



# PIONEER FREIGHT



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# STRONG FOUNDATIONS

Pioneer Freight is a **privately owned South African freight forwarding & clearing agent**, established in 1992. With offices in South Africa's three major cities, Pioneer Freight is extremely proud to be associated with key global partners around the world.

At Pioneer Freight we become a part of our clients business and strive to seek the best suited options on all their shipments at all times.

We provide a comprehensive door-to-door service for consignments of any size by air, sea, or road, to and from anywhere in the world and throughout South Africa.

# COMPANY HISTORY

Pioneer Freight is a privately owned Cape Town based freight agent, and was established in 1992 as a domestic door to door courier agent, **servicing the clothing and film industry.**

In January 1994, Pioneer Freight expanded into the international market as a customs broker, established worldwide representation and opened accounts with all major airlines.

In 1996, Pioneer Freight improved its IT system to handle its increasing imports and exports.

In August 1998, Pioneer Freight moved into a new, larger warehouse with upgraded facilities and 24 hour security.

In 2002 Pioneer Freight opened its doors in Johannesburg and Durban, giving us national representation.

In February 2005, Pioneer Freight, Cape Town moved once again to a larger premises next to Cape Town International Airport. Facilities include a dock leveler for loading & off loading containers, as well as 500sqm office area.

In 2016, Pioneer Freight, Cape Town relocated yet again to its current premises located at 1 Manhattan Street, Airport Industria II

In February 2017, Pioneer Freight opened its doors in China, ensuring complete control of cargo from this area for which volumes have increased substantially.



# SERVICES

- Imports
- Exports
- Forwarding
- Customs Clearing
- Carnet
- Airfreight
- Sea freight
- Courier
- Road freight
- Warehousing



# MISSION

Pioneer Freight provides its valued customers with the highest level of service in freight forwarding, customs clearance, transportation & courier through our own local offices as well as our global network of partners.

Through the use of these selected global partners, Pioneer Freight is able to provide a door to door forwarding and clearing service at competitive rates to and from most countries worldwide.

Relationships with airlines & shipping lines are strong which enables us to negotiate competitive rates & reliable, efficient services at all times.

In addition we believe that motivating employees and providing them with a stimulating environment encourages their commitment and means that our clients benefit from continuity in personnel and experience.

We strive to understand our customer's individual requirements, and to ensure that we always provide an efficient, cost effective service which means clients return time and time again to their preferred freight agent!



# VISION

Our Vision at Pioneer Freight is **not to be the 'biggest' but rather the 'best'**.

**Relationships are important** to Pioneer Freight; whether it be with clients, partners or service providers.

We like to understand our clients' business as well as their individual needs and requirements and take pride in growing with them as they grow their businesses.



# ETHOS

One of the reasons for the success of our business stems from **our commitment to treating all clients, partners and staff fairly.**

We provide a service that's **as flexible as possible.** In addition, our multiple offering as an international freight forwarder, courier and local domestic service gives sets us apart from many of our competitors as we offer a 'one stop shop' for all freight needs.

Our diversity as a company is also evident in terms of the locations we serve and flexible service offerings to and from these areas. As the needs of our customers have grown, we have expanded to accommodate those requirements.

As a company **we strive to be professional, one step ahead and always thinking out of the box** in an effort to seeking the best solutions for our customers.

**Your trusted logistics solutions partner, who really cares for our customers and staff**





# CULTURE

Our working family of personnel are the lifeblood of our organization. Their passion, dedication, energy, and camaraderie are what make Pioneer Freight the company it is today.

We promote our people from within, and encourage innovative, non-hierarchical and decisive outlooks.

Employees of Pioneer Freight have worked hard over the years to contribute to the position and success of the company.

We work in teams, however the nature of our business requires us to interact more often than not with other teams, and by doing so we build a great working friendship.

The Directors have an open door policy and are always open to suggestions and feedback etc.



# VALUES

## Our Core Values:

### Trust:

As a team we adhere to the highest standards of ethics, professionalism and personal responsibility, worthy of the trust that our clients and partners place in us.

### Service:

Through our people, systems & solutions we create the competitive advantage that sets us apart.

### Accountability

We take responsibility for decisions made, actions taken and the resulting outcomes that ensures the delivery of positive results.

### Pride:

We are proud and passionate of our brand, our company, our team and the quality service we deliver.

### Care

As the Pioneer Freight team, we place people at the heart of everything we do, having empathy and understanding for the situations that others find themselves in.

### Respect:

As a team we recognize the diverse backgrounds from which we all come from, understanding that relationships are built by always treating each other with dignity and respect.

# MANAGEMENT

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