

Local and Regional E-commerce Solutions



SUPPORTING **ECOMM** PLAYERS IN QATAR AND THE REGION



Key Strengths

Well-Established Network



Potential to grow in the regional market



Strong IT Development



Key Opportunities

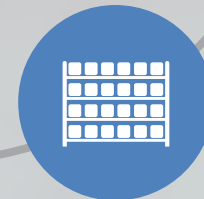
Faster and Cost-Effective Connectivity into Qatar



Regional Expansion with no Upfront Investment



E-fulfillment + Returns Solutions



Maritime & Logistics

HOW CAN MILAHA ADDRESS **GROWTH** AREAS



IMPORT OPERATIONAL SETUP



Pre-Arrival Preparation

1. Receive Pre-alert
2. Create Arrival Shipment Notice (ASN) on Warehouse Management System (WMS) via Integration or manual



Consolidation Lands in Qatar

1. Qatar Aviation Services Handover Cargo to Milaha
2. X-ray for Security
3. Bonded Seal on Truck
4. Bypass customs clearance process



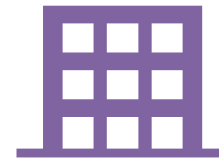
Cargo Moves Bonded to MLC

1. Bonded Truck moves cargo to Milaha Logistics City



Bonded Clearance

1. Seal Broken by Customs Authorities
2. Customs inspects cargo/X-ray
3. Bonded Declaration Form Created*
4. Enters to Bonded Zone



MLC Sortation

1. Sortation & Segregation
2. Value Added Services (when applicable)



Import Clearance

1. Customs inspects cargo (only if stays in Bonded > 24 hours)
2. Import Declaration Form Created*
3. Released from Bonded Area



Last Mile Delivery + Returns

1. Handover to Last Mile Partner
2. Deliver
3. Manage Returns and Exception Handling from Milaha Logistics City



12 hours**



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* Importer on Record (IOR) Can be Milaha subject to terms and conditions

** Average estimated time. Might be impacted by process requirements and uncontrollable delays

TRANSIT HUB OPERATIONAL SETUP



Pre-Arrival Preparation

1. Receive Pre-alert
2. Create Arrival Shipment Notice (ASN) on Warehouse Management System (WMS) via Integration or manual



Consolidation Lands in Qatar

1. Qatar Aviation Services Handover Cargo to Milaha
2. X-ray for Security
3. Bonded Seal on Truck
4. Bypass customs clearance process



Cargo Moves Bonded to MLC

1. Bonded Truck moves cargo to Milaha Logistics City



Bonded Clearance

1. Seal Broken by Customs Authorities
2. Customs inspects cargo/X-ray
3. Bonded Declaration Form Created*
4. Enters to Bonded Zone



MLC Sortation

1. Sortation & Segregation
2. Value Added Services (when applicable)
3. Exceptions Handling



Re-Export Clearance

1. Customs inspects cargo (only if stays in Bonded > 24 hours)
2. Import Declaration Form Created*
3. Released from Bonded Area



Express Global Service

1. Handover to Last Mile Partner
2. Deliver
3. Manage Returns and Exception Handling from Milaha Logistics City



18 hours**



Maritime & Logistics

* Importer on Record (IOR) Can be Milaha subject to terms and conditions

** Average estimated time. Might be impacted by process requirements and uncontrollable delays

STORAGE & FULFILLMENT OPERATIONAL SETUP



Pre-Arrival Preparation

1. Receive Pre-alert
2. Create Arrival Shipment Notice (ASN) on Warehouse Management System (WMS) via Integration or manual



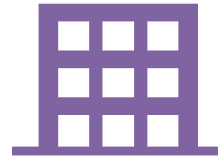
Cargo Arrives to MLC

1. Cargo Arrives to MLC
2. Gate is Allocated



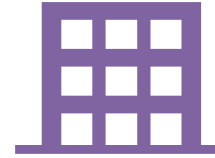
Bonded Clearance*

1. Seal Broken by Customs Authorities
2. Customs inspects cargo/X-ray
3. Bonded Declaration Form Created*
4. Enters to Bonded Zone



Inbound Process

1. Quality Check
2. Report Non-Conformities
3. Put Away & Storage



Outbound Process

1. Receive Order
2. Create Shipping Order (SO)
3. Pick and Implement Value Added Service (VAS)
4. Quality Check



Import/ Re-export Clearance*

1. Customs inspects cargo (only if stays in Bonded > 24 hours)
2. Import Declaration Form Created*
3. Released from Bonded Area



Release

1. Ship Out
2. Cargo is taken off from the inventory



WHY MILAHA




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KEY FIGURES

1st 
Commercially
Registered Company
in Qatar

 **2.4** bn
Operating Revenue

 **2,000+**
People

 **63**
Years in Operation

 **12** Countries

 **17.6** bn
Net assets



MILAHA LOGISTICS CITY

2021

Milaha Logistics City is an overall 432,000 sqm area that was inaugurated in 2017. It has Bonded and Non-bonded facilities in the same location with capacity to carry cargo in temperatures from -23°C to +22°C

1

Number of
Warehouses

4

Freezer, Chiller, Temperature
Controlled, Bulk Storage
Facilities

200

Number of staff
under management

36,000^{sqm}

Total Warehousing Area



56,000

Pallet Positions available. 1.8 CBM/Pallet



400,000

Approx. CBM's handled/year



MILAHA LOGISTICS CITY LOCATION



Milaha Logistics City is strategic located with close proximity from the main ports and the new orbital road



The land plot is 432,000m² and the first phase Milaha has built is a 35,000m² warehouse is split into Frozen, Chilled and Ambient chambers to cater for the different product



30 km
from
Hamad Port

25 km
from Hamad
International
Airport

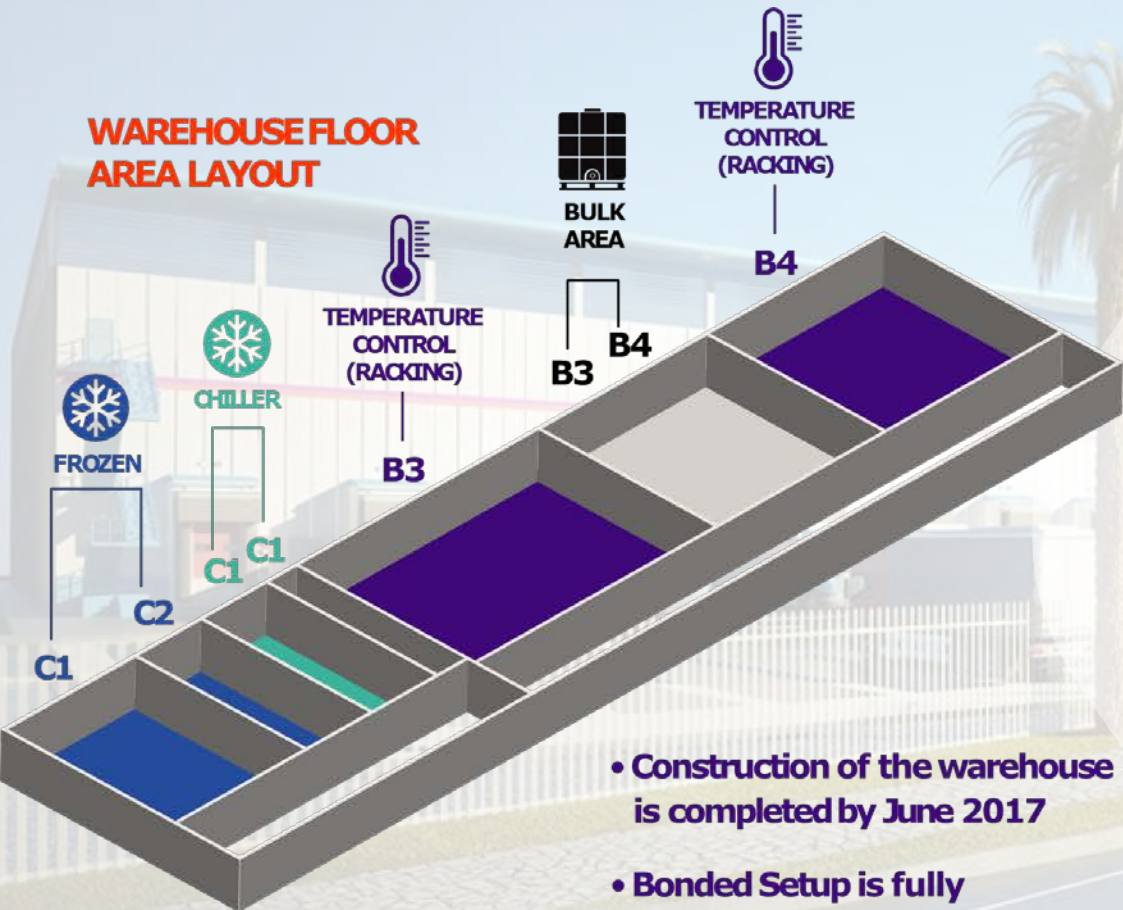
24 hrs
Security

Bonded



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MILAHA LOGISTICS CITY WAREHOUSE **CAPACITY**



- Construction of the warehouse is completed by June 2017
- Bonded Setup is fully functional since 2019

	VNA	WIDE AISLE
Frozen Chamber 1 (-22°)	7,600 pp (G+7)	-
Frozen Chamber 2 (-22°/+1°)	4,448 pp (G+7)	-
Chill Chamber 1 (+1°)	4,448 pp (G+7)	-
Chill Chamber 2 (+7°)	2,400 pp (G+7)	-
B3 A/C (+24°)	20,313 pp (G+8)	-
B4 A/C (+24)	-	8,715 pp (G+6)
TOTAL	39,209 pp	8,715 pp

A/C Open Warehouse/Block Stacking Area = 4,830 SQM



A VIEW FROM THE INSIDE



BONDED VS FREEZONE



Clearance

BONDED

Fast Clearance due to dedicated customs 24/7 for Milaha Customers only. **Milaha Bank Guarantee**

FREEZONE

Customs Authorities capabilities spread against multiple customers. Customer Bank Guarantee

Scope

Bonded and Domestic same location
Bonded Storage renewable after 1 year

Regulations/process for Domestic Cargo still under development

Regulations

IOR needed for goods entering the Bonded Zone

IOR/EOR needed for goods existing the Freezone

Manufacturing

Finished Goods Value Added Services are permitted in the Bonded Zone

Manufacturing is permitted



BONDED WAREHOUSE SUPPORT LOCAL, REGIONAL AND GLOBAL TRADE



WHY MILAHA BONDED WAREHOUSE ?

	Standard Warehousing	Bonded Warehousing
Customs Clearance	Standard clearance procedures at port of entry	Dedicated and controlled clearance on site with 24/7 coverage
Customs Delays	30% of shipment delayed	99% on time and on demand clearance
International Shipping	Payment of import duties & taxes limitation	Easy re-exports without import duty pre-finance.
Tracking & Reporting	Not available centrally	End-to-end tracking & 24/7 online report
Central Billing / Invoicing	Multiple invoices, done locally	One invoice centralized
Cost Savings	Duties paid at time of importation regardless if goods are sold or for immediate use	Deferred customs payments 8-10% saving on cost of capital – pay only when sold or to be used



OUR SUCCESS PILLARS



SERVICE QUALITY

- **Best in class service quality**
- 24/7 Operations
- Customer dashboards and customized SLA templates
- **Inventory control >99.5%**
- Inventory visibility within 24 hours
- Last Mile delivery capabilities (Reefer/Dry)
- **Strong partnerships (Express & Freight)**
- **Blue-Chip Customers**

BONDED

- **The first fully active bonded warehouse in Qatar**
- 24/7 Dedicated Customs Agents
- **Duty Free storage**
- Possibility to custom clear part of Manifest based on customer demand
- < 24-hour replenishment
- **Multimodal connectivity options Sea/Road/Air**

TECHNOLOGY

- **WMS: highly customizable to fit all logistical needs**
- Covers all warehouse operations and inventory management functions
- **Comprehensive reporting package**
- **End-to-end integration capabilities**
- **Temperature coverage from -23 to +18 Degrees**
- Real time visibility of inventory and transactions

SAFETY

- Best in class Health and Safety on site teams with global accreditations
- Full traffic plan implemented
- Full health and safety training modules implemented for staff and implants
- 24/7-hour security guards
- **Ministry of Interior Law #9 Compliant CCTV & directly linked to Customs HQ**



OUR DEDICATED CONTROL TOWER PROVIDES SUPPLY CHAIN OPTIMIZATION



Control Tower

- One communication point
- Inbound and outbound movement management
- Warehousing operations control
- Generating & finalizing documentation
- Manage the clearance process
- Freight planning and arrangement
- End-to-end visibility on shipments

End-to-end optimization

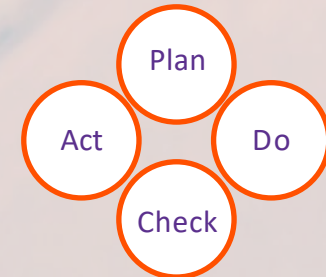
- Realize synergies across the entire supply chain operations, identify inefficiencies & optimize service
- Globalize the compliance to local requirements
- Optimize cost across the entire supply chain
- Single communication, flagging & billing on the order level regardless of the number of legs involved



END TO END COMPREHENSIVE SOLUTIONS



Service Quality



Improvement projects are carried out in direct collaboration with customer teams via structured feedback loops and strong performance management programs





CONTACT US

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