



A NEW HUB, OUR NEW HOME IN THE NORTH! ROYAL CARGO'S CARGO CITY NORTH HUB OPENING SOON

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A NEW HUB, OUR NEW HOME IN THE NORTH!

ROYAL CARGO'S CARGO CITY NORTH HUB OPENING SOON

Written by: Reymer Salvador



This coming June, Royal Cargo is set to open its newest facility --- the Cargo City North Hub. The 5-hectare site is located along the Plaridel Bypass Road in Bulacan which will bridge the efficient distribution of goods between Manila and the provinces of Northern Luzon. As part of the company's logistics capacity expansion, the P1.5 billion multi-purpose facility shall offer cold storage, blast freezing, food processing, dry warehouse and container yard services.

Group CEO of Royal Cargo, Mr. Michael K. Raeuber said that the construction of the Cargo City North Hub shall complement the existing logistics facility in Southern Luzon.

"Ideally, the way Manila is structured, there should be one facility in the North and one in the South. We are now excited to serve the needs of our clients in the Northern part of Luzon with our very own North Hub facility," he added.

The state-of-the-art cold storage facility is a 2.5 hectare building with a total capacity of 15,000 pallet positions (racked). It houses 14 huge temperature-controlled rooms handling temperature ranging from +5 to -25°C. These rooms can store chilled and frozen raw meat, perishable goods, and fresh products before they reach the market. Two (2) units of blast freezers with twelve (12) tons per unit per cycle capacity are also available, enabling quick freezing of goods every four (4) hours at -35°C. The cold storage also boasts off its 18 loading bays with dock levellers and dock shelters allowing a smooth flow of goods in and out of the facility.

"...there should be one facility in the North and one in the South..."

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The modern facility is green-oriented as it features a Waste Water Treatment Plant (WWTP) with rain water collection and a Solar power system with an estimated yield around 1,425 kwh/kwp. With the aim of constructing an energy efficient cold storage, all lighting fixtures have motion sensors and battery packs.

An 8,000 sqm dry warehouse with a capacity of 8,000 pallet positions is also under construction on site.

To enhance the service capability of the hub, Royal Cargo will also open a 1.7 hectares container yard that can store 1200 teu in August 2018.

Royal Cargo President, Mr. Elmer Sarmiento also said that the facility will allow the company to deliver end-to-end solutions for both cold and dry goods, by delivering products either from vendors to customers or from vendors to a hub. *“This is the hub we want our customers to use as a transit point of their products. It includes a gamut of services from trucking, freight, clearance and storage.”* Sarmiento added

“...this is the hub that we want our customers to use as a transit point of their products...”



ROYAL CARGO EXPANDS COLD CHAIN SOLUTIONS WITH ACTIVE COOLING TECHNOLOGY



Royal Cargo's new active cooling containers ensure a temperature-controlled environment to maintain the quality of a wide range of goods from fresh produce and meat products to diagnostic specimens and medicines

In line with efforts to boost its cold chain business, leading end-to-end logistics solutions provider Royal Cargo Inc. is adding active cooling containers to its cold chain solutions for airfreight movements.

The company hopes to be a catalyst for the further development of cold chain solutions for airfreight, counting on the increase in imported high-end perishable foodstuff and growing demand for domestic and international movement of other temperature-sensitive goods such as fresh fruits, chilled meat products and diagnostic specimens on the back of favorable macroeconomic conditions and economic activity.

"We see a huge potential in the country's growing food retail industry, which is what led us to add the active cooling containers to our wide range of cold chain solutions. Our temperature-controlled containers offer clients the convenience of having a locally available way of transporting perishable items without compromising quality," Royal Cargo President and Chief Executive Officer Elmer Sarmiento said.

Unlike traditional cooling containers or passive cooling, the active cooling containers provide a temperature-controlled environment that enables not only superior insulation but also a constant temperature range despite spikes in external temperature conditions.

This decreases the risks of spoilage, making the containers ideal for perishable items.

Active cooling containers also provide an easier transport platform by unitizing and containerizing loads, minimizing rebuilding and repacking, and facilitating easier release from Customs or other regulatory bodies.

Moreover, active cooling containers help reduce damaged packaging caused by rough handling at the cargo terminal, exposure to harsh environmental elements or sweating of ice gels. These containers have a separate compartment for dry ice, which prevents the occurrence of freezer burns, or the discoloration of the chilled item resulting from direct contact with dry ice.

ROYAL CARGO JOINS 14TH PHILIPPINE FOOD EXPO

Royal Cargo recently joined the 14th Philippine Food Expo held at SMX Convention Center in Pasay City, Manila last April 20-22, 2018. The event was organized by the Philippine Food Processors and Exporters Organization (Philfoodex); a non-stock, non-profit organization composed of micro, small, medium and large scale food manufacturers and exporters as well as allied industry players.

Over two hundred firms participated in the three-day event with the theme "Emerging Trends in Food Trade."

Spearheaded by Mr. Fred Posadas, Product Manager of Airfreight with support from its Vice President, Mr. Darryl Modelo, the team joined the said exhibit to market its recently acquired temperature-controlled container for airfreight movements.

The company will also join the upcoming International Food Exhibition (IFEX) Philippines, the biggest and most respected export-oriented food show in the country on May 25-27, 2018 to be held at the World Trade Center and the biggest annual convention and exhibition of the leading technology companies, the Philippine Semiconductor and Electronics Convention and Exhibition (PSECE) on June 13-15, 2018 at SMX Convention Center.

The temperature-controlled environment that active cooling containers provides also makes them the best transport container solution for other industries such as pharmaceutical, medical diagnostics, electronics and chemicals. These containers protect goods from damages caused by exposure to the elements, physical handling at airport points and movements in transporting vessels.

In addition to active cooling containers, Royal Cargo offers refrigerated or "reefer" vans and trucks, airplane transport, and freight forwarding capabilities and logistics network as part of its cold chain solutions. Royal Cargo aims to be the frontrunner in local service availability of active cooling containers, promoting the containers as an integral product in its suite of cold supply chain solutions in the Philippines.



ROYAL CARGO TAKES PART IN BRINGING ULTIMATE DINING EXPERIENCE

Written by: Jill Viray



The Belgium-based novelty dining service known as Dinner in the Sky is being lifted by Royal Cargo's very own GROVE 220 tonner mobile crane

Photo by: Reymer Salvador

The Belgium-based novelty dining service popularly known as Dinner in the Sky in Solaire Resort and Casino is being lifted by Royal Cargo's very own GROVE 220 tonner mobile crane. The spectacle opened to the public last April 4 and will end on May 21.

The dining service uses Royal Cargo's crane to hoist its diners, table and waiting staff 150 feet into the air to give the guests a bird's eye view of the city while feasting on a scrumptious dinner prepared by world-class chefs.

"As extraordinary as what it offers, the Dinner in the Sky is also one of the extraordinary projects that the Royal Cargo Crane and Erection (CED) team has handled since this is unlike any other projects that we have completed where we are used to lifting heavy loads and now we are tasked to deliver a smooth ride up in the air." said Mr. Albert Nanez, Operations Manager of CED.

Royal Cargo is one of the leading total solutions providers in lifting, transporting and handling heavy loads in the country with its own cranes ranging from various types and capacities.

"We do specialized lifts, may it be heavy lifts or event lifts, to suit our client's needs. We invite you to have the experience of safe high lift as you dine in the sky," said Mr. Marcus Mamaug, Business Development Manager of CED.

The unusual restaurant can accommodate twenty-two (22) guests and offers two (2) flights a day - from 5:30pm to 6:30pm and 7:00pm to 8:00pm. Each experience lasts for one hour. Each lift is made possible by CED's crane operators namely Noli Bartolazo, Reynald Reyes and Alfredo San Juan.

There are three packages you can choose from: Economy Class at P9900, Business Class at P14,990 and First Class at P24,990.

"On behalf of the Royal Cargo Group, we are proud and honored to be part of delivering this luxury dining experience to the Filipinos and foreign tourists," said Mr. Gundolf Ahrens, Head of CED.

The sky-dining experience started in May 2006 in Belgium and has done over 5,000 events in more than 40 cities around the world. Among the iconic locations where the dining service has taken place include the Strip of Las Vegas, the gardens of the King David Hotel, the Marina of Dubai, the hills of the Villa Borghese, the banks of the St. Lawrence River, the beach of Copacabana and Cape Town bay.

Book a seat at www.dinnerinthesky.ph and experience a luxury dining taken to spectacular new heights at Solaire.



Crane and Erection Department (CED)'s crane operators who handle the lifting of Dinner in the Sky - Noli Bartolazo, Reynald Reyes and Alfredo San Juan



ZERO IS POSSIBLE!

ROYAL CARGO TOP EXECUTIVES AND MANAGERS UNDERGO BASIC SAFETY TRAINING

Written by: Jill Viray • Photos Courtesy of Mary Ann Olaes



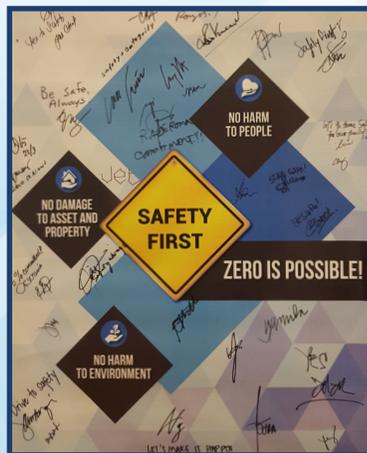
The Management Team with Ms. Valeriana Reyes of WSO during the Basic Safety Training held last March 23 at Acacia Hotel

With the intent to raise the awareness of the top management in terms of Occupational Safety and Health (OSH), Royal Cargo's top executives and managers underwent a Basic Safety Training held last March 23, 2018 at Acacia Hotel, Filinvest Corporate City Alabang, Muntinlupa City.

Facilitated by Ms. Valeriana G. Reyes of World Safety Organization (WSO), thirty six (36) heads from different departments and business units attended the training including the Group Chief Executive Officer; Mr. Michael Raeuber, President & Chief Executive Officer, Mr. Elmer Sarmiento and Chief Operating Officer, Mr. Andrew Raeuber.

In the mentioned training, Ms. Reyes discussed the roles of the management and highlighted the need of their leadership in making safety a success and making goal zero achievable.

All heads were also requested to put their signature in the Goal Zero Commitment Board to demonstrate their support to OSH.



Objectives

- Raise the level of managers & supervisors level of consciousness in OSH emphasizing that their role is crucial and highlight the need for their leadership in making safety a success.
- Develop a culture on thinking safety.

ROYAL CARGO'S MV IRIS PAOAY SUCCESSFULLY SAILS

Written by: Rico Jose Montes • Photos Courtesy of Christian Lee



MV Iris Paoay, the first container cargo of Iris Logistics, Inc. (formerly Royal Cargo Lines, Inc.) vessel departure from Manila bound to its next port of call in Gensan

MV Iris Paoay sets its first domestic voyage upon delivery and turn-over to MCC Transport on the 7th of July 2017 at the Manila North Harbor Port. Its domestic trade route covers the ports of Manila, Cebu, Cagayan De Oro, General Santos and Davao. As of 22nd March 2018, the vessel has reached a 258 days or 6,192 safe man-hours and continuously aiming for "zero incident/accident," upright safety and security management.

MV Iris Paoay is part of the fleet of Iris Logistics, Inc. (formerly Royal Cargo Lines, Inc.), a subsidiary of Royal Cargo Inc. that engages in the domestic maritime and transport service. The newly acquired vessel is currently under a time charter contract with its first class charterer, MCC Transport Inc.

With the acquisition of MV Iris Paoay, Iris Logistics, Inc. invested on high cube reefer containers to augment the needed equipment shortage due to the aging fleet and lack of maintenance of the reefers of different domestic shipping lines.

Apart from another vessel acquisition, the management also earmarked to invest on additional reefer containers in response to the surge in container-shipping demand within this year. Iris Logistics aims to be a reliable and dependable transport provider in the domestic shipping industry.



Iris Logistics' reefers at container yard, a facility where containers are being transhipped



ROYAL CARGO VIETNAM COMPLETED THE TRANSPORT OF OVERSIZED FLANGES FROM BUSAN TO HO CHI MINH

Written by: Jill Viray • With Reports and Photos from Long Nguyen

Royal Cargo Vietnam Co., Ltd. successfully completed the transport of oversized flanges from Busan to Ho Chi Minh using 30X40 flat racks.

According to Long Nguyen, Project and Sales Director of Royal Cargo Vietnam Co., Ltd, each flange which will be installed to the wind tower has a width of six (6) meters is strenuous to transport on the road, yet the team was able to deliver the cargo safe at the destination.

As of 2015, Denmark generates 40% of its electric power from wind, and at least 83 other countries around the world are using wind power to supply their electric power grids. In 2014, global wind power capacity expanded 16% to 369,553 MW. Yearly wind energy production is also growing rapidly and has reached around 4% of worldwide electric power usage, 11.4% in the EU. By the great development of global trend renewable energy - wind power, Vietnam has become one of the productions hub to serve the demand.



The flanges to be installed in the wind tower being transported from Busan to Ho Chi Minh



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ROYAL CARGO HOLDS 2018 FIRST STAFF TOWNHALL MEETING AND CELEBRATES GROUP CEO'S BIRTHDAY

Written and Photographed by: Jill Viray

A simple yet memorable gathering took place as the Royal Cargo Group held its First Staff Townhall Meeting for 2018 and celebrated its Group Chief Executive Officer's Birthday last February 20, 2018 at Royal Cargo Yard in Parañaque City.

Hosted by Ms. Janet Husmillo, Human Resources Manager and Mr. Reymer Salvador, Marketing & Communications Specialist, the program started with a prayer led by Ms. Olive Sumague followed by the opening remarks of the President, Mr. Elmer Sarmiento who welcomed all the employees with his inspirational message and greeted his long-time business partner, Mr. Raeuber, a happy birthday.



Mr. Abet Cabungcal, Vice President for Global IT tackled Data Privacy



Mr. Andrew Valenzuela, HSSE Manager discussed Goal Zero



President and CEO, Mr. Elmer Sarmiento welcomed all the employees

Right after the encouraging message of the President, Mr. Abet Cabungcal, Vice President for Global IT took the floor and discussed the Data Privacy Act 2012 followed by Mr. Andrew Valenzuela, HSSE Manager who tackled about Goal Zero.

Before the staff townhall's traditional Question and Answer (Q&A) forum, the Group Chief Executive Officer, Mr. Michael K. Raeuber proudly boasted off to the employees that Royal Cargo now owns two container vessels and the company is now reaping the benefits of the said investments.



HR Manager, Ms. Janet Husmillo and Marketing & Communications Specialist, Mr. Reymer Salvador hosted the event

Mr. Sarmiento on the other hand shared that the Cargo City North Hub in Plaridel, Bulacan is soon to be completed and will be operational starting June. He asked the employees to promote this warehouse and so as the two enormous cranes.

After the top management delivered their updates, they accommodated questions from the employees.



Mr. Michael K. Raeuber, the founder of the Company



From L-R: Mr. Elmer Sarmiento, President and CEO; Mr. Michael K. Raeuber, Group CEO and Mr. Andrew Raeuber, COO during the Q&A Forum



Support Group (Top) and SNM (Bottom) prepared a live greetings through a dance number for the birthday celebrant



The Q&A Forum was then followed by the awarding of 2017 5S Champions for Office, Branch Office and Warehouse categories and the recognition of the 5S Top Auditors.



From L-R: 5S Champions for Office, Warehouse and Branch Office categories with the President, Mr. Sarmiento and QMS Manager, Mr. Raymond Palisoc



2017 5S Top Auditors:
From L-R, Top Photos - Nanette Botecario, Paola Porquillo, Melody Taclan
From L-R, Bottom Photos - Jill Viray and Bernadette Trinidad



Mr. Sarmiento, 5S Chairman and Mr. Raymond Palisoc, the newly appointed QMS Manager led the awarding of 5S Champions and 5S Top Auditors. Finance and Treasury Department (FTD) and Global Corporate Center (GCC), Freight Cavite Office and Premium Courier were given a plaque of recognition for being the 5S Champions for Office, Branch Office and Warehouse categories, respectively.

Nanette Botecario of Customer Service, Mary Paola Porquillo of Premium Courier, Melody Taclan of GCC, Jill Viray of Marketing and Communications and Ma. Bernadette Trinidad of CED were named 2017 5S Top Auditors of the Year.

After the awarding, the Royal Cargo Group shared sumptuous dinner in celebration of the birthday of the founder of the company, Mr. Raeuber.

ROYAL CARGO ADHERES TO DATA PRIVACY ACT

Written by: Reymer Salvador • With Reports from Abet Cabungcal

Recently, implementing Rules and Regulations of the Republic Act No. 10173, also known as the Data Privacy Act (DPA) of 2012 was ironed out mandating all public and private organizations to comply. The most significant aspects of the law are: the procedures to be followed in the collection, processing and handling of personal information; the rights of data subjects; and the creation of a National Privacy Commission.

The advent of technology has resulted to security breaches, system errors, and ethical scandals within some of the country's major banks and institutions, it is essential that personal information in the governments and private sector's information and communications systems are secured and protected.

Overview of RA 10173

The Data Privacy Act of 2012, protects individuals from unauthorized processing of personal information that is (1) private, not publicly available; and (2) identifiable, where the identity of the individual is apparent either through direct attribution or when put together with other available information

Compliance of Organizations

The law restricts all organizations to follow these guidelines:

First, all personal information must be collected for reasons that are specified, legitimate, and reasonable. In other words, customers must opt in for their data to be used for specific reasons that are transparent and legal.

Second, personal information must be handled properly. Information must be kept accurate and relevant, used only for the stated purposes, and retained only for as long as reasonably needed. Customers must be active in ensuring that other, unauthorized parties do not have access to their customers' information.

Third, personal information must be discarded in a way that does not make it visible and accessible to unauthorized third parties.

Unauthorized processing and accessing of personal sensitive information due to negligence shall be penalized by imprisonment ranging from three (3) years to six (6) years and a fine of not less than Five hundred thousand pesos (Php500,000.00) but not more than Four million pesos (Php4,000,000.00) shall be imposed on persons who process personal information without the consent of the data subject and due to negligence, provided access to personal information, or without being authorized under this Act or any existing law.

Improper disposal of sensitive personal information shall be penalized by imprisonment ranging from one (1) year to three (3) years and a fine of not less than One hundred thousand pesos (Php100,000.00) but not more than One million pesos (Php1,000,000.00) shall be imposed on persons who knowingly or negligently dispose, discard or abandon the personal information of an individual in an area accessible to the public or has otherwise placed the personal information of an individual in its container for trash collection

General Data Privacy Principles

The processing of personal information shall be allowed, subject to compliance with the requirements of this Act and other laws allowing disclosure of information to the public and adherence to the principles of transparency, legitimate purpose and proportionality.

Personal information must, be:

- (a) Collected for specified and legitimate purposes determined and declared before, or as soon as reasonably practicable after collection, and later processed in a way compatible with such declared, specified and legitimate purposes only.
- (b) Processed fairly and lawfully.
- (c) Accurate, relevant and, where necessary for purposes for which it is to be used the processing of personal information, kept up to date; inaccurate or incomplete data must be rectified, supplemented, destroyed or their further processing restricted.
- (d) Adequate and not excessive in relation to the purposes for which they are collected and processed.



The Management Team during the briefing about RA 10173 known as the Data Privacy Act of 2012

- (e) Retained only for as long as necessary for the fulfillment of the purposes for which the data was obtained or for the establishment, exercise or defense of legal claims, or for legitimate business purposes, or as provided by law.
- (f) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data were collected and processed

Royal Cargo's Commitment to Compliance

Royal Cargo commits to protect all the personal information it collects from employees, customers, partners and other affiliates by complying with the Data Privacy Act of 2012.

Taking the lead on the compliance journey, the management has appointed Mr. Abet Cabungcal, Vice President for Global IT as the Data Privacy Officer (DPO) of the company.

As DPO, Abet will be accountable on ensuring conformity with applicable laws and regulations for the protection of data privacy and security within the organization. He shall also serve as the primary contact person of data subjects, the NPC and other authorities in all matters concerning privacy or security.

According to Abet, awareness campaign has started to inform all stakeholders, especially the employees of the Royal Cargo group. **"We're done with the briefing of the management team as well as the information dissemination campaign to all our colleagues, roll-out and information drive will follow-suit,"** Mr. Cabungcal added. Interviews and data gathering with the respective information controllers and processors, process/data mapping and Privacy Impact Assessment (PIA) has been done as well based on the registration deadline set by National Privacy Commission.

"I can say that we are very much ready and capable to ensure our customers that their personal information is safe with us," says Mr. Cabungcal who is currently finalizing the procedures, privacy and data protection policies as well as the DPO team to ensure 100% compliance and readiness in case of any breach.

For inquiries and clarification about privacy and security of information, kindly contact Mr. Abet Cabungcal at dpo@royalcargo.com or +63 2 333 3000 local 3033.

CONGRATULATIONS!



Mr. Abet Cabungcal

*for successfully meeting
the requirements and passing
the examination for*

Data Protection Officer (DPO)
TÜV Rheinland Philippines Inc.
Training and Certification Program
held last March 5 - 9, 2018



FROM OUR VANS *to your tables*

Written by: Jill Viray • With Reports from Richmond Cleofe

Most of the times we wonder, how the food that we eat was made. How it was prepared, how it was processed, how it was packed and what are its contents. While we marvel on how it has been produced, does a thought on how it reached the markets ever crossed our minds?

You may not directly see our brand to the products you are buying from the supermarkets, convenience stores and even to your best-loved food chains, yet it is our brand that has been pressed into service for your favorite food be made available in the marketplace.

Through Royal Cargo's hundreds of reefer vans, chilled and frozen products such as cold cuts, ice cream and concentrated juices are being delivered to different markets all over the Philippines. These reefer vans ensure cool and stable temperatures during transport to extend product shelf life and prevent food spoilage.

Royal Cargo acquired more reefer vans in order to serve the continuous heightening demand for chilled and frozen food logistics in the country and to strengthen its distribution capabilities.

Like any other one stop shop, Royal Cargo provides the best solutions for supply chain management. From storage to distribution, we ensure that chilled and frozen products being delivered to the marketplace are well handled and tailored fit to customer's requirements.

With endless possibilities of deliveries and through our diversified strategies, we are proud that we are making you satisfied, delivering and serving your needs... **from our vans to your tables.**



BEST PRACTICES, QUALITY SYSTEMS AND ITS EVOLUTION: OUR ROADMAP

Written by: Raymond Palisoc



Joining Royal Cargo, I had been impressed with the acceptance and support of systems to manage day-to-day tasks in the office work space. Experience in the past showed me the harsh reluctance to adhere to documenting processes and the numerous resistance in accepting audit observations. Back in the day, ideas such as ISO standards and 5S principles were more of a burden rather than a practice to deliver operational excellence. The quest for continuous improvement back then was a long and hard expedition a quality practitioner had to take with his/her organization.

Royal Cargo had achieved a commendable level of compliance in the world of best practices. And I say compliance bluntly because we were certified following procedures, documentation and programs to create these systems based on management's good direction and foresight. With this, we had arrived at a point where what we do for ISO standards or even for 5S practice is a part of the normalcy in the life of a Royal Cargo employee.

Taking this first step, I gather that it would be easy for us to actually imbibe the real value of having these standards. ISO and 5S+ are practices that should be our way of life within Royal Cargo. **More than just compliance to audit and standards, the road to our success should be paved with the framework we believe in. And this starts by applying it practically.** More often, one of the mistakes any organization would make is to apply several standards and proactively practice all methods possible that one can research and implement about. This is a good way to get certifications and decorate the organization of standards that half the time, they do not really know what its value is. This can create too many processes and practices (some repetitive or of the same essence) which can be more of clutter than useful for us. Oftentimes too, it creates unnecessary stress within the organization as they will try to meet all requirements even if they do not have it or if they are already practicing a similar approach. This makes certifications and compliance to standards counterintuitive, inefficient and counterproductive.

The real question is, how does it really apply to me and my customers?

In a recent global quality conference, this was actually one of the buzz topics discussed and had been agreed across that organizations need to act upon. Gone are the days where we race towards more certifications and labels just for the sake of getting more done to attract more business, quantity-wise rather than quality. This even drives a percentage of dissatisfaction and breakage from both the business-side and customer. Some lose a repeat customer because of an enhanced (too complex) process or requirement. Quality practices lose value and are viewed only as a requirement. This needs to be corrected.

Our current practices of 5S+ should be seen as good housekeeping, not only towards our workplaces but also towards our work spaces. Physically, we had achieved maintaining the work area to be presentable and safe for people to move in. How we apply sorting, setting things in order and shining is not limited to that.



It can also be applied towards our daily tasks and how we look at our processes – these depend on how mature we are in applying 5S+ which is a fundamental for Lean management and practice. The ISO framework also applies more than just documentation and KPIs. The introduction of the new standard (9001:2015) actually focuses on risk-based thinking. Documentation should build the system and around it, detail of how things can be forecasted and prevented, indications of effectiveness of the processes and the like. The current framework should teach us and help us apply the principle of considering how we take each process, its modes and what actions should be performed when these are triggered to avoid pile up or failure. This also roots of why we need to map out our owned processes properly and document them to ensure continuity and seamless delivery.

At current, we are all focusing on the requirement rather than the bird's eye view of what value each one of these achievements/certifications/ practices are and how they complement our way of working. They should enable us to bring in more business. More repeat customers. How they can get us more referrals. How we can be the talk of the town within the industry, locally and globally. I am writing these because I am telling you, expect that there would be a lot of changes, and a lot of things that should make sense rather than just-because-its-required. Some would require training, sharing of good and great practices, proper risk analysis and action, and adherence to the correct practice and process of things. We will take it by pace and by applicability.

I ask your support as we go towards that journey for our growth and continued success. We should be proud to say that we are Royal Cargo employees and that in say so, people globally should recognize that this organization practice good systems and framework, and provide awesome quality work – because we live the right methods such as 5S+, ISO and other principles to ensure that there is excellence and value behind our processes as published, certified and demonstrated. Let's all move forward to a better, stronger and brighter future with Royal Cargo.



GLOBAL SALES OFFICE ROLLS OUT CARGOWISE ONE SALES AND MARKETING REFRESHER COURSE TRAININGS

Written by: Konstantin Tolledo



The Global Sales Team together with the participants of the Cargowise One Sales and Marketing Refresher Course Training

The Global Sales Office recently rolled out the refresher training for Cargowise Sales and Marketing Module last December 2017. The training was designed for all RCI frontline sales personnel and their corresponding sales support units.

This series of trainings conducted by the team led by Jet Pamintuan together with Tantin Tolledo, Brian Aloba and Anthony Ferrer covered the standard RCI sales process, the business rules to support it, and the detailed steps in entering customer data in Cargowise. The sales process, at the overview level is standard across any industry, but the business rules to drive compliance for the completeness, correctness, and timeliness makes the material uniquely applicable to Royal Cargo.

The development of the training material was a collaboration between the GSO and BPM headed by Philip Schlohnsagel. A whole slew of testing and reconfiguration into the system was made in advance to make sure that the process could be supported by an actual working Cargowise feature.

The first training was held in December 2017 and was participated by Mr. Michael Raeuber and the country managers. The majority of the sales teams for the Philippines were trained during a string of sessions in January and March 2018 with additional trainings being scheduled for the succeeding weeks to cover all employees doing sales, business development and sales support roles. We intend to complete the Philippine teams in March/April and initiate remote training for staff in Palau, Thailand and the rest of the world.

By putting this sales process, business rules, and standardized approach in Cargowise customer data entry, we aim to improve collaboration across sales teams to help us achieve our medium to long term growth ambition. The Global Sales Office will open up even more functionalities to help improve Cargowise to maximize investment in the system, improve our engagement with current customers and growing our business even further.

Time to Connect with Sales Connect

GLOBAL SALES OFFICE LAUNCHES SALES CONNECT PORTAL

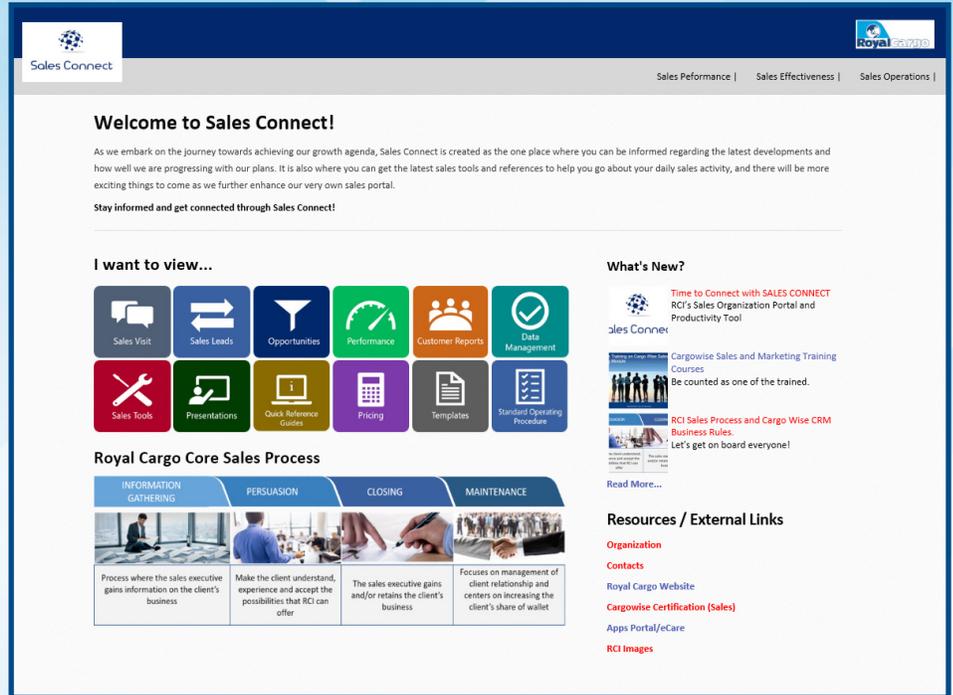
Written by: Konstantin Tolleo

The Global Sales Office pulls off the curtains from one of its pet projects – Sales Connect Portal. This portal will help RCI Sales teams gain access to reports, helpful references, news and training materials.

Sales Connect development is spearheaded by Mr. Brian Aloba, Sales Performance Manager, using Microsoft SharePoint. It started initially as a repository of all reference materials that members of the Global Sales Office (GSO) are using for their respective projects, but after seeing its potential to reach out to a bigger sales and marketing community in RCI, the project was given the green light to develop into a full-fledged internal portal for the sales community.

Aside from the main landing page, Sales Connect also has three other sections, namely:

- The Sales Performance section would house all the standard sales performance reports, customer KPI reports extracted from CargoWise. It will also house all new digital sales tools and file templates.



Welcome to Sales Connect!

As we embark on the journey towards achieving our growth agenda, Sales Connect is created as the one place where you can be informed regarding the latest developments and how well we are progressing with our plans. It is also where you can get the latest sales tools and references to help you go about your daily sales activity, and there will be more exciting things to come as we further enhance our very own sales portal.

Stay informed and get connected through Sales Connect!

I want to view...

- Sales Visit
- Sales Leads
- Opportunities
- Performance
- Customer Reports
- Data Management
- Sales Tools
- Presentations
- Quick Reference Guides
- Pricing
- Templates
- Standard Operating Procedure

Royal Cargo Core Sales Process

INFORMATION GATHERING	PERSUASION	CLOSING	MAINTENANCE
			
Process where the sales executive gains information on the client's business	Make the client understand, experience and accept the possibilities that RCI can offer	The sales executive gains and/or retains the client's business	Focuses on management of client relationship and centers on increasing the client's share of wallet

What's New?

- Time to Connect with SALES CONNECT RCI's Sales Organization Portal and Productivity Tool
- Cargowise Sales and Marketing Training Courses Be counted as one of the trained.
- RCI Sales Process and Cargo Wise CRM Business Rules Let's get on board everyone!

Resources / External Links

- Organization
- Contacts
- Royal Cargo Website
- Cargowise Certification (Sales)
- Apps Portal/eCare
- RCI Images

- The Sales Effectiveness section on the other hand houses all the quick reference guides and business rules of the Cargowise Sales and Marketing training. It will also be the section that will house all Sales Training Calendars, and repository of all past sales training materials.

- The Sales Operations section will provide templates for Tender and Pricing, and Customer Program management and customer standard operating procedures and other relevant files for Customer Implementation.

Prior to this announcement, only the trainees of the CargoWise Sales and Marketing module refresher course were given access to the folders containing the business rules and the data entry quick reference guides. We will be adding more authorized users to this portal and also more functionalities as the community of users grow and become more active in using all contents.

We aim to make this the community page where all sales personnel will use to keep themselves updated and to take an active part in learning and sharing from this portal. Let's not just connect. Lets Sales Connect.

SALES CONNECT LINK:

<https://royalcargo.sharepoint.com/sites/GSH/SitePages/Home.aspx>

ROYAL CARGO CELEBRATES PRESIDENT'S BIRTHDAY

The Royal Cargo Group celebrated the birthday of its President and Chief Executive Officer, Mr. Elmer Francisco U. Sarmiento at the yard of its headquarters in Parañaque City last January 15, 2018.

The entire family of Mr. Sarmiento including his mother, brother, wife, children and grandchildren graced the celebration.

Song and dance performances as well as video greetings from employees in the branch offices were prepared to surprise the celebrator. The mother of the President also shared a short story about his son particularly his milestones in life prior being connected with Royal Cargo.

A sumptuous dinner was shared by the employees and Mr. Sarmiento's family right after the short program.



In Photos from L-R: Mr. Sarmiento blowing the candle of his cake (L), Mr. Sarmiento's grandchildren singing the Happy Birthday Song (R)

ROYAL CARGO HOLDS TREE PLANTING ACTIVITY IN BULACAN

Royal Cargo in cooperation with Riofil Corporation and Bulihan Sangguniang Barangay held a tree planting activity in Barangay Bulihan, Plaridel, Bulacan last January 19, 2018 as part of its Corporate Social Responsibility that ensures the organization's active compliance in giving back to the community and to the environment.

Ms. Esperanza Garcia, Barangay Captain of Barangay Bulihan in her opening remarks thanked Royal Cargo for conducting the tree planting activity in their barangay.

The tree planting activity aims to raise awareness to the society about the importance of planting and saving trees. It is also a good tool to help the employees build a strong relationship and camaraderie with each other by helping hand in hand in preserving the ecology.



Royal Cargo, Riofil Corporation and Bulihan Sangguniang Barangay who joined the Tree Planting Activity held last January 19 at Plaridel, Bulacan



ROYAL CARGO EMERGENCY RESPONSE TEAM UNDERGOES FIRE BRIGADE TRAINING

Facilitated by FO3 Joel Sose and FO2 Jemar Estrapa of Bureau of Fire Protection (BFP), Royal Cargo Emergency Response Team (ERT) composed of representatives from different departments and business units underwent a Fire Brigade Training held last February 24, 2018 at Royal Cargo Head Office in Parañaque City.

The training was organized by HSSE Department with the aim to heighten awareness and to train the members of the ERT with the necessary to-do's and know-how's in case of an emergency.

Proper and actual usage of fire fighting protective gear and equipment and the use of fire extinguisher were demonstrated as well as part of the training to ensure that all members of the team are properly and fully equipped.



The Royal Cargo Emergency Response Team (ERT) during the Fire Brigade Training held last February 24 at Royal Cargo Head Office



ROYAL CARGO JOINS VARIOUS JOB FAIRS AROUND METRO

Royal Cargo recently joined the following job fairs to offer jobs to all jobseekers around Metro Manila:

- PESO Muntinlupa Mega Job Fair
In partnership with RGMA Network Inc.
December 7, 2017, Starland Area Starmall Alabang, Muntinlupa City
- Arellano University 23rd Annual Job Fair
January 12, 2018, Little Theater Arellano University, Legarda, Manila
- PESO Plaridel Bulacan Local Recruitment Activity
February 8 & 9, 2018, Municipality of Plaridel Bulacan
- Olivarez College Job Fair
February 23, 2018, Olivarez College Gymnasium, Parañaque City
- Asian Institute of Maritime Studies (AIMS) Job Fair
February 28, 2018, AIMS Tower, Pasay City
- PESO Muntinlupa Vocational Summit Job Fair
March 20, 2018, Festival Mall Alabang, Muntinlupa City



Pool of jobseekers at one of the job fairs that Royal Cargo's Recruitment Team joined



ROYAL CARGO NORTH HUB OBSERVES WORKERS RECOGNITION DAY

The Royal Cargo's Cargo City North Hub observed Workers Recognition Day held in Plaridel, Bulacan last March 15, 2018.

All contractors and workers convened to a short program to hear the updates about the ongoing project.

Mr. Andrew Valenzuela, HSSE Manager discussed the safety matters of the project. Royal Cargo President, Mr. Elmer Sarmiento and Chief Operations Manager of Contract Logistics, Mr. Chris Kincaid on the other hand lead the awarding of the best workers and best contractors.

Cargo City North Hub is the newest multi-purpose facility of Royal Cargo located along Plaridel Bypass Road, Bulacan. It is set to be completed on April and will be operational starting June.



Royal Cargo's Cargo City North Hub Project Best Workers and Contractors during the Workers Recognition Day held last March 15 at Plaridel, Bulacan



ROYAL CARGO CONDUCTS ANNUAL FIRE AND EMERGENCY EVACUATION DRILL

In observance of the Fire Prevention Month with the theme "Ligtas na Pilipinas ang ating Hangad, Pag-iingat sa Sunog sa Sarili Ipatupad," the Health, Safety, Security and Environment (HSSE) unit of Royal Cargo conducted its annual fire and emergency evacuation drill held at the Royal Cargo Yard in Parañaque City last March 16, 2018.

Spearheaded by Royal Cargo HSSE Manager; Andrew Valenzuela, who is the overall incident commander in-charge of the drill, the activity went well and straightforward with the participation and cooperation of all employees from the head office occupying RC1 and RC2 Buildings, Contract Logistics Office, Fleet and Distribution Office and P1 Warehouse.

Offices in the other areas also conducted their own drill to ensure that all Royal Cargo employees are prepared and well-coordinated in case of untoward emergencies.



The Royal Cargo Employees at the evacuation area during the Fire and Emergency Evacuation Drill held last March 16 at Royal Cargo Yard





ROYAL CARGO ITA RECEIVES AWARD FOR BEING THE TOP PERFORMING FORWARDER (ISOTANK)

Royal Cargo, Inc. - International Tank Agency (ITA) was once again awarded by Stephan Philippines Quaternaries, Inc. for being the top performing forwarder (ISOTANK) for the year 2017 during the Forwarders Meeting held last March 15, 2018 at SPQI Plant, Coccochem Agro Industrial Park, San Antonio, San Pascual, Batangas.

Mr. Bryne Gonzales and Ms. Mara Avelino received the award on behalf of Ms. Irene Sy who is heading Royal Cargo - International Tank Agency.

Royal Cargo's ITA offers worldwide door-to-door transportation of chemical grade and food grade liquids. We are one of the biggest movers of liquids in isotanks and flexitanks in the country, handling hundreds of chemical and foodstuff containers every month.




PAL-IKBAYAN
sa RoyalCargo Guam!

Royal Cargo Guam
General Cargo Sales Agent

For inquiries on all your *Balikbayan Boxes* via air freight, please contact:
(671) 633 - 7225

Ask for:
Jun Lipar (jun.lipar@royalcargo.com)
Bing Mejia (bing.mejia@royalcargo.com)



ROYAL CARGO GUAM, LLC APPOINTED AS PAL CARGO GENERAL SALES AGENT

Royal Cargo Guam, LLC has been appointed as Philippines Airlines' (PAL) General Sales agent covering the territory of Guam.

With this appointment, Royal Cargo Guam, LLC shall be authorized to act for and on behalf of PAL in respect of the development of the sales and marketing of PAL's cargo business in Guam.

Congratulations, Royal Cargo Guam, LLC!

For inquiries on all your *Balikbayan Boxes* via air freight, please contact: (671) 633 - 7225. Ask for: **Jun Lipar** (jun.lipar@royalcargo.com) and/or **Bing Mejia** (bing.mejia@royalcargo.com)



ROYAL CARGO CFD RECEIVES 2017 FLEET ACHIEVEMENT AWARD

Royal Cargo, Inc. - Car Fleet Department (CFD) received the 2017 Fleet Achievement Award in appreciation of Royal Cargo's outstanding contributions to Personnel Road Transport (PRT) Safety last December 11, 2017 at Acacia Hotel, Muntinlupa City. CFD Manager; Ms. Mari Stella Segundo received the award presented by Mr. Oliver Ortega, Country HSSE Manager of Shell.

The conference was attended by various Personnel Road Transport Contractors of Shell Offices such as PSPC, SPEX and SBO.

Shell Personnel Road Transport Plans for 2018, PRT current activities, Road Transport Pillars outcome, and improvements and best practices sharing from various contractors were discussed during the conference.

Royal Cargo representatives present during the conference were: Ms. Mari Stella Segundo, CFD Manager; Mr. Reynaldo Zaguirre, CFD Operations Supervisor; Mr. Andrew Valenzuela, HSSE Manager and Mr. Manuel Tibayan, HSSE Senior Officer.



APRIL
is *Stress*
Awareness
Month

WHAT IS STRESS?

Stress is your body's way of responding to any kind of demand or threat. When you sense danger—whether it's real or imagined—the body's defenses kick into high gear in a rapid, automatic process known as the "fight-or-flight" reaction or the "stress response".

WHAT CAUSES STRESS?

We all react differently to stressful situations. What is stressful to one person may not be stressful to another. Almost anything can cause stress. For some people, just thinking about something or several small things can cause stress.

Common major life events that can trigger stress include:

Job Issues, Retirement, Lack of Money, Family Problems, Illness, Bereavement, Heavy Traffic, Relationships, Marriage, Divorce, Excessive Noise, Overcrowding, Pollution

WHAT ARE THE SYMPTOMS OF STRESS?

The harmful physical effects of too much stress include:

Excessive Sweating, Pain at the Back and Chest Area, Heart Disease, Difficulty of Sleeping, Cramps or Muscles Spasms, Irregular Bowel Movement, Low Immune System, Fainting, Headache, Erectile Dysfunction and Loss of Libido, Increase Blood Pressure

HOW STRESS SHOULD BE MANAGED?

Here are a few lifestyle choices you can take to manage or prevent the feeling of being overwhelmed.

- | | | |
|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>✓ Massage, yoga, or listening to music can help destress or prevent stress from building up.</p> | <p>✓ Talking: Talking to family, friends, work colleagues, and your boss about your thoughts and worries will help you "let off steam." You may be comforted to find that you are "not the only one." You may even find there is an easy solution that you had not thought of.</p> | <p>✓ Reducing intake of alcohol, drugs, and caffeine: These substances will not help prevent stress, and they can make it worse. They should be cut out or reduced.</p> |
| <p>✓ Time: Set aside some time each day just for yourself. Use it to organize your life, relax, and pursue your own interests.</p> | <p>✓ Breathing and relaxation: Breathing and relaxation techniques can slow down the system and help you relax. Breathing is also a central part of mindfulness meditation.</p> | <p>✓ Nutrition: A healthy, balanced diet with plenty of fruit and vegetables helps maintain the immune system at times of stress. A poor diet will lead to ill health and additional stress.</p> |
| <p>✓ Exercise: Studies have shown that exercise can benefit a person's mental and physical state.</p> | <p>✓ Prioritizing: Spend a little time organizing your to-do list to see what is most important. Then focus of what you have completed or accomplished for the day, rather than what you are yet to finish.</p> | <p>✓ If the stress is affecting your daily life, you should seek professional help. A doctor or psychiatric specialist can often help, for example, through stress management training.</p> |

ROYAL CARGO VOLLEYBALL TOURNAMENT SEASON 9 KICKS OFF

Written by: Jill Viray • Photos Courtesy of Gary Zalameda

The Royal Cargo Volleyball Tournament Season 9 officially commenced as eight (8) competing teams from different business units - CL Cold (Violet), ITA/ FDM/ KAM/ SNM/ LLC (Pink), Support Group (Orange), CL Dry (Red), CCB/ SYSPRO/ TMW (Green), Domestic Freight (Gray), International Freight/ Courier/ Tradelane (Blue) and PHL/ CED /OFD /CFD /MEMD/ IRIS (Yellow) together with their respective muses paraded along the volleyball court at the Royal Cargo Yard last March 16, 2018.

Hosted by Human Resources Manager; Janet Husmillo and Marketing and Communications Specialist; Reymer Salvador, the ceremony started with a prayer. Ms. Loida Tasis, Vice President for Functional Services officially opened the game by giving some rules, reminders and inspirational message to all the players followed by the parade and one-minute cheer of the teams.

Following the one-minute cheer that each team has prepared was the eye-catching parade of the eight (8) gorgeous damsels as muses of each team who flashed their best walk as they cheerfully modelled themselves along the court.

Jussien John Vierzo from the defending champion, CL Cold (Orange) and Season 7 Most Valuable Player took the lead to recite the oath of amateurism.

Defending champion CL Cold (Orange) dashed ITA/ FDM/ KAM/ SNM /LLC (Pink) with 25 - 16, 17 - 25, 25 - 18, 24 - 26, 16 - 14 in the opening game of the volleyball league.



In Photos from L-R: Ms. Loida Tasis / Ms. Janet Husmillo and Mr. Reymer Salvador / Mr. Jussien John Vierzo, Season 7 MVP



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CONTINEO

Contineo is the official newsletter of the Royal Cargo Group of Companies
produced by Marketing and Communications



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