



# COAST COAST

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## IMPORTS & LOGISTICS



### CORPORATE PROFILE

PROCUREMENT | CUSTOMS CLEARANCE | FREIGHT FORWARDING | PORT CLEARANCE  
TIMBER EXPORTS | IMPORTER OF RECORDS

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## About Us

**COAST TO COAST IMPORTS & LOGISTICS** is a subsidiary of **COAST TO COAST TRUCKING (PVT) Ltd.** Coast To Coast Imports & logistics concentrates with Procurement, Customs, Exports and related services within the Supply Chain whilst COAST TO COAST TRUCKING is to handle all transport by making sure the cargo/goods reach at the customers' destination.

Originally established in 2014, the company set off to provide Air and Sea transportation services to importers and exporters at a time that needed Zimbabwe's entry into international containerized transportation.

Client requirements and new market inclinations provided opportunities to progress into warehousing and distribution and today the company has evolved into an illustrious one-call service provider of logistic services to amongst others, the Zimbabwean Clearing and Forwarding, Mining, Energy, Manufacturing, Import, Export and Transport Brokerage markets.

At Coast To Coast we're not about simply loading your Freight on the back of a truck, or putting your cargo in the cargo plane. No, we're much deeper than that. Before proposing a solution, our approach is to understand your business, your challenges and your needs.

By working closely with you across all disciplines; we will jointly strategize a holistic landside logistics supply chain solution that creates real value for your business.

Through project management methodology, we then ensure that our proposed solution is priced attractively, implemented timely, and quickly becomes an operational reality.

Process improvement and flexibility around our clients needs is a constant at Coast To Coast, because we understand that an ever changing business environment means that there is no such thing as a one -size -fits -all solution.



**At Coast To Coast we believe that sound workable Supply Chain and warehousing solutions are only persuasively possible on the backbone of an exhaustive infrastructure, both in fixed and movable assets.**

## Executive Overview

To this end we take immense pride in our service. We own and manage vehicles ranging from 1 ton rigid equipment to 36 ton super link combinations to cater for the diverse transportation requirements of our clients.

Be it the outsourcing of your LCL deliveries from local unpacks depots, FCL shipments from Coastal ports of discharge, abnormal out of gauge shipments getting on or off your break-bulk charter or perhaps simply the transportation of critically time sensitive key components, rest assured, we're here. At arm's reach. Reach out.

Our handling and management of stackers is testament that we cut no corners in our quest to be an industry leader. Our warehousing operations are amply equipped, ensuring that our client's cargo is handled with absolute dexterity whilst in our care and custody.

The company boasts of an owned bonded warehouse to cater for the warehousing needs of its clients in Harare as well as depot space designed around the container handling.

A committed team with an exceptional skill set are able to expedite both standard and complex packing/unpacking of containers, break-bulk as well as the provision of scaled warehousing and distribution complimented by an impressive bouquet of endless ancillary based services.

We are proud to be the preferred service provider to most multi-national as well as a multitude of local, intimately smaller clearing and forwarding agents in Zimbabwe. We believe that our success stems largely from an age old tradition where old schooled service, enthusiasm and the ability to unconditionally treat our clients as the Kings & Queens of our world is instilled in the minds of every employee that walk through our doors.

Stringent, regular staff and driver training coupled with the personal attention and interaction of our management team ensures that our clients are constantly on the receiving end of impeccable service delivery.

We thrive on success and are therefore driven to continuously conduct our business in a manner that ensures your success. We're fanatical about long term, mutually rewarding and ultimately sustainable relationships.

We believe in ourselves, emphatically. We also believe that we have exactly what it takes to propel your business to unprecedented levels and beyond.

High powered leaders, a conversant management team, trained, mannered staff and a never ending, speak-for-itself, asset register of sought after equipment, yet in all of this, you will still be overwhelmed by our modest charm. You will still find us, to this day, getting down on our hands and knees to ensure that every client enjoys the one service that we have mastered. Exceptional service.



# Our Mission and Purpose

Service Is Our Priority. We strive to deliver an impeccably cohesive Complete Supply Chain, transportation, warehousing and logistics solution to our clients at a price that is impartial and uncompromising. In 2014, we laid out our goals for the future and the role we intended playing in the industries that we serve, included in this was our vision and mission for our company. Our vision emphasizes that we want to be the industries most distinguished provider of international logistics. This goes beyond the simple fact that despite being a privately owned company, we serve an eclectic mix of over 100 local and globally based Agents in the world, or that we are often the very first logistics company to bring about sought after value added services under one brand to the markets which we so devotedly serve. Our vision is clear: We want to be the logistics provider that people turn to – their first choice. Their only choice.



## We succeed when you succeed

We choose to be a prodigious, enduring, private enterprise that creates value for our clients. We treat our clients, shareholders, associates and suppliers with faithfulness, integrity and respect. We strongly believe that pursuing all of our goals is in our interest and in the interest of all our clients, our employees, and our planet as a whole. We add value to people's interaction with us, whether with excellent services or products, by engaging our employees and nurturing their talents, or by the simple virtue of being a solid, accomplished long-term role player in the industries which we operate in. All the while, we are remain mindful by showing concern for our world and our local communities with our corporate responsibility programs.



## A Company with Purpose

We are deeply proud of the contribution we can make in our daily work. Everything that is moved from one place to another needs the aid of a freight Forwarder – but behind this simple truth one finds millions of stories. As a logistics company with a hardworking heritage and a growing fleet of heavy commercial vehicles on our network daily, we believe we are a key contributor to our industries backbone of trade, ensuring that whatever needs to be delivered, gets delivered.

A shipment placed in our trust may include life-saving medicines, critical line stoppage components perhaps a birthday present from a friend, or even hold a company's entire existence in the form of a prototype. We not only deliver bulk commodities, machinery, FMCG, parcels and packages. We deliver Anything and Everything.

**We deliver prosperity, we deliver health, we deliver growth, and we deliver joy. Every day we deliver.**

## Core Values

### Safety first and always.

We have an obligation to our clients, our shareholders, our associates, society and the public to operate safely. Nothing we do is worth compromising our lives or the lives of others.

### Integrity in every action.

We conduct our business with the highest ethical standards. Truth and honesty are key to the way in which we operate.

### Respect

We seek and value diversity of perspective, experience, and background as the foundation of the enterprise. We treat all stakeholders with dignity and respect.

### Excellence in all we do.

We strive to provide the highest quality services to our clients. We have a relentless passion for innovation and improvement. We resent complacency.

## Commitment to Sustainability

Coast To Coast's commitment to sustaining and enhancing the standards of living goes beyond the freight we transport and manage. It includes a promise to conduct our business with the utmost respect for the world around us; to work in a way that meets the needs of the present without compromising future generations. Some call that sustainability. We call it noble business.

Coast To Coast Imports has been conducting business in an environmentally responsible manner long before it was en vogue to be green. Throughout our organization, Coast To Coast aggressively pursues a sustainable future. We're doing our part by reducing gas emissions, improving fuel efficiency and upgrading the energy efficiency of our Facilities to reduce our carbon footprint.

## Services Offered

### Procurement Services

Coast To Coast is a global merchant trading, procurement and supply company with world class capabilities. We trade a broad spectrum of commodities across agricultural, metal and energy market and have strong partnerships with the world's leading suppliers.

Alongside trading commodities, we are a specialized multidiscipline procurement and supply company, delivering a complete single source procurement solution to our customers in Zimbabwe. We supply all types of machinery, equipment and materials or construction, infrastructure, production and manufacturing, mining, transportation, healthcare, energy, municipal, government, industrial and many more sectors. Our team of experienced professionals tailor solutions to assist customers with the specific requirements ensuring products and goods can be purchased on the credit terms the best match their business terms.

We aim to provide essential value to your supply chain in order to advance and overcome barriers of doing international trade.



## LCL Transportation

We manage a fleet of local vehicles to collect LCL (less than full container load) shipments from local unpack depots for final delivery to clients. Vehicles range from flat deck rigid equipment to fully enclosed van bodies for highly sensitive cargo. We take pride in our fleet of tail-lift vehicles to service the needs of clients who require this facility.

Our close proximity to our airports and all customs licensed depots affords us a winning edge by enabling us to act swiftly even on short notice.

We maintain exceptional working relationships with all depots both coastal and inland, this coupled with our extensive fleet and consistent vehicle presence at depots ensures that we are always in a position to have your LCL shipments uplifted and delivered timeously, often within hours of unpack, even your inevitable late customs release or 'last free day' woes -no stress. We've perfected the fine art of clock racing .Its what we do best.

## Abnormal Transportation

Abnormal load essentially means a material object which, due to its dimensions and/or mass, cannot be transported on a vehicle or vehicles without exceeding the limitations of either dimension or mass contained in the Road Traffic Regulations.

We manage specialized gooseneck low beds as well as step decks which are utilized within the project divisions of our clients. We supply an end to end service in terms of abnormal movements which includes a detailed risk analysis subsequent to viewing of shipments, permit applications through all provinces as well as police escort facilitation where necessary. The safe transportation of abnormal shipments is largely dependent on deploying the right equipment coupled with a solid well documented transport strategy and method statement, one that considers all anomalies foreseeable and unforeseeable. Measure twice, cut once aptly sums our winning, proven formula that is central to the successful transportation of abnormal shipments assigned to our team.



## FCL and FTL Transportation

With a growing fleet of line haul company owned vehicles and a further subcontractor base in excess of 200 vehicles we believe that we are more than sufficiently resourced in catering for the FCL (Full container load) and FTL (full truck load) needs of our clients. We enjoy distinguished market share of both import and export traffic.

As part of our service provision we undertake to monitor all status changes to your shipment from receipt of your instructions up until final delivery, all updates are timeously emailed and communicated using our Web based IT and mobile technology that often extends beyond normal work hours. We understand the needs of our clients and we understand that communication forms an integral part of the overall transaction in our quest to deliver a commendable service.

**ROUTES SERVICED: SADC, BEIRA TO HARARE, BEIRA TO LUSAKA, SA TO HARARE**

## Dangerous Goods Transportation (Hazchem)

The Hazchem Regulations promulgated under the Hazardous Substances Act and which controlled the transport of dangerous substances by a set of regulations of the National Road Traffic Act. As a result of the implementation of these Dangerous Goods Regulations this control passed from the Department of EMA to the Department of Transport and was extended to include the transport of all dangerous goods in packs, containers or bulk.

Coast To Coast Imports seized this opportunity at inception and is fully compliant and subscribes to the National Road Traffic Act governing the transport of dangerous goods. Our drivers undergo regular training and possess the relevant endorsements as required by law. All Hazchem equipped vehicles are within full equipment specs and are fire permit approved. We are currently equipped to handle all classes of hazardous commodities with the exception of class 1 explosives.



## Sea Freight (Ocean Freight)

Ocean freight is one of the key elements in multimodal transportation service. In order to offer the best service possible, we have a dedicated ocean freight department specializing in FCL, LCL, break bulk, project cargo and different types of cargos on a global scale.

The flexibility and range of ocean freight services offered by us provides our customers economical alternatives to other, more costly modes of transportation. Our worldwide logistics services covers not only shipments from port-to-port, but also the complete door-to-door supply chain solution.

Over the years, Coast To Coast has fostered strong business relationships with all major international and regional ocean carriers.

### Our Sea Freight Services include

- **FCL & LCL Import & Export**
- **Issuance & verification of shipping Documentation**
- **Export & import customs clearance**
- **Certified Industrial Packing**
- **Warehousing, assembly and distribution**
- **Letter of credit processing**
- **Intermodal services**
- **Part and full vessel charter**
- **RORO**

## Airfreight Transportation

Due to the sensitivity and time pressures involved in airfreight, we develop comprehensive airfreight service plans tailored to meet our customers' specific requirements. This is accomplished by learning our customers' exact objectives with regards to their internal and external requirements.

Sensitive and valuable goods are often subject to extreme time pressures and deadlines for everyone involved. Therefore, our airfreight department develops a customized service plan for each customer, and then implements our required operational handling procedures to ensure a high quality service.

Our team of air freight professionals follows up through on each and every shipment so that our customers can be assured of real time status reports on all import and export airfreight shipments at all times.

For oversize cargo transportation by air, we provide professional know-how related to the handling of part and full charter service including complete door to door delivery logistics on a global scale.

### Our airfreight service includes

Complete Logistics Programs (pick, pack, assembly, warehousing, documentation and handling) for:

- Hazardous goods
- Live Stock Cargo
- ADG & Aerospace cargo
- Fashion & luxury goods
- Auto & automotive parts
- Oil & Gas industry Cargo
- Pharmaceutical Cargo
- Precious Metal Cargo





## Railage & Cross Haulage

We are proud to be among a select few, privately owned operators who have lodged the necessary guarantees and have succeeded in procuring vendor status with NRZ Freight.

This has empowered us with the opportunity to rail containers on behalf of our clients as well as offer inland cartage services to and from Harare Terminals to deliver or collect containers on behalf of our clients, a phenomenal value added service which many clients have found advantageous to their business.

Shipping lines are increasingly electing to divest of their interests in landside transportation citing this leg of transport as 'non-core' and as a result are endorsing merchant haulage as opposed to carrier haulage ex Harare Terminals.

Our local container specific fleet now extends in excess of truck/trailer combinations, a clear indication that we are intensively geared to now offer our prowess in this specialized, fast paced transportation field. As a registered RIB carrier we are also accredited by NRZ and ZIMRA to remove stopped containers into any customs licensed depot for an examination.

Our ability to work extended hours to draw containers, our company owned warehouse and the advantage of our state of the art container reach stacker has evidently given us the leading edge over our competitors.

## Remover of Goods in Bond

In terms of ZIMRA, no person may, except if exempted by Rule, remove any goods in bond or/for export or/any other goods that may be specified by Rule, unless licensed as a remover of goods in bond.

Coast To Coast Trucking are license holders with Customs and Excise as an approved RIB carrier and Remover, In addition, we have a monetary road bond guarantee lodged with customs enabling us to further enhance our service offering to our clients. In terms of prescribed ZIMRA regulations road transportation of bonded cargo may only be transported by:

- 1) A licensed remover of goods
- 2) A licensee of a Customs and Excise warehouse moving the goods using registered vehicles.





## Reefer Transport/Temperature Controlled

Coast To Coast Trucking has under slung reefer gensets which ensures that we are equipped to transport your reefer containers anywhere in Southern Africa to and from Neighbouring country ports.

Coast To Coast trucking combines its size, strength, and service that quality customers have come to expect from our nationwide delivery services with the versatility of our temperature controlled transportation offering. As a customer, you can take comfort knowing your containers will remain at a stable temperature from the moment it leaves your door to the moment it is off loaded at the final destination - wherever that may be.

Our service is evident through the names of our customers. We continuously surpass their tests time and time again, demonstrating that our level of service remains unmatched. We understand the significance of time sensitive, containerized perishable products. Our customers cannot afford unreliability. We understand that and therefore we ensure that our gensets, like our load bearing equipment is optimally maintained at all times.

We are dedicated to value added services for our customers. When you partner with Coast To Coast Temperature Controlled, rest tranquilly, you are partnering with the industries best.

## EXPORTERS OF TIMBER / WOOD LOGS



Coast To Coast is also a renowned global exporter of quality Timber / Lumber Wood logs. We supply mainly Both Hard wood and Soft wood to the Asian and European Markets.

The following Timber is among those we export from Zimbabwe

- **Cypress wood Logs**
- **Black Acacia**
- **Teak**
- **Mopani**
- **Rosewood**
- **Pine**
- **Eucalyptus**

Our export capacity is monthly to clients' specifications. We can source any type of timber from Southern Africa. The company also operates a Timber storage yard and retail wood supply warehouse. We operate a sustainable forestry management programme in cooperation with government authorities and privately managed forests. This ensures compliance with technical, environmental and legislative specifications. Our forestry staff are skilled and professional tree markers and foresters who understand sustainable forestry practices and ensure consistent quality wood for our clients

## IMPORTER OF RECORD –IOR / EXPORTER OF RECORD – EOR SERVICES

When it comes to choosing your importer of records or exporter of records, you want one with worldwide expertise. It is our job to make sure your imported or exported merchandise complies with all customs and legal requirements. So We act as legal owner or purchaser of the goods to secure the necessary permits and licenses to provide you with An effortless customs clearance. We have been providing IOR and EOR services to customers for their IT Equipment And other essentials.

### Benefits of IOR

- **It will perform compliance assessment to define import restrictions**
- **It will simplify shipments customs clearance**
- **It will be responsible for all compliance and inventory registry**
- **It will save the customers costs of establishing legal entities in the country**
- **It will provide warehousing and storage services if required**
- **It will maintain records for the minimum duration required by the customer and Laws**



## Craneage & Rigging

Having entered the Power utilities market primarily serving the substations of parastatal ZESA, some years ago, a need to invest in our own crane trucks became an essential strategic investment. Our fleet of equipment is fully certified right down to the very last sling and D-shackle.

Our crews are fully trained in operation, rigging, safety, risk management, supervisory, firefighting and first aid 1&2. The result being that we are completely self-Sufficient whilst our crews are on site.

The safe delivery of your shipment is as equally important as the safe return of our crew. We never negotiate nor compromise on our safety or the safety of those lives with whom we may come into contact with in our line of duty.

## Heavy Lifts

We have owned resources for the provision of heavy lift services to a multitude of clients, lifting capacities under our direct control at our Germiston based facility range from 1 ton up to 70 tons.

We are able to offer a niche specialised unpack/packing service to clients who require a dependable and knowledgeable operator in this specialised field.

A procured mobile crane service with lifting capacities of up to 200 tons is available for specialized off site projects and this is undertaken with hair-splitting attention to detail within our projects division.



## Material Handling & Container Reach stacker Hire



With the use of our owned rollback equipment and low beds we are able to supply any material handling forklift ranging in size from 1.5 tons -45 tons inclusive of operator, to clients whom may require this service. This service is most often used by clients who do not have the volumes to justify the purchase of their own equipment or clients who for mere peace of mind, elect to outsource this function on an FML basis.

Our most recent acquisition of a new Kalmar 45 ton reach stacker adds to our existing fleet of Linde 42 ton reach stackers bringing our reach stacker fleet to a total of 3 units which are available for short, medium or long term hire. All Material handling and container reach stackers are supplied with drivers coupled with a full maintenance lease based on hourly cycles and rental terms.



## Warehousing, Packing and Unpacking

By understanding your concerns and anticipating your business and logistics needs, Coast To Coast Trucking will provide robust solutions that will drive value for your business. Whatever industry sector you operate in, Coast To Coast Trucking will deliver a dedicated or shared warehousing and distribution solution to ensure that you can deliver your service promise to your customers. When you need the benefits of a bespoke solution, the flexibility and cost advantages of sharing space, labor, equipment, transportation and consistently excellent operations, Coast To Coast Trucking shared warehousing and distribution solutions will meet your requirements. We pride ourselves on a modern facility in Harare which accommodates a warehouse spanning a combined floor space of 5000sqm under cover and external yard space that exceeds 10 000sqm. We provide in a controlled environment and to an exacting standard, extensive 3PL services to several importers and exporters who utilize our facilities as a distribution hub for their imported commodities as well as a consolidation hub for export bound cargoes. We have fixed ramps to handle the unpacking/packing of import/export containers. At any given time we have 10 forklifts in service to facilitate efficient, swift handling of various commodities assigned to us. No cost is spared when investing in our material handling equipment, Drum clamps, bridge ramps, paper grabs, rhino attachments and fork extensions are some of our all-encompassing tools which ensures that our warehouse operations remains a slick, well-oiled machine.



## Tail/Side lift Equipment

A fleet of 8 tail-lift equipped vehicles enables us to provide a service to clients who do not have access to forklift equipment to offload their shipments. We are able to assist clients at a nominal fee by 'grounding' pallets/cargo from the truck deck to ground level in order to ensure an incident-free delivery. Tail-lift trucks are equipped with an additional crew member and trucks are supplied with a pallet jack in order to facilitate mobility of your shipment on arrival at the destined delivery point.

We are also able to provide sought after side-loader container handling equipment to clients who wish to have their containers grounded.



## Crating

We have a close affiliation with 3 outsourced crate manufacturers; this service is offered to our clients on the basis of 3 written quotes and generally attracts a 10% facilitation fee.

## Palletising & Shrink-wrapping

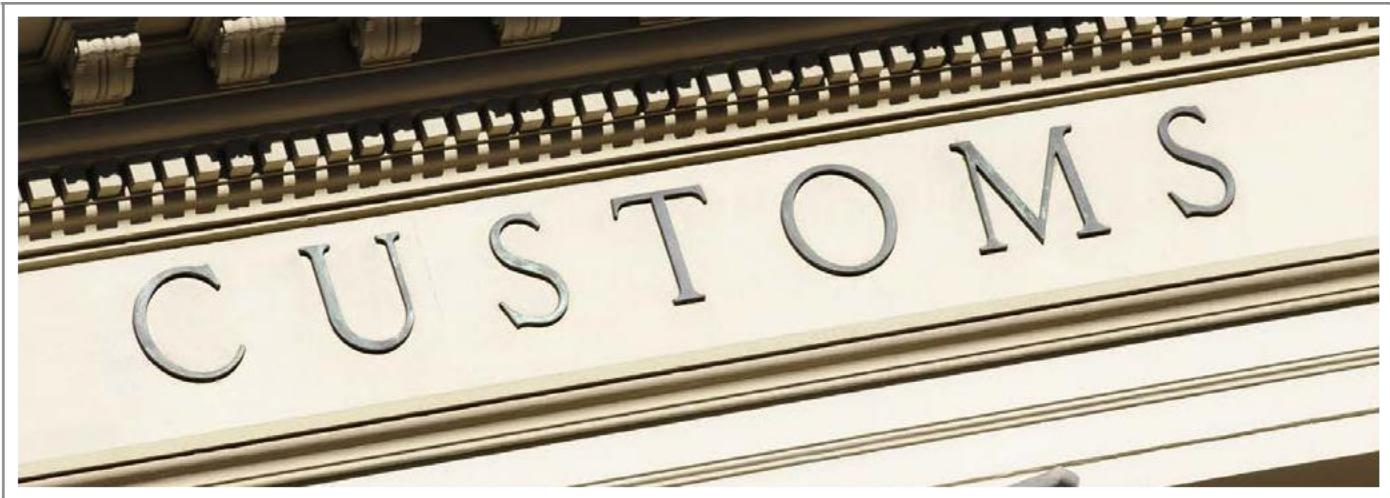
This service is conducted and controlled in-house and the service offering extends both on and offsite, largely dependent on the scope of work and the specific requirements of our clients.



## Dedicated Client Service Advisors

We are proud to present a team of highly trained service advisors who serve as a single point of entry for all updates and control functions pertaining to your shipment.

Our team are only assigned a limited number of clients per advisor in order to ensure that the quality of information processed and service offered to our clients remain personalized and impeccable at all times.



## Customs Clearances

In the global market place, rapidly changing demand on production and delivery schedules have placed increased responsibility on customs house brokers to provide export customs clearance service.

Coast To Coast is widely recognized as one of the leading customs brokers in Zimbabwe. We have a long standing professional relationship with ZIMRA agencies and this hard earned and privileged status delivers a distinct advantage when it comes to negotiating difficult consignments and dealing the challenges of bureaucratic procedures.

Regardless of the speed with which a consignment reaches one of the Ports Of Entry in Zimbabwe, complex customs procedures and documentation requirements can result in definite delays costing heavy storage charges and demurrages to consignees.

Coast To Coast employees are comprehensively trained to understand complex customs procedures of each specific area of operation. Our customs brokerage team will take full and complete responsibility to ensure that the correct documentation is prepared well in advance of all import and export deadlines in order to avoid expensive and time consuming delays.

To further strengthen this aspect of our operations, Coast To Coast maintains a bonded warehousing network across Zimbabwe. These facilities which are suitable for any type of cargo, can be reached by road, rail or air and ensure that shipments are swiftly cleared at the point of arrival.

### Our customs services include

- Import / export customs clearance
- Customs evaluation of merchandise
- Import duty and tax assessment
- Application or permits or controlled goods
- Import / export record maintenance
- Payment of customs duties on behalf of customers (disbursement)
- Temporary import / export procedures
- Transit customs handling
- Port clearances
- Importer of Record (IOR)

**BRANCHES : BEIRA – FORBES (MUTARE) – BEITBRIDGE – CHIRUNDU – NYAMAPANDA – PLUMTREE – HARARE**

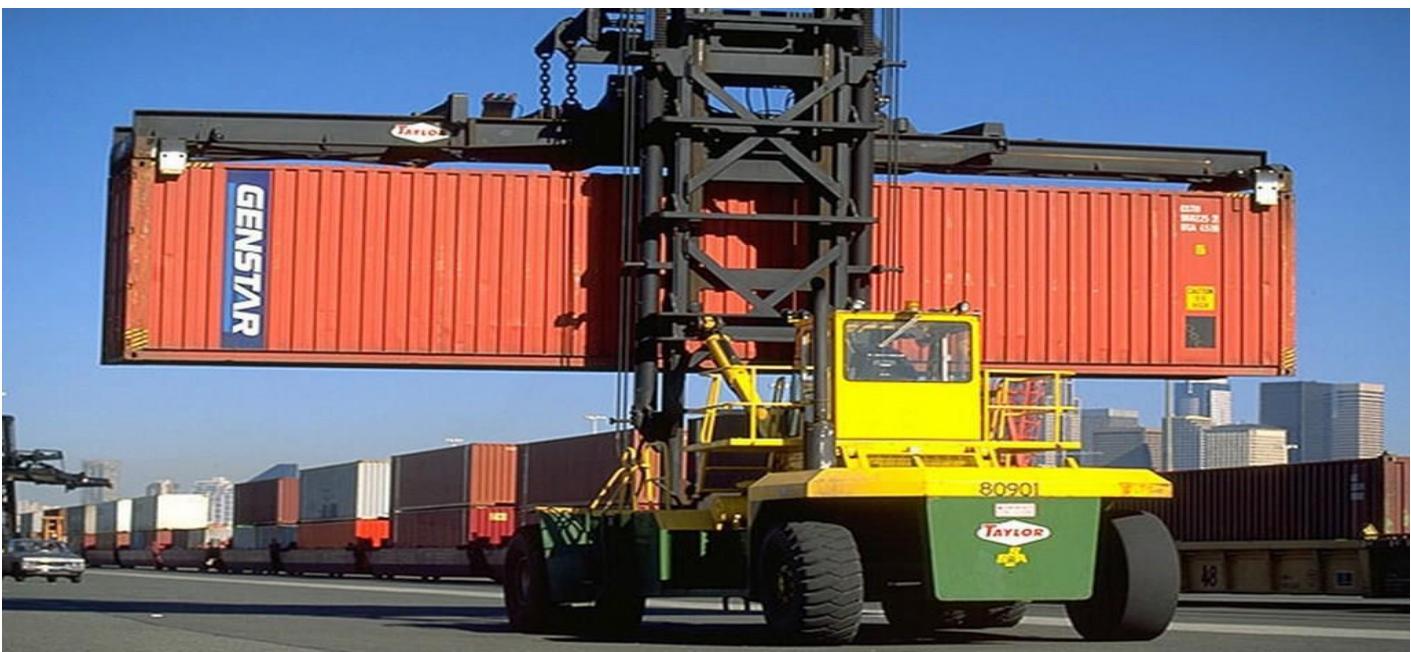


## Off Site Packing Assessments

Increasing market demands highlighted an opportunity to expand our service range to include assessments of client's cargo in order to offer advice, primarily to identify the most cost effective packing solutions and ways in which to optimize container or load deck space.

A detailed report is compiled and forwarded to our principals for review and their consideration.

This service consistently translates to impressive savings and brings to the transaction a much welcomed sweet pill value add.



## Port Clearance

We offer Port Clearance Services at Major Ports which are within Southern Africa. We offer the following Port Clearances at these ports

### BEIRA PORT Clearance –

- Containerized cargo 20ft & 40ft
- Hazardous Cargo
- Break Bulk
- Heavy Machinery & Equipment
- Trucks

### WALVIS BAY-

- Heavy Equipment
- Vehicles
- Trucks

### DURBAN PORT

### DAR SALAM

### MAPUTO



## Container Depot Services

We are proud to have 3 company owned container reach stackers within our fleet. Having recently acquired a 15 000 square meter fully paved and secured depot and an additional 50 000 square metre empty container park. We believe that our decision to invest in best-in-class equipment and land infrastructure, ideally positions us to handle, ground, reposition, stage or store containers on behalf of the Shipping & C&F industry, as well as our import, export and freight brokerage clients.

Our acquisition and expansion drive in terms of equipment was largely to circumvent perpetual delays generally associated with mainstream depots. Our investments have proven timeously and have materialized our vision of ultimately quicker turnarounds times for our fleet and intrinsically quicker deliveries to our clients.



### **Office Address**

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### **Contact Us**

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