# PIONEER CARGO COMPANY

Commit, to Serve

## **Company Foundation**

• PIONEER CARGO COMPANY trading as a Freight Forwarder, Established in 2012, by professional managers, who have collectively acquired over 25 years' experience, in the International Shipping industry. Due to their vast experience, they have built-up a large agentbase globally, thus enhancing the Company's ability to co-ordinate shipments from any corner of the globe – reinforcing the Company's positioning "We are here and everywhere".

### Customers and business partner,

- Since our foundation in 2012, Pioneer Cargo Company has grown to a worldwide shipping company transporting various cargoes around the world. We are proud of our intellectual assets accrued and improved over time as a world-class natural resources transportation company, which differentiate Pioneer Cargo with other shipping companies.
- Pioneer Cargo also well understands that our capability, commitment to operational excellence and all the trust and support given to us by our customers and business partners let us proud of our strength.
- Thus, we are not satisfied with just providing resources transport service for our customers. We aspire to set precedents in honouring customer's value, furthermore, recognizing that mutual growth with business partners is the cornerstone of our growth, we constantly strive to build better and lasting business relations.
- In addition, as a respected corporate, we aim to fulfil all of our social responsibilities and make positive contributed to society although the volatile shipping industry changes every year, we will endeavour for our ultimate goal the happiness of all of our stakeholders. With your contrived blessings and support, We are confident that we will achieve our goal of becoming "Global Top –Tier shipping company in resources transport.

## Our Vision, Mission, Approach and Core Value

#### Mission

To be the only choice, providing all clients with the highest level of service and offering an excellent service orientated approach in addressing all their Transport and Distribution solutions, with a comprehensive guarantee of satisfaction. To build relationships with our clients by gaining a thorough understanding of their business in assessing their current and forecasting their future requirements, thereby sharing their vision and assisting by developing and realizing the vision with them. We rate integrity first on our list of strengths.

#### • Vision

To be the most reliable and efficient Transport and Distribution Service provider offering a broad spectrum of related services and products, committed to service excellence and renowned for our integrity and ability to deliver.

#### • Approach

We offer a fully integrated service from a fully committed and equipped team, capable of meeting every related need. Regardless of your requirement, our approach remains the same. Our first priority is to gain a thorough understanding of the requirements of your business and then efficiently dealing with each task as they present themselves.

#### **Core Value**

- **Updating** you can follow your shipment everywhere, Pioneer Cargo staff will inform you about your shipment as per your request daily ,weekly or while each move .
- **Flexibility** We offer adverse range of facilities, ours dealing and services are comfortable, within the quality Standards, within the frame time.
- Affordable Our services rate is among the lowest in Jordan and includes a wide range of technology needs efforts.
- **Efficiency** There is a big difference between delivering shipments and delivering excellence every day, we strive to do our job in the best manner physically possible.
- **Integrity** A continued fast and efficient service is only sustainable with a high degree of integrity both in the corporate management and the mobility team of the company. Fairness and honesty is the principle guidance at dynamic.
- **Speed** Non-Stop service with a nonstop flow of information ensures fast and fluid mobility of your cargo, web or phone based tracking keeps you up to date about the shipment's current status.

## Points of Strength

#### **Pioneer Cargo Co. embodies the key strengths such as:**

- Financial Stability and Integrity
- Diversified Business Activities
- Core of Loyal, experienced and highly motivated staff
- Long term commitment
- Market Driver
- Continuous Improvement and expansion

#### **Professional Staff**

The management team of Pioneer Cargo Company is an energetic and highly experienced group, with years of extensive transport and logistics experience. The belief of founders and managers of the company is the importance and influence of service quality and customer satisfaction which leads to emphasize adoption of latest knowledge and information Pioneer Cargo Company gives an insight and continuous following up, in this respect with the aim of diminishes stressful tension regarding to international transportations from its customers Pioneer Cargo staff have an in –depth knowledge and understanding of local customs and regulations, as well as the experience in all methods of transportations (Sea Freight, Truck Delivering ,Air Freight ) across the country and to any destination. Whatever you need professional staff will assist you.

Our Staff will give guidance, provide and manage solutions for any of your supplies and logistic demands; we are your flexible and reliable team

#### Services

We provide land, air and sea modes of transport, and coordinating fast and efficient transport of your local and international ocean shipments throughout the world with the help of our international offices from different countries via agents that spread across the globe. The Volume of cargo we have been handling over the years has steeply and drastically increased over the years.

## Sea Freight

We dependably provide ocean services at most competitive rates for FCL & LCL shipments to and from any point of the world through our extensive and most superior network of Global offices and equally responsible worldwide agents.

- Import/ Export
- Break Bulk/ Project Cargo
- Groupage/ Consolidation (LCL)
- Door to-door Service
- Heavy Lift
- Full Container Loads (FCL)
- Less Container Loads (LCL)
- Project cargo Management
- Chartering \ Time Chartering
- Container trucking and International Multi-Model transport
- Customs Clearance and warehousing
- Tanker vessel



## **Project Cargo**

#### **Project Cargo an Charters**

We offer our customers extremely customized solutions to meet any special needs or special projects that the customer might have. We offer a wide range of services in this area starting from project planning to route selection, packaging, haulage, cranes, overseas handling, storage, and delivery. Whether it is a case of odd size, shape or weight cargo, non-containerized freight, vessel charters or cargo that requires special expertise and equipment; Pioneer Cargo guarantees ultimate solutions to your needs. We have developed a wide experience in this field through serving a huge number of customers in variant industries

#### **Related Services**

- Co-ordination between ship owners, charterers, receivers, shippers etc. including documentations
- Handling port formalities for ship's movements
- Handling Customs, Immigration, Port Health formalities
- Meeting ship's requirements for Bunkers, FW, Provisions, stores, crew change, workshop, any survey attendance etc.
- Handling Cash to Master if required.
- Organizing Air Travel, Hotel booking, transportation, launch services, medical aid etc for ship's personnel.
- Disbursement account management

# Air Freight

PIONEER CARGO System offer import and export freight services and have a global coverage for air shipments handling through our most dependable office network and trustworthy international partners around the world. With the space reserved on the world's leading cargo and commercial airlines, we provide maximum flight flexibility and a complete schedule of delivery options for international requirements.

- Import airport to airport/ door to door
- Export airport to airport/ door to airport
- Charters

#### **Air Charters**

Our charter expertise allows customers to have a viable alternative to scheduled airline lift. PIONEER CARGO Air Charter program provides customized solutions when commercial airline capacity alone will not adequately service your special requirements.

- Consolidation
- Dangerous Goods Handling



### PIONEER CARGO AND PHARMA

With nearly two decades of experience in Pharma Air Cargo Logistics, Cargo provides the globe with the highest level of quality services to over many destinations worldwide. For nearly 10 years, our company has focused more on providing transportation and logistics products and solutions to the Healthcare and Pharmaceutical industry.

With PIONEER CARGO Global network, has positioned itself commercially and operationally to support the needs of one of the world's fastest growing industries. Understanding the needs of the Pharmaceutical manufacturers, a specific, dedicated a special team these all has been established to assure the appropriate management and transportation of your business.

All your pharmaceuticals will be handled with special care and a high loading priority. To assure that your Pharma product is handled properly at each station, we have implemented a unique product network. These "Pharma network points" are offered only when all conditions, in terms of facilities and capabilities, are being met. Every Pharma product offered is powered by its own internal Special Handling Code which dictates how the operations team orchestrates the operational processes of your shipment through the supply chain.



## **Reefer Cargos**

- We can guide you through the labyrinth of fiscal regulations and requirements.
- We have established working relationships with all Destination around the world
- We know the reefer business, having a wealth of experience in this specialist market.
- We handle; Pharmaceuticals, Vaccines, Hormones, meat, seafood, dairy, fresh fruit and vegetables, and all other Reefer Cargos under import control.
- Satisfaction has been gained through many years of service
- Every consignment must be presented for examination, whether it be full, door or seal check.

# Land Freight

#### MEET ALL YOUR ROAD FREIGHT NEEDS

Pioneer Cargo Ground's flexible model, using only quality carriers, means you benefit from improved service levels, greater flexibility and time-definite deliveries. Our expertise in transport management and planning allows us to design a solution that meets your needs and also quickly respond to any event disruptions, such as weather.

Through our global network of control towers and state-of-the-art technology, we are able to monitor and dynamically react to situations such as adverse weather, additional pick ups or drop offs, or heavy traffic, meaning that your goods are always travelling through the most efficient route.

Our non-asset based Road network provides you with flexibility, improved service levels, accelerated delivery, reduced direct and indirect costs and much less complexity. Integrated Road networks, covering the world.

Pioneer Cargo land freight network covers both Middle East and Western Europe, the following services are provided:

- Full Truck Load from/to Europe, Asia, and Arab countries.
- Less Than Truck Load out of Jordan to different destinations in Western Europe.
- Less Than Truck Load out of Europe, Turkey, and UAE-Dubai to Jordan and other destinations in the Middle East.
- Full Truck Load to Iraq



Pioneer Cargo Company intends to surface the clients on the following service points to cater to their entire logistics requirements. Endorsing the importance of a close and transparent relationship that is so important for a long term business association, Pioneer Cargo Company will strive to uphold the following service levels to the satisfaction of its clients.

- Attend to all the clearance formalities
- Unstuffy containers, account for the same in Warehouse Management System exceed and final storage in the warehouse as advised by the clients.
- Organize transport, prepare documents as per the requirement
- Maintain up to date stock in the Warehouses
- Undertake any type of reworking requirements of the Client
- Provide unrestricted access to the clients as and when required.
- Provide backup facility for the electronic date files
- Maintain confidentiality of both electronic and hard copy data
- Represent the client to their customers in turn as and when advised.



#### PIONEER CARGO COMPANY CLASS STRATEGY

To establish a quality system that will meet the requirements set by ISO 9001:2008 standards. (Under Process)

To train all personnel in the use of Pioneer Cargo Company quality system, to be understood, implemented and maintained at all levels. To identify and define objectives and targets for the important and critical activities.

To encourage personnel to participate in the process to improve the quality of the services by preventing, detecting and registering non conformity.

To carry our review and internal quality audits at regular intervals to ensure that implemented procedures are maintained.

To deliver services that will meet the customer's needs, requirements and expectations in a most cost effective way to either.

Pioneer Cargo Company to be endorsed and supported by yet another client as a "Business Partner" To carry out services in a professional, efficient and within the applicable laws, rules and regulations

