



Dialog Freight International (Canada) Inc.



"Your Source for Logistic Services Worldwide"



Dialog Freight International is a Russian based freight forwarding company started in 1993 by Mr. Mikhail Borozin. **Dialog Freight International (DFI)** has since grown into a multinational corporation with offices throughout the Russian Federation, the Commonwealth of Independent States, Canada and the Netherlands. Started with the idea that by maintaining open and ongoing dialog with our clients we could better understand and fulfill their transportation requirements, build stronger partnerships which in turn would lead to more successful transactions for both parties. The concept has worked well to date.

With plans to open offices in the United States of America, adding to its eight existing locations, **Dialog Freight International** has developed a considerable presence in the worldwide freight forwarding business. Employing over 100 highly trained freight forwarding and customs professionals with expertise in project management, international air, ocean and ground transportation **DFI** can provide their clients with any transportation service they may require.

Dialog's expertise is to a great extent with cargo originating from **anywhere in North America** and destined for markets in Russia, CIS countries and Europe and in particular providing transportation services to the oil, gas, mining and heavy industries. Our trained professionals have transported project cargo and general cargo by air, ocean and ground transportation to and from locations worldwide. For many exporters large and small **Dialog Freight International** has proven to be an integral link to ever expanding world markets.

From large oil and gas projects in Russia, Kazakhstan, Azerbaijan, Turkmenistan, Indonesia, India, Nigeria, Oman and Mozambique, to smaller shipments to locations worldwide for customers expanding their global presence, the **Dialog** staff handles each shipment with the same amount of attention and care. Simply put, if we succeed, you succeed! If we handle your cargo without delay, without incident, without the stress normally associated with international shipping and trade, you will remember the experience as a pleasant one and will continue to trust your cargo to the trained professionals of **Dialog Freight International**. It is this trust that has helped us build the business partnerships so essential to the growth of our company and yours!



At Dialog Freight International we pride ourselves in the fact that since 1993 we have been building relationships and partnerships with companies large and small providing that crucial logistics link that is vital to their success in the world's markets.

OUR GOAL

In July 2002 we opened our first office outside Russia in Calgary, Canada as part our plan to provide DOOR-to-DOOR freight forwarding service for our **North American** and Russia clients. In that regard, our goal was to make the client's freight forwarding experience a seamless one, handled by the finest professionals in the industry. Whether you are shipping to Russia, Eastern Europe and the CIS countries or anywhere in the world, you know you can trust your cargo to the professionals at **Dialog Freight International (Canada) Inc.**





Services Provided by Dialog Freight International Through Strategic Partnerships

LOGISTICS PLANNING

Before you consider shipping your product to the world's ever expanding markets, it is important to select a logistics partner who has the experience required to get your product to destination in one piece, with all the necessary documentation and with the right destination agents to satisfy your client. Moving a small box within North America is one thing, moving a fleet of service equipment or an oilrig to the other side of the globe is another. Selecting **Dialog Freight International** as your source for logistics services gives you access to a group of professionals who have the experience to get the job done!

Choosing the right logistics planning team will insure that your shipment, small or large, will get the attention required to move it to any point anywhere world wide!



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EXPORT PACKAGING

Through partnerships with professional crating and export packaging companies in Canada *and* the United States, **Dialog Freight International** insures your cargo will arrive at its destination in the same condition it came out of your manufacturing facility or warehouse. After all you have invested a lot of money into the design, production and manufacturing of your product, if your client finds it damaged as a result of insufficient packaging you have lost more than just the product, you've lost the confidence of your client. Don't let export packaging be the weak link in the entire transportation process! We will connect you with export crating and packaging professionals who have years of experience and will package your products to the highest export packaging standards or we will arrange to have your product picked up and professional packaged for export.

Dialog Freight International will insure that your shipment is properly packaged for the journey ahead.





LOCAL AND INTERNATIONAL GROUND TRANSPORTATION

Moving your shipment to any international destination begins with getting it to the port of exit, whether that port of exit is an international airport or seaport. Selecting the right carrier means your shipment will get started on its journey with the right equipment driven by trained professionals. Confucius once said, "*A journey of a thousand miles begins with a single step.*" **DFI** will not allow that single step to be in the wrong direction!

Forging strong ties with local and international ground transportation providers who understand the importance of delivering a shipment in a timely manner and in the same condition it was picked up, to either an airport or a seaport, is an essential part of the long journey to its destination. **Dialog Freight International** uses only the most experienced, professional and trustworthy carriers for local and long haul transportation whether you are shipping a few crates or an oversized piece of equipment, we know who to call and they know our high standards. You will not be disappointed.





INTERNATIONAL AIR FREIGHT

When a customer requests international airfreight services they have an expectation that their shipments will arrive at destination in an expedited manner. Although delays do occur occasionally as a result of airport congestion, flight delays or cancellations, **Dialog Freight International** and their airfreight service partners will always strive to deliver your air cargo to destination as quickly as possible.

Whether your shipment consists of one or two crates moving by scheduled airliners or large oversized pieces of equipment requiring the use of the world's largest commercial cargo aircraft, the Antonov 124-100, **Dialog Freight International** has the connections and the expertise to handle the job professionally and deliver your cargo to destination on-time and in the same condition it left your facility.





INTERNATIONAL CONTAINER CARGO

More cargo is transported worldwide in standard ocean containers than by any other method. In 2006 145,955,144* TEUs (twenty-foot equivalents units) containers moved through the world's 10-largest ports! In that same year over 1,288,910* moved through the port of Montreal, 2,207,730* through the port of Vancouver, 1,606,360* through the port of Houston and 1,449,958* through the port of St Petersburg, Russia. Transporting your cargo by container is both efficient and cost effective.

Dialog Freight International uses all of the major container ship lines to and from major ports worldwide. Whether you are shipping your cargo in containers supplied by the ship line or in shipper's own containers (CSC approved containers you have purchased or we have purchased on your behalf), **Dialog Freight International** will find the right price, the right equipment and schedule to meet your budget and your delivery expectations.





INTERNATIONAL PROJECT CARGO - RO-RO AND BREAK BULK

Not all cargo will fit into standard or non-standard ocean containers; some pieces of equipment are just too large. When your shipment is too large to move in a container **Dialog Freight International** can arrange ocean transport by Ro-Ro (roll-on/roll-off) ocean carriers or break-bulk carriers to most Ports worldwide. Ro-Ro and break-bulk service is available from East Coast, Gulf Coast and the West Coast Ports.

To insure your cargo is loaded onto the vessel correctly and in a safe and proper manner **Dialog Freight International** offers on-site surveying and supervision.

How well do we know break-bulk and Ro-Ro services? In the last six years we moved over 22 million kilos of project cargo, some pieces weighing as much as 135 metric tons. There is no piece of cargo too large for us to handle! Try us, we love a challenge!





AGENCY NETWORK

Now that your freight is en route to a destination thousands of kilometers away in a distant land, what happens when it gets there? Without a destination agent it may sit in the port (air or sea) for weeks if not months at a time adding hundreds if not thousands of dollars in storage charges to the cost of the move!

Dialog Freight International has over 50 independent destination agents as well as 8 of our own offices (including our Moscow head office, offices at Moscow's Sheremetyevo and Domodedovo Airports, at the Port of Saint Petersburg, in Nizhnevartovsk, Vladivostok, and Vostochny Sea Ports, as well as Calgary and Rotterdam) all at your service to insure that your shipments are handled properly at destination. Our offices and independent agents will help your client's clear the cargo that you have so carefully shipped to them through Customs at destination and guide them on how best to transport their valuable shipment to its final location.

Every transportation story deserves a happy ending and with **Dialog Freight International** to guide you through the complicated process of shipping your product to world markets you can count on it!



Dialog Freight International Office Locations: ●

Dialog Freight International Agent Locations: ●

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*Source: Port of Hamburg web site - http://www.hafen-hamburg.de/en/index.php?option=com_content&task=view&id=58&Itemid=91



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Thank you for taking the time to read through our brochure.

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