



**2021**  
**THE MSC GROUP**

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A MESSAGE FROM OUR FOUNDER

A FAMILY COMPANY

In a competitive marketplace, at a period of significant global change and transition, the MSC Group is proud to be a truly unique world leader in transportation. Despite our global presence and large-scale operations, the MSC Group is, above all, a family company, sharing a common heritage and strong values. Ours is a business built on a genuine passion for the sea, on undeniable nautical heritage, and on an unfaltering commitment to people and communities.

Today, recognised and respected as a global leader in container shipping, we are pleased to acknowledge the roots which set us apart, and which mean that our story has evolved from transporting foot passengers in beautiful Naples, to becoming a single-vessel cargo operation, to growing into a 600-vessel business with offices in 155 countries.

Our constant growth has seen MSC strategically and successfully manoeuvre into an increased portfolio of transportation solutions, not only at sea, but in rail, road and terminal infrastructure.

The MSC brand, which our customers have come to know today, is one which spans a world-leading position as a cargo carrier, receives respected acknowledgement as a terminal investor in some of the world's busiest ports, is operator of award-winning luxury cruises, and is the provider of numerous passenger ferries. MSC Cruises earns its reputation and trust every day, thanks to the efforts of our many crew and staff members, providing unparalleled holiday experiences to its guests.

People, naturally, remain at the heart of our business. Where care of our foot passengers was of the utmost priority decades ago in our Company's humble beginnings, today, the same care and personal emphasis is intrinsic in everything we do. It is embedded in the way we nurture our staff and their careers – on land and at sea – and in the way we relate uniquely to every one of our individual or business customers.

MSC's dedicated team of employees, throughout the world, is always happy to share with you more information about our very unique story and our exceptional breadth of services.

We look forward to supporting your commercial or personal journeys in the years to come.

Sincerely  
Capt. Gianluigi Aponte

“Ours is a business built on a genuine passion for the sea, on undeniable nautical heritage, and on an unfaltering commitment to people and communities.”



Capt. Gianluigi Aponte  
Group Chairman



Diego Aponte  
Group President



Alexa Aponte Vago  
Group Chief Financial Officer

OUR VALUES

Our values shape our culture and define the character of our Company. They guide how we behave and make decisions, they influence recruitment of employees, and they are fundamental to our operations.



WE ARE A  
FAMILY  
COMPANY

The commitment of the founding Family inspires us with dedication and trust, increasing our sense of belonging. Sharing the family's entrepreneurial spirit leads us to act proactively, courageously, and responsibly, in the best interest of our customers and our Company.



WE HAVE  
PASSION

We are passionate about what we do, we challenge ourselves to achieve excellence, and we are tenacious in overcoming obstacles. Working together with passion and enthusiasm, we provide a unique experience for our customers.



WE ARE IN  
CONTINUOUS  
EVOLUTION

Our tradition, expertise, professionalism, and ambition drive the Company's fast and sustainable growth. We strive for the most innovative solutions to embrace change, always respecting safety and the environment.



WE  
CARE FOR  
PEOPLE

We believe that each person brings unique value. We develop authentic relationships built on ethics, respect, and team spirit. We truly care about the satisfaction and loyalty of our customers and employees.



WE BELIEVE IN  
EQUAL  
OPPORTUNITIES

Our mission is to provide our people with personal fulfillment and enrichment. We are committed to sharing our knowledge, delivering training, and support enabling our people's professional growth. We ensure fair opportunities providing long-term career development, embracing diversity and valuing all cultures.

CARGO DIVISION

PASSENGER DIVISION



THE MSC GROUP  
**A SHIPPING CONGLOMERATE**

Headquartered in Geneva, Switzerland, and privately owned, the MSC Group is a global business engaged in the transport and logistics sector. The Group encompasses a Cargo Division with MSC Mediterranean Shipping Company (MSC), Terminal Investment Limited (TIL), MEDLOG, and a Passenger Division led by MSC Cruises and complemented by Mediterranean passenger ferries with Grandi Navi Veloci (GNV) and SNAV.

The MSC Group was founded in 1970 by Captain Gianluigi Aponte in Brussels, Belgium. Captain Aponte started the Company with one small conventional ship, the MV Patricia. As containerisation took place and the globalisation of the world economy evolved, MSC grew to become a leader in global container shipping.

Alongside the success of the container shipping business, the Aponte family sought to diversify the MSC Group, launching a highly successful cruises company, passenger ferries, and investing in port terminal infrastructure. Today, the Group employs 100,000 people across the globe.



# FINDING SUSTAINABLE SOLUTIONS TO ADDRESS GLOBAL CHALLENGES, TOGETHER

[msc.com/sustainability](https://www.msc.com/sustainability)

The MSC Group's strong core values are reflected by our long-term commitment to sustainable development. We are ambitious and take pride in delivering on our commitments, collaborating with our partners to address global challenges. With more than 50 years of experience at sea, we regard sustainability as a strategic imperative and, above all, a business priority.

At MSC, we believe we have a responsibility to play our part in contributing to the United Nations 2030 Agenda for Sustainable Development. Our ambition goes above and beyond compliance, and our unique approach to sustainability embraces and embeds the Sustainable De-

velopment Goals (SDGs) across all levels of our business.

The global nature of MSC's business leads us to interact with a diverse range of stakeholders, with whom we are engaging in search of sustainable solutions. We recognise and act on our collective responsibility to the world, to global trade and to our fellow human beings.

Our approach places people front and centre, and we believe that operating sustainably benefits our colleagues and crew, our customers and the communities in which we operate.

## STEERING SUSTAINABILITY ACROSS MSC

Sustainability is a unifying theme that links the Cargo and Passenger Divisions that make up the MSC Group and is a part of all that we do. As a family company, we take a long-term view and are determined to play our role in creating a better future.

At MSC, we engage and work closely with our stakeholders to understand the material topics that are important to them, and we draw on their insights, inputs and expectations to inform our sustainability approach in response to the global challenges of today and in the future. Our dedication and passion, our reliability and resilience as a company are among the reasons why our customers choose us and why local economies and producers rely on us to facilitate trade.

The Cargo Division's sustainability journey is guided by three key priorities: enabling logistics decarbonisation, fostering inclusive trade and addressing social challenges. The Sustainability Report tells the story of this journey, describing the activities and how these are making a positive contribution to society and the planet.

While the tourism and cruise sectors were hit particularly hard by the pandemic, MSC's Passenger Division maintains its unwavering focus on being a sustainable business. The latest Sustainability Report of MSC Cruises illustrates how sustainability remained at the heart of our business as well as the efforts we made in dealing with the impact of the pandemic and in preparing for the safe restart of operations with a comprehensive health and safety protocol.

# CLIMATE ACTION WHILE PROTECTING OUR PLANET

MSC's unwavering commitment to the planet is reflected by our ambition and leadership in tackling the climate crisis throughout the transition towards full decarbonisation. We are committed to improving our carbon intensity, and in 2020 MSC recorded a 44.3% reduction in our emissions<sup>1</sup>, while MSC Cruises achieved a 28% emissions intensity reduction against a 2008 baseline.

While shipping is expected to meet the International Maritime Organization's target of reducing emissions by at least 40% by 2030<sup>2</sup>, achieving the more ambitious 2050 target of a 50% reduction in absolute carbon

emissions requires a major step-change that goes beyond the efficiency measures currently relied on by the industry to date.

The changing climate can lead to extreme weather events that can impact and pose risks of disruption to MSC's land-side logistics operations at TiL and MEDLOG. Whether we are developing infrastructure or purchasing terminal equipment, climate resilience and the exposure of vulnerable coastal communities are among the criteria for consideration in our adaptation to climate change.

carbon footprint and significant reductions of SOx and NOx emissions compared with conventional propulsion. At TiL we are exploring all possible opportunities to foster decarbonisation, including scaling up the digitalisation at the terminals we operate, that in turn facilitates data exchange and advances progress on port call optimisation. Connecting sea and land trade, TiL's terminal operations are continually improving their efficiency and productivity by trialling hydrogen-powered equipment; shifting to electrical equipment; boosting shore power; and generating electricity derived from renewable sources such as solar energy.

Door-to-door multimodal connectivity supporting efficient, resilient, and flexible international transportation services is MEDLOG's greatest contribution to sustainable logistics. We are reducing our inland logistics carbon footprint through an intermodal strategy aimed at increasing carbon abatement, such as shifting from trucks to railway and/or inland waterways (via barges) and an expansion of MEDLOG's rail network throughout Europe.

## WE ARE IN THIS TOGETHER

MSC works towards carbon neutrality by collaborating with key partners to accelerate action towards zero-emission shipping. We welcome opportunities for collaboration on scalable low- or zero-carbon shipping solutions, engaging with our stakeholders to understand their perspectives, expectations and targets to reduce supply-chain emissions.

MSC engages in major shipping associations as well as participating in targeted multi-stakeholder bodies to advance mutual interests related to decarbonisation.

We also engage with other industry stakeholders including energy providers, classification societies, engine manufacturers, and cutting-edge technology vendors.

MSC Cruises collaborates with other industry leaders to research and develop new solutions, including through the CHEK Consortium, a collaborative effort funded by the EU Horizon 2020 fund that focuses on combining progressive energy technologies and forward-thinking ship design to promote low-carbon maritime operations.

## OUR PRECIOUS BLUE PLANET

MSC's passion for the ocean is reflected by our activities focused on the conservation of oceans, support to the well-being of coastal ecosystems and protection of marine life. We avoid routes along vulnerable areas, maintaining a firm position to preserve the Arctic environment and not use the Northern Sea Route for commercial shipping.

Installing modified propellers, measuring and analysing underwater noise and reducing the speed of MSC's fleet are additional examples of measures we are taking that are contributing to lowering air pollution levels, reducing underwater noise and protecting endangered whales.

## OUR PATHWAY TO DECARBONISATION

Recognising there is no single solution that will achieve the goal of full decarbonisation, the MSC Group takes a long-term view while exploring all promising solutions at hand. We adopt a realistic multi-pronged approach combining fleet management and voyage plan optimisation; energy efficiency; and decarbonisation technologies, including the deployment of transitional and emerging scalable alternative fuels.

Different low- and zero-carbon fuel solutions will

be required according to vessel type, size, service deployment, and necessary power output, and MSC is exploring and trialling a range of alternative fuels and technologies to this end. Among the transitional fuels MSC is using are second-generation biofuels and LNG. In parallel MSC is exploring zero-carbon marine fuels such as hydrogen, ammonia and methanol, and other possible future solutions. MSC Cruises will see LNG-powered ships soon entering service, enabling a lower

In 2020 MSC again received the highest (Sapphire) Award in the voluntary Vessel Speed Reduction incentive programme "Protecting Blue Whales and Blue Skies"<sup>3</sup>, the only shipping company to receive this award three years in a row. By slowing MSC's fleet for over 75% of the total nautical miles travelled in the Southern California and San Francisco Bay areas, we contributed to reducing air pollution and protecting endangered blue, humpback and fin whales in these areas.

<sup>1</sup> Carbon intensity measured using the Energy Efficiency Operational Indicator (EEOI) approved by the International Maritime Organization

<sup>2</sup> [www.ics-shipping.org/](http://www.ics-shipping.org/)

<sup>3</sup> The programme is a joint effort by Santa Barbara County Air Pollution Control District, Ventura County Air Pollution Control District and Bay Area Air Quality Management District partnering with the US National Oceanographic and Atmospheric Administration's (NOAA) Channel Islands, Cordell Bank and Greater Farallones National Marine Sanctuaries, the California Marine Sanctuary Foundation and the Volgenau Foundation. See: <http://www.ourair.org/air-pollution-marine-shipping>

# MSC FOUNDATION

[mscfoundation.org](https://mscfoundation.org)

The MSC Group's values have been expressed in substantial long-term partnerships over the years that actively engage in achieving meaningful change. The MSC Foundation was established as a private non-profit entity in 2018 to lead, focus, and advance these commitments.

The Foundation supports, designs and implements interventions focused on the environment and marine environment, on social and health care, applied research and education, support for the most vulnerable populations and prompt emergency response initiatives in crisis and disaster situations. It also contributes to guiding and complementing the MSC Group's commitment to constant development and the sustainability of its business.

**“The MSC Foundation is motivated by a deep sense of responsibility for the planet and its resources, particularly the seas and oceans, aware that we all have a duty to leave a better world for our future generations.”**

## Our Vision:

**“TO RESTORE THE CRITICAL BALANCE BETWEEN PEOPLE AND NATURE WITHIN A GENERATION”**

Working with a long-term perspective and engaging the MSC Group's international network, the MSC Foundation partners with international bodies with established reputations and proven expertise, public and private bodies, and government and non-governmental organisations. These partnerships strive to generate measurable and sustainable social change through programmes conceived to conserve the “blue planet” (seas, rivers, and biodiversity) and to support the most disadvantaged and vulnerable communities, in particular those with links to the maritime economy.

## Our Mission:

**“TO UTILISE MSC’S GLOBAL REACH AND UNIQUE KNOWLEDGE OF THE SEA TO TAKE IMMEDIATE ACTION THAT CONTRIBUTES TO PROTECTING AND NURTURING THE BLUE PLANET AND ALL ITS PEOPLE”**

Our ship logo speaks for the entire MSC Group as Masters of the Sea, while encapsulating the MSC Foundation's vision and mission in a unique origami paper boat design that conveys the fragility of the oceans and our focus on children as the future.



**MSCFOUNDATION**  
**msc**

## Our Focus Areas:



**ENVIRONMENTAL  
CONSERVATION**



**COMMUNITY  
SUPPORT**



**EDUCATION**



**EMERGENCY  
RELIEF**





Marine Conservation



Andrea Bocelli Foundation



© Mercy Ships



Il Parco del Mare



© UNICEF/UN0304067/Frank Dejo



Marevivo



Emergency Relief



Humanitarian Relief

## MSC FOUNDATION PROGRAMMES

### SUPER CORAL PROGRAMME



OCEAN CAY, THE BAHAMAS

The MSC Foundation is working with a panel of conservation experts to protect, restore and nurture 64 square miles of marine waters and ecosystems around Ocean Cay in the Bahamas, populated by some of the most vulnerable coral species on the planet. Our Super Coral Programme aims to mitigate the impacts of climate change, pioneering and sharing new conservation and coral restoration techniques.

### PLASTIC WASTE GOES TO SCHOOL



COTE D'IVOIRE

PARTNER: UNICEF

One of our longest partnerships, with MSC Cruises guest donations of €10m having saved 113,000 children from Severe Acute Malnutrition.

An innovative programme launched in Ivory Coast in 2019 is now recycling 880,000 kg of plastic waste, supporting vulnerable women waste collectors and making the plastic into bricks to build modern classrooms, enabling a further 8,360 children to go to school.

### HEALTHCARE FOR REMOTE COMMUNITIES



HAITI

PARTNER: ABF

Our close partnership with the Andrea Bocelli Foundation includes exclusive support for its Mobile Clinic Programme, which has provided regular healthcare for 16,000 people in two years, including more than 5,000 children, in Haiti's poorest and most remote communities.

### TEACHING CARE OF THE SEAS



ITALY

PARTNER: MAREVIVO

The MSC Foundation works with the Italian marine conservation organisation Marevivo to provide youth-focused educational activities in the Mediterranean that have reached more than 3,500 island school children and 1,500 Italian nautical institute students since the beginning of our partnership. In addition, 200,000 young people on MSC Cruises voyages engage in our onboard "edutainment" activities worldwide every year.

### THE SHIP OF HOPE



AFRICA

PARTNER: MERCY SHIPS

The MSC Foundation is a longstanding partner of Mercy Ships, helping provide healing to people without access to safe, modern healthcare and surgery since 2011. In Sub-Saharan Africa, we are supporting its hospital ships and volunteer teams to provide vital surgery in remote areas. A total of 18,550 life-changing surgeries have been performed since the partnership was launched.

### NEW TIDAL HABITATS TO RENATURE THE RIVER ELBE



PARTNER: THE ELBE HABITAT FOUNDATION

The MSC Foundation was officially launched in Hamburg, a key city for the MSC Group, with a high-profile concert in aid of the Elbe Habitat Foundation's Kirchwerder Project in Hamburg. This project, completed in 2021, restored former dike foreland, establishing a tidal creek and shallow pond to create a lifeline for endangered species and preserve the River Elbe's natural diversity.

### CONTRIBUTING TO GENOA'S RECOVERY



ITALY

Following the devastating collapse of Genoa's Morandi Bridge, the MSC Foundation staged the double-award-winning Ballata per Genova concert of international stars, broadcast live to showcase its culture and history, while also raising funds to build Il Parco del Mare, a family ecopark contributing to the regeneration of the area under the bridge.

### HUMANITARIAN RELIEF



The MSC Foundation meets emergency needs promptly worldwide, mobilising substantial resources and donations thanks to MSC's global reach and networks. We provided relief supplies for the communities impacted by Hurricane Dorian (Bahamas), the Beirut port blast, Hurricanes Eta & Iota in Central America and the volcanic eruption in St. Vincent & the Grenadines, while donating and distributing PPE and foodstuffs from the beginning of the COVID-19 pandemic.



## CARGO DIVISION



# MEDLOG

Transport & Logistics





# MSC MEDITERRANEAN SHIPPING COMPANY

msc.com

Founded by Captain Gianluigi Aponte, MSC Mediterranean Shipping Company (MSC) has been headquartered in Geneva, Switzerland, since 1978. A world leader in container shipping, MSC has evolved from a one-vessel operation into a globally respected logistics business with 600 vessels.

MSC's wide range of operations covers 155 countries across five continents, where MSC provides timely delivery of goods and services to local communities, customers and international business partners.

The Company's international headquarters supervise a worldwide network of offices with each having

responsibility for commercial and operational activities in their respective countries.

Over the years, MSC has invested in several initiatives, such as operational strategic alliances, and has further diversified its business-related activities. The Company has seen exponential growth in terms of both volume and fleet capacity, and now serves millions of customers globally, with a 365-days-a-year operation.

Today, our focus remains true to our roots, building and retaining long-term trusted partnerships with customers of all size and scale.

## 2021 KEY NUMBERS

<b>600</b>	vessels	<b>524</b>	offices
<b>230<sup>+</sup></b>	routes	<b>155</b>	countries
<b>500</b>	ports of call	<b>74.3K<sup>+</sup></b>	MSC Cargo Division employees
<b>23M</b>	TEU carried annually		

## A MODERN, EFFICIENT FLEET

MSC operates one of the youngest fleets in the world, including some of the world's most low-carbon footprint vessels available today. Our ultra large vessel Gülsün Class helps us in achieving economies of scale, resulting in lower carbon emissions per container carried. MSC won the 'Ship of the Year' award at the Seatrade Maritime Awards International 2020, which recognised one of our Gülsün Class vessels for its energy efficiency, environmental impact, sustainability, adoption of new technology, safety and security.

In addition to our substantial investment in new and technologically advanced vessels, we continue an extensive retrofit programme and other measures to achieve optimal efficiency.

For further information, please refer to [msc.com/newships](https://www.msc.com/newships)

1970

**Patricia**  
78m  
(Containers not used yet)

1984

**Alexandra**  
650 TEU, 150m  
First full container vessel

1996

**MSC Alexa**  
3,300 TEU, 244m  
First newbuild ordered by MSC to Fincantieri  
**MSC Rafaela**

2001

**MSC Flaminia**  
6,800 TEU, 300m  
First Post-Panamax built in Korea

2005

**MSC Pamela**  
9,400 TEU, 336m

2008

**MSC Daniela**  
14,000 TEU, 366m

2015 – 2017

**MSC Oscar**  
19,224 TEU, 395m  
20 Oscar Class vessels in service

2019–2021

**MSC Gülsün**  
23,756 TEU, 399.9m  
11 vessels delivered in 2019 and 2020  
5 vessels delivered by the end of 2021





**“We not only transport goods,  
we connect people and  
continents.”**

Diego Aponte, Group President

## ENABLING SUSTAINABLE SUPPLY CHAINS

Since the beginning of our operations, MSC has contributed to global economic growth and to the development of international trade. We bring our vessels to where there is a need for our services, continuously changing our routes and creating new lines to serve people on all continents.

For over 50 years MSC has gone beyond the port, developing an integrated network of road and rail solutions across the world, connecting remote areas and expanding inland infrastructures. We offer door-to-door services and provide cargo-related businesses including depots and logistics services such as

warehouses and maintenance and repair of containers, contributing to the development of shipping-related industries throughout Africa, Latin America and Asia.

At every step we offer specific industry and technical expertise, supporting our customers and facilitating their understanding in areas such as breakbulk, reefer transport or issues such as hazardous cargo.

At MSC, we pride ourselves on offering a global service with local knowledge. Our customers rely on our in-depth understanding of local markets, the dynamics of specific trades and any factors affecting the transit of

cargo. We ask questions, provide pertinent trade and geographical insights, ensure we have truly understood our customers’ personal ambitions, and always seek – and act upon – their invaluable feedback.

We view all our engagements as part of a long and mutually successful business relationship.

MSC is proud to be a stable and reliable partner in the journey of thousands of businesses globally.

## A PORTFOLIO OF SOLUTIONS TAILORED TO YOUR NEEDS

At MSC, we are continuously adapting our corporate practices, investments, activities and operations around the globe to a changing and unpredictable market and we support our customers with their right solutions to face the challenges of transforming supply chains.

Our offering encompasses:

- Shipping solutions
- Inland solutions
- Digital solutions
- Cargo insurance solution

SHIPPING SOLUTIONS

Trade Services

MSC's trade managers have an in-depth understanding of individual overseas markets and the dynamics of specific trades. Our experts offer market-specific, local advice on factors affecting the transit of any type of cargo.

These may include:

- Terminal conditions
- Local or overseas transport infrastructure
- Berthing delays or congestion
- Local or overseas regulatory and political changes
- Any relevant customs procedures

Dry Cargo

MSC provides equipment, know-how and experience to move commodities such as paper, white goods and scrap metals but also to safely handle other types of cargo: hazardous, food-grade, rare and precious.

Reefer Cargo

MSC owns one of the largest reefer container fleets in the world and offers unrivalled customer care and expertise in the global transport of refrigerated cargo (e.g. fresh fruit, meat products, seafood, pharmaceuticals and confectionery).

Perishable goods require precise temperature control to maintain their quality all the way to their final destination. At MSC, we follow highly standardised control procedures

to optimise the cooling process. These include Cold Treatment (CT) and Controlled Atmosphere (CA).

Project Cargo

We provide global out-of-gauge and breakbulk services, being experts in the transportation of oversized cargo. We have access to specialised equipment and handling facilities such as container lift trailers, floating cranes and cargo securing services.

Cross Trading

When cargo is moved between an origin and destination without it entering the country where the shipper is registered, it is commonly referred to as cross trade. MSC has dedicated teams of specialists experienced in all aspects of cross trades.

INLAND SOLUTIONS

Intermodal Transportation & Haulage Solutions

MSC offers inland transport by road, rail and barge enabling door-to-door delivery and connectivity with global inland commercial centres.

Warehousing & Storage Solutions

Our network of warehouses, adding up to millions of square metres around the globe, means that we can offer a broad range of services with door-to-door cargo integrity. We are able to provide comprehensive pick/pack, de-stuff/palletise, bulk stack and storage services and facilities.

Customs Clearance Services

Our customs clearance services ensure a smooth and transparent transportation process, minimising any unnecessary delays or expense. In addition, many of our global network of agencies are AEO (Authorised Economic Operator) accredited businesses.

DIGITAL SOLUTIONS

eBusiness Solutions

MSC offers digital solutions for your shipping requirements, as myMSC, our official 24/7 e-business platform where our customers can place and manage their bookings, submit documents, track their shipments and get notifications, everything at a glance and via various devices. Moreover, thanks to Electronic Data Interchange (EDI) our customers can manage their shipments with multiple carriers, reduce the need for

manual work and control all their shipping transactions from one place.

Smart Container Solutions

Shipping with MSC means having real-time information about your freight at any time, door-to-door, on sea, rail or road. Our smart container solutions allow you to track your cargo, know the conditions of temperature and be informed of shocks and doors status.

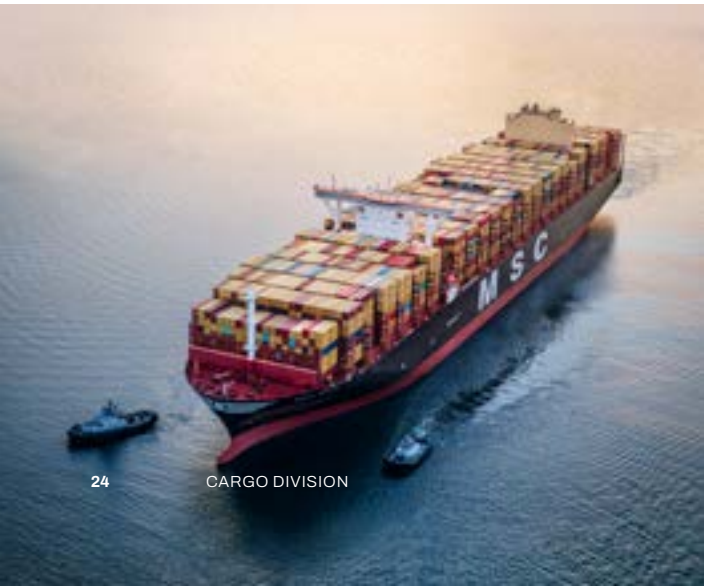
MSC eBL

MSC eBL is our new digital solution for processing the Bill of Lading (BL) with one click. This secure, user-friendly solution helps our customers and their business partners to save time, reduce costs and take another step towards their sustainability goals.

CARGO INSURANCE SOLUTION

MSC Cargo Insurance

In partnership with first-class insurance companies, MSC offers a full cover/"all risks" basis cover and protects its customers against risks inherent to maritime and land transportation, securing them a full compensation in case of damage to their cargo.





# MSC SHIPMANAGEMENT

The technical management of MSC's vessels and crew management are handled by MSC Shipmanagement technical offices, respectively located in Limassol, Cyprus and Sorrento, Italy. The technical management of the ship includes the procurement of stores and spare parts, vessel maintenance, daily monitoring of vessel performance in terms of fuel efficiency, vessel condition assessment and upgrade, dry-dockings and retrofit projects, classification and regulatory compliance, assistance on insurance cases, optimisation of new and existing vessels design for cargo handling and fuel efficiency, research and new building vessels supervision, research, design and construction.

The Company also manages crew training centres in India, Ukraine, Italy and Montenegro. Over 17,000 seafarers are employed by MSC Shipmanagement.

## ISO Certifications

MSC Shipmanagement is one of the few companies whose entire operated fleet and shore office is accredited with ISO 9001 (Quality management), ISO 14001 (Environment management certification), ISO 50001 (Energy management system certification), ISO 27001 (Information security management system) and ISO 45001 (Occupational health & safety management standard).

Since 2015, the Company has followed the guidance provided by ISO 26000 on Social Responsibility to further improve and implement socially responsible processes and behaviours throughout the organisation and in its business practices.

In addition, MSC Shipmanagement received the DNV GL Excellence 5 Stars Certification (2018–2021) stating its compliance with high state-of-the art standards for the operation of container carriers, car carriers, and bulk carriers in the categories of fleet, management systems, safety & security, environment & efficiency.

## KEY ACTIVITIES

- Crew recruitment and selection
- Crew training and professional development
- Crew and shore staff leadership development
- Technical management
- Quality and safety management
- Environmental compliance
- Life cycle management of the ships
- Development of best practices for all activity areas in collaboration with the industry

## AWARDS

MSC Shipmanagement is an employer of choice and has received numerous awards from both governmental and non-governmental organisations in just 12 years of its operations including:

**Green Company of the year**  
award in India and Ukraine

5 years in a row

**Best Ship Manager award**  
in India

5 years in a row

**Best Ship Manager award**  
in Ukraine

**Awarded Best Foreign Employer  
of the Indian Seafarer** from the  
government of India three times

**Best Cadet Training Programme**  
in Ukraine

**Award for Shipping Sector** in Cyprus  
for the largest owned ship management  
company and for creating a large number of  
local jobs

**Shipping Industry Award 2017**  
from the President of Cyprus

**Seafarer of the Year Award**  
at Crewconnect Global Manila 2018

**Investors In People (Gold Award)**  
for MSC Shipmanagement Cyprus office



# TIL TERMINAL INVESTMENT LIMITED

tilgroup.com

MSC's subsidiary TiL is one of the world's largest and most geographically diverse container terminal managing investors, handling over 34 million moves (53 million TEUs) per year, for both TiL and MSC terminals.

Both TiL and MSC are constantly investing in terminals around the world. This not only improves efficiency and generates income, it also enables customers to benefit from priority capacity for MSC vessels.

Active in 30 countries across five continents, with highly strategic assets located in key gateways for global trade, TiL is present at 7 of the world's 30 busiest ports by volume. The company has sizeable market shares

in Antwerp, Singapore, Long Beach, Ningbo, Newark, Valencia, and Rotterdam.

TiL also invests in Greenfield Terminal Development. For instance, Brasil Terminal Portuário (BTP) provides MSC with terminal capacity in Santos, the largest container port in Brazil and Latin America. Lomé Container Terminal (LCT), a greenfield 2M TEU terminal development, provides large container vessel transshipment and local cargo capacity to MSC, thereby improving the efficiency of the trade routes to West Africa.

## KEY NUMBERS

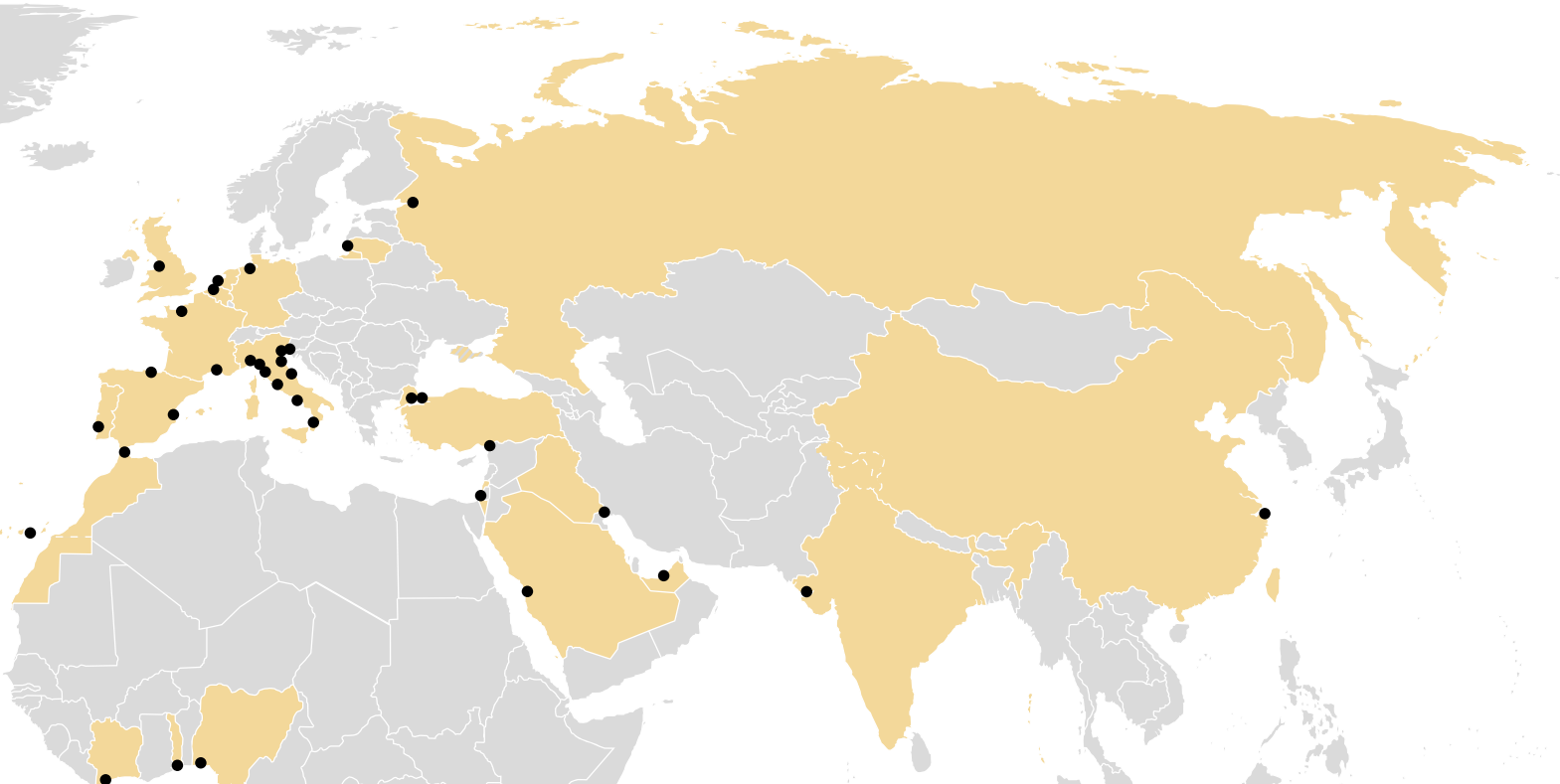
<b>62</b>	investments in container terminals	<b>1.7K</b>	hectares' storage area
<b>537</b>	ship-to-shore cranes	<b>34M+</b>	moves per year, for both TiL and MSC terminals
<b>30</b>	operating countries	<b>49K+</b>	reefer plugs





# CONTINUOUS INVESTMENTS ACROSS THE WORLD

“TiL offers the industry some of the best-performing terminals in terms of productivity and efficiency.”



## OUR TERMINALS

<b>Argentina</b> Buenos Aires	<b>China</b> Ningbo	<b>Italy</b> Ancona Civitavecchia Genoa (3) Gioia Tauro La Spezia Leghorn Naples Ravenna Trieste Venice	<b>Morocco</b> Tangier	<b>Saudi Arabia</b> King Abdullah	<b>UAE</b> Abu Dhabi
<b>Bahamas</b> Freeport	<b>France</b> Fos-sur-Mer La Réunion Le Havre (2)		<b>Netherlands</b> Rotterdam	<b>Singapore</b>	<b>UK</b> Liverpool
<b>Belgium</b> Antwerp	<b>Germany</b> Bremerhaven		<b>Nigeria</b> Tin Can (2)	<b>Spain</b> Bilbao Las Palmas Valencia	<b>USA</b> Houston Long Beach (TTI) Newark New Orleans Port Everglades Seattle (TTI)
<b>Brazil</b> Navegantes Rio Santos	<b>India</b> Mundra	<b>Ivory Coast</b> San Pedro	<b>Panama</b>	<b>Togo</b> Lomé	
<b>Canada</b> Montreal (2)	<b>Iraq</b> Umm Qasr	<b>Lithuania</b> Klaipeda	<b>Peru</b> Callao	<b>Turkey</b> Asyaport Iskenderun Marport	
<b>Chile</b> Valparaiso	<b>Israel</b> Ashdod		<b>Portugal</b> Sines		
			<b>Russia</b> St. Petersburg		

62 terminals including the above-mentioned ones and upcoming projects.

# MEDLOG

medlog.com

MEDLOG is the logistics arm of MSC, offering a one-stop-shop for global inland solutions supporting the ever-growing customer base.

As one of the world's geographically widest logistics and supply chain providers, MEDLOG continues its tremendous growth focusing on investment in its own assets, such as inland logistics platforms, warehouses, trucks, locomotives and barges, all strategically located, facilitating logistics efficiency for the benefit of our customers.

With a presence in over 70 countries and over 15 million TEU handled, MEDLOG guarantees door-to-door tailored solutions as well as large off-docks storage facilities. The team that supports these activities provides a leading service, by prioritising the combination of “human touch” and digitalisation, thus facilitating the trade and transportation of goods with integrity.



## WHY MEDLOG?

### COVERAGE

Deep expertise in the logistics field across the globe in more than 400 sites connecting ports and inland locations

### EXPERIENCE

Qualified and trained staff following the company's standard procedures, efficient processes and fast connections

### FLEXIBILITY

Intermodal transport, integrated and customised storage solutions

### CAPACITY

Significant owned inland logistics infrastructures and fleet, licensed and equipped with GPS, allowing daily planned connections as well as extra moves

### CONTROL

Offices network and software systems enabling real-time information, immediate follow-up of ongoing operations, extensive and wide range of reporting options

### SUSTAINABLE APPROACH

Committed to environmental principles and regulations to reduce footprint, road congestion and fatalities

ONE OF THE WORLD’S GEOGRAPHICALLY  
WIDEST LOGISTICS AND SUPPLY CHAIN PROVIDERS

TRANSPORTATION

5.9K+	trucks	4.4M	TEU carried
9.2K+	trailers	16	barges/feeders
4.6K	rail wagons		
88	locomotives		

LOGISTICS

160+	operating yards (8M sqm; 1M TEU stacking capacity)	830+	container lifting equipment
90+	off-dock yards	40	warehouses (incl. refrigerated 578,000 sqm)
20+	on-dock yards	2.5+	reefer plugs
20+	bonded dry ports (full containers)		
30+	inland rail terminals		



# OUR PORTFOLIO OF SERVICES

## INLAND TRANSPORTATION

### Transport solutions by truck/rail/barge

Your cargo is in safe hands with our efficient and reliable multimodal transport solutions by road, rail and barge.

#### Truck

Wherever you are in the world, our trucking service includes full truck load and unload as well as FTL and LTL shipments. The safety of your cargo is our priority, so our trucks are equipped with a GPS, enabling you to track their position, itinerary and speed in real time.

#### Rail

Rail transport is cost-effective, safe and environmentally friendly. We are constantly expanding our MEDWAY rail operations and connections between port terminals and inland terminals, many of which are managed by MEDLOG. We also have several public private partnerships (PPP) and long-term agreements with state-owned railways. To meet our clients' needs, we invest in locomotives, wagons and specialised equipment such as gensets for reefers, swap bodies for general cargo, and tank containers for liquid and gases.

#### Barge

Save time and costs with our fast, flexible and competitive barge services, which connect a growing number of river terminals.

## INLAND LOGISTICS

### Empty container depots

We have the facilities to store, maintain, repair, clean (normal and biodegradable chemical wash) and upgrade containers (both general purpose and reefers). This enables us to release containers on time and up to specific standards, helping steamship lines to manage their fleets more efficiently. We also support with:

- Garment rack installation/removal
- Flexi-bag installation/removal
- Food grade quality upgrades

### Off/on-dock container freight stations (CFS)

Our accessible logistics platforms make it easy to avoid port-area congestion. We handle laden containers and commodities with the highest levels of efficiency and precision. Our services include:

- Fully bonded storage facilities
- Customs procedures management
- Container stuffing and devanning
- Pre-stacking and cross-docking operations

### Warehousing and distribution

Your goods are safe in our warehouses (bonded and non-bonded), where we store, preserve and hold cargo in a systematic and orderly way.

We can also take care of:

- Stock safety and replenishment
- Palletisation and de-palletisation
- Cargo reception and tally
- Quality control
- Other services such as kitting, labelling, assembling and sewing

When it's time for your cargo to move on, you can rely on our extensive distribution network to deliver your goods directly to your end customers.

## VALUE-ADDED SERVICES

### Customs house brokerage

From the start of your cargo's journey to its final destination, MEDLOG gives you complete peace of mind. Whether you are importing or exporting, our experienced team knows which regulations apply and which documents to submit. They will guide you through customs clearance procedures, including cross-border documentation and customs formalities.

### Reefer services

To keep perishable or sensitive cargoes in perfect condition, our comprehensive reefer services include pre-trip inspections, refrigerated warehouses, plugging stations, gensets and container-monitoring solutions.

### Project cargo

Built on years of experience, our breakbulk and out-of-gauge cargo handling services include:

- Freight evaluation/inspection
- Site survey
- Abnormal permits (where applicable)
- Route clearance
- Special equipment

### Port agent/ship consignment

Owners, charterers and masters have access to a wide range of services. Our team is experienced in every operation for every vessel type, including container ships, con-ro, ro-ro or breakbulk vessels.

### Weighing and fumigation

We provide certified VGM documentation for export shipments. Our experts can also carry out the appropriate fumigation treatment for packaging and stowage cargoes, as well as containers.

### Container rental or sales

You can rent or buy our used containers. We can also help you to modify or repurpose containers to create offices, dressing rooms and more.

### Collateral management

Rest assured that we take care of the exclusive custody and physical control of commodities stored in MEDLOG or third-party warehouses, protecting lenders' interests by issuing warehouse receipts.







## PASSENGER DIVISION



CREATING THE ULTIMATE HOLIDAY EXPERIENCE

The Cruises Division of MSC Group is headquartered in Geneva, Switzerland, and has two distinct brands within its structure – the contemporary and luxury brands.

MSC Cruises, the contemporary brand, is the world’s third largest cruise brand as well as the leader in Europe, South America, the Gulf region and Southern Africa, with more market share in addition to deployed capacity than any other player. It is also the fastest-growing global cruise brand with a strong presence in the Caribbean, North America and the Far East markets.

Its fleet comprises 18 modern vessels combined with a sizeable future global investment portfolio of new vessels and is projected to grow to 23 cruise ships by 2025 with options for six vessel orders in place through 2030.

MSC Cruises offers its guests an enriching, immersive and safe cruise experience inspired by the Company’s European heritage, where they can enjoy international dining, world-class entertainment, award-winning family programmes and the very latest user-friendly technology on board.

Meanwhile the luxury brand, Explora Journeys, is set to start operating in 2023 with a fleet with the latest and most advanced environmental and maritime technologies available. The first of these will have a gross tonnage of 63,900 GT and feature 461 of the largest suites at sea, all with ocean-front balconies or terraces. These luxury ships will introduce to the luxury segment a broad range of new guest experiences and other activities, as well as offering generous ratios of public spaces and showcasing a highly innovative design.

MSC’s number one priority across all its operations has always been the health and safety of its guests and crew, as well as the communities at the destinations its ships serve. In August 2020, MSC Cruises implemented a new comprehensive and robust health and safety protocol to become the first major line to return to sea.

MSC has long been committed to environmental stewardship with a long-term goal to achieve zero emissions for its operations. The Company is also a significant investor in next-generation environmental marine technologies, with the objective to support their accelerated development and availability industry-wide.

MSC Cruises’ holiday experiences are sold in 81 countries across the globe and the Company employs over 30,523 people worldwide ashore and on board its ships.

KEY NUMBERS

19	modern and technologically advanced ships by the end of 2021	185	nationalities welcomed on board in 2019
23	vessels in its fleet by 2025	2.7M	guests
30,523	employees on board and ashore in 2019		





**EUR 13.6 billion investment plan:**

MSC Cruises is the cruise line with the highest number of cruise ships on order worldwide. The fleet is set to expand to 29 cruise ships by 2027.



# A JOURNEY OF DISCOVERY

## EXPLORING THE WORLD’S MOST ATTRACTIVE DESTINATIONS

With an array of 239 exciting itineraries all over the world in 2019, MSC Cruises carefully crafts each itinerary to showcase the best of the region and offer ultimate holiday experiences. Holidaymakers can choose among five continents, four seasons, and a rich selection of cities, beaches, nature reserves, cultures and landmarks.

The Company normally sails year-round in the Mediterranean and the Caribbean, and offers seasonal itineraries in northern Europe, Asia, South America, southern Africa and the Gulf.

MSC Cruises provides exclusive access to some of the most beautiful and remote beach destinations in the world, and the possibility to discover pristine islands such as Ocean Cay MSC Marine Reserve in the Bahamas, a former industrial site that MSC Cruises has restored to its original pristine state in partnership with environmental experts, marine scientists, the Bahamian Environmental Agency and others. Ocean Cay features uninterrupted sweeping views of crystal blue waters and over two miles of pristine beachfront spread across eight world-class beaches, allowing guests to connect with the natural environment and its beauty, feel the warmth, fun and hospitality of the Bahamian spirit and immerse themselves in an ecologically intelligent atmosphere.

MSC Cruises’ holiday products are sold across the globe through a distribution network that includes a direct presence in 69 countries. MSC Cruises’ holidays are sold in 81 countries.

Note: Figures on 31 December 2019



## KEY NUMBERS

**102** countries visited by MSC Cruises ships

**239** itineraries offered worldwide





## UNPARALLELED EXCELLENCE IN HOSPITALITY

### TAKING HOLIDAY EXPERIENCES TO NEW HEIGHTS

MSC Cruises embodies the elegant side of the Mediterranean to create unique and unforgettable emotions for guests, through discovery of the world's cultures, beauties and tastes. The key distinguishing elements of the MSC Cruises experience include highly innovative ships, comfortable accommodation, always delicious and authentic food, award-winning entertainment, plenty of relaxation as well as impeccable service, expertise and elegant design.

Many of MSC Cruises' ships are ranked among the best in the world and throughout its history, the Company has been honoured with numerous awards globally, which recognises the exceptional experience guests can expect on board.

MSC Cruises translates its passion for the sea into a commitment to excellence in hospitality, professionalism, dedication, and mastery of every single detail to ensure the satisfaction of each and every guest.



### INNOVATION AND TECHNOLOGY

#### Creating the guest experience of tomorrow

MSC Cruises has one of the world's most modern cruise fleets at sea and is in the process of further equipping its ships with the latest advances in customer-centric technology. To meet the needs of guests for years to come, the Company works with the world's leading technology experts to develop richer holiday experiences. Guests can easily connect with the crew and the ship to better manage their trip, join events, make dining arrangements, book excursions and even locate their children on board the ship.

As part of our constant research to elevate the guest experience to the next level, the Company launched the MSC Starship Club featuring Rob, the first ever humanoid robotic bartender at sea. This integrated bar and entertainment experience is enabled by state-of-the-art technologies designed to deliver a futuristic, immersive entertainment lounge, completely re-imagining the traditional bar experience to literally transport guests to another world. The MSC Starship Club is exclusively available on board the MSC Virtuosa.



# DELIVERING EXCEPTIONAL EXPERIENCES IN SUMPTUOUS SURROUNDINGS

Over a decade ago, MSC Cruises launched an award-winning luxury concept: the MSC Yacht Club. This separate section of the ship combines the high-end luxury of a private yacht with the convenience and wide range of choices of a larger contemporary ship, providing an unparalleled holiday experience.

Guests in the MSC Yacht Club can enjoy benefits including superior cabins, inclusive fares, 24/7 butler and concierge service, access to exclusive dining, a private pool, whirlpool baths and solarium facilities, private elevators and priority check-in.

The Company is now taking its luxury offering up a notch. As of 2023 onwards, MSC will be deploying dedicated luxury cruise ships under the recently unveiled Explora Journeys brand, which will offer unique itineraries with new destinations.

They will showcase highly innovative design as well as introduce ground-breaking options for guest comfort and relaxation. This will go hand in hand with featuring the best and latest environmental technology and other cutting-edge maritime solutions at sea.



## MSC CRUISES HEALTH AND SAFETY PROTOCOL

In August 2020 MSC Cruises became the first major cruise line to return to international cruises at sea following the global shutdown of the industry in March caused by the pandemic ashore.

MSC Grandiosa set sail on Sunday 16 August from Genoa in Italy with guests on board for the first of her seven-night voyages in the Western Mediterranean.

This was achieved following approvals from the relevant authorities in Italy, Malta and Greece of an industry-leading health and safety protocol designed to protect the well-being of all guests, crew and communities to be visited.

This protocol, which was designed at the outset to adapt to a fluctuating health situation ashore, was strengthened in line with the current evolution of the pandemic in mainland Europe, with a series of enhanced rigorous measures.

The additional measures include the following:

- Additional on-board antigen testing for COVID-19 of all guests midway through their cruise which is on top of the existing pre-boarding universal testing for all guests
- Frequency of testing of all crew during their time on board increased from twice a month to weekly, which is in addition to pre-boarding testing for all crew and other ongoing health monitoring measures
- Increased frequency of on-board sanitation, in particular of public areas and high touch points
- Tightening of the definition of close contact for tracing purposes, reducing the time that individuals are in contact from 15 minutes to 10 minutes

MSC Cruises' protocol is based on nine key elements, many of which have been adopted by other cruise companies, the Cruise Lines Industry Association and international airlines and airports.

1. Testing of all guests at least twice per voyage
2. Testing of all crew at least three times before embarkation and weekly on board
3. Only protected shore excursions organised as 'social bubbles'
4. Ventilation with HVAC fresh air
5. Contingency response that does not burden local health infrastructure
6. Isolation space on board and tracking and tracing including close contacts
7. Mask wearing in public spaces
8. Physical distancing – aided by reduced capacity of the ship
9. COVID-19 prevalence monitoring

Established in 1992, and nowadays part of the MSC Group, GNV is one of the main Italian shipping companies operating in the field of passengers and freight sea transport: with a fleet of 19 ships, the Company operates 26 major routes in the Mediterranean Sea, to/from Italy (Sardinia and Sicily), Spain, France, Albania, Tunisia, Morocco and Malta.

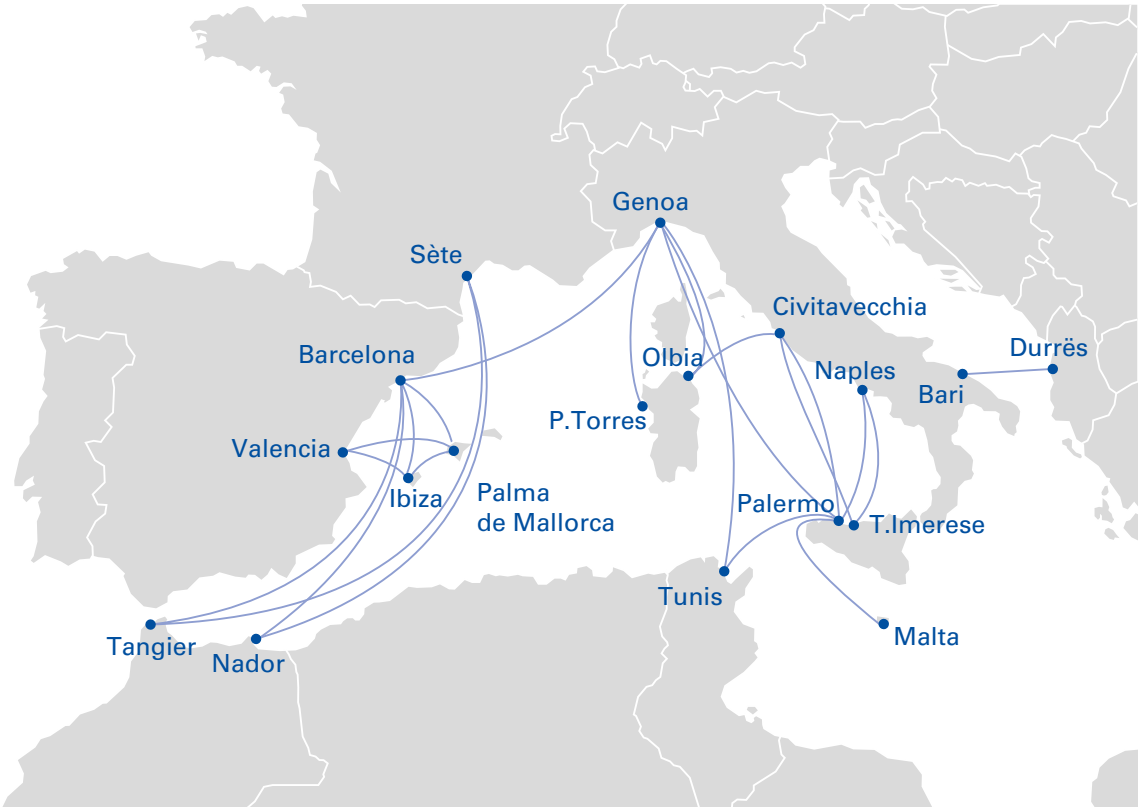
Destinations include: Genoa, Civitavecchia, Naples, Palermo, Termini Imerese, Olbia, Porto Torres, Barcelona, Valencia, Palma de Mallorca, Ibiza, Tunis, Tangier, Nador, Sète, Bari, Durrës and Malta.

In 2020, in the port of Genoa, GNV developed the project “Hospital Ship” with RINA, with the Regional Health System and with the Civil Protection: the vessel Splendid was converted into a fully equipped healthcare facility suitable to provide assistance to COVID-19 patients during the process of hospital discharge, for whom it was necessary to spend a period in a controlled structure before returning to their homes and families.

In June 2020 GNV was the first shipping company to obtain the RINA Biosafety Trust Certification: this innovative certification scheme was implemented by RINA, which verifies with rigorous periodic audits the application of the management systems, aimed at preventing the onset of bacterial and viral infections, but also aimed at containing their spread, in order to guarantee the safety for passengers, employees and crew.

The Company constantly invests in terms of services improvement and optimisation of the route network: in 2021 GNV has announced a new seasonal line in Sardinia (Civitavecchia–Olbia), and 5 new connections in the Balearics.

The GNV fleet increased by 4 new ships in 2021: among those, the newbuilt unit GNV BRIDGE – a ro-pax unit with 2,564 lane metres and 1,000 pax capacity – has been delivered in June 2021.



KEY NUMBERS

- 19 ships
- 26 major routes
- 18 prime destinations
- 7 countries





# SNAV

snav.it

SNAV (Società Navigazione Alta Velocità) is an Italian company which operates ferry services in Italy and Croatia. The company includes a number of high-speed modern crafts, creating fast attractive route options within Italy, in the Gulf of Naples (Capri, Ischia, Procida, Castellammare and Sorrento), Aeolian Islands (Stromboli, Panarea, Salina, Lipari and Vulcano) and Pontine Islands (Ponza and Ventotene).

The SNAV fleet consists of high-speed vessels, hydrofoils, and catamarans. First-class operational staff ensures our customers have the very best experience.



## KEY NUMBERS

- 25** fast ferries
- 1** cruise ferry
- 17** routes (up to 92 connections/day in summer)
- 4.4M** passengers in 2019





**OUR HISTORY  
OUR PEOPLE  
OUR FAMILY**

**TOGETHER,  
WE ARE MSC.**

## CONTACTS

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