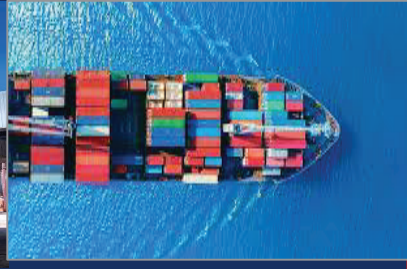


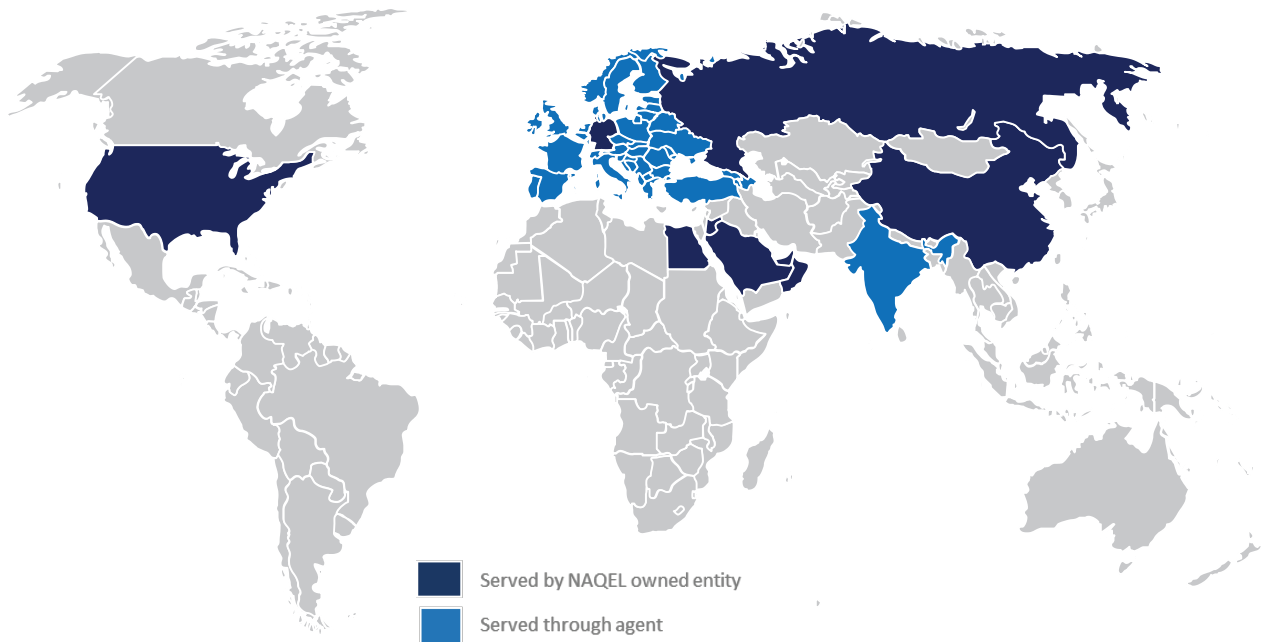
NAQEL Products and Services: Express Division



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 make our vision of uniting across borders and horizons a reality.



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

Shipments handled
Annually



Number of
Employees



Number of
Vehicles



Number of
Countries



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.



Product Range

- ✓ **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.



Reach & Capacity

- ✓ **Largest Network in KSA**
- ✓ Reaching remotest locations in KSA.
- ✓ 5000+ employees.
- ✓ 4000+ vehicles and trailers



Gateways

- ✓ **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.

Express Services

- Time definite
- B2B and B2C
- Domestic: Within KSA
- International: Gulf & Worldwide
- Parcel, Pallet, FTL, LTL

e-Commerce Services

- For on-line suppliers
- B2C
- Domestic: Within KSA
- International: Middle East Countries
- Parcel less than 30 Kgs

Logistics Solutions

- Industrial Solutions
- Pharma & Cold Chain
- B2B: 3PL & 4 PL
- Global Air & Sea Freight
- Warehousing
- All weights

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 suite 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.

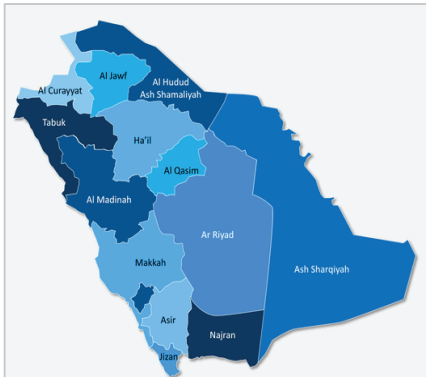
List of Products within 3 categories at glance:





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

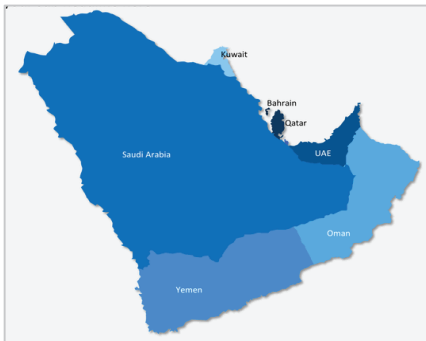
c. Priority Express

- 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.

Product Specifications – Express Services

Product Name	Sub-Products	Basic Features														Optional Features								Optional Features					Surcharge / Other Charges					
<div style="border: 1px solid black; padding: 5px; font-size: 0.8em;"> Y = Service Available - = Service Not Available \$ = Additional Charge Apply 0 = Zero Charge Apply </div>	Domestic Express (KSA & UAE)	Standard	Import	Export	Domestic	Maximum Piece Weight	Maximum Pallet Weight	Door-to-Door	Delivery Notification	Delivery Attempts	Delivery Days to Key Cities	Time Definite by 12:00 AM	Customs Clearance	Duties & Unpaid	Customer Claims	Money Back Guarantee	Call Center Support	On-line booking	Track & Trace	Drop-off at Retail Point	Chat-bot Service	Hold for Collection	Delivery Notification	Cash on Delivery	Packaging	Insurance	Proof of Delivery	Duties & Taxes Paid	Non-standard Pick-up	Non-standard Delivery	Fuel Surcharge	ODA: Out of Area Delivery	Volumetric Weight	
		Priority Pallet			Y	30	-	Y	Y	3	1	Y	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
		FTL		Y		-	-	Y	Y	3	1	-	-	-	-	Y	-	Y	Y	Y	-	Y	-	Y	-	-	Y	Y	Y	Y	Y	Y	Y	
		Standard	Y	Y		-	-	Y	Y	3	3	-	-	Y	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
		Priority	-	Y		30	-	-	Y	Y	3	5	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Pallet	Y	Y			500	500	Y	Y	3	6	-	-	Y	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		FTL	Y	Y			-	-	Y	Y	3	5	-	-	Y	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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	Contact Person	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	Contact Person	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	Contact Person	Mobile no.	Email address
Cross-Border	ALL	Alaa Deghaidi	+966 56025 1855	alaa.degheid@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

