



BI-MONTHLY PUBLICATION OF CSS GROUP

NOVEMBER - DECEMBER 2025

LIGHTHOUSE

**CSS ELOGIX: EXPANDING
HORIZONS THROUGH
GLOBAL COLLABORATION**



**DP WORLD AND TASHKENT
INVEST TO DEVELOP \$288
MILLION LOGISTICS HUB
IN UZBEKISTAN**

**SHIFTING TRENDS IN LCL
FREIGHT: MORE SHIPPERS
ARE CHOOSING FREIGHT
COLLECT OVER PREPAID**

CONTENTS

Chairman's Message	3
Dp World And Tashkent Invest To Develop \$288 Million Logistics Hub In Uzbekistan	4
Growing Together In Qatar	7
Kaahalam 2025: Bringing The Spirit Of Onam At CSS	8
Shifting Trends In LCL Freight: More Shippers Are Choosing Freight Collect Over Prepaid	16
Driving Excellence Through Lean Management	20
CSS Elogix: Expanding Horizons Through Global Collaboration	22
Employees Of The Month	25
Top Management – CSS Group	26



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Lighthouse is produced by the CSS Group's Corporate Communications & Marketing Department
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Chairman's Message

As we close another remarkable year in the world of logistics, I find myself reflecting on how profoundly our industry—and our organization—has evolved. The global supply chain continues to redefine itself amid volatility, innovation, and opportunity. Through every challenge and transformation, one constant remains at the heart of CSS: our people.

Human-Centered Innovation

Over the past year, the conversation across industries has shifted from automation to augmentation. The rise of agentic AI—intelligent systems that not only respond but act—has begun to reshape the fabric of logistics and trade. But even as we adopt these technologies, one truth stands firm: AI cannot replace the human connection; it must enhance it. The future of logistics will be defined not by machines that think faster, but by people who think deeper.

At CSS, we view AI as a trusted partner, not a distant tool. Our digital initiatives are designed to keep humans in the loop—empowered, not overshadowed. Agentic AI enables us to see patterns sooner, make decisions smarter, and serve clients better, but it's the empathy, judgment, and integrity of our people that turn insight into impact.

This balance—between intelligence and intuition—is where our true advantage lies. The real innovation at CSS is not only technological; it is human-centered innovation.

Our Values as the Compass of Progress

Our core values continue to guide us through this new frontier. Our commitment drives us to stay true to our purpose, no matter how rapidly technology evolves. Integrity anchors every decision we make, reminding us that progress means little without principles. Our culture of teamwork ensures that innovation is never a solo pursuit—it's a shared journey between people and technology, between insight and action.

Innovation, for us, is not merely about adopting the newest tools; it's about imagining better ways to serve, connect, and deliver value. And at the heart of it all lies our belief in nurturing relationships—because in logistics, as in life, success is built not on systems alone, but on the strength of human connection.

Celebrating 30 Years of CSS

This year also marks a momentous milestone as we complete 30 years of CSS. From humble beginnings to becoming a trusted name in logistics, our journey has been shaped by every individual who believed in our vision.

We hosted The Logistics Roundtable 2025 in Dubai—a gathering of global logistics leaders, innovators, and partners to reimagine the future of supply chains. The discussions reflected our enduring commitment to foresight, collaboration, and sustainability as we step into a new era of connected logistics.

Ending with a Note of Gratitude

As we look ahead, I see a future where CSS continues to lead with courage and compassion.

To our employees, thank you for your tireless dedication and spirit of excellence. To our partners, vendors, and service providers, thank you for your trust and collaboration. Together, we have not only weathered challenges but have continued to chart new frontiers.

As we turn the page on another successful year, let's carry forward the same resilience and purpose that have defined us for 30 years.

► **T. S. Kaladharan**

Founder & Chairman, CSS Group

DP WORLD AND TASHKENT INVEST TO DEVELOP \$288 MILLION LOGISTICS HUB IN UZBEKISTAN

A transformative step in Uzbekistan's logistics evolution is underway as DP World, the global logistics and port operator, partners with Tashkent Invest, a subsidiary of the Tashkent City Administration, to develop a \$288 million multimodal logistics terminal just outside the nation's capital. The project combines DP World's global expertise with Uzbekistan's strategic ambitions to establish the country as Central Asia's primary trade nerve center.



Strategic Location Within the Yangi Avlod Special Industrial Zone

The new Tashkent Multimodal Logistics Terminal will be built within the Yangi Avlod Special Industrial Zone, located in the Yangiayot District of Tashkent. The site spans 82 hectares and has been designated as a focal point for industrial and export activity under Uzbekistan's national development plan.

The terminal will be managed through a newly formed joint venture, DP World Tashkent LLC, with DP World holding an 85% equity share and Tashkent Invest owning the remaining 15%. The collaboration marks one of the most significant foreign logistics investments in Uzbekistan to date, aligning with the government's economic diversification strategy and its commitment to modernizing the nation's supply chain infrastructure.

A State-of-the-Art Multimodal Hub

Designed as a fully integrated multimodal logistics complex, the terminal will connect rail, road, and air freight within a single ecosystem. Once complete, it will feature:

- A rail-connected dry port for containers and covered cargo
- Customs and bonded zones to streamline international shipments
- Extensive truck parking and vehicle storage facilities
- Grade A warehouses with cross-docking areas for high-volume handling
- A dedicated railway station providing direct access to Uzbekistan's national rail network

From the site, cargo will enjoy efficient connectivity to major highways and Tashkent International Airport, ensuring swift multimodal transfer between transport systems. This design not only improves trade efficiency but also reduces handling times and overall logistics costs—key factors in regional supply chain competitiveness.

Phased Development and Scalable Capacity

The project will be developed in three phases, with an emphasis on scalability. According to DP World officials, Phase One is scheduled for completion between late 2026 and early 2027.

This initial phase will include:

- 150,000 TEU handling capacity for rail-based freight
- Approximately 63,000 square meters of modern warehouse space designed for flexibility and automation

Depending on cargo flow and market demand, later phases could more than triple total capacity, with an additional 163,000 square meters of warehouse area and expanded terminal throughput.

Such phased expansion will allow DP World Tashkent LLC to align infrastructure investment with trade growth, ensuring sustainable and efficient scaling of operations.

Supporting Uzbekistan's Economic Vision

This development is part of Uzbekistan's broader strategy to diversify its economy, reduce logistics costs, and enhance cross-border connectivity. By integrating advanced logistics technologies and customs processes, the terminal will help local industries gain easier access to export markets while attracting foreign manufacturers seeking efficient inland distribution hubs.

DP World has confirmed that the facility will be digitally integrated with its global port and logistics network, giving shippers and partners real-time visibility into cargo movements. This integration is expected to deliver higher reliability and transparency across multimodal routes linking Central Asia, the Middle East, and Europe.

Leadership Perspectives

"This logistics hub will provide the infrastructure and efficiency that modern trade demands while supporting Uzbekistan's vision to be a regional logistics powerhouse," said Sultan Ahmed bin Sulayem, Group Chairman and CEO of DP World.

He emphasized that the project reflects the company's long-term commitment to Central Asia's economic development, leveraging DP World's extensive experience managing ports, inland terminals, and smart logistics solutions worldwide.

Echoing this sentiment, Shavkat Umurzakov, Mayor of Tashkent, highlighted the project's strategic importance:

Partnering with DP World enables the city to adopt modern logistics technologies and attract international investors."

Both leaders underscored that the collaboration will bring world-class standards to Uzbekistan's logistics sector—driving innovation, creating jobs, and reinforcing Tashkent's role as a pivotal trade hub between East and West.

Economic and Employment Impact

Beyond its infrastructure value, the Tashkent Multimodal Logistics Terminal is projected to create thousands of construction and operational jobs, boosting local employment and skill development.

Once operational, the facility will serve as a gateway for goods moving across Central Asia, improving the transport of exports such as textiles, agricultural products, and manufactured goods. The terminal's multimodal structure will significantly enhance trade competitiveness, reduce delivery times, and encourage industrial clustering in surrounding zones.

The project's customs and tax incentives, offered under the Special Industrial Zone framework, are designed to foster integration between logistics operations, manufacturing, and export processing—strengthening Uzbekistan's position as a regional distribution hub.

Digital Innovation and Smart Logistics

DP World's expertise in smart logistics and digital supply chain solutions will drive the hub's operations. The company plans to implement intelligent terminal management systems, automated cargo tracking, and digital documentation platforms, allowing for faster, paperless processing.

These digital tools will enhance transparency, reduce administrative friction, and provide predictive insights for capacity and route optimization. By merging data analytics with physical infrastructure, DP World aims to create one of the most technologically advanced inland logistics hubs in Central Asia.

In turn, Uzbek exporters and manufacturers will benefit from better visibility, fewer delays, and seamless access to global markets—marking a major leap forward for the nation's trade facilitation efforts.

Linking Central Asia to Global Supply Chains

Uzbekistan's geographic position—situated at the crossroads of major Eurasian trade corridors—makes it a natural candidate for logistics integration. The Tashkent terminal will act as a strategic bridge connecting East Asia, the Middle East, and Europe, aligning with key trade initiatives such as the Trans-Caspian International Transport Route (the "Middle Corridor").

By offering high-capacity, multimodal access points, the new hub will enable regional exporters to reach seaports and global destinations more efficiently. For importers, it will streamline inbound logistics, reducing bottlenecks and improving supply reliability for industries such as automotive, energy, and consumer goods.

Analysts view this as a defining development in Central Asia's logistics landscape—transforming Uzbekistan from a landlocked nation into a land-linked trade facilitator.

Building the Future of Trade in Central Asia

The project's long-term benefits extend well beyond physical infrastructure. Once completed, the Tashkent Multimodal Logistics Terminal will serve as a benchmark for integrated logistics development in emerging markets. It is expected to stimulate related sectors—from transportation and warehousing to construction and technology services—contributing to sustained economic growth.

For DP World, the investment aligns with its global strategy to expand inland and digital logistics capabilities beyond traditional port operations. For Uzbekistan, it represents tangible progress in its reform-driven agenda to modernize the economy and strengthen regional trade connectivity.

The partnership between DP World and Tashkent Invest is more than a capital investment—it's a statement of intent to redefine Central Asia's logistics future. By combining international expertise, cutting-edge technology, and a strategic location, the Tashkent Multimodal Logistics Terminal is set to become the centerpiece of Uzbekistan's trade transformation.

Once fully operational, it will handle substantial cargo volumes, deliver unmatched multimodal integration, and position Tashkent as a vital gateway linking Eurasia's major trade corridors.

In doing so, the project will not only strengthen Uzbekistan's economy but also reinforce the region's growing importance in the evolving global supply chain network—a testament to how innovation and collaboration can unlock the full potential of connectivity in the heart of Asia.

GROWING TOGETHER IN QATAR

I joined Console Shipping Services (CSS Group) in 2018, and it has been an incredible journey ever since. Working with our Qatar team, and with the constant support of our management, we were able to build our NVOCC division from the ground up. Today, we are proud to say that CSS is trusted by almost 95% of the forwarders in Qatar and is now ranked among the top five LCL consolidators in the country.

This success didn't come overnight. It is the result of teamwork, trust, and a shared commitment to provide the best service possible to our customers.

Apart from our LCL consolidation services, one of the proudest moments in my career has been our contribution to Qatar's (Qatar Energy) Ras Laffan NFE, RLPP1 and RLPP2 projects. Over the past two years, CSS worked as a key subcontractor for Gulf Asia Contracting Co. LLC, handling complete local transportation for the project. Our team successfully completed more than 2,500 trips, delivering construction materials, heavy equipment's, and project supplies from different suppliers across Qatar to the Ras Laffan project site.

This project was not just about moving cargo — it required strict safety compliance, on-time deliveries, and smooth coordination at every step. Our team handled these challenges with dedication and professionalism, and it showed what we are truly capable of when we work together.



GOKUL C.P

Business Development Manager
Console Shipping Services WLL

My Thoughts on Team Management

- Lead by Example: Your team will follow your actions more than your words.
- Keep Communication Open: Talk to your team, share updates, and listen to their ideas.
- Trust Your Team: Give them responsibility and the freedom to deliver.
- Celebrate Achievements: Even small wins deserve recognition — it keeps everyone motivated.
- Keep Learning: Always look for ways to improve and grow together.

Looking back, I feel proud of how far we have come as a team. These achievements are not just mine — they belong to every person who worked hard to make them possible. I'm excited about what the future holds for CSS in Qatar, and I look forward to growing together as a team and taking on even bigger challenges.



KAAHALAM 2025: BRINGING THE SPIRIT OF ONAM AT CSS

This year's Onam celebrations at CSS began on an auspicious note with the traditional lighting of the lamp—a timeless symbol of prosperity, unity, and hope. The flicker of the flame signaled the dawn of festivities, echoing through the hearts of every employee, friend, and family member gathered to celebrate Kerala's grandest festival. From the very start, the event radiated energy, color, and a sense of togetherness.

The rhythmic beats of the Chenda Melam (drumbeats) soon filled the air, resonating through the hall and setting the perfect festive tempo. This year's performance was extra special, featuring a sole female drummer among the ensemble—her confident rhythms embodying both tradition and empowerment. As the crowd swayed to the pulsating drumbeats, the celebration came alive with a sense of shared joy that transcended words.

Meanwhile, the Pookalam teams began their creative symphony, meticulously cutting and arranging petals in radiant hues of orange, purple, yellow, white, and green. The fragrance of fresh flowers mingled with laughter and chatter, creating an atmosphere of vibrant anticipation. Each team worked with focus and enthusiasm, turning simple blossoms into breathtaking art. The competition was more than a contest, it was an expression of teamwork, patience, and love for tradition.

The event theme, Kaahalam 2025, meaning “the call” or “the trumpet,” perfectly captured the essence of this year's celebration—a call to unity, exuberance, and renewal. A few days earlier, a grand banner unveiling at the CSS headquarters had set the tone for what was to come. It was a moment of pomp and excitement, foreshadowing the joy that awaited us all.



Colors, Culture, and Competition: The Pookalam Extravaganza

Every branch of CSS rose to the occasion with creativity and passion, transforming petals into poetry. The Pookalam competition was not just a display of artistic flair—it was a manifestation of our shared values: collaboration, dedication, and cultural pride. Each design told its own story, reflecting Kerala's deep heritage while highlighting the individual character of each branch.

The creativity on display was nothing short of inspiring. Among the many stunning entries, CSS AUH's intricate and beautifully balanced design stood out, earning them the prestigious Mahabali's Crystal Award. CSS HWB followed closely as the First Runner-Up, their design praised for its vibrant symmetry, while CSS Jebel Ali claimed the Second Runner-Up position with a theme that harmoniously blended modernity with tradition.

A heartfelt appreciation to every participating branch—CSS Kingston, CSS Bahrain, CSS Elogix, ISS Relocations, CSS Oman, and CSS AUH—for their spirited efforts. Each entry reflected immense thought, creativity, and a shared sense of belonging. Every petal placed was a gesture of devotion; every pattern formed, a testament to teamwork and joy.

The momentous occasion was beautifully captured in the lines of the celebratory song that became the anthem of the day:

Para Para Parapparakkana Poove Poove Poove Poove Kalaravatte,
(Fluttering and soaring, oh flower, oh flower, let the festivities begin.)
Chiri Chiri Chirichirikkana Chunde Chunde Chunde Chunde Power Avatte,
(With a sparkling smile on your lips, let the energy rise.)

As the lyrics echoed across the venue, it felt as though every flower in the Pookalam danced to the rhythm of tradition, embodying the soul of Onam itself.



MAHABALI'S CRYSTAL AWARD WINNER: Congratulations, CSS AUH !!!!





SECOND RUNNER UP: Congratulations, JEBEL ALI !



FIRST RUNNER UP: Congratulations, CSS HWB !



CSS KINGSTON



CSS BAHRAIN



CSS ELOGIX



ISS RELOCATIONS



CSS OMAN

Games, Togetherness, and Celebration in Full Bloom

No celebration at CSS is ever complete without fun, laughter, and a touch of friendly competition. This year's Onam festivities brought all that and more. After the Pookalam competition, the courtyard transformed into a lively arena of games and excitement. The air buzzed with cheerful shouts, teasing laughter, and the contagious spirit of camaraderie.

From the hilarious stringed bun eating contest to the biscuit-on-the-forehead challenge, participants gave it their all. The traditional pot-breaking event drew loud cheers, while the musical chairs round had everyone on edge, eager not to miss a beat. The Lipstick-on-the-Malayali-girl game, filled with laughter and playful competition, was a crowd favorite. The lemon and spoon race tested balance and patience. The grand finale—the Tug of War—ignited a fiery spirit of unity and teamwork which had everyone cheering passionately—because at CSS, every celebration is an opportunity to bond as one family.

The atmosphere was electric. Spectators clapped, cheered, and encouraged everyone. The men looked dashing in coordinated Kathakali-printed shirts and traditional mundu, while the women graced the occasion in elegant Kerala sarees, radiating grace and tradition.

As the Chenda beats resonated once more and laughter echoed across the courtyard, it was clear that this celebration wasn't merely about customs—it was about connection. Friends, colleagues, and families came together, symbolizing the essence of Onam—the triumph of good over evil, humility over pride, and togetherness over isolation. The festival reminded everyone that beyond professional roles and daily routines, we are a community bound by culture, care, and shared celebration.

A Feast of Unity

“Ethu Mood Sadhya Mood, Ethu Mood Payasam Mood,
Ethu Mood Pappadam Mood, Ethu Mood Onam Mood.”

These joyful lines summed up the highlight of the day—the grand Onam Sadhya. True to tradition, long banana leaves were laid out and soon adorned with an array of dishes that celebrated Kerala’s rich culinary heritage. Each delicacy—avial, olan, thoran, pachadi, kichadi, parippu curry, and more—awaited and was served with a smile. The crispy pappadam crackled alongside mounds of steaming rice, while the payasam added a sweet ending to the meal.

The arrival of Mahabali—the beloved king of legend—added a touch of magic. His grand entry was met with cheers and laughter, bringing the mythical to life and reminding us of the timeless story that Onam celebrates.

The event truly encapsulated the quintessential Onam spirit: Friendship, Family, and pure Celebration



Carrying the Onam Spirit Forward

As the melody faded, smiles lingered, and hearts were full. Kaahalam 2025 was a vivid celebration of heritage, creativity, and connection. From the lamp’s first glow to the final echoes of the Chenda, the 2025 Onam celebration at CSS reminded us why this festival continues to be one of joy, unity, and pride.

With gratitude to every participant, judge, and organizer, we celebrate not just the winners, but every hand that placed a flower, every smile shared, and every beat of the drum that carried the rhythm of Onam forward. Kaahalam 2025 stood as a testament to our collective spirit—a vibrant tapestry woven from heritage, harmony, and happiness.

Here’s to another year of color, culture, and collective joy—because at CSS, every season is Onam when we come together.

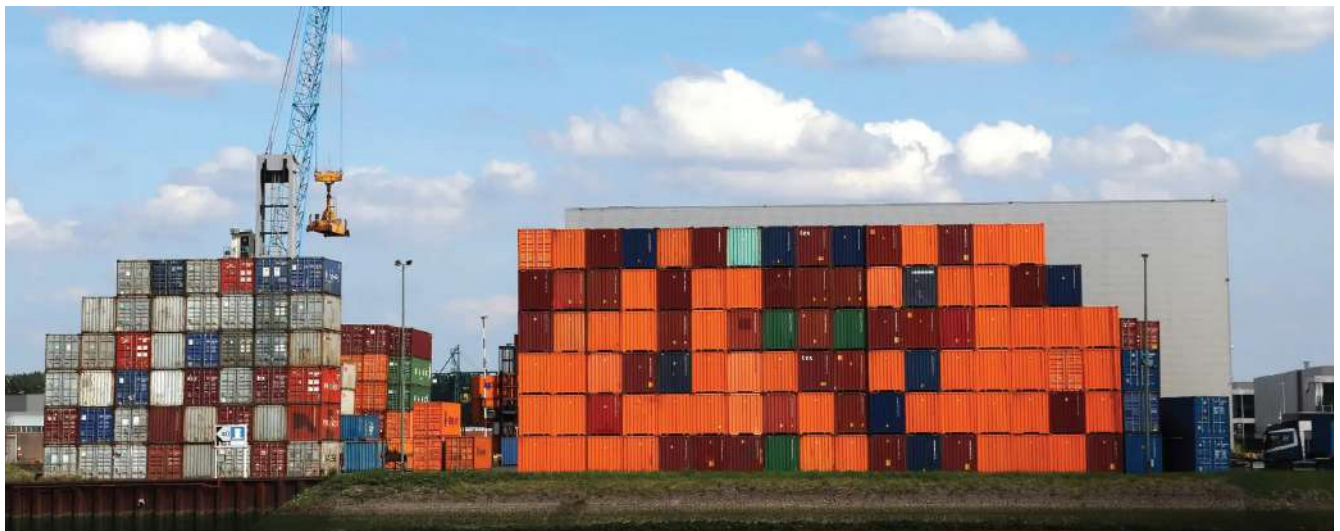
SHIFTING TRENDS IN LCL FREIGHT: MORE SHIPPERS ARE CHOOSING FREIGHT COLLECT OVER PREPAID

In global trade, the way freight charges are structured has a direct impact on both operational efficiency and financial management. Among the many terms that govern shipping, freight collect and freight prepaid have always been pivotal. Traditionally, exporters preferred prepaid freight—paying charges upfront to ensure smooth delivery and transparent landed costs. However, the tide is changing. Across Less-than-Container-Load (LCL) shipments, more shippers and consignees are opting for freight collect terms. This marks a significant shift in how companies balance cash flow, control, and risk in an increasingly competitive logistics landscape.

To understand this shift, it's essential to grasp the difference between the two payment arrangements.

Freight collect is a shipping arrangement where the consignee pays freight charges upon delivery, and the carrier releases the cargo only after payment. This allows buyers more time to arrange funds, improving cash flow and enabling them to negotiate better freight rates with local forwarders. However, delayed payments or disputes can cause cargo to be held at ports, incurring demurrage or storage fees. The system relies heavily on trust between buyer and seller to prevent supply chain disruptions.

In contrast, freight prepaid means the shipper pays freight charges upfront and includes them in the product cost. While this ensures faster delivery and control over carrier selection, it can strain the exporter's cash flow.



Why are Freight Collect terms gaining ground in LCL Freight?

In the LCL segment, where multiple shippers share container space, the rise of freight collect arrangements reflects broader market trends. Both exporters and importers are rethinking how they manage shipping costs, working capital, and relationships with logistics partners.



Improved Cash Flow for Exporters:

The most compelling reason for the growing popularity of freight collect terms is the enhanced cash flow management they facilitate. Exporters no longer need to pay freight charges up front before receiving payment for their goods. By shipping on collect terms, they retain liquidity for longer periods—crucial in today’s volatile global trade environment. For small and mid-sized exporters, avoiding large pre-shipment payments can make a tangible difference in sustaining operations.

Greater Cost Control for Importers:

Buyers increasingly prefer to handle freight locally. By opting for collect terms, importers can choose their own freight forwarders, compare rates, and manage destination charges directly. This flexibility is particularly valuable in LCL shipments, where pricing structures vary significantly depending on route, consolidator, and destination handling costs. An importer with strong local connections or high shipping volumes can negotiate more favorable rates than what the exporter might obtain abroad. Over time, this can lead to meaningful cost savings.

Growing Sophistication in Global Trade:

As global supply chains mature, buyers are more experienced and informed. They understand port operations, documentation, and freight management better than before. This allows them to confidently assume responsibility for freight payments, especially when dealing with familiar routes and trusted carriers. In contrast, exporters benefit by reducing their exposure to fluctuating freight markets and unforeseen surcharges at the destination.

Rise of Hybrid approaches:

Another emerging trend is the adoption of hybrid freight terms. In such arrangements, the exporter may still pay for the main ocean freight (prepaid), while destination-related charges—such as documentation, handling, or delivery—are billed to the consignee (collect). This strikes a balance between control and flexibility. Exporters limit their financial risk while importers maintain cost visibility and local control. It's a collaborative model that reflects a more dynamic and transparent logistics environment.

Nevertheless, Freight collect terms require strong coordination. If the consignee delays payment or disputes charges, cargo release may be held up, which can impact delivery timelines. In LCL shipments, where multiple shippers' cargo is consolidated, a single consignee's delay can disrupt the entire group shipment. Clear communication and contractual clarity are essential to avoid such setbacks.

The Road Ahead: Flexibility, Transparency, and Trust

The shift toward freight collect in LCL freight represents more than a billing preference—it signals an evolution in how global trade partners share responsibility and manage risk. In a market where cost efficiency and flexibility are paramount, both exporters and importers are seeking smarter ways to align logistics decisions with their financial goals.



Financial Flexibility and Risk Management:

Freight collect terms allow exporters to focus on production and sales without locking capital in advance shipping costs. Importers, in turn, gain the flexibility to pay after confirming goods have arrived in good condition. This symbiotic relationship benefits both parties when built on reliability and mutual trust.

Operational Transparency:

Transparency is becoming a key differentiator in international logistics. Clearly defining who pays for what—whether it's main freight, terminal handling charges, or delivery fees—helps prevent disputes. Both sides benefit when freight responsibilities are clearly communicated in quotations, contracts, and bills of lading.

Building Trust-Based Partnerships:

As collect arrangements depend heavily on timely payment and cooperative coordination, long-term relationships between exporters, importers, and freight forwarders are vital. Many logistics providers now offer digital platforms that track cost breakdowns, payment timelines, and cargo status—strengthening trust through visibility.

Future Outlook:

With ongoing pressure to optimize working capital, collect terms are expected to grow in popularity, particularly for LCL shipments. As international trade networks digitize and standardize documentation, payment delays and disputes are likely to decrease. In time, collect terms may become the default in many regions, offering a win-win model that balances financial efficiency with operational control.

The shifting trend from prepaid to collect in LCL freight reflects a broader evolution in trade practices. Businesses today seek not only to move goods efficiently but also to manage finances strategically. Freight collect offers flexibility, empowers buyers with cost control, and helps exporters conserve cash flow—all key priorities in a world defined by fast-moving supply chains and fluctuating freight markets. As we look ahead, the success of this model will depend on transparency, communication, and mutual trust. When these elements align, freight collect becomes more than just a payment method—it becomes a partnership model that enhances efficiency, strengthens trade relationships, and keeps global commerce moving smoothly.



DRIVING EXCELLENCE THROUGH LEAN MANAGEMENT

The Lean Management Training Workshop, organised by Ajith Menon, brought together our middle managers and warehouse supervisors for a focused half-day session on operational excellence. Designed to strengthen awareness and provide practical skills, the workshop emphasized three pillars: waste reduction, process flow, and time management. With a strong mix of theory and hands-on learning, it offered our teams a chance to pause, reflect, and reimagine the daily work practices.



AJITH MENON
ERP Integration Manager



Training Objectives: Building a Lean Mindset

In today's competitive landscape, operational excellence is more than just a strategy—it is a necessity. The first part of the workshop helped participants recognise the eight types of waste commonly found in operations. These wastes, often invisible in the flow of daily activity, can have a significant cumulative impact on cost, productivity, and customer satisfaction. Using relatable examples, the facilitator illustrated how seemingly small inefficiencies contribute to larger operational bottlenecks. By recognizing these patterns in current operations, managers and supervisors gained a sharper eye for spotting where resources are being drained unnecessarily. The session also explored process flow mapping and its direct impact on reducing lead time, reinforcing that operational agility is tied to how well processes are visualized, measured, and optimized.

The workshop stressed the importance of aligning roles and responsibilities, ensuring that every individual understands their contribution to waste reduction and process efficiency. Managers and supervisors reflected

on how their decisions set the tone for daily operations. Small, everyday choices often determine the long-term effectiveness of the systems. From organizing warehouse layouts to scheduling runs, participants were encouraged to apply Lean filters when making decisions.

The most important takeaway was the mindset of continuous improvement. Fostering ownership at every level creates an environment where employees feel responsible for finding better, faster, and smarter ways of working.

Learning by Doing: Methods That Made a Difference

A key strength of the workshop was its balanced format, combining theoretical learning with practical application.

Case studies drawn from familiar work environments illustrated how inefficiencies manifest in real-life tasks. These examples allowed participants to directly connect Lean principles with their own challenges. The workshop then turned to the practical application of Lean principles in daily decision-making and supervision.

Teams collaborated to map current processes, identify gaps, and propose improvements. This exercise encouraged cross-functional dialogue and broadened perspectives. Through role-based exercises, managers examined how their actions can either support or hinder Lean adoption. Supervisors and managers applied Lean knowledge directly to their responsibilities, learning how to integrate principles into leadership practices.

The session highlighted that applying Lean is not about adding new tasks but about changing the way existing tasks are approached. A lively, interactive Q&A with the external Lean expert deepened this learning. Drawing from their experience across industries, the facilitator challenged conventional assumptions and presented fresh perspectives. Participants were encouraged to challenge assumptions, think differently, and explore solutions that may not have been considered within the traditional frameworks.

Expert Guidance to Spark New Thinking

The Lean Management Workshop was more than a training session; it was a step forward in embedding operational excellence. By equipping the middle managers and supervisors with the tools and mindset to reduce waste, optimise flow, and take ownership of improvement, it's a decisive step toward operational excellence. For the managers and supervisors, this meant recognising that their greatest contribution is not only in fixing immediate problems but also in developing their teams to think Lean. By modelling behaviours such as asking the right questions, encouraging experimentation, and celebrating incremental improvements, they play a pivotal role in cascading Lean thinking throughout the organisation.

The highlight of the program was the facilitation by the renowned Lean Management Consultant. With a wealth of experience across diverse industries, the consultant guided discussions, challenged conventional thinking, and shared practical insights that inspired participants to rethink their operational approaches. This external perspective added immense value, demonstrating how Lean principles can be universally applied yet customized to fit our unique business context.

The workshop reminded us that continuous improvement starts with us. Whether you're managing a shift or mapping a process, every role matters. When leaders model behaviours like interest, experimentation, and celebrating small wins, we build a culture where Lean isn't just a method—it's a mindset. Lean is not a one-time initiative; it's a way of working. When embedded into everyday decisions and leadership practices, it becomes a powerful engine for long-term excellence.

CSS ELOGIX: EXPANDING HORIZONS THROUGH GLOBAL COLLABORATION

In today's fast-moving world of e-commerce, businesses seek partners who not only understand logistics but also share their drive for innovation, efficiency, and growth. In a major strategic move aimed at transforming global e-commerce logistics, CSS eLogix has entered into a partnership with FulfilX, a UK-based third-party logistics (3PL) innovator. The collaboration marks a significant step toward building an integrated, cross-border fulfilment network connecting the Middle East and Europe.

The partnership combines CSS eLogix's strong operational presence in the GCC with FulfilX's advanced, technology-driven logistics solutions in the UK. Together, the two companies intend to create a seamless global supply chain designed to simplify international commerce, reduce delivery times, and enhance customer satisfaction for e-commerce businesses.

The partnership was officially launched in Q2 2025, following several months of planning, alignment, and strategic investment from the CSS Group to support FulfilX's expansion into the UK. At the heart of this collaboration lies a shared vision: to make international logistics faster, smarter, and more accessible for brands worldwide. Both CSS eLogix and FulfilX have built their reputations on customer-centric innovation. Through this partnership, the combined strengths of both companies will be aligned to transform the way e-commerce fulfilment is managed across borders.

For CSS eLogix, this partnership expands the reach into the European market, allowing clients in the GCC to enter the UK and EU regions with greater ease and reliability. For FulfilX, it provides a strong foothold in the Middle East, where CSS eLogix's established infrastructure and client network enable it to serve global brands expanding into the region. The result is a truly borderless fulfilment experience – one account, one system, and one trusted partner managing operations across continents.



The Story Behind FulfilX

FulfilX was founded after recognizing the need for change in the 3PL market. Having worked with major international brands, their founders were frustrated by impersonal service models and rigid operational structures that often limited business potential. They envisioned something different – a 3PL company that sees every client as a partner rather than a transaction.

From its humble beginnings in a small storage unit, FulfilX has grown into a dynamic logistics brand with a newly expanded 50,000 sq. ft. warehouse and a global presence that continues to grow. FulfilX's technology-driven approach integrates real-time tracking, predictive analytics, and advanced automation to optimise every step of the fulfilment process.

Their commitment to agility, sustainability, and innovation has positioned FulfilX as a preferred logistics partner for brands across sectors – from luxury goods and fashion to electronics, cosmetics, homeware, and consumables. With its first phase of global expansion now complete through the launch of FulfilX UAE, the company continues to build bridges between markets with a focus on efficiency, flexibility, and environmental responsibility.



A Partnership Built on Innovation, Technology, and Shared Strengths

The partnership introduces several new operational capabilities for global clients. It enables end-to-end cross-border fulfilment between the GCC and the UK, with services that include faster international order processing, improved last-mile delivery, and consolidated logistics operations that reduce overall costs.

Integrated technology between both networks allows for centralized inventory visibility, enabling clients to monitor performance and stock levels across all fulfilment centers in real time. The system also supports multi-channel fulfilment options, including Amazon FBA preparation and direct-to-consumer deliveries, providing a flexible solution for online retailers of all sizes.

By combining resources and technological infrastructure, both companies are better equipped to handle rising order volumes and the increasing complexity of multi-region logistics. The collaboration strengthens scalability and resilience, ensuring continuity even in the face of global supply chain disruptions. A shared commitment to technology serves as the foundation of the CSS eLogix–FulfilX collaboration. FulfilX’s advanced use of real-time tracking systems and predictive analytics complements CSS eLogix’s automation-driven fulfilment capabilities. The integration of these technologies allows for data-driven decision-making, optimized warehouse operations, and faster order turnaround times.

The CSS eLogix–FulfilX alliance offers a unified fulfilment experience for global e-commerce clients. Through integrated systems and synchronized operations, brands can now manage both local and international logistics through a single platform. This simplifies operations and eliminates the inefficiencies that often arise from working with multiple providers across regions. Clients benefit from consistent service levels, transparent tracking, and streamlined communication, regardless of shipment origin or destination. The result is a smoother, more predictable fulfilment process that enhances customer satisfaction and supports long-term business growth.

The use of connected platforms ensures visibility at every stage of the logistics process. From warehouse management to final delivery, the joint network enables clients to monitor their inventory, identify inefficiencies, and respond quickly to market fluctuations.

Sustainability and Future Readiness

The organizations have placed sustainability at the forefront of their operations. FulfilX actively incorporates eco-friendly packaging and process efficiencies to minimize environmental impact, while CSS eLogix continues to optimize routes and warehouse energy use to reduce its carbon footprint. By embedding sustainability into logistics planning, the partnership aligns with the broader shift in global commerce toward environmentally responsible business practices.

In addition, the collaboration positions both companies to meet future demands in the rapidly evolving e-commerce sector. With online shopping volumes continuing to surge, scalability and adaptability have become essential. The combined strengths of CSS eLogix and FulfilX provide the agility needed to manage fluctuating demand while maintaining high service quality.

Shared Vision for Global Expansion

Both teams share a unified goal: to establish a leading cross-border fulfilment network that connects Europe and the Middle East. Beyond geographical expansion, the partnership seeks to redefine the role of fulfilment in the e-commerce value chain — transforming it from a logistical necessity into a strategic enabler of business growth.

By aligning expertise and infrastructure, the two companies are setting a new benchmark for speed, reliability, and innovation in global logistics. The collaboration reflects a broader industry trend toward integrated, technology-led supply chain solutions that simplify global trade for brands and consumers alike.

The alliance is also expected to play an important role in shaping the future of global fulfilment for CSS Group. Beyond expanding geographical reach, the partnership reflects a shared commitment to innovation, sustainability, and customer excellence. As CSS eLogix and FulfilX move forward together, combining strengths, expertise, and technology, both organizations are poised to deliver a new era of global fulfilment — one defined by integration, intelligence, and customer success. To clients and partners — this is just the beginning of a new chapter in global e-commerce logistics.

Employees Of The Month

August 2025



Alvin Varghese

Operations Executive - Import Operations

Mr. Alvin has been with our company for about 3 years, consistently demonstrating energy and enthusiasm. He possesses strong knowledge of import procedures and serves as a mentor to new colleagues. As one of the seniors and most trusted members of the import department, he plays a vital role in ensuring smooth operations. This is the first nomination from the Import Operations department for Best Employee, and we highly appreciate his contributions and presence.

Awarded By

Tharesh V - Operations Manager



Wasiq Hameed

Driver - Heavy Vehicle - Transport

He is a highly dedicated and hardworking individual who approaches his responsibilities with sincerity and commitment. He consistently follows instructions and strictly adheres to company regulations and operational procedures. His disciplined work ethic, attention to detail, and respect for organizational policies make him a reliable and trustworthy member of the team.

Awarded By

Pramod - Coordinator - Transport

TOP MANAGEMENT - CSS GROUP

T S Kaladharan

Chairman

Chandrakala (CK)

Chief Operating Officer - NVOCC & Operations

Krishna Kaladharan

Managing Director - CSS Saudi Arabia, CSS Bahrain

Arjun Bose

Managing Director - CSS Abu Dhabi, Qatar, Oman & Northern Emirates

Dr. Britto Satheesh

Managing Director - CSS eLogix, CSS Global Forwarding India

Roshmon Manoli

Vice President - Freight Forwarding

Rakesh Menon

Director - Global Sales

Renjith Pillai

Vice President - Projects

Santanu Datta

Vice President - Ocean, Pricing & Product Development -MEA

Richard Varghese

General Manager - Sales

Fida Asghar

General Manager - NVOCC Sales

Susanth Shekar

General Manager - HR & Administration

Sundhar Srinivas

Finance Manager

SAUDI ARABIA

Krishna Kaladharan

Managing Director

ABU DHABI

Midhun George

General Manager

KUWAIT

Dean Landers

Vice President

QATAR

Amith Radhakrishnan

Branch Manager

OMAN

Vishnu Nazir

Branch Manager

KENYA

Dean Landers

Vice President

INDIA

Rahat Talreja

Vice President - India Operations

Rajeev Kumar

Sr General Manager CSS North India

T K Viswanath

General Manager, South India

CSS ELOGIX

Sasikala (SK)

Chief Operating Officer - CSS eLogix

NORTHERN EMIRATES

Thomas Mathew

Senior General Manager

BAHRAIN

Krishna Kaladharan

Managing Director

TURKIYE

Kemal Onur

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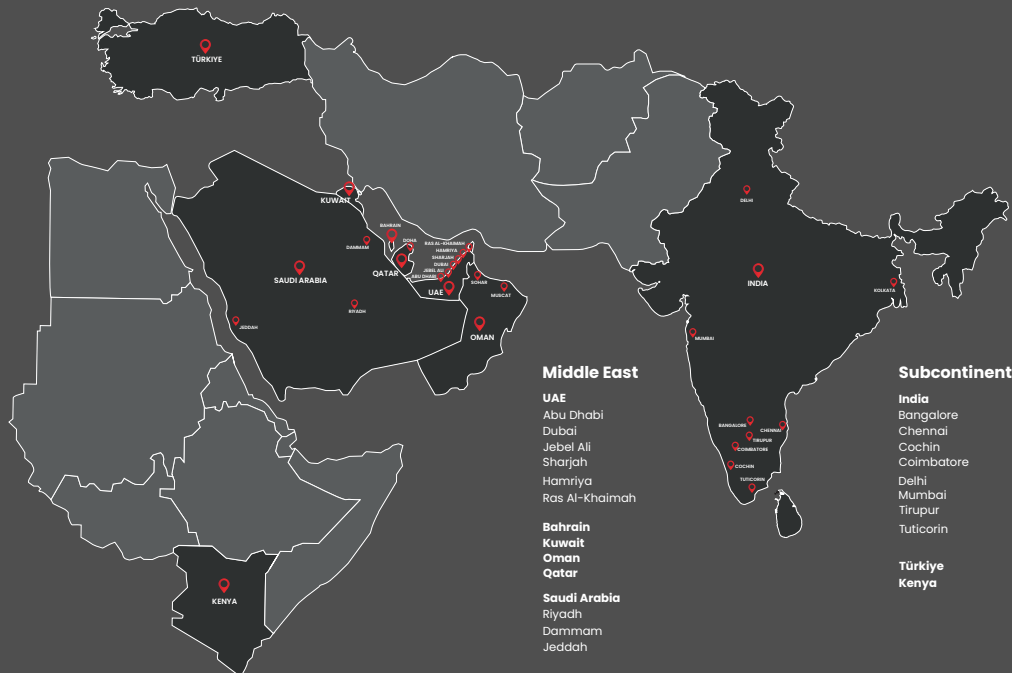
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CSS GROUP'S GLOBAL PRESENCE





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