

Company: Ports, Customs and free Zone Corporation (PCFC)
Company Description: The Ports, Customs and Free Zone Corporation was officially established in 2001, under the authority of the Dubai Government, there are a number of entities and institutions operating under its umbrella, including the main ports in Dubai, as well as the investment arm and security arm of the corporation, represented by Investment Department and Security Department.
Nomination Category: Sustainability Categories
Nomination Sub Category: Sustainability Service of the Year - in the Middle East and Africa
Nomination Title: Dubai's First LNG Bunkering



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the achievements of the nominated organization since 1 January 2023, OR written answers to the questions for this category? (Choose one):

Written answers to the questions
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: Briefly describe the nominated organization: its history and past performance (up to 200 words):

Total 170 words used.

The Ports, Customs, and Free Zone Corporation (PCFC) is one of Dubai's government entities, officially established in 2001, encompassing several entities and authorities operating under its umbrella. These entities include major ports in Dubai such as Port Rashid, Jebel Ali Port, and Hamriyah Port, managed by Dubai Ports Authority, in addition to the Planning and Development Department - Licenses, Dubai Maritime City Authority, and the Wooden Ships Agency Office, alongside the investment and security arms of the corporation, represented by the Investment Management and Security Management.

DMA aims to build effective and strategic partnerships with relevant government agencies, private businesses and stakeholders in line with its vision to create a safe and vibrant maritime sector and therefore drive economic sustainability and growth in the emirate. The Authority is keen on expanding its scope of work and laying down effective policies under the highest standards of maritime safety and best environmental practices, in adherence with the local and international laws to develop a safe maritime environment for maritime operations and businesses.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Outline the organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words):

Total 234 words used.

The Dubai LNG Initiative, led by the Ports, Customs and Free Zone Corporation (PCFC), is making a real difference in how the region approaches clean maritime fuel. As the first LNG bunkering hub in the MENA region, it's not just a technical achievement—it's a story of results, reliability, and responsible progress.

Since 2023, the initiative has carried out 21 Ship-to-Ship (STS) operations at Dubai Anchorage D, safely transferring 18,700 CBM of LNG—over half of the UAE's total LNG bunkering volume. Not a single safety incident has occurred, and the service has remained available around the clock. From cruise liners to container vessels, it's been a trusted partner for diverse international ships.

The environmental impact is just as impressive. By switching to LNG, the initiative has helped cut CO₂ emissions by 20%, NO_x by 85%, and virtually eliminated SO_x—making Dubai's air cleaner and oceans safer. These aren't just numbers—they represent a meaningful step toward the UAE's Net Zero 2050 goals.

Financially, it's a win-win. Vessel operators are saving up to 55% on fuel costs, and the project itself has brought in \$4.2 million in revenue—15% more than expected. With an 18% return on investment and a 94% customer retention rate, it's proving that sustainability and strong business performance can go hand in hand.

At its heart, the Dubai LNG Initiative is about smart innovation, safe operations, and a cleaner future for global shipping.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words):

Total 232 words used.

- o Operational Excellence

■ Completed 21 successful Ship-to-Ship (STS) LNG bunkering operations at Dubai Anchorage D.

■ Processed 18,700 CBM of LNG, representing **51.2% of the UAE's total LNG bunkering volume** (36,500 CBM).

■ Maintained **100% safety record** with **zero incidents** and **24/7 operational availability**.

■ Demonstrated versatility by serving **11 cruise vessels** and **4 container vessels**.

■ Outperforms most regional players still in pilot or planning stages.

o Environmental Impact

■ **Reduced CO₂ emissions by 20%** compared to traditional marine fuels.

■ **Reduced NO_x emissions by 85%**, improving air quality around port areas.

■ **Virtually eliminated SO_x emissions by 99%**, enhancing marine and atmospheric health.

■ **Eliminated fuel oil spill risks** by switching to LNG.

■ Strong alignment with **UAE Net Zero 2050** goals—delivering measurable, real-world impact.

■ Exceeds performance of many global bunkering hubs still transitioning to LNG.

o Economic Performance

■ Delivered **up to 55% fuel cost savings** for vessel operators (\$450–\$650/ton).

■ Generated **\$4.2M in revenue**, exceeding projections by **15%**.

■ Achieved **18% annual return on investment (ROI)**.

■ Secured **94% customer retention rate**, indicating high satisfaction and trust.

■ Positioned Dubai as the **regional leader in LNG bunkering**.

o Innovation Leadership

■ Developed **specialized STS transfer procedures** tailored to the Arabian Gulf's unique conditions.

■ Implemented **advanced boil-off gas management systems** with less than 0.15% daily loss.

■ Built **comprehensive safety management systems** exceeding international standards.

■ Collaborated with PCFC on **new eco-friendly maritime regulations**.

■ Developed **local expertise in advanced LNG technologies**, creating long-term national value.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Total 3 words used.

<https://youtu.be/tRtfuFbZM3E>

Attachments/Videos/Links:

[Dubai's First LNG Bunkering](#)

[REDACTED FOR PUBLICATION]