › Signed a concession agreement for San Juan Cruise Port
- › Signed a concession agreement for Prince Rupert Cruise Port
- › Signed a concession for Las Palmas, Fuerteventura and Lanzarote Cruise Ports

The way we do things at **GPH**

We work with a Global mindset and focus on local excellence. Our people feel the winning spirit and practice corporate entrepreneurship. We lead with professionalism and get things done with integrity. We value individual effort but our way is the team play.



Strategy

Building a Truly **Global Network of Branded Cruise Ports**

Vision

**Truly Global Expert Network of Ports
Global Brand**



Continued Transformation

Continued transformation of the traditional cruise terminal and customer experience to deliver growth higher yield



Improved Experience

Ancillary service opportunities that also improve passenger experience at GPH's cruise ports



Continued Expansion

Continued cruise expansion through targeted, disciplined acquisitions in Europe, Caribbean and asia



Maintaining Profitability, Delivering Cash

Delivering growth and cash from pre-paid concessions, low CAPEX requirements and diversification of revenue streams



Continued Diversification

Continued diversification of the business via organic growth new geographies and business lines

Our
Mission

Best Operating Model

Create the best operating model for ports and continuously improve this by learning from each other

Best Partner/Service Provider

Be the best partner to cruise lines, firms, B2B partners, etc.

Best Customer Experience

Provide the best customer experience, both in port and on land

Best Expansion Capabilities

Achieve the best M&A and induction capability in the sector, and the best value creation program for the public

Our Values

Leadership and professionalism

We chart a clear direction, give inspiration and motivation through inclusive leadership. We focus on professionalism and cultivate a high performance environment.



Getting it done

We take initiative and execute with resourcefulness. We practice corporate entrepreneurship and believe in having ownership.



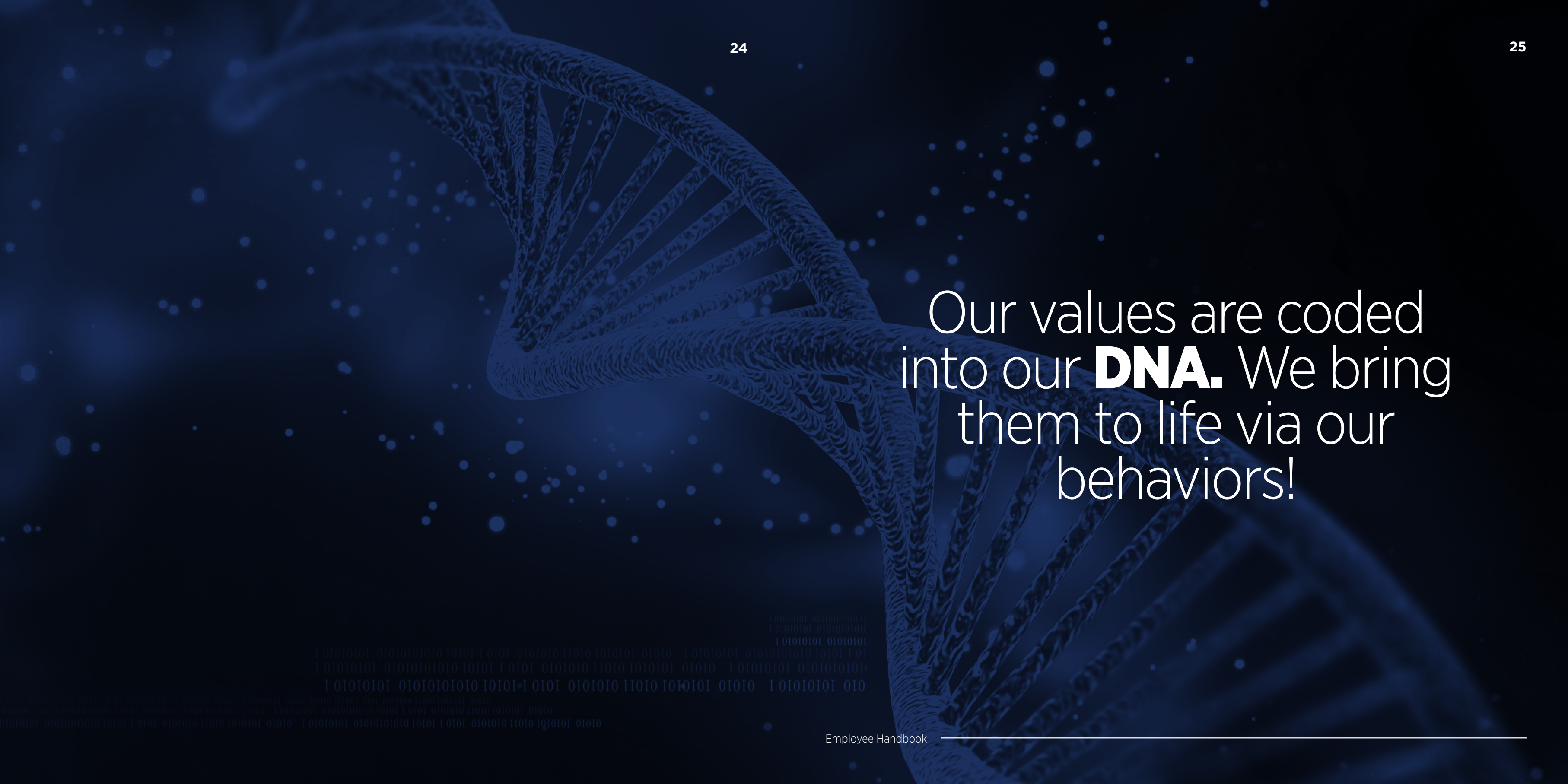
Team play and Collaboration

We challenge each other for the better, focus on the real prize for common goals, promote a learning culture.

Integrity

We operate with honesty, transparency and communicate openly.





Our values are coded into our **DNA**. We bring them to life via our behaviors!



Leadership and Professionalism

DO'S

- ✓ We are committed to lead
- ✓ We energize ourselves to be a role model
- ✓ We are responsive and responsible
- ✓ We set clear direction for the future
- ✓ We are assertive to assure high performance

DON'TS

- ✗ We don't always try to impose our own ideas
- ✗ We hesitate to embrace new ideas and to change
- ✗ We strive hard not to be unfair
- ✗ We try to break mould and stay away from the passive mind set.
- ✗ We do not compromise our values



Teamplay and Collaboration

DO'S

- ✓ We share knowledge and experience
- ✓ We respect others boundaries
- ✓ We encourage ourselves to give constructive feedback
- ✓ We co-create and set common goals
- ✓ We recognize and celebrate success
- ✓ We disagree but commit

DON'TS

- ✗ We don't hide information
- ✗ We don't sit back and watch the team fail.
- ✗ We don't act selfishly
- ✗ We avoid comments which are not adding value
- ✗ We don't allow fixed mindset



Getting it done

DO'S

- ✓ We are S.M.A.R.T to focus on what's needed
- ✓ We create a motivation for getting it done
- ✓ We have a «can do & will do» attitude
- ✓ We are accountable for our results
- ✓ Ours is a «start - up» culture
- ✓ We understand that there is no tomorrow without today!

DON'TS

- ✗ We try hard not to be «no sayers, complainers»
- ✗ We don't get drawn into details
- ✗ We don't give up easily
- ✗ We are not afraid to fail
- ✗ We don't loose focus



Integrity

DO'S

- ✓ We show empathy with open dialogue
- ✓ We act with an ethical stance
- ✓ We respect different cultures
- ✓ We deliver reliably and trust each other
- ✓ We speak up to any inappropriate action

DON'TS

- ✗ We don't manipulate facts
- ✗ We don't hide the truth
- ✗ We don't judge the book by it's cover
- ✗ We don't discriminate between people
- ✗ We don't hide our voice

5 Senses of working at GPH



Sense of belonging

Employee satisfaction survey participation



Sense of justice and fairness

Performance based salary adjustments, global mobility framework



Sense of achieving common goals

Target lead management with smart target setting reward system



Sense of team work

Global meetings, global network with multicultural team members and sharing best practices



Sense of worthiness

Leadership, high caliber leaders & individuals, personal development, feeling valuable

The “GPH way” of doing Business

The GPH Codes and Policies is an initiative to set standards on guideline level for five major pillars defining enterprise landscape in Global Ports.



Finance, G&A and Procurement

- Strategy, Business and Financial Planning
- Financial and Operational Reporting Guidelines
- Internal Control Systems, Accounting
- Personnel and Payroll, Travel and Entertainment
- Insurance and Security, Document Management



Operations and Security

- Standard Operating Procedures
- Port Facility Security Plan
- ISPS PROCEDURES
- Contingency Plan (Freeport)
- Waste Management Plan, Response Plan



HR and Performance Evaluations

- Career Management Policy & Procedures
- Transfer & Promotion Policy & Procedure
- End of Employment Process, Working Conditions and Standards
- Compensation Policy & Procedures, Talent Management Process
- Environment, Health & Safety Standards & Policy



GPH Marketing

- Positioning strategy/ identification of brand attributes, Promotional activities
- Communication Plan, Commercial action plan, Stakeholders relationship
- Information provision schedule
- Customer Relationship Management



Commercial Ports

- Standard Operating Procedures
- Port Facility Security Plan
- ISPS PROCEDURES & GPH security code
- Commercial Port H&S Procedure
- Legal and Regulatory Compliance

Codes & Policies are now live. For easy access, just scan the barcode with your camera in your phone.

Codes and Policies
for more information





Global Run

As the world's leading cruise port, we take our responsibility very seriously.

We believe our business and our work benefits society, and we view everything we do through this lens. From top to bottom, GPH's corporate structure looks at how our actions can benefit society at large.

This begins with a commitment to each of our employees. We encourage all of our staff to take part in volunteer projects and community service projects. We also create long-term relationships with our employees and their families, bringing them together with the local community and other stakeholders.

Global Run is held in a different GPH Cruise port every year to promote people travelling to different countries and getting to know new cultures, surroundings and a variety of local flavors.

Thus far, the global run has been held in Bodrum, Turkey; Valletta, Malta; Bar-Kotor Montenegro; Ravenna, Italy; Havana, Cuba and Barcelona, Spain. GPH's intention is to host a global run in all locations of its growing portfolio.



Join us on Social Media

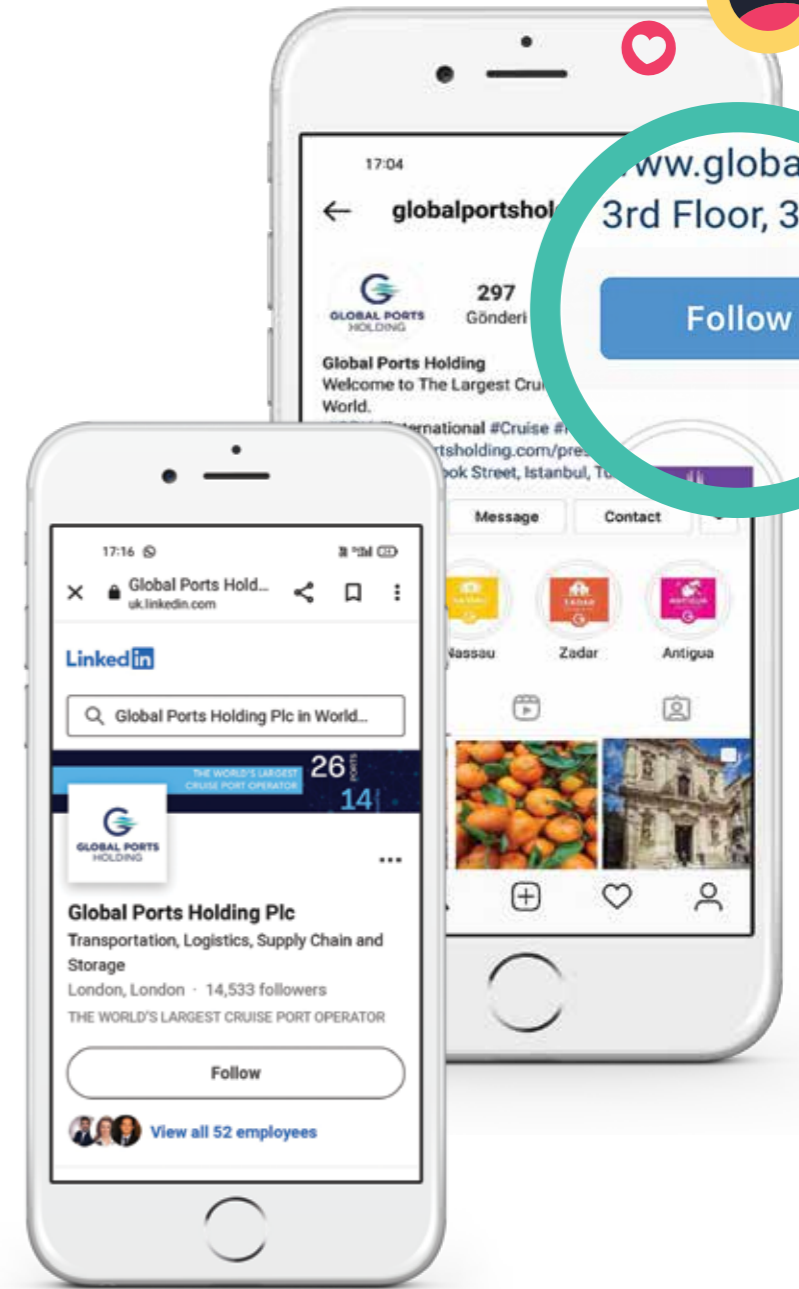
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