

# COMPANY PROFILE



Freight Masters (Pvt) Ltd

Customs Clearing

Imports

Forwarding

Exports

Packing



3 CLOVELLY COURT  
CNR AIRPORT RD & MASOTSHA NDLOVU RD  
HATFIELD, HARARE, ZIMBABWE

POSTAL ADDRESS

P.O.BOX H202, HATFIELD  
HARARE, ZIMBABWE

TEL: +263 (242) 572710

+263 (242) 572369

+263 (242) 571679

CELL: +263 772 216 745

+263 772 902 006

E-MAIL: [cooper@freightmasters.co.zw](mailto:cooper@freightmasters.co.zw)

WEB: [www.freightmasters.co.zw](http://www.freightmasters.co.zw)

## EXECUTIVE SUMMARY

Freight masters is a well established freight company in Zimbabwe which opened its doors in 2005. we are a diversified total logistics provider with mainstream activities in forwarding, customs clearance, warehousing, air and road freight. We are a Zimbabwean associate of Globeflight Worldwide Express, Air Menzies International, VDM Cargo Solutions( South Africa), Total Courier and Cargo Services(India), PXC Pacific Global (India) and Group Air Wholesale. In addition, we have world wide partnership networks that allows us to cover more than 1000 cities in over 300 countries.

## BACKGROUND

Freight Masters (Pvt) Limited was registered as a company in terms of the Companies Act [Chapter 24:03] with its objectives being provider of Mainstream activities in forwarding, customs clearance, warehousing, air and road freight as indicated in a clause of our Memorandum of Association. The company's offices are located in the vicinity of the Harare International Airport of Zimbabwe.

The directors of freight Masters are convinced that they have the strategic ability of introducing a change of excellent service delivery within the freight industry. They believe that the current state is not offering the optimum networks of a global village which links Zimbabwe and the rest of the world as one in terms of exports and imports as well as fast, efficient and reliable service delivery. They enter the market with outstanding networks with key freight partners in most parts of the world, to ensure that its customer's goods are delivered at the right place, time and price.

Freight Masters (Pvt) Ltd is of the opinion that; there is immense potential for the freight sector to play a pivotal role in fostering economic growth and development through increasing productivity and exploiting opportunities. Taking cognizance of the aforesaid, Freight Masters directors resolved to venture into freight and tap into the huge prevailing barriers in international trade with robust partnerships all over the world. The company is fully registered and accredited member of the Shipping and Forwarding Association of Zimbabwe (SFAZ) and abides by all cords of conduct and regulations of SFAZ. It hopes to be the leading freight institution in Zimbabwe through meeting, delivering and surpassing customers' expectations all over the world.

## OUR CORE VALUES

- ➔ Building and sustaining mutually beneficial and lasting relationships with customers and business partners
- ➔ Excellence in our own work especially those we serve
- ➔ Honest engagement with our key stakeholders
- ➔ Feedback from our stakeholders



## VISION

To be a market leader in the freight sector through providing superb clientele services and value for clientele money

### OUR MISSION IS TO PROVIDE

- ➔ Safe
- ➔ Efficient
- ➔ Cost effective service delivery

### MOTTO

We are your freight partners now and forever.

### CORPORATE VALUES

- Integrity
- Value our clients
- Accountability
- Diligence
- Perseverance
- Discipline
- Innovation
- Strong business ethical culture
- Employee-friendly workplace



## THE MARKET

With the world graduating into a global village there is an overwhelming need for freight services by firms that imports its raw materials or exports its goods and services and also people who have relatives in other countries that has been observed. Over the past decade the freight sector has increased in significance and we cannot afford to overlook this market anymore. These people, together with the marginalized who have never had an opportunity to enjoy freight services present an immense opportunity for the freight institution.

The opportunity is to tap on this market by breaking the traditional barriers to the freight industry.

### The barriers identified include:

- ➔ Deficiency of partnership associates with the international corporate freight sector or other agents throughout the world.
- ➔ Barriers to international trade e.g. language among others
- ➔ Poor telecommunications infrastructure that is reliant on physical telephone lines and out dated n technology.

- ➔ High costs of operating, forwarding, exporting or clearing goods and services
- ➔ Inconvenience of the time and charges required to get goods cleared and delivered to customers

Therefore, Freight Masters (Pvt) Ltd comes with a product offering that will address some [if not all] of the barriers mentioned earlier.

## PRODUCTS

### We Are Here To

We always strive to provide the best value for money and quality service available to our clients. We believe that our customers are the most important part of our business. Our clients are also our business partners and as business partners their success is our success.

We have symbiotic relationship with our overseas partners and have a maximum turnaround time 12 hours on all queries, local or international.



- Warehouse Management Services
- Pick and pack
- Bonded/Non bonded
- Customs compliance
- Quality Control
- Distribution within the country and export
- Stacking/Racking
- Express and non-express deliveries
- Inventory Management
- Track and trace facilities
- Kitting
- Hub and spoke distribution
- Purchase order management
- Information management

## OUR PARTNERS

### **See how and why we are the preferable choice for most businesses**

Freight masters is a well established freight company in Zimbabwe which opened its doors in 2005. we are a diversified total logistics provider with mainstream activities in forwarding, customs clearance, warehousing, air and road freight. We are a Zimbabwean associate of Globeflight Worldwide Express, Air Menzies International, VDM Cargo Solutions( South Africa), Total Courier and Cargo Services(India), PXC Pacific Global (India) and Group Air Wholesale. In addition, we have world wide partnership networks that allows us to cover more than 1000 cities in over 300 countries.

Freight Masters, through its associates holds accounts on all airlines or their General Sales Agents and we can therefore offer services on all scheduled carriers. In addition we have an extensive network of overseas agents to ensure the continuity of our services.

## COMPANY NETWORKS

### DISTRIBUTION NETWORK

The company holds branches at the Bait Bridge and Chirundu border port with its head office being in Harare. Plans are also underway to open more branches at all border ports in the country.

### NETWORKING

Freight Masters is a member of the Shipping and Forwarding Association of Zimbabwe which brings together freight institutions and addresses all concerns they might be facing in the freight sector as well as help companies in their capacity building programs through its various meetings and programs.

## OUR TEAM

In our team we have highly competitive and empowered team players who are highly knowledgeable about the shipping markets. We can guarantee you that they can meet your every need and advise you on the most effective, reliable and cost effective solutions to use.

The team meets monthly to monitor the performance of operations and to ensure proper control over the strategic direction of the institution. The team has clearly defined responsibilities and objectives for management which is responsible for the day-to-day running of the businesses operating environment.

## CONCLUSION

We deliver the unsurpassed value addition service at competitive charges. Our clientele are guaranteed an unmatched quality service and speed of delivery to ensure total client satisfactory.





Freight Masters (Pvt) Ltd