

EME Outlook

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Fuelling the nation's
zero-carbon future

STATICUS

Setting new standards
in aesthetics and
sustainability

MILAHA

SYNCHRONISED
SOLUTIONS TO
MOBILISE BUSINESS



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SAILING TOWARDS BRIGHT HORIZONS



Milaha has expanded vastly into a multi-faceted titan of the Qatari shipping industry. We talk to I PCEO, Eng. Mohammed Swidan, who delves into the company's safe, reliable, and sustainable services

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Established back in 1957, as Qatar's very first registered company, Milaha began its journey as a shipping agency, strategically developing over the next six decades to become one of the largest, most powerful maritime and logistics service providers in the region.

Milaha has meticulously built a strong regional foothold in transportation and logistics, with a focus on providing integrated transport and supply chain solutions, and is supported by an expanded, modern fleet of vessels, state-of-the-art equipment, modern technologies, dedicated staff and world-class partners.

The company strives to provide safe, reliable, and sustainable services and products through its strategic pillars of business, covering various key aspects of the shipping industry including warehousing and distribution, industrial and heavy equipment facility management, as well as the oil and gas sector.

The overarching vision of Milaha remains clear: to be the partner of choice in the maritime and logistics sector, with a dominant share in its home market, as well as a strong international presence. Alongside this, the company looks to deliver a sustainable level of growth to all its existing shareholders.

"We are looking to consistently deliver reliable services by focusing on safety, quality and our customers, to provide an enriching work environment, and to always live by our values," opens I PCEO of Milaha, Eng. Mohammed Swidan.

The maritime and logistics division delivers a comprehensive range of services to some of the region's biggest players in the oil and gas and petrochemical sectors, as well as major importers, exporters and shipping companies.

"We understand that needs don't just change from client to client, they

also change from one day to the next. By synchronising our services, from logistics and marine transport to port services, ship repairs and complete shipping agency services, Milaha can tailor complete solutions to any requirements. The result is a simpler, more efficient and better value supply chain,” he explains.

Elsewhere, Milaha continues to serve a wide range of industry leaders in the fields of fashion, e-commerce, infrastructure, defense, health, oil and gas, heavy industries, aviation and fast-moving consumer goods (FMCG).

“By adopting a customer centric approach, we are able to build a complete understanding of our customers’ specific needs and requirements,” explains Eng. Swidan.

“Our diversified service offerings now include shipping, handling, warehousing, custom clearance, distribution, ship management and ship agency, industrial and project logistics, marine services and products, and automotive services in addition to logistic support services for the oil and gas sector,” he expands.

A SECTOR RIPE WITH POTENTIAL

The freight and logistics sector in Qatar has been growing steadily over the past five years, with an estimated market value of more than USD\$7.5 billion, and is expected to register an annual growth rate of more than seven percent during the 2021 – 2026 period, supported by ambitious government plans to continuously

develop the economy.

Milaha owns a dominant market share in the shipping and supply chain industry in Qatar, supported by an effective infrastructure of transport, technology, specialist staff, and supply chain partners specifically selected to consistently deliver end-to-end solutions.

“The warehousing market is another key contributor to the logistics industry in Qatar, mainly supported by the retail and FMCG sectors, and recently the advanced warehousing facilities have gained a strong boost with the growth of the e-commerce sector globally,” adds Eng. Swidan.

With this in mind, the Milaha Logistics City warehouse has emerged as an integrated centre for freight logistics, warehousing facilities

MILAHA CORE VALUES:

STRIVE

To serve every client in the best way possible and improve the quality of service every day.

COMMITTED

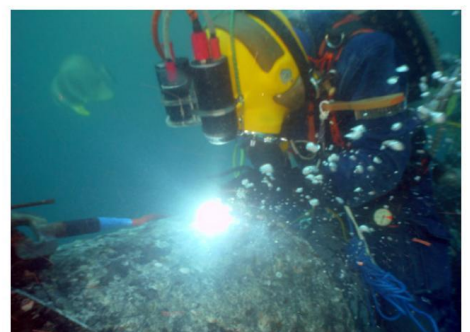
To remain honest with all colleagues, clients and partners. It is essential to never overpromise and also to never under-deliver. Furthermore, it is important to always finish anything and everything that the company starts.

SYNCHRONISED

All success comes from a collective strength and the ability to work together to solve complex problems and innovate with smart solutions.

INSPIRED

The history of Milaha is a source of pride for the company, but an eye must be kept on the future in order to leave a valuable legacy.





and business solutions for start-up entrepreneurs and small and medium-sized enterprises (SMEs).

The state-of-the-art bonded warehouse located in Milaha Logistics City offers comprehensive services

RECENT ACQUISITIONS AND INVESTMENTS FOR MILAHA

- Establishing new trade routes and securing alternate supply sources.
- Expanding into the well-services industry and continuing to develop and equip well stimulation vessels over the next five years.
- Expanding the company presence and service offerings in the offshore oil and gas sector, by increasing investments in Floating Storage and Offloading (FSO) units and getting more involved in the EPCI business.
- The acquisition of the new floating dock as part of a major upgrade and modernisation plan that will supplement the ship-repair and dry-docking activities, as well as catering for all vessels from both local and international markets.

with zero-duty upfront, to support global trade and e-commerce, while enhancing business efficiency and profitability.

"This dynamic sector is always vulnerable to various challenges related to HSSEQ, social, digital and economic issues, but it's always exciting to operate in such a challenging environment that requires strategic planning, problem-solving, fleet and systems upgrading, policy updates and enhancing digitalisation," details Eng. Swidan.

The main challenges that both the sector and Milaha currently face include decarbonisation, digitalisation, cyber-attacks, fuel price increases, and workforce and skills shortages, among others.

To directly combat the workforce shortage across the region, there is an ongoing development of the Qatari workforce through proper education and training. This is now a primary national objective designed to enhance the development march in the country.

Milaha offers a special initiative called "Alnokheda" to Qatari nationals as part of its attempts to foster and develop local talent in the business. This comprises an 18-month training and development programme that allows Qataris to demonstrate their learning along the way. Rotations, ▣



N-KOM

Established in 2007, Nakilat - Keppel Offshore & Marine Limited (N-KOM) is a joint-venture between Nakilat, the world's leading transporter of liquefied natural gas (LNG), and Keppel Offshore & Marine, the global leader in ship repair, ship conversion and construction of offshore drilling rigs.

Nakilat Keppel Offshore & Marine (N-KOM) shipyard is strategically located in the Erhama Bin Jaber Al Jalahma Shipyard complex. We are a purpose-built, modern shipyard that has achieved a five-star grading from the Five Star Occupational Health and Safety Audit conducted by the British Safety Council.

N-KOM possesses the physical capacity, state-of-the-art facilities, equipment, technical, engineering and support capabilities to conduct a wide range of marine and rig repairs, upgrades, maintenance and conversion projects as well as fabrication and industrial engineering jobs.

Our proven and growing track record in repairs and project management, safety and quality backed by consistently strong and positive client testimonials are a strong reflection of our Passion, Pride and Professionalism.

Together with our extensive network of strategic business partners including Milaha, N-KOM is able to provide a wide and enhanced range of in-house capabilities, value-added solutions and services for our clients to meet their operational requirements and environmental regulatory standards.

N-KOM remains committed to be the Preferred Shipyard Delivering Sustainable Solutions to power local and international shipping, offshore and industrial engineering activities.

www.nkom.com.qa

DARWISH INTERSERVE FACILITY MANAGEMENT

Darwish Interserve Facility Management (DIFM) has come a long way, from being a subsidiary of How United in 2010 under the alliance of the Chairman Mr. Yousuf Al Darwish and CEO Mr. Abdul Rahman Al Darwish, to an independent company with world-class operations providing various services to the public and private supply chains in the State of Qatar, under the management of Mr. Mohamed Saadeh, General Manager. He was also able to usher DIFM to become one of the leading companies in the management of utilities and services in the Qatari Market.

DIFM services are based on scientific principles and practical practices, that ensure the best results in all aspects of our existing and future customers' buildings, providing them with reassurance about the maintenance of their buildings and facilities in a manner that ensures the efficiency of its work for the duration of stay and at the lowest cost. DIFM has a professional team of highly qualified and experienced professionals in the management of facilities, services, operation and maintenance. DIFM also uses the latest technologies to provide integrated solutions for managing facilities and services at a competitive cost, and international best practices in the field of health, safety and the environment. Therefore, DIFM provides a complete package in the management of facilities and services in order to expand our business to all supply chains, including facilities and administrative buildings such as:

- Ministries and government agencies
- Banks and financial institutions
- Hospitals and medical centres
- Educational facilities such as universities, institutes and schools
- Entertainment and commercial centres and major markets
- Conference and exhibition centres
- Towers and residential communities in new cities
- Airport facilities and services
- Museums, cultural centres, hotels and marvels
- Sport facilities such as clubs, stadiums and gymnasiums

The level of satisfaction between clients and DIFM reflects the company's vision: To provide a competitive and professional service and add value to the client's business operations through the application of world best FM practices, innovative business solutions, with trained and motivated staff, and ultimately, understanding the client's needs and achieving their satisfaction.



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training courses, coaching, and mentoring all feature as part of this ground-breaking new scheme.

Furthermore, the internship programme at Milaha is another effective way for students to gain exposure to a real work environment and helps them to make informed decisions regarding their future employment. The target is to provide Qatari high school students with valuable, practical work experience. University and college students can also complete a mandatory work term period which is essential for their college programme. These processes represent an opportunity for the company to evaluate students and consider them for future employment, a forward-thinking strategy to secure the best possible future for Milaha.

SUCCESS IN SHIPYARDS

Milaha has been providing Qatar and the region's shipping, leisure and industrial sectors with efficient,



“OUR LONG-TERM PARTNERSHIP WITH MICROSOFT IS BUILT ON TRUST AND INNOVATION, THE KEY PILLARS OF OUR DIGITAL TRANSFORMATION JOURNEY”

- ENG. MOHAMMED SWIDAN, I PCEO, MILAHA

trustworthy services for the last 30 years.

Strategically located in the south of Qatar in Mesaieed Industrial City and in proximity to the new Hamad Port, Milaha Shipyard mainly operates across four marine business sectors: offshore vessels, navy and coast guard units, yachts and commercial ships.

The shipyard occupies an area of 150,000 square metres, and operates two floating docks, one syncrolift, and extensive workshop facilities needed to perform dry-docking, maintenance and repair services for vessels.

Recently the shipyard has launched a new AC repair shed to accommodate vessels up to 50 metres. In addition to the marine sector, the shipyard also provides onshore plants repair, maintenance and shutdowns, and has major long-term contracts with oil companies.

These operations are supported by a comprehensive management system based on ISO 9001, ISO 14000 and OHSAS 18000, as well as modern processes and procedures to ensure the highest efficiency, quality and on-time commitment to all Milaha's customers. ■

REDEFINING THE
FUTURE FOR
PEOPLE AND PLACES



**DARWISH
INTERSERVE**

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“OUR PLAN FOR THE FUTURE IS TO USE THE LATEST NEW TECHNOLOGY TO SOLVE CUSTOMER PROBLEMS, CREATE A MORE SEAMLESS AND FRIENDLY EXPERIENCE AND PROVIDE MORE INSIGHT TO CUSTOMERS”

- ENG. MOHAMMED SWIDAN, CEO, MILAHA

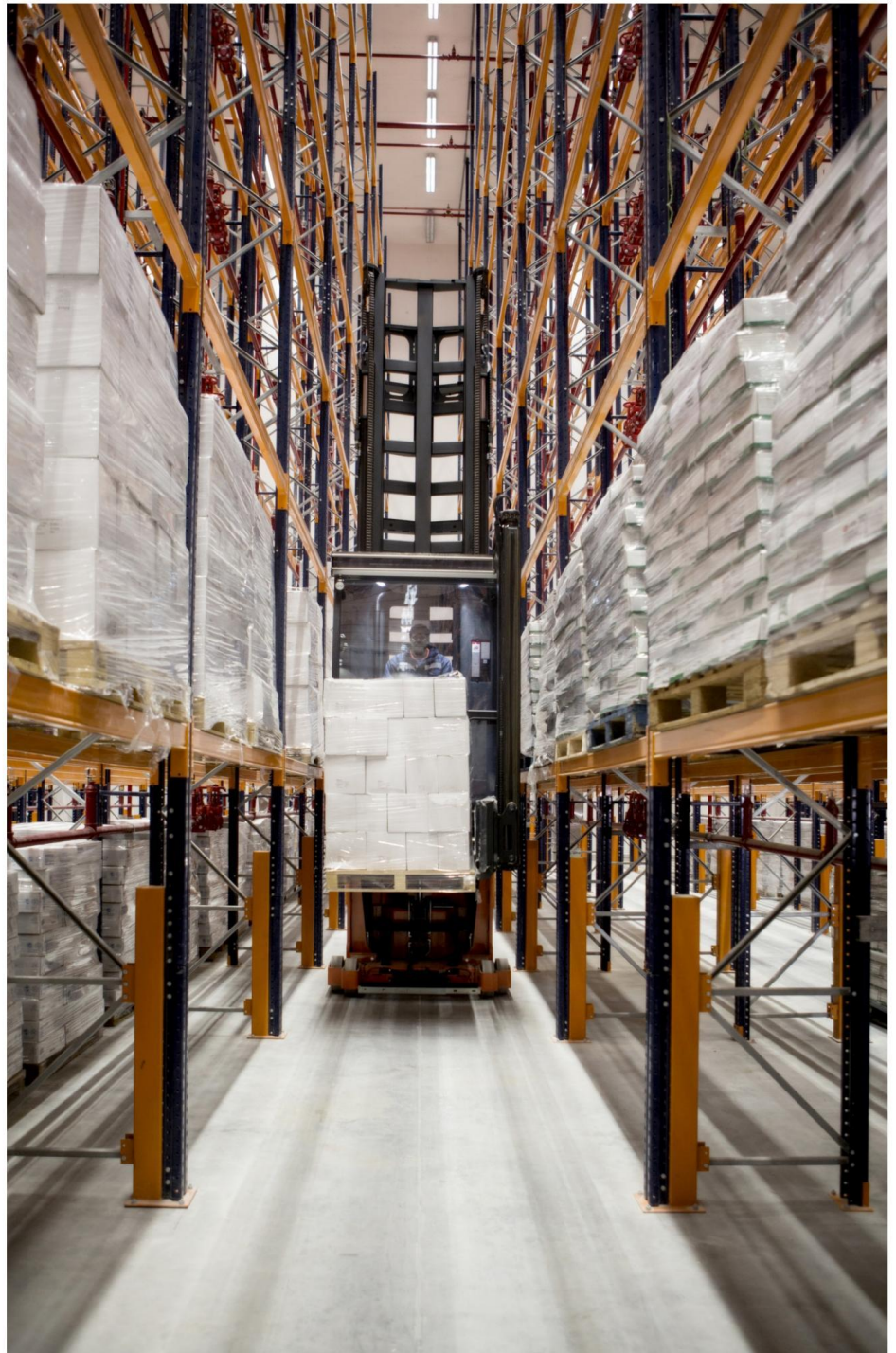
SAFE AND SUSTAINABLE SUPPLY CHAIN SOLUTIONS

Milaha works diligently to minimise the impacts on the environment associated with its operations, and to increase the sustainability of the business through the implementation of its environmental management system. This system provides the framework for carbon intensity reduction, waste and emission management, sustainability of resources, and compliance with national and international regulations.

Committed to protecting and improving the health and safety of all individuals associated with the company, Milaha imparts a safe, secure, and healthy work environment. The integration of safety principles into everyday business activities and striving to continually ensure that the company's activities are carried out in a safe and ethical manner, is recognised by Milaha as essential to achieving health and safety excellence.

“During the COVID-19 pandemic we developed a number of initiatives such as ‘No Employee Left Behind’ to ensure our employees’ wellbeing, and to make sure our valuable staff are aware of all the health and safety procedures and measures required during the pandemic period,” continues Eng. Swidan.

“We have also signed the Neptune Declaration and worked with various stakeholders to allow crew and seafarers relief and replacement. Besides this, we also worked on strengthening our health and safety practices with strong results to date,” he adds.





DIGITAL TRANSFORMATION

Going forward, Milaha is working on building more innovative solutions for customers using existing technology. In this way, the company has experimented with drone-based survey work, remote subsea inspections, and dynamic pricing for services, among other new innovative, technological strategies.

“Our plan for the future is to use the latest new technology to solve customer problems, create a more seamless and friendly experience, and provide more insight to customers,” adds Eng. Swidan.

“Our long-term partnership with Microsoft is built on trust and innovation, the key pillars of our digital transformation journey,” he acclaims.

“We look forward to adopting new Microsoft technology tools and solutions to ensure the guaranteed security and productivity of our workforce and our technology platforms, as we strive to safeguard and develop the continuity of our services from Qatar to the world.”

This forward-thinking approach, combined with a highly efficient level of adaptability to new technology, places Milaha in an enviable industry position, prepared for inevitable shifts within the sector, and ready to pivot alongside these changes to ensure the continued excellence of service.

As is maintained in the company's core values, the history of Milaha is a source of immense pride for the company, but a firm eye must be

kept on the future, in order to leave a valuable legacy.

“The key strengths that differentiate us from our close competitors include our reliability and diversity. In offering integrated supply chain solutions that serve a wide range of industry leaders, we can attribute our success to being a one-stop-shop for different maritime and logistics needs,” Eng. Swidan concludes proudly. ^{QNE}



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