



Charles  
Kendall



GLOBAL SUPPLY  
CHAIN SOLUTIONS

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# ABOUT US

**Our group companies have become united by a dedication to service, quality and integrity.**

We deliver bespoke, expert and reliable end-to-end supply chain solutions. From procurement, freight and packing, to logistics and consulting, anywhere in the world.

Charles Kendall have decades of experience, a financially strong background and highly skilled people dedicated to handling a complex range of projects worldwide.

For example, we've shipped just about everything, from plant weighing hundreds of tonnes, to dangerous goods as well as handling regular air charters, cross trade and exhibition freight.

**Charles Kendall is known as a name to trust.**

**We have decades of experience, from government and commercial procurement to export packing, freight, logistics and development aid consultancy, Charles Kendall is known worldwide as a name to trust.**

Importantly, we've remained an independent, private, family-owned business. So while we may span the globe and manage projects valued in the many millions, we've stayed true to the human values of service and partnership.

Taking great pride in being a people business we concentrate above all on the exact needs of our customers. With this philosophy we strive to build long lasting relationships and in many cases friendships.

**Air · Ocean · Road · Compliance · Aerospace · Event Logistics  
Warehousing · Packing · Product Logistics · Procurement & Consulting**

Whilst the technology and scale of our business may have changed, our principles have never wavered. We're transparent, dependable and environmentally responsible. We believe in lasting partnerships, founded on a shared commitment to quality, value and service.

This is why so many of our own people stay with us for years, or decades, continually deepening our experience and expertise.

That's why we still work for our very first client, the Government of Oman, 75 years on.

Partnership means we succeed by helping you succeed. Whatever the size of your business, you can depend on us for a proactive, creative approach, and the same dedication to quality that drives our business forward.

# PROCUREMENT & CONSULTING

Our Procurement and Consulting teams have decades of experience working with Governments, their organisations and private sector businesses.

Calling on expertise and resources from every area of the procurement supply chain management process, we deliver tailored solutions to a range of complex projects.

## Consulting

With experience in over 100 countries, we help governments achieve the results on which their aid depends, while donors look to us to help ensure that their projects are delivered effectively.

We manage globally significant projects, for example we currently manage funds of over USD\$4 billion and have procured goods, works and services worth over USD\$2 billion for the US Government's Millennium Challenge Corporation.

### Commercial Consulting

We have personnel with significant procurement experience across the public and private sectors, and major consulting companies.

We invest in ongoing training and maintain links with international experts in the field to ensure we are at the forefront of the latest knowledge and thinking.

This combination of experience, training and international exposure forms the basis of our significant expertise in procurement.



## Procurement Agency

### Procurement Agency:

Programme design, identification and evaluation of requirements; preparation of tender specifications and tender documents; worldwide sourcing of goods, works and services; tender administration and evaluation; contract negotiation, award and management.

### Freight and Logistics:

Expediting and coordination of deliveries; inspection; insurance; freight forwarding and clearance; logistics planning, warehousing, good storage and handling; inventory management, classification and coding.

### Fiscal Agency:

Management of special fund accounts; and payment accounting and auditing.





## Procurement Advisory Services

### **Procurement Monitoring, Assessments and Auditing:**

Conducting independent procurement reviews to verify if procurement activities are undertaken in compliance with national and/or donor procedures, laws, rules and regulations.

### **Capacity Assessments, Capacity Building and Training:**

Assisting clients to assess and enhance human capacity and sustainably professionalise the procurement function.

### **Procurement Strategy Development:**

Advising public procurement authorities, government ministries, and donor organisations on strategic approaches to public procurement.

### **Procurement Reform:**

Assisting partner governments and donor organisations with procurement reform including; reform of legal and institutional frameworks; procurement system, structure and process assessment and redesign.

### **Public Private Partnerships (PPP):**

Providing transactional, institutional, and capacity development advisory services for partner governments and bilateral and multilateral donor agencies exploring PPP feasibility and implementation.

Applying our skills, we work across a diverse range of industries around the world to deliver quality and value for money to our clients. As a specialist in the procurement, supply and support of equipment across many industries, we offer a service tailored to your needs.

That may be sourcing the latest or hard to come by parts, tending to specific projects or working to improve procurement processes.

All this to improve our client's effectiveness, profitability and standing in the global market.

## Technical Procurement

Applying over 70 years of experience to commercial contracts, we deliver a complete procurement solution for a range of industrial sectors - from client brief to final delivery, commissioning and service support.

As well as larger programmes, we source and supply high-quality certified spares, consumables and engineering items at optimum value. With our experienced teams, we have, over the years, enjoyed success in locating obsolete or hard to find items for many customers.

### **Trusted Network of Suppliers & OEMs**

We have a huge network of suppliers and Original Equipment Manufacturers (OEMs) with whom we have formed trusting relationships. Spares supplied are always in Factory New condition with an OEM Certificate of Conformance giving you peace of mind.



# FREIGHT



## Freight and logistics is at the heart of our group's end-to-end supply chain management service.

Charles Kendall Freight are recognised for our expertise, experience, reliability and exacting standards.

Since 1954, we've worked with clients worldwide to develop bespoke solutions tailored to their needs, from collection to delivery by air, ocean and road.

And with our own in-house Compliance advisory team, 3PL facilities in Southampton & Dubai and an Event Logistics team, we can meet just about any requirement.

Genuinely global, we have locations in China, Hong Kong, UK, Europe, the USA, Middle East and Australia, as well as a worldwide network of like-minded independent partners.

### Air

- Utilising our network of own offices and partners, Charles Kendall Freight offers expedited, standard and deferred airfreight services on a global basis. Offering competitive rates with a time defined service to suit your requirements.
- Highly experienced in charter movements to and from challenging locations.
- Trained and qualified staff to handle dangerous goods at all locations.

#### Supporting Services

- Online bookings
- Online quotations
- Track and trace
- Documentation services
- Packing for export
- Customs clearance
- Collection & delivery services
- Bonded and non-bonded storage and distribution
- Cargo insurance (upon written request)

### Road

- Domestic parcel services
- Express / economy pallet services
- Dedicated express trucks
- Groupage, LTL & FTL services
- Container haulage / drayage
- Specialised equipment - flat-bed, low loaders, air-ride, refrigerated
- Online bookings
- Track and trace
- Online POD imaging

### Rail

With the opening up of the BRI (Belt & Road Initiative), we can provide services from China to Europe faster than ocean freight and cheaper than air freight.

Our weekly point-to-point service takes only 15-18 days in transit and accepts both LCL & FCL from most main cities in China. We provide GPS tracking and high security on all shipments. We also have the ability to provide door-to-door trucking services covering large parts of Europe.

The BRI links-up and improves over 1000 miles of road and railways between China and Europe, passing through the Middle East and linking to Singapore, South East Asia and parts of Africa too.

### Event Logistics

Unlike regular freight forwarding, events and exhibitions have particular logistical requirements. You need to know that your stand and goods not only reach the show intact but are repacked and safely returned to where you need them next.

Rely on us for proper handling of your event logistics ensures that stand assets have the longest possible shelf-life and in turn you get maximum return on your marketing investment.



## Ocean

Across our global network, Charles Kendall Freight operates under our NVOCC (Non Vessel Owning Common Carrier), Seabox Limited. As an NVOCC, we can offer multiple sailing options, competitive rates and tailored services.

### Full Container Load (FCL)

Fully bespoke services to your specific requirements. With flexible transit times and routings, space and equipment guarantees and door-to-door services available we can cover your shipping requirements around the world.

### Less than Container Load (LCL)

Weekly scheduled services to and from all key worldwide gateways. For many years Seabox Ltd has been a market leader on the Europe to North Atlantic & Middle East trade lanes for consolidation cargo.

### Breakbulk & Out-of-Gauge Cargo

Conventional and Ro-Ro services, as well as specialist in part and full charter movements.

### Supporting Services

- Online bookings
- Online quotations
- Track and trace
- Packing for export
- Customs clearance
- Collection & delivery services
- Bonded and non-bonded storage & distribution
- Documentation services
- Cargo insurance (upon written request)
- Hazardous trained staff
- In-house UK DGSA



No ordinary freight company.

# FREIGHT

## TALA & Aerospace

**We provide a highly flexible service for a diverse number of aerospace clients across commercial, industrial and military applications.**

In the UK & UAE, Charles Kendall Freight are exclusive licensees for The Aerospace Logistics Alliance (TALA).

TALA is the only global network that is 100% dedicated to providing logistics solutions to the aerospace industry.

### Our services

- 24/7 Aircraft on Ground (AOG) Support
- Air, Road, Ocean, Hand-carry & Charter Solutions
- Engine transportation & Out-of-Gauge
- Helicopter transportation
- Customs Compliance
- Dangerous goods
- Packing
- Key Performance Indicators (KPI) & Business Intelligence (BI) reports
- Account Management



## E-commerce & FBA

**We are global specialists in e-commerce and FBA (Fulfilment by Amazon) shipping.**

As an Amazon SPN (Solution Provider Network) registered forwarder and customs broker, we are a trusted shipping provider for online sellers and vendors. We work closely with Amazon Fulfilment Centres (FCs) around the

world, providing everything from freight forwarding, customs documentation and clearances, to warehousing, palletisation and even reverse logistics for consumer returns. We can also provide import tax registration and tax return advisory.



End-to-end supply chain solutions.



## Product Logistics

**From our facilities in the UK and UAE we offer manufacturers of FMCG brands a complete range of re-labelling and re-packaging activities.**

But more than that, we work directly with brand owners customising a solution to fit their pre-market preparation plans.

We provide a range of contract packing activities from barcoding, ink-jetting, sleeving and blister packs, to pouching, labelling, stickering and shrink wrapping.

We ensure products are compliant for new markets, for example Arabisation of labels, and we can even source packaging or labels and provide in-house design services.

Combined with our expertise in procurement, compliance and customs, we can add significant value back into our client's supply chain.

For example, taking ownership of the products where required, managing distributor relationships, providing certificates of conformity and using freezones and compliant customs processes to reduce risk and cost.

Product Logistics transforms products for new markets and helps brand owners to grow market share by reaching new consumers in a compliant and efficient manner.



Reduce risk, stay compliant



JIT / Inventory Control



Adding Value Consolidating activities



Access to new markets



Reduce Unit Costs



Consistency & Flexibility



Re-labelling work underway in the UK, Alpha Park Product Logistics facility

# PACKING

**We've been building our own cases for customers around the world since the 1980s. We provide export packing services from our locations in London, Manchester and Southampton. If you're transporting goods, you need to know they're safely and securely packed, in line with local and international regulations.**

As one of the UK's leading export packing companies, Charles Kendall Packing has specialist experience in bespoke export packing, casemaking and project management. Whatever you need, you can rely on us.

You'd be hard pressed to find a more experienced, skilled or dedicated team. Many of them have been with us for decades and have packed just about everything, from 50 tonne machines to valuable paintings, to hazardous materials.

Our customers come from a wide range of core manufacturing industries such as process equipment, energy and heavy industries. We've even designed and built a crate for a life-size replica Tyrannosaurus Rex.

## Bespoke Export Packing

### Project Management

Decades of experience mean we know the industry, regulatory processes and documentation inside out.

We offer complete, end-to-end project management – or just as much as you need advising on any aspect of the packing process – even if we're not doing it ourselves.

### Casemaking

We work to your exact specification, advising on the best design and approach for cases and crates. All our timber is heat-treated to ISPM 15 standard to ensure it is safe for commercial use in making custom cases for air and ocean freight.

### Warehousing & Consolidation

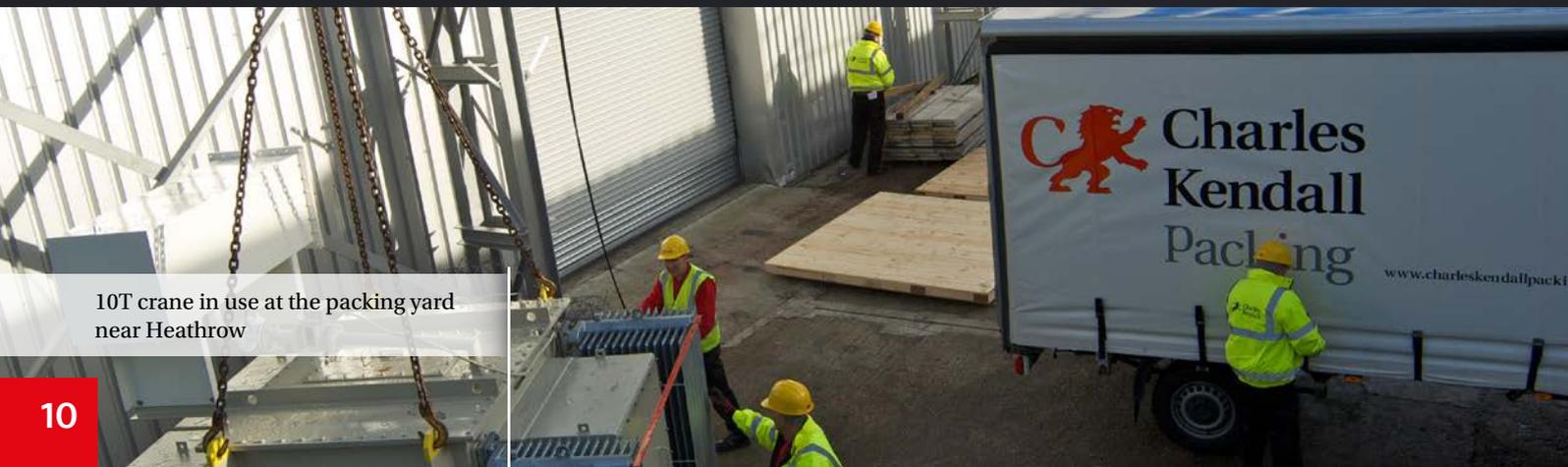
Our services:

- Full receiving and handling service for larger projects
- Receipting of documentation and supplier delivery notes
- Marking of cases to contract requirements and international standards
- Production of detailed contents and packing lists
- Loading of containers, and provision of container inventory
- Preparation of shipping declaration

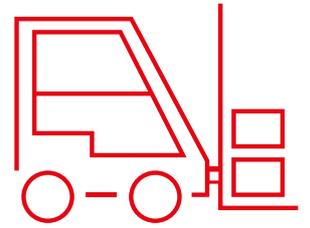
### Hazardous Cargo

We offer a full hazardous packing service for air and seafreight and can also offer a packing check and DGN supply. We are fully conversant with all the latest International Air Transport Association (IATA) and International Maritime Dangerous Goods (IMDG) regulations meaning that your shipments are fully compliant.

We also have our own in-house Dangerous Goods Safety Adviser.



10T crane in use at the packing yard near Heathrow



Custom built wooden cases await collection

## Project Shipments

We have extensive experience in the packing of heavy industry cargo including;

- Oversized or out-of-gauge loads
- Items with heavy-duty case requirements or requiring heavy-crane assistance
- Project cargo and/or management service

We've handled everything from huge compressors, dryers, shredders and boilers to intricate electrical items, pumps and valves and just about everything in-between.

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No item is too big or small for our capabilities. Each item is packed with the care and attention it deserves to arrive at destination how it left our premises.

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We have extensive experience in the packing of bespoke skid packages and associated equipment for shipping to oil, gas and other power projects around the world.

Our team can work with you to design the most cost effective protection for your shipment whether it's a one-off requirement or part of an ongoing contract.

We have packed for projects in the Middle East, the Far East and the Caspian Sea and have extensive knowledge packing specifications for major exploration companies.

Any size. Anywhere. Safe & secure.



Foil sealing goods for protection against humidity



Compliance checks at the Shanghai warehouse

# COMPLIANCE



**Whether you're importing or exporting, we work closely with international standards and our global partners to ensure that we uphold the highest standards and keep our clients compliant.**

Charles Kendall draws on decades of experience working in systems such as C-TPAT (The Customs Trade Partnership Against Terrorism), AEO (Authorised Economic Operator) and ITAR (International Traffic in Arms Regulations) to provide you with one of the highest quality advisory services anywhere in the world; from audits, risk assessments and customs regime advisory to taxation and environmental protection.

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Worldwide customs regimes are becoming more complex and the penalties for non-compliance can be severe.

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We provide technical assistance and compliance advice on all aspects of supply chain and freight management, working to remove risks and costs at every stage for our clients.

We are proud to hold the highest AEO status in the UK.

Globally, customs regimes are becoming increasingly complex. From tariffs, regulations, coding and valuation to Brexit, and the Union Customs Code, not to mention aviation security and counter terrorism measures, the scope continues to increase.

As a result, penalties for non compliance include substantial fines, greater Customs and Governmental examinations, negative publicity and a slow and unpredictable supply chain.

### Compliance Healthcheck Service

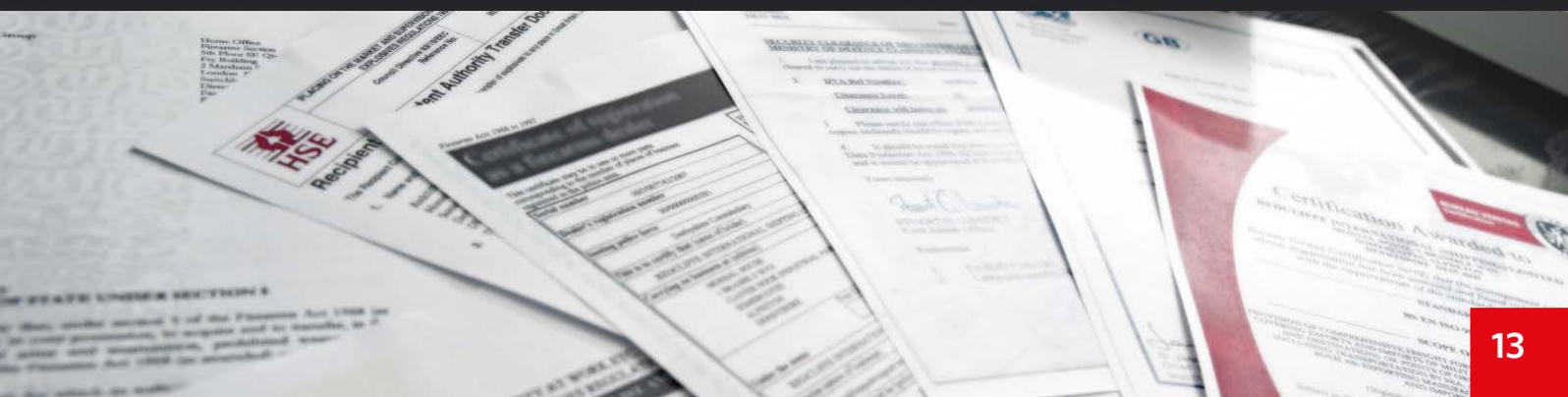
We provide an in-house Compliance Health Check service including; on-site audit of current import and export practices by our former senior Customs staff. Product classification advice and follow-up with Customs for rulings to establish correct rates of duty.

Analysis of Customs procedures has benefitted our customers in many ways; from duty and demurrage savings to Fiscal Representation which can improve your cash flow and provide consistent delivery lead times, as well as more accurate forecasting and securer warehousing and distribution.

### Insurance

We offer comprehensive worldwide insurance cover at competitive rates because without full insurance, your cargo could be at unnecessary risk.

In the unlikely event of loss or damage during transit your goods are not insured unless specifically advised in writing.



# LOCATIONS



## UK & EUROPE

### London Head Office

7 Albert Court, Prince Consort Road,  
London SW7 2BJ  
[ck@charleskendall.com](mailto:ck@charleskendall.com)

### Heathrow

Spur Road, Feltham, TW14 0SL  
[heathrow@charleskendall.com](mailto:heathrow@charleskendall.com)

### Birmingham

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Birmingham B74 2EZ  
[birmingham@charleskendall.com](mailto:birmingham@charleskendall.com)

### Bournemouth

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Airport, Christchurch, BH23 6SE  
[bournemouth@charleskendall.com](mailto:bournemouth@charleskendall.com)

### Felixstowe

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Lane, Felixstowe, Suffolk, IP11 3QL  
[felixstowe@charleskendall.com](mailto:felixstowe@charleskendall.com)

### Manchester

Units 10 & 11, The Furrows, Off Barton  
Dock Road, Manchester, M32 0SZ  
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### Southampton

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### Hamburg

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### Rotterdam

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[rotterdam@charleskendall.com](mailto:rotterdam@charleskendall.com)

## NORTH AMERICA

### New York

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### New Jersey

110 Newfield Avenue, Edison, NJ 08837  
[newyork@charleskendall.com](mailto:newyork@charleskendall.com)

## MIDDLE EAST

### Dubai JAFZA (Product Logistics CKA)

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PO Box 85315, Dubai  
[dubai@charleskendall.com](mailto:dubai@charleskendall.com)

### Dubai

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### Bahrain

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PO Box 45, Manama, Bahrain  
[bahrain@charleskendall.com](mailto:bahrain@charleskendall.com)

### Oman

Commercial Beach Complex,  
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[muscat@charleskendall.com](mailto:muscat@charleskendall.com)

## ASIA PACIFIC

### Hong Kong

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### Shanghai

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### Shenzhen

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### Brisbane

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### Sydney

Level 7, 44 Miller Street,  
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A section of the Royal Albert Hall, just a stone's throw away from our London HQ.

