

## Charting Two Decades of Partnership: MISC Marine and Singhai



As MISC Marine and Singhai mark twenty years of collaboration, the journey from a straightforward crewing agreement to a strategic alliance speaks volumes about trust, growth, and shared values. We recently had the distinct pleasure of sitting down with Capt. Fared Khan, Head HR Sea of MISC Marine, to reflect on the remarkable two-decade partnership between MISC Marine and Singhai.

**Can you recall your initial interactions with Singhai? What were your first impressions, and what led you to choose us as a shipping partner?**

“Our first encounter with Singhai in the early 2000s was both memorable and meaningful,” Capt. Fared shared. “Their professionalism, transparency, and authentic people-first philosophy immediately stood out. These qualities aligned closely with our own core values and made them a natural choice as a long-term partner.”

**Over the past 20 years, how has your relationship with Singhai evolved?**

“What began with basic crew placements has grown into a dynamic and integrated partnership. Today, the relationship encompasses joint training programs, leadership development initiatives, compliance planning, and forward-thinking responses to regulatory changes,” Capt. Fared shared. “Singhai has become more than a service provider; they are a strategic stakeholder deeply embedded in MISC Marine’s operational landscape.”

**What specific services or aspects of Singhai’s operations have been most beneficial to your company’s success during this time? Can you provide an example?**

“Singhai’s meticulous crew selection process consistently delivers exceptional onboard standards,” said Capt. Fared. “During the height of the COVID-19 pandemic, their swift and empathetic response to crew change challenges was remarkable. It was a demonstration of both operational agility and genuine care.”

**Looking back, what are some of the most significant changes or developments you have observed in Singhai’s services, capabilities, or approach to business?**

“Singhai’s digital transformation has been notable. From adopting tech-driven recruitment tools to embracing soft skills and leadership training, their evolution is rooted in a human-centered, forward-looking philosophy,” Capt. Fared reflected. “They have not only kept up with change, they have led it.”

**How has Singhai contributed to your company’s growth, efficiency, or ability to navigate the complexities of the shipping industry over the last two decades?**

“Singhai’s proactive approach to MLC, STCW updates, and crew demographics has allowed us to stay agile and compliant,” Capt. Fared noted. “Their expertise supported a diverse range of fleet operations, including conventional tankers and DPST vessels, helping MISC Marine maintain continuity and excellence.”



**The shipping industry has experienced numerous shifts and challenges over the past 20 years. How has Singhai supported your company in adapting to these changes?**

“Whether responding to regulatory shifts, evolving ship technology, or decarbonization pressures, Singhai has consistently sourced future-ready, competent crew. Their understanding of global trends has kept MISC Marine aligned with industry evolution,” Capt. Fared responded.

**Can you recall a specific instance where Singhai went 'above and beyond' to help your company overcome a challenge or seize an opportunity?**

Capt. Fared recounted a newbuilding takeover in South Korea where unexpected staffing challenges emerged. "Singhai mobilized experienced crew with speed and precision, preventing disruption and once again proving their strategic importance."

**In what ways do you believe Singhai has demonstrated innovation or forward-thinking in its services or solutions during our partnership?**

"Mental health programs, digital crew tracking, and structured career pathways are just a few of Singhai's forward-thinking initiatives. Their rare ability to blend innovation with empathy is what sets them apart," Capt. Fared emphasized.

**What would you consider to be Singhai's greatest strengths as a shipping partner, particularly over the long term?**

"Consistency, integrity, and deep knowledge of maritime operations—especially in China—are Singhai's hallmarks," said Capt. Fared. "Their unwavering commitment to crew welfare complements their operational rigor."

**How important is the continuity and experience of a long-standing partner like Singhai to your business operations?**

"Their familiarity with our systems, culture, and expectations enhances efficiency and minimizes risk," he explained. "In a reputation-driven industry, the value of enduring trust and shared experience cannot be overstated."

**What do you envision for the future of your partnership with Singhai in the years to come?**

“Looking ahead, MISC Marine anticipates closer collaboration around shaping maritime talent, driving diversity and inclusion (DEI), and leveraging data for smarter operations,” Capt. Fared highlighted. “We see Singhai playing a vital role in aligning human capital and digital innovation.”

**Is there anything else you would like to share about your experience working with Singhai over the past 20 years?**



Capt. Fared concluded: “It’s been a journey of shared purpose and continuous learning. Our partnership with Singhai is anchored in humanity and reliability, and we are confident the strength of that bond will only grow.”