



INTRODUCTION TO  
**MSC IN INDONESIA**



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# A FAMILY COMPANY

Founded by Captain Gianluigi Aponte, MSC Mediterranean Shipping Company (MSC) is a privately owned shipping line founded in 1970 and headquartered in Geneva (Switzerland) since 1978. The Company's international headquarters supervise a worldwide network of offices with each having responsibility for commercial and operational activities in their respective countries. MSC is a world leader in global transportation and is part of the MSC Group shipping conglomerate, 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, MedTug and a Passenger Division led by MSC Cruises and complemented by Mediterranean passenger ferries with Grandi Navi Veloci (GNV) and SNAV. Despite our global presence and large scale operations, MSC is, above all, a family company, sharing a common heritage and strong values.

### KEY FIGURES

<b>760</b>	vessels
<b>300</b>	routes
<b>520</b>	ports of call
<b>22.5M</b>	TEU carried annually
<b>155</b>	countries
<b>675</b>	offices
<b>180K</b>	MSC Group employees

Note: key numbers estimated July 2023



**Capt. Gianluigi Aponte**  
Group Chairman



**Diego Aponte**  
Group President



**Alexa Aponte Vago**  
Group Chief Financial Officer

## MSC GROUP 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.

# ENABLING SUSTAINABLE SUPPLY CHAINS

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

The MSC Group's strong core values and long-term view drive our commitment to creating a sustainable future. We take pride in acting responsibly, collaborating with our stakeholders in search of sustainable solutions to address the global challenges of today and as well as the emerging trends that will impact our business in the years and decades to come.

Our unique approach to sustainability embraces and embeds the United Nations Sustainable Development Goals (SDGs) across our business and is reflected in all that we do. As a growing global company in shipping and logistics, we seek to contribute to building resilient and inclusive supply chains and believe that operating sustainably benefits our colleagues and crew, our customers and the communities in which we operate. MSC works with private and public stakeholders, industry

associations, fuel-specific partnerships, governments, non-governmental organisations and others to innovate, find solutions and maximise our collective value. In addition to pooling complementary knowledge, technical expertise and resources as well as sharing risk, we see our engagement in collaborative platforms as an opportunity to align interests around a common vision.

We are committed to advancing our industry's decarbonisation journey, catalysing economic growth by supporting local players in their engagement in global trade activities, while ensuring the respect of human rights across the whole value chain. Our dedication and passion, our reliability and resilience as a company are among the reasons why local economies, producers and consumers can rely on us to facilitate trade.

## STEERING SUSTAINABILITY ACROSS MSC

At MSC, we have a clear **Purpose** that we bring to life through the delivery of our **Sustainability Roadmap**, which is aligned with the SDGs and the UN Global Compact's Ten Principles, setting out our three Sustainability Priorities. Climate action is a global imperative, requiring collective action as we navigate the energy transition. As a leading company, MSC has a crucial role to play in decarbonising logistics. Collaboration across the supply and value chain is key to enable the investments needed to decarbonise as well as accelerate solutions at scale. We are **enabling logistics decarbonisation** by aiming for carbon neutrality; supporting logistics transition solutions; and maintaining a focus on energy efficiency.

The global economy relies on transport and logistics to enable trade, generating growth and social prosperity. MSC is in a unique position to create value by connecting local communities, facilitating access to a global market and supporting customers through resilient and disruption-free supply chains. We are **fostering inclusive trade** by contributing to economic growth; building resilience across the global value chain; and developing local capacity and know-how.

We live in an interconnected world where the business of global companies connects and brings prosperity to people and societies. Advancing human rights and ensuring a just transition to a zero-carbon economy are at the heart of MSC business. Our social impact extends beyond our diverse workforce and includes our business partners with whom we work to build a sustainable supply network. We are **addressing social challenges** by advancing human rights; promoting diversity, equity and inclusion; and engaging our supply chain.

## CLIMATE ACTION WHILE PROTECTING OUR PLANET

As a leading company whose business both impacts and is impacted by the climate, MSC has a key role to play in accelerating the energy transition as we decarbonise our operations. We are committed to our decarbonisation pathway towards the target of net zero by 2050 – without relying on any external carbon offsetting – and since 2008 have reduced our emissions by more than 40%.

As our industry shifts to different energy sources, our journey to net zero will catalyse efforts to accelerate new technologies and innovation with a direct impact on the creation of opportunities and new markets, the evolution of supply chains as well as the need for new jobs and skills.

## OUR PURPOSE

**We connect the world, fostering inclusive social prosperity and economic growth, whilst respecting and nurturing the home we all share, our blue planet.**





## MSC FOUNDATION

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

Over the years, the MSC Group has expressed its values in substantial long-term partnerships 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, 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.

### 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 utilize 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.

### OUR FOCUS AREAS



ENVIRONMENTAL  
CONSERVATION



COMMUNITY  
SUPPORT



EDUCATION



EMERGENCY  
RELIEF

**“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.”**

**Capt. Gianluigi Aponte**

# OUR PORTFOLIO OF SOLUTIONS

## 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
- 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. 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 solutions.

### 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 solutions with door-to-door cargo integrity. We can provide comprehensive pick/pack, de-stuff/palletise, bulk stack, and storage solutions and facilities.

## CUSTOMS CLEARANCE SOLUTIONS

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

## DIGITAL SOLUTIONS

At MSC, we believe that digitalisation also has the power to make shipping more efficient, secure and sustainable. We are continuously investing in developing new digital tools and technologies to provide customers with easy-to-use, flexible and reliable online shipping management solutions.

MSC's customers can access myMSC, our official 24/7 eBusiness platform on msc.com where they can place and manage their bookings, submit documents, track their shipments and receive notifications, view everything at a glance and via various devices.

### MSC eBL

MSC eBL is our 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.

### DIRECT INTEGRATIONS

Thanks to MSC's API (Application Programming Interface) and EDI (Electronic Data Interchange) solutions, 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 CONTAINERS

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, view temperature conditions and be informed of shocks and door status.

## PEACE OF MIND SOLUTIONS

MSC understands the financial and emotional stress caused to businesses by cargo loss or damage. That is why we designed our Peace of Mind Solutions to provide customers with the widest possible coverage for maritime and inland transportation. Our local offices will take care of the entire process for you, from initial quotation to fast claim resolution.

### MSC EXTENDED PROTECTION

MSC Extended Protection covers a wide range of cargoes and offers a supplemental layer of protection for your cargo for accidental damage, loss or theft during its journey with us. MSC Extended Protection is available for both spot shipments and volume contracts for Intra-Asian shipments from and to Indonesia.

## LIQUID CARGO SOLUTIONS

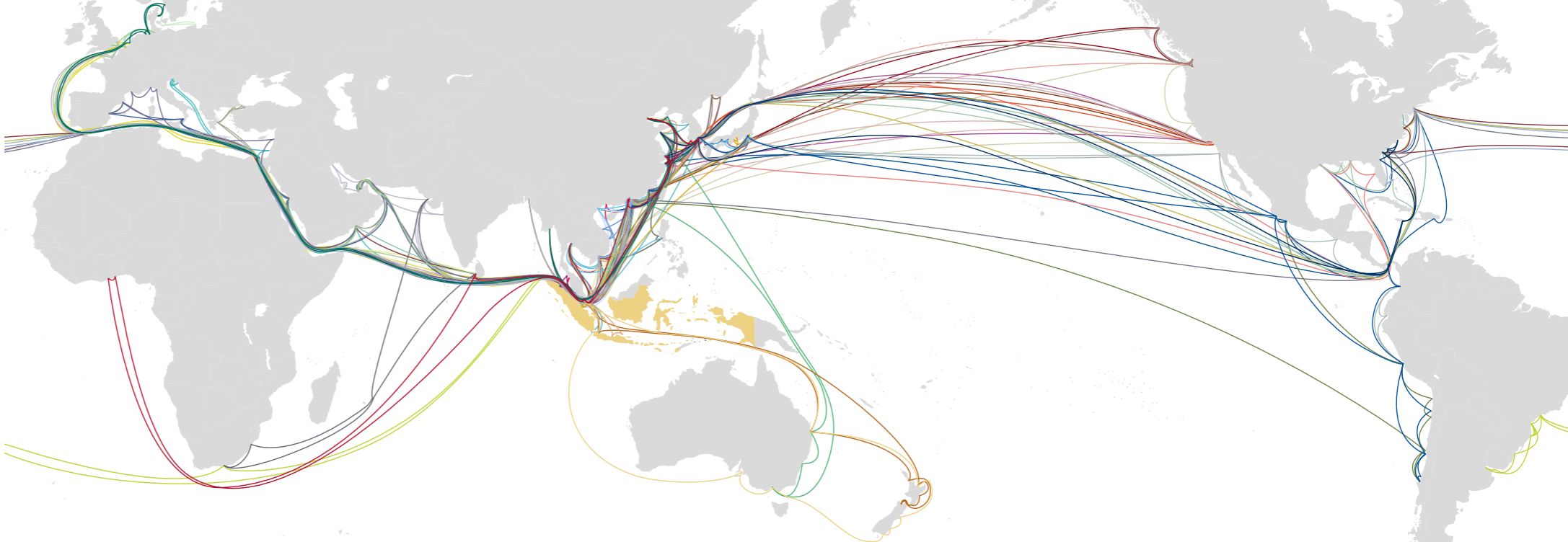
Transporting liquids around the world requires high-quality equipment and special expertise. With MSC Liquid Cargo Solutions, we can provide a single point of contact for your liquids supply chain, covering all your needs, including flexibag supply and fitting.



# MSC IN INDONESIA

MSC has developed a strong presence in Indonesia since 1996. MSC offices are located in Jakarta, Surabaya, Semarang, Belawan and Panjang.

For almost 50 years, MSC has shipped almost every conceivable types of cargo to destinations all around the globe. During that time, our teams have accumulated both experience and expertise in how best to handle goods, along with a comprehensive knowledge of global port operations. That's why we have become the trusted transportation partner for so many of the world's most prestigious companies, delivering countless cargoes and commodities with the utmost care.



## TRADE SERVICES

<span style="color: red;">—</span> AFRICA EXPRESS	<span style="color: orange;">—</span> DOLPHIN	<span style="color: blue;">—</span> JADE	<span style="color: lightblue;">—</span> ORCHID	<span style="color: olive;">—</span> SENTOSA
<span style="color: green;">—</span> ALBATROS	<span style="color: darkblue;">—</span> DRAGON	<span style="color: purple;">—</span> JAGUAR	<span style="color: red;">—</span> ORIENT	<span style="color: purple;">—</span> SEQUOIA
<span style="color: darkblue;">—</span> AMBERJACK	<span style="color: red;">—</span> EAGLE	<span style="color: blue;">—</span> LANG CO EXPRESS	<span style="color: green;">—</span> PANDA	<span style="color: lightgreen;">—</span> SILK
<span style="color: lightblue;">—</span> AMERICA	<span style="color: darkred;">—</span> ELEPHANT	<span style="color: darkblue;">—</span> LIBERTY	<span style="color: brown;">—</span> PEARL	<span style="color: darkblue;">—</span> SUNRISE
<span style="color: blue;">—</span> ANDES EXPRESS SERVICE	<span style="color: yellowgreen;">—</span> EMERALD	<span style="color: yellowgreen;">—</span> LION SERVICE	<span style="color: red;">—</span> PELICAN	<span style="color: yellowgreen;">—</span> SWAN
<span style="color: grey;">—</span> AZTEC	<span style="color: teal;">—</span> EMPIRE	<span style="color: green;">—</span> LONE STAR EXPRESS	<span style="color: yellowgreen;">—</span> PETRA SERVICE	<span style="color: blue;">—</span> KAGUYA
<span style="color: grey;">—</span> BENGAL	<span style="color: brown;">—</span> GOLDEN HORN	<span style="color: darkred;">—</span> MAPLE SERVICE	<span style="color: teal;">—</span> PHOENIX	<span style="color: olive;">—</span> TIGER
<span style="color: darkgreen;">—</span> BURMA	<span style="color: purple;">—</span> GRIFFIN	<span style="color: lightblue;">—</span> NEW FALCON SERVICE	<span style="color: brown;">—</span> PUMA	<span style="color: teal;">—</span> PERTIWI
<span style="color: orange;">—</span> CAPRICORN SERVICE	<span style="color: olivegreen;">—</span> INCA	<span style="color: orange;">—</span> NEW KIWEE EXPRESS	<span style="color: blue;">—</span> SANTANA SERVICE	
<span style="color: grey;">—</span> CHINOOK	<span style="color: darkgrey;">—</span> INGWE SERVICE	<span style="color: purple;">—</span> NEW MALACCA EXPRESS	<span style="color: red;">—</span> SEAGULL	
<span style="color: green;">—</span> CONDOR	<span style="color: yellowgreen;">—</span> IPANEMA SERVICE	<span style="color: yellowgreen;">—</span> NEW ORIGAMI	<span style="color: darkgrey;">—</span> SEAHORSE	

## SHIPPING SOLUTIONS

### REEFER CARGO

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

MSC is a world leader in reefer cargo transportation and operates one of the youngest fleet in the world. Every year we transport over 2 million TEU of reefer cargo worldwide. Thanks to almost 50 years of experience in this field, we have developed exceptional expertise in carrying chilled and frozen cargo across the globe. From frozen fish, shrimp, and meat, fruit and vegetables, our teams' expertise and experience ensure customers' peace of mind – whatever the cargo.

We keep investing in the latest reefer technologies to ensure we offer our customers the optimal transport conditions for their perishable cargo. While reefer containers are on board our vessels or in a port, they are always plugged to a constant power source. Whilst the containers are in transit over land, MSC can provide a Genset portable diesel generator that will provide the necessary power to keep the container operating at the required temperature.

Our reefer units are available in 40ft high cube; both of which are controlled through an integrated microprocessor and are capable of fresh air adjustment, dehumidification, CFC-free insulation (ensuring minimum temperature loss) and cooling/heating machinery of the highest quality. In addition, our reefer containers are fitted with software

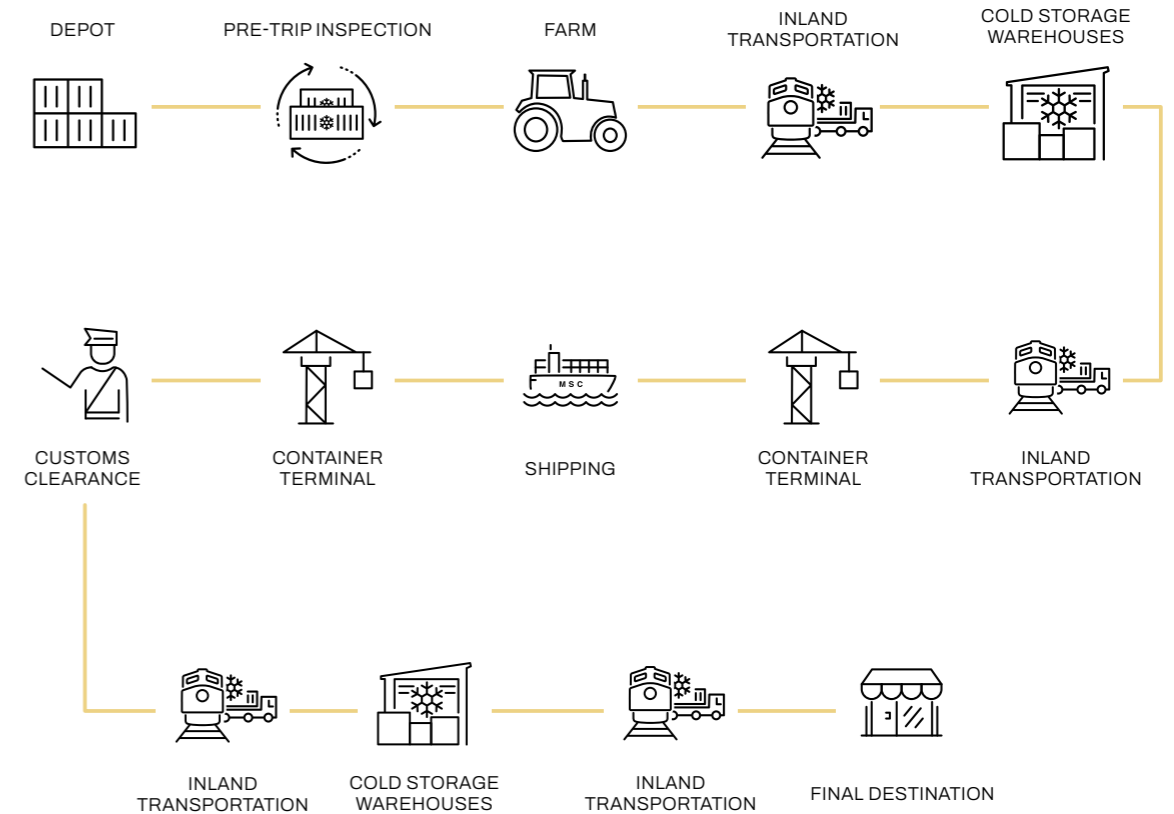
programmed to display specific alarm codes should a malfunction be detected.

Our fully trained engineers are immediately notified and can attend to the unit directly, thus ensuring the quality of the product is not compromised. When transporting perishable cargo, MSC takes the necessary precautions to maintain the optimum conditions at all times. This helps our customers meet the relevant regulatory requirements and retaining the sale value of their cargo at destination.

#### KEY STRENGTHS

- Over 1,000 reefer specialists continuously trained on the latest standards and technologies
- World-leading reefer container fleet
- Average container age under 7 years
- Highly standardised control procedures
- Weekly and regular solutions to global destinations

## COLD CHAIN LOGISTICS SOLUTIONS







## INLAND SOLUTIONS

### INTERMODAL TRANSPORTATION & WAREHOUSING

[msc.com/inland-solutions](https://www.msc.com/inland-solutions)

MSC has acquired a strong knowledge of the local market and invested in an infrastructure of trucks, trains and depots. In Indonesia, MSC offers intermodal solutions to/ from the main ports of the country. This market-leading infrastructure allows us to tailor our offering to your business needs.

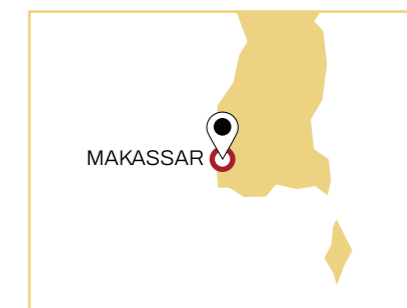
### CUSTOMS CLEARANCE

MSC provides export and import customs clearance services upon request.

We allow for efficient and legally compliant transit of international cargo without the need to involve any other organisation.

### KEY STRENGTHS

- Dedicated Intermodal teams
- Equipped depots with all necessary facilities for handling of goods and containers:
  - container preparation for all cargo types
  - empty equipment availability
- Documentation: development and certification of specialised loading scheme, including dangerous goods





## CONTACT DETAILS

**MSC MEDITERRANEAN SHIPPING CO. (INDONESIA) S.A.**  
As agent of MSC Mediterranean Shipping Company SA, Geneva

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**MOVING THE WORLD, TOGETHER.**

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