

Company Profile

Step One Group

An ISO (9001:2008) Certified Organization

Since 1998

End to End Logistics Solution

Step One Group

Mahanaz Monsur Tower
House - CESF 11/A, Road-130 Gulshan-1,
Dhaka-1212, Bangladesh
Email: masud@stepone-air.com
Telephone: +88-9892557
www.steponegroup.com





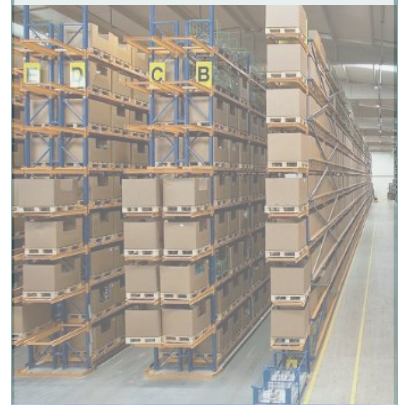
Company Profile

Step One Group

An ISO (9001:2008) Certified Organization

For many companies, logistical deficiencies and structural problems in the value chain are a regular source of financial bottlenecks and timing problems. Logistical resource management is often extremely complex, while contract partners and service providers are sometimes difficult to control and monitor; even a business' own Transportation and warehousing can create disproportionately high costs. Step One has taken it upon themselves to create an integrated and sustainable solution to remedy these problems. As a result, they take responsibility for the entire logistical process, including **Supply, Control and Management**. Step One Group handles client from both national and international sectors with special emphasis on Telecommunication, NGO, Security, and Real States, Construction Firms, RMG, Pesticide, Power Sector, Media, Fashion House etc.

Step One Group was established in 1998 by the name of Step One Air & Sea Freight. Then it was in 1999-2008, the progression of Step One Air & Sea Freight to many other wings. By 2013 grew to be largest logistic provider with Transportation, Warehousing, and distribution, Installation, Technical services, Security, Construction, Outsourcing and last but not the least customer care even after the task is over.





Md. Masud Hasan
Managing Director

Md. Masud Hasan, the Managing Director of Step One Group, has a vast knowledge in this Logistics, Clearing & Forwarding industry since 1994 and he achieved plenty of knowledge and having a good reputation in this market. He has the experience of providing numerous Supplies and Logistical supports to different Power Plant Project, Construction Firms, Telecom Industries , Textile and NGO in home and abroad. He is well known to most of the shippers and importers all over the country. He has the experience of providing service to different multinational companies in home and abroad. He is expert in handling consignment at Dhaka airport, Chittagong port, ICD, Benapole Landport, Pangaon port customs.

“Step One goes to Extra Miles to do the Best for the Valued Partner

AT A GALANCE

Establish	:	1998
Sister Concern	:	09
No of Staff	:	408
No. of Partners	:	30
Own Vehicle	:	40+
Warehouse Facility	:	20
Operations Offices	:	24
Yearly Turn over	:	600m

MISSION

The mission of Step One Group is to provide the best quality logistics services to the customers in both domestic or international market.

VISION

Provide end to end effective, reliable and affordable logistic solutions and gain confidence and trust of our valued customers by conducting business with complete honesty and integrity.

VALUE

Quality assurance and customer satisfaction is the fundamental ingredient of our business values.



SISTER CONCERN

- Salvation Logistics Ltd.
- Step One Air & Sea Freight
- Techno Fair
- Step One Transport Service
- Unitech
- UTSP (Unitech Telecom Service Provider)
- Step One Outsourcing Ltd.
- Peace de Homes Ltd. (Partnership)
- REPUBLIC FREIGHT SERVICES (PARTNERSHIP)

OUR STRENGTH

- 20+ years experiences
- ISO Certified
- Expert Team
- Own WMS
- Own Vehicle Pool
- Well equipped office facility.
- Online at 24/7
- Better relation with Customs Authority



BUSINESS STRATEGY

Make every effort for exceeding customer expectations. Get better use of our quality management system via inspection. We value the relationships with our customers and vendors as a high point of our business practices. We ensure to meet up customers expectations and offer an immense understanding in doing business with us. We are your partner in your business whom you can trust.

WHY STEP ONE GROUP ?

Make every effort for exceeding customer expectations. Get better use of our quality management system via inspection. We value the relationships with our customers and vendors as a high point of our business practices. We ensure to meet up customers expectations and offer an immense understanding in doing business with us. We are your partner in your business whom you can trust.

Step One is one of the highest Tax payer working at Hazrat Shahjalal International Airport as a C & F agent.

SERVICES WE OFFER

- ◆ Road/Air/ Ocean Transportation
- ◆ Logistic Services
- ◆ Customs Brokerage & Inter Regional /International Transportation & Distribution
- ◆ Clearance Management
- ◆ Freight Forwarding
- ◆ River Transport with Barges & Landing Crafts (LCT's)
- ◆ Warehouse Facility and Manage Service
- ◆ SPMS Service
- ◆ Plant & Equipment Rental
- ◆ Out sourcing

CLIENTS, WE ARE SERVING

1. Unicef
2. World Food Program
3. icddrb
4. Robi Axiata Limited
5. Airtel Bangladesh Ltd
6. Banglalink Digital Communications Ltd
7. Huawei Technologies Ltd.
8. LM Ericsson Bangladesh Ltd.
9. Nokia
10. ZTE Corporation Bangladesh Ltd.
11. Bangladesh Telecommunication Regulatory Commission (BTRC)
12. edotco Bangladesh Company Limited
13. Base Technologies
14. Qubee
15. Avery Dennison
16. JUKI Machinery Bangladesh Limited
17. Gildan
18. Checkpoint
19. Thales Alenia Space
20. Bata Bangladesh
21. Clarke Energy
22. Coasts
23. Bayer
24. Berger
25. Wartsila
26. Alcatel Lucent
27. NEPC
28. Honda
29. Novartis
30. Siemens
31. Mitsubishi

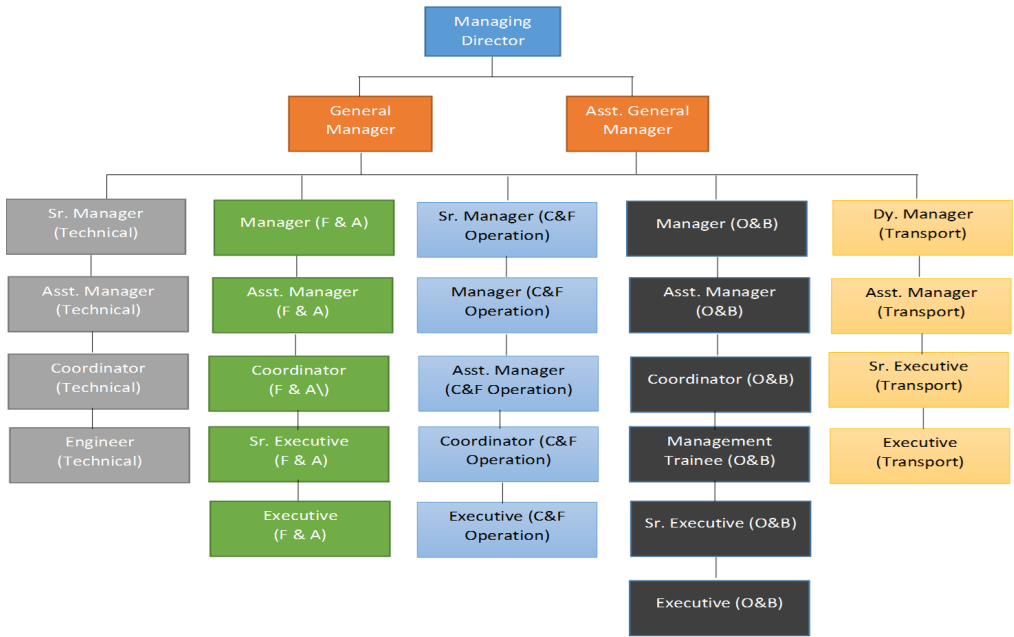
PROJECTS, WE ALREADY COMPLETED WITH..

1. Getco Group
2. Summit Power
3. Mir Telecom
4. NSN
5. Ollo
6. Khulna Power Company Limited

“Step One is Committed to Quality Service”



ORGANOGRAM



“We are always ready to go the extra miles to do the best we can for our partners”

CLEARING & FORWARDING OPERATIONS

Step One has been working as a C & F agent since 1998 for various national and international organization’s such as telecommunication, power, textile, drug and garment .

To ensure smooth services, Step One formed a separate entity by the name of **Salvation Logistics** to provide end to end services to customers starting from collecting relevant documents from customers to delivering materials to customers warehouse. Below services are being provided under the C&F Service.

Import using L/C :
Import cum Export

Export :
Export cum Import

Freight Forwarding :
Clearing & Forwarding



“Step One has expertise on handling and processing hazardous goods”



GPS TRACKING SYSTEM

We have introduced almost all of our vehicles with latest GPS tracking system to ensure the maximum security of the cargo load as well as our vehicles.

EXPERT TEAM

An expert team consisting of around 100 members are engaged to provide a smooth transportation support.

OWN VEHICLE POLL

More than 40 Own vehicles of different sizes and categories.

DISTRICT LEVEL FACILITY

Available facility to manage services almost at all districts in Bangladesh.



TRANSPORTATION AND LOADING-UNLOADING

Step One Transport Services has been providing inland freight transportation services to our esteemed business partners since 2004. It has its own fleet of 70+ vehicles including different loading capacity Trailers, Trucks, Covered Vans & Pick-ups. Under transportation services we provide-

- √ Transportation of import cargo at door-step .
- √ Transportation of export cargo from door-step
- √ Transportation of heavy cargo and delivery at site
- √ Long distance inter city site transportation
- √ Customized Transportation
- √ Distribution from warehouse to sites or other destination.
- √ Facility Relocation

HEAVY LOAD CARGO TRANSPORTATION

Step One provides Heavy Load Vehicles with relevant expertise in local and rural part of Bangladesh. Heavy load cargo haulage project in various parts of the

PARTNERS

- | | | |
|--|---------------------------------------|--------------------|
| 1. Unicef | 8. LM Ericsson Bangladesh Ltd. | 17. Clarke Energy |
| 2. World Food Program | 9. Nokia | 18. Coasts |
| 3. icddr | 10. ZTE Corporation Bangladesh Ltd. | 19. Bayer |
| 4. Robi Axiata Limited | 11. edotco Bangladesh Company Limited | 20. Berger |
| 5. Airtel Bangladesh Ltd | 12. Base Technologies | 21. Wartsila |
| 6. Banglalink Digital Communications Ltd | 13. Qubee | 22. Alcatel Lucent |
| 7. Huawei Technologies Ltd. | 14. Avery Dennison | 23. NEPC |
| | 15. Checkpoint | 24. Honda |
| | 16. Bata Bangladesh | 25. Novartis |
| | | 26. Siemens |

SUPPLIES OF CONSTRUCTION MATERIALS

Step One's Infrastructure development Material Supplies position in the infrastructure and construction industry has been an accomplishment of sheer commitment and dedication to building long term relationships based on integrity, performance, value, workmanship and client satisfaction.

The core strength of the unit lies in our ability to transform ideas into projects of grand scale. We identify projects in the infrastructural development of Bangladesh, develop and implement them on a timely basis through optimum resource utilization and strategic associations with experienced entities, thereby developing expertise as well as generating returns for all stakeholders. Our company has one of the highest aggregate experiences in the infrastructure industry and the collective development capacity to oversee any project, even of the most complicated and challenging nature.

WHAT WE SUPPLY FOR INFRASTRUCTURE INDUSTRY

Our goal is to continue to meet the challenging and needs of our client with our quality supplies from most reliable sources. Our best supplies areas are:

- ◆ Stone Chips
- ◆ Railway sleeper
- ◆ All kind of Sand
- ◆ Bricks
- ◆ Cement
- ◆ Sanitary materials and accessories
- ◆ Tiles
- ◆ Marbles
- ◆ Door & Frame
- ◆ Boards
- ◆ light and fittings
- ◆ Metal
- ◆ Steel
- ◆ Glass
- ◆ Aluminum
- ◆ Passive equipment of Telecom industry

LABORER SUPPORT

- ✓ Loading at ports
- ✓ Unloading at sties, distribution points
- ✓ Escorts during truck movement
- ✓ Warehouse activities
- ✓ Relocation, construction activities





EXPORT-IMPORT

Techno Fair is one of the sister concerns of Step One Group and the main area of work of it is Export Processing. From the establishment of Techno Fair in 2003 the business volume has been increasing day by day. Now Step One is serving for Export and Import activities to almost all companies engaged in the Telecommunication business in Bangladesh.

“BTRC Vendor License is a strength for us to go for Export-Import service successfully.”

OFFICE SETUP AT PORTS

Step One has different office setup at ports-

- ⇒ Dhaka
- ⇒ Dhaka ICD
- ⇒ Chittagong
- ⇒ Benapol
- ⇒ Pangoan



FREIGHT FORWARDING SERVICES

Step One Group offers variety of customized and cost-effective solutions for transportation by road. Your freight can be transported to any location in Malaysia. Widest network, most effective cargo movement facilities and numerous client oriented services makes the company a preferred distribution solution provider. With extensive range of transport carriers, the company can schedule inter-state deliveries to suit your time requirements. Experts from the company support the customer's supply chain needs by hauling general commodity freight along with some specialized freight.





CONTROL ON INVENTORY

Below control points are ensured at 100% for inventory management .

- √ Open Box Inspection (OBI).
- √ BIN Card maintenance
- √ In-house Physical counting.
- √ Internal Audit and physical counting
- √ Audit by external audit Firm

DOCUMENTATION TO COMPLY

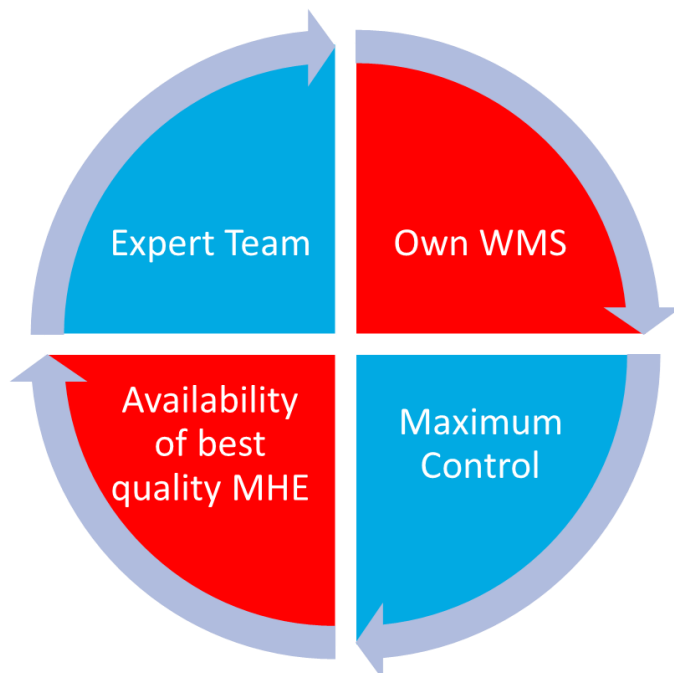
Each and every transaction is being documented by-

- ◇ Authorized Requisition Form
- ◇ Preparation of Delivery Chalan and duly signed.
- ◇ Gate Pass maintenance
- ◇ Maintain gate entry register with unique number

WAREHOUSE FACILITY AND MANAGE SERVICE

To ensure the end to end logistics services, Step One added a new wing, 'Warehouse Facility and Manage Service' in 2005. At the beginning it starts with a facility of 40,000 SQFT. Due to outstanding services in this field, Step One have to increase the facility and now it became 20 facilities consisting of 3,50,000 SQFT space with 10 customers. During this time a strong and expertise team has been formed and separate team is assigned for separate facility. We are providing warehouse facility and manage services to various Telecom operators, Telecom vendors, Textile Industries successfully.

STRENGTH FOR WAREHOUSE MANAGEMENT





SERVICES UNDER SPMS

- √ Import, Export, Customs Clearance .
- √ Transport facilities- Airport to WH to Stock points
- √ Replenishment within given time
- √ Warehouse operations and reporting services
- √ Defective materials management
- √ Documentation Process
- √ Monthly KPI maintenance

PARTNERS WHO ARE TAKING SPMS SERVICES

- ◇ Huawei Technologies Ltd.
- ◇ Nokia
- ◇ ZTE Corporation Bangladesh Ltd.

SPARE PARTS MANAGEMENT SERVICE

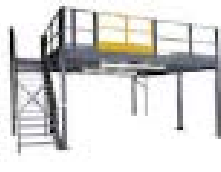
Step one noticed that, all telecom operators and vendors need to ensure the spare parts at their BTS, BSC MSC or other relevant sites, which is very critical and important for their revenue. But most of the times it was not possible for them to ensure the right spare parts at right place within timeline to control the revenue fall for respective sites. To overcome from this unexpected situation, Step One formed a expertise team and facility and offer and successfully started Spare Parts Management Service (SPMS) under its warehouse facility and Manage Service function. Now, Step One is managing 11 Spare Parts Manage warehouse with delivery and return activities



TOOLS AND EQUIPMENT USED FOR WAREHOUSE OPERATIONS

To make the warehouse operations smoother, increase warehouse productivity, and safety for the team we always use the updated and high standard Materials Handling Equipment (MHE) and tools. This quality MHE help to ensure on-time service and to optimize warehouse

- | | |
|---|--|
| 1. In-plant Offices | 10. Pallet |
| 2. Rack | 11. Bins/Bulk Boxes/Totes (containers for easy storage of parts) |
| 3. Fork Lift | 12. Scales /Weighing Machine |
| 4. Pallet Jacks /Hydraulic Hand Trolley | 13. Packing Table |
| 5. Hand Trucks/Hand Trolley | 14. Temporary Blocker |
| 6. Service Carts | 15. Air conditioner for special materials and office room |
| 7. Dock Plates & Dock Boards | 16. Warehouse Management System (WMS) |
| 8. Yard Ramp | |
| 9. Edge-of-Dock Levelers | |



- 17. 24 Hours internet facility
- 18. 24 Hours Power Back up
- 19. 24 Hours security guards
- 20. Security Cages/post
- 21. CCTV Camera with live access
- 22. Fire fighting equipment
- 23. Personnel safety equipment
- 24. Loading-unloading Bay

WAREHOUSE KPI (KEY PERFORMANCE INDICATOR)

Inventory Accuracy :

Step One maintains the inventory accuracy through daily and routine physical counting (Internal). Periodic counting is also arranged forming a cross-functional team lead by Finance

Delivery Accuracy :

The materials stored in the warehouse are the heart of the business of our valued customer. Spares are heart of GSM. How we ensure distribution faster and smoother from is very important. We always committed to deliver the right materials within agreed time.

Delivery Lead Time Accuracy:

100% maintenance of lead time is very fundamental, especially for Spare Parts. Various lead time predefined base on the urgency of the requirement and our warehouse and distribution team always ensure the achievement to deliver within the lead time.

Average Achievement of Accuracy is **99%**

PROVIDING WAREHOUSE SERVICES TO

Banglalink Digital Communications Ltd

Robi Axiata Limited

Airtel Bangladesh Ltd

LM Ericsson Bangladesh Ltd.

Huawei Technologies Ltd.

Nokia

ZTE Corporation Bangladesh Ltd.

edotco Bangladesh Company Limited

JUKI Machinery Bangla-



PARTNERS

- ◇ Robi Axiata Limited
- ◇ Airtel Bangladesh Ltd
- ◇ LM Ericsson Bangladesh Ltd.
- ◇ Huawei Technologies Ltd.
- ◇ Banglalink

AT A GLANCE

- ◆ Founded in 1998
- ◆ Size of team : 100
- ◆ Dedicated WH Manager
- ◆ Cutting-edge technology

TELECOM SUPPORT AND SERVICES



In the early of 2008 Step One revealed itself by the name of Unitech Telecom Service Provider (UTSP) as an independent corporation specialized on providing overall telecom support and service to the Telecommunication Industry with a view to fill up the profound vacuity in this sector.

By providing innovative software applications and high value-added consultancy, we create new opportunities for Telecommunication operators, vendors and partners to boost performance, reduce costs and retain customers. Our highly experienced services are always on hand to help our customers harness the latest telecommunications industry standards. We are continually expanding upon our knowledge and services to assist clients with successfully implementing Telecommunication Management Systems in multiple circulation centers throughout various locations. Exceptional functional and technical expertise coupled with extensive industry knowledge makes UTSP the ideal choice for a Telecommunication company to manage the smooth implementation of your telecommunication management system.

HOW UTSP CAN HELP YOU GROW

UTSP has grown by helping its clients prosper and grow. We are successful because of the quality and completeness of our solutions. First, we apply our vast experience and knowledge to consult with our clients to determine the most efficient and cost-effective solutions. We then move forward to facilitate and streamline the installation and implementation of all services.

Our service ranges from setting up Telecommunication platform to RF components outsourcing while providing logistic support and service to accomplish those task flawlessly as its goal is to exceed the expectations of every client by offering outstanding customer service, increased flexibility, and greater value, thus optimizing system functionality and improving operation efficiency. Our associates are distinguished by their functional and technical expertise. They are combined with their hands-on experience, while ensuring that our clients receive the most effective and professional

SERVICES AT A GLANCE



ACCESS NETWORK

- Site Acquisition
- Technical Site Survey
- Network Planning
- Commissioning
- Expansion
- COW BTS
- Dismantle
- Relocation



TRANSMISSION

- LOS Survey
- MW Equipment Installation
- Expansion
- SWAP
- E1 Shifting
- Capacity Upgrade
- Dismantle



IBS

- IBS RF Site Survey
- IBS DAS Designing
- Tech, proposal preparation
- Installation
- RF Optimization



POWER & SUPPLIES

- Battery Installation
- Rectifier Installation

Supplies:

- Coaxial/Feeder Cable
- Power & Signal Cable
- Cable connector
- Local Materials
- Civil Infra Materials

OUR PROMISE

- A truly national provider of telecommunications network solutions
- Cutting-edge technology
- Reliable and high quality services
- Customized and scalable telecommunications network solutions
- Proven project efficiencies
- Single point of contact, thus cost effective and quicker time-to-market.



PARTNERS

(TAKING OUT-SOURCE SERVICES)



OUTSOURCE SERVICES

Step One Outsource Limited was added to the family of Step One Group in 2014.

Within this shortest spell of time we have facilitated number of projects for some renowned international companies. We have a team of experienced, devoted and skillful individuals who are ready to accomplish any challenges to meet our valued customers' requirement.

SERVICES UNDER OURSOURCE

- ⇒ One stop solution of HR support.
 - ⇒ Project based outsourcing
 - ⇒ Customized outsourcing
 - ⇒ BPO (Business Process Outsourcing)
 - ⇒ Business Promotion campaign services
 - ⇒ Single window Logistics outsourcing
-

MEMBERSHIP

- ◇ BAFFA –Bangladesh Freight Forwarders Association
- ◇ Chittagong Customs Clearing And Forwarding Agents Association
- ◇ Dhaka Customs Agents Association (JCD)
- ◇ Dhaka Customs Agents Association (DEPZ)
- ◇ Dhaka Customs Agents Association (Pangoan)



EMPLOYEE HEALTH AND SAFETY

Safety first for everyone. Step One maintains health & safety routine check on below issues:

- ✓ Proper use & maintain of safety tools in work place.
- ✓ Health & Safety training and workshop at warehouse.
- ✓ Pest Control at warehouses and all office premises.
- ✓ Fire Drill at warehouse and all office premises.
- ✓ Use of safety tools while loading unloading materials at site.
- ✓ Regular check of all tools, equipment and vehicles.

EMPLOYEE TRAINING AND DEVELOPMENT



Step One provides below training to its employees and also organize workshop with customer to increase the product and service knowledge which ultimately lead us to maximize the customer service level.

imize the customer service level.

- ✓ On Job Training
- ✓ External Training
- ✓ Joint Workshop With Customers.
- ✓ Intra Organizational Knowledge sharing session.

Step One Group is ISO certified and always maintains International Standard Management System



We offer unique, cost-sensitive, turnkey solutions for companies like yours with specific distribution requirements. The mission of Step One Group is to provide the best quality logistics services to the customers. Its integrated logistics programs extend the benefits to the customers beyond basic clearing, forwarding, transportation and warehousing. We qualify our customer's gains in terms of their key business objectives by satisfying their requirements as efficiently as possible.

We know our product is a perfect match for your needs and we would be ecstatic to have you as our valued customer

CONTACT US

Step One Group

Mahanaz Monsur Tower
House - CESF 11/A
Road-130Gulshan-1, Dhaka-1212
Bangladesh
Email: masud@stepone-air.com
Telephone: +88-9892557,
9892542, 9892563, 9892605
www.steponegroup.com

