

# SHIPPING AGENCY

Global Solutions for Your Business





## Profile

**Victoir Import Export is a well-known name in the shipping agency services in Lebanon and within the circles abroad since 1996.**

We will usually take care of all the regular routine tasks for tanker vessels (Fuel Oil, Gasoline, Diesel...) quickly and efficiently. Since its inception, Victoir Import Export has gained the confidence of its Customers from the Skill level, Professionalism and Experience of its team.



We give our clients a unique experience of trust and partnership:

- > **ABAKE SHIPPING INC.**
- > **AVIN INTERNATIONAL LTD**
- > **BP**
- > **DONELI TANKER MANAGMENT LTD**
- > **GLENCORE**
- > **GUNVOR GROUP**
- > **HAFNIA HANDY POOL**
- > **LIBERASHIPPING LIMITED**
- > **INCHCAPE SHIPPING SERVICES**
- > **KENWARD MARINE LTD**
- > **MORFINI S.P.A.**
- > **NAVIGAZIONE MONTANARI S.P.A.**
- > **NORIENT PRODUCT POOL A.P.S.**
- > **NS SHIPPING INC.**
- > **OCEAN TANKERS PTE LTD**
- > **SCORPIO HANDYMAX TANKER POOL LTD**
- > **SHIPOWING GROUP**
- > **SONATRACH PETROLEUM CORPORATION**
- > **ST SHIPPING & TRANSPORT**
- > **TRAFIGURA**
- > **TOTSA.**
- > **PB TANKERS S.P.A.**
- > **UNION MARITIME LTD**
- > **UPT HANDY POOL LIMITED**
- > **VITOL**
- And more...**

We assure our clients of the best service 24 hours a day.

As port agent we attend vessels calling Lebanon ports in Beirut, Tripoli, Zouk and Sidon, offering a broad range of activities like:

- ✓ **Port clearance (port disbursement account (D/A) checking, negotiation and validation)**
- ✓ **Online access to live and archived Port D/A data, SOF & cargo details**
- ✓ **Crew change**
- ✓ **Customs clearance (centralized accounting/billing)**
- ✓ **Customs brokerage (controlling bank transfer and currency exchange rate charges)**
- ✓ **Operational support from Hub Agency Centers**
- ✓ **Archiving**
- ✓ **Bunkering**
- ✓ **Launch/boat services**
- ✓ **Communications assistance**
- ✓ **In/outward clearing of ships**
- ✓ **Looking after the needs of master and crew**
- ✓ **Preparation and submission of all accurate documents**

## Mission Statement

**Since its inception, Victoir Import Export has remained on the vanguard to deliver quality services across the Shipping Industry.**





Victoir Import Export is committed to professional excellence of its team to achieve the highest standards in quality of services and promote an inclusive intellectual and ethical environment for its members.



## Our Values



### **Safety, Health & Environment**

We manage our operations in such a way that the safety and health of our people, our neighbors, our customers and our visitors are ensured. We believe our safety, health and environmental responsibilities extend beyond our work domain. We promote Pollution Control globally and disposal of waste.



### **Ethics and Integrity**

We do care how results are achieved. Choosing the course of highest integrity is our resolve and we will establish and maintain the highest professional and personal standards.



### **Quality & Continuous Improvement**

We believe that quality and unyielding commitment to continuous improvement are essential to our ongoing success. To this end, we classify quality as understanding the customer's expectations, agreeing on performance & value, and providing services that meet expectations all the time.





## Candid & Open Communications

We value courteous, candid and open communications that enable each of us to do our jobs more effectively and contributes to the quality of our judgment and decision making.



## Innovative Solutions

We continually strive to produce breakthrough ideas that result in improved solutions and services to customers. We encourage our team to challenge the status quo and pursue organizational environments in which ideas are generated, nurtured and developed.

## Quality Policy

**Victoir Import Export is committed to enhance customer satisfaction by exceeding customer requirements and expectations in providing quality services while complying with all applicable codes, standards and regulatory requirements.**



**750**

Voyages



**1,200+**

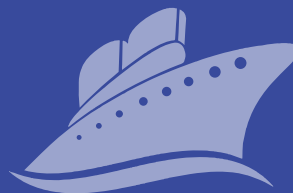
Satisfied Customers



**3,850**

Delivered

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