

Delivery Policy

Al Madina Logistics SAOC committed to provide state-of-the-art facilities in the most cost effective way by giving utmost priority to safety and security, in terms of container handling, storage, customs bonding, and delivering, warehousing and other value added services. This is paramount to the success of our Container Freight Station (CFS) business; we accord it the highest priority.

Accordingly, we commit to,

- Ensure imported goods are handled in safe and secure way till loading and handover to respective customer
- Ensure traceability of the goods are maintained in a seamless level
- Work to prevent errors and minimize losses and deficiencies
- Comply with the applicable Statutory and Regulatory requirements
- Achieve Continual Improvement in our services by increasing efficiency and reducing costs
- Understand and meet the needs of our Customers and their business requirements, expectations and strive to exceed them;

The Company commits itself to providing adequate resources, suitable infrastructure, proper work environment, dedication and continually improving the effectiveness of our quality management services