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Integrated solutions for

OFFSHORE LOGISTICS



Walvis Bay
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Lüderitz

Namibia



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Logistics Support Services
(Pty) Ltd

COMPANY PROFILE

MASTER MINDING INNOVATIVE SUPPLY CHAIN SOLUTIONS

Logistics Support Services (Pty) Ltd has secured a premier position within Namibia's logistics industry by offering specialised agents for each service category in which we operate.

As a one-stop shop, Logistics Support Services (Pty) Ltd can be relied on to take care of any logistical requirements: ships agency, husbandry services, crew changes for vessels including all visa requirements, meet and assist transfers, freight management, imports and exports, customs clearing and forwarding, warehousing, transport, equipment rentals, procurement, supplies and chandling.

As a company, we are focussed on service delivery and we understand how crucial turn-around time is for our clients. We lead the way in adopting an integrated approach

to supply chain management, especially for the offshore, gas and repair service industries.

RELIABLE GLOBAL CAPACITY GUARANTEEING YOU PEACE OF MIND

At Logistics Support Services (Pty) Ltd, we are passionate about delivering excellent and on-time service in the most cost effective and efficient way. By understanding your needs and wants through intelligent analysis of the best methodologies, we provide a customised solution that fits both your financial and delivery needs.

By adopting a holistic approach, we create optimised solutions that integrate projects, vessel agencies, clearing and forwarding, transportation, warehousing systems and processes.

Logistics Support Services (Pty) Ltd have recently expanded our premises with a new bonded warehouse in the harbour vicinity opposite the syncrolift, in the hub of harbour activity.

Our locations are strategically placed for convenience to the ship repair industry, as well as to optimise our specialised service delivery across our range of services. In addition to our substantial operations in Walvis Bay, we also have offices in Windhoek and Lüderitz, and although our main operations cover the Namibian Ports, our operations span across a number of West African countries.



SHIPS AGENCY

VESSEL AGENCIES

Ask any vessel master or project manager which issues they consider vital to ensuring a smooth and efficient port-call and engaging an effective Ship's Agent - service will always come out on top of their list. Logistics Support Services (Pty) Ltd's operations teams are proud of their track record, and continue to serve their oil & gas and project customers with high quality Vessel Agency Services.

Logistics Support Services (Pty) Ltd are active as both owners' and charterers' agents and take pride in the fact that our operations teams have been established in the Namibian and international shipping industry for many years. Our company has a good reputation with both oil & gas and project clients and with the local authorities in all geographies in which we operate.

VESSEL AGENCIES

- Competitive Disbursement Accounts, Accurate Pro-Forma D/A's
- Cost-aware Purchasing • Experts in Supply Boat and Offshore Agencies
- Midstream / Offshore Operations
- Temporary Importations of Cargo and Vessels (Namibia)
- Special Project and Special Cargo Handling / Supercargo Services
- Regular Visits on Board - at least twice a day for vessels in port
- Expedient Financial Closure of Your Port Calls
- A Wide Range of Husbandry Services

HUSBANDRY SERVICES & SHIP'S OPERATOR SUPPORT

At Logistics Support Services (Pty) Ltd, we are specialists in providing husbandry and ship's operators support and we offer personalised service to oil & gas and project customers in:

- Meet and Assist Services: assistance for a fast transit to and from vessels for crews traveling through airports and seaports in the countries we work in;
- Immigration Services: Letters of invitation, work visa applications, managing of temporary and transit visa applications;
- Travel Assistance: hotel accommodation, flight bookings;
- Vehicle Rentals, local transportation services.

BOOKING AND MANAGING VESSELS

Logistics Support Services (Pty) Ltd have the ability to book and manage vessels within the Namibian Ports and at the various repair facilities, both those owned by the EBH Group Namibia and the synchrolift common-user facility in the port of Walvis Bay. Reducing costs is achieved by streamlining communication and ensuring customers receive a one-stop-shop experience.



CREW CHANGES

GUIDELINES: CREW CHANGES IN WALVIS BAY

The following is required for crew change in Namibia. Applications will have to be done for transit visas for all non-visa exempt nationals. For your reference below, please find a list of visa exempt countries:

Angola, Australia, Austria, Belgium, Botswana, Brazil, Canada, Cuba, Denmark, Finland, France, Germany, Hong Kong (SAR), Iceland, Ireland, Italy, Japan, Kenya, Lesotho, Liechtenstein, Luxembourg, Malaysia, Macau (SAR), Malawi, Mauritius, Mozambique, New Zealand, Netherlands, Norway, Portugal, Russian Federation (including Commonwealth of Independent States of the former USSR (CIS)), South Africa, Singapore, Spain, Swaziland, Sweden, Switzerland, Tanzania, United Kingdom, United States of America, Venezuela, Zambia, and Zimbabwe.

For your visa exempt national, the following will be required:

- Full flight details;
- Crew list;
- Colour copy of seaman's book and passport;
- Letter of guarantee that will be issued by our office;
- Please note that off-signing crew will have to visit local immigration office in person to get entry stamp in passport (applicable for off-signing crew only.)
- Please note that crew from countries not listed will be obligated to apply for transit visas when embarking or disembarking their respective vessel.



ALL FOREIGN NATIONALS WILL REQUIRE A WORK VISA FOR NAMIBIA.

As agents, we require the following to arrange for a work visa:

- Copy of their passport;
- Copy of their qualifications (diploma or certifications);
- Motivation letter from company stating what the person will doing in Namibia;
- Visa application to be completed and signed by applicant;

Please note that the processing time for visas are determined by the Ministry of Home Affairs. However, the fact that we have an in-house immigration consultant usually streamlines these procedures, henceforth visas are usually issued within 7-10 working days.

Visa applications can only be done from Monday - Friday between 08h00-13h00. Local time is:
GMT+1



The below is applicable for non-visa exempt nationals only:

The Visa application requirements for off signing crew are:

- 2x passport photos;
- Colour copy of seaman's book and passport;
- Crew list;
- Full flight details;
- Above documents must be stamped and sign by captain;
- Please note that off signing crew will have to visit local immigration office in person to get entry stamp in passport.

The visa application requirements for on signing crew are:

- Colour copy of seaman's book and passport;
- Crew list;
- Full flight details;
- Above documents to be certified by your local authority (crewing agency responsible for crew);

Please note that visa applications take five working days for processing and approval so please send all embarkation and disembarkation requests well in advance.



BUNKER SUPPLIES

BUNKER SUPPLIES & LUBRICANT PRODUCT DELIVERIES

Logistics Support Services (Pty) Ltd, as a licenced Wholesaler of Petroleum products, are now able to add bunker supplies and lubricant product distribution, to our wide array of services to vessels calling port of Walvis Bay and Lüderitz.

With direct access to locally available products, we are able to offer competitively via the oil majors namely:

- NAMCOR (National Petroleum Corporation of Namibia)
- Engen Namibia (Pty) Ltd
- Puma Energy (Namibia) (Pty) Ltd
- Vivo Energy Namibia

Our excellent relationships with our supply partners enable us to be extremely hands-on with every operation, to ensure the best possible service time after time.



The following products, in accordance with REG 14(1) and 18(1) of Annex VI of Marpol Regulations 73/78, are available at Walvis Bay:

- MGO DMA ISO 8217: 2017 0.001% and 0.005% max Sulphur content
- VLSFO RMG 180CST 0.5% (ISO8217:2017)

MGO is supplied by either road tanker, via pipeline (Berth 1-3 Main Port) or bunkering tanker.

VLSFO is supplied by road tanker only.

MGO available at Port of Luderitz only and all supplies are done via the pipeline.

LUBRICANTS

For your various lubricant requirements, we are able to offer the following product brands:

- Caltex
- Castrol
- Mobil
- Petronas
- Shell
- Total Lubmarine

With the current challenges within the marine industry, Logistics Support Services strives to provide service excellence and cost effectiveness, streamlining service delivery by catering for all your needs from under one roof.

FREIGHT MANAGEMENT

INTERNATIONAL FREIGHT MANAGEMENT SOLUTIONS

The ability to move goods efficiently is essential to any supply chain solution. Logistics Support Services (Pty) Ltd's fully developed air, land and sea transportation capabilities improve supply chain flexibility, predictability and efficiency. Solutions are tailored to customer needs, from single shipments to complex multi-location logistics programs.

Logistics Support Services (Pty) Ltd, supported by their Global Agency Network, have a strong presence in all key markets and are well positioned to support customers in attaining their transportation goals by leveraging our network. Our experienced staff of freight specialists evaluates customer requirements and uses their expertise to ensure cargo arrives safely and as expeditiously as possible, while maintaining cost.

AIR TRANSPORTATION

Logistics Support Services (Pty) Ltd provides comprehensive airfreight forwarding services, and specialises in air transportation to and from Namibia:

- Any size, any shape, any weight, to and from anywhere in the world;
- Wide range of flexible, time definite services;
- Multimodal capabilities, complete customs brokerage;
- Solutions tailored to meet individual needs of customers;
- Airfreight packaging;

- Aircraft handling services (Namibia).

Hazardous Cargo:

When it comes to hazardous cargo, we have qualified staff that can advise and handle your hazardous consignment as well as arrange packing in terms of IATA Regulations.

Packaging and Crating:

Our team of professionals will arrange expert packaging that is best suited to your products.

Cross Trade:

We regularly handle offshore cargo and understand the implications of managing the cargo between two foreign points (outside Namibia) to ensure a smooth flow from departure to the port of arrival at the other end while keeping our customer informed throughout the process.



FREIGHT MANAGEMENT

OCEAN TRANSPORTATION

Sea freight is a core offering within Logistics Support Services (Pty) Ltd's comprehensive range of services and can be offered on a stand alone basis or as part of a managed supply chain solution.

The clearly defined and established services provided within the product portfolio are tailored to meet the specific needs of each customer, from multi-route, multimodal customers with complex requirements, to customers with one-off shipments requiring route expertise only. Logistics Support Services (Pty) Ltd utilises their Global Agency Network (with agents based in a.o. Houston, Aberdeen, Dubai, and Singapore), their expertise and buying power to deliver robust and economic services to all customers, irrespective of their size or scope.



Logistics Support Services (Pty) Ltd is strongly positioned to manage all of our customers' sea freight requirements with experienced freight personnel handling product flow from start to finish. Costs are controlled by leveraging the annual buying power. Service excellence is assured by utilising a number of preferred carriers whose service is monitored on a regular basis. With this spirit of partnership, we are able to constantly improve our joint product to the benefit of all customers.

FCL (Full Container Load):

Whether you require a 20ft or 40ft container, open top, flat top or Reefer containers, we have a solution for you.



FREIGHT MANAGEMENT

GUIDELINES: INTERNATIONAL FREIGHT MANAGEMENT

As highlighted in our profile, we are able to handle any kind of freight through our Global Agency Network. Due to constraints and undue delays when cargo is shipped via Johannesburg, we wish to urge you to ensure that cargo is routed via the Frankfurt – Windhoek route.

Airfreight on this route is possible six days per week. Should you book cargo to Walvis Bay as final destination and the on-carrier cannot load your freight, it will be road hauled to Walvis Bay either same-day (in the event of urgent cargo) or overnight.

Customs

As an accredited customs agent, we handle all the documentation and customs formalities for your freight on your behalf.

Our teams' expertise helps to protect your interests by constantly adapting to the frequent changes made to Namibian and international regulations and declaration obligations in order to make international trade more reliable.

Shipping Address

It is imperative that when goods / cargo are consigned and sent to Namibia that they are properly marked and clearly identifiable. It assists the process and facilitation to ensure smooth operations with minimum delays.

For airfreight we require:

- A copy of the tax invoice, and
- AWB prior to shipments arrival in Namibia to do customs clearances.

For Sea-freight we require:

- Original bills of lading or telex release, and
- Tax invoice prior to shipments arrival in Namibia to arrange for customs clearances.

Below please find our shipping address for freight to Walvis Bay:

M/V: (Vessel Name)

C/O: Logistics Support Services (Pty) Ltd

Corner of 2nd Street East

& John Newman

Synchrolift Industrial Area

PO Box 4407, Walvis Bay, Republic of Namibia

Telephone: + 264 64 276 600

Fax: + 264 64 276 601

Cellphone: + 264 81 129 3959

Contact: Nico Oberholzer

Email: nico.o@Lssnamibia.com



FREIGHT MANAGEMENT

ROAD TRANSPORTATION

Logistics Support Services (Pty) Ltd provide road freight services both as stand-alone operations and in conjunction with other logistics services. The expertise and critical mass acquitted through this enables us to provide a range of dedicated and multiuser transport solutions designed to offer flexibility, cost effectiveness and high service levels. By using subcontracted vehicles we can satisfy the most stringent customer requirements and offer a maximum of flexibility and diversity. A large part of Logistics Support Services (Pty) Ltd's activities is focused on large projects, particularly for the oil & gas and offshore industries.

Cross Border Consolidation Service:

Our hands-on approach to Africa markets allows us to offer cost effective methods of moving both large and small consignments to our customers.

Order Assembly:

We have the ability to assemble cargo from multiple suppliers for one consignee, thus reducing costs and increasing control.

Full truck Loads:

Our team of professionals will find a solution to your full truck load requirement by ensuring that you get point-to-point transportation on a dedicated vehicle.

Bulk and Palletised Cargo:

Specialised cargoes such as grains, ores, bagged cargo and oversized machinery can be accommodated in various different manners to ensure you get the best possible solution for your needs.



WAREHOUSE & DISTRIBUTION

Logistic Support Services (Pty) Ltd have our own registered bonded warehouse for our customer's exclusive use. Below please find user facts for your guidance:

- The store will be accessible 24 hours a day, seven days a week and no after hours, weekend or public holiday fee will be charged.
- We will manage all transactions in and out of the warehouse in accordance with the Namibian customs regulations.
- The warehouse is registered for both inside and safe outside storage. A security guard is on site 24 hours with quick response security back-up.
- You will be charged for the warehouse per square meter occupied.
- We will, with our in-house facilities and equipment, handle and transport your cargo for delivery to pre-determined locations. Rates to be agreed upon with representing vessel superintendents.

This warehouse facility makes it easier to coordinate the spares and equipment used in the repairs process.



FREIGHT MANAGEMENT

INTEGRATED PROJECT LOGISTICS MANAGEMENT

Logistics Support Services (Pty) Ltd provide world-class, integrated project management services. These services include the following critical components:

Pre-shipment Transportation Surveys and Studies:

We carry out in-depth studies of routes available to determine the most appropriate route for each project on case-by-case basis. Surveys and studies are carried out by our in-house experienced staff.

Project Budgeting:

Logistics Support Services (Pty) Ltd can assist customers by providing detailed information regarding anticipated port costs, logistics costs and general expenses, allowing customers to adequately budget their projects well in advance.

Carrier Selection:

Each available carrier will be evaluated on suitability, experience, ability, quality and pricing.

Transport Engineering:

We offer our in-house transport engineering services. Logistics Support Services (Pty) Ltd's specialists will propose the best technical and practical transport solution by combining local knowledge with technical know-how.

Warehouse / Yard Management:

Logistics Support Services (Pty) Ltd's operations teams have a proven capability in managing customer owned/operated warehouses and yards in Namibia, and will gladly provide solutions for your yard requirements.

In addition, our sister company, Rental Support Services (Pty) Ltd, manages their own equipment handling operation in the port of Walvis Bay, and can offer the services indicated below:

- Rental of all terrain mobile cranes (30 ton as well as 80 ton) and forklifts (3 ton, 4 ton and 7 ton)
- Rental of trucks to transport goods
- Rental of welding plants, water pumps and compressors
- Rental of mobi houses (containers) – with or without office furniture. All units have A/C, ablution mobi houses – toilets and showers
- Rental of skips for waste products
- Rental of 20 ft and 40 ft dry containers
- Supply and rental of lifting equipment, i.e. slings, belts, shackles
- Stuffing and destuffing of containerised cargoes
- Cargo surveying – attending to damages, attending to loading / offloading of project cargoes on behalf of shipper / receiver, cargo tallying, rigging assistance / planning

HSE Studies and Risk Assessments:

Transport risks for all types of cargo are identified to ensure that all necessary precautions and procedures are strictly adhered to.



SPECIAL PROJECTS

PROCUREMENT, TECHNICAL SUPPLIES & SPECIAL PROJECTS

Logistics Support Services (Pty) Ltd have our own in-house procurement department, which carries out all chandlery and purchases for technical and general stores, assuring you the best prices and delay-free services and deliveries.

On invoicing, we will supply you with all supporting documentation of products, services and deliveries, assuring a transparent service delivery to your company. Below are some of the above mentioned services we can provide to your vessel:

General Supplies

- Food stores (frozen / fresh)
- Stationery
- Medicine
- Cabin store
- Kitchen appliances

Technical Supplies

- Engine spares
- Electrical spares
- Safety equipment
- Navigation equipment and accessories
- Chemicals
- Lubricants
- Rigging equipment



Equipment Rentals

- Forklifts
- Cranes up to 500 tons
- Low beds up to 300 tons
- Deck generators • Waste skips

Special Operations

- Spooling of wire up to 100 ton spooling unit
- Sludge disposal
- Heavy lifts 280 tons
- Crane assemblies
- Medical locker inspection
- Compass swing
- Load test up to 200 tons water bags
- Aircraft tyre fenders with chain and shackles
- Vehicle rentals

SPECIAL PROJECTS

COMBINING INGENUITY, EXPERTISE AND REAL LIFE EXPERIENCE

At Logistics Support Services (Pty) Ltd we believe your supply chain is a key enabler of success. It is why we are driven to make your supply chain work harder for your business.

By combining strategy, planning and management with excellent operational execution, we analyse, design, implement and manage your entire supply chain. Supply chains and special project logistics are designed around your business goals, therefore they are far more efficient, effective, flexible and responsive to ever-changing market needs



At Logistics Support Services (Pty) Ltd there is nothing ordinary about the way we do business. We are committed to creating extraordinary solutions that exceed expectations and deliver exceptional results.

Our strategy is simple. We link your supply chain to your business strategy. In other words, we ensure you have the right operations, resources and capabilities to implement your strategy and realise your vision.

We do this by thinking out of the box, breaking down barriers and pushing boundaries. We identify hidden problems by knowing what to look for and where to find them. We then transform the right possibilities into profitable opportunities.

This way we have helped a number of current and previous customers cut costs, grow revenue and improve customer service.



ACCREDITATIONS



Namibian
Uranium
Association



Logistics Support Services
(Pty) Ltd



BRANCHES

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Logistics



Freight
Forwarding



Warehousing



Sourcing



Husbandry
& Vessel Agency



Procurement



Crewing



Special Projects

