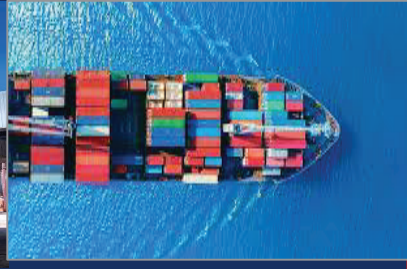


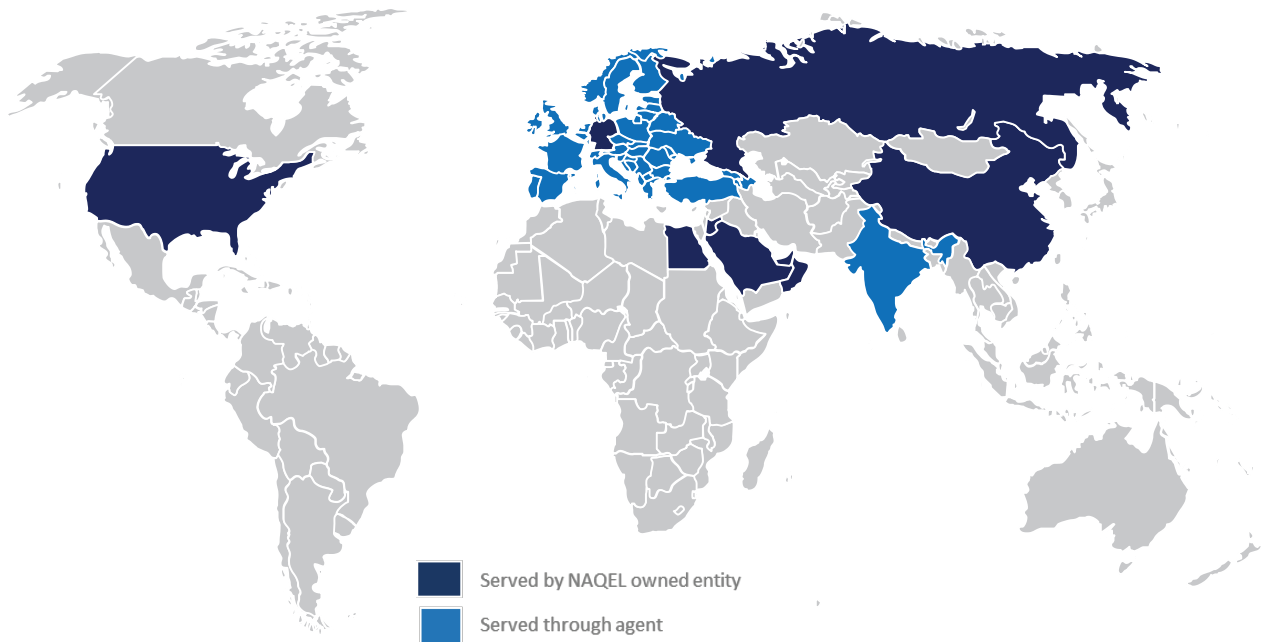
NAQEL Products and Services: Logistics Solutions Division



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:



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 2030 Vision and Value Chain:



Our Service Quality:

Network & Facilities		<ul style="list-style-type: none"> ❖ Market leading Network in KSA & Middle East; Connecting EU, Asia & US. ❖ Serving Remotest towns & villages in the Kingdom of Saudi Arabia. ❖ At strategic Airport Locations; Only Company with Customs Clearance License
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State-Of-Art Solutions & Tools		❖ Market leading 'Tracking Tools'		❖ Fleet Tracking using GPS		❖ Warehouse Solution & Cool Chain
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Service Quality & Certifications					
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Our Freight Services:



Air Freight Services



a. Standard

- 4-8 Days transit time
- Door-to-door service
- Focus o best price
- All flight options
- Non-dedicated pick-up & 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.



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

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°C
- Chilled: 2° to - 8°C
- Frozen: -15° to -25°C



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.

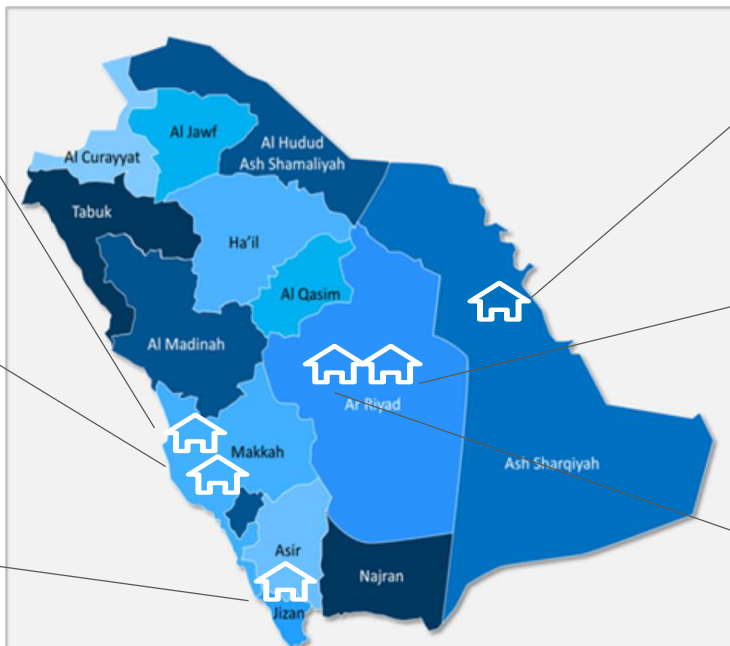
c. Value Added Services

- 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



Dammam (100,002sq.ft)

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

Jeddah (90,847sq.ft)

Pallet Position Capacity	9,657
Dry	9,657

Riyadh (564,029sq.ft)

Pallet Position Capacity	39,982
Dry	39,982

Aseer (67,570sq.ft)

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

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:

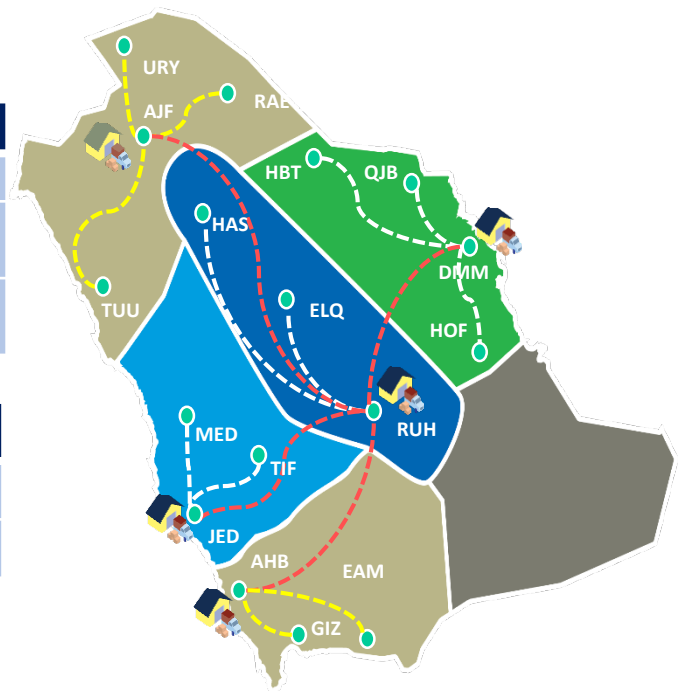
The pharmaceutical and healthcare industry is undergoing major transformation in the Kingdom. NAQEL is playing an important role in efficiently connecting different stakeholders in the country’s healthcare ecosystem. With cold chain warehousing facilities in the major cities and its temperature control 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
STATION	GIZ - Gizan	EAM - Nejran	
	TUU - Tabuk	RAE - Arar	URY



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 – Logistics Solutions

Y = Service Available
 - = Service Not Available
 \$ = Additional Charge Apply
 0 = Zero Charge Apply

Product Name	Sub-Products	Basic Features															Optional Features										Optional Features		Surcharge / Other Charges				
Cross-Border	Full Mile	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	
		X	X				Y	Y	3	14	-	Y	Y	Y	-	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
		X	X				Y	Y	3	14	-	Y	Y	Y	-	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Domestic	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	
		-	-	X			Y	Y	3	5	-	-	-	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		-	-				Y	Y	3	5	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
E-Fulfillment	Order Mgmt.	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	
		-	-				Y	Y	3	5	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		-	-				Y	Y	3	5	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
E-Fulfillment	Re-Export	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	
		X	X				Y	Y	3	5	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		X	X				Y	Y	3	5	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
E-Fulfillment	Inventory	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	
		-	X				500	-	-	-	-	-	Y	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		-	X				500	-	-	-	-	-	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.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

