

Best Ship Agency & Logistics Business - West Africa

Since first opening its doors in 2008, OMA Benin and OMA Logistics Benin has grown to become one of the leading vessel husbandry agents in the port of Cotonou, and the first ship agency in Benin to be ISO certified. The firm provides ship agency services for vessels calling at Cotonou's port, whether they be tankers, bulk carriers, roro, cruise, or navy vessels, and it co-ordinates with the cargo charterers and receivers as required. Discover more about the firm and its award-winning services as we take a closer look following its success in the MEA Business Awards 2020.

For thirteen years, the OMA Group has strived to be the first choice for ship agency, logistics, and energy support services in Western Africa. The region functions as one of the continent's, and the wider world's, most prominent ports, so shipping services are an absolute necessity. In the company's lifespan, its core values have not changed. The commitment to first-class ship agency services is as strong as it ever was, and it still understands the importance of operating to the highest possible ethical standards. OMA Group boasts detailed written policies that address the important issues on QHSSE, Compliance & Ethics, and Quality Assurance, all of which drives how the business is conducting on a daily basis. With an underpinning philosophy that the customer is the most important part of the process, OMA Group lives to serve its customers in the best possible way.

The firm's information and technology systems meet the international needs of the industry standard within shipping, and OMA Group is also affiliated with world-leading industry associations. Affiliation is not all, as the business actively participates in the activities of these associations, ensuring that it always stays up to date on what the latest news and developments are regarding shipping and shipping agency requirements. Those requirements often come with both challenges and opportunities, especially working in the Benin area and the port of Cotonou. For example, it is always challenging working in a place that has tough competition amongst multinational companies within the industry. Business continuity during the COVID-19 pandemic has also been difficult, especially alongside the necessity to meet the increasingly complex demands of international partners for large projects with a shortage of specialist local transporters.

However, the opportunities are just as exciting. For instance, OMA Group has been able to extend its services to landlocked neighbouring countries such as Niger, Mali, and Burkina Faso, and provide specialist equipment to assist in transporting abnormal loads for large projects as mentioned above. As the port of Cotonou has remained open and accessible during the COVID-19 pandemic, it has had to continue handling many crew changes for vessel operators, which previously may have taken place in other West African ports. OMA Group has taken various measures to mitigate the impact of the pandemic on its activities and keep its staff safe. Work from home strategies have been successfully implemented, and everyone has been well and truly taken care of.



That caring culture extends to everyone at OMA Group, be they new hires or seasoned veterans of service. OMA Group has always sought to create a welcoming culture, one that boasts a safe and employee-friendly working environment. At OMA Group, the firm wants its employees to be connected to its values and be motivated to achieve their own potential. The executive team supports its employees at every stage, encouraging through clear policies, coaching, and health and wellness programmes. All staff members are competent and skilled in their chosen field, and there is plenty to admire about everyone who gets on board with OMA Group's values and policies. Ultimately, this is a firm that has perfectly demonstrated how to take care of employees, handle a global pandemic, and stand out in an increasingly competitive and busy field. OMA Group is nothing short of exceptional, and deserves the highest praise for its top quality service.

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