

GENERAL SHIP SUPPLIES • REPAIR WORKS • LOGISTICS SERVICES



#### Dearest Friends and Valuable Customers

Lucky Dolphin's legacy spans several decades and is a story of dedication to the integrity of ships' chandlery industry. Fueled by the enthusiasm of becoming an enterprise that unflaggingly sustains and enhances the way we cater to your very demands and expectations to provide new values, which are malleable to any changes with excellence in tight deadlines.

The action we force enables us not only to maintain but also to efficiently develop services for specific and ever-emerging needs of our clients; empowered by fostering swift communication and implementing the international standards of management systems ISO 9001, ISO 14001, OHSAS 18001 to give a tailor-made service as part of our strategic plan.

Now we are Egypt's pioneering ship chandler, offshore supplier and ships' agent, extending our services to encompass all your demands in each and every Egyptian Port from the mains to the most secluded ones. With a valuable wealth of experience and knowledge, I can assure you that we will exert our optimum efforts to take all the necessary steps needed to attain prime outcomes which are eventually meant to eminently delight our customers.

I would like to thank our old time customers for supporting us all over the past consecutive years and also all the newcomers for the trust you have laid in us. During all those years, we have learned how to collaboratively march ahead with daily expansion and boosting of mutual trust and understanding. We are grateful to have you all as our clients and I aspire that we maintain this trustworthy business relationship for several years to come.

We count on your support to keep on growing up and to serve you better.

Sincerely





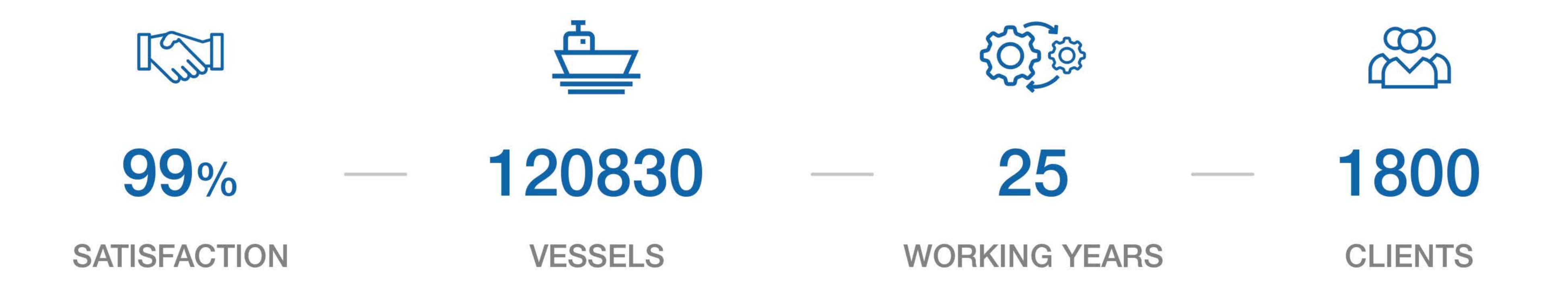
### COMPANY IMAGE

#### Our Mission

To meet the challenge, we are always working to develop and improve our team's abilities to respond efficiently and accurately to your requirements whenever and wherever needed. Implementing the highest international qualified management standards is what makes us stand out.

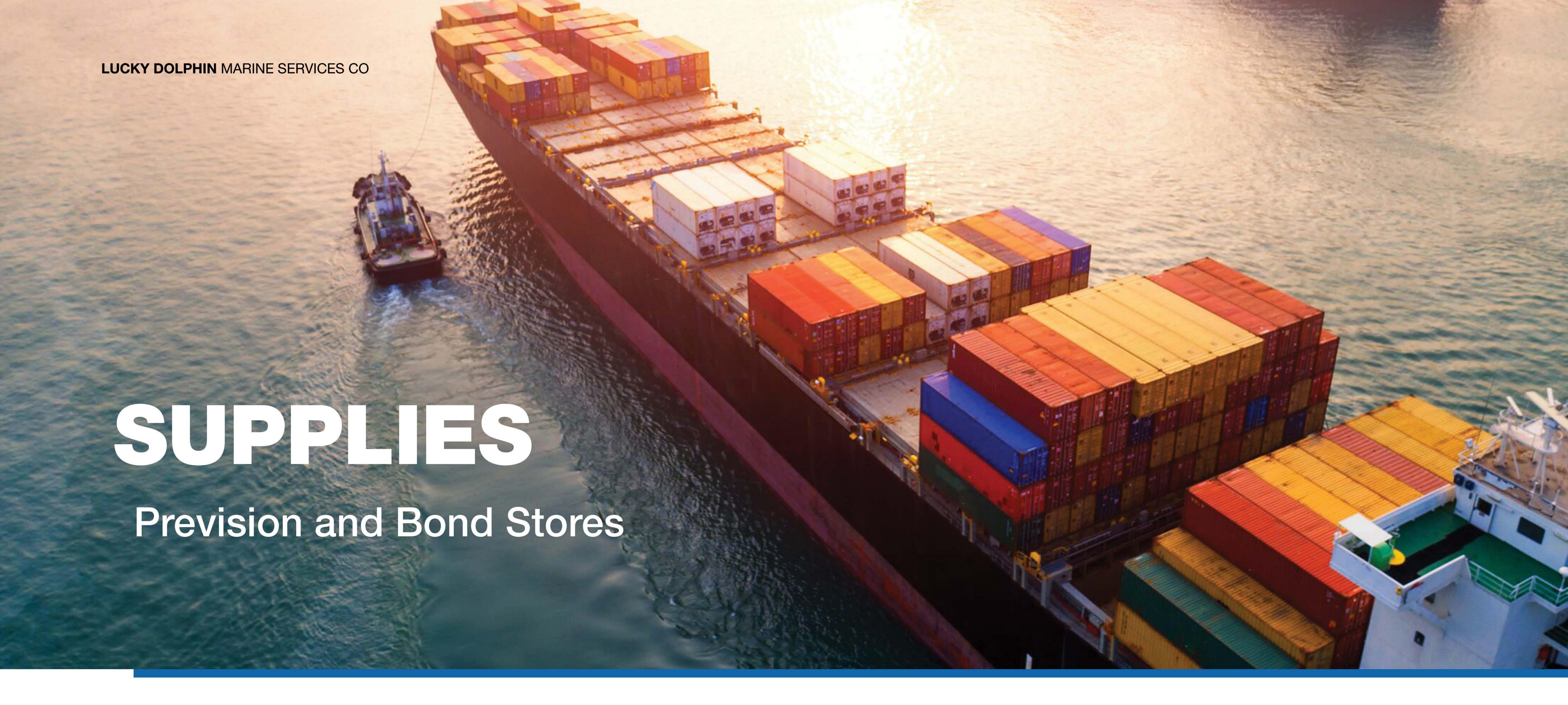
#### Our Vision

Our aim is to become your partners, serving your fleet anywhere around the world, therefore we are developing a wide network of offices in the main ports around the shipping routes.









#### We Supply ..

Cruise lines, navy ships, Oil Rigs, off shore platforms and trade vessels with provisions requirements maintaining the international health codes.

Our refrigerator trucks deliver orders at any of the Egyptian Ports.

Frozen prime meat, poultry, dairy products and dry stuff are sourced from famous brands from all over the world considering variation in crew nationalities to meet the different tastes.

#### **Bonded Stores**

Beverage, cigarettes, confectionary, perfumes, electronics, gifts and souvenirs are available at highly competitive prices.

#### Technical Stores

We know how important maintenance operations are and how critical repair works are, we share responsibility with you by providing the right quality & specifications required.

# Safety and Rescue Equipments

We supply, Install, test, annual services and certification and provide maker and class society certificates.

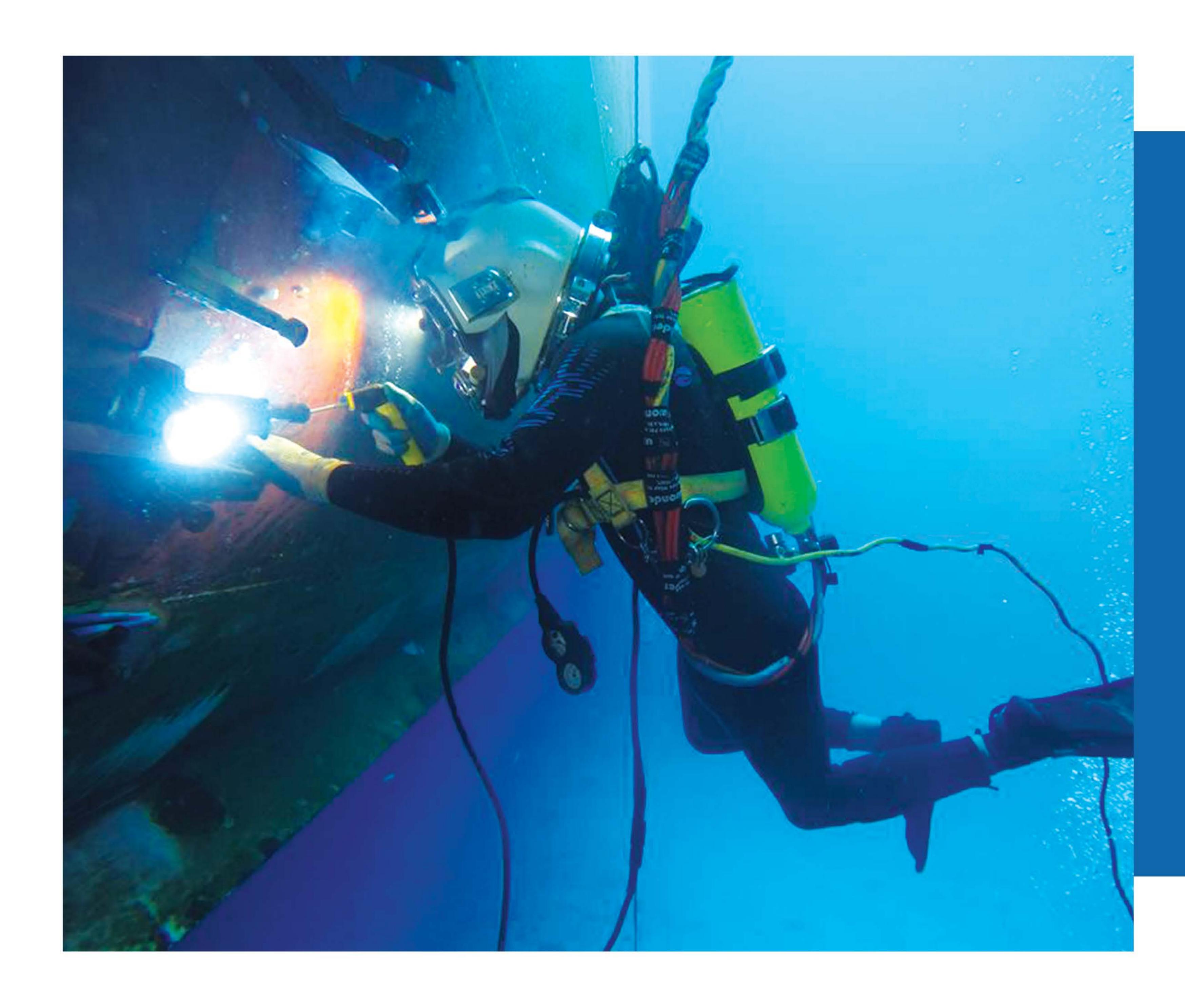
- Marine personnel safety, and rescue equipment (life rafts, lifeboats and related equipment) rescue boats.
- Lifebuoys, life jackets, immersion suits, breathing apparatus, IMO signs).
- Fire extinguishers (foam, dry chemicals, CO2, inergen).



# SURVICES

### Ship Yards & Docking Facilities

Floating dock has a lifting capacity of 25.000 tons which is really rare in this part of the world. Heavy sections can also be handled without any problems by the gantry crane with a lifting capacity of 500 tons, with a lift period of less than 2 hours with a full load 25.000 tons; operations can be initiated with limited loss of up-time.



### Repair Works

Lucky Dolphin Marine Services is associated with High tech. class society approved workshops capable of handling a wide range of maintenance and overhaul.

- Main and auxiliary engines.
- Turbo chargers.
- Pumps and compressors.
- Electrical motors (rewinding within 24 hours).



# Spare Parts Reconditioning

Re-new your Spare parts according to makers instruction using the most advanced facilities, with a complete range of inspection and measuring instruments, modern material handling system, sand blasting, MPI crack testing hydrostatic testing, ultrasonic thickness gauging, hardened testing etc., to meet the most stringent quality requirements providing class society certificates when required.

# Portable Equipment Rental

We offer the best solution in critical situations, providing class approved equipment for short or long lease:

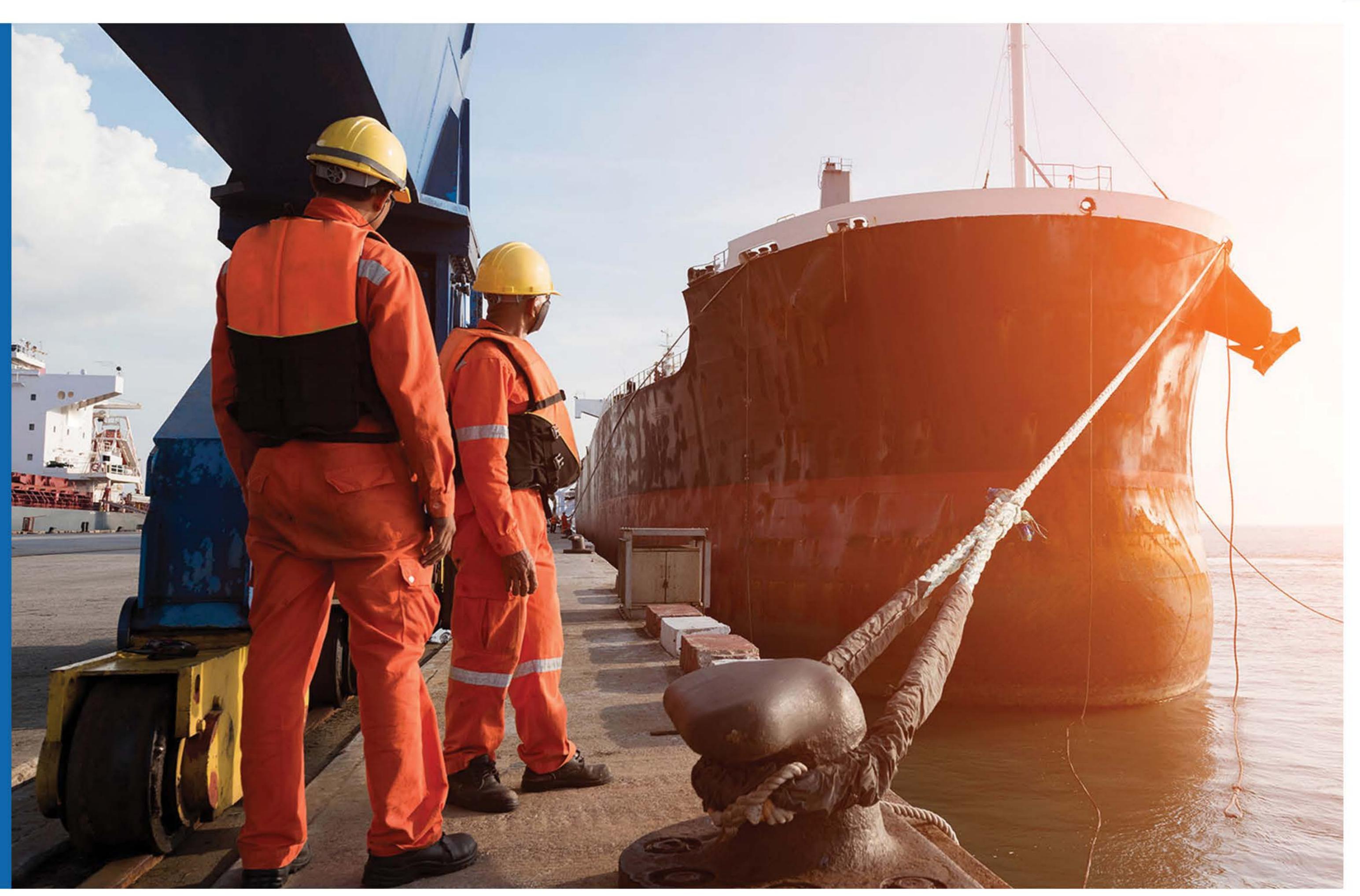
- Pneumatic rubber fenders
- Life rafts
- Ventilators

- Sandblasters scaffolds
- High pressure hold washing machines
- Welding equipment

### Parcels Custom Clearance

Our Cairo air Port office taking all necessary measures to clear your spare parts parcels ensuring fastest dispatch to reach vessel or destination worldwide at the right time and at the most economical rates.

We make the most use of our strategic location in the middle of trade shipping route (Suez Canal) to present our clients with an outstanding service, holding their spare parts consignment in our tax free warehouses to be delivered or distributed among their vessels frequently calling our ports.





# Crew Change

We are handling Crew Changes (Embarkation, Disembarkation&Repatriation) to join vessels at any of the Egyptian ports safely and at the economical cost.

Provide accommodations if necessary.

# Shipping Agency

Lucky Dolphin shipping agency offers a wide range of shipping and logistic services. The company is involved in chartering, port agency, liner agency, Suez Canal transit agency and freight forwarding.

We provide reliable and professional services to many reputable ship owners, charters, managers and traders.

Lucky dolphin shipping agency handle vessels for more than 480 reputable satisfied clients all over the world.

Providing our clients with first class services, updating and monitoring any changes to Suez Canal transit or port authorities rules to benefit our clients.

Lucky dolphin shipping agency expertly manages flow of information, controlling and reducing your costs, protecting your interests in the most professional way.

As a member of BIMCO, lucky dolphin shipping agency has direct access to the entire BIMCO information network.

This means that we are able to use professional voyage estimate system and extensive port information database with the necessary technology to provide our clients with reliable and accurate information.

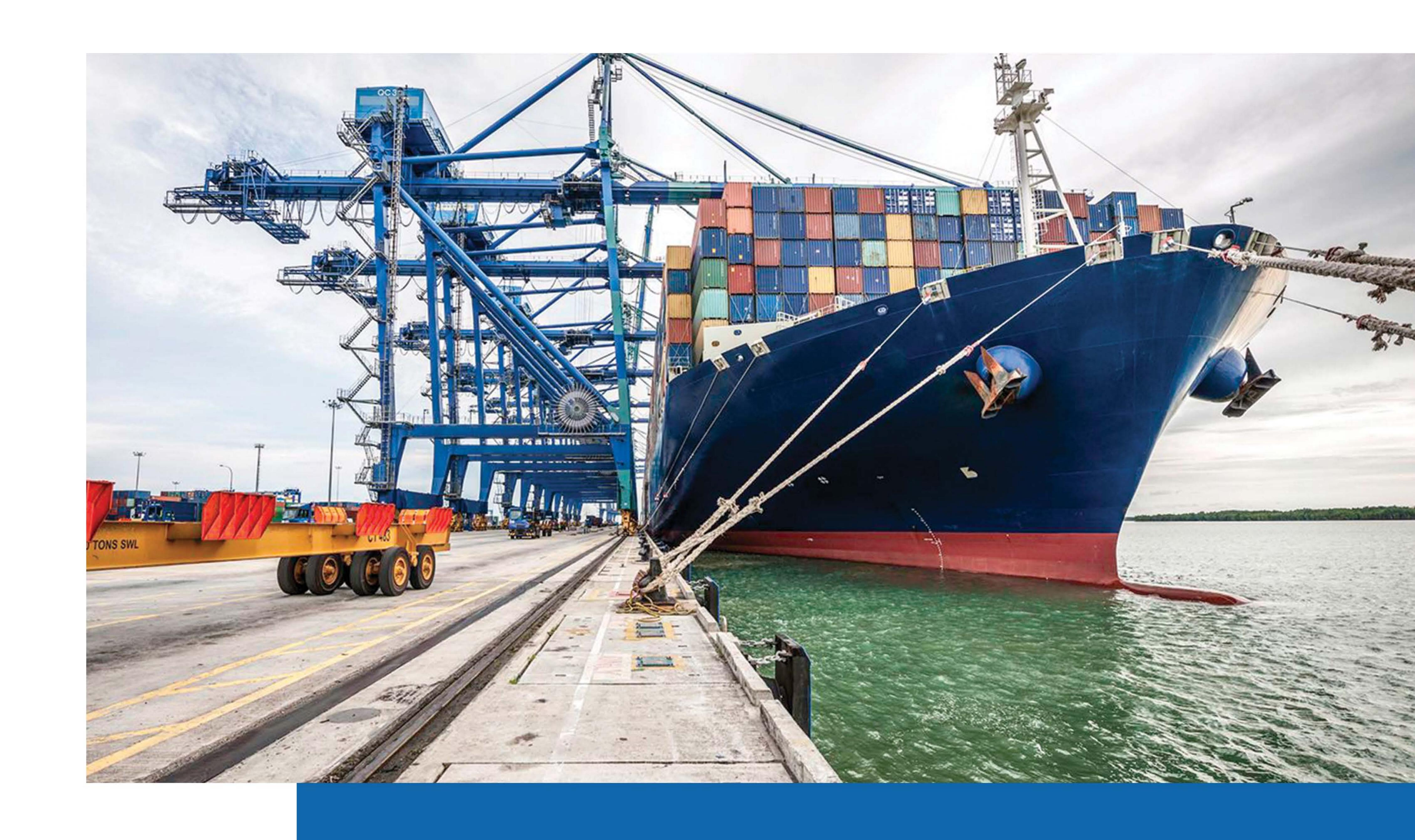


#### SURVICES

#### Suez Canal Transit

We provide you accurate Performa DA, Free access to an online rebate application, a complete Suez Canal guide, Suez Canal Southbound Transit Guide, Suez canal Northbound Transit Guide, the latest new circulars and traffic updates, We offer you the best possible service 24/7, all year around

Choosing the right partner for your Suez Canal transits can save you thousands of dollars in time and administration costs. Lucky Dolphin Marine Service guaranteeing an exclusive service experience for your port calls every time.



# Protective Agency

As protective agents, we designed services to ensure that your interests are well taken care of Services that can be performed on request:

- Cargo release against bill of landing
- Cargo damage reporting
- Claims handling
- Draft survey coordination
- Tally supervision

- Cargo survey coordination.
- On/off hire survey coordination
- Rejected cargo follow-up
- Cargo Supervision

### Husbandry

When you have a vessel in port, it is important that the husbandry services are delivered on time and well coordinated with the vessel operation.

Services that can be performed on request:

- Coordination of booked services
- Cash to master
- Meet and greet
- Crew changed assistance
- Medical assistant
- Spare parts handling
- Bunker delivery coordination
- Launch services





### Marine Consultation

Our qualified and expert staff is able to provide customers with any consultations or explanations in respect to the maritime business in Suez Canal area or any Egyptian port.











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