

 LOGWIN

# Your Logistics

2020

2021

2022

2023

2024

2025

Reliable along the  
Entire Supply Chain

Logwin in Asia –  
Perfectly Connected

Arrived at the  
Finish Line:  
The New Standard

Working Together  
for a Good Cause

CLOSE BY | INTERNATIONAL | PROFESSIONAL | DEDICATED









4.200  
Employees



190  
Locations



36  
Countries



1,1 Mrd.  
Sales

# What Makes Us Stand Out

Our job is to keep things moving and to find the best way to do so. To achieve this, we are everywhere our customers need us – close to production facilities, markets, and industries. International and transnational, almost everywhere in the world. With extensive experience, state-of-the-art technology, and a strong and capable team of employees who take responsibility and are highly dedicated – at work and often beyond.

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# Communication Brings Us Closer

Engaging in a close dialogue with our customers and business partners has played a key role in making Logwin one of the world's most successful logistics companies. Our employees in 36 countries not only speak the languages of our customers, they are also available to provide expert advice at any time.





# Reliable along the Entire Supply Chain

What do fashion, furniture, and bicycles have in common? They are delicate, present challenging storage and transport requirements, and are expected to be in perfect shape when they are delivered to the customer. Logwin can offer the complete supply chain for such products – and many others – from a single source, from global imports to warehousing and “last mile” transport to a store in the city or directly to the end customer.

Many companies today are highly dependent on their goods or production parts being imported smoothly. But there’s much more to a global supply chain than that, of course – especially when the goods are bulky like furniture and fitness equipment or delicate like textiles. When a company can’t manage warehousing and distribution on its own, it needs outside assistance. This is where we come in! With over 30 warehousing and transshipment locations in Germany alone and the associated special equipment, Logwin offers state-of-the-art logistics solutions. Our warehouse and transport management systems keep an eye on every shipment completely automatically and allow them to be tracked seamlessly along the entire supply chain – in real time, of course.

Real-time reports  
Transport of dangerous goods  
Special Solutions

e-Fulfillment  
Customs clearance  
Warehousing

Logwin Order Tracking System  
Transport of hanging goods  
Supply Chain Management

China Trucking  
Returns processing  
MultiCarrier Management



# Customized E-Fulfillment Solutions

If your own online store suddenly starts selling a lot more than expected, it's time to find a reliable e-fulfillment partner. For many years, our branches in Poland, Austria, and Germany have been serving well-known premium brands in this field, ensuring that everything from coffee pods to backyard trampolines reaches its destination quickly and flawlessly.



In multichannel sales, every recipient has different needs; the only thing that counts equally for all customers is speed. In order to provide the best possible service to our customers, from premium coffee roasters to textile or sporting goods retailers, Logwin looks beyond its own backyard and comes up with customized solutions. For our Polish colleagues near Warsaw, for example, this means using their “pick-by-light” system that is usually found in larger warehouses for smaller logistics concepts as well. These racks guide pickers with a system of lights and numbers to ensure that the right goods in the right quantities end up in the package. Despite initial skepticism, the team quickly became very satisfied with the new solution. No wonder, since the “pick-by-light” system achieves a packing accuracy of 99.98 percent – despite extreme peak periods and sudden changes in purchasing behavior due to the coronavirus pandemic.





## Customers Demand Greater Use of Electric Vehicles

In addition to speed and accuracy, environmental protection is also becoming an increasingly important issue for Logwin and its customers, and corresponding services are increasingly in demand. That's why Logwin is also keeping its finger on the pulse of the times with e-cargo bikes, e-vans, and electrically powered 7.5-ton trucks, for example. These arguments also convinced one of the largest sporting goods retailers in Austria to entrust us with its multichannel distribution, as it can now offer completely carbon-neutral deliveries for some areas in Vienna.



## Truck Transport from the Far East Increasingly Popular

Logwin has been transporting goods overland from China to Europe by truck since the fall of 2020 – and with great success!





When cargo from the Far East needs to be transported overland rather than by ship or plane, the first thing that comes to many people's minds is rail. In recent years, the "New Silk Road" by rail has emerged as a reliable and cost-effective alternative. In addition to rail, trucks filled with goods are increasingly making the 11,000 km journey from China to Europe.



Arguments in favor of transporting cargo by truck include a high degree of operational flexibility, scarce capacities for rail or sea transport, legal restrictions such as the ban on transporting batteries by rail, and of course attractive prices, especially compared to air transport. Trucks are also unbeatable on the last mile to the customer, because they can drive right up to the customer's gate. To maintain safety on the long journey, the trucks are equipped with experienced personnel and sophisticated technology, such as sealed doors, GPS monitoring, temperature sensors, opening alarms, and much more. In

most cases, customs clearance is performed at the respective local customs offices in the direct vicinity of the customer.

The results after a good two years are extremely positive – while only 20 trucks set out on the marathon journey on our behalf in the fourth quarter of 2020, demand from our customers for this freight forwarding service has increased significantly in 2021. As an addition to our range, transporting cargo by truck has definitely secured a permanent place at our company.





# Reliability and Optimal Communication in Mexico

Persistence, speed, and excellent communication – these factors distinguish Logwin from other logistics service providers. Our core competencies also impressed a major European tire manufacturer with three factories in Mexico, and they now hire us on a regular basis. One of the reasons is that we constantly communicate detailed information about pickups, freight documents, upcoming deadlines, and other milestones.



Most goods today are a product of global collaboration, and tires are no exception. For example, one of the world's largest manufacturers with a particular focus on quality sources synthetic rubber from Germany and Italy for its factories in North America. Other components of the product are imported from the Netherlands and Korea – much of it shipped by air. In acquiring this new customer, Logwin was able to fully exploit its advantages in terms of service quality and communication, particularly in the fast-paced automotive supplier segment.

As the COVID-19 pandemic has shown, it is impossible to predict every event and development in the global logistics market. Unconditional flexibility and constant availability are the cornerstones of our operations. This includes detailed planning, including possible alternatives, and reliably following up on the milestones of each delivery.

We are proud to see our teamwork and seamless customer communication pay off time and time again, making us a strong partner to Tier 1 and Tier 2 automotive suppliers. This hasn't gone unnoticed by our customer, of course – in the meantime, we are well on our way to joining their list of top 3 suppliers.





# Because Markets Never Sleep

Operating an international business successfully requires reliable logistics services. This is made possible by innovative equipment, intelligent processes, and well-coordinated teams that quickly come up with solutions. Day and night, more than 4,000 Logwin employees in 36 countries ensure that goods continue to flow internationally as required.





# Tools and Spare Parts around the World and Just in Time

Logwin transports around 13,000 shipments a year for a major German machine manufacturer with locations worldwide, ranging from spare parts to components and consumables to machines and maintenance equipment. We are active along the entire logistics chain for all of this long-standing company's lines of business – paper production, mobility, and energy – thus ensuring that our customer and its own end customers are supplied with the goods they need. We also reliably deliver custom-made parts for special machines and accessories in lengths of up to 14 meters.

## Special Tools Travel around the World

This customer not only requires special logistics services for its large and sensitive machine parts. It also has a special department with several teams to service its highly complex paper machines. The mechanics travel around the world and can't do their

job without expensive and bulky special tools that also have to be in the right place at the right time. To this end, some of the tools also travel from job site to job site. This highly specialized maintenance business requires the utmost flexibility and precision. Due to unexpected machine breakdowns at the end customers' facilities, it is often impossible to plan the repair jobs and the need for tools in advance.









You simply can't ignore Asia, because there is no other continent where economic power, the range of manufactured goods, and the spirit of innovation are growing at a faster rate. This is why 15 new Logwin locations have been established in the People's Republic of China alone since 2000.

Many of our offices have actually been in service for much longer. For example, our branches in Indonesia and Thailand have already celebrated their 30th anniversary. And in Singapore, Taiwan, Malaysia, and the Philippines, we have been doing business for more than 40 years. Our Asian "oldie" Hong Kong has been around since 1972 – we're celebrating its 50th anniversary this year.

As a broad-based logistics partner, we are particularly proud of our flexible and highly specialized teams. To best support our expertise with technical capabilities, we maintain our own specialized equipment at nearly all of our locations in order to minimize our dependence on third-party resources. This equipment includes specially equipped trucks to transport cargo such as preassembled bicycles or hanging textiles without containers, various refrigeration facilities for sensitive cargo, and the company's own airfreight X-ray facility in Hong Kong.



When it comes to both actual shipping as well as warehousing and value-added services, it goes without saying that we keep our finger on the pulse, investing in IT and equipment. All Logwin locations use a uniform transport management system (TMS) that ensures that information is passed from office to office and largely eliminates errors. Intelligent interfaces in the workflow between manual work and computers lead to efficient processes, high reliability, and transparency. At the end of the day, this tightly woven network of high-performance equipment, fast IT, and dedicated people is what creates the Logwin factor – the key to our success.

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## Special Solutions Are Where We Truly Shine

Our teams can handle any challenge – excess lengths and widths as well as other large transports are part of our daily business, and if no suitable means of transportation is available at all, we charter one that fits the task perfectly. After all, what's most important is that everything is in the right place at the right time. We achieve all this through perfected processes, constantly evolving expertise, and internationally standardized IT without any compromises. And do so as efficiently as possible.



For example, in one case our customer's equipment was located in South Africa and had to be transported from there to Dubai at short notice in order to be available for maintenance. Only one type of aircraft was capable of transporting the seven-meter-long package: the B747F. Due to the bulky dimensions, the package couldn't be rotated into the aircraft; it had to be loaded straight in "through the nose." This type of aircraft was only available in South Africa once a week,



however – so the next flight couldn't be missed under any circumstances. The time pressure required precise arrangements with South African customs. Despite all the professional preparation, the package almost failed to be delivered on time because of a triviality – a customs inspector didn't have any safety shoes with him. But unforeseen hurdles are also part of day-to-day work in the logistics sector – Logwin was able to solve the problem by quickly finding a spare pair.



### Oversized Shipments from Malaysia

But this customer's requirements are also exceptional in other respects. For example, rolls of up to 12 meters in length need to be shipped from a factory in Malaysia to the United States, among other places, for paper production – by sea and with a guaranteed delivery time of 48 days from order to receipt by the end customer. While regular disposal at the factory is still simple by loading the truck from the

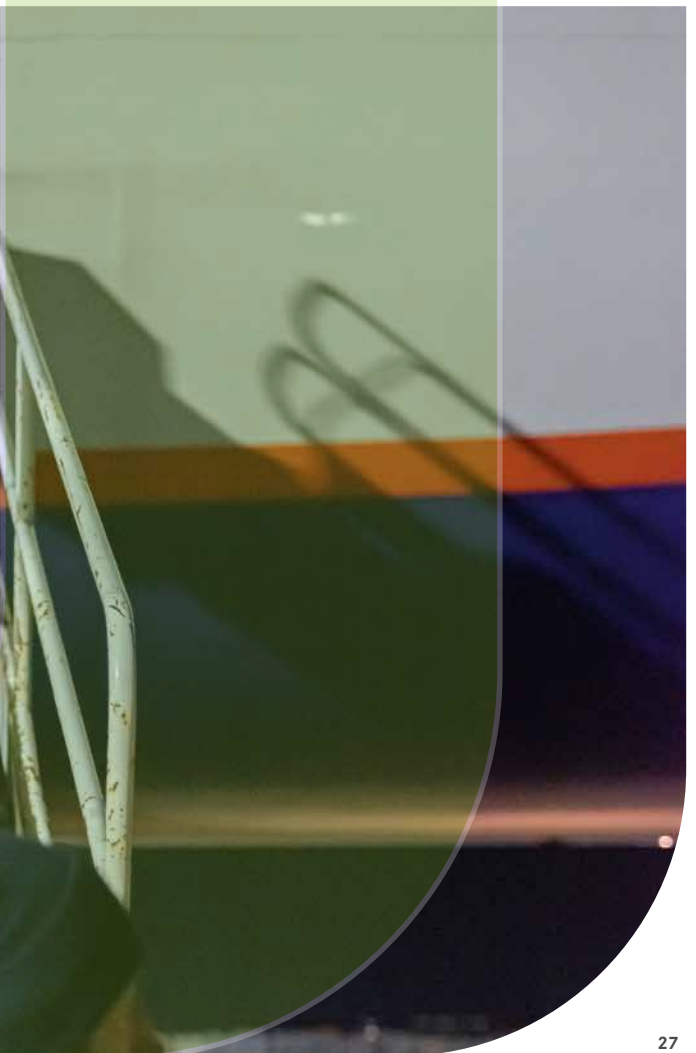
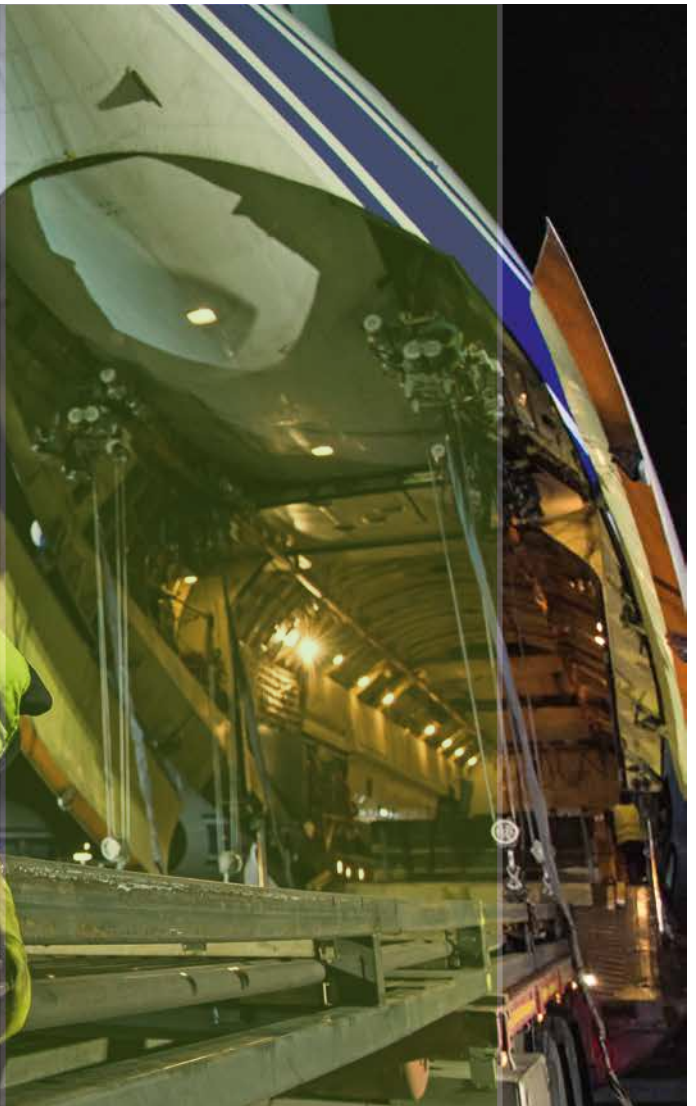
side, loading the intermodal container requires a sophisticated technique through the front door of the container – the crates slide over each other like sleds on metal rails. We have been enabling distribution for the European market at a German hub for 10 years. An overhead crane ensures that we can seamlessly handle the long parts. A custom-developed software tool helps both the customer's employees and us keep track of everything at all times. This once again demonstrates the will and expertise of our international teams to move complex freight quickly and safely.

## Logwin in Asia – Perfectly Connected

A significant percentage of all goods circulating worldwide are now produced or transshipped in Asia. This is why it is becoming increasingly important for logistics companies like Logwin to have a solid foothold in countries such as China, Thailand, Vietnam, and Indonesia in order to be able to develop customized solutions for our customers in the shortest possible time.



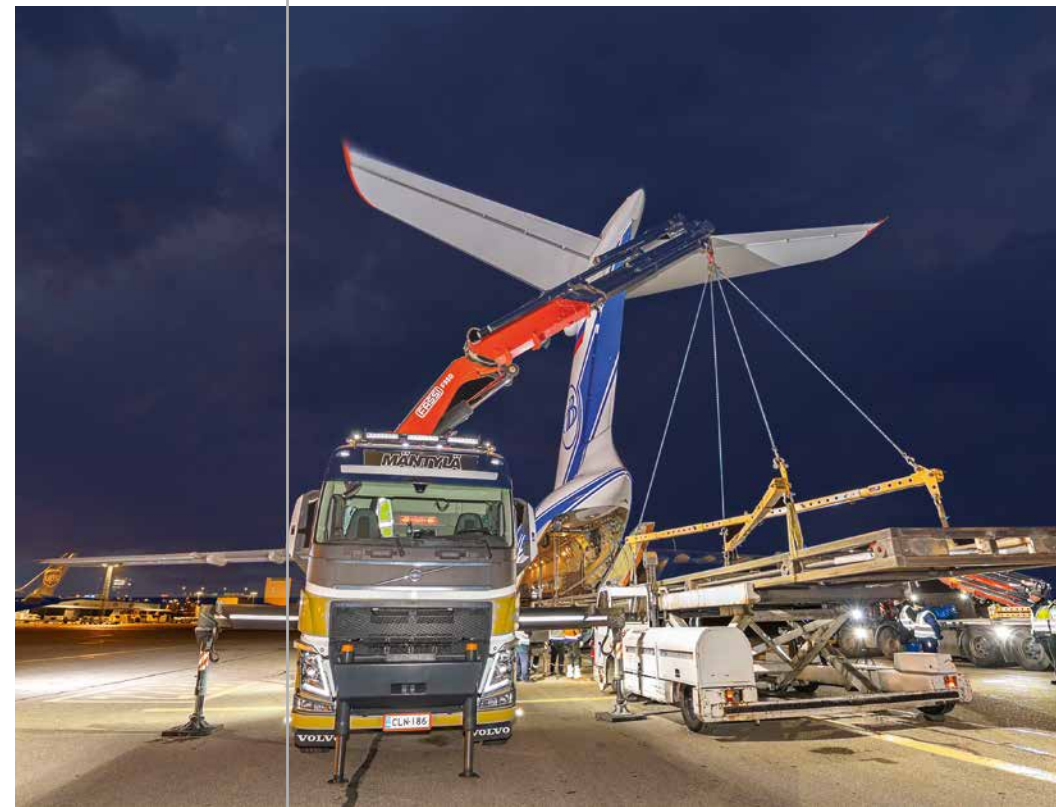






# High-Precision Work in Helsinki

For a South American customer's ambitious large-scale project, in January 2021 Logwin transported a machine component over 22 meters long by air from the manufacturer located north of Helsinki all the way to Chile. An accident at the large job site there had completely destroyed the existing component for processing wood and cellulose fibers. They needed a new one – and it had to arrive as fast as possible.



## With Trestles, Cranes, and a Bit of Finesse

Transporting machines of this size by air is not something you do every day. We reviewed various alternatives according to cost-benefit aspects and availability. In the end, our Air + Ocean team, together with the customer, decided on the option of chartering a Russian Ilyushin aircraft. Its cargo hold has a length of just over 22 meters! In order to check whether the tightly calculated loading space was actually sufficient, we prepared a loading plan with a technical drawing together with the customer prior to shipping. The result: affirmative!

Although it would be a very tight fit.

The machine part had to be loaded into the Ilyushin cargo plane using two cranes. A custom-built wooden structure was required in the hold to jack up the machine in order to make ideal use of the available empty space. Thanks to precise planning and skillful high-precision work that came right down to the last millimeter – it was possible to close the door.

The flight needed to make stops to refuel in Cape Verde and Brazil; the plane landed on time in Santiago de Chile. The factory, which has since opened, is now one of the world's largest producers of bamboo pulp.





# Where Passengers Usually Sit

Necessity is the mother of invention. This hasn't only been true since the coronavirus, but it took on a completely new dimension as a result of the pandemic. For logisticians and carriers, this often meant working hand in hand to charter passenger aircraft so that urgent cargo could travel around the world as quickly as possible.

The COVID-19 pandemic brought global passenger flights to a near standstill – a major problem for the logistics industry, as more than half of the world's air cargo is carried on passenger aircraft. While webcams for working at home and face masks were urgently needed in Germany, the lack of cargo space on passenger planes quickly led to delivery delays and bottlenecks.

In response, Logwin decided to charter its own aircraft starting in November 2020 – some of them with full passenger seating, others without any rows of seats after having them removed.

The greatest challenge in this case was that the up to 10 tons of cargo had to be loaded and lashed

down to the covered passenger seats by hand. In the process, the luggage compartments are also filled with boxed goods. Even without seating in the passenger cabin, the cargo being transported needs to be carefully loaded and secured by hand. The out-of-step supply chains have now made this form of transport interesting for any kind of goods. For example, just six days after the lockdown was lifted, we were able to ship more than 240 m3 of branded textiles from Vietnam to Italy for the winter season for a well-known manufacturer.

Flexibility, ingenuity, and organizational talent – once again we were able to keep our customers' goods flowing and score points with these qualities.



## 71 Tons to Vietnam

On behalf of a German machine manufacturer, our colleagues in Thailand and Vietnam transported a 71-ton drill rig including accessories to Ho Chi Minh City. Our flexible two-part solution was to transport the large deep drilling machine self-propelled – with accessories disassembled on a Mafi trailer – on a roll-on/roll-off cargo ship, while the rest of the equipment traveled in several open-top containers on a container ship. Logwin also took care of the customs formalities for the temporary import.



## Filling Line Travels to the Philippines

Logwin transported system components weighing a total of almost 2,500 tons by sea to the Philippines for a well-known German manufacturer of beverage filling and packaging systems. Thanks to precise planning and specially equipped ships, the heavy cargo, some of which was oversized, reached its destination on schedule.



## With Energy across the Ocean

Container and transport ship capacity remain a rare commodity on the global market, even if the pandemic is subsiding in large parts of the world. For a particularly loyal major Austrian customer who sends 100 40-foot containers of energy drinks to the USA alone on a daily basis, Logwin chartered an entire cargo ship and organized 400 containers to bring the expected goods from Bremerhaven, Germany to Savannah on the East Coast of the United States.



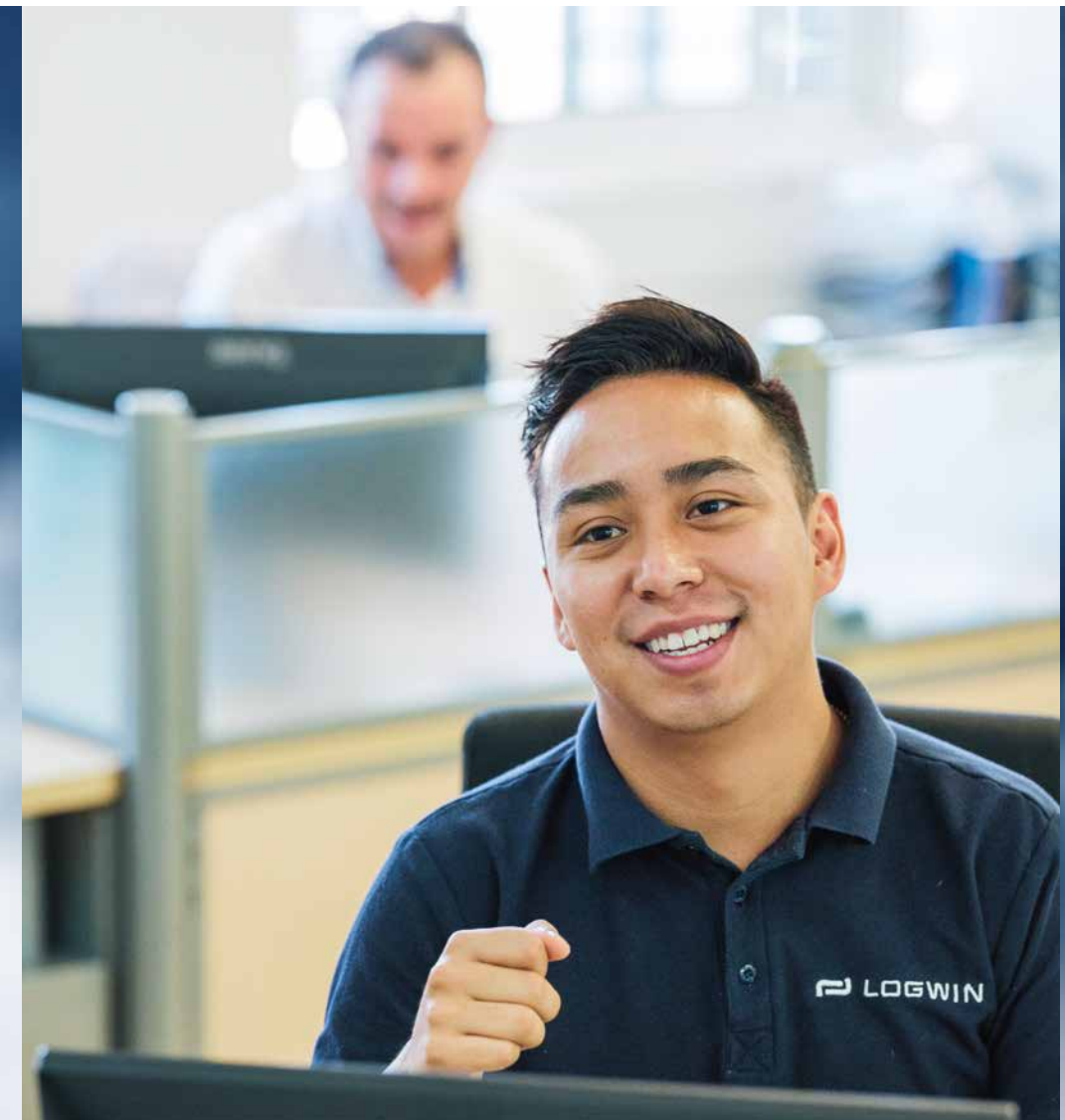
## Massive Shipment for Clear Water in Wales

A water treatment plant had to be transported from a sewage treatment plant in Hanover to Wales for a special project, and then back to Magdeburg in Germany – no easy undertaking due to the sheer size and sensitive equipment involved. Loading and unloading was carried out by truck-mounted crane, and despite difficult customs conditions due to Brexit, we managed to remain inside all the specified time frames – thanks to our special cross-border team that worked on this project.



# Arrived at the Finish Line: The New Standard

More efficient processes, a higher degree of automation, less paper, faster project completion through collaborative work – Logwin's new transport management system (TMS) makes this and much more possible. For this purpose, all relevant work processes were integrated into the system. Over the course of the past year, all remaining outstanding sites in 21 countries were migrated over. As a result, the rollout of the new system, which began in 2019, is now complete.



Logwin's commitment to quality guarantees outstanding service at every point along the supply chain. This is also made possible through the use of high-quality, and above all globally standardized, software systems that include customer interfaces and, where possible, customs clearance activities. Starting in 2022, all our sites in 36 countries will be interconnected in accordance with uniform standards and with worldwide customer and job data maintained centrally – in other words, a “one-file system.” This will keep things moving along the supply chain even faster and more transparently, and will also save paper, since fewer documents will need to be printed.

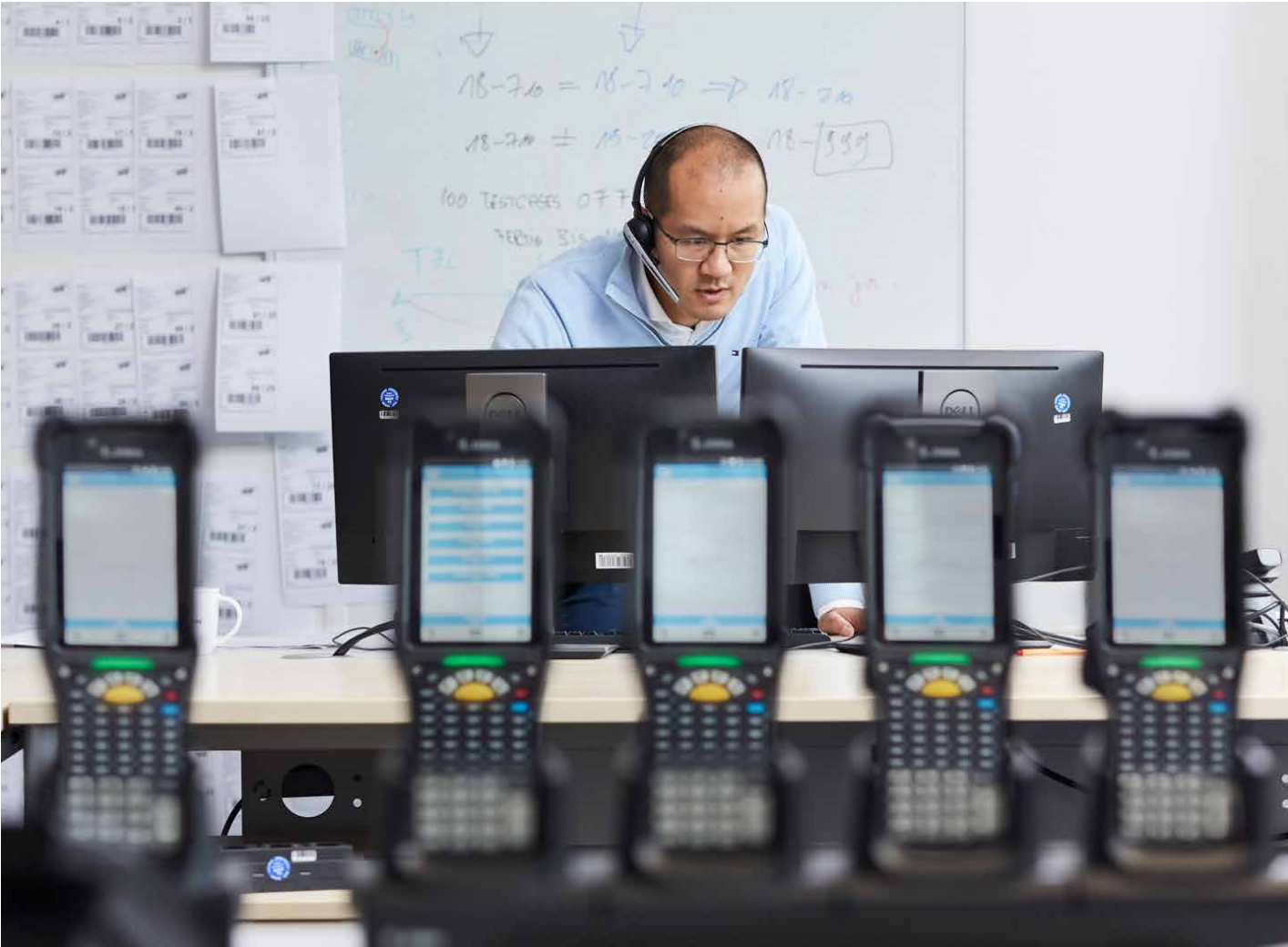
After the Netherlands, Belgium, France, Vietnam, Spain, Italy, and Taiwan implemented the new TMS in 2019, other important countries in the portfolio – Austria, Hong Kong, China, and Germany – followed in 2020. For locations with particularly complex customs regulations such as Australia, South Africa, and the UK, we also introduced a built-in customs clearance module. In 2021, we successfully completed the project by rolling out the system to our Latin American subsidiaries.





# Leveraging the Benefits of Digitalization

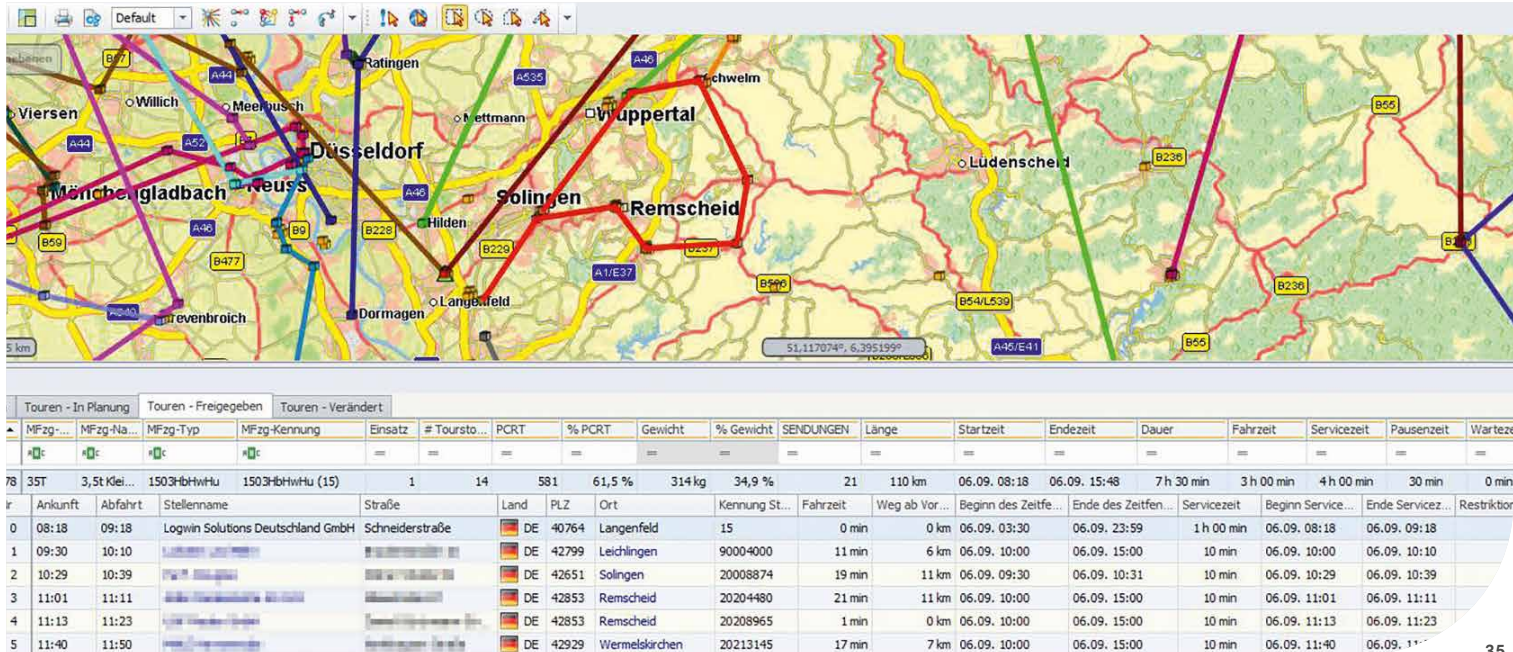
In recent years, Logwin has not only introduced new transport management systems. In addition, the company has made advancements to and introduced new IT tools for numerous processes in order to leverage the benefits of digitalization – including optimized warehousing, collaborative work, improved route planning, and faster, more precise scheduling to name just a few improvements.



When high-value and bulky goods need to be delivered directly to end customers, it's important that someone is also at home. Otherwise, both sides get annoyed – the customer has to wait longer for their order and the logistics company has to make extra trips. These packages can't be left with a neighbor or in the backyard, as is customary with package delivery companies. This is why service providers call before delivering the goods – a time-consuming task in addition to their actual work. That's why giving customers the ability to select a delivery time themselves – within time slots that, in turn, fit well into a tour – has proven to be a good solution. Since this system, initially introduced at Logwin as "Bike Portal," works extremely well with e-bikes, this approach became the new standard. In the meantime, e-scooters, beach chairs, furniture, and other products are also being scheduled via the "booking portal."

## Scheduling Also Visually Optimized

Scheduling was optimized on the basis of intelligent technologies – in order to best combine empirical knowledge and circumvent staffing bottlenecks, the route planning software was given more autonomy. The software is capable of independently analyzing and organizing which vehicle should be at which location with which goods and when, making planning all the more precise. This leads to faster and more flexible tours, fewer missed deliveries, and therefore more deliveries per vehicle.





# Responsibility? Yes Please!

We not only look out for each other internally at Logwin, but also get involved in a variety of ways beyond the boundaries of the company – for our customers, but also for society and our environment. Through various activities, our employees demonstrate that they are happy to assume responsibility. And they do so in a wide variety of areas such as education and training, charity, sports, or sustainability – both during and after work. We are grateful for this as a company and also very proud!



We help keep beaches clean and, in doing so, the ocean clean.

Ridding the world's waters of plastic waste is a major challenge, and one in which Logwin Air + Ocean Australia has been actively supporting the environmental organization One Earth – One Ocean since 2011. Once again in 2021, employees from Sydney got together with family and friends at the famous Coogee Beach to join forces to rid the beautiful beach of trash, making it more attractive for everyone and simultaneously preserving nature.

## Help in Difficult Times

We Are Proud of Our Partnership with Save the Children in India

We have been active as a logistics company in India since 2008 and have grown strongly since then. In total, Logwin currently employs over 100 people in India. All the more reason for us to take a look from a societal perspective and make a difference in a market that is important to us. Together with our long-time partner, the children's rights organization Save the Children, we quickly and easily supported a coronavirus emergency relief fund through a generous donation. Save the Children's health programs enable it to provide lifesaving medical support such as quarantine centers, ambulances, food, and psychosocial support for children.



## We Help in Case of Fire

Educating and training firefighters is an important issue. Our employee Lukas Schlett has been an active member of the fire department for years and is involved in training the youth fire department. Logwin financed the purchase of six simulation boxes equipped with a wide range of training materials. This will make it possible to carry out training sessions that are even more practical and understandable in the future. In addition, the boxes can also be used in early fire education, e.g., at daycare centers.







## Working Together for a Good Cause

We're proud of 7,290.56 km run for a good cause: Logwin runners form one of the world's largest teams in the Wings for Life App Run 2021.

On May 9, 2021, 1195 Logwin runners from 38 nations worldwide participated in the "Wings for Life App Run" charity running event. A total of 7290.56 kilometers run and entry fees of over 25,000 euros were the impressive result. In line with the event's slogan "Run For Those Who Can't," all of the participants were able to make their own personal contribution to the good cause – without having to meet any distance requirements. Logwin runners ran across continents, time zones, and weather extremes, both alone and with family – but most importantly, as a team worldwide.

Even though we weren't all able to get together in person last year, the Logwin runners have again demonstrated that team spirit isn't only something practiced during day-to-day work and that responsibility doesn't end at the company's doorstep.

All of the entry fees will benefit the Wings for Life Foundation, which works to cure paraplegia through spinal cord research. There's no doubt that the App Run was the highlight sports and charity event of 2021, and we're already looking forward to competing with even more participants worldwide in 2022.



watch the video:





# Vocational and Advanced Training 2.0: New Online Learning Environments at Logwin

HR development has been a top priority at Logwin for years. Why? Because our qualified employees are passionate about what they do and are the foundation of our success.

AVM

Compliance

Train the Trainer

Corruption

Leadership

IT Security

Onboarding

Communication



The pandemic has shown us that just like in other areas, in the field of education and training we also have to venture off the beaten path, get out of our comfort zone, and that doing so unlocks completely new opportunities. The new e-learning platform has become the centerpiece of digital learning at Logwin. More than 3200 modules were successfully completed by our employees worldwide in 2021.

A particular priority during the new platform's launch phase was to bring familiar governance issues into even sharper focus internationally.

We are raising awareness and paying attention – through the widespread completion of online training modules in the fields of compliance, data protection, data security, and corruption prevention.

In addition to the online self-study modules, we also offered numerous webinars and – where possible – in-person training sessions. We are proud to be able to participate in training sessions together as a team worldwide in an easy and straightforward way. And when heated discussions take place across countries in a live online training session, giving each participant another completely different perspective, it confirms to us that we truly live our attributes of “dedicated” and “international” across Logwin.







# PROUD. People at Logwin

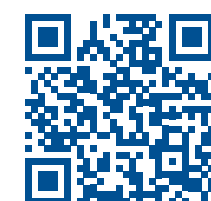


It isn't always easy for potential applicants to learn more about a company's areas of activity and key values before the first interview. So why not offer a peek through the keyhole and reveal things you won't find in any job posting – and have the information come directly from our employees themselves via video message.

**So, without further ado: lights, camera, action!**

Loading trucks, maintaining inventories, managing the flow of goods on the computer, handling customs clearances, riding cargo bikes, and much more – the activities at Logwin are as diverse as the faces and cultural backgrounds of our employees. But there's one thing that we all have in common: we are proud to be part of the Logwin family and to make a difference every day! To capture these many impressions, employees at a total of five locations in Germany and Austria were invited to share details about themselves and their own personal Logwin story.

We all know that real beauty comes from within. But it's truly beautiful to be able to show the world what we are all about and to demonstrate that our attributes **INTERNATIONAL | CLOSE BY | PROFESSIONAL | DEDICATED** are not just empty words, but a reality that we live out each and every day. Enjoy watching the videos!







**LOGWIN**  
**Your Logistics**

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PROJECT LOGISTICS



**Orders via the App**

We will be happy to send you a copy of our new poster and calendar. Orders are placed via the Logwin app.



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