

HAI AU MARINE SERVICE



2025

Profile

Safety – Speed – Professionalism

TABLE OF CONTENTS

About Us	02
Our Vison, Mission & Value	03
Our Tugboats	05
Our Services	11
Why choose us	19
Our Customers	21
Contact Us	22

ABOUT US

Hai Au Marine Service JSC, established on June 1st, 2012, is a pioneer in providing towage services in Northern Vietnam. With a modern fleet and highly experienced crew, Hai Au ensures safety, speed, and professionalism, meeting international standards.

- ✓ **14+ years of experience**
- ✓ **4 tugboats in operation + 1 azimuth tugboat (delivery 2026)**
- ✓ **Average 3,600 jobs of towage service per year**
- ✓ **Average response time: < 30 minutes from receiving the order**
- ✓ **Ability to service LOA vessels up to 240m**
- ✓ **Cooperation with 20+ international shipping lines & port terminals**

Become a leading towage provider in Hai Phong port area, a long-term and strong partner of Seaports and Shipping Lines, helping them operate safely and sustainably anytime, anywhere.

OUR VISION

Be an integral part of maritime activities at major terminals to ensure safe movement of large tonnage ships and other marine vehicles, at the same time contribute to enhancing the brands of Vietnamese and international enterprises and social organizations.

OUR MISSION

OUR CORE VALUES

01

CUSTOMER'S TRUST

Good service at all times is our business philosophy. We work harder everyday to satisfy our loyal customers with the optimal services. We believe the best way to maintain our clients' trust is to meet and exceed their expectations in every single interaction.

02

NEVER STOP

"Never Stop" is our service motto and helps us to surpass other competitors. In fact, this commitment has become the guiding principle for the actions of every member from the Board of Directors, crew members, to each employee in the Company.

03

STRONG RELATIONSHIPS

Relationships are at the heart of all success. We understand how important it is not only to maintain but also to develop strong relationships across all areas of our business, from our customers, our partners, to our vendors and our employees

04

RESPECT THE INDIVIDUAL

Since our services can only be delivered by our people, we will treasure them for their uniqueness and their contributions to our success. We create a culture where every staff is a part of the organization, with the needs of them balanced with the needs of our business.

OUR TUGBOATS

No.	Registered name	Total capacity	Restricted Area
1	Hai Au 16	2400 HP	Class II (within 50 nautical miles)
2	Hai Au 17	1280 HP	Class III (within 20 nautical miles)
3	Hai Au 19	1200 HP	Class II (within 50 nautical miles)
4	Hai Au 35	3200 HP	No restricted

OUR TUGBOATS



HAI AU 35 – 3200 HP

OUR TUGBOATS



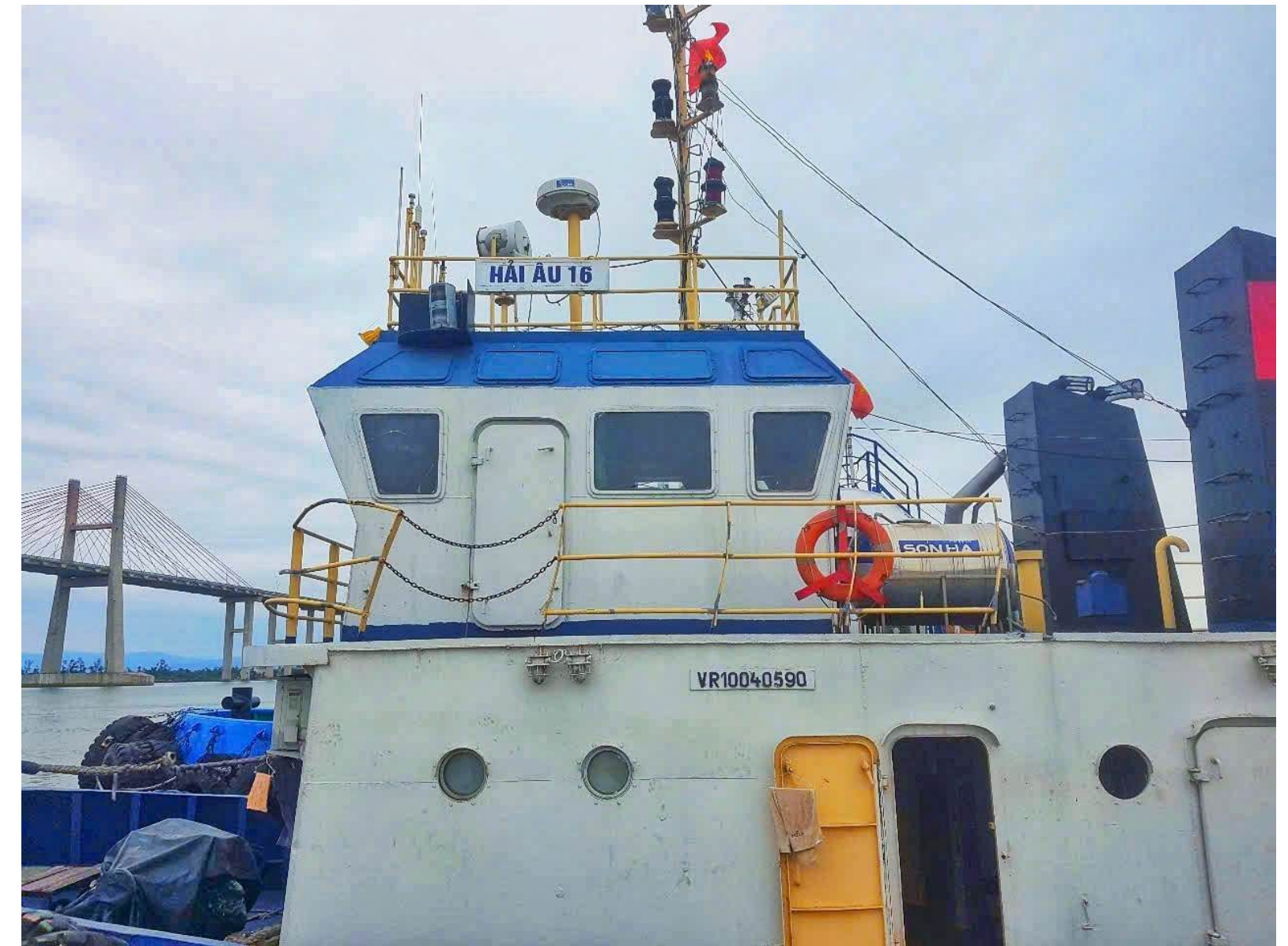
HAI AU 19 – 1200 HP

OUR TUGBOATS



HAI AU 17 – 1280 HP

OUR TUGBOATS



HAI AU 16 – 2400 HP

OUR TUGBOATS



The new Azimuth 5000 HP tugboat, which will be put into operation in early 2026, is an ideal tugboat to support large ships entering and leaving ports, towing vehicles in trouble, or participating in firefighting and rescue in coastal areas and deep-water ports.

Azimuth 5000HP tugboat

OUR SERVICES



01 Towing docking and undocking ships

02 Escorting ships passing through narrow channels

03 Supporting the launching of ships

04 Marine Salvage / FiFi / Oil Spill Response

TOWING DOCKING AND UNDOCKING SHIPS



With our own high-capacity tugboat fleet in Hai Phong port, Vietnam, HAI AU are well-known as an international standard tugboat company and provide tugboat services not only to domestic seaports but also directly to many foreign customers according to their direct orders.

- ✓ **Objective:** Ensure ships enter/exit ports safely and quickly, reducing the risk of collision.
- ✓ **Benefits:** Save time & costs for shipping lines.

ESCORTING SHIPS PASSING THROUGH NARROW CHANNELS



With 13+ years of experience, our crew is always helpful for assisting large vessel to safely move in narrow and crowded areas.

✓ **Objective:** Assist navigation and provide propulsion when the ship passes through difficult areas.

✓ **Benefits:** Minimize the risk of grounding, ensure maritime safety.

SUPPORTING THE LAUNCHING OF SHIPS



With a team of 4 tugboats now operating and 1 azimuth tugboat is being build to operate in early 2026, Hai Au is capable to assist the launching of vessel with LOA up to 240m.

- ✓ **Objective:** providing crucial maneuvering and control during the launching process.
- ✓ **Benefits:** safe and efficient launching, especially in confined waterways or when a ship needs to be moved out of a dock.

MARINE SALVAGE / FIFI / OIL SPILL RESPONSE



Hai Au's fleet is always ready to serve marine salvage at anytime, ensuring maritime safety for vehicles during navigation.

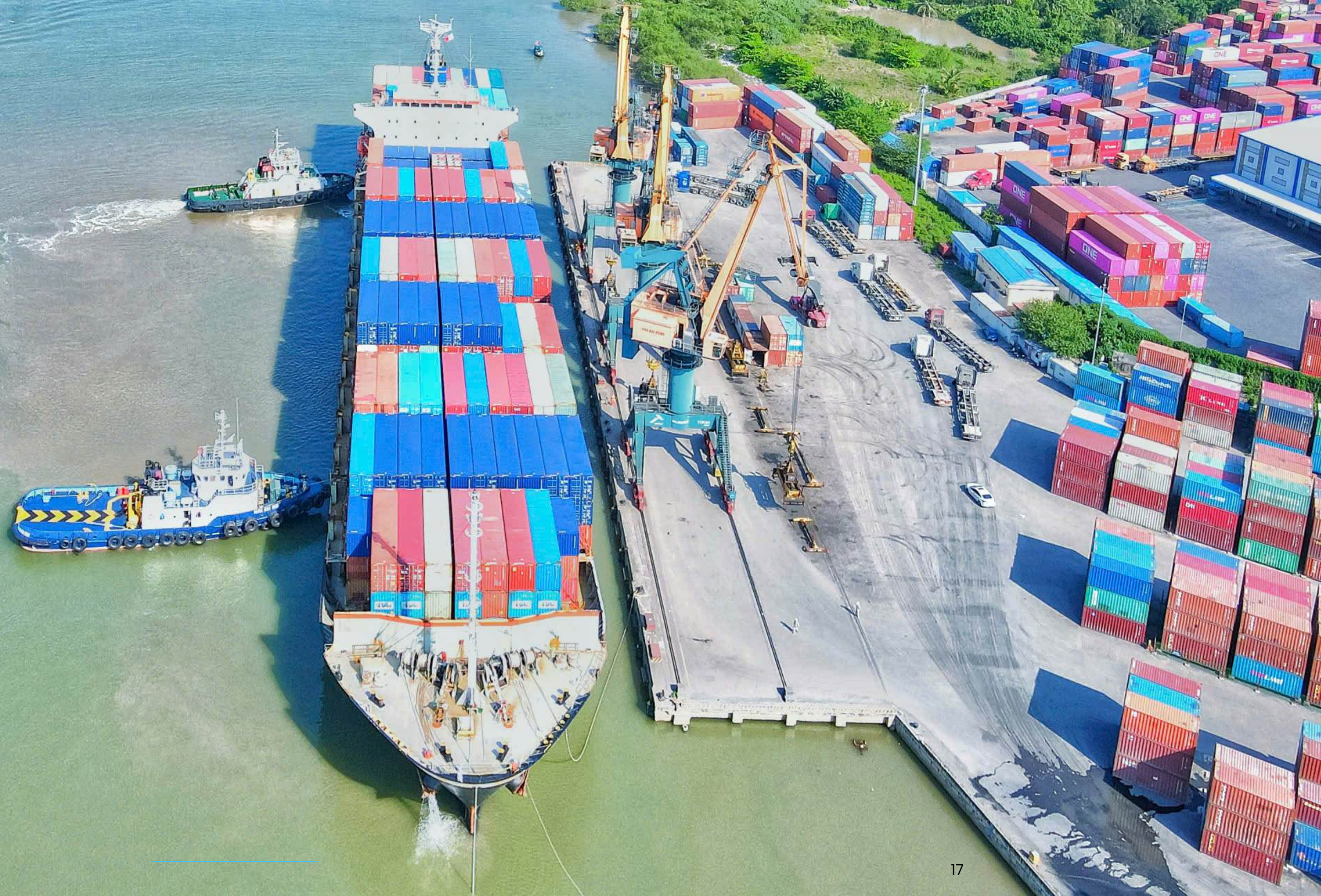
✓ **Objective:** Always available 24/7, quick intervention.

✓ **Benefits:** Protect assets & marine environment.

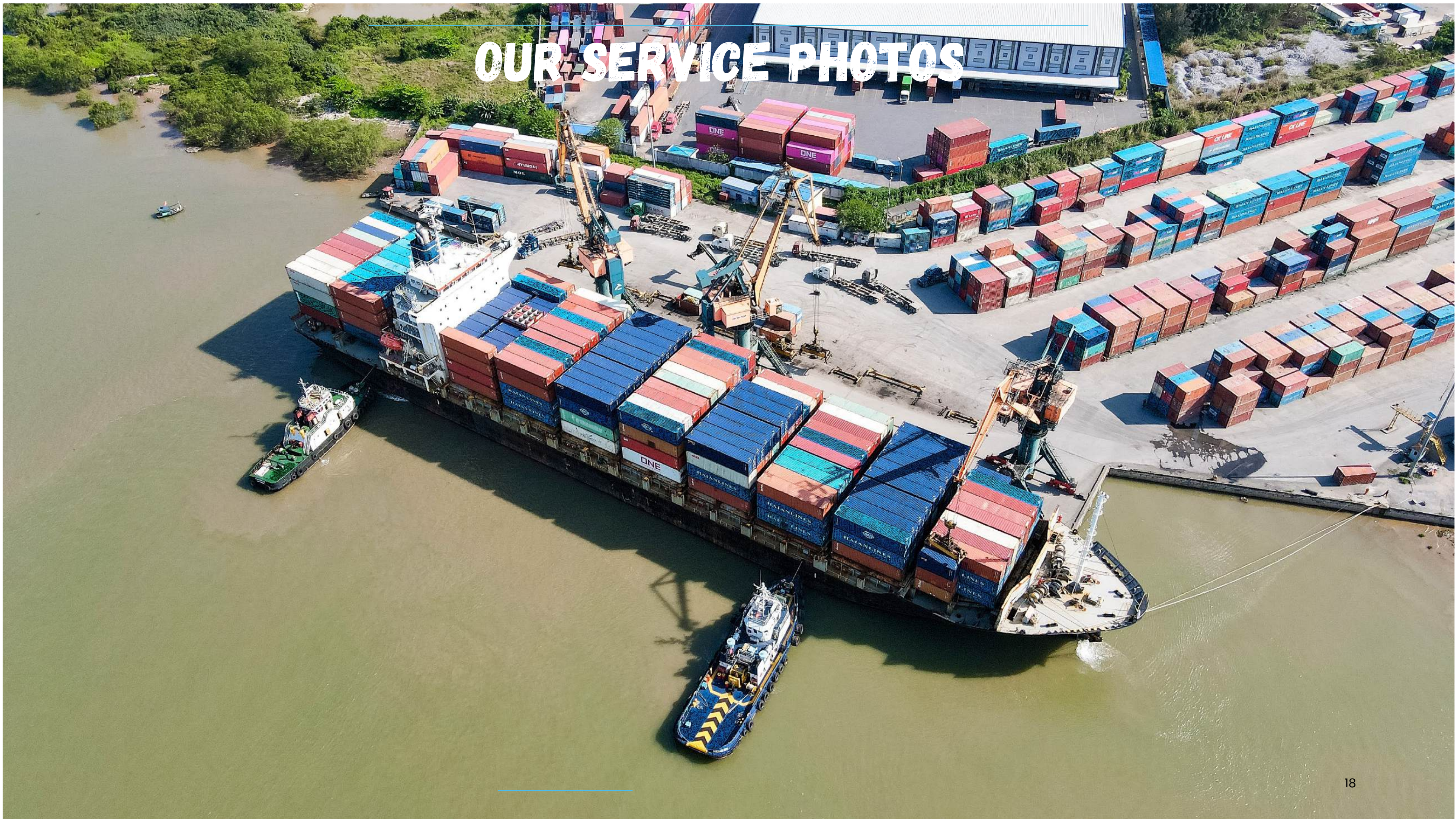
OUR SERVICE PHOTOS



OUR SERVICE PHOTOS



OUR SERVICE PHOTOS



WHY CHOOSE US?



- ✓ **Fast Response – Fleet is always ready 24/7.**
- ✓ **Experience & Safety – 13+ years of operation without serious incidents.**
- ✓ **Strong fleet – 4 modern vessels + 1 new azimuth.**
- ✓ **Comprehensive support – From towing, escort, rescue to oil spill response.**
- ✓ **Trusted partner – Serving many major shipping lines and ports.**

CASE STUDY

- ✓ Case 1: Successfully escorted a 150,000 DWT oil tanker through Lach Huyen channel in wind conditions of level 7.
- ✓ Case 2: Rescued a container ship with engine failure in Cat Ba sea area, ensuring no oil leakage.

TESTIMONIALS

“Hai Au always responds quickly and professionally, helping us save time on vessel turnaround.” – MSC representative.

“Reliable service, friendly team, ready to support in any situation.” – Petrolimex Shipping.

OUR CUSTOMERS



THANK YOU!!!

PLEASE LET US KNOW YOUR REQUEST, WE'RE ALWAYS READY TO ASSIST



Address

- Head Office: 111 Tran Phu Street, Gia Vien Ward, Hai Phong city, Vietnam



Telephone

- Hotline (Cellphone, WhatsApp, Zalo, Wechat):
- Ms. Rosie: +84 96 586 2108



Website

<https://vietnamtug-ha.com/>