



COMPANY PROFILE

Carloking Services Limited

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ABOUT US

Carloking Services (**Carloking**) was founded in 1992 as a Freight Forwarding and Logistics Company in Ghana. The company has its headquarters at **Tema** in the Greater Accra Region of Ghana. Carloking Service is renowned for its Freight Forwarding business and complete logistics solutions to international and domestic clients both in Ghana and abroad. Our objective is to ensure total commitment towards the delivery of cargo safely to our clients.

With over twenty (20) years of experience in the freight sector, the Company has been able to deliver uninterrupted logistics solutions to its clients locally and globally. Our unparalleled logistics service solutions are a result of proven just-in-time cargo delivery across the globe. We operate a Complete Freight Forwarding service including Customs Brokerage, Project Cargo Management, Household Removals (Relocation Services), etc. In addition to that, we have our warehouse on-site with a loading and off-loading bay for executing forklift-related operations.

The Company takes pride in its ability to provide swift processing and delivery of cargo with the assistance of qualified staff. The staff at Carloking Services have wealth of experience on the job and are committed to ensuring utmost customer satisfaction. Also, all staff works cohesively as a team to ensure that each operation is managed by delivering on the exact requirements and concerns of the customer. The team also offers advice to customers who may not be well-informed on freight transportation and may require further clarification on the shipment of goods.

As part of the company's strategic growth plans, other branches have been opened at entry points into Ghana; **Kotoka International Airport, Takoradi, and Tema**. Carloking is also involved with several networks and associations to provide innovation and customer satisfaction. These networks and associations include:

- a. Ghana Institute of Freight Forwarders (GIFF)
- b. Associate of Ghana Industries (AGI)
- c. The World Cargo Alliance (WCA)
- d. World Cargo Alliance Project Network (WCAPN)
- e. International Association of Movers (IAM)
- f. The American Moving and Storage Association (AMSA)

OUR MISSION

Our mission is to offer freight forwarding services with timely delivery and exceptional customer service so that every customer can receive their goods anywhere in the world using the shortest possible routes, eliminating losses and reducing costs.

OUR CORPORATE VISION

The Corporate Vision of Carloking is,

“To be the industry leader of freight forwarding in Ghana and West Africa through the provision of safe, time-bound delivery of cargo to ensure customer satisfaction and loyalty.”

VALUES

Our core values reflect Carloking’s uppermost priorities, profound beliefs, and ultimate driving forces. These values govern our work, how we interact with each other and the strategies we apply in fulfilling our mission and vision.

The core values which are the heart of our organization include:



COMPLIANCE STATEMENT

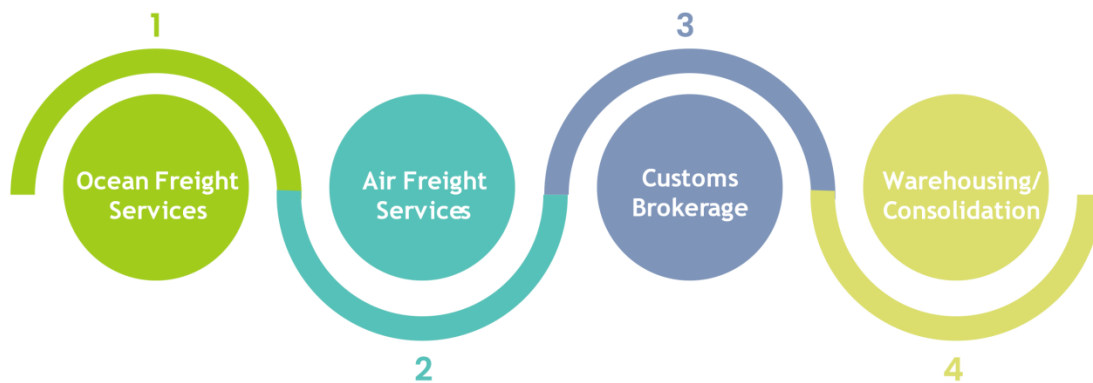
Carloking is fully committed to upholding international and local rules governing ethical business practices. Our employees are regularly informed and trained on international levels about the best ethical business standards, which are rigorously applied and enforced. We are committed to continually enhancing our business standards and developing knowledge throughout the organization so that employees can make more informed ethical judgments.

OUR SOLUTIONS

We offer comprehensive and cost-effective services which guarantee delivery of our client's cargo from a single carton to a shipload just in the agreed time. We are capable of handling any order quantity and transporting it to any destination within the timelines. We are keen on meeting the distribution needs of our customers in both commercial and residential delivery.

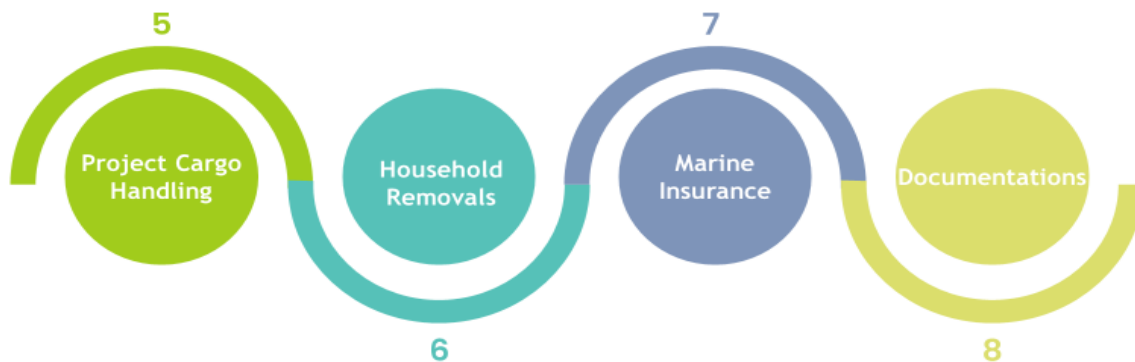
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We can combine various services for our clients which allows them to experience unique services tailored to their specific business or domestic needs. Our customer service guarantees that clients are taken through the process without complications and see to it that all their needs are met. Some services we offer include:

Ocean Freight Services

As International Freight Forwarders, we have a network of agents around the world who offer value for money services to our clients. With efficient shipping lines, we can reduce transit times and deliver shipments safely. Under Ocean Freight, we handle:

- a. Full Container Load (FCL) Import and Export
- b. Less than Container Load (LCL) Import and Export
- c. Conventional Shipments such as Break Bulk
- d. Groupage
- e. Exports and Imports Custom Clearance
- f. Issuance and Verification of Shipping Documentation
- g. Marine Insurance
- h. Warehousing and Distribution

Air Freight Services

We guarantee secure and swift delivery of cargo through our reliable network of selected international airlines. Our networks with these airlines provide competitive pricing and flexibility for our client's cargo. Services we offer include:

- a. Export /Import Air Freight Consolidation
- b. Competitive Rate for Bulk Movements
- c. Customs and Excise Clearance
- d. Warehousing, Distribution, and Door to Door
- e. Delivery or Collection
- f. Project Freight and other Specialized Freight
- g. Aircraft Chartering- Part or Whole, etc

Custom Brokerage

Over the years, we have built a solid relationship with Customs which gives us some form of leverage to expedite the bureaucracies associated with Customs brokerage. Our experienced staff support clients throughout the entire process from the issuance of documents to the delivery of goods. The other services we offer concerning custom brokerage include:

- a. Consultancy Services such as Advice on relevant legislation ports facilities
- b. Shipment status report
- c. Investigation to resolve any cargo claims

- d. Import Duty and Tax Assessment
- e. Customs Evaluation of Merchandise
- f. Transit Customs Handling
- g. Payment of Customs Duties on Behalf of Customers
- h. Classification of Goods

Warehousing /Consolidation

Our Warehouse is over 3,500 cubic metres with a spacious parking lot and loading bay to easily discharge and load cargo. The warehouse has been divided into two parts; one part for consolidated cargo and another part for storing customers' goods out of customs charge. Received goods for exports are stored in the warehouse until shipment is due. We also issue Forwarder's Certificate of Receipt (FCR) for all goods for export. Our warehouse provides the ambiance for storing goods with maximum security including CCTV cameras. Our Warehouse Services include:

- a. Cargo Off-Loading and On-Loading
- b. Short- and Long-Term Storage
- c. Cargo Labelling and Packaging
- d. Cargo Distribution
- e. Fumigation and Pest Control
- f. Security of Goods

Project Cargo Handling

Carloking has expertise in the provision of logistic support and services for all kinds of project cargo. We categorize project logistics and transportation into key segments and assign experienced Project Supervisors to each segment. They manage and ensure that all aspects of the project are taken through the right logistics and communication channels. Our Project Supervisors understand that the success of any project is dependent on their commitment to it; thus, they guarantee and adhere to all requirements and deadlines. Some of our most prestigious projects undertaken include The Ghana Water Rehabilitation/Expansion Projects at Kpong, Mampong, and Kumawu; Road Construction Project by the Government of the Republic of Mali. Some services we offer include:

- a. Project Logistics Feasibility Studies
- b. Project Logistics Budget and Planning
- c. Oversize Caro Transportation
- d. Heavy Loads Handling
- e. Pre-Shipment Inspection
- f. Customs and Shipping Documentation
- g. Cargo Supervision During On Loading and Off Loading

- h. Purchase Order Management and Cargo Tracking
- i. Transport Insurance

House Hold Removals

We provide an experienced and equipped team solely for Household Removals. Our fleet of transport for removal operations is modern and includes but is not limited to removal vans, trailers, and forklifts for handling all cargo types as well as branded materials for packing. We are also a qualified ITGBL agent (a deserving worldwide mover program by the US State Department for accredited agents). Our clients span across the Mining Sector, the American Embassy, USAID, expatriate staff, and volunteer groups in Ghana among others serving as the destination or origin agents. Some services we render here include:

- a. Packing and Crating of Household Goods
- b. Special Handling of Art Work and Antiques
- c. Assembly and Disassembly of Complex Furniture
- d. Handling and Crating of Heavy Items
- e. Worldwide Door-to-Door Service
- f. Office Moving and Relocation

Marine Insurance

Carloking has numerous alliances with reputable international insurance companies which offer competitive rates, flexibility, and a wide range of insurance coverage. The covers we provide include:

- a. Cargo including Sea, Land, or Air globally
- b. Forwarding Risks, Comprehensive liability including physical damage, errors, and omissions as well as liability to third parties.
- c. Stock Throughput, covering longer-term storage, distribution, and warehousing risk.
- d. War and Strike risks, etc.

Non-marine risks include;

- a. Cargo (open and special risks)
- b. Warehouse property and theft insurance.
- c. Machinery, equipment and casualty insurance, etc.

Documentations

We ensure that all goods reach their assigned destinations and are cleared without complications by providing clients with the necessary documentation. Documents we prepare include:

- a. Commercial invoice
- b. Bill of Lading contract

- c. Certificate of origin statement
- d. Inspection certificate
- e. Export license
- f. Export packing list
- g. Shipper's export declaration document

Other Services

Haulage: Carloking has a fleet of trucks for haulage of cargo from any location to the warehouse and then for onward haulage to the port when the load is ready to be shipped. We deliver your cargo to your doorstep.

Export Destination: We deliver goods of various volumes to any location worldwide with the flexibility to meet our client's commercial and residential needs.

Charges: We offer competitive pricing within the freight forwarding industry.

Carriers: We collaborate with many ocean and air carriers worldwide to provide our clients with competitive pricing, efficiency, and value for money from these carriers.

VALUE-ADDED SERVICES

At Carloking, we cherish our customers extremely and that is why we have provided these value-added services to make their experience a delightful one.

- a. Insurance
- b. Warehousing
- c. Documentation Preparation
- d. Packing and Crating of Cargo

OUR UNIQUE SELLING PROPOSITION

We offer these services which set us apart from other Freight Forwarders in Ghana.



Fast Delivery of Cargo



Safe Delivery of Cargo



**A Member of Local and International
Freight Forwarding Networks**



Full Documentation Support



Experts in Project Cargo Management

MANAGEMENT PROFILE

Carlos Ahenkorah - Founder

Carlos Ahenkorah has held several leadership positions for over 24 years with vast experience in diverse fields of Executive and Senior Management, Board Management, Shipping Consultancy, Lecturing and Politics which comes to bear on his work and service to his customers and nation.

He was the former Deputy Minister of Trade and Industry. Before fulfilling his political ambition, Carlos served as a Lecturer at the Regional Maritime University and the Ghana Institute of Management and Public Administration (GIMPA) which was a result of his experience and knowledge in the field of Freight Forwarding.

With his strong passion for freight forwarding and its related activities, Carlos has established a wide range of skills through education and practical field experience, allowing him to better understand how to provide the greatest service to clients, including soliciting the best talent at Carloking Services. His influence has placed the business with several freights forwarding associations, some of which he led as President in the past.

Carlos has served as a Board Member on several National Boards. He holds a MA in Ports and Shipping Administration from the Regional Maritime University in Ghana.

Alberta Aboagye Ahenkorah - Managing Director

Mrs. Alberta Aboagye Ahenkorah is the Managing Director (MD) of Carloking Services with over 28 years of experience in the Freight Forwarding Industry. She is responsible for managing employees, proposing and implementing the strategic direction, and ensuring that the company thrives within the Freight Forwarding Industry.

As the MD, she has spearheaded organizational change through the planning and implementation of strategies to achieve growth and profitability. Her passion for sales allows her to develop sales strategies and approaches to ensure that the Company generates new businesses while maintaining healthy relationships with old customers. Being the head of the Company, she coaches and mentors employees while providing them with a well-defined vision for the future.

Mrs. Ahenkorah is a graduate of the University of Ghana with a Bachelor's Degree in Business/Managerial Economics.

Beatrice Otumfuo Ocansey – Operations Manager

Beatrice is a qualified professional in the freight forwarding industry with 16 years of experience working as Head of Operations for Carloking. She has contributed positively to the success of the organization through the application of sales, marketing, and customer service skills to ensure that operations run smoothly. Through her lead generation efforts, Carloking has been able to acquire many businesses to generate revenue. She began her career at Calvary International School as a Pupils Teacher, Brema Shipping as a Secretary, and Kassardian Industry as an Export Manager.

As the Head of Operations, Beatrice provides strategic direction and leadership to her unit through the organization of safe, efficient, and cost-effective transportation of goods while taking into account the type of goods and customer delivery requirements. She has achieved a high level of cost control, increased production and revenue growth for Carloking.

She graduated from the University of Ghana Business School with qualifications in Effective Leadership in Management and Administration as well as Logistics and Transport Management.

Sunday M. Amudzi - Finance and Administration Manager

Sunday is a qualified finance professional with over six (6) years' experience who has risen through the ranks of Carloking due to his hard work and diligence. He began his finance and administration career as a National Service person at Carloking. He then moved on to become the Account Officer and currently the Finance and Administration Manager in the same organization. His meticulous attention to detail, honesty as well as results-oriented demeanor, and attitude have constantly been demonstrated in his ability to oversee the financial operations of the Company.

Sunday is a graduate of the University of Cape Coast (UCC) with a Bachelor of Commerce Degree (Accounting Major). He then proceeded to Coventry University in the United Kingdom where he graduated with an MBA in Finance. He is also a PMP student at the Cambridge Center of Excellence.

Jesse Kobina Wallace – IT and Social Media Manager

Jesse joined the team in 2021 as an IT and Social Media Manager. He is responsible for the overall performance of the company's IT needs as well as managing and developing creative and engaging content for the organization's social media channels.

He commenced his career as a Research and Teaching Assistant at Tamale Polytechnic. He moved on to become a Website Designer/Social Media Manager at 233Developers Inc. He served as a Digital Marketer at Yabah Properties and Investment Ghana Limited and Afiba Consulting Limited respectively. He became the Social Media Manager for Waxprint Media.

Jesse has a unique skill to transform the website and social media of an organization to become a channel for generating revenue. He is a graduate of the University of Mines and Technology with a degree in Petroleum Engineering.

OUR TRUSTED AIR CARRIERS



OUR TRUSTED SEA CARRIERS



OUR CLIENTS



OUR CONTACT

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