

NAQEL Products and Services:

Corporate Profile



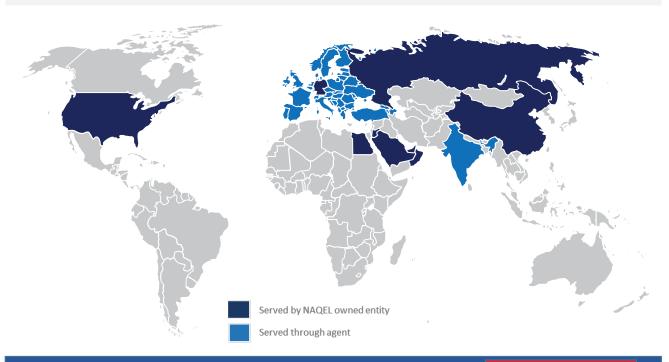




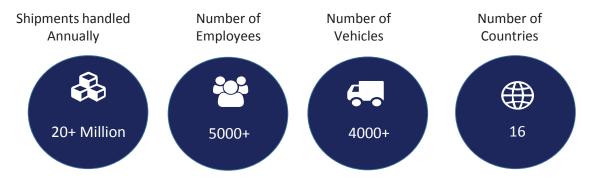
Our History and Geographic Reach:

Our journey started as Hala Express in 1993 with a fleet of 150 vehicles. In 2005, Naqel Express was born as a joint venture between Saudi Post and Hala Express.

Since then we have found home in 16 nations with a family of over 5000 employees - Saudi Arabia, UAE, Kuwait, Oman, Bahrain, Jordan, Egypt, Lebanon, UK, Turkey, China, Hong Kong, USA, Germany and India. This presence helps us makes our vision of uniting across borders and horizons a reality.



Nagel Express is the largest logistics company in Saudi Arabia in terms of NETWORK & PEOPLE.



Our Vision:

NAQEL will become the most preferred service provider in the Middle East by delivering One-Stop-Shop Logistics with CARE.





Our Unique Offering and Strengths:

Our uniqueness lies in our ability to offer the widest range of product offering. We are providing seamless end-to-end logistics solutions for most industrial sectors in the Kingdom of Saudi Arabia.

With the largest network in the Kingdom, we are serving the remotest locations in the country and delivering to both businesses and individuals.

We offer door-to-door air and sea freight services from around the world into Saudi Arabia and the rest of the Middle Eastern Countries. Our Freight Service Desk based out of United States, Europe, United Kingdom, China, India and Egypt will ensure that you have a smooth and hassle free experience in importing your goods from around the world.

We will clear your shipments based on our multi-modal presence at all key air ports, land ports and sea ports. We have our own facilities at all the three key airports – Riyadh, Jeddah and Dammam. Naqel Express is the first logistics company in the Kingdom who was granted a customs clearance license. This gives us the ability to both clear your shipments and at the same time deliver your shipment to your doorstep. Typically, logistics companies in the Kingdom rely on individual customs brokers to clear their shipments.



- Unique player in the market offering all logistics products
- ✓ Serving both light & heavy weight shipments.
- ✓ Serving both B2B & B2C.
- ✓ All modes: Air, Land & Ocean.
- ✓ Serving all industries.



✓ Largest Network in KSA

- ✓ Reaching remotest locations in KSA.
- ✓ 5000+ employees.
- √ 4000+ vehicles and trailers



- ✓ Owned facilities at all the 3 Airports
- ✓ Only logistics company to have customs clearance license.
- ✓ Available to do customs clearance at all international ports – airports, seaports and land ports.







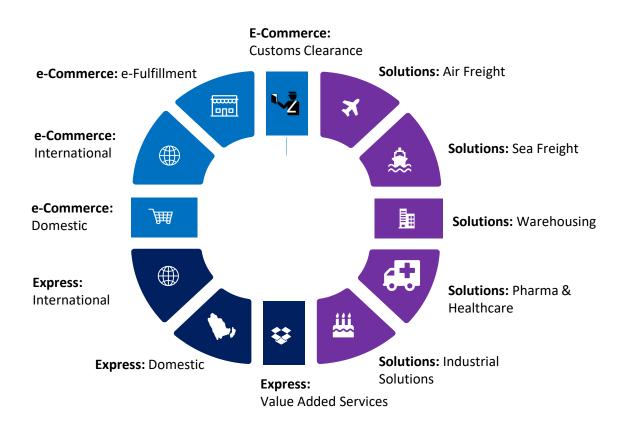


Our Product Offering:

We will meet your entire range of logistics requirements. Our product portfolio is categorized into 3 areas:

- Express Service: Express time and day definite services within the Kingdom and within rest of the Gulf Countries.
- E-Commerce Services: Entire suit of logistics services and solutions for on-line retailers and on-line shoppers.
- Logistics Solutions: Complete end-to-end industry specific logistics solutions for businesses. This includes warehousing, freight, distribution, 3PL and 4 PL solutions.

List of Products within 3 categories at glance:







Express Services

Domestic Express: Within KSA & within UAE



a. Standard Express

- Kingdom wide
- Door-to-Door
- Next Day delivery to major cities.
- Serve remote areas
- Delivery by 6 PM.
- Packed as Parcel
- Via road only

b. Pallet Express

- Kingdom wide
- Door-to-Door
- Next Day delivery to major cities.
- Serve remote areas
- Delivery by 6 PM
- Packed as Pallet
- Via road only

c. Priority Express

- Kingdom wide 30 Kgs
- Door-to-Door
- Next Day delivery to major cities.
- Serve remote areas
- Delivery by 12 PM.
- Money Back
 Guarantee
- Packed as Parcel.
- Via Road & Air



Express Services

International Road Express: Within Gulf Countries



a. Standard Express

- Gulf wide
- Door-to-Door
- Delivery: 3 Days
- Serve key cities
- Packed as Parcel
- Via Road only

b. FTL Express

- Gulf wide
- Door-to-Door
- Delivery: 5 Days
- Serve Key Cities
- Loaded in Full Truck.
- Via road only.

b. Priority Express

- Gulf wide 30 Kgs
- Door-to-Door
- Next Day Delivery to key cities.
- Delivery by 12 PM
- Money back guarantee.
- Via Road & Air
- Parcels & Documents

Express Product Offering:

Our express products are all about speed, agility and timeliness. Domestic Express will cater to your distribution and delivery requirements within a country. This product is currently been offered in Saudi Arabia and U.A.E. Standard and Pallet services will transport shipments more than 30 Kilos whereas Priority Express will ensure guaranteed delivery light weight documents and parcels less than 30 Kgs before 12 Noon.

International Express will support your distribution and delivery requirements within the Gulf Countries ranging from standard day definite delivery of parcels and Full Truck Load (FTL) to fast time definite delivery of light weight documents and parcels.

Besides this, we are also offering valued added services which are offered either as complimentary for the above services or with additional fees, e.g., Insurance services, same day delivery, weekend delivery, evening delivery, transportation of dangerous goods, proof of delivery, delivery notification, remote area delivery, etc.





e-Commerce **Services**

Domestic Delivery Services



Full Mile Delivery

- Countries covered: Saudi Arabia & UAE.
- Pick-up and Delivery within a country
- Service offered to e-retailers within a country
- Home Delivery Services
- Payment Upon Delivery; Cashless Options
- Notification via SMS and Whats App.
- Tracking using waybill, mobile & order no.
- Delivery between 1-3 Days
- Same Day Delivery within a City (Optional)
- Premium Account Services (Optional)



e-Commerce Services

Cross-border Delivery Services



Full Mile, Final Mile and Customs Clearance

- Destination Countries covered: KSA, UAE, Bahrain, Jordan, Lebanon, Egypt.
- Origin Countries: USA, U.K, Europe, China, Hong Kong, GCC Countries, Turkey, Levant.
- Customs clearance included in the service
- Home Delivery Services
- Payment Upon Delivery; Cashless Options
- Tracking using waybill, mobile & order no.
- **Returns Processing Services**
- Delivery within 3 7 Days.



e-Commerce **Services**

e-Fulfillment Services









INBOUND

- 1. Receive stock
- 2. Validation (Piece Level)
- 3. State-of-the-art storage
- 4. Return-to-Origin (RTO) processing

ORDER MANAGEMENT

- 1. Pick & Pack
- 2. Label 3. Consolidate
- 4. Sort
- 5. Deliver
- 6. Handle returns

INVENTORY CONTROL

- 1. Live stock report with condition of items
- 2. Detailed in & out
- 3. Monthly inventory of all stock

TRACKING

- 1. Order Level 2. Storage Level
- 3. Payment Visibility

BONDED & RE-EXPORT ZONE

- 1. Multi-mode transport
- 2. Custom clearance at parcel Level
- 3. Break-bulk
- 4. Handling goods and providing value-added services

- report on piece level

Logistics Solutions – Freight Services

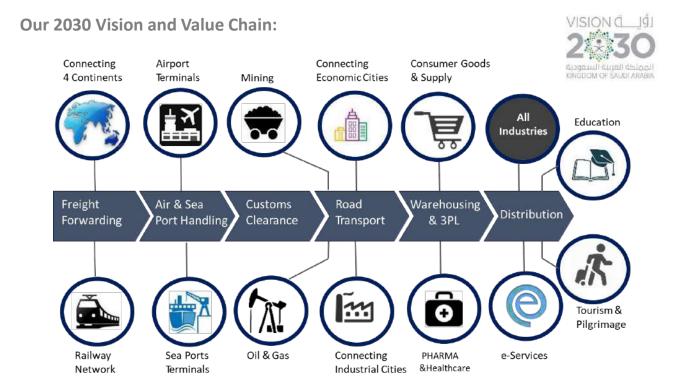


Logistics Solutions and Freight Services:

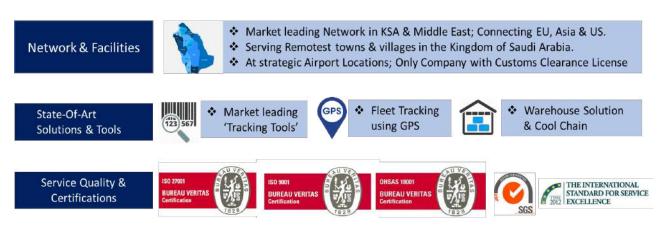
Our Logistics Solutions division will cater to your end-to-end industry specific supply chain requirements. In addition, those solutions will be integrated with Express and E-commerce distribution services as and where required.

Our extensive international air and sea freight network will ensure the seamless journey of your shipments into the Kingdom and then connect it with our comprehensive domestic network reaching the remotest locations.

Our warehousing facilities – both dry and cold chain are aimed at providing complete peace of mind for our customers who are keen to outsource their storage, value add services, inventory control and distribution activities.



Our Service Quality:



Logistics Solutions – Freight Services



Our Freight Services:



Logistics Solutions

Air Freight Services



a. Standard

- 4-8 Days transit time
- Door-to-door service
- Focus o best price
- All flight options
- Non-dedicated pickup & delivery.
- Space subject to availability.

b. Economy

- 4-6 Days transit time
- Door-to-door service
- All Cargo types incl.
 Pharma & DG Goods
- General cargo service
- Dedicated Pick-up & Delivery
- All inclusive prices

c. Premium

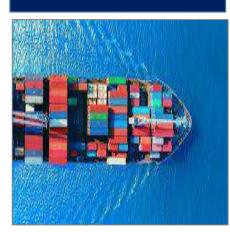
- Worldwide service for any sort of cargo*
- 24 x 7 Support
- Shorter lead times to aircraft positioning
- Closely monitored

N.B*: Subjected to aircraft & operating restrictions.



Logistics Solutions

Sea Freight Services



a. FCL Swift

- Full container loads
- all major trade lanes
- Fastest transit times between two ports
- Door-to-door service
- Priority Clearance
- Reefer logistics for perishable food stuffs and pharma.

b. FCL Standard

- Full container loads
- all major trade lanes
- Transit times with best price
- Door-to-door service
- Reefer logistics for perishable food stuffs and pharma

c. LCL

- Less than container load shipments from all major ports
- Door-to-door service available.

We are also able to offer solutions for heavy and overweight consignments through our own innovation and product development that will maximize the service whilst minimizing the cost.

Heavy Transportation Services



a. Transportation

- Innovative solutions for transportation of heavy and oversize shipments
- Port handling

b. Handling & Packaging

- Packaging of heavy and oversize shipments
- Project cargo transportation and handling

Logistics Solutions – Warehousing Services



Warehousing Services:

We deliver a complete range of warehousing solutions from basic storage to cross-docking, fulfillment, distribution and other value added services. Besides these we also offer temperature control solutions for customers requiring complete control and visibility within a temperature environment of their goods from storage to transportation and final delivery. Cold chain services are broadly offered on following service areas:

Ambient: 15° to 25°CChilled: 2° to - 8°CFrozen: -15° to -25°C



Logistics Solutions

Warehousing Solutions



a. Cross Docking

- Minimize Inventory
- Faster delivery to market
- Easy integration with multiple systems
- Real time visibility
- Order tracking access
- Reduce Inventory Cost

b. Fulfillment

- Time and cost effective
- Inventory collection, assembling, packaging, labelling, shipping and handling returns.
- On-time delivery
- Multi-partner liaison
- Direct management.

c. Value Added Services

- 3PL Services
- Packaging
- Break-bulk & Aggregation
- Pre-delivery inspection
- Bundling & Labelling
- Reverse logistics
- Repair & maintenance
- Safety & transit insurance

Key Warehouse Locations in Saudi Arabia:

Jeddah (413,807sq.ft)

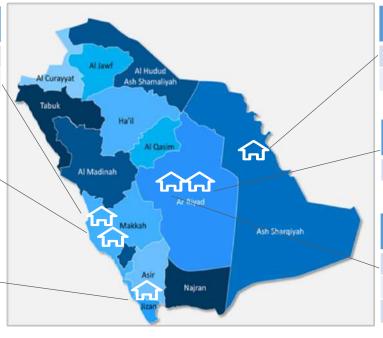
Pallet Position Capacity	28,424
Ambient	23,279
Chilled/Frozen	5,145

Jeddah (90,847sq.ft)

Pallet Position Capacity	9,657
Dry	9,657

Aseer (67,570sq.ft)

Pallet Position Capacity	15,213
Ambient	7,731
Chilled/Frozen	7,482



Dammam (100,002sq.ft)

Pallet Position Capacity	15,000
Ambient	11,000
Chilled	4,000

Riyadh (564,029sq.ft)

Pallet Position Capacity	39,982
Dry	39,982

Riyadh (227,097sq.ft)

Pallet Position Capacity	31,996
Ambient	11,258
Chilled/Frozen	4,740
Dry	15,998





Logistics Solutions

Pharma Solutions



a. Cross Docking

- Minimize Inventory
- Faster delivery to market
- Easy integration with multiple systems
- Real time visibility
- Order tracking access
- Reduce Inventory Cost
- Temperature control distribution.

b. Lab Samples

- Express pick-up and delivery of blood and other samples.
- Delivery within Kingdom and Globally.
- Temperature control packaging & monitoring
- On-line platform connecting hospitals with labs worldwide.

c. Home Delivery

- Delivery of medicines from hospitals to patient homes.
- Integrated mobile app connecting patients with pharmacies.
- Deliveries in the remote locations.
- Temperature control deliveries.

Pharma & Healthcare Services:

The pharmaceutical and healthcare industry is undergoing major transformation in the Kingdom. NAQEL is playing an important role in efficiently connecting different stakeholders in the country's healthcare ecosystem. With cold chain warehousing facilities in the major cities and its temperature control vehicles and trailers, we are serving a multitude of hospitals and pharmacies. In addition to this, we are also working closely with Ministry of Health in the clearance of medical shipments and transportation of blood samples during the ongoing pandemic.

Our global air freight network is connecting major pharmaceutical and healthcare companies around the world to the Kingdom and rest of the Gulf region.

NAQEL's Pharma distribution network:

HUB	Riyadh	Jeddah	Dammam
STATIONS	MAC - Macca	MED - Medina	TIF - Taif
	HAS - Hail	ELQ - Buraidah	MED - Medina
	QJB - Jubail	HBT – Hafar Al Batin	HOF - Hofuf

HUB	Al Jouf	Abha	Qurayat
CTATION	GIZ - Gizan	EAM - Nejran	
STATION	TUU - Tabuk	RAE - Arar	URY



Logistics Solutions – Serving other industries



Other Industrial Solutions:

Besides the Pharma & Healthcare sector, NAQEL is offering logistics solutions for various other industrial sectors such as Aviation & Defence, Oil & Gas, Exhibition, Food and FMCG.

Aviation & Defence



- Logistics solutions pertaining to aircraft maintenance, repair and overhaul.
- AOG (Aircraft On Ground) services to and from key cities.
- Warehousing and inventory management services within an airport facility including stock management, repair, picking, packing and fulfillment.
- Airline catering services using reefer trailers and cold chain facilities.
- International air transportation including customs clearance.

Oil & Gas



- Provide end-to-end visibility into your global activities.
- Supply chain security due to in-depth reach within KSA
- Multi-modal transport
- Material management through state of art infrastructure and cutting edge WMS tools
- Facilitating through all trade compliance documentation & GDP

Exhibition



- Delivery, heavy lifting and safe storage of exhibition related freight.
- Exhibition freight and navigating customer goods to their stands in the exhibition.
- Exhibition solutions web platform connecting different suppliers for smooth coordination and assembly of goods.
- Warehousing, store and distribution of exhibition items for exhibitor and its vendors and customers.

Food



- Import/Export of raw ingredients and food stuffs including customs clearance
- Temperature control warehousing
- Receipt, cross-docking, inventory control and fulfilment
- Co-packing and re-labelling
- Distribution operations temperature control domestic transport

FMCG



- Import/Export of white goods, electronic devices, luxury goods and fashion
- Customs clearance
- Receipt, cross-docking, inventory control and fulfilment
- Returns handling, re-packing and re-labelling
 - Distribution operations temperature control domestic transport



Product Specifications Express Services

	Express	International			(KSA & UAE)	Domestic		Y = Service Available - = Service Not Available \$ = Additional Charge Apply 0 = Zero Charge Apply	Product Name
FTL	Pallet	Priority	Standard	FTL	Pallet	Priority	Standard	ble Available Arge Apply Apply	Sub- Products
~	~	ı	~					Import	
~	~	~	~					Export	
				~	~	~	~	Domestic	
		30	ı	ı		30	ı	Maximum Piece Weight	
1	500	ı	ı	ı	500	ı	ı	Maximum Pallet Weight	Basic Features
~	~	~	~	~	~	~	~	Door-to-Door	Fea
~	~	~	~	~	~	~	~	Delivery Notification	itur
ω	ω	ω	ω	ω	ω	ω	ω	Delivery Attempts	Se
5	6	5	ω	1	2	1	1	Delivery Days to Key Cities	
1	1	~	1	1	1	~	1	Time Definite by 12:00 AM	
~	~	~	~	1	1	1	1	Customs Clearance	
				1	1	1	1	Duties & Unpaid	
≺	≺	~	≺	~	≺	~	≺	Customer Claims	
1		~	1	1	1	~	1	Money Back Guarantee	
~	~	~	~	~	~	~	~	Call Center Support	
~	~	~	~	~	~	~	~	On-line booking	Q D
~	~	~	~	~	~	~	~	Track & Trace	otio
1	1	~	~	1	1	~	~	Drop-off at Retail Point	nalı
~	~	~	~	~	~	~	~	Chat-bot Service	-eat
1	1	~	1	1	1	~	1	Hold for Collection	Optional Features
~	~	~	~	~	~	~	~	Delivery Notification	. vi
1	ı	1	ı	1	ı	ı	ı	Cash on Delivery	
1	1	0	↔	1	↔	0	⊹	Packaging	
₩.		↔		↔			↔	Insurance	Optional Features
₩.	↔	0	↔	↔	↔	0	⊹	Proof of Delivery	ona
~	~	~	~	1	1	1	1	Duties & Taxes Paid	Fea
₩.	\$	δ.	\$	δ.	\$	⊹	₩.	Non-standard Pick-up	atur
\$	\$	\$	\$	\$	\$	⊹	♦	Non-standard Delivery	es
\$	\$	↔	\$	↔	\$	-γ-	-γ-	Fuel Surcharge	S
₩.	↔	↔	↔	↔	↔	↔	↔	ODA: Out of Area Delivery	Surcharge / Other Charges
1	1	~	~	1	1	~	~	Volumetric Weight	ge er



Product Specifications – E-commerce Services

	Express	International			(KSA & UAE)	Domestic		Y = Service Available - = Service Not Available \$ = Additional Charge Apply 0 = Zero Charge Apply	Product Name
퓌	Pallet	Priority	Standard	FTL	Pallet	Priority	Standard	Available Avarge Apply Apply	Sub- Products
~	~	1	~					Import	
~	~	~	~					Export	
				~	~	~	~	Domestic	
		30	,	ı		30	ı	Maximum Piece Weight	
1	500	1	1	1	500	1	ı	Maximum Pallet Weight	Basic Features
~	~	~	~	~	~	~	~	Door-to-Door	Fea
~	~	~	~	~	~	~	~	Delivery Notification	ture
ω	ω	ω	ω	ω	ω	ω	ω	Delivery Attempts	, N
5	6	5	ω	1	2	1	1	Delivery Days to Key Cities	
1	1	~	1	1	1	~	1	Time Definite by 12:00 AM	
~	~	~	~	1	1	1	ı	Customs Clearance	
				1	1	1	1	Duties & Unpaid	
~	_	≺	≺	≺	≺	≺	_	Customer Claims Money Back Guarantee	
			Ċ					Money Back Guarantee	
≺	≺	≺	≺	≺	≺	≺	≺	Call Center Support On-line booking	
			`						Opti
≺	≺	≺	~	≺	≺	~	~	Track & Trace	ona
'	1		~	'	1	~	~	Drop-off at Retail Point	l Fe
~	~	~	~	~	~	≺	~	Chat-bot Service	al Features
	1	~	1	1	1	~	1	Hold for Collection	. se
~	~	~	~	~	~	~	~	Delivery Notification	
'	1	1	1	1	1	1	1	Cash on Delivery	
'	1	0	Ş	1	Ş	0	Ş	Packaging	O _D
₩.	\$	❖	\$	♦	Ş	Υ.	Ş	Insurance	otior
↔	\$	0	Ş	Ş	Ş	0	Ş	Proof of Delivery	า <u>ล</u> F
~	~	~	~	1	1	1	1	Duties & Taxes Paid	eat.
♦	⊹	❖	Ş	⊹	❖	Ş	⊹	Non-standard Pick-up	Optional Features
\$	⊹	❖	Ş	↔	❖	❖	↔	Non-standard Delivery	
\$	↔	❖	❖	↔	❖	❖	↔	Fuel Surcharge	Ch Ch
⋄	↔	↔	↔	↔	↔	\$	↔	ODA: Out of Area Delivery	Surcharge / Other Charges
1	1	~	~	1	1	~	~	Volumetric Weight	, 9g



Product Specifications – Logistics Solutions

		E-Fulfillment		Domestic		Cross-Rorder	Y = Service Available - = Service Not Available \$ = Additional Charge Apply 0 = Zero Charge Apply	Product Name
Inventory	Re-Export	Order Mgmt.	Storage	Standard	Final Mile	Full Mile	available harge Apply Apply	Sub- Products
	×		1	1	×	×	Import	
×	×			1	×	×	Export	
				×			Domestic	
							Maximum Piece Weight	
500	1		1		1	ı	Maximum Pallet Weight	_
	~	~	1	~	~	~	Door-to-Door	Basi
	~	~	1	~	~	~	Delivery Notification	c Fe
	1	ω	1	ω	ω	ω	Delivery Attempts	Basic Features
1	1	И	1	Л	14	14	Delivery Days to Key Cities	es
	1	1	1	1	1	ı	Time Definite by 12:00 AM	
~	~	~	~	1	~	~	Customs Clearance	
	1		~	1	~	~	Duties & Unpaid	
~	~	~	~	~	~	~	Customer Claims	
1	1	'	1	1	1	1	Money Back Guarantee	
1	1	1	1	~	~	~	Call Center Support	
	-1	1	1	1	1	1	On-line booking	Opt
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1	1	1	1	~	~	~	Chat-bot Service	al Features
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'	1	~	1	~	~	~	Cash on Delivery	
~	~	~	~	1	1	1	Packaging	စ္ပ
'	1	'	1	1	1	1	Insurance	tior
'	1	,	1	~	~	~	Proof of Delivery	ıal F
1	1	1	1	1	1	1	Duties & Taxes Paid	Optional Features
				1	1	1	Non-standard Pick-up	ıres
1	1	1	1	-ζ-	-\$-	-{}-	Non-standard Delivery	
1	1	1	1	1	1	1	Fuel Surcharge	Sur / C
-	-	-	-	₩.	₩.	₩	ODA: Out of Area Delivery	Surcharge / Other Charges
0	0	0	0	~	~	~	Volumetric Weight	TD TD

Start working with us



Opening an account with NAQEL

In order to start working with us, you may contact our call center and schedule a visit from one of our sales representatives. Our logistics expert will listen to your requirements and provide our range of services that meets your requirements. Alternatively, you may contact specific business unit managers who will be happy to assist you.

Contact Details:

Logistics Solutions

Services	Country	Contac P erson	Mobile no.	Email address
Freight Services	KSA	Sajan Nair	+966 0594306569	sajan.nair@naqel.com.sa
Freight Services	UAE	Shandy	+971504878529	shandy.c@naqel.com.sa
Freight Services	Egypt	Bacinte Salem	+201010799959	bacinte.ibrahim@naqel.com.sa
Freight Services	Europe	Peter Brinkmann	+4917664852325	peter.brinkmann@naqel.com.sa
Freight Services	USA	Michael G. Holloway	(516) 849-4548	michael.holloway@naqel.com.sa
Freight Services	India	Rajesh Tanwar	+919820268956	rajesh.tanwar@naqel.com.sa
Pharma Services	KSA	Obaida Al Obood	+966 59 453 9638	Obaida.al@naqel.com.sa_
Contract Logistics & Warehousing	KSA	Kais Sallem	+966 53 679 5893	Kais.Sallem@naqel.com.sa

Express Services

Services	Region	ContactPerson	Mobile no.	Email address
Domestic	Jeddah	Rany Abdulhakim	+966 596833865	rany@naqel.com.sa
Domestic	Dammam	Loiy Alherz	+966 594039160	loiy.alherz@naqel.com.sa
Domestic	Riyadh	Mohammed Ayoub	+966 597872707	ayoub@naqel.com.sa
Intl. Road	U.A.E	Danish Ismail	+971 561703003	danish@naqel.com.sa
Intl. Road	KSA	Awadh Al Qahatani	+966 555102641	a.alaqahatani@naqel.com.sa
Intl. Road	Bahrain	Fahad Puthiyapurayil	+973 38203757	fahad.c@naqel.com.sa

E-Commerce Services

Services	Region	Contac P erson	Mobile no.	Email address
Cross-Border	ALL	Alaa Deghaidi	+966 56025 1855	alaa.deghaidi@naqel.com.sa
Domestic	KSA	Nasser Al Khalili	+966 5666 65969	nasser.khalili@naqel.com.sa
Cross-Border	China	Daisy Chai	+86 13798583296	daisy.chai@naqel.com.sa
Cross-Border	Levant	George Mokbel	+961 3 108 718	george.mokbel@naqel.com.sa
Cross-Border	USA	John Martin	+16785169812	john.martin@naqel.com.sa
Cross-Border	UK	Fran Devies	+44 7787548231	fran.davies@naqel.com.sa
Cross-Border	UAE	Maxim Vyalyy	+971507792785	maxim.vyalyy@naqel.com.sa
Cross-Border	GCC	Hassan QAW	+966555851457	hassan.qaw@naqel.com.sa
Cross-Border	Egypt	Medhat Atallah	+201021181177	medhat.attallah@naqel.com.sa





LOGISTICS
with care