



Almajdouie Logistics

Newsletter | June 2021 | Issue 19



NEW HEAVY-DUTY VEHICLES

To enhance capabilities

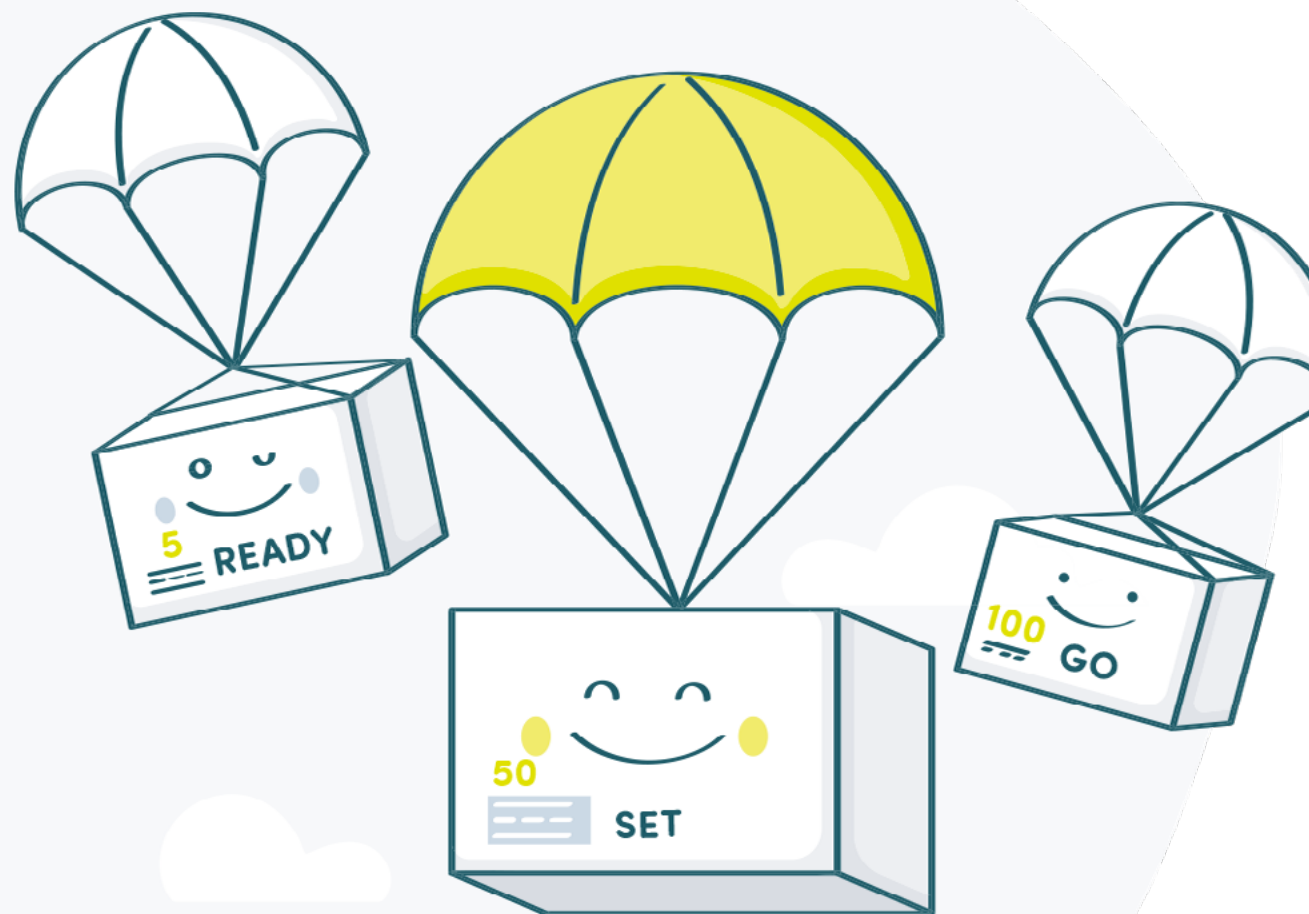
REEFER CONTAINERS YARD

Launched in Western region

ENHANCING OUR STRONG SAFETY CULTURE

mlcGO

OUR OFFER PACKAGES
CATER FOR ALL...
 CHOOSE THE ONE THAT SUITS YOUR BUSINESS



**PREPAID PACKAGE
 DELIVERY SERVICE**

إيزي جو
easyGO

mlcGO.com

IN MEMORY

ISSUE 19



1980

Many of our transportation contracts continue to run successful after several decades.

Here is our team working in the 80s.

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MELI BECOMES CIPS-APPROVED EXAM
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Newsletter Team

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ON THE ROAD TO SUCCESS

Our fleet of trucks and semi-trailers of various sizes and types is ready to serve any type of customer requirement, at any location, at any time.

A WORD FROM THE CEO

A Time for Reflection

Firstly, I would like to wish the entire Almajdouie Logistics family health, happiness, and success during these challenging times.

As we prepare to enter the third quarter of the year, we can look back on the milestones we have achieved to date with a sense of accomplishment. From enhancing our infrastructure with a new plug-in facility at our Khumrah Terminal, to the start-up of MDR activities at LPIC Project in Oman, we have made exceptional progress.

The recent World Day for Safety and Health at Work spotlighted the key role safety plays within our organization. This year's theme was "anticipate, prepare, and respond to crises", which is precisely what our company did at the beginning of the pandemic. We can all be proud of our proactive approach and I encourage you all to maintain our high safety standards.

The recent restructuring of our Safety and IT divisions and our investment in 30 new Hyundai Xcient trucks will also contribute significantly to improving operational efficiency, enabling us to provide customers with higher levels of service.

The key to our continued success is finding new ways to stay ahead of the curve, which we always strive to do. Accordingly, we remain focused on investing in our people and developing our capabilities by adopting new technologies. Throughout the



The key to our continued success is finding new ways to stay ahead of the curve, which we always strive to do. Accordingly, we remain focused on investing in our people and developing our capabilities by adopting new technologies. Throughout the pandemic, we have learned important lessons in this regard that will serve us well for years to come.



pandemic, we have learned important lessons in this regard that will serve us well for years to come.

We pride ourselves on being a responsible partner and have realigned our offerings to support the supply chains of customers in diverse industries. Thanks to the strong spirit



MOHAMMAD ALMAJDOUIE
CEO
ALMAJDOUIE LOGISTICS

of co-operation and mutual respect we share with our partners and customers, we continue to stand tall, together.

With national vaccination efforts gaining momentum, the familiar routines, and activities we put on hold at the start of the pandemic are starting to return. Although this is a welcome sign that life is returning to normal, we must maintain our high levels of vigilance. If you have not yet registered for the COVID-19 vaccine, I encourage you to do so. This quick, safe, and simple procedure is an important tool in our fight against the virus.

Once again, I thank all our employees for your important contributions to our business during these challenging times. Your hard work, and sense of responsibility have made it possible for us to keep serving our customers and our Kingdom under very difficult circumstances. You truly are our greatest asset. I would also like to thank our partners for standing beside us.

IN VISION

AN INNOVATIVE APPROACH TO DIGITAL TRANSFORMATION

While the COVID-19 pandemic caused disruption on a global scale, it also highlighted the key role innovation plays in tackling new challenges. Almajdouie Logistics Chief Operations Officer Kris Brusselmans discusses the company's proactive business approach, its culture of innovation, and the major trends shaping the logistics and supply chain industry.

Supply chain and logistics operations are on the frontline of the pandemic, keeping essential supplies moving despite significant transport disruptions, movement restrictions, and market volatility. These complications have accelerated the need to innovate, an area in which Almajdouie Logistics excels.

COVID-19 has demonstrated just how critical supply chains are and accelerated the adoption of trends that may otherwise have taken years to realize. Automation, analytics, and real-time visibility are just a few examples of trends that have helped to alleviate the pressure on global supply chains.

Over the past year, businesses around the world have started investing in some of these technology trends,



KRIS BRUSSELMANS
COO
ALMAJDOUIE LOGISTICS



IN VISION

gaining more visibility and control of the supply chain, which has been an issue throughout the COVID-19 crisis.

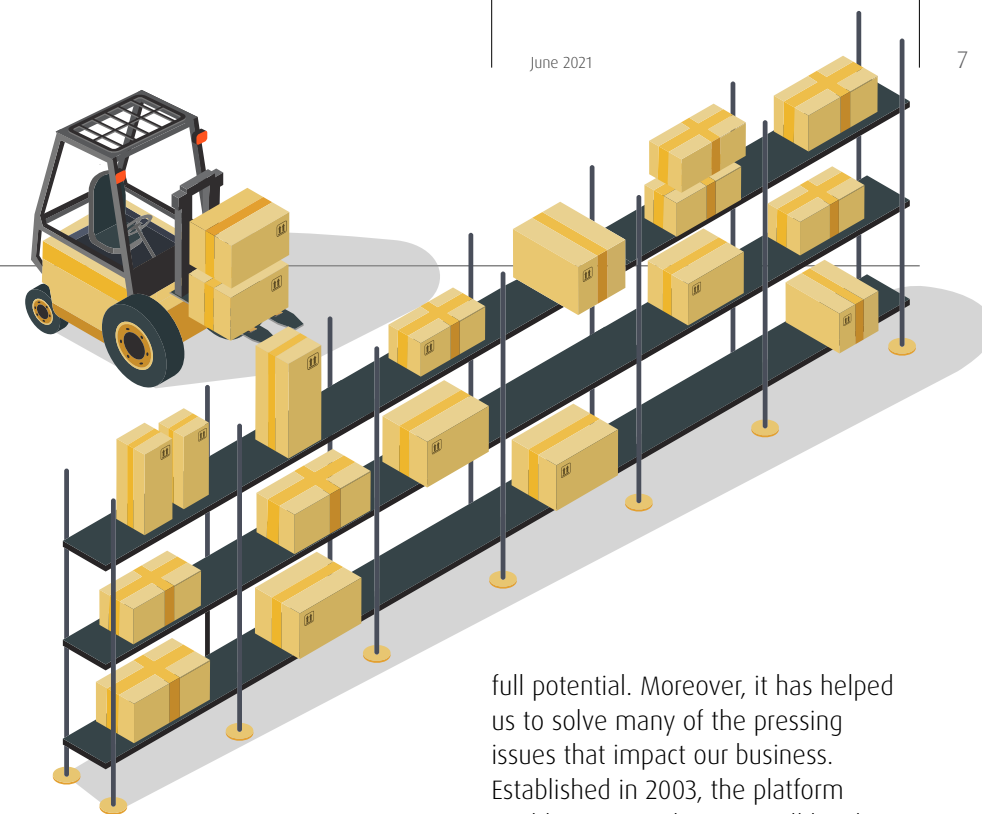
The logistics sector, for example, has eagerly embraced the use of robotics and automation, which proved useful given the need for practices like social distancing. These technologies have also helped to address labor shortages at eCommerce fulfilment facilities and keep workers separated during trailer unloading.

Logistics companies globally have also embraced contactless operations to mitigate the risks arising from the pandemic, including delivery options such as parcel lockers, autonomous delivery robots, and in-app signature software. Logistics facilities have also quickly adopted fixed presentation scanners so operators don't have to touch items like handheld scanners.

Companies have also turned toward 3D printing to meet the rapid rise in demand for personal protective equipment and ventilators. There has also been a greater shift toward using wearable technologies like smart glasses and augmented reality solutions that allow a remote expert to support on-site personnel.

Many organizations have recognized the value of future-proofing their supply chain through technology, and this mindset will likely accelerate as companies move past the coronavirus pandemic.

On top of the continued globalization and volatility experienced this year, two other things came into play in 2020 – the continued growth of e-commerce and a renewed focus on sustainability. Sustainability will be a key part of the future of the logistics industry and logistics providers must start investing in sustainability today.



At Almajdouie Logistics, we pride ourselves on innovation and ingenuity, which stands us apart from competitors and enables us to provide bespoke solutions that are as simple or complex as our customers may require.

At Almajdouie Logistics, we pride ourselves on innovation and ingenuity, which stands us apart from competitors and enables us to provide bespoke solutions that are as simple or complex as our customers may require. Innovation plays a vitally important role because it improves the way we utilize our capabilities, assets, and resources, which helps us to find new ways of exceeding our customers' expectations.

Almajdouie Spark is an integrated idea submission, employee engagement and appreciation program that promotes a culture of innovation within our organization. It motivates all our employees to excel and realize their

full potential. Moreover, it has helped us to solve many of the pressing issues that impact our business. Established in 2003, the platform enables our employees at all levels to share their ideas for reducing costs, saving resources and time, improving our services, increasing safety, and improving the workplace environment.

Even before the pandemic hit, being proactive and innovative were major areas of focus for our company. A good example is mlcGO, which offers a range of eCommerce logistics services to help drive our customers' businesses forward. Although eCommerce was popular with businesses and consumers before the COVID-19 pandemic hit, the crisis has accelerated its growth and mlcGO continues to cater to a growing number of customers as a result.

Almajdouie Logistics is committed to exceeding customers' expectations and to do that in this digital age, embracing technology is essential. Implementing the right technologies at the right time, and ensuring that employees are properly trained in how to use them are the keys to success.

Our ongoing digital transformation is helping us to improve customer satisfaction levels, streamline the running costs of our operations, and, most importantly, saving our customers' time and money. Furthermore, it ensures that the quality associated with the Almajdouie name improves with every shipment.

IN FOCUS



mlcGO

supports eCommerce Growth in Saudi Arabia



IN FOCUS

eCommerce has become an indispensable part of the global retail framework. Although it was popular with businesses and consumers before the COVID-19 pandemic hit, the crisis has accelerated its growth and forced companies of all sizes to re-evaluate their business strategies.

Lockdowns, curfews, and health concerns saw eCommerce usage surge throughout 2020. Even as the pandemic comes under control and restrictions ease in 2021, eCommerce is expected to continue its growth trajectory.

Consumers have become used to the convenience of online shopping, putting increased pressure on the logistics industry to improve efficiency. This is an area of focus for mlcGO, which is proudly supporting the increased demand for eCommerce fulfillment and last-mile delivery services in Saudi Arabia.

Backed by an expansive fleet, highly qualified drivers, and the latest technology, we offer last-mile delivery services throughout the Kingdom, adhering to global best practices. Our delivery system uses a route optimization model, which helps us to avoid high traffic areas, and clients can conveniently track their shipments online. It also enables on-time deliveries and saves on fuel costs.

With fulfillment centers spread across 29,000sqm, mlcGO maximizes efficiency and supports stock availability with periodic inventory reporting. While they are generally smaller in size than regional or metro-fulfillment centers, they provide the needed flexibility to meet customer needs and fit into a wide range of supply chain strategies.

We offer a full range of services, including receiving, barcoding, and storing products. Once customers place their final order, our team begins picking, packing, and dis-



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patching for last-mile delivery. Our system integration and cargo tracking capabilities offer additional benefits, and we also offer returns management services in line with global best practices.

mlcGO is licensed by the Communications and Information Technology Commission, helping to ensure that our services meet

the highest standards.

We believe in convenience and offer a range of different payment options, including online, cash on delivery, point of sale, and weekly transfer of collections. Moreover, our pre-paid waybill payment option is ideal for small and medium business. The flexible package accommodates users' unique needs and does not require a long-term contract.

Although there are similar companies in the Kingdom, mlcGO sets itself apart with its value driven services and commitment to exceeding customers' expectations. We offer 7-day storage for returns and during delivery attempts for free.

Connecting with customers is vital and we remain focused on making this process as convenient as possible. We offer multiple communication channels, including SMS, business WhatsApp, a call center, and a chatbot.

While organizations around the world tried to cut costs to offset the financial impact of the pandemic in 2020, we continued to invest in the development of our people, processes, and infrastructure. Green logistics is an active area of focus and we are also exploring new technology that will enable us to support the Kingdom's Vision 2030 goals.

UPDATE

EVERGREEN SHIPPING CRISIS AT SUEZ CANAL



The Suez Canal, one of the most important marine fjords in the world, was blocked for six days after the grounding of the Ever Given, a Golden-class container ship owned by Evergreen.

The 400-metre-long vessel carrying 18,300 containers was buffeted by strong winds and wedged across the waterway, which prevented other vessels from passing through that part of the canal.

The canal is one of the world's busiest trade routes, and the obstruction had a significant impact on international trade particularly between Europe, Asia, and the Middle East. On the sixth day of blockage, at least 425 cargo vessels were waiting to transit the canal. Data from Lloyd's List showed that the stranded ship blocked US\$9.6 billion in Suez Canal trade per day.

The cost of shipping oil products, for example, has already doubled and delays to the global manufacturing

supply chain, especially the auto industry, hit consumers. However, the blockage did not just affect the global shipping industry or the Egyptian economy. Countless businesses, from domestic transport providers to retailers, supermarkets, and manufacturers were also impacted.

The Suez Canal is an artificial waterway that connects the Mediterranean to the Red Sea and prevents ships from having to pass through the Cape of Good Hope, off South Africa. The canal

UPDATE



knocks about 8,900km off a ship's journey time. As the fall-out from the Ever Given's grounding in the Suez Canal begins, there are many different facets to investigate – the causes of the incident, the insurance implications, and the wider impact on the container supply chain to name a few.

Although those remain as major issues for maritime business, there are also other lessons to be learned, including the security implications, creating buffer zones in time and inventory,

diversifying modes of transportation, being ready for insourcing, and using local content. Egypt, on the other hand, should consider this dramatic event as a perfect scenario to play with.

Saudi Ports Authority, Mawani, undertook an initiative to support international shipping lines stranded at the south end of the Suez Canal on the Red Sea coast, extending the services of Jeddah Islamic Port for ship transfers and container offloading. Measures included an extended period

of exemption from storage fees for transshipment containers, from 30 days to 60 days, for 3 months as of March 27, 2021.

This incident showed the magnitude of securing the main gateways of transportation, including the savings in time and costs of supplies. The Suez Canal accounts for 30% of the world's daily shipping container freight and approximately 19,000 vessels passed through the canal last year, according to official figures.

UPDATE

ARTIFICIAL INTELLIGENCE AND ROBOTICS IN THE LOGISTICS INDUSTRY

In this exclusive interview, Dr. Turhan Bilgili discusses how advancements in robotics and Artificial Intelligence are driving the supply chain and reshaping the future of logistics.

01. How are AI and robotics helping to solve unique problems in customer operations?

The development of artificial intelligence (AI) and the enhancement of robotics, together with stronger digital connectivity, have impacted all business sectors and services. In principle, the technological dimension can be considered one of the components of service innovation, and companies adopt these advanced and smart technologies to improve their operational processes, minimize costs, enrich customer experiences, or propose new ones.

AI and robotics are the main elements of M2M platforms where machines communicate with each other. These technologies have become common service solutions in many industries, generating a growing interest and, at the same time, a kind of concern about their disruptive effects on customer operations, business models, and processes.

There are key differences between industrial robots and social service robots. Industrial robots are designed to perform industrial tasks, whereas social service robots are designed to support and service humans by interacting with them and the environment in a natural, user-friendly, and socially compatible way.

Robotics is a growing industry with applications in a myriad of markets, including retail, transportation, manufacturing, and even as personal assistants. If you consider robots as mechatronic systems programmed for



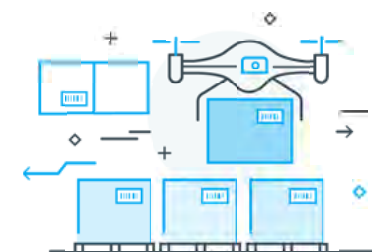
UPDATE

several operations, the performance of a robot varies due to the tasks programmed.

02. How is robotics helping to optimize the supply chain?

Autonomous robots are programmed to perform tasks with little to no human intervention or interaction. They can vary significantly in size, functionality, mobility, dexterity, intelligence, and cost—from robotic process automation to flying vehicles with artificial intelligence. Autonomous robots can recognize and learn from their surroundings and make decisions independently.

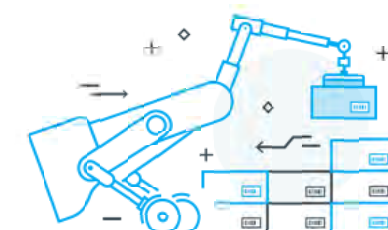
Robotics in the supply chain automates processes that are carried out manually, thereby reducing errors and anomalies. Mainly, robotics fuels seamless integration with other supply chain systems and tools, eliminating the need for manual input of POs, boosting ROI by bridging the gap with suppliers, responding to requests for proposals and questions, reducing human errors and duplicity in supply chain processes, and analyzing repetitive tasks to pinpoint efficiencies.



DRONE LOADER



AUTO STORAGE



ROBOTIC LOADER

AI applications have a variety of uses, for instance, they can be used to predict demand, modify orders, and re-route in-transit goods to warehouses where needed. Such planning and agility in logistics results in better service and lower costs.



03. What are some of the most practical applications of AI within the logistics industry?

The primary purpose of many AI implementations in the logistics industry is to automate time-consuming actions and save money. Many tech enterprises (e.g., Google, Amazon, Alibaba) are heavily invested in this technology. AI applications have a variety of uses, for instance, they can be used to predict demand, modify orders, and re-route in-transit goods to warehouses where needed. Such planning and agility in logistics results in better service and lower costs.

Another AI use case in logistics is smart roads. Examples of this technology include highways with solar-powered LED lights that can alert drivers about road conditions. Furthermore, solar panels prevent the road from being slippery in winter.

Another application is fiber optic sensors that can sense traffic volumes and patterns and alert drivers to road conditions ahead. These sensors can also sense when vehicles leave the road or are involved in accidents and alert the appropriate emergency services and authorities. AI can also improve customer experience through personalization, suggesting products tailored specifically to their buying habits and preferences.

UPDATE

04. Some people are concerned that the growth of AI and robotics will make human workers obsolete, what are your thoughts on this subject?

Traditionally, robots have been deployed for executing routine and repetitive tasks. Although they require complex programming for setup and implementation, they lack the agility to easily adjust to new operations. As autonomous robots become more sophisticated, set-up times are decreasing, they require less supervision, and can work side by side with their human counterparts. The benefits are expanding as autonomous robots become capable of working around the clock with more consistent levels of quality and productivity, performing tasks that humans cannot, should not, or do not want to do.

Artificial Intelligence in combination with Robotic Process Automation (RPA) provides workers with an opportunity to enhance their quality of work. For instance, everyday repetitive tasks can be automated, which lowers costs and improves the accuracy and timeliness of data for logistics companies. These days, AI can track and measure all inputs and variables quickly and precisely, improving the accuracy of predictions. This means lower inventory and simpler warehouse management.

05. How does AI increase business adaptability?

The growing complexity of the modern economy is already associated with the increased uncertainty and dynamics of demand and supply, where disruptive events become the norm rather than the exception. Artificial intelligence invariably conjures up visions of self-driving vehicles, obliging personal assistants, and intelligent robots.



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UPDATE

However, AI's effect on how companies operate is no less transformational than its impact on such products.

Actions that require computation or organizing copious quantities of data are better handled by machines and applying automated solutions that use AI. Companies gather massive amounts of data from business operations, social interactions, and sensors. Utilizing the power of big data to build automated solutions and provide insights will lead to a sustainable competitive advantage.

Nowadays, it is possible to address the challenge with the use of autonomous AI systems, which work continuously and can make decisions on their own – providing resource allocation, scheduling, optimization, coordination, and control of results in real-time.

06. Delivery drones and self-driving trucks are two huge areas of interest. How long do you think it will be before they become commonplace and what needs to happen before they do?

The use of automated vehicles in the logistics industry promises to save time and money and could reduce accident rates.

Recent advances in robotics, drone, and autonomous vehicle technologies (Amazon prime Air and Otto) have heightened the prospects of expanding distribution networks into omni-channel retailing. This may sound futuristic, but some logistics companies have used drones to deliver parcels to remote, hard-to-access locations. The drones are auto-loaded and unloaded, therefore, increasing efficiency and flexibility.

Another interesting development in this field is driverless trucks, (the successor of sidewalk last-mile delivery robots)

which are also fast weaving their way into logistics operations. A convoy of self-driving trucks drove across Europe and arrived at the Port of Rotterdam in April 2016, which demonstrates the potential of this technology.

Since those two technologies have already been adopted by many organizations in the NA, EU, and Asia, I do not think that it will take too long before they are involved in supply chain operations in KSA. However, government regulations should be introduced first, with the subordinate technologies committing infrastructure of these two hi-tech enablers.

07. Is there anything you would like to add?

Future trends and applications are always preferable if they sustain operations in a challenging environment. However, such a transformation will undoubtedly result in a huge loss of human presence.

To capitalize on the many benefits drones and driverless trucks will bring to supply chains, public and private organizations should suggest some pragmatic measures to offset the human cost of job and business losses.



JV FOCUS

MDR SIGNS CONTRACT WITH FARABI PETROCHEMICALS COMPANY



MdR recently signed a 5-year contract with Farabi Petrochemicals Company, the largest producer of Linear Alkyl Benzene in the Middle East. In line with the agreement, MdR will provide operation, maintenance, and product handling services at the company's Jubail facility. MdR will also oversee loading and unloading, warehouse management, and supply chain and maintenance works.

MdR Operations Manager Bart Darcis said: "Our main contribution to the Farabi project is experience. Our technical knowledge of

liquid handling and expertise in drumming ensure that we are well-positioned to oversee these complex operations. Over the years, MdR has built a solid reputation on the pillars of safety, quality, and maintaining the highest standards."

He added: "The utilization of multiskilled operators and processes are vital to ensure the project's success. Farabi produces specialized chemicals and is still in its start-up phase, which means there are fluctuations in demand and several requirements that need to be addressed. As such, MdR remains focused on being flexible and



adaptive while maintaining the safety and quality standards we are known for."

With its extensive expertise in chemical handling and skilled workforce, MdR looks forward to playing a key role in enhancing the efficiency of Farabi's supply chain.

JV FOCUS

START-UP ACTIVITIES AT LPIC PROJECT IN OMAN



Commercial production has begun at the Liwa Plastics Industry Complex (LPIC) in Oman, bringing OQ (formerly ORPIC) closer to its goals of diversifying the national economy and supporting the development of a downstream plastics industry.

Tasked with providing all onsite logistics services for the project, MdR is playing a key role in LPIC's development. Our involvement begins from the bottom of the silos and continues until the loading of containers and flatbed trailers, including all necessary operational, administrative, and maintenance activities.

MdR has been performing commissioning activities on site since January 2019 and, upon the client's request, these activities were initially taken care of by a small team. The core of activities centred around LMS optimisation and end-user validation, as well as operational review, including writing procedures.

Due to the COVID-19 pandemic and its associated restrictions, it was not possible to extend the commissioning team to the extent normally required by MdR standards. Therefore, the team worked with remote support to achieve its goals.

In August 2020 MdR received the go-ahead for the start-up phase and began the recruitment of personnel and procurement of equipment required for the project. Although resources from abroad were also hampered by travel restrictions, the team was able to execute the start-up as per the kick-off date of December 2020.



As of January 2021, OQ started the polypropylene production line at a rate of 35 tonnes per hour with a yearly capacity of 300.000 tonnes. A few weeks later the PE1 production line started at a moderate rate of 40 tonnes per hours with an annual capacity of 440.000 tonnes (rated capacity of more than 50 tonnes per hour)

At the beginning of April 2021, OQ will start the PE2 production line at 40 tonnes per hour with a capacity of 440.000 tonnes annually. OQ intends to run all 3 production lines and ramp-up to full capacity within 2-3 months. For MdR this means ramping up packaging and dispatch activities to more than 150 containers per day during commercial operation.

As in other GCC countries, there is a strong focus on localisation and there are specific targets to employ Omani personnel. By the end of

February 2021, the local team consists of 159 employees of which 68 are experienced expats and 91 are locally recruited employees new to this type of business. MdR is still working on recruiting or transferring experienced expat personnel to support training efforts and further increase productivity.

MdR General Manager Rudy Sadi said: "It has been a great pleasure to work with our team of professionals on this project, especially under the leadership of Mr. Baheej Al Biqawi. MdR has demonstrated its ability to deal with changing client requirements even under extremely difficult circumstances. My compliments to all who are making this possible. I am convinced that MdR will be awarded many more projects in Oman."

BIG CHALLENGES REQUIRE SMART SOLUTIONS

Almajdouie Self Propelled Modular Transporter (SPMT)

IN SAFETY

VISIT TO SAFETY DIVISION'S NEW OFFICE



Almajdouie Logistics Chief Executive Officer Mohammed Almajdouie visited the new SSHEQ and FMD office at our company headquarters in Dammam.

He met with team members and thanked them for their important contributions to our overall success.



IN SAFETY

SAFETY FIRST

Almajdouie Logistics reaffirmed its commitment to safety in the first quarter of 2021 with a range of campaigns, including defensive driving, housekeeping, and COVID-19 awareness. These campaigns play a vital role in keeping our employees up to date with the latest best practices and enhancing our strong safety culture. Several clients were also involved in the safety campaigns, demonstrating the team spirit and close coordination between us.



RABIGH TERMINAL



JUBAIL TERMINAL



DAMMAM TERMINAL



RIYADAH WAREHOUSE



JUBAIL TERMINAL

IN SAFETY

ENHANCING OUR STRONG SAFETY CULTURE

أمان
Amaan
Safe "Always"
From Almajdouie Logistics

Almajdouie Logistics recently revamped our Security, Safety, Health, Environment & Quality (SSHEQ) Department to enhance our strong safety culture and streamline SSHEQ functions throughout the company to meet clients' stringent requirements.

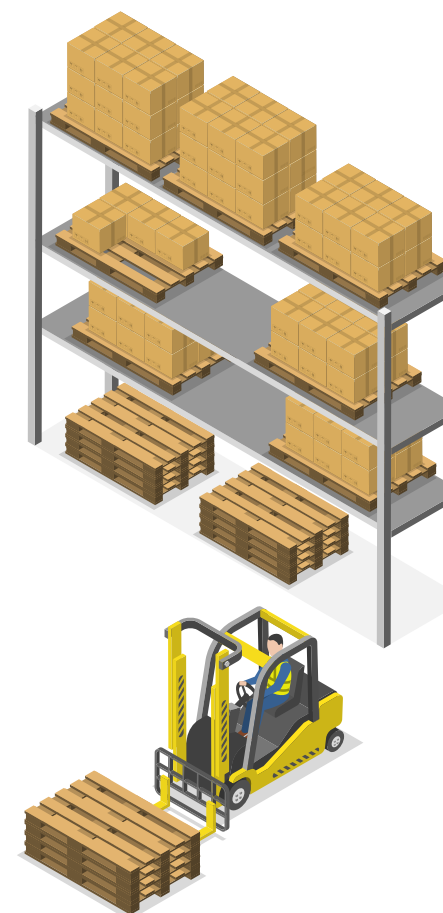
The SSHEQ Department helps to empower team members and strengthen SSHEQ functions. Moreover, it works proactively to enable the company to meet both internal and external SSHEQ requirements.

The new department has a dedicated Compliance Section responsible for ensuring that documentation is streamlined, KPI's and objectives are monitored, performance is evaluated and analyzed, clients' needs are aligned with Almajdouie practices, incidents are monitored and analyzed periodically, and that the company's activities are audited and inspected.

SSHEQ Compliance Section Head Berdan Macahindog said: "The SSHEQ Department's main objectives are to build a pro-active safety culture and achieve our goal of zero Loss Time Incidents. Accordingly, we have formulated a comprehensive action plan that includes conducting regular awareness campaigns, training programs, and inspections. The framework also ensures that we maintain open channels of

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The SSHEQ Department's main objectives are to build a pro-active safety culture and achieve our goal of zero Loss Time Incidents.

Berdan N Macahindog
SSHEQ Compliance Section Head



communication with our customers to better understand their requirements and exchange best practices."

More than 30 team members assigned to the new SSHEQ Department, including regional managers, a compliance section head, a compliance coordinator, superintendents, officers, a trainer, and a security supervisor.

The security supervisor is responsible for managing security issues and complaints as well as implementing new controls to effectively utilize security measures. Meanwhile, the SSHEQ trainer is responsible for familiarizing new and existing employees with safety measures, developing a company-wide SSHEQ training program, and conducting advanced training sessions for senior team members to help them understand their SSHEQ responsibilities.

The SSHEQ Department also works proactively with the Business Continuity Management (BCM) Committee, which was formed to oversee the company's response to COVID-19.

The Gold Award Driver 2020



FURTHER INFORMED

EXCEPTIONAL DRIVERS HONORED AT GOLD AWARD 2020 CEREMONY



At Almajdouie Logistics, we appreciate the important contributions our drivers make to our company's success. In compliance with the Kingdom's coronavirus precautionary measures, we recently held the Gold Award 2020 ceremony to celebrate the best of the best.

Bharati Ganesh, Singh Jasvir, Lama Keshar, Mohammed Mohammed, and Zamah Nawab each received the Gold Award 2020, and a gold trophy in recognition of their hard work, professional performance, and adherence to strict safety regulations.

Almajdouie Logistics CEO Mohammed Ali Almajdouie, who presented the awards, said: "Our drivers play a vital role within our business and we deeply value their dedication, especially during the current situation. Since the start of the pandemic, they have faced many challenges, but continue to stand tall on the frontlines, ensuring that goods are delivered on time. I would also like to thank all our team members for keeping the Kingdom's supply chain moving, elevating the quality of our services, and helping our business to thrive."

He added: "For our business to grow, productivity and safety must go hand in hand. We are committed to achieving

our zero-accident goal while continuing to provide fast and efficient services. We must also remain focused on protecting the health and safety of everyone stationed at our facilities or passing through them."

Each month, exceptional drivers across the region receive the Blue Award in recognition of their efforts. At the end of the year, all Blue Award recipients stand the chance to win the Gold Award. These award programs are aimed at motivating our team members, inspiring them to excel, and maintaining our company's strong safety culture.

FURTHER INFORMED

ALMAJDOUIE LOGISTICS INVESTS IN 30 NEW HEAVY- DUTY VEHICLES TO ENHANCE CAPABILITIES

Almajdouie Logistics recently enhanced its fleet with 30 new Hyundai Xcient trucks, which are equipped with advanced technology to improve efficiency and sustainability. The heavy-duty vehicles will support the company's ongoing efforts to expand its business and implement large-scale regional projects. Almajdouie Motors Company, the authorized distributor of Hyundai Commercial Vehicles in the eastern & northern regions of Saudi Arabia, delivered the trucks in line with an existing contract.

Sherif El Gohary, Managing Director of Almajdouie Motors - Hyundai, said: "We are pleased to deliver this large fleet of heavy trucks to one of our sister companies after they tested 50 trucks in operation for more than 4 years. The new order comes under the company's strategy to renew its fleet and help in carrying out its construction and logistical work. We have worked closely over several months to determine the company's needs for these vehicles and design the specifications that suit them. We are confident the new trucks will elevate the company's business to new dimensions and wish Almajdouie Logistics further success and growth in the region".



Mohammad Almajdouie, CEO of Almajdouie Logistics said: "As an asset-based company offering a range of services spanning diverse sectors, effective asset management plays a key role at Almajdouie Logistics. The new trucks are a valuable addition to our expansive fleet and will help us to increase efficiency and further improve our high levels of service.

We look forward to continuing working alongside our partners, and are very pleased with the existing cooperation between us. This mutual success is the culmination of our strong and constructive relationship, which we always work to strengthen."

Hyundai Xcient trucks are available in a variety of configurations, including dual, triple, or four-axle chassis versions. All

models feature automatic transmissions and advanced suspension systems that provide stability under all operational conditions. The high roof cabin and air suspension make the journey more comfortable for the driver.

The trucks are equipped with aluminum air tanks which help to reduce condensation and create cleaner air inside the tanks. The engine produces 440 horsepower, making the Hyundai Xcient one of the most powerful heavy-duty trucks globally.

Hyundai Xcient models feature advanced technologies that improve performance and lower operating costs. The innovative design and low centre of gravity make the Xcient ideal for transporting huge volumes, further enhancing the fleet's efficiency.

FURTHER INFORMED

HUMAN RESOURCES RESPONSE TO COVID-19



ABDULLAH ALGHAMDI
CHRO
ALMAJDOUIE HOLDING

To keep operations running effectively during the COVID-19 pandemic, Almajdouie's HR department showed great agility to sustain morale and productivity, ensure employees have everything they need to work safely, and keep everyone informed of the evolving government guidelines on preventing the spread of the virus. Above all, they worked to protect the health of our employees, who are truly our greatest assets.

We formed six committees to keep the Kingdom's supply chain moving and our clients' projects on track namely the Group Executive Committee, Remote Work Committee, HR CHO & OpCos Committee, HR Holding Committee, Camp Committee, and Quarantine Committee.

In line with directives from the Ministry of Health, we implemented a remote working policy in 2020,

using the latest technology to ensure operations continued seamlessly. The HR department supported this process by introducing flexible work schedules, issuing the required permits for employees to move between different workplaces, and encouraging the use of virtual meetings over face-to-face encounters.

HR also played a key role in ensuring a smooth and safe transition back to the workplace, developing a range of guidelines to protect employees' health, and regularly communicating with team members to answer their questions and address their concerns.

The department also launched a series of awareness campaigns in different languages using multiple channels including email, Whatsapp, SMS, and printed posters and leaflets, which were prominently displayed in all workplaces and company accommodation facilities.

To increase the efficacy of these methods, HR also developed a mechanism for violations and penalties - in line with Saudi Labor Law - for employees who did not adhere to the precautionary measures. A dedicated hotline was also established for employees to get in touch for any urgent matters or emergency cases related to COVID-19.

We continue to take every possible precaution to minimize the impact should our team members test positive. This includes having backup teams available, housing employees

in separate accommodation facilities, and having purpose-built quarantine facilities where we provide infected team members with everything they need to recover. Members of the HR team are also assigned to communicate regularly with quarantined employees to boost their morale and ensure their mental wellbeing.

Moreover, HR ensures the 24/7 availability of an ambulance to transfer suspected or positive employees from accommodation to quarantine areas as well as the nearest COVID-19 testing facilities and hospitals as needed.

Chief Human Resources Officer Abdullah Saeed Alghamdi said: "These efforts would have never succeeded without the cooperation and support of our employees. Their adherence to these precautionary measures and incredible professionalism were instrumental in our organization overcoming the most challenging moments of the pandemic. I would like to extend my appreciation to the company's management for their extraordinary support and for affording us with the utmost flexibility as we dealt with the situation.

"I would also like to thank everyone who participated in helping with the pandemic in any way possible, including all the committees and their members, our sister departments, and the entire HR team for their tremendous efforts throughout this ordeal. Each member has gone above and beyond what was expected of them and deserves all the praise that they can get."

FURTHER INFORMED

THE KEY ROLE OF THE COLD CHAIN



Cold chain logistics remains an essential service amidst the global pandemic. In line with precautionary measures to prevent the spread of COVID-19, food manufacturers, distribution centers, commissaries, and cold storage warehouses are still operating with a skeletal workforce to ensure the flow of fresh and frozen foods to convenience stores, supermarkets, and grocery stores. Maintaining the integrity of operations throughout the transportation and storage process is imperative and Almajdouie Logistics is proud to play a part in this.

To address the challenges this situation presents, companies providing cold chain operations have reevaluated their supply chain strategies and accelerated the adoption of cold storage technologies such as warehouse management and sensor technologies. Moreover, they have implemented



Highly trained personnel who are familiar with the complexities of handling temperature-sensitive cargo are an important link in the cold chain.



supply chain risk management and business continuity strategies to mitigate any impact.

The cold chain has several components, each of which must work flawlessly to ensure the integrity of cold chain products. Temperature-controlled storage requires specialized refrigerated facilities where cargo is stored until it is shipped to its destination.

Temperature-controlled transport requires refrigerated trucks and containers to help move goods via air, sea, road, or rail.

Highly trained personnel who are familiar with the complexities of handling temperature-sensitive cargo are an important link in the cold chain. Another key aspect is having efficient operational and management procedures in place to minimize risk during day-to-day operations and contain it in case of unforeseen incidents.

FURTHER INFORMED

As an end-to-end logistics solutions provider with more than 50 years of expertise in our industry, Almajdouie Logistics understands the intricacies of the cold chain. We follow international best practices while working with major companies, including Sadia and Nada Dairy, for whom we provide transportation solutions within Saudi Arabia.

Sadia is among the world's leading producers of frozen food and is Brazil's main exporter of meat products. Saudi-based Nada is a leading producer, manufacturer, and distributor of fresh and long-life dairy and juice products.

Maintaining the temperature of these products is vital and Almajdouie Logistics takes every precaution to ensure the cold chain stays intact, including following HACCP regulations. Our fleet of refrigerated trucks is equipped with the latest technology to monitor their location and the temperature of products throughout the transportation process, ensuring the end-user receives fresh and safe products.

Technology like track-and-trace with real-time cargo visibility highlights critical data like cold chain integrity and is used as much for location management and cargo care as it is for driver performance and asset utilization.

Long before the coronavirus pandemic hit, maintaining high safety standards was part of "business as usual" for us. Now, this is even more vital as we work to keep the Kingdom's supply chain moving. With a focus on safety, innovation, and transparency, we adhere to government guidelines and international best practices to keep our customers and staff safe. Some of the measures we have implemented include providing team members with PPE and enforcing social distancing.



Our fleet of refrigerated trucks is equipped with the latest technology to monitor their location and the temperature of products throughout the transportation process, ensuring the end-user receives fresh and safe products.

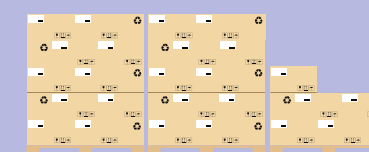


What is the cold chain?

Cold chains specialize in the storage, transport, and preservation of cargo that needs to be maintained at a specific temperature or within an acceptable temperature range.

They evolved to become an essential part of modern life. Besides food and beverages, cold chains are vital in the storage and transport of pharmaceuticals & healthcare products, temperature-sensitive chemicals, and electrical components.

There are several methods for chain products to be transported, including refrigerated trucks and railcars, refrigerated cargo ships, reefers, and air cargo.



FURTHER INFORMED

NEW REEFER CONTAINERS TERMINAL FACILITY LAUNCHED IN WESTERN REGION

Almajdouie Logistics has launched a new plug-in facility at its Khumrah Terminal that will enable the company to better serve its customers in the Western region of Saudi Arabia. The facility offers a range of services including handling, plug-in, monitoring, maintenance, and repair. Pre-trip Inspection (PTI) services are also available to ensure reefer containers are functioning efficiently and set to the correct temperature.

The terminal can accommodate 12,000 TEU's. To protect the integrity of temperature-sensitive products and ensure that operations continue seamlessly in the event of a power cut, a backup generator is also available.

The terminal is operational 24/7 and staffed by a team of experienced professionals ready to provide the highest levels of service. Almajdouie's control tower also operates around the clock to respond to client requests and status enquires.

After reefer containers arrive from the port, they are plugged in and monitored until they are delivered to the customer site. Trucks are equipped with clip-on gensets that provide a continuous power supply to keep the refrigeration unit operational during transport.



!!
The terminal can
accommodate
12,000 TEU's.



value matters



SUPPORTING THE MIDDLE EAST PETROCHEMICAL INDUSTRY BY COMBINING SAUDI AND EUROPEAN EXPERTISE

Almajdouie De Rijke Limited (MdR) is an award-winning company that offers bespoke supply chain solutions to the petrochemical industry in the Middle East. The joint venture combines the extensive expertise of Almajdouie Group of Saudi Arabia and De Rijke Group of the Netherlands, providing its customers with a comprehensive range of safe, reliable, and quality-driven services. Backed by more than 1,200 highly trained staff, MdR manages complex 'silo to ship' petrochemical operations in Saudi Arabia and Oman. MdR is a well recognized liquid handling expert for both DG and Non-DG as well as IMO/IATA certified company.

For more information, visit www.almajdouiederijke.com

شركة المجدوعي ودي رايكة المحدودة
Almajdouie & De Rijke Limited Co.

FURTHER INFORMED

TRANSPORT EFFICIENCY COMMITTEE

Tasked with maintaining the company's operational excellence, the recently formed Almajdouie Transport Efficiency Committee is working to ensure our services exceed customers' expectations.

Besides its activities within the organisation, the committee works alongside our partners to provide additional support as required. A good example is its close coordination with TIR to adopt blockchain technology.

Faisal Nadeem, Transportation Manager – Eastern Region said: "Almajdouie Logistics is known for its high levels of efficiency, particularly when it comes to road transport. To further enhance our services, the committee is focused on adopting the latest technologies

to provide customers with real-time data. Employee engagement is vital to maintain the quality of our services and programmes like the Blue Award are playing key roles. The programme acknowledges our drivers for their hard work, professional performance, and adherence to strict safety regulations."

Although managing an internal fleet and an outsourced fleet can be challenging, Almajdouie Logistics continuously works to streamline the process. Asset utilisation and KPI's are major areas of focus internally. Meanwhile, selecting partners that demonstrate a commitment to safety is vital to outsourcing.



FUEL AGREEMENT WITH AL DREES

Almajdouie Logistics and Al Drees signed an agreement for electronic fueling services that will enhance safety and efficiency. In line with the agreement, our drivers can refuel their vehicles using the WAIE pumps at Al Drees' petrol stations.

The WAIE pumps are fitted with Radio Frequency Identification (RFID) to provide a secure, convenient, and cash-free service. The WAIE tag reader on the dispenser nozzle identifies vehicles with predefined fuel criteria, enabling

drivers to fill up then leave after data verification.

The electronic system allows drivers to maintain social distancing and strengthens efforts to reduce the use of cash, in line with national directives and precautionary measures to limit the spread of COVID-19 in the Kingdom.

Almajdouie's ERP and OTM systems are integrated with the WAIE system to validate fuel consumption, submit invoices, and set trip quotas. By



analyzing VTS ECO performance, OTM, and fuel consumption reports we set the correct amount of fuel for each trip and route, further optimizing efficiency.

FURTHER INFORMED

THE KEY ROLE OF CUSTOMER RELATIONSHIP MANAGEMENT

Customer relationship management (CRM) is more than just the application of technology; it's a strategy to learn more about customers' needs and behaviors to develop stronger relationships with them. CRM Manager Wael Fathi Boughoula discusses the crucial role CRM plays in our daily operations and how the introduction of new systems is helping Almajdouie Logistics to streamline operational efficiency.

CRM is one of the most important tools for any modern business. It is a system that allows companies to manage relationships, data, and information tied to their customers, leads, and prospects. A CRM system can analyze all interactions and touchpoints throughout the customer lifecycle, which can then help with both acquisition and retention.

Within Almajdouie Logistics, we have shifted our focus and expectations regarding the CRM system. By changing the mindset from a sales force automation tool to a business solution, the system can help us to achieve the outcomes that align with our business objectives. Today, that translates to better customer relationships, improved optimization and efficiency, and creating an all-around better experience.

Customers have become more discerning and expect our team members to understand all aspects



of their accounts whenever they communicate with us. The CRM system helps us to achieve this goal, enabling us to provide timely updates and address any concerns customers may have.

CRM software can be used to automate a company's workflow, helping team members be more productive. It also provides a comprehensive 360-degree view of customers' requirements, making it easier than ever to identify their needs and cater to them accordingly. Moreover, CRM systems can be used to track employees' activities and performance.

One of the biggest advantages of a CRM system is having access to real-time data, which can identify the products and services that generate the most and least revenue. This allows companies to plan their business strategies accordingly.

Despite the wealth of benefits a CRM system offers, many companies overlook this function, which leads to an inability to plan strategically, a loss of competitiveness, inefficiency, and a lack of business continuity.

When sales, marketing, and customer service share a common CRM platform, they can speak the same language as one another. Rather than being separated by systems functionality or access to key information, departments across the organization can function cohesively.

Almajdouie Logistics understands the importance of proper CRM and launched a new automated complaints management this year, which will give us a 360-degree view of our customers by the end of 2021.

EXCEEDING EXPECTATIONS

**INTEGRATED SERVICES.
PASSIONATE TEAM.
COMMITTED PARTNERS.
GOING FURTHER.**

Almajdouie Logistics is an award-winning company that provides integrated logistics and supply chain solutions to a diverse range of industries in the region, including petrochemical, oil & gas, power & utilities, FMCG & retail, and automotive.

For more than 50 years, it has built its reputation on quality, safety, reliability, and remains committed to exceeding customers' expectations. Guided by a forward-thinking approach, the company continues working towards its long-term strategic goals.

Backed by a dedicated team of professionals and an extensive portfolio of assets, Almajdouie Logistics serves major clients and megaprojects in Saudi Arabia, the Middle East, and the Far East.

FURTHER INFORMED

gpcac

Supply Chain
Conference

مؤتمر سلاسل الإمداد



FIRST VIRTUAL GPCA SUPPLY CHAIN CONFERENCE

The global pandemic has exposed the vulnerabilities and risks lurking in chemical supply chains. While it has presented several challenges, it has accelerated a rapid move to a digital world, opening up new opportunities for innovation and growth, all aimed at increasing supply chain resiliency and transparency.

There have been calls for change in the past, but this presents the perfect opportunity to thrive in a new reality, where we reconfigure supply chains, manage disruptions, and improve visibility by enhancing digital

capabilities.

Against this backdrop, GPCA hosted the first virtual edition of its Supply Chain Conference, which was held under the theme of Powering a resilient, responsive, and agile supply chain. The event was a huge success and provided ample opportunities for participants to network and explore potential channels of cooperation.

Almajdouie Logistics and M&R were the networking partner for the event, which highlighted learnings from the pandemic, reflected on the tactical steps taken by leaders to thrive in the

future, and presented opportunities for supply chain transition and growth in a post-pandemic world. Our support is in line with the company's philosophy to view the pandemic as an opportunity rather than a hindrance.

The event followed a unique format blended with thought-provoking keynotes, fireside chats, case studies, digital seminars, interactive masterclasses, and engaging panel discussions. There was also an opportunity to "meet in-private" with interested parties to exchange business updates using the digital platform.

FURTHER INFORMED

WORKING TOWARDS DIGITAL TRANSFORMATION GOALS

Almajdouie Logistics continues working to enhance its digital capabilities, improving operational efficiency and providing customers with higher levels of service in the process. The recently restructured IT division is responsible for providing the infrastructure for automation. It also implements the governance for the use of networks, databases, operating systems, applications, and assists operational units by providing the functionality they need.

System integration, Process Automation, Business Intelligence & Reporting, Customer Relationship Management (CRM), and Document Management are major areas of focus. System integration will help to improve efficiency, productivity, and the quality of operations. The objective is to get the company's various IT systems to communicate with each other in the background to reduce the time and effort spent manually sharing information with other departments and senior management.

Through system integration, the organization will benefit from an increase in information flow speeds as well as reduced operational costs. Furthermore, system integration connects the organization with third parties such as suppliers, banks, customers, and shareholders, who all have unique interests in information

generated by our company.

Process automation will streamline repetitive and time-consuming business processes, track their stages with the help of alerts and notifications, and improve systems functionality. Business Intelligence & Reporting helps the company to collect and present data in an easily understandable way, ensuring that decision-making stakeholders can analyze it for insights.

CRM helps to simplify and improve the most complex customer engagements with an array of scalable tools that increase profitability by streamlining administrative processes in sales, marketing, and service divisions. Meanwhile, Document Management automates the process of managing documents from creation to storage to distribution and archiving, increasing efficiency, and reducing the cost and effort needed to maintain physical records.

Achieving these goals will lead to increased efficiency and productivity, more streamlined business processes, improved levels of innovation, and fewer security risks.

Almajdouie Logistics has already recorded several significant milestones in terms of achieving its digital transformation goals, including implementing a fully integrated Vehicle



SAAD ELKHOULI
IT DIRECTOR
ALMAJDOUIE LOGISTICS

Tracking System from WABCO that provides end-to-end visibility and real-time updates.

The company also implemented a terminals and warehouse management systems from Oracle and INFOR to measure KPI's and streamline the invoicing process, among other benefits.

We have also implemented 525K TMS and 525K WMS for the last-mile delivery and fulfillment business. These cloud-based applications use the latest technologies in the market and interact seamlessly with various platforms via REST APIs, making them flexible enough to meet the industry's requirements as well as our e-commerce and warehousing needs.

FROM THE GROUP

MELI BECOMES CIPS APPROVED EXAM CENTER

MELI



CIPS

Chartered Institute of
Procurement & Supply

The Middle East Logistics Institute (MELI), part of Almajdouie Group, has become a Chartered Institute of Procurement & Supply (CIPS)-approved Exam Centre.

This milestone achievement bolsters MELI's offerings, enabling the company to provide improved levels of service while shaping the Kingdom's next generation of supply chain professionals.

MELI became a CIPS-approved Study Centre in 2019 and has been working towards upgrading its status ever since,

building up a highly qualified team of professionals along the way.

As a recognized Study and Exam Centre for the delivery of the CIPS qualifications, MELI is in a stronger position to provide specialized training programs and certifications for young professionals, practitioners, managers, and executives working in logistics and supply chain management.

Backed by its new CIPS credentials, MELI can now open up exciting careers

in procurement that some students may not previously have considered. Its qualifications increase employability and are in line with industrial requirements.

CIPS is the world's largest professional body serving procurement and supply and its qualifications are globally recognized.

Its continually updated syllabus is designed to meet employers' needs, enhance effectiveness, and build skills that are transferrable to virtually every situation.



معهد لوجستيات الشرق الأوسط العالي للتدريب
Middle East Logistics High Institute for Training

www.meli.edu.sa

FROM THE GROUP

ENHANCED OFFERINGS THROUGH ARSAL FACILITY MANAGEMENT

أرسال
Arsal

Arsal.com

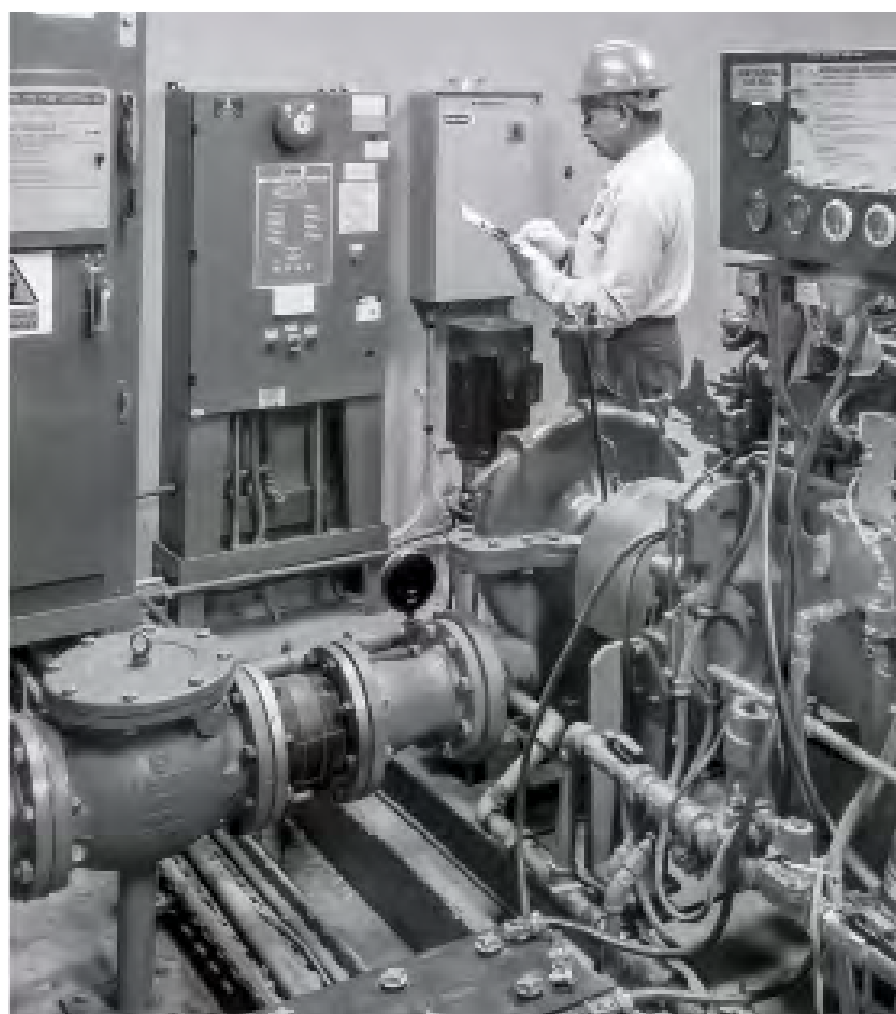


Arsal Facility Management dates back to 1966 when Almajdouie Company established a department specialising in real estate asset management. The new company started small and worked on a limited number of projects. However, it has grown to become a pioneer in the field of facility management.

Four decades after founding the Real Estate Department, we launched Arsal Facility Management, which offers an array of specialized services to ensure quality and sustainability.

Arsal Facility Management, a subsidiary of Almajdouie Group, provides a range of facility management solutions and services. Backed by professional principles and a science-based approach, the company works closely with clients to help their projects come to life. Its offerings include Maintenance Services, Project Management, Operation Services, Security Management, and Lease & Sales Management.

General Manager Hilal Alghamdi said: "We strive to be pioneers in our field and the most trustworthy partners. To constantly improve the services we provide, we use trending technologies and systems for facility management and client services. Our most important goal is to save our customers both time and money, which is why we monitor the efficiency of our activities and rely on our well-trained, highly qualified team."



حلول التخزين
Warehouse solutions

المجدوعي
Almajdouie

مستودعات تخزين لطرف ثالث
3PL Warehouse

Storage Capacity for 30k Pallets
Inventory Management
Warehouse Management System
Cross Dock & Value-Added Services
And more...

مساحة تخزين تتسع لحوالي 30 ألف منصة
نظام متكامل لإدارة المخزون
نظام لإدارة المستودعات
توصيل الشحنات الجاهزة و خدمات إضافية مساندة
والكثير



المجدوعي للوجستيات | Almajdouie Logistics

920029221 | mlc.sa

Safety is a shared responsibility

At Almajdouie Logistics, safety has always been part of “business as usual”. With the COVID-19 pandemic, our commitment to safety is more vital than ever. From adhering to government guidelines to implementing international best practices, we take all possible precautions to ensure our team members can continue to serve customers safely and effectively.

We remain focused on



Working as a team
to support each other



Enhancing our
strong safety culture



Following all
government directives



Voicing suggestions
for improvement



Making every day
a safety day