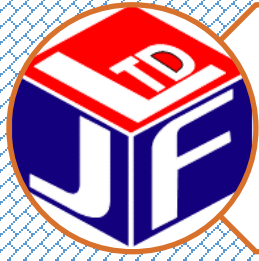


JIHAN FREIGHTERS LIMITED

satisfaction guaranteed



WHAT WE STAND FOR!

Vision Statement

Our Vision is to be the leading global logistics provider

Mission Statement

To provide efficient logistic solutions globally, employing sound management practices

Our Core Values

- Integrity
- Professionalism
- Efficiency
- Customer Satisfaction

Our Background

- ▶ Jihan freighters was established in 1993. It started its business as a parcel carrier offering door to door services to all major towns within Kenya. Within a span of a year, the company established itself as a market leader in door to door deliveries and expanded its services.
- ▶ We pride ourselves in providing logistics services of high quality that are cost effective.
- ▶ Our clients benefit from efficient and competent service delivery in Clearing and Forwarding, Transport, Airfreight, Shipping agency.

Our services



► Transportation:-

Local Transport: We offer quick and efficient transportation covering all major towns in Kenya. We can transport your consignments from envelopes to consignments that weigh thousands of kilos efficiently without any delay.

Transit Services: We offer transport for FCL from the Kenya port and ICD in Nairobi to neighboring country of Uganda and Tanzania.

- ▶ Warehousing:- By coming to Jihan Freighters Ltd, you would have taken one of the steps of ensuring your cargo arrives safely and on time. You will find people who understand your needs and priorities, and the importance of your cargo.
- ▶ Clearing and Forwarding:-This division offers **professional customs clearing and forwarding services** at the Seaport and Airports through highly professional, qualified and experienced staff. Our offices are equipped with modern communications facilities to enable Import and Exports to be handled professionally from documentation to release.
- ▶ Shipping Agency:- □ This department provides services to customers who export/import to and from all parts of the globe. Freight Forwarding plays an integral part in the shipping industry, and as such, the department has established its agency network globally in order to offer efficient and reliable services. It offers customized door to door services for importers and exporters.



Our Network



► Mombasa

The head office in Mombasa -with **over 100 staffs**- is strategically located 1.5km away from the Mombasa port making it convenient for ease of access to and from the port.

It has a warehouse covering around 10,000sq.ft. where consignments for different customers are consolidated for outward transportation to Nairobi and other major towns. It also acts as a holding point for goods from the hinterlands.

We also have a workshop in Mombasa covering an area of 30,000 square feet. The workshop is equipped to do all the maintenance work needed for the smooth operation of our fleet. Our fuel pump station is also in the workshop to enable efficient operations.

► Nairobi

The Branch office in Nairobi **with over 80 staffs** is situated in the Industrial area of the *capital city- the country's business hub*- with a warehouse covering 30,000sq.ft.

The branch has a capacity for storage and distribution of consignments. This office offers logistics services required to ensure clients' cargo is collected, transported and delivered efficiently.

- ❖ The branch also handles custom clearing and forwarding at the ICD and the airports.

► Kisumu

Jihan Freighters Kisumu branch **with over 10 staffs** is strategically located within the lakeside city covering an area of 5,000sq.ft. The branch serves our customers in western Kenya and is utilized for warehousing and distribution of clients' cargo.

Our Network cont.....

► Eldoret

Jihan Freighters Eldoret branch with **3 permanent staffs**, is located within Eldoret town centre, along Arap Kitonga street. With its warehouse space of approximately 5000sq Ft and a spacious modern office, the branch adequately caters to its clients' needs through provision of quality transportation services for both loose and containerized cargo; reliable courier services; and safe warehousing facilities.

► Malindi

Jihan Freighters Malindi branch office with **3 permanent staffs** is mainly used as a collection and contact point with our clients in Malindi. In response to our clients' requests, we decided to open a branch and cater for the demand fueled by the growing tourism industry in Malindi and its environs.

► Nakuru

We expanded our grip of the Rift Valley region when we launched another branch in Nakuru with **3 permanent staffs** to better serve the growing need of the rift population. With our experienced workforce on site, Jihan has ensured that it provides faster and efficient deliveries and collection services. We now have trucks delivering in Nakuru on a daily basis.

► **Lamu:** with the increasing demand in logistics solutions, we opened our doors to Lamu county to further widen our niche within the coast region. This is to further serve clients taking advantage of the LAPSET project



Why Choose Us!

Jihan Freighters Limited has an established quality management system modeled on ISO 9001:2015 - which it continuously improves to enhance its effectiveness in service delivery. The model consists of five key processes and sequenced as follows: Quality Management System, Management Responsibility, Resource Management, Service Realization, Measurement, Analysis and Improvement.

- ▶ **We have a fleet of over 90 trucks** including semi trailers, canters, pick-ups, ten tonners and ten wheelers that are fitted with tracking devices to enable surveillance and monitoring of both truck and client's cargo in transit.

- ▶ **EFFICIENCY & EFFECTIVENESS**

Our immense experience of over 22 years in the logistics business puts us high above our competitors.

Our transport section is sufficiently equipped with all the essential facilities to enable efficient door to door collection and delivery of cargo

- ▶ **HIGHLY QUALIFIED & DEDICATED WORKFORCE**

Over the years, we have developed a good HR strategy entailing a recruitment process that focuses on merit and high performance. We pride ourselves in quality and prompt service.

- ▶ **FOCUS ON CUSTOMER SERVICE**

We interact with our clients constantly to understand their changing requirements and try to meet them and maintain a high customer satisfaction.

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The qualified staffs at our customer care desks always ensure you are informed of the status of your cargo. We are always ready to answer to your feedback and inquiries.

OUR MEMBERSHIP

We are also members of :-

- **KENYA INTERNATIONAL FREIGHT FORWARDERS ASSOCIATION (KIFWA)**
- **KENYA GROUPAGE CARGO HANDLING ASSOCIATION (KCGHA);**



Our Quality Policy Statement

Jihan Freighters Ltd is committed to implement an efficient cost effective organization by establishing quality processes at all stages. The main objective is to determine, meet and exceed customers' needs with value for money and quality services consistently.

The main objective is achieved by:

- ▶ An emphasis on customer satisfaction both internal and external.
- ▶ Implementing a consistent human resource policy.
- ▶ Upholding a documented quality management system.
- ▶ Continuous improvement of our services and practices.

The management and staff are committed in meeting the above objectives and shall review them annually in line with the changing global trend.

Our staff



- ▶ Over the years, we have developed a good HR strategy entailing a recruitment process that focuses on merit and high performance. We have employees who are not only qualified but also dedicated to achieving customer requirements with the knowledge that customer is king.
- ▶ The company also has a training programme that analyzes training needs in relation to our services with the main aim of improving customer service delivery and realizing customer satisfaction, as well as developing the skills of our workforce.
- ▶ We recruit from a wide spectrum of fields to enhance an all rounded workforce that caters to customer needs in the changing logistics business. Our staffs work TIRELESSLY with both dedication and integrity to ensure that we achieve our core objective of becoming the most trusted logistics provider in the region.

ORGANIZATION CHART

