



مجموعة موانئ أبوظبي  
AD PORTS GROUP



# Building Human-AI Teams

AD Ports Group's Blueprint  
for Tomorrow's Workforce

## BLUEPRINT

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# Executive Summary

## Top Takeaways

01

### **AI Agents are becoming digital colleagues.**

They will complement humans by handling repetitive, data-heavy, and analytical tasks, while employees focus on creativity, judgment, empathy, and strategic leadership.

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02

### **Workforce transformation is inevitable.**

Hiring practices, job descriptions, and required skills will evolve toward adaptability, digital literacy, and human-AI collaboration.

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03

### **Technology readiness is as important as people readiness.**

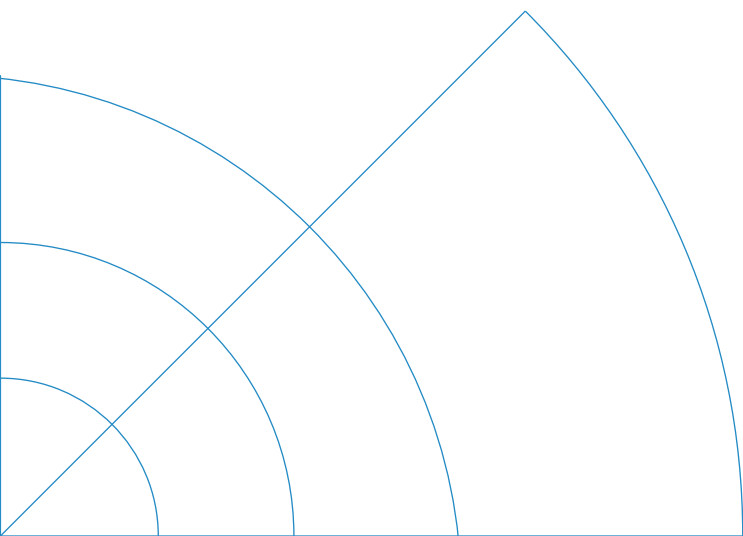
Secure, scalable infrastructure and responsible AI governance must align with talent development and cultural adoption.

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04

### **AD Ports Group is pioneering the agentic workforce model.**

By blending advanced AI capabilities with human strengths, the organization is redefining the future of work in the ports and logistics sector globally.



# Setting the Context

## Why Agentic AI Now?

Global trade, logistics, and port operations are entering a new phase of digital transformation. If the last decade was about digitization and automation, the next decade will be about agentic intelligence AI systems that act independently, collaborate with humans, and continuously learn.

For AD Ports Group, a global leader spanning more than 50 countries, the adoption of agentic AI is not just an option but a strategic imperative. As operations scale and workforce diversity grows, hybrid models of humans and AI agents working together are emerging as the most sustainable, competitive approach.

The global logistics industry faces unprecedented challenges: labor shortages, increasing complexity, sustainability demands, and customer expectations for real-time visibility. AI agents offer a pathway to address these challenges while elevating human potential.



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“The workforce of tomorrow will be defined by synergy, humans & AI agents working side by side, each focusing on their unique strengths”

**Mohamed Jamal-Eddine**  
Group CIO

# The Agentic Organisation Model

The Agentic Organization is one where AI agents are integrated into daily workflows as digital colleagues. They are not side tools, but part of the operating model.

## Core Competency Distribution



### Agents excel in;

- ✓ Continuous monitoring and anomaly detection
- ✓ Pattern analysis across vast datasets
- ✓ Predictive modelling and forecasting
- ✓ Process automation and optimization
- ✓ 24/7 availability and consistency



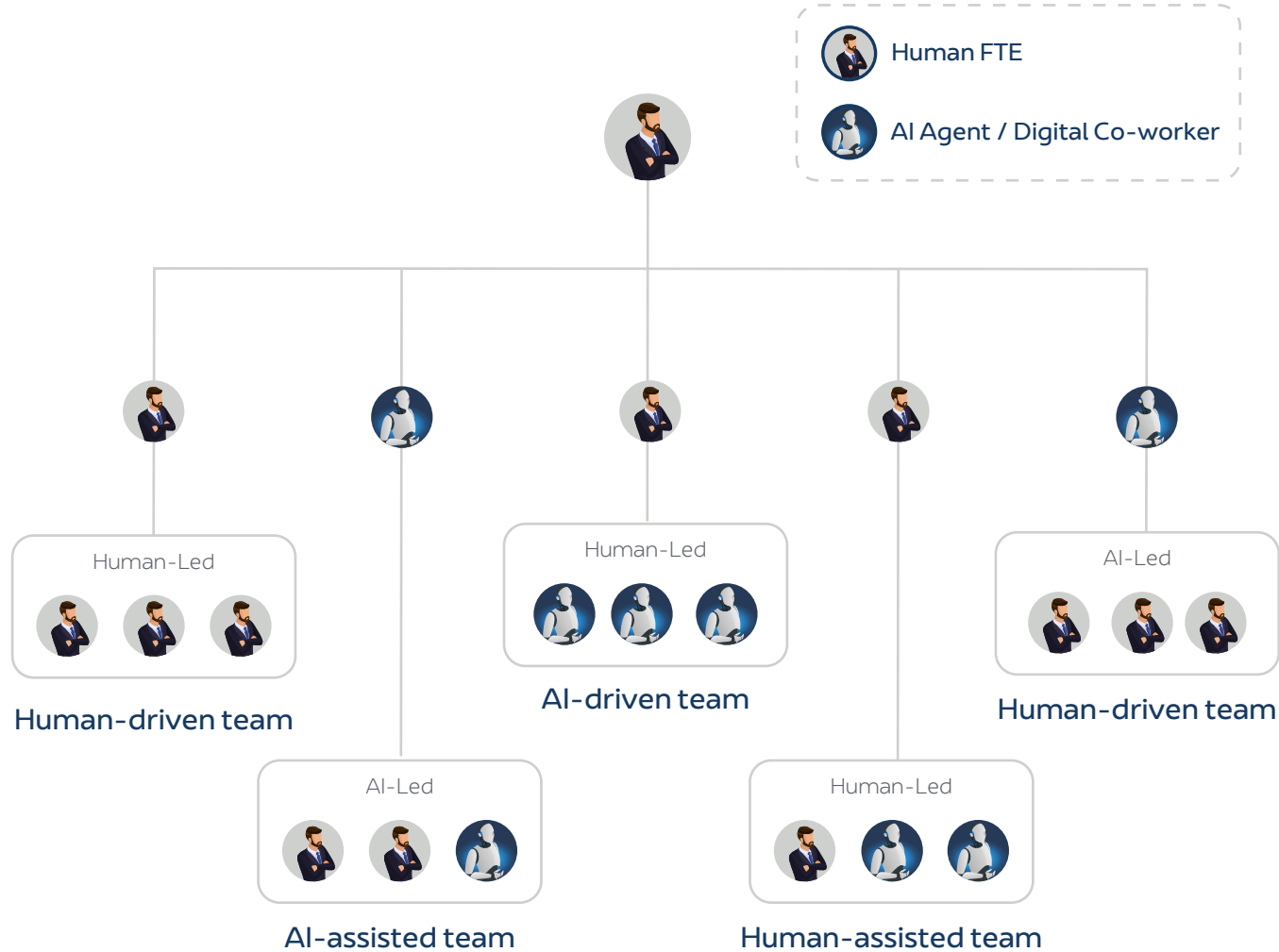
### Humans excel in;

- ✓ Strategic leadership and vision setting
- ✓ Ethical reasoning and moral judgment
- ✓ Empathy and relationship building
- ✓ Complex negotiation and conflict resolution
- ✓ Creative problem-solving and innovation

# The Agentic Organisation Model

This complementary design allows AD Ports Group to create an enterprise where efficiency and human value both scale. The organization chart of tomorrow will show AI agents as integral team members, working alongside human managers in HR, IT, Legal, Operations, and Strategy.

## Agentic Organization



# Impact on People & Hiring

As AI agents become embedded, hiring strategies will fundamentally shift. Routine process and manual analysis roles will decline, while augmented specialist and supervisory roles will rise.

## Strategic Priorities Enhanced by AI Agents

### Designing an Optimized Operating Model

AI agents analyze organizational data to identify redundancies, bottlenecks, and optimization opportunities

Recommend span of control adjustments and reporting structure improvements

Simulate different organizational scenarios to predict efficiency gains

### Productivity Management

Real-time productivity dashboards powered by AI tracking KPIs across all clusters

Predictive analytics identifying teams at risk of missing targets

Automated resource reallocation suggestions based on workload analysis

### Identifying and Developing High-Potential Talent

AI agents analyze performance patterns, learning agility, and leadership indicators

Create talent heat maps showing potential across the organization

Generate personalized development plans for high-performers

“The future of talent at AD Ports Group will be defined as much by the capacity to collaborate with AI agents as by professional or technical skills.”

**Sultan Al Ghaithi**  
Group CHRO

# Impact on People & Hiring

## Strategic Priorities Enhanced by AI Agents

### Succession Planning & Leadership Pipeline

Agents maintain dynamic succession risk matrices

Identify skill gaps in leadership pipeline

Recommend targeted development interventions and rotation opportunities

### Monetizing Value Hotspots (Critical

AI identifies roles with highest revenue impact

Analyzes talent market data to ensure competitive positioning

Predicts retention risks for critical positions



### Emerging Roles

NEW

**Agent Supervisor** - Oversees AI agent output, ensures accuracy and ethical compliance

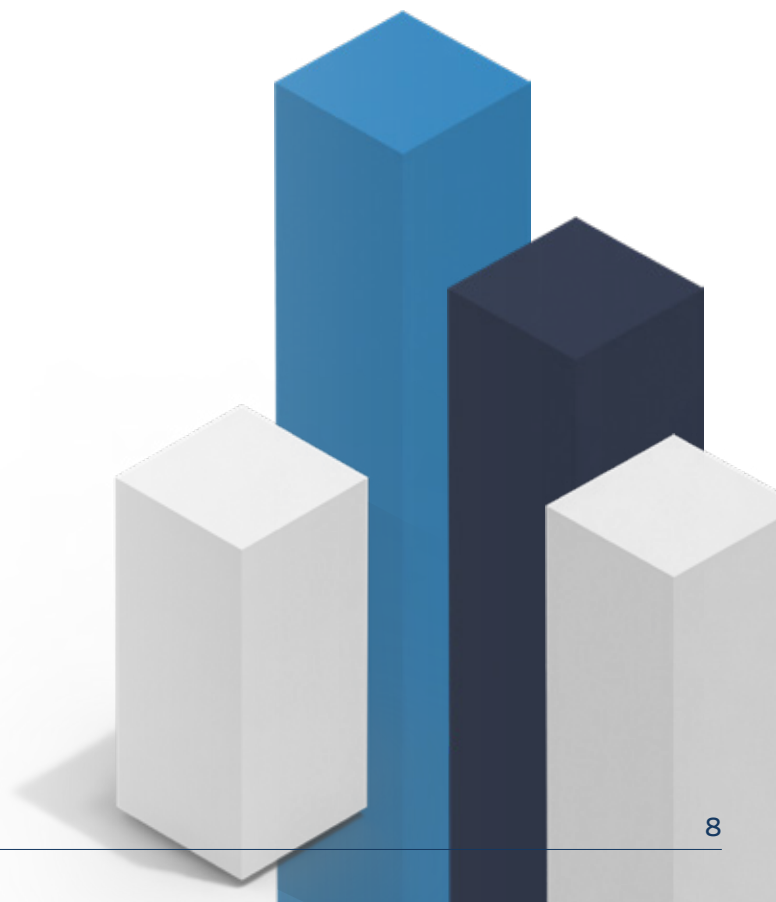
**Prompt Engineer/Designer** - Designs instructions and workflows for agents

**AI Risk Manager** - Monitors ethical, compliance, and cyber risks

**Human-Agent Experience Designer** - Creates seamless workflows between teams and AI

**AI Performance Analyst** - Measures and optimizes agent effectiveness

**Digital Ethics Officer** - Ensures responsible AI deployment



# Impact on People & Hiring

## Roles Likely to Be Augmented (Not Replaced)

| Current Role            | Future Augmented Role           | Key Challenges                                                                  |
|-------------------------|---------------------------------|---------------------------------------------------------------------------------|
| Port Operations Manager | AI-Enhanced Operations Director | Focus shifts from monitoring to exception management and strategic optimization |
| HR Business Partner     | Talent Intelligence Partner     | From transactional support to predictive workforce planning                     |
| Financial Analyst       | Strategic Finance Advisor       | From report generation to scenario modeling and decision support                |
| Customer Service Rep    | Customer Success Specialist     | From reactive problem-solving to proactive relationship management              |
| Procurement Officer     | Strategic Sourcing Partner      | From vendor management to AI-assisted negotiation and risk assessment           |
| Safety Inspector        | Risk Prevention Specialist      | From routine inspections to predictive risk modelling and prevention            |

# Skills & Capability Development

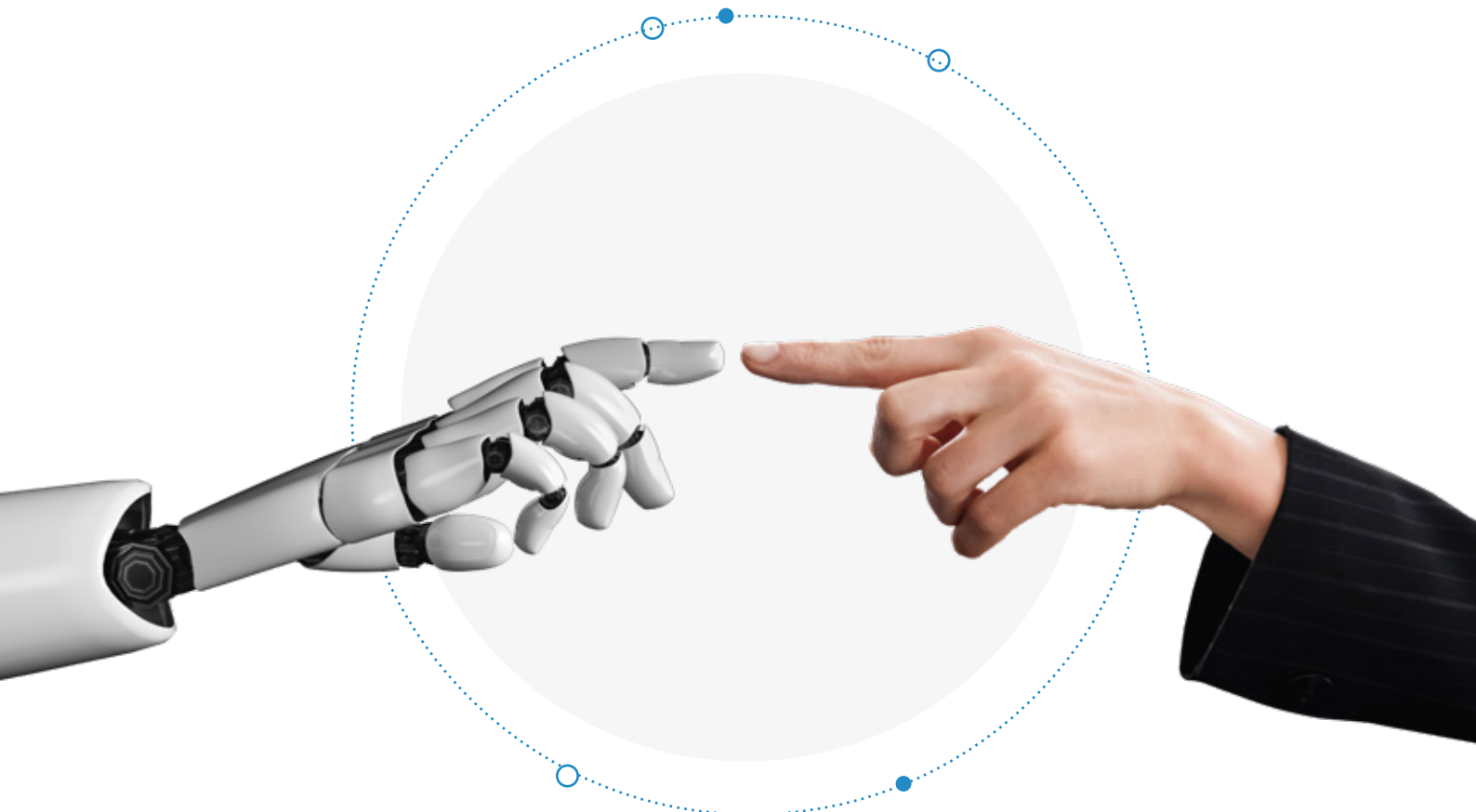
The rise of agentic AI does not reduce the importance of human skills, it enhances them.

## Critical Human Skills

- Leadership: Vision setting, team motivation, change management
- Negotiation: Complex deal-making, stakeholder management
- Creativity: Innovation, design thinking, problem reframing
- Problem-solving: Handling exceptions, ambiguous situations
- Ethics: Moral reasoning, fairness assessment, bias detection

## New digital skills

- AI Literacy: Understanding AI capabilities and limitations
- Prompt Engineering: Crafting effective instructions for AI agents
- Data Interpretation: Making sense of AI-generated insights
- AI Monitoring: Supervising agent performance and accuracy
- Human-AI Collaboration: Optimising hybrid workflows



# Skills & Capability Development

## Upskilling and Reskilling Programs

### Leadership Level (Managers and Executives)

- Strategic AI deployment planning
- Human-AI team management
- AI governance and risk management

### Advanced Level (AI-Adjacent Roles)

- Advanced prompt design and optimization
- AI performance monitoring and quality assurance
- Ethical AI and bias detection

### Foundation Level (All Employees)

- Introduction to AI agents and their capabilities
- Basic prompt engineering skills
- Understanding AI-generated outputs



# Technology Readiness & Infrastructure

Agentic AI cannot thrive without the right foundations.

## Infrastructure Requirements

- Multi-cloud architecture for scalability and global reach
- Edge computing capabilities for real-time port operations
- High-speed connectivity across all facilities
- Robust data lakes for training and operating AI agents

## Integration Approach

- AI agents embedded into ERP, HR, operations, and legal systems
- API-first architecture enabling seamless agent deployment
- Microservices approach for modular agent capabilities
- Real-time data synchronization across platforms

## Governance Framework

- Cybersecurity: Zero-trust architecture, continuous monitoring
- Responsible AI: Explainability, fairness, transparency protocols
- Data Integrity: Quality assurance, validation processes
- Compliance: Regulatory adherence, audit trails

## Access Model

- Central AI Agent Directory where employees can discover available agents
- Self-service portal for agent deployment
- Role-based access controls
- Usage analytics and feedback mechanisms

# Culture & Change Management

Embedding AI agents requires cultural transformation as much as technological change.

## Overcoming resistance

- Agents as colleagues, not replacements
- Celebrating early wins and pioneers
- Regular updates on AI initiatives
- Involving employees in agent design

## Transparency and Trust

- Clear documentation of what AI agents do
- Explainable AI dashboards showing decision logic
- Regular town halls addressing concerns
- Feedback mechanisms for continuous improvement

## Change Champions Network

- Ambassadors in each cluster leading adoption
- Regular community of practice sessions
- Recognition programs for successful human-AI collaboration
- Mentorship programs pairing AI-savvy with learning employees

## Ethics and Fairness

- AI Ethics Committee with diverse representation
- Regular bias audits of AI systems
- Clear escalation paths for ethical concerns
- Commitment to human-in-the-loop for critical decisions

# Case Studies from AD Ports Group

AD Ports Group has already deployed specialized AI agents across clusters with measurable business impact.

## Operational Excellence Cases

~3%

Fuel Savings

Vessel Speed Optimizer

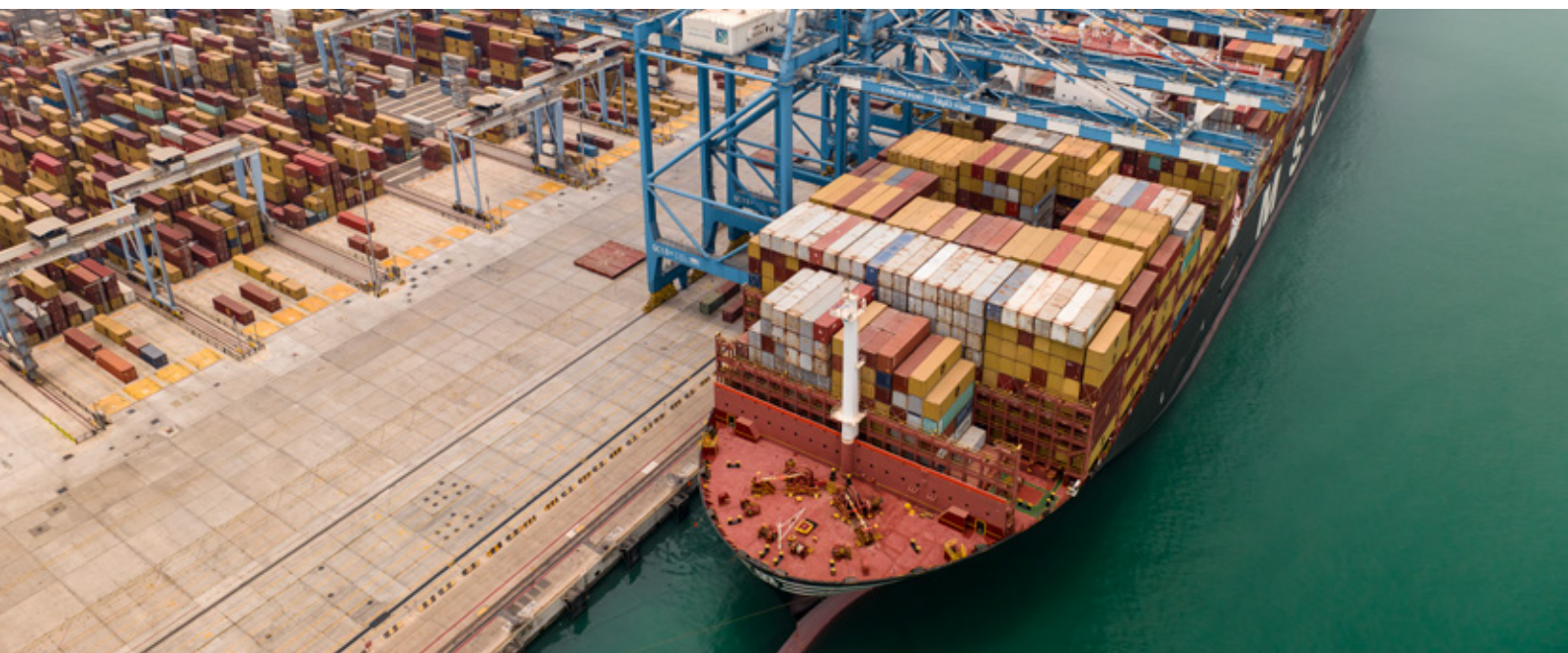
OPERATIONS

**Challenge:** Balancing fuel efficiency with schedule reliability

**Solution:** AI optimizing speed based on weather, port congestion, fuel prices

**Result:** ~3% fuel savings, up to 98% on-time arrivals

**Business Impact:** annual fuel cost reduction, improved sustainability metrics



# Case Studies from AD Ports Group

## Commercial Excellence Cases

# 90%

### Increase Utilisation Container Balancer

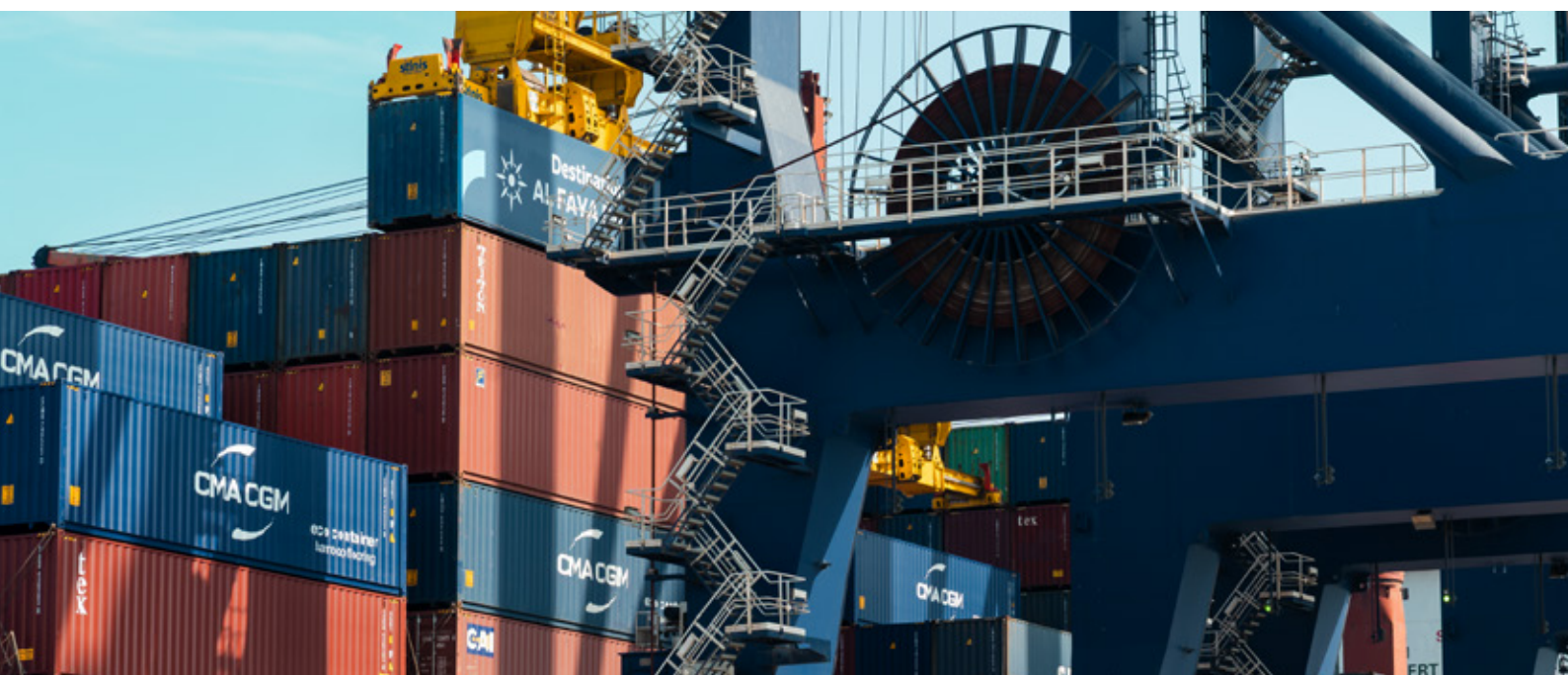
COMMERCIAL

**Challenge:** Empty containers stuck in low-demand, high-cost locations.

**Solution:** AI agent shifts empty containers toward demand hubs or cheaper storage.

**Result:** lower storage costs, up to 90% increased utilization.

**Business Impact:** storage cost saving, increased revenue.





# Case Studies from AD Ports Group

## People & Productivity Cases

# 98%

**Reduced in Creation Time**

**JD Creator**

**HR**

**Challenge:** Outdated job descriptions not reflecting AI-augmented roles

**Solution:** AI agent generating modern, skills-based job descriptions

**Result:** 98% reduction in JD creation time, improved candidate quality

**Business Impact:** Better talent acquisition, reduced time-to-productivity

# 90%

**Faster Processing**

**ClaimDetective**

**LEGAL**

**Challenge:** Manual claim review missing patterns and anomalies

**Solution:** AI agent analyzing claims for fraud indicators and compliance

**Result:** improvement in fraud detection, 90% faster processing

**Business Impact:** prevented false claims, reduced legal exposure

# 90%

**Faster Schedule Plan**

**Intelligent Workforce  
Scheduler**

**OPERATIONS**

**Challenge:** Manual shift planning leading to overtime and understaffing

**Solution:** AI agent optimizing workforce schedules based on predicted workload

**Result:** 90% faster schedule plan, 15% improvement in productivity

**Business Impact:** annual savings, improved employee satisfaction

# Future Outlook

In the coming 3–5 years, AD Ports Group envisions more than 50% of workflows being agent-augmented. These workflows will transform how we operate daily

## Examples of AI-Augmented Daily Workflows

### Operations & Logistics

- **Morning Operations Brief:** AI agents compile overnight vessel movements, port utilization, and incident reports, presenting prioritized action items to port managers
- **Real-time Berth Allocation:** Agents continuously optimize berth assignments based on vessel size, cargo type, and turnaround targets, with humans approving exceptions
- **Automated Documentation:** Customs clearance, bill of lading, and cargo manifests processed by agents, with staff handling complex cases

### Finance & Commercial

### HR & Talent Management

“What was once a concept is now a proven reality. Agentic Intelligence is already generating tangible outcomes for AD Ports Group and many organisations harnessing the potential of Agentic Intelligence to redefine how industries operate and grow”

**Mohamed Jamal-Eddine**  
Group CIO

# Future Outlook

## Examples of AI-Augmented Daily Workflows

### Operations & Logistics

### Finance & Commercial

- **Dynamic Pricing:** AI agents adjust pricing models in real-time based on demand, capacity, and competitor analysis, with humans setting strategic boundaries
- **Invoice Processing:** 90% of invoices validated and processed by agents, with exception handling by finance teams
- **Revenue Forecasting:** Daily revenue projections updated by agents analysing booking trends, with the Finance executive team's focusing on strategic adjustments

### HR & Talent Management

# Future Outlook

## Examples of AI-Augmented Daily Workflows

Operations & Logistics

Finance & Commercial

### HR & Talent Management

- **Candidate Screening:** AI agents conduct initial resume reviews and skill assessments, with HR focusing on cultural fit interviews
- **Performance Analytics:** Agents generate weekly team productivity insights, enabling managers to have more meaningful coaching conversations
- **Learning Recommendations:** Personalized skill development paths created by AI based on role requirements and career aspirations

# Future Outlook

## 70% + LongTerm

Agent-first operations where humans focus almost exclusively on leadership, creativity & innovation

## 30% Near Term

Workflow augmentation, pilot expansion, workforce reskilling, recruitment of AI-specialized talent



## 50% Mid Term

Workflow augmentation, organizational redesign with AI teams embedded in all clusters

# Closing Call to Action



## To employees

Embrace AI as a partner. Your creativity, judgment, and humanity are more valuable than ever.

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## To Executives

Invest boldly in both infrastructure and people. The future belongs to organizations that master human-AI collaboration.

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## To partners

Join us in shaping a model for the future of work that others will follow.

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## To stakeholders

Support this transformation knowing it will deliver both financial returns and human advancement.

# Closing Call to Action

AD Ports Group stands at the forefront of organizational transformation. By combining technological readiness with human capital innovation, the Group is shaping a large-scale Agentic Organization in the ports and logistics sector.

The path forward requires courage, investment, and unwavering commitment to our people. This is not about replacing humans with machines it's about elevating human potential through intelligent augmentation.

The journey to becoming an Agentic Organization is not just about technology it's about reimagining what's possible when human brilliance meets artificial intelligence. Together, we're not just adapting to the future; we're creating it.





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