

OPERATIONS REVIEW

- Record volumes carried of 407,000 cars (up 2%); 201,000 Ro-Ro units (up 9%) and 484,000 teu's (up 9%).
- Freight units handled at the Dublin freight terminal up 2% to 131,000 units.
- Increase in passenger bookings made via internet to 24%.
- Commencement of Vessel Sharing Agreement (VSA) with BG Freightline to reduce costs and increase frequency and service standards on shared routes.
- Container fleet-upgrading and modernising process begun.
- Continuing redevelopment of Dublin Ferryport Terminal - new ship to shore gantry crane and two new rubber tyre gantries commissioned. Construction of a new 185m berth ongoing.
- *Best Ferry Company; Logistics Company of the Year; and Shipping Line of the Year* awards achieved for 2003.