



WORLDWIDE SHIP MANAGEMENT SERVICES

PARTNER. SHIP. REDEFINED.

marlow-navigation.com



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WELCOME TO REAL PARTNERSHIP.

Marlow Navigation's clients know that to succeed in today's competitive environment, they must understand, employ and embrace rapidly changing technologies and markets. To accomplish this, they need a strong and reliable partner.

Marlow Navigation, with its long-proven track record of success through effective solutions, rises to this challenge by continuing to invest in technical and managerial excellence, in training and by the constant upgrading of skills and knowledge.

Marlow Navigation is – and will remain – dedicated to providing our clients with tailor-made solutions, optimal financial returns and the very best standards of service.



- 4/5.....The Company
- 6/7.....Technical Management
- 8/9.....Crew Management
- 10/11.....Training and Safety
- 12/13.....Finance and Administration
- 14/15.....Worldwide Network

YOUR NEEDS. OUR MOTIVATION.

Distinguished global reputation: since the company's humble beginnings in 1982, Marlow Navigation has grown to become a globally renowned and trusted name in the commercial ship management industry.

From first working as a small team out of a rented office in the maritime hub of Limassol, Marlow has firmly emerged as a fully fledged crew and ship management company. Today, a network spanning more than ten countries, with approximately 800 shore-based staff and over 14,000 crew onboard vessels at any given time, underpins the company's success story, business sustainability, and client-focussed ethos. This steadfast progress, especially amid fast-changing and challenging market conditions, is testament to our company's service values, industrial maturity, and adaptability.

Client-focussed services: Understanding shipowner requirements and expectations then making them our core responsibility is what truly allows us to provide tailor-made, effective solutions. Focus is always on striking a balance between cost-efficiency and quality, achieved by implementing established procedures and management systems, as well as embracing operating flexibility. Indeed,

With a worldwide network of offices, agencies and new generation training centres, Marlow Navigation provides comprehensive third-party ship and crew management services and is able to support a vessel from first plans on a drawing board to the final days at sea. Our global setup allows us to maximise flexibility, whilst a centralised management structure, along with custom-made IT software, ensures the same high level of service is offered in all of our offices.

extensive industry experience is what puts us in good stead to better plan, integrate and deliver optimal results for clients. Our scope of services has over the past three decades broadened to incorporate a wide range of maritime management activities, including crew management, technical management, new building supervision, finance and administration, crew training and safety, and offshore crewing. Our full management department meanwhile operates a diverse fleet, including container ships, bulk carriers, multipurpose vessels, tankers, and other specialised vessels.

Solid foundations in crewing: Our company's most important asset is its human resource – our crew! A strong, long-established, and diverse team of both shore and seafaring staff is the cornerstone of our success. No doubt, in a demanding industry such as shipping, a highly specialised, trained and motivated team is crucial. This is why we put so much emphasis on making sure our crew training facilities maintain this high level of output. This includes a state-of-the-art maritime academy and international naval training centres, ensuring cadets are fully ready, certified and regularly appraised. At the same time, advanced quality management systems and procedures are set in place to safeguard lives of crew at sea, as well as the assets entrusted to us by our clients.



MANY CALL IT MANAGEMENT. WE CALL IT RESPONSIBILITY.

Our well-trained and experienced team enables us to guide client vessels through today's competitive maritime environment; cost effectively, safely, successfully!

New Building Supervision

New shipbuilding supervision services are carried out by a dedicated department. Our own specialist panel of naval architects and marine engineers coordinates, consults, and supervises the shipbuilding teams employed at various shipyard/production sites – from the design stage to delivery of the vessel. Site teams are headed by fully qualified and expert shipbuilding managers.



In the mid-nineties, we progressively extended our scope of services from crew management to include full technical management and new building supervision. In doing so, we established an all-encompassing maritime management department, able to offer complete end-to-end shipping and crewing services for clients. Rather than focussing on quick growth and expansion, our aim has always been to ensure management procedures and staff are able to provide sustainable, first-class care to vessels entrusted to us, while our clear-cut and transparent reporting keeps our customers always up-to-date regarding vessel performance and financial situation. Today, Marlow Navigation manages a substantial number of ships from offices in Limassol, Hamburg and Rotterdam.

Although predominantly geared towards container ships, our company's managed fleet also includes multipurpose vessels, bulk carriers, tankers, and other specialised vessels. The staff in our technical department consists of former management level officers, supported by in-house purchasing, IT, insurance experts, payroll, and other administration departments. This industry-expert team ensures precise decisions are made when it matters most, examining every possibility, and considering all theoretical, practical, and statutory

requirements within the shipping and maritime sector. Overall, a team perfectly suited to providing distinct and globally leading technical management solutions for shipowners – lowering costs and balancing accounts, quality and safety, and overall successful results.

Striving to operate to the absolute highest standards and anticipating problems before they occur have led us to implement a well-structured and effective ship management system, executed both onboard and via our global onshore offices. No doubt however, the single most important factor in the performance of our managed ships is the crew. As such, we work very closely with each vessel and maintain constant communication with onboard staff. A permanent open dialogue, regarding not only the vessel's condition and performance, but also any operational and personal issues is encouraged and upheld. Meanwhile, regular physical inspections ensure all guidelines and procedures for maintenance systems and repairs are strictly followed.

ALL ABOARD. FOR MY FUTURE.

Constant change and evolution define modern shipping and crew management. Our new generation crew training facilities ensure the right crew for the right vessel.

Crew management has always been at the heart of our company's operations, and to this day represents the largest segment of our shipping activities. Almost all of the approximately 14,000 crew onboard vessels under our crew management are recruited through a network of fully controlled centres and manning agencies. Seafarers are carefully screened, making sure only those fully qualified and properly STCW certified are employed. Meanwhile, modern tailor-made database and IT management systems ensure that high quality standards are constantly checked and upheld. Such fully transparent screening and employment procedures ensure both vessel owners and crew applicants can easily evaluate the recruitment process.

Our one-stop ship and crew management services range from the initial planning stage, recruitment and selection, onboard placement, and overall administration of crew to ongoing training. This is backed and safeguarded by our global office network, establishing vital links between clients, management, vessels, and crew, but also crew members and their families, thereby making sure all matters are properly followed and promptly dealt with. Meanwhile, Marlow's clients are looked after by a single point of contact – a designated crew superintendent, responsible for appointing the right seafarers to join vessels, crew changes, and communicating important operational information back to base.

Together with other areas of operations, this ensures our customers are frequently kept informed about the crew operating their vessels. In addition, customers are provided access to our online crew database. With this, owners and managers of vessels can view, download, and print all relevant information, such as crew lists, certifications, performance reports, and real-time crew change planning. This service has become an essential class-approved tool, meeting ISM requirements for clients and bringing us ever closer to our objective of establishing an extremely close and transparent relationship between ship owners, crew managers and crew.

At Marlow, specific customer requirements are top priority. The flexibility to provide every client with an individual, bespoke solution and our willingness to go the extra mile is what we believe distinguishes us from our competitors.

Offshore Crewing

Marlow's long history in crew management demonstrates the company's stable, yet dynamic progress. From the very beginning, the goal was to expand our scope of services pragmatically towards offering all-inclusive management services to shipowners and further enhancing the company's global position in the maritime industry. In this respect, the latest move to extend management services to the offshore energy and maritime sector is logical. The current world economical, geopolitical, and ecological situation certainly denotes resilient demand in this sector, with long-term growth potential.

Marlow provides the experience, equipment, management systems, and network to offer offshore crewing services on a global scale. This includes the specialised crew recruiting and training facilities needed to meet and to uphold the high standards required in the offshore industry. Experience, expertise, and resources make Marlow Offshore a reliable and efficient partner to support clients planning to enter this segment, as well as existing offshore operators – owning single vessels or large fleets.



STANDARDS YOU CAN RELY ON. WHEREVER, WHENEVER.

From our point of view, the deciding factor in successful ship management is the human element – our crew!

Advanced and world-leading maritime training facilities ensure a constant supply of well-trained, educated and certified crew. This makes all the difference in safeguarding the safety and performance of ships, whilst achieving true customer loyalty and satisfaction. Activities range from in-house training, computer-based simulations, and team-building exercises, to classroom lectures. Meanwhile, appraisals and ongoing training make sure our crew can continue developing their skills and knowledge to the latest international standards and beyond, with plenty of prospects for career advancement.

In the maritime industry, such investment in human resources is paramount, ensuring satisfied, loyal, long-serving crew who fundamentally produce more efficient and quality work output for clients. At Marlow, our crew are with us for the long term. In fact, well over four thousand seamen have been with the company for more than ten years and a great deal for more than 25 years! It is fair to say that we have come a long way from our first training vessel, the "Walther Herwig" in 1994, to our current status as one of the leading trainers of seafarers.

UNITED MARINE TRAINING CENTER (UMTC), MANILA

Since Filipino seafarers represent more than 50% of the total crew employed at Marlow, it stands to reason that our presence in the Philippines is significant. This has led to a purposely built recruitment and training centre in Manila, together with a 650-bed dormitory that provides an effective boarding style environment for cadets/seafarers.

This state-of-the-art facility offers programmes and upgrading training for deck and engine officers and ratings – both for Marlow, as well as other third-party crew and ship management companies. A fully equipped ship's galley and a culinary training programme ensure cooks are well trained and skilled in a vast variety of cuisines, as needed to prepare meals for a multinational crew.

Fully customised training courses are administered on the use of modern cranes and heavy lift handling, as well as bridge and engine simulation exercises. Computer-based training and classroom courses complement simulators in the purpose-built facilities. Finally, crew training courses are regularly reviewed and enhanced by expert panels, keeping them up-to-date and ahead of industry standards. Needless to say, courses fulfil and exceed all STCW and all other mandatory requirements.



CO-OPERATION WITH KHERSON STATE MARITIME ACADEMY

Ukraine is the largest provider of deck and engine officers for Marlow Navigation. Our engagement here regarding the training of seafarers and recruitment of cadets has taken a slightly different direction when compared to the Manila Training Centre. In addition to extensive in-house training activities which we offer via our Ukrainian agency network, a close co-operation has also developed with the Kherson Maritime College, known today as Kherson State Maritime Academy, since 2005.

Curricula and lessons at the academy are adjusted to better suit the demands of the modern maritime industry. Furthermore, Marlow selects students to join the company after their second study year as cadets. These students continue their studies in designated Marlow classes and return to our company when they have graduated as officers.

MARINE TRAINING CENTER, HAMBURG (MTC)

In Hamburg, Germany, Marlow is a shareholder in the contemporary simulation-training complex Marine Training Center Hamburg (MTC). Here, a wide selection of simulator and classroom courses offers our clients the chance to train their crew in specific areas identified during their office briefings. This in-

To further improve education and training, we have furnished the academy with modern training equipment, such as a fast rescue boat, a free-fall lifeboat, a heavy lift simulator, and a modern offshore training centre. This equipment is operated by a designated training centre (Kherson Maritime Specialised Training Centre – KMSTC) and provides additional courses for company cadets and seafarers from the region. Training on offer includes courses for various topics, including basic safety, free-fall lifeboats, heavy lifts, and crane driving, as well as specialised offshore training, such as BOSIET, HUET, FOET, and other OPITO accredited courses.

cludes both navigation- and technical-related courses, such as in engine, electrical, and marine technology, control systems, radar, dynamic positioning, dry and liquid cargo simulators, as well as a host of safety and management education courses.

EFFICIENCY, COST CONTROL, AND MANAGEMENT IN ONE WORD: TRANSPARENCY.

We believe in detailed financial reporting, strict budget control, and full transparency to achieve success in managing the shipping assets of our clients.

As a third-party ship and crew management company, we have always focussed on delivering transparent work and reporting processes, and adhering to tight internal procedures that provide our customers with absolute clarity when it comes to managing their assets. We follow internationally accepted accounting standards, utilise secure IT systems, and provide shipowners with regular financial statements for every vessel. All this is managed by qualified and experienced office teams in Cyprus, Germany and the Netherlands.

The direct link between the accounting and ship management software allows us to provide flexible, tailor-made reports, which are carefully designed to meet the specific needs of each client, including compatibility with their own financial reporting system, taxation, and registration requirements.

When taking over a vessel, annual operating budgets are drawn up in close consultation with our clients. During the operational phase, emphasis is placed on tight financial cost control and a constant dialogue with the vessel's owners and financiers to proactively discuss any necessary deviations from planned financial parameters. Regular review meetings are scheduled to analyse performance and budget variances, recommending and initiating corrective actions as needed and tailoring any adjustments to the individual client's needs.





PARTNERSHIP.
ANYTIME AND
EVERYWHERE.



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