

Greetings and Vision for the New Year – 2024



Dear Valued Customers, Associates, Seafarers and Staff

I wish to extend my warmest New Year greetings to our valued customers, associates, seafarers, and staff who collectively contributed to our success.

As I reflect on the journey, we have undertaken throughout 2023, I feel a sense of pride and gratitude. Together, we have navigated challenges, embraced growth, and achieved significant success. Today, I want to take a moment to share our collective achievements, outline our strategic vision for the coming year, and express heartfelt appreciation to each one of you who has played an important role through the journey.

First and foremost, a heartfelt thank you to every individual for your unwavering commitment and hard work in the past year. Our collaborative efforts made us achieved new heights, and I am delighted to share some key accomplishments that stand as testaments to our dedication to excellence.

In 2023, we steered through industry challenges, adapted to market dynamics, and apply innovation into our operations. As a result, we gained substantial increase in our market share, reflecting our team's unwavering commitment to excellence. Our financial performance has been robust, and our reputation for reliability and quality service has strengthened.

In 2023, we received the "Best Crew Services Organization Award" by China Maritime Industry Zheng He Nautical committee and "My Most Trusted Crew Service Enterprise" by China Shipping Online. These national accolades reflect our commitment to excellence, innovation, and dedication. These awards not only honor us but also position Singhai Marine Services among the top crewing agencies in China.

I would like to extend my heartfelt congratulations to Captain Gao Yue and Chief Officer Cao Peng Fei, recipients of the "Outstanding Seafarers Awards." Your exceptional expertise,

dedication, and outstanding performance exemplify our commitment to delivering excellence in every aspect.

Singhai Marine Services Singapore plays an important role in facilitating the placement of high-quality multi-nationalities seafarers with international shipping companies, originating from countries such as Myanmar, Indonesia, Bangladesh, the Philippines, Singapore, and Malaysia. Last year, our pool of multi-nationalities seafarers has grown significantly and our track record includes successfully deploying cadets from Singapore, Malaysia, Indonesia, and Bangladesh to international shipping companies and ship managers like Hafnia and Bernhard Schulte Shipmanagement (BSM). The team uphold rigorous selection processes and scrutiny to ensure the provision of diverse quality seafarers to our customers.

As for maritime training in Indonesia, Singhai Marine Services has formalized a Memorandum of Understanding with STIP Jakarta, a government-affiliated maritime training institute. This collaboration aims to foster close relationships and contribute to the development of future mariners.

To enhance our ability to meet the needs of customers seeking Indonesian seafarers, Singhai Marine Services Singapore has established a joint venture with a trusted Indonesian crewing agency, together known as Singhai Maritim Servis Indonesia. We are delighted to announce that Ms Dwi Kartini, our Hafnia female cadet from Singhai Indonesia, was honored with The Mission to Seafarers Award Singapore 2023 for her unwavering dedication to her work and the welfare of seafarers at sea.

Last year, Singhai Marine Services Yangon has notable expansion as well. In response to the increasing demand for Myanmar seafarers, we are making substantial investments in infrastructure and expanding our office human resources to effectively address this demand. Our efforts include the establishment of a dedicated cruise department, specifically designed to accommodate the needs of cruise liners seeking marine, hospitality, and club crew. Thanks to our strong track record and the trust we have gained over the years, we proudly serve as the exclusive crewing agent for one of the largest international ship managers.

Looking ahead to 2024, our strategic focus aligns with the sustainability initiatives of our customers, focusing on Environmental, Social, and Governance (ESG) practices. Embracing ESG practices will not only position us as a responsible company but also unlocks new avenues for growth.

Recognizing the rapid evolution of the maritime industry, we will make substantial investments in digitalization and innovation. In line with this, we are excited to announce the establishment of our information technology company (Aisailings), dedicated to driving digitalization and innovation, enhancing our company's efficiency, and bolstering our competitiveness in the international maritime industry.

With the recent major renovation of our Shanghai head office, we have created a modern space that fosters an ideal working environment for our staff. It is not only comfortable for customer visits but also serves as a welcoming oasis for seafarers, providing suitable venues for trainings and seminars.

To our valued customers and associates, your trust has been the foundation of our success. We understand the importance of your partnership, and we are committed to continuously exceeding your expectations in the years to come. It has been a pleasure serving you and we look forward to continuing this journey together.

To our seafarers, the heartbeat of our operations, we extend sincere thanks for your dedication and hard work. Your professionalism ensures the safe and efficient transport of goods across the seas, and we are very grateful for your contributions.

Last but certainly not least, a heartfelt thank you to our exceptional staff. Your dedication, resilience, and sacrifice have been the driving force behind our achievements. As the Managing Director, I feel privileged to lead such an exceptional team. Your commitment to our shared goals is truly commendable, setting Singhai apart from other crewing agencies. Through your hard work, we have become the preferred partner of our customers.

As we step into the promise of 2024, let us continue our journey together, navigating challenges and seizing opportunities with the same spirit of unity, commitment, and excellence that defines Singhai Marine Services.

Wishing you a Prosperous and Joyous New Year!

Best regards,

Terence Zhao Wei
Managing Director
Singhai Marine Services