

Two Decades of Trust: Hafnia and Singhai's Enduring Partnership in Maritime Excellence



In the ever-evolving and demanding shipping industry, relationships that stand the test of time are a true measure of reliability, shared vision, and mutual success. We recently had the distinct pleasure of sitting down with **Shivas Kapoor, General Manager/Head of Crewing at Hafnia**, to reflect on their remarkable two-decade journey as a partner with Singhai. This insightful conversation illuminates the core of Hafnia's operational success: Singhai's exceptional crew management services and their unwavering commitment to a people-first approach.

Reflecting on a Powerful Partnership

Our conversation began by looking back at the genesis of this enduring relationship. Shivas recalled, "Our initial interactions with Singhai were marked by professionalism, clarity, and a genuine desire to understand our operational needs. From the outset, we were impressed by their deep understanding of the maritime industry and their proactive approach, which ultimately led us to choose them."

Over two decades, our collaboration has transformed significantly. "What started as a business collaboration has evolved into a trusted partnership built on mutual respect and shared goals," Shivas explained. "Over the years, we've developed a strong rapport, and the relationship has grown to be both strategic and supportive."



When asked about the most beneficial services, Shivas highlighted the core of their operational success. "Singhai's crew management services have been a cornerstone. Their unwavering commitment to crew training and high-quality recruitment has ensured that we consistently have competent and well-prepared seafarers onboard." He also noted Singhai's support for their Diversity, Inclusion, Belonging, and Equity (DIBE) initiatives by providing crew members of various Asian nationalities.

Singhai's adaptability has also been key. "Singhai has shown remarkable adaptability by embracing digital solutions, strengthening compliance frameworks, and enhancing seafarer training programs," Shivas observed. "Their approach has shifted from service provider to solution partner, always a step ahead in anticipating industry demands." This proactive stance has directly contributed to Hafnia's resilience. "Singhai has been instrumental in helping us stay agile in an ever-changing industry," he affirmed. "Their insight into regulatory changes and proactive training of crew allowed us to maintain compliance and efficiency, even in challenging times."

Navigating Challenges & Innovation Hand-in-Hand

The shipping industry has faced numerous shifts, and Singhai has consistently been a vital ally. "Singhai has consistently been at the forefront of change," Shivas stated. "Whether it was implementing ECDIS training during

its rollout, ensuring timely compliance with new IMO regulations, or navigating pandemic-related disruptions, their responsiveness and support made a real difference."

A particularly memorable instance showcased Singhai's commitment during the unprecedented COVID-19 pandemic. "Singhai went above and beyond by helping us arrange flights for Chinese seafarers and navigating the complex travel restrictions in place at the time," Shivas recalled. "Their proactive and solution-oriented approach made a significant difference during a challenging period."

Beyond adaptability, Singhai has also demonstrated innovation. "Singhai has shown forward-thinking by integrating technology into crew training and performance tracking," Shivas noted. "Their investment in virtual learning platforms and data-driven assessments helped us enhance crew readiness and overall vessel performance."

The Enduring Value of Partnership



Reflecting on Singhai's greatest strengths, Shivas pointed to three key pillars: "Consistency, professionalism, and a people-first approach stand out. Their ability to deliver quality services year after year, combined with their dedication to crew welfare and development, makes them an invaluable partner."

The continuity of such a long-standing partnership is critically important to Hafnia. "Extremely important," Shivas emphasized. "In an industry where change is constant, having a stable and experienced partner provides assurance and reduces risk. Singhai has demonstrated good staff retention over the past 4–5 years, with the same PICs consistently in place at both their China and Singapore offices." This stability has tangible benefits: "This continuity has allowed us to build a close working relationship based on mutual understanding of each other's requirements. It also reduces the time and effort needed to repeatedly train their new personnel, contributing to smoother coordination and improved efficiency."

Looking to the horizon, Shivas sees a future of continued collaboration. "We see the partnership growing deeper as we explore new technologies, sustainability initiatives, and digital transformation," he shared. "We look forward to collaborating with Singhai on innovative solutions that will shape the future of maritime operations."

In closing, Shivas offered a heartfelt reflection on their journey. "It has been a truly rewarding journey with Singhai. They have consistently demonstrated integrity, agility, and a strong commitment to excellence. We deeply value this partnership and look forward to the opportunities that lie ahead. Singhai's openness to feedback and willingness to adapt to our evolving requirements further strengthen our collaboration."

