



Synchronised Solutions  
that Mobilise Business



Milaha Corporate Profile >>



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## MESSAGE FROM THE PCEO

At Milaha, we understand that economic progress depends on the smooth flow of goods around the world. As deadlines tighten and supply chains disperse, we are here to serve the companies at the heart of this global exchange. Through our diverse activities, we provide synchronized maritime and logistics solutions - simplifying the complex links in the international chain of trade.

Day-to-day, this means keeping strict schedules and instantly adapting to fast-changing requirements. By paying attention to every detail and offering proactive solutions, we provide professional peace of mind and add value to our customers performance and bottom line.

For over half a century, we have been building on our strong regional foothold in transportation and logistics, and today we aim to become a globally recognized leader in maritime and logistics services.

**Mohammed Abdulla Swidan**  
(I) President & CEO

Through our diverse activities, we provide synchronized maritime and logistics solutions to simplify the complex links in the international chain of trade.



## ABOUT MILAHA

Milaha was established as Qatar's first registered company, in 1957. It started as a shipping agency and over the next 6 decades, has diversified and grown to become one of the largest maritime & logistics service providers in the Middle East.

## Introduction

Milaha is one of the largest and most diversified maritime and logistics companies in the Middle East with a focus on providing marine transport and services, as well as supply chain solutions.

Milaha has a rich history, starting as a shipping agent in 1957, and strategically developed a strong regional foothold in transportation and logistics through a diverse fleet of vessels, state-of-the-art equipment, dedicated staff, and world-class partners

## Vision

To be the partner of choice in the maritime & logistics sector, with a dominant share in our home market and a strong international presence; to deliver sustainable growth to our shareholders

## Mission

To consistently deliver reliable services by focusing on safety, quality and our customers; to provide an enriching work environment and to always live our values



# History and Milestones



**1957**

Founded Qatar National Navigation & Transport Company (QNNTC), the first shipping agent in Qatar

**1974**

Launch of marine transport services in Doha Port, consisting of lighterage, berthing and towage

**1978**

Opened a regional branch

**1982**

Inaugurated the first fully integrated ship repair and fabrication facility in Mesaieed



**1992**

Launch of warehousing and 3PL services in Oman  
 Launch of service between Qatar and Oman  
 Launch of direct container service between Qatar and Kuwait  
 Enhancement of service between Qatar and India  
 Launch of the fastest container service between Pakistan and Qatar

**2000**

Co-founded Halul Offshore Services through a 50-50 joint venture with Qatar Shipping

**2001**

Merged land transport, crange, freight forwarding, customs clearance and warehousing into Navigation Freight Services

**2005**

Equity investment in Qatar Gas Transport Company Ltd. (Nakilat)



**2010**

Acquisition of Qatar Shipping (and Halul Offshore Services as a result)

**2011**

Strategic transformation and launch of Milaha brand  
 Appointed operator of Doha Port

**2015**

Launch of first direct container service between Qatar and India

**2016**

Launch of Singapore office for Milaha Offshore  
 QTerminals begins managing phase one of Hamad Port

**2017**

Launch of regular reefer service between Qatar and Turkey  
 Launch of feeder service between Sri Lanka and Bangladesh  
 Launch of NVOCC tracking app

**2018**

Added Majd, our largest container ship to date, to our already expanding fleet  
 Inaugurated and started operations of Milaha Logistics City  
 Launched our first ever container service between Qatar and Iraq  
 Awarded the Five Star Occupational Health and Safety rating by the British Safety Council  
 Started a major digital transformation initiative such as RPA & Oracle Cloud platform

**2019**

Awarded six Swords of Honor for improved health & safety, and two Globes of Honor for environmental sustainability by the British Safety Council (BSC)  
 Milaha completed its deployment of Robotic Process Automation Solutions  
 Milaha expanded its geographic footprint into the Black Sea and Mediterranean region through new container shipping services  
 Milaha invested in newer, fit-for-purpose assets, from vessels to trucks and further optimizing of the asset base  
 Partnered with Microsoft to build a smart-logistic platform using Artificial Intelligence and Internet of Things elements from Microsoft's cloud ecosystem

**2020**

Awarded four Swords of Honor for improved health and safety, and four Globes of Honor for environmental sustainability by the British Safety Council (BSC)  
 Milaha added a fourth core business pillar, Marine & Technical Services, with a focus on end-to-end service offerings for vessel owners and operators  
 Milaha has partnered with Schlumberger Limited to expand into the well services sector in Qatar by initially developing and equipping well stimulation vessels over the next five years  
 Milaha has been a key contributor to support the State of Qatar's efforts to provide stable and sustainable supply chains during the COVID-19 pandemic  
 Milaha expanded its investments in its shipyard activities through the acquisition of a new floating dock able to accommodate vessels for ship repair  
 Milaha promoted its investments to complete the digital transformation process, by expanding its partnership with Microsoft  
 Milaha enhanced its capabilities to strengthen cybersecurity to comply with the ISO 27001 and the National Information Security Standards

**2021**

Milaha continued to develop its fast-paced digital transformation journey by completing one of the largest Enterprise Resource Planning platform deployments in the region to date with our digital partner Oracle.  
 Milaha's effective safety measures and practices contributed to the wellness of its employees and the reduction in All-Injury Frequency Rate (AIFR) across the group by 30%.  
 Milaha expanded its footprint in the global supply chain adding the China-India Express service to our container shipping network.  
 Milaha signed the first service contract for its 600,000-barrel capacity Floating Storage and Offloading (FSO) unit.  
 Milaha continued to expand into new knowledge-based service lines for energy and global EPCI majors, servicing and supporting multiple elements of Qatar's oil and gas expansion projects.  
 Milaha continued to develop its shipyard facilities and capabilities, with the acquisition of a new 230 meter-floating dock, that will be commissioned in 2022.  
 Milaha launched its first innovative Hackathon, enabling "Milaha Citizen developers" to create and design digital tools and solutions to facilitate complex processes and tackle business challenges.


**2022**

Milaha has launched Cross Border Trucking Service to connect customers and follow regional markets.  
 Milaha Logistic City (MLC) started to expand its internal capacity and bonded service offering.  
 "Milaha Express" service and fast-tracking customs clearance were launched by Milaha Logistic City (MLC).  
 The first Hino Showroom in Qatar was Inaugurated.  
 The National Cyber Security Agency (NCSA) has granted "Milaha" the Cyber Security Compliance Certification (NIA). The certificate is considered the first of its kind to be awarded to a private company sector.

# KEY FIGURES



**1st**   
Commercially  
Registered Company  
in Qatar

 **2,000+**  
People

 **200+** locations  
global coverage



 **2.4** bn  
Operating Revenue

**65**  
Years in Operation

 **17.6** bn  
Net assets

# MILAHA EXECUTIVE MANAGEMENT



**Anders Lund Kristensen**  
Executive VP  
Milaha Maritime & Logistics



**Akram Bashir Iswaisi**  
Executive VP  
Finance & Investments



**Hamad Saeed Al-Hajri**  
Executive VP  
Support Services



**Asem Al Naser**  
Chief Internal Auditor



**Mohammed Abdulla Swidan**  
(I) President & CEO  
EVP - Marine & Technical Services  
and EVP - Milaha Offshore



**Gautam Bellur**  
Executive VP  
Corporate Development & Strategy

# Our Strategic Business Pillars

## Maritime & Logistics



### Container Shipping

- Line
- Feeder

### Logistics

- Freight Forwarding & Customs Clearance
- Warehousing & Distribution
- Industrial Logistics

## Gas & Petrochem



- Oil Tankers
- Gas Tankers
- FSO

## Offshore Marine



- Offshore Vessels Chartering
- Subsea Services
- Offshore Engineering Services

## Marine & Technical Services



- Ship Repair and Fabrication
- Bunkering
- Ship Management
- Shipping Agencies
- Industrial Products
- Marine Supplies
- Vehicles and Equipment Sales & Services

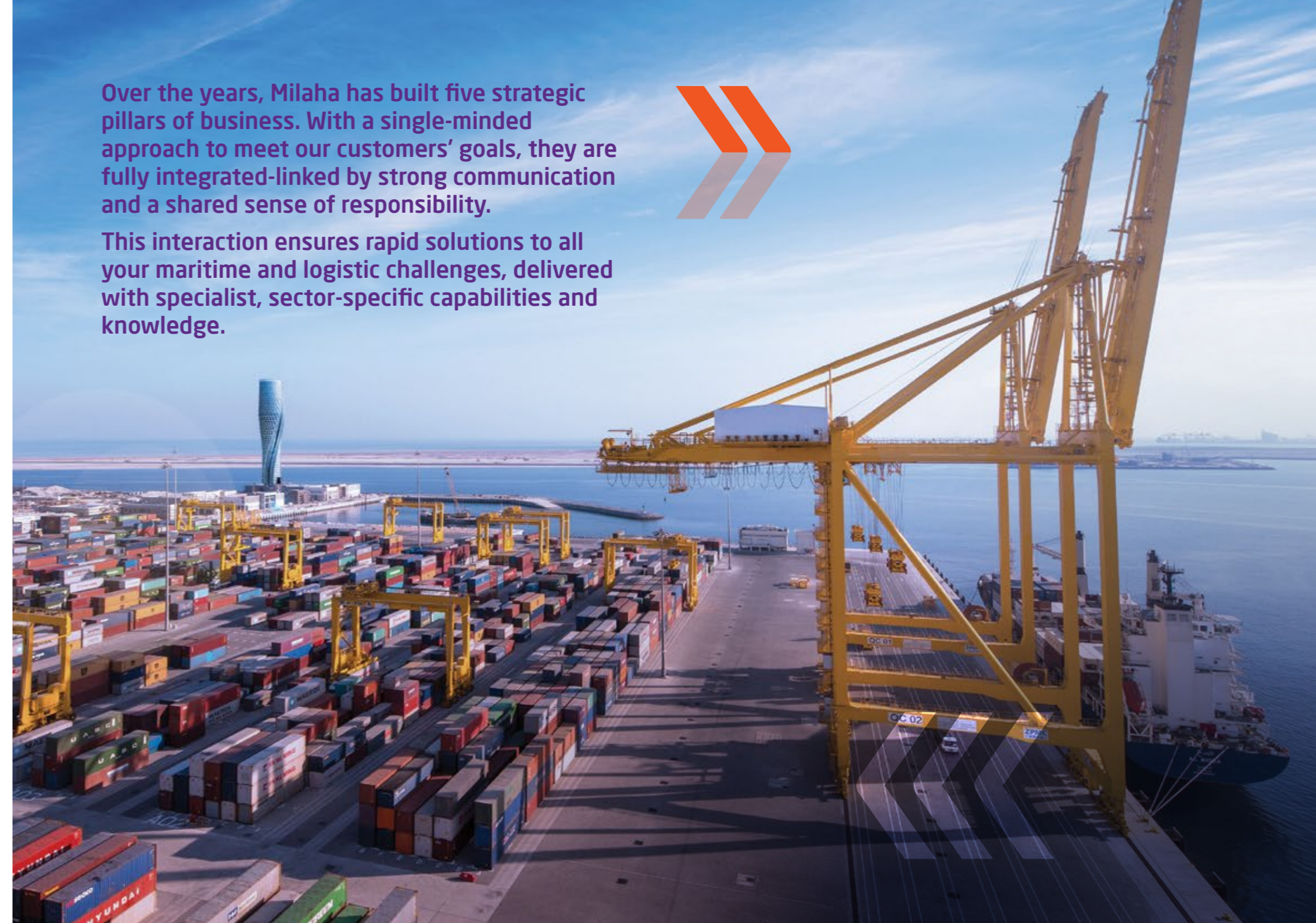
## Capital



- Real Estate Investments
- Investment Portfolio

Over the years, Milaha has built five strategic pillars of business. With a single-minded approach to meet our customers' goals, they are fully integrated-linked by strong communication and a shared sense of responsibility.

This interaction ensures rapid solutions to all your maritime and logistic challenges, delivered with specialist, sector-specific capabilities and knowledge.



# MARITIME AND LOGISTICS

Milaha Maritime & Logistics delivers integrated supply chain solutions to companies who are industry leaders in the fields of commerce, infrastructure, defense, health, oil & gas, heavy industries, aviation and FMCG.

By adopting a customer centric approach, we analyze our customers' specific needs and requirements, All with the objective to create resilient, reliable and agile supply chains.

## Container Shipping (Feeder & Liner Services)

Milaha started its shipping business in 1974 as a barging and lighterage services provider in the Arabian Gulf. From there it quickly grew, operating general cargo ships and soon progressed to owning and operating a fleet of container ships which served routes between Qatar and other GCC countries.

Our liner network covers ports in 30+ countries in South East Asia, China, Indian subcontinent, Arabian Gulf, Mediterranean and Black Sea.

From 2018 onwards, Milaha started to expand its networks by introducing new liner and feeder services in Indian subcontinent, Black Sea, Eastern Mediterranean region, and South East Asia including China. The services have been developed with the customer in mind and provide what they value, with improved transit times and best-in-class customer service.



## Warehousing & Distribution

Milaha Logistics City is strategically located with close proximity from the main ports and the new orbital road.

It offers storage, handling and value-added services for frozen/chilled and temperature-controlled goods supported by fleet of distribution trucks.

The facility includes a 35,000 sqm. grade A warehousing, supplemented by additional space in third party warehouse.

In 2019, Milaha partnered with Qatar's General Authority of Customs to open the first 3PL bonded warehouse in Doha within Milaha Logistics City.

The bonded warehouse facility acts as a one-stop shop, enabling seamless flow of goods into Qatar, local/regional distribution, re-export and duty/VAT free storage and customs clearance services.

## Freight Forwarding

Reliability and experience are key to the delivery of appropriate logistics solutions.

With customer at its core, Milaha has developed robust regional infrastructure and reliable network of agents and partners.

Leveraging on this, and a knowledge base built over 6 decades, we focus relentlessly on building seamless and efficient transport and storage solutions so that our customers can focus on their core business.

To ensure that we support our customers at key nodes, we operate from our home base in Doha, Qatar, and from our regional offices and warehousing facility in Dubai, UAE.

## Industrial Logistics

In Milaha, we realize that Logistics is more than transportation, freight forwarding and warehousing.

In our endeavor to support end-to-end supply chain requirements across the industries with a special focus on energy, industrial and infrastructure sector, Milaha has developed and strengthened its Industrial Logistics Department over the last decade.

Supported by an extensive fleet of owned cargo handling and lifting equipment, special transport vehicles, skilled manpower backed by a robust IT infrastructure, Milaha's Industrial Logistics provides seamless services to its customers.

The service portfolio is constantly reviewed and upgraded to meet the dynamic requirements of the oil & gas, energy and other segments.



# GAS & PETROCHEM

## Comprehensive vessel, equipment & value-added services

**Milaha owns and operates a fleet of Aframax/ LR2 tankers, LNG and LPG/ Ammonia carriers, to offer safe and reliable operations and industry-leading services in shipping sea-borne oil and gas cargoes.**

In addition, Milaha has stakes in six LNG carriers, and a 50% ownership in Gulf LPG, besides being the founder shareholder in Qatar Gas Transport Company (Nakilat), owning 36% of the company's shares.

Our vast experience in time charter and affreightment contracts made us the partner of choice for major oil and gas companies around the world.

Supported by in-house technical management, we are able to closely monitor tankers' pre and post-fixture operations, on behalf of external clients.

We as well own and operate Al Rayyan Floating, Storage and Offloading Unit (FSO), with a storage capacity of 600,000 barrels of crude oil, to serve the offshore oil and gas industry in Qatar.

Our services include:

- Transporting sea-borne Oil & Gas cargoes
- LNG Transport
- LPG Transport
- Crude, Chemicals & CPP Transport



## JVs and Associates

Milaha has stakes ranging from 15 - 30% in six LNG carriers, and a 50% stake in Gulf LPG; the owner and operator of four Very Large Gas Carriers (VLGCs) in partnership with Nakilat.



## Fully-Owned Tankers and Gas Carriers

To offer dependable transportation of oil, gas and chemical products, Milaha owns or charters a fleet of Aframax / LR2 tankers, product/ chemical tankers, LNG, LPG and Ammonia gas carriers.



# OFFSHORE MARINE

Milaha Offshore is a provider of a wide spread of world-class offshore support and subsea services, with a presence extending from the Middle East to Europe, Africa and South East Asia.



**With vast experience in the world's major oil and gas region, Milaha Offshore Marine is capable to provide a wide range of world-class support services at offshore, onshore and subsea, backed with world-class supply chain and logistics solutions from our group of companies.**

Serving as the partner of choice to our customers, we combine our resources, skills, and expertise to offer tailored solutions and comprehensive support for sophisticated oil and gas projects, with a presence extending from the Middle East to Europe, Africa, and Southeast Asia.

You can rely on our diverse fleet of offshore support vessels along with our precise marine and logistics services that support oil and gas field exploration, development, production and decommissioning; including geological and geophysical surveys; drilling operation support; well intervention and stimulation; offshore accommodation, rig less intervention lift boat and walk to work solutions; diving and subsea services; as well as construction, inspection, maintenance and repair within our EPCIC services.



We deliver high quality projects within small to medium range of Engineering, Procurement, Construction, Installation & Commissioning (EPCIC) spectrum, supported by our in-house engineering team, Ship fabrication yard, topside construction team, and proven capabilities in subsea, transportation & installation.

Our MMO (Maintenance, Modification, Operation) services to customers represents a significant component of our topside and subsea activity.

We also own and operate the most advanced offshore maintenance, diving, and underwater inspection equipment, such as Remotely Operated Vehicles (ROVs) and a wide range of seabed mapping geophysical survey equipment.

Our integrated services, modern equipment, innovative technology, and manpower solutions provide greater value and lower total cost of ownership to operators thus increasing quality and efficiency of oil and gas projects.

Our services include:

- Offshore operations support
- Maintenance, Modification, Operation and EPCIC
- Subsea services (diving, G&G including survey seismic survey equipment, ROV)
- Well intervention and stimulation
- Decommissioning



# MARINE AND TECHNICAL SERVICES

Milaha's operations within this pillar are focused on providing vessel and industrial equipment owners & operators with comprehensive asset lifecycle services to help them achieve greater asset efficiency and optimise their total cost of operations. Our technical operations manage Milaha's own vessel and land fleet and equipment, and as one of the largest and most sophisticated operators in the region, we are able to offer customers superior capabilities at the lowest price.

## Marine Services

Milaha provides comprehensive services for vessels to help achieve greater asset efficiency and cost optimization without sacrifice to health and safety.

Managing our fleet of over 90 vessels including deep sea, offshore, support, and harbor vessels gives Milaha the experience and know how to ensure vessels are operated safely and efficiently wherever they are in the world, meeting client requirements and complying with the highest international standards.

Our operations in Qatar include a state-of-the art shipyard (one of only two in Qatar). Our shipping agents are the oldest and most experienced in the country and supported by our in-house ship chandlers, vessel supplies, and bunker teams.



## Vessel Agency Services

(Serving Vessels in Qatar since 1957)

Serving all your vessel needs across Qatar 24 hours a day, everyday.

As the first registered Shipping Agent in Qatar with over 60 years of demonstrated performance, Milaha Shipping Agency is your one-stop vessel services provider, offering comprehensive shipping services that cater for all types of vessels calling at all major ports in Qatar.

You can rely on Milaha to provide a full range of services including Ship Agency, Liner Agency, Husbandry Services, Crew Handling, Marine Surveys, and P & I correspondence across all the major ports in Qatar. We can manage all types of vessels ranging from container ships to bulk cargo carriers, Ro-Ro vessels, tankers and carriers. Our highly-experienced team, backed by an extensive knowledge in shipping operations and excellent relations with concerned authorities, is always ready to offer you tailor-made solutions for safe and efficient vessel turnaround.

Acting as the local representative of vessel owners, charterers, and operators in Qatar, we carry out, on your behalf, all the necessary arrangements for vessel arrivals and departures, port stays, legal paperwork, immigration, customs and all other services required for your vessels stay in Qatar to be as seamless as possible.

## Cargo Agency Services

As the oldest registered cargo agent in Qatar, we provide comprehensive, efficient and reliable air, land, and sea logistic solutions for both local and international markets.

Our ability to provide diversified tailor-made solutions and customer-oriented services stems from our in-depth local expertise and outstanding global coverage of world-renowned shipping lines connecting all the global destination and transshipment hubs.

Through our extensive experience, expertise, and local partners, we are the preferred business partner for majority of industrial companies in Qatar.

## Ship Chandlery and Supplies

Milaha caters to all marine needs, as a ship chandler or as a distributor of engines, lubricants, chemicals, navigational equipment & other marine products.

We offer you a wide range of products and services, including deck and engine stores, food provisions and sludge removal.

You can enjoy the same level of advanced services, quality products and excellent order handling provided to Milaha's large fleet, all at competitive prices.

Our reliable, on-time delivery of high-quality services and products at reasonable prices, supported by our comprehensive network and local know-how at all Qatari ports is all what you need.

## Marine Engines & Supplies

Being a key player in serving the Marine industry since 1957, we are engaged in the supply of marine equipment, electronics, OEM supplies, spare parts, engines and specialty products.

With a vast experience and a team of skilled professional experts, we strive to provide proficient marine services tailored to meet the diversified needs and requirements of our clients.

## Ship Management

Over the last 20 years, Milaha Ship Management (MSM) has been committed to delivering world-class services that meet the highest safety, operational, environmental standards.

Based in Doha and Mumbai, MSM leverages its experience of currently managing over 70 vessels, including tankers, product carriers, container ships and offshore vessels, to offer customers safe and cost-effective asset management.

## Ship Repair and Fabrication

Milaha Ship Repair & Fabrication Yard (MSF) has been a leader in providing advanced services and trustworthy solutions to the maritime and industrial sectors in Qatar and the region since 1978.

Valuing its accessibility to clients, MSF is strategically located in Mesaieed Industrial City, at the heart of Qatar's industrial sector and close to Hamad Port. The Shipyard in MSF operates two floating docks, one shiplift, and large workshops.

We are continuously improving and expanding our facilities and service offerings to cater to our clients' needs.

We are able to carry out dry dock and afloat repair works for vessels with up to an overall length of 230m, all while maintaining the highest standards of safety and quality as well."

Our skilled, well-equipped and multi-skilled group of workers are able to perform the job in Ras Laffan, Hamad Port and other port facilities in Qatar. In cooperation with Milaha Offshore Marine, we are also prepared for the jobs requested by shipowners and rig operators, which are operating in the open sea.

With the customer in mind, we strive to offer high quality services and products for Fiberglass or GRP boats, yachts and dhows, all performed in a dust-free humidity-controlled workshop.



## Industrial & Technical Services

Milaha provides a wide range of products & services to Qatar's onshore industries ranging from the sale of trucks, heavy equipment and supporting spare parts and supplies, to providing full asset management services and carrying out complex steel fabrication. As one of the largest logistics companies in Qatar managing and operating a fleet of trucks and heavy equipment, we know what it takes to keep your asset performing at its best to support your operations.

### Steel Fabrication

From pipe fabrication to maintenance of complex offshore structures for the Oil & Gas sector it all requires sophisticated capabilities and production capacity coupled with skilled manpower. Milaha has been fabricating large steel structures, piping spools, non-ferrous and alloys, and providing blasting and galvanizing services at our Shipyard non-marine facilities since 1978. We are also ASME (American Society of Mechanical Engineers) certified to work on pressurized tanks and vessels.

### Trucks & Heavy Equipment

Milaha caters to all of your trucking and heavy equipment needs, leveraging our position as the sole Qatari representative for Hino, Terberg, Sennebogen & Hyundai Everdigm. Whether you are in the construction, hospitality, heavy logistics or any industry, we have the Hino truck for you, customizing it for your specific business requirement, including refrigerated, construction or crane-related additions. Besides Hino trucks, we offer forklifts, Senneboogen mobile cranes, Terberg port tractors, and Hyundai Everdigm cargo cranes.

Furthermore, our flexible financing options provides you with the ability to lease our assets for short-term projects.

As a leading logistics company in the region, we own and operate our own trucks and heavy equipment. Hence, we have decades of experience in managing assets for third-party clients, providing 24/7 after-sales services with our workshop and dedicated staff, and finding the right spare parts for your assets to maximize their life-span.

### Industrial & Automotive Lubricants

As the sole distributor of Fuchs lubricants products in Qatar, Milaha is committed to ensuring your operations and assets run smoothly.

Our industrial lubricants – such as Renolin, Reniso and Ecocool/Ecocut – include hydraulic, transformer, and refrigeration oils, as well as metal-working fluids. They are designed to protect your equipment against wear-and-tear, reduce downtime, prolong service intervals, lower maintenance costs, increase efficiency, and boost the productivity of your processes.

Our range of automotive lubricants – including Titan, Maintain, Silkolene, and Agrifarm – are used to reduce friction between vehicle components using the latest technology and meeting highest environmental standards. These lubricants also help to control the vehicle temperature by absorbing the heat generated by moving parts of the vehicle and transferring it to the sump or cooler.

Additionally, we offer an extensive range of lubricating greases and special application lubricants that cater to more customized needs.

## CAPITAL

Milaha manages a large portfolio of financial and property investments, which help maintain our underlying financial strength, in addition to supporting the real estate requirements of our individual businesses.

### Real Estate

Milaha owns a diverse portfolio of commercial and residential developments and land plots in Qatar.

Milaha continues to generate rental income from large developments such as the Navigation Tower in West Bay. This 52-floor Grade-A tower is fully leased to a blue-chip tenant.

In 2021 our newest luxury villa compound "Park View" was fully leased to single customer.

The "Park View" is designed to offer the utmost privacy, security and convenience to its residents.

This spacious compound is located in Ain Khalid and consists of 178 residential units, each of which is elegantly crafted and well appointed, with spacious areas, carefully designed and decorated to present the perfect blend of style, comfort and cosy.

As a landmark project, the "Park View" compound provides unique functional spaces offering best-in-class facilities and amenities ; from the clubhouse to the kids' area, children's nursery and the mosque located at the heart of it all."

### Investments

Milaha Capital maintains a significant but targeted portfolio of investments in start-ups and established companies in Qatar.

We hold QR 4.1 billion worth of available-for-sale listed equities and a QR 139 million trading portfolio. These investments are either strategic - complementing Milaha's core business - or purely financial to maximize returns on our shareholders' capital.




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