

# CORPORATE PROFILE



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## ABOUT US

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Established in 1960, Raj travels express is one of the leading freight forwarding, project logistics and relocation management companies delivering cost-effective solutions throughout India and Dubai.

Raj travels express develops comprehensive freight forwarding, project logistics and relocation service plans tailored to meet specific requirements of customers. This is accomplished by learning customer's exact objectives with regards to their internal and external requirements, thus ensuring that Raj Travels Express will provide quality services more consistently than any other service provider in the market.

Our tried and proven multimodal transportation routes to India ensure national reach whatever your cargo and timeframe is. Started in 1960 with 1 bus to ensure interstate passenger transportation between Surat and Aurangabad we now own over 30 fleet of buses, 40 32 feet containers, 10 Eichers 24 feet, 20 tata aces and 40 bolero pickups. Providing all India connectivity right from Jammu to Kanyakumari and Gujarat to Arunachal Pradesh.

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## MANAGEMENT

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Supported by its own offices and associates worldwide, Raj travels express employs a team of professionals that follows up and follows through on each and every transaction we manage. With our Global Service Network we aim to be the most reliable Freight Forwarding, Project Logistics Management and Removal & Relocation Company in the market with an inspired, people-driven and dedicated approach to serving our valued customers.

While we are proficient in offering worldwide moving, freight forwarding, project logistics and related services, we are not satisfied with just that: we also strive to be committed advisors to our customers and associates at all times.

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## WHY RAJ TRAVELS?

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Successful freight forwarding, project logistics and relocation management services in challenging markets like the Delhi and Maharashtra require expertise, inside knowledge, and a reputation that businesses can trust. This is why Raj Travels Express is the preferred choice of many Fortune 20 companies in the region. Our in-depth knowledge of the INDIA, coupled with our regional and international service network makes Raj Travels Express is a leading service provider in the region.

Raj Travels Express provides a "one-stop-solution" to meet all of your logistics requirements. Whether you are looking to relocate household goods across the region. Raj Travels Express has the capability, expertise and experience to make it happen. You will get personalized service at every level with Raj Travels Express because we are truly independent, make our own decisions and specialize in our home market.

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## MARKET POSITION

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Since our establishment in 1960, Raj Travels Express has been recognized as one of the most successful independent freight forwarding, project logistics and removal & relocation companies in India.

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## MISSION and VISION

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Our primary objectives are to promote Total Quality Management and to maintain our success through steady investments in our service expansions and innovations. Our goal is to promote health, safety and environmental policy throughout our organization.

Our aim is to be the best customer service team in our profession. We strive to develop and maintain a first-class infrastructure to ensure employee satisfaction, which drives customer loyalty leading to sustained profit growth and creating improved company value.

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## QUALITY STATEMENT

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Quality is not an option, but a necessity to survive and thrive in an environment of global competition. We aim to provide total customer satisfaction that will lead to customer loyalty. By using Total Quality Management techniques, we can locate waste, identify its causes and eliminate it.

A good example of waste is rework, which is often more costly than doing the job right in the first place. A common business concept is known as the "1-10-100 Rule". If it takes one unit of costs or effort to complete a job correctly, it will take 10 times that effort to correct an error before it reaches the customer. And once it has reached the customer, it will take 100 times the cost and effort to correct the situation, not to mention the loss of customer goodwill.

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## COMPLIANCE STATEMENT

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Raj Travels Express is thoroughly committed to conforming with international and local laws on ethical standards of conducting business. Our employees are consistently informed and trained on international levels of best ethical practices in the business which are strictly implemented and followed. We are committed to continuously improving our business standards and similarly raising awareness throughout the group for better informed ethical decisions by employees.

## HSE STATEMENT



Raj Travels Express will respect and promote, without reservation, safety awareness and accident prevention throughout the organization. This commitment extends not only to compliance with respect to Federal, Provincial and Municipal requirements, but also to the standards and requirements adopted within the industries we serve.

The Safety Program is critical for the prevention of workplace injuries and accidents. The success of the program however, is dependent upon employee knowledge of and compliance with policies, practices and procedures. Adherence to these standards coupled with a positive attitude creates competent personnel who are properly trained, equipped and motivated to safely perform their duties.

Safety is a shared commitment. It is a required responsibility of all company personnel to participate in the prevention of personal injury and property damage during the course of our operations and to co-operate in this respect with those we work for and with.

## AIM and OBJECTIVE

Our aim is to exceed the expectations of our customers through total quality management. Our objective is to provide cost effective and reliable solutions to help our customers to realize their goals.





## AIR FREIGHT

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Due to the sensitivity and time pressures involved in airfreight, Raj Travels Express develops 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 through on each and every shipment so that our customers can be assured of real-time status reports on all import and export air freight 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 Air Freight Services include:**

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

- ▣ Hazardous Cargo
- ▣ Live Stock Cargo
- ▣ AOG & Aerospace Cargo
- ▣ Fashion & Luxury Goods
- ▣ Auto and Automotive part
- ▣ Oil & Gas Industry Cargo
- ▣ Pharmaceutical Cargo
- ▣ Precious Metal Cargo

### **Other Services :**

- ▣ Import/Export Consol & Deconsol
- ▣ Pick, Pack, Assembly and Distribution
- ▣ Split and Full Air Charter
- ▣ Worldwide Door to Door Services
- ▣ Sea/Air & Road/Air Service
- ▣ Customs Clearance Service
- ▣ Pick-up and Delivery Service
- ▣ Packing and Crating



## SEA FREIGHT

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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 cargoes on a global scale.

The flexibility and range of Ocean Freight Services offered by Raj Travels Express provides our customer economical alternatives to other, more costly modes of transportation. Our world-wide logistics services cover not only shipments from port-to-port, but also the complete door-to-door supply chain solution.

Over the years, Raj Travels Express has fostered strong business relationship with all major international and regional ocean carriers.

### **Our Sea Freight Services include :**

- ▣ FCL and LCL import and export
- ▣ Issuance and verification of shipping documentation
- ▣ Export and import customs clearance
- ▣ Certified industrial packing and crating
- ▣ Packing and crating of household goods
- ▣ Warehousing, assembly and distribution logistics
- ▣ Letter of credit processing
- ▣ Part & full vessel charter
- ▣ Conventional shipments (break-bulk, dry & liquid bulk)
- ▣ Sea/Air transportation
- ▣ Sea/Road and Sea/Rail Intermodal Services
- ▣ Transport and Marine Insurance



## RAIL FREIGHT

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Raj Travels Express specializes in Railway and Intermodal Transportation Services with In India. Our vast experience and in-depth knowledge of the Indian railway networks and freight code system enables us to respond timely and professionally to all kind of complex and unusual railway and intermodal transportation requirements of our customers.

### Our Sea Freight Services include :

- Guaranteed 20ft, 40ft FCL & Break Bulk Services to and from India, Far East, Middle East, China, Europe, Russia and other world wide destinations.
- Combined rail, barge and truck transportation of ISO Box Containers
- Standard security of the containers with security seals and bar-locks
- Conventional rail transportation using variety of railway covered wagons, semi wagons and platforms suitable for containers, break bulk and oversized cargoes
- Railway terminal handling and door delivery service
- Professional pre and post cargo surveying
- Daily tracing and positioning reporting
- Tank containers and swap bodies
- Railway reefer sections



## ROAD FREIGHT

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Most transport chains include trucking at either the beginning or the end. Raj Travels Express integrated transportation and logistics service includes Road Transportation Service that connects all destinations within India into a single network.

Additionally Raj Travels Express has a dedicated division to handle transportation of perishable and dangerous goods.

Having an own fleet of multipurpose trucks and trailers, Raj Travels Express offers competitive pricing coupled with a reliable and world class quality road transportation and distribution services within India.

### Our Sea Freight Services include :

- Assembly and Synchronous Positioning of Load Units
- Transportation of LTL, FTL and Bulk Cargo
- Special Transportation of heavy weight, oversized and project cargoes
- Transportation of dangerous and perishable goods
- Special transportation of household goods and personal effects
- Contract-logistic, procurement and distribution
- Tracing & tracking through the Global Positioning System
- Various value-added services





## CUSTOMS CLEARANCE

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In the global market place, rapidly changing demands on production and delivery schedules have placed increased responsibility on Customs House Brokers to provide expert Customs Clearance Services.

Raj Travels Express has long-standing professional relationships with government agencies and this hard earned and privileged status delivers a distinct advantage when it comes to negotiating difficult consignments and dealing with the challenges of bureaucratic procedures in India.

Regardless of the speed with which a consignment reaches one of the destination points, complex customs procedures and documentation requirements can result in indefinite delays costing heavy storage charges to consignees.

Raj Travels Express is associated with several customs brokers and they 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, Raj Travels Express maintains a bonded warehousing network across India. 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 Service
- ▣ Customs Evaluation of merchandise
- ▣ Import Duty & Tax Assessment
- ▣ Classification of HS Codes
- ▣ Classification of goods
- ▣ Customs Surveying
- ▣ Import / Export Permissions of controlled goods
- ▣ Import / Export Record maintenance
- ▣ Payment of Custom Duties on customers behalf
- ▣ Temporary Import / Export procedures
- ▣ Permanent Import/Export procedures
- ▣ Consultancy Services
- ▣ Customs Bonded Carriage
- ▣ Transit Customs Handling



# WAREHOUSE MANAGEMENT

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Raj Travels Express offers secure storage facilities at all key destinations with in India. Our warehouses are among the safest places to deposit your goods.

There are two basic reasons for this: For security, they are equipped with electronic theft and fire alarms backed by round-the-clock security guards. For hygiene, in addition to normal hygiene standards, we can offer our customers certificates guaranteeing constant checks carried out by specialist companies. All goods are properly protected so that they can remain in our warehouse for as long as the customer deems necessary.

Raj Travels Express extensive warehousing and distribution system will pick, pack, store and distribute consignments anywhere in the region by efficient modes of transport. Special warehousing facilities for household goods and personal effects are also available at all locations with in India.

## Our Warehousing Services include :

- ▣ Import / Export Customs Clearance Service
- ▣ Short and long term storage
- ▣ Cargo loading and unloading
- ▣ Cargo labeling and packing
- ▣ Fumigation and Pest control
- ▣ Packing and Crating services
- ▣ Cargo Distribution
- ▣ POD Reporting



# PROJECT LOGISTICS

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Experience counts when it comes to handling complex projects and movements of oversized and heavy-lift cargoes. Managing complex transportation for large scale projects requires experienced, intelligent and knowledgeable personnel who are committed to researching all options, investigating each detail, surveying and identifying potential obstacles, physical and non-physical, and reacting to extraordinary circumstances with quick and decisive actions.

Our approach is to break down project logistics and transport into essential elements, and then to assign direct supervision over each. Advance trips by our Projects Operations Specialist to the key points in the project corridor ensure that Raj Travels Express has the first-hand knowledge required to "make things happen". A Project Coordinator is then assigned to manage all facts of communication, logistics and transportation operations and becomes the direct liaison with the customer.

The success of Raj Travels Express Project Logistics lies in its commitment to understanding what is required. Our specialist advisers become fully conversant with the requirements of a project and ensure that customer-specified deadlines, HSE aspects and special instructions are strictly adhered to.

Raj Travels Express specializes in project freight management and all associated planning and implementation services. Whether you are moving an individual heavy lift or complete industrial plant from various origins around the world to remote construction sites, we arrange for customized transportation concepts for the entire route on a door to door basis.

## Our Project Logistics Services include :

- Customer tailored transportation consultancy
- Project logistics feasibility studies
- Road studies
- Project logistics budget and planning
- Project flow descriptions
- Cargo supervision during loading and unloading, as well as in transit
- Full/Partial charter by ocean and air
- Consolidation, packing, crating and containerization
- Purchase order management and cargo tracking
- Transport Insurance
- Oversize cargoes transportation
- Heavy loads
- Module Movement
- Pre shipment inspection
- Cargo surveying
- Customs and shipping documentation



## HEAVY LIFTS

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Carrying out a heavy lift transportation project starts with careful preparation and planning. Our project engineers develop the most economical, efficient and the safest solution for heavy lift projects.

Thorough preparation is important for heavy lift projects management. Our project preparation takes place in close consultation with the customers and covers all aspects of their HSE and technical requirements. Strict supervision and planning at site while projects are underway is also extremely important and our dedicated project manager will be on site 24/7 to control and coordinate all aspects of HSE and project execution strategy.

We believe that being transparent and communicative with our client is an essential part of our assignment and a key element of our success.

### **The Heavy Lift Project Engineering Services include :**

- Customer tailored transportation consultancy
- Conducting transport and road studies
- Drafting transport drawings for project manuals
- Road and rail transport permissions and permits
- Technical surveying
- Risk Management and Insurance
- Procurement of special handling equipment for specific projects



# CARGO INSURANCE

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As the saying goes: "It's better to be safe than sorry".

Our comprehensive cargo insurance covers both onshore and offshore property and loss or damage of cargo on all modes of transportation.

Raj Travels Express insurance program is one of the foremost professional risk management tools in the market. We take pride in providing our customer with great rates, coverage, and a quick turnaround time. If you are shipping overseas or importing/exporting general merchandise, we are ready to give your risk exposure the attention it deserves.

Depending upon the type of cargo, we will place your coverage either through the most secured insurance company; either way, you will be assured of outstanding claims service and professionalism.

Raj Travels Express dedicated Risk Management team offers competitive rates for "All Risk" insurance coverage on a global scale. Raj Travels Express is able to offer advice concerning insurance services for all type of cargoes ranging from household goods, personal effects, live-stock, to commercial goods.

## Our Cargo Insurance Service include :

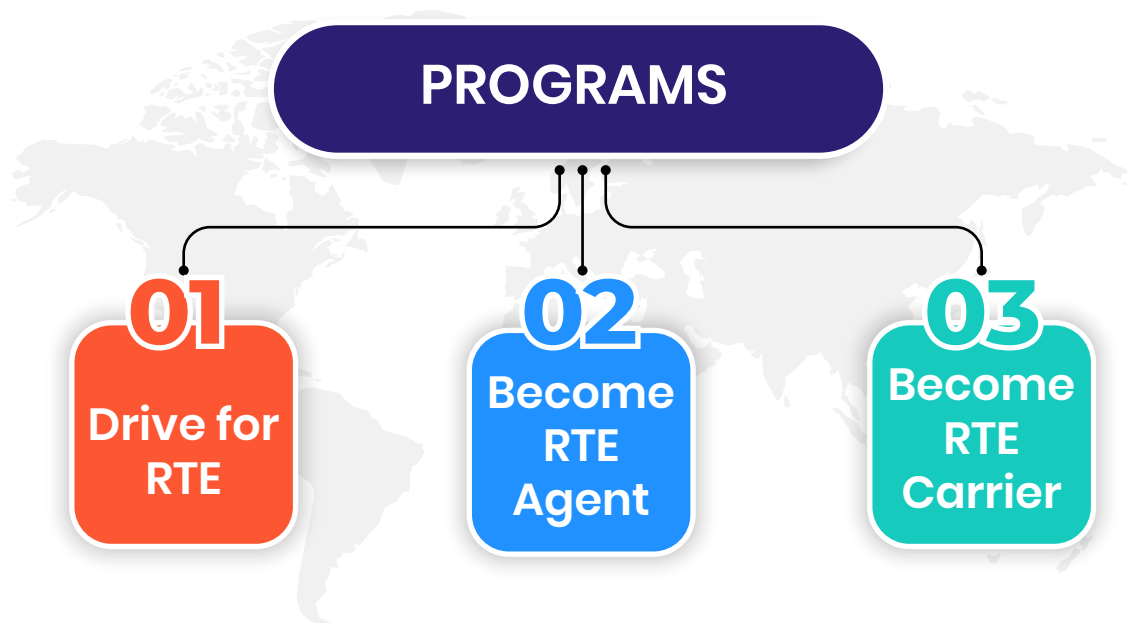
- "All Risk" cargo and marine insurance
- Auto transportation cover
- Livestock transportation cover
- High value goods and fine art transport cover
- Household Goods and personal effect transportation cover
- 3rd party liability coverage
- E&O coverage
- Professional liability coverage
- Professional cargo surveying
- Pre shipment inspection



## PARTNERSHIP PROGRAMS

Interested in becoming a RTE Freight business partner?

Through our extensive network of agents, carriers, and drivers, RTE provides numerous chances for you to become a business partner.

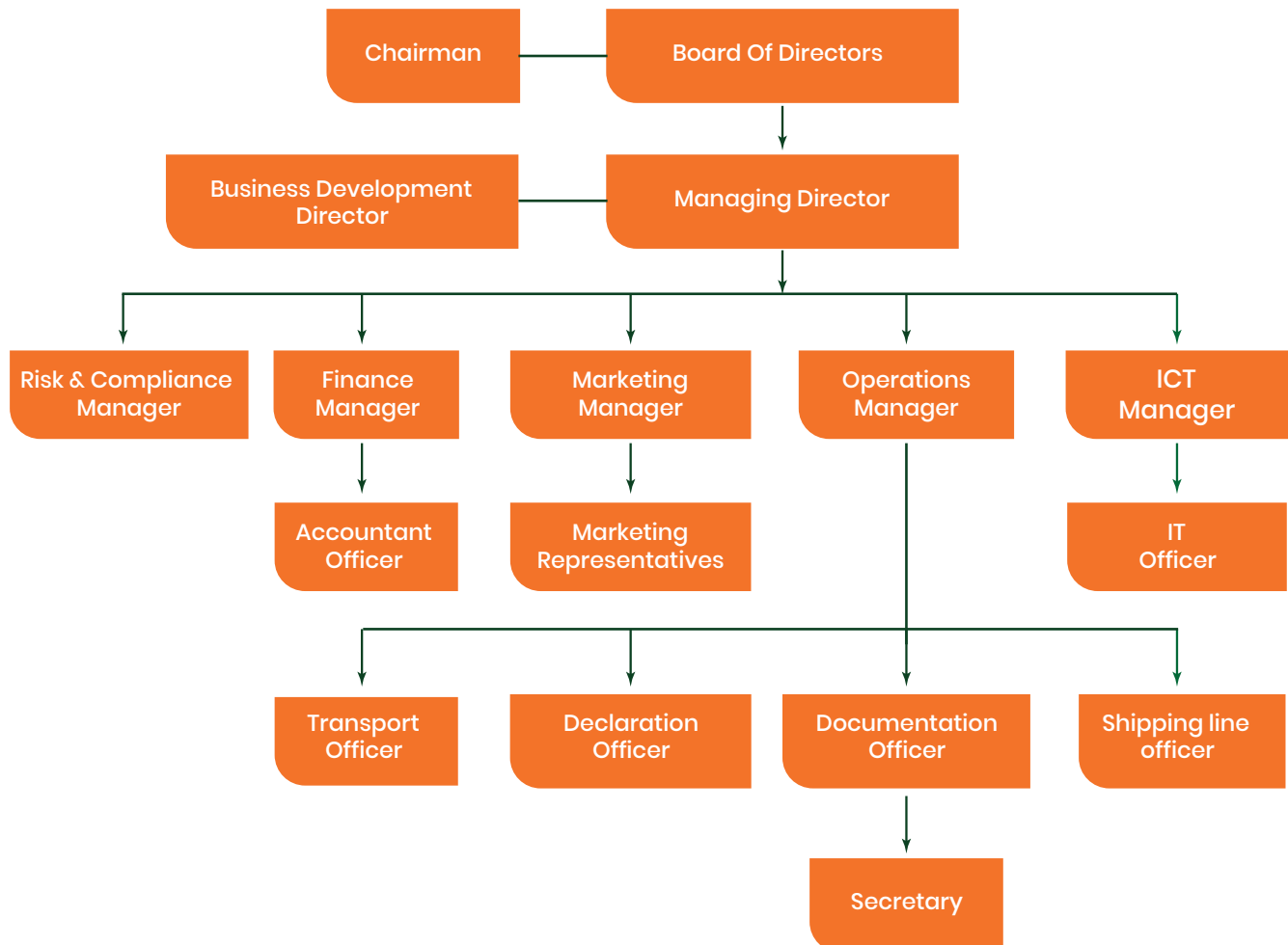




# ORGANIZATION STRUCTURE

The board is composed of various Directors who are responsible for the Planning, Coordinating, Monitoring and Decision making of the affairs of the entire company so as to achieve and super-scale our set goals, mission and vision.

The board is headed by our chairman who as the captain of ship ensure that the company is steered in the right direction and is accountable for and holds the final say in key decisions made in our meeting be it at RTEs or otherwise.





## REACH US

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