



HAKIKA TRANSPORT SERVICES

Company Profile



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About the Company



Corporate Philosophies

VISION
To be the market leader in the provision of highest level of safe and efficient local transportation solutions in the country and the trusted empty container depot of choice.

MISSION
To provide clients with superior customer services as far as container handling is concerned and efficient delivery of consignments at affordable rates.

- CORPORATE OBJECTIVES**
- Delivery of quality services.
 - Offering competitive rates.
 - Upholding a high degree of professionalism.

Hakika Transport Services was founded in 1991 with the vision of its directors who have wealth of experience in the shipping and port industry. The headquarters of the company is situated at Changamwe along the Nairobi-Mombasa Highway in Mombasa County.

In its early years, the company had carved out a niche in port operations mainly handling stevedoring activities. Hakika Transport Services was involved in the discharge of steel products, grains, clinker and containers for onward transportation to warehouses within Mombasa and its outskirts.

It was through handling these port operations that Hakika Transport Services identified the opportunity to introduce an empty container depot to solve the pain-points faced by shipping lines. To-date, Hakika Transport Services has grown to be the largest empty container depot in East Africa.

Empty container depots form an essential part of the shipping logistics chain. At the depots importers can leave their empty containers and exporters can pick up empty containers for shipment. For many ship-

ping companies, Hakika serves as the Kenyan empty container collection point thanks to its four container depots and high-quality service.

Hakika Transport Services takes a customer-focused approach in all its activities. To this end, the company's foundation is based on four important values:

- Professionalism
- Technology and Innovation
- Superior Customer Service
- Affordability

Hakika Transport Services offers turnkey end to end solutions to its clients as far as container storage, repairs and maintenance and transportation is concerned.

The company has 1,006 employees of which 900 are depot operations/transport employees and 106 are security employees.

The depots operate 24 hours a day and 363 days a year. Hakika does not operate on Christmas day and Labour Day. The yards are installed with light towers to increase visibility for night vision and enhance security •



Company Overview

At Hakika, the four container depots offer more than 16 hectares i.e. Approximately 40 acres of storage space in total. Apart from storing empty containers, the container depots also provide container-related services, from logistics and inspection to cleaning and repair. The wide range of container depots, the favourable price-quality ratio of the service, and the excellent connections make Hakika the perfect hub for empty containers in East Africa.

Hakika's four depots can handle over 18,000 TEUs. The depots are all covered with paving blocks.

“ Hakika is the market leader in Kenya in empty container storage, commanding a sizeable market share. In the last five years (2013 to 2017), the company has handled over 1.7 million TEUs.

Hakika takes pride in offering superior services to its esteemed clients by offering tailor-made solutions to the clients' needs.

Hakika's depots are situated at Jomvu which is 7.6 km away from the port of Mombasa on the Kipevu entrance (Gate No.18).

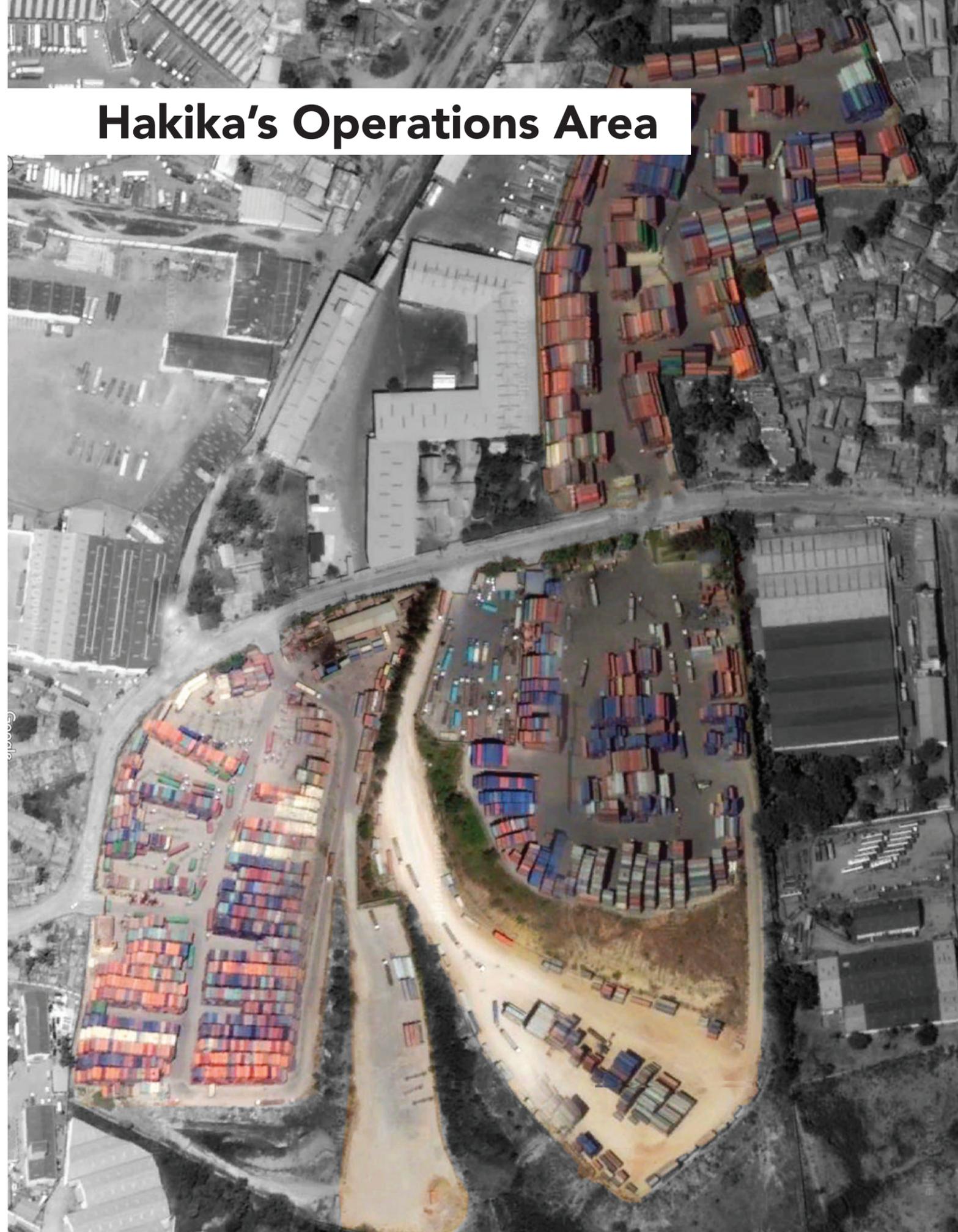
Hakika's depots are equipped with modern equipment and assets to ensure proper handling of clients' containers.

The assets are owned by the company and include:

- Yard 1:** Three Side Loaders
Two Forklifts
- Yard 2:** Three Side Loaders
- Yard 3:** Three Side Loaders
One Forklift
One Reach Stacker

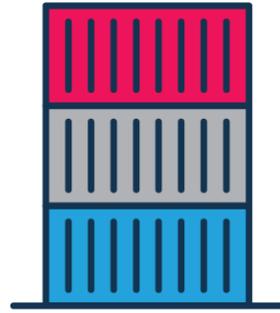
At the Port: Three Reach Stackers

The management team is led by experienced professional managers armed with trained engineers managing depot operations. Technicians performing skilled tasks are well-trained from recognized institutions •



Hakika's Operations Area

Our Core Services



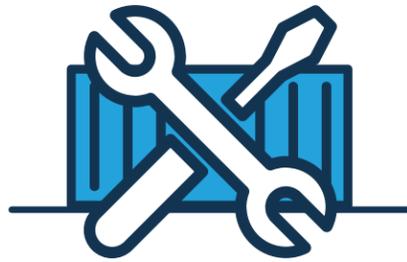
Container Storage



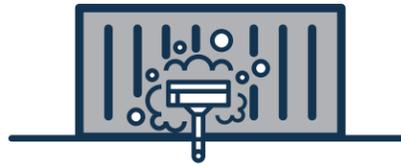
Transportation



Container Handling



Repairs & Maintenance



Container Cleaning



Pre-Trip Inspection of Reefers and Normal Units



STORAGE

Hakika Transport Services provides storage of containers for both privately owned units and shipping line owned units.

Hakika allocates designated storage areas for different shipping lines. The containers are arranged in a well-organized manner to facilitate quick tracing and retrieval and hence increases the depots efficiency.

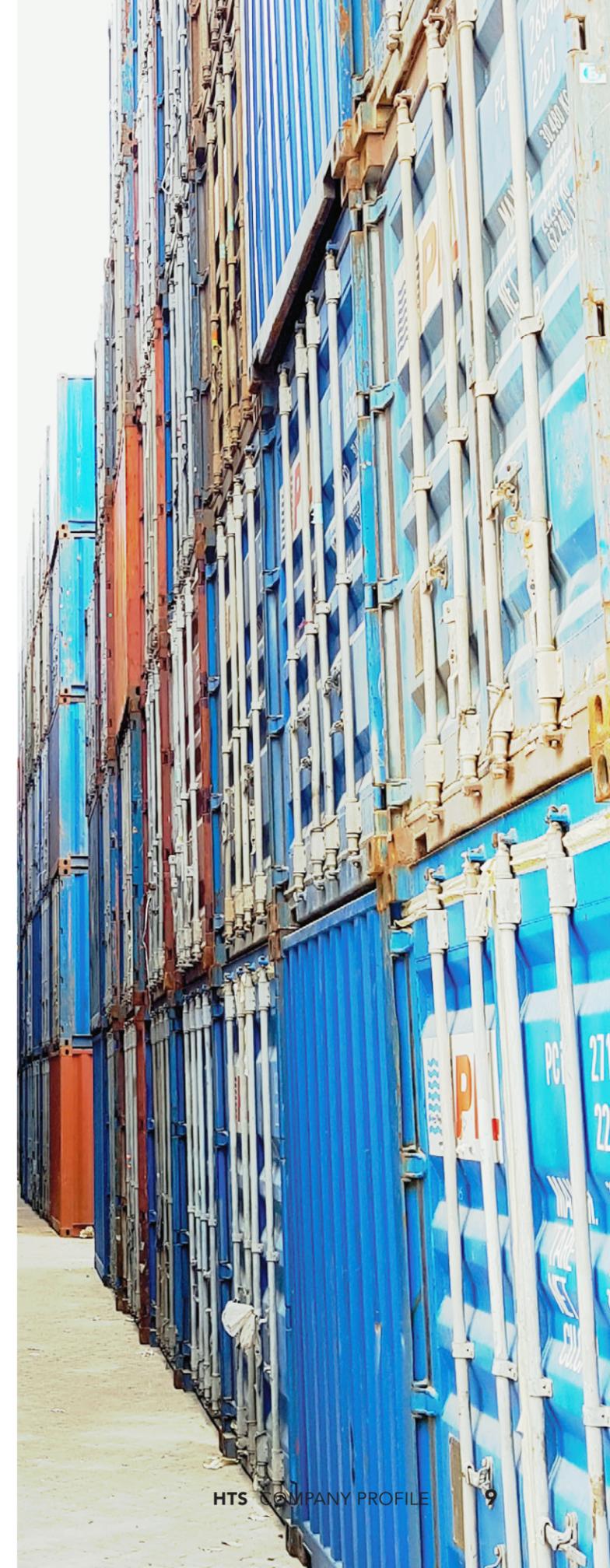
Hakika has four depots in Jomvu area which are all paver blocked and with a maximum capacity of over 18,000 TEUs.

Out of its four yards, one yard is dedicated to FEU containers.

The depots are installed with CCTV cameras for constant safety and security monitoring.

The storage of Empty Containers coupled with a setup of "Maintenance & Repairs" as per IICL standards, enables Hakika Transport Services to deliver the excellence in quality and service. Every container is meticulously inspected and surveyed at the depot, thereby ensuring that they are maintained to the highest standard.

Tallying and Coordination: Hakika Transport Services have qualified and competent personnel within the organization who supervise loading and discharging of vessels, ensuring timely management, and that all nominated units are properly handled.





TRANSPORT

Hakika Transport Services offers transport of empty containers from its depots to the port and the vice versa via tractors. The company owns a fleet of 90 tractors used in shunting the containers, 20 of which are stationed at the port of Mombasa. In addition to tractors Hakika owns a fleet of 120 trucks that complements its operations.

Empty Container Evacuation: Additionally, Hakika Transport Services provides transportation of empty containers that have arrived via the SGR to the designated depots.

Shipping lines are well pleased with Hakika Transport Service's promptness in completing the orders thus aiding in meeting their KPIs (Key Performance Indicators).

Further, the company provides transportation of laden containers from clients warehouse to the Kenya Ports Authority terminal export block.

Besides transportation of containers, Hakika Transport Services also offers transportation of steel rods, coils and billets from the port of Mombasa to a yard situated 2.2 km next to Changamwe Roundabout. With the close proximity to the port of Mombasa, Hakika is able to shunt clients cargoes out of the port within a short period. This enables clients reduce costs as far as port dues are concerned.

Other than steel products, Hakika also transports the following cargo for clients using its trucks:

- Bagged Grains
- Bulk Clinker
- Bulk Limestone
- Import and Export Containers



CONTAINER HANDLING

Hakika's depots are equipped with modern facilities, designed to provide uninterrupted service to the clients. Employees charged with handling duties are well trained to ensure optimal container handling.

Pre-stacking: For swift loading operations, Hakika Transport Services provides pre-stacking of empty containers from depots to the pre-stacking area prior vessel arrival, and transportation from pre-stacking area to the vessel.

Tracing: Hakika Transport Services offers tracing of units both in port terminals and depots for ease in loading and planning.

The depots are equipped with forklifts, reach stackers and side loaders with 20ft & 40ft spreader capability, to ensure safe and efficient movement of containers within the yard.

The assets are owned by the company and distributed as follows:

Yard 1: Three Side Loaders
Two Forklifts

Yard 2: Three Side Loaders

Yard 3: Three Side Loaders
One Forklift

One Reach Stacker

At the Port: Three Reach Stackers



CONTAINER REPAIRS & CLEANING

Appropriate equipment is used for container repairs, high pressure water jet and steam cleaning machines are used in cleaning the empty containers.

As and when Containers needs cleaning, our professionals will take care of all proper water wash, steam clean and chemical clean with proper materials to protect any damages to floorboards and panels.

Sheltered workshops are also provided for all weather repairs. Surveys and repairs are conducted by qualified, trained and experienced staff. Each depot has a number of IICL certified inspectors.



PRE-TRIP INSPECTION OF CONTAINERS

Hakika Transport Services is one of the prevalent leading partners to major shipping lines for storage and maintenance of Reefer Containers.

In addition, Hakika offers its clients pre-trip inspection (PTI) of reefer containers prior to shipping.

Shipper Aid: Besides reefers, Hakika Transport Services assists shipping lines' clients in selecting and providing suitable normal units for shipping, to ensure the unit selected by the client is appropriate for the cargo to be exported.



Value Proposition

Favourable Price-Quality Ratio: Compared to its competition, Hakika offers competitive rates to its clients. Service Quality – Hakika is a trusted brand and a market leader in East Africa. Quality is strictly monitored and controlled by qualified inspectors who are duly certified by international bodies like IICL (Institute of international Container Lessors). In addition, the company yards are well equipped with modern equipment to ensure proper handling of clients' property.

Personalized/Customized: Hakika offers customized tailor made solutions to different clients as different clients have different needs. With its customer-centric approach, Hakika strives to act as a one stop shop for client needs as far as empty container handling is concerned. In the depots, clients get dedicated zones for their containers.

Hakika's depots are securely guarded full time by own security team and an out sourced security company. The depots have CCTV cam-

eras installed to constantly monitor container movements and security.

Sufficient flood-light towers have been installed at the yards to ensure there is adequate lighting during night operations as the facility operates on a 24 hour basis.

Hakika Transport Services is fully insured and licensed by the Kenya's Ministry of Transport. The insurance policies provide adequate cover for the clients' containers while at the custody of Hakika Transport Services.

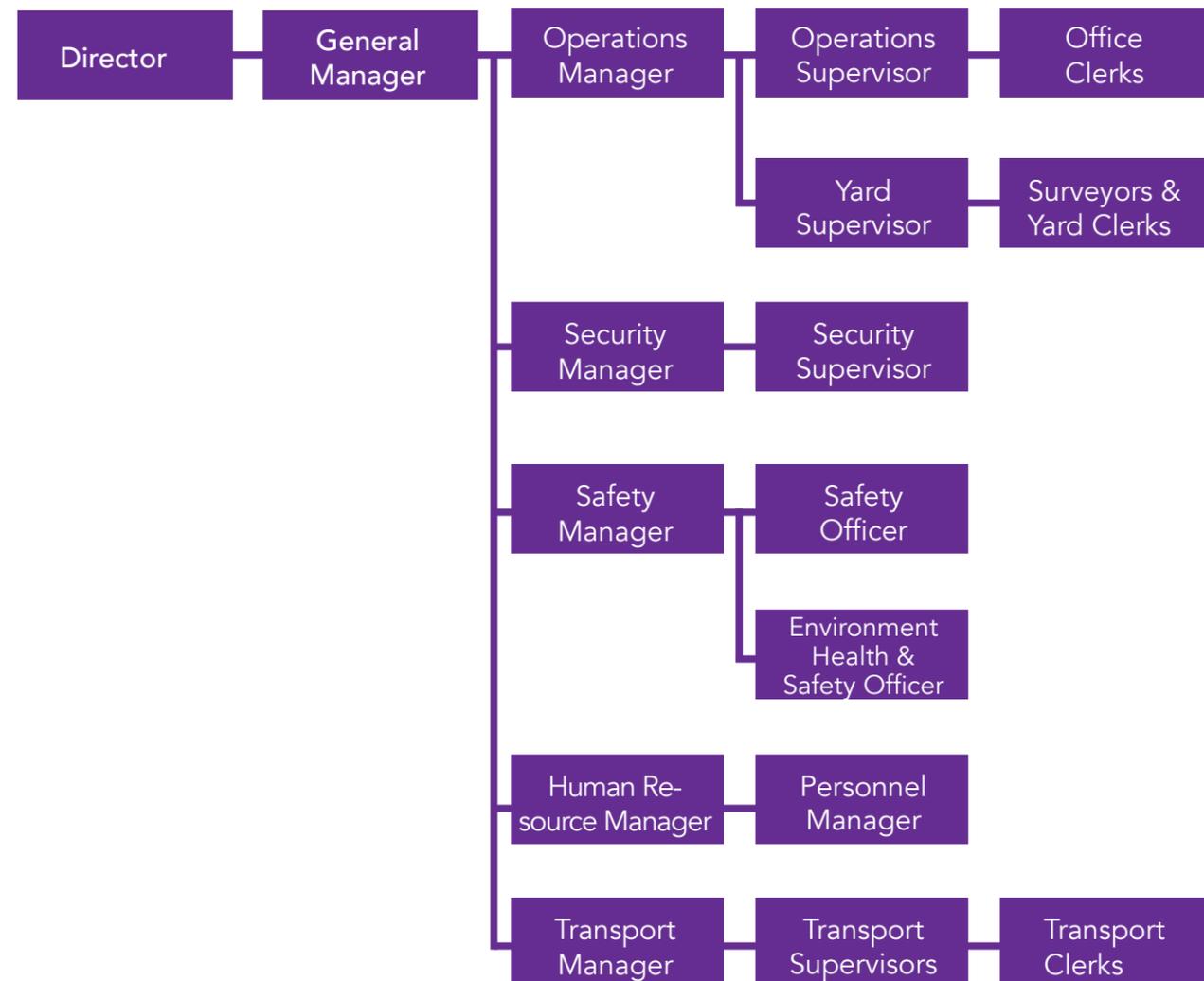
The company has invested in ICT systems to increase efficiency and promote transparency. With in-house computer systems, including EDI capabilities, activities such as container movements can also be promptly reported to each client as per their tailor made requirement.

The company is in the process of acquiring ISO certification •

Organizational Structure

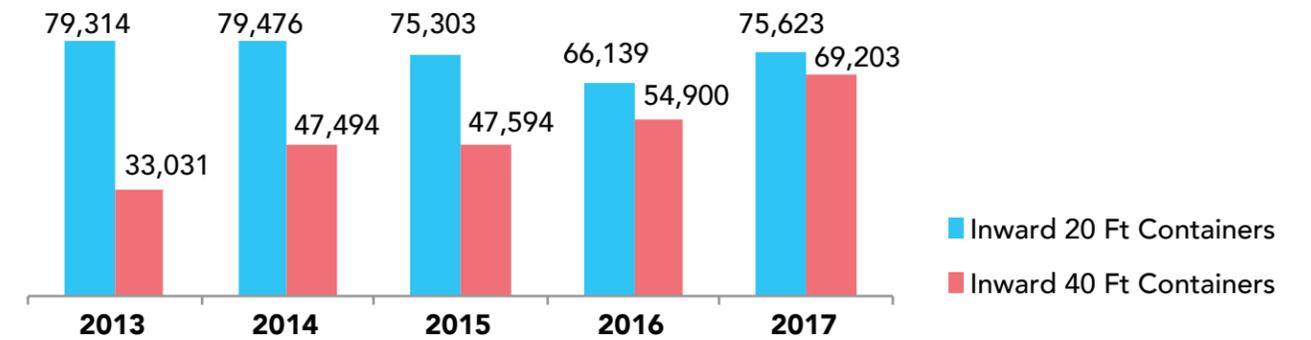
Hakika has a strong management team managing over 1,000 employees. The managing team and founders have over 100 years of combined experience in the shipping and port industry.

Below is the organogram of the organization.

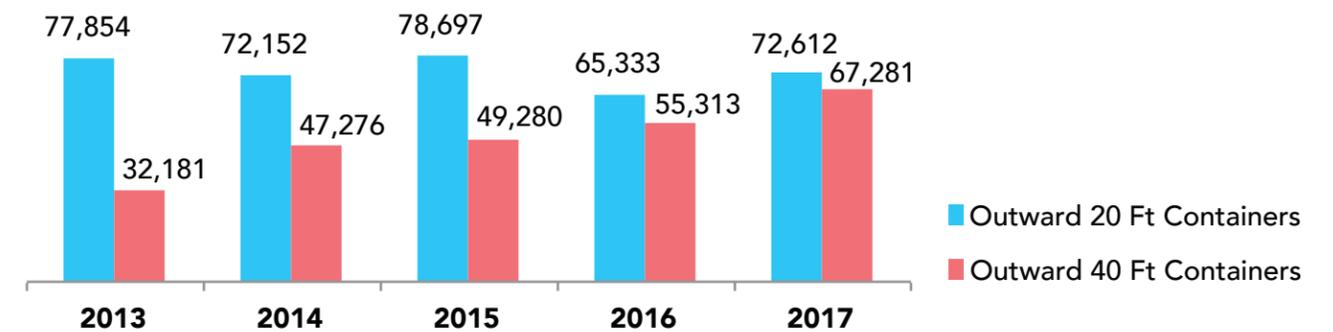


Historical Performance

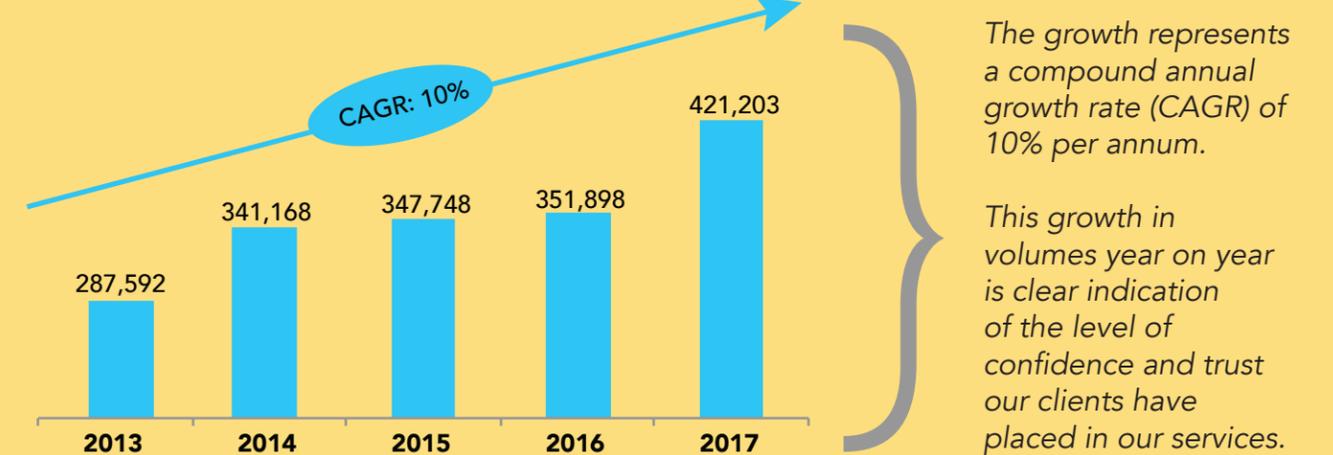
Inward Movements of Containers



Outward Movements of Containers



Growth in TEUs Handled



Facts & Figures

18,000

DEPOT TWENTY-FOOT EQUIVALENT UNIT (TEU) CAPACITY

421,203

* TEUS HANDLED IN 2017

4

NUMBER OF YARDS

50%

MARKET SHARE

> 10

NUMBER OF SHIPPING LINE CLIENTS SERVED IN 2017

16

HANDLING EQUIPMENTS AVAILABLE AT THE YARDS

1,006

NUMBER OF EMPLOYEES

27

YEARS IN OPERATIONS

110

NUMBER OF TRACTORS OWNED

7.6

KILOMETERS FROM THE PORT OF MOMBASA

120

NUMBER OF TRUCKS OWNED

40

YARD'S TOTAL ACREAGE



Major Clients

Hakika Transport Services serves top global shipping lines and other well established companies in various industries. The fact that these brands have been doing business with Hakika Transport Services over the past decade or so is sufficient testimony of the trust and confidence they have placed in the company.



MAERSK



Director

Mobile: +254 733 410 068

Email: jamal@hakikatransport.co.ke

General Manager

Mobile: +254 727 690 746

Email: depotmanager@hakikatransport.co.ke

Operations Manager

Mobile: +254 710 445 700

Email: ahmed@hakikatransport.co.ke

Depot Operations Department

Tel: +254 772 396 095

Email: depot@hakikatransport.co.ke

Customer Care Head Office

Tel: +254 203 576 081

Mobile: +254 738 376 640

Email: info@hakikatransport.co.ke



HAKIKA TRANSPORT SERVICES LTD.