



2015

2016

2017

2018

2019

2020

Your Logistics



# Logwin at a glance

- 4,200 employees
- 190 locations in 35 countries
- Turnover of €1.1 billion
- Listed on the Frankfurt Stock Exchange
- Business segments: Solutions, Air + Ocean



## This is us

Getting things moving and finding the best solution is an exciting task. We meet this challenge with maximum commitment all over the world – day in, day out. We listen carefully and work closely with our customers to develop the perfect logistics concept.

### CLOSE BY

We are there when our customers need us – close to production facilities, close to markets, and close to industries.

### INTERNATIONAL

We provide our customers with comprehensive transportation and logistics services around the world.

### PROFESSIONAL

We have qualified staff, modern technology, and innovative IT solutions to handle complex flows of goods.

### DEDICATED

We take responsibility with pride and commitment. We adhere to compliance guidelines as a matter of course.



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## **We're there when you need us**

We will come to you. Because we want to get to know you and find out about your requirements. Because we firmly believe that listening and talking to each other are the cornerstones on which a successful working relationship is built. And because we know that fully thought-out solutions are the result of mutual understanding and trust.





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## On the ground, close to our customers

Wherever you are, whatever you want: working with our customers, we develop tailor-made logistics concepts for storage and transportation. You'll find us on the ground, always close to our customers.

### Fully customized across the supply chain

We flexibly adapt our logistics services to customer needs and local conditions. Depending on specific requirements, we can handle the entire supply chain or focus on individual components within it. We collect goods from suppliers, take possession of them as part of our buyers' consolidation service, check their quality against predefined criteria on request, and – if necessary –

perform minor repairs. We can even pack the goods so that they are ready for sale, tailoring the packaging so that it is perfectly suited to the mode of transport selected. Thanks to our national and international transportation networks, we deliver quickly, reliably, and punctually – and on a just-in-time basis if so desired – all the way to the point of sale.



### E-fulfillment services for a host of sectors

Logistics services connected with the e-fulfillment part of the supply chain are becoming ever more important to our customers. Logwin's e-fulfillment customers come from various industries, such as fashion and textiles, the drugstore and cosmetics sector, and the market for coffee capsules. On behalf of an international sporting goods retailer, Logwin handles omni-channel fulfillment and branch order picking (including packaging) at a site measuring more than 10,000 m<sup>2</sup>. Our service also includes reliable returns handling for online orders.



# Solutions that work

**Every product has different characteristics. Some are fragile or require a specific temperature, while others cannot tolerate vibration or are sensitive to odors. Our employees are conversant with the required standards and examine your goods closely before selecting a mode of transportation or place in the warehouse for them.**



## Logistics for high-tech products

Whether handling electronic components or automotive parts, our employees know what matters when dealing with high-tech products. Here at Logwin, goods of this kind are checked, stored, and packed in special ESD-protected areas. For instance, on behalf of an automotive supplier, we store components and intermediate goods that are then supplied to production facilities. We operate both kanban systems and “supermarket shelves” at the customer’s manufacturing site.

- Just-in-time supply of production facilities
- VDA 6.2 standards
- Quality management: DIN EN ISO 9001:2015
- Environmental management: ISO 14001:2015
- Quality assurance for incoming goods
- Equipment configuration, assembly
- Installation service, on-site training

## Logistics for retail

Rapidly changing trends and seasonal peak demand: in light of complex market conditions, flexibility and reliability are key factors for success. From global purchasing through to just-in-time delivery to stores: we can offer you customized and comprehensive support.

- Shipments, hanging or flat-packed
- Cross-docking
- Delivery prior to store opening
- E-fulfillment and returns processing
- Transfer of goods between branches
- Disposal and recycling of packaging materials
- Initial store inventory
- Global IT tracking

## Logistics for sensitive products

Hazardous substances pose particular challenges when it comes to logistics. Our chemical logistics sites boast SQAS certification and meet the most stringent industry standards. What’s more, our employees are fully qualified thanks to specialist training programs. Our IT systems monitor storage compatibility requirements and maximum quantities in the respective storage areas. It goes without saying that we have the necessary safety installations to protect people and the environment.

- Professional handling
- Storage in secured areas
- Different hazard classes stored separately
- Product labeling
- Sampling

## Industrial contract logistics

As a full-service provider, we can organize the entire supply chain across the world on behalf of our customers. We can also handle packaging and packaging development. We offer partial assembly, deliver raw materials and parts straight to the assembly line, and collect the finished products.

- Just-in-time and just-in-sequence supply
- Interim storage of component parts
- Quality assurance
- Product-specific packaging
- Shipping
- Product removal
- Spare parts logistics







### New plant – new challenges

Since late 2016, a long-standing Logwin customer has been operating a newly constructed corrugated fiberboard factory on a site of 90,000 m<sup>2</sup> in southern Germany. This well-known manufacturer of packaging materials has been putting its trust in Logwin logistics services for many years at a plant in the Ruhr Valley, western Germany. As part of a wide-ranging outsourcing project, logistics services across the production chain have been entrusted to Logwin at the new plant. Working closely with the customer, Logwin was already responsible for full-service management of the fiberboard warehouse, a role which includes incoming goods handling, inventory management, and production supply, as well as movement of the finished products (including pickup from the assembly line, storage, and distribution) and management of loading equipment. Some 20 Logwin employees work at the new plant – and Logwin has acquired two heavy-duty forklift trucks to handle the rolls of paper, which weigh several tonnes each. In order to be able to deploy the new forklifts even more efficiently, they feature an innovative system that enables speedy replacement of ancillary parts.



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## Global solutions

We work across the globe in the interests of our customers, coordinating the worldwide flow of goods beyond national borders and across continents. The employees at our global branch offices have excellent knowledge of local markets and will find the best transportation route for your products.





# We link markets

Wherever your business takes you, our employees are there when you need them.  
We will manage your requirements with expertise and flexibility.



## International transportation management

The right place at the right time: we can manage the global transportation process for your goods – from packaging and route planning through to the selection and coordination of modes of transport. We will also handle appropriate transportation insurance and customs clearance. Whether urgently needed spare parts, sensitive electronics, or high-quality textiles, we will get your consignments to their destination on time, all over the world.

More than 140,000 tonnes of airfreight, more than 600,000 ocean freight containers, and countless train and truck journeys every

single year: the 4,200 or so Logwin employees worldwide move a huge amount of goods for their customers.

- Global shipments by air and by sea
- FCL and LCL, full and part charter
- Gateway transportation
- FTL and LTL transportation
- Intermodal transportation
- Project logistics
- Customs clearance
- Transportation insurance
- Transportation of hazardous goods
- Rail shipments from China to Europe

## OBC service: it doesn't get any faster

When it comes to high-tech systems and time-critical production processes, a mechanical fault can soon lead to costly downtime. Speed is of the essence. What is often missing is a small yet vital spare part that might currently be located in a warehouse – at worst, thousands of miles away on the other side of the world. That's why it is crucial to have a partner on your side who knows exactly what needs to be done to ensure speedy transportation. Traveling on your behalf, our on-board couriers will fly around the world and back by the quickest route – and will personally ensure safe delivery.

For larger consignments or goods, you can use our global air charter service – regardless of flight schedules.

## China Rail Service

Goods moved between China and Europe have to cover distances of up to 11,000 kilometers: a giant journey full of logistical challenges. No problem for Logwin: since mid 2016, we have been offering reliable rail journeys with regular departures and dependable transit times of between 14 and 18 days with our China Rail Service. We select the route on the basis of relevant transportation requirements, the departure station, and the pricing framework.





## Flexible and customer-focused

Markets change, trends come and go, and goods flows have to find alternative routes: in order to provide optimum support for the complex global operations of our customers, we never stand still; we rise to meet your needs and continuously expand our international network. Our employees are there when you need them – in all key economic hubs across the globe.

### Perth and Auckland join the international alliance

We have opened a new site comprising offices and warehouse space for the Air + Ocean business segment in the Australian city of Perth. The facility is ideally situated in the suburb of Kewdale, close to the airport and just 10 kilometers from the city's central business district. Logwin has been operating in Australia for 25 years and is now represented with five branch offices.

In October 2017, Logwin acquired a third of the equity in Supply Chain International Ltd (SCI), a company headquartered in Auckland, New Zealand. Logwin's fellow shareholders are SCS Ltd (one of New Zealand's leading contract logistics companies) and the management of SCI. For Logwin, the investment opens the door to a further attractive market within Oceania.



### Fully versed in the markets of Latin America

Logwin has been present in Brazil, Chile, and Mexico for many years with its own Group companies – and has also recently entered Colombia and Peru. We therefore boast excellent market knowledge in the region and are a reliable partner when it comes to the logistics of industrial and consumer goods. Our presence in Latin America is also good news for our customers, who can tap into ever-increasing trade volumes in the region. Home to 500 million people, Latin America is a lucrative sales market and offers attractive investment opportunities for industrial companies. A major logistical challenge lies in the total area of more than 20 million square kilometers and the long distances between the major economic hubs, as well as in the many regulations and business practices that have to be observed when trading with Latin American countries.

### Logistics that embraces the winds of change

Wind energy is on the rise in South America. In Brazil, Logwin works with a market leader in the planning, installation, and operation of wind farms. Wind turbine components are shipped from Germany, Turkey, and Portugal – and as domestic consignments within Brazil. These shipments are complex from an organizational standpoint, as heavy-duty flat racks and open-top containers are required in addition to standard containers. Logwin is also a professional logistics partner for local producers of water cisterns, which are installed on many rooftops in Latin America. With a network of our own offices, we handle the warehousing, customs clearance, and distribution of the cisterns; via our global network, we also procure components and prefabricated parts from South Africa and Asia.





### From Brazil to the rest of South America

For many years, Logwin has been working globally for an international electronics manufacturer. The company's Brazilian subsidiary has been running numerous promotional campaigns in South America since mid 2017. Various devices are order-picked before traveling long distances as airfreight in order to hit the shelves on time for the promotional campaigns in Chile, Peru, and Argentina. Logwin books the right flights, handles all necessary formalities, and ensures reliability at all stages of the supply chain, thus guaranteeing that the goods are available to buyers at exactly the right time. Thanks to reliable availability of the goods, the customer was able to significantly boost sales in the target countries. Logwin – which has been operating in Brazil for more than 40 years with its own branch office – also coordinates the ocean freight imports and customs formalities of ready-for-sale electrical devices from Europe, as well as semi-finished products from Asia for manufacturing in Brazil.



A large pile of unclaimed bicycles in Shanghai, creating a 'bicycle graveyard'. The bicycles are mostly yellow and orange, with some white and blue. They are stacked haphazardly, with wheels, frames, and handlebars visible. The background is a dense mass of these bikes, filling the entire frame.

# We like things nice and tidy

BIKE LOGISTICS FROM LOGWIN

[www.logwin-logistics.com](http://www.logwin-logistics.com)

 LOGWIN

Bicycle graveyards: in Shanghai, unclaimed bikes end up on huge piles like these.



# Knowing how things work

Whether automotive, electronics and high tech, fast-moving consumer goods, or fashion: our services are precisely tailored to the specifics of the industry concerned. After all, we want to make life as easy as possible for our customers.

## Global automotive supply chain management

Working on behalf of a multinational automotive supplier, Logwin handles the entire supply chain, which comprises plants and suppliers' sites in Asia, Europe, the US, Canada, South America, and South Africa – not to mention its customers from all over the world. While strictly observing just-in-time specifications for airbags, steering and braking systems, and bodywork components, Logwin organizes collection and transportation via sea, air, and rail and handles customs, intermediate storage, and delivery. Adding to the complexity, a large number of these consignments contain hazardous and sensitive items such as electronic components. We have set up a special “automotive desk”

for this customer. Here, employees with specialist expertise in automotive logistics work on the development and implementation of CIPs (continual improvement processes), the maintenance and support of the information management system, and the management of special situations (“time-critical goods”), as well as charter consignments, OBC services, and special consignments. This customer has access to our Web-based LOTS information system; here, all customer teams – from HQ to the individual plants – can track consignments using order numbers, article numbers, and shipment-specific reference numbers.



## Spare parts logistics: reliable delivery, several times a day

Working on behalf of a major German carmaker, Logwin ensures the seamless shipping of spare parts across Germany thanks to multiple warehouses and distribution centers. Several thousand parts are in stock at any time, and consignments have to be picked and packaged at short notice to enable same-day delivery to the dealer's premises. Thanks to detailed planning, we deliver up to three times a day to branches, dealers, and approved workshops so that customers get their vehicles back as quickly as possible. The entire supply chain is monitored electronically. But we don't stop there: in order to avoid time-consuming shipping and packaging tasks involving many small parts, we prepare guarantee, warranty, and complaint consignments for return delivery to branches. We also handle the processing of online sales.

## Bike logistics: cycles in safe hands

Bicycles – regardless of whether they are series-produced models, custom orders, e-bikes, or pedelecs – are extremely sophisticated goods thanks to their state-of-the-art technology and often high-end materials. Forwarding and handling this sensitive cargo brings out the best in us. After all, we have gained extensive knowledge of how to transport fragile goods on account of our many years of experience in the fields of fashion, lifestyle, and domestic interiors. That's why our trained drivers and warehouse operatives will load and stow your valuable bikes by hand. With a specialist system of rods and belts, our box-truck vehicles allow your bikes to be standing at all times during transit – and you can choose between cardboard sleeves or the all-around protection afforded by a full box.





## Peerless global connections

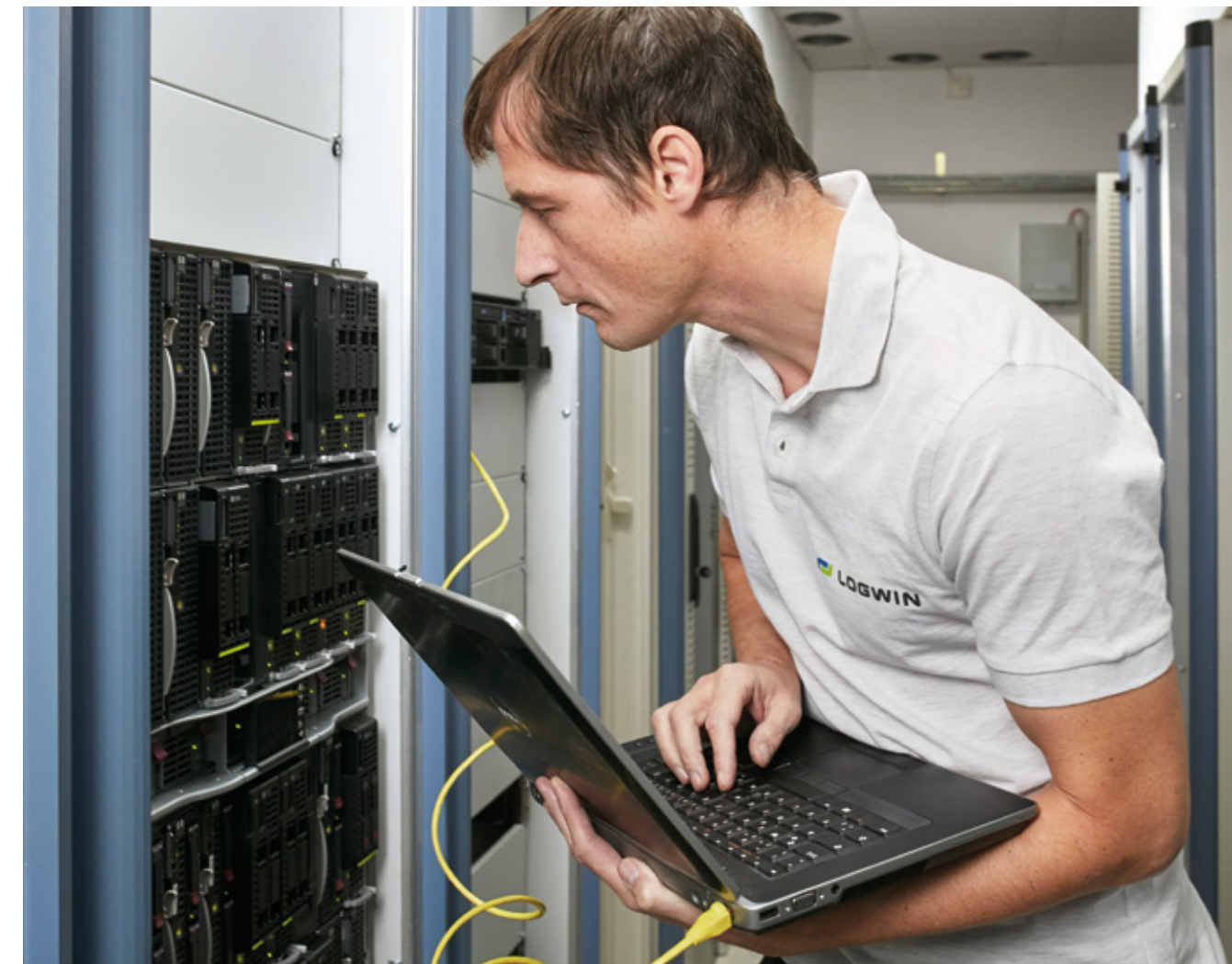
When it comes to logistics, communication is paramount. That's why we invest in a powerful IT network that guarantees outstanding reliability and high-speed data flows. To ensure that the globally harmonized organization of our IT systems functions without a hitch at all sites, our employee teams are always multilingual, work in line with binding standards, and know the latest requirements inside out.

### Digitally assisted IT has the answers

Customers want to be able to access the inventory levels at our warehouses in real time – wherever they are. We are up to the challenge! As information requirements increase across the transport chain, Logwin is developing individual event management solutions that give a clear picture of key events. With this in mind, we are investing extensively in networks and software solutions, as speed and real-time information are becoming ever more important. We have been embracing digitalization for several years – from optical document processing through to our in-house data centers in Europe and Asia. It is of vital importance to combine hardware and software with the operational excellence and dedication of our employees around the world.

### Our IT solutions

- Comprehensive EDI connectivity
- Globally uniform, digital freight forwarding file
- Tracking systems (multilingual)
- Individually configurable shipment tracking with event tool and status logic
- Supply chain management tool incl. data management
- Scalable warehouse management system
- Integration of warehouse and logistics software
- Pick-by-voice, pick-to-light, and RFID applications
- Fleet management with cutting-edge telematics and intelligent real-time monitoring
- High-availability mobile scanning solutions for warehouse and transportation networks
- Employees certified in accordance with ITIL, IREB, and PRINCE2 standards







#### Optimum management of the retail supply chain

In 2017, Logwin started operating the daily supply journeys between the regional distribution centers of a major European fashion retailer. To this end, Logwin invested in state-of-the-art transportation equipment. Using swap bodies, up to one million garments a day are transported, both flat-packed and hanging. Thanks to GPS transmitters, the swap bodies are monitored and precisely controlled in real time by the central dispatch department. Whether one-way journeys, round trips, staggered journeys, or transshipment, our dispatchers ensure optimum consolidation despite daily fluctuations in volume and ever-changing conditions.



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## We live and breathe logistics

Logistics is a service that takes place between people. You can expect that we always do what we do with pride. Working with full commitment and dedication, we do our very best to promote the success of our customers – day in, day out. This positive attitude toward our work, our colleagues, and our customers forms the cornerstone of a corporate culture that is distinguished by mutual respect, openness, and a willingness to help.





# Logwin offers a bright future

Communicating across continents, developing concepts, and making a difference together: the diverse range of roles and areas of responsibility is what makes working at Logwin so exciting, not to mention the opportunity to work with people who give their all every single day to ensure that our customers can count on our services at all times.

## Boundless possibilities

In order to be able to offer our customers an unwaveringly high quality of service at all times, we systematically hone the skills of our employees. Whether for trainees or experienced staff members, we offer a wide selection of training opportunities with our “Logwin Elements” development program, from internal seminars through to talent and leadership schemes, always focusing on the relevance to our day-to-day operations. After all, we – as a global provider of logistics

services – need dedicated and qualified staff who satisfy the needs of our customers with maximum commitment every day, across the world. That’s why we also promote targeted staff exchange programs within Logwin, thus ensuring that our high quality standards are maintained at all locations. Thanks to international career opportunities, we give our employees the chance to take on new challenges and broaden their horizons.



## Talent promotion

Logwin is committed to training young people. This is the only way to safeguard our success for the future. It matters to us that our young professionals familiarize themselves with our services and our customers – with all associated requirements and processes – and take responsibility as soon as possible. Our global training concepts not only cover specialist content, but also strengthen personal competencies and skills. With our international trainee program, we qualify selected young professionals for higher-level roles every year.







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# Taking responsibility

We urge our employees to demonstrate integrity and adhere to moral principles. It is therefore perfectly logical for us to clearly recommend particular courses of action and invest in suitable training programs.

## Compliance

Integrity and compliance underpin the actions of all employees within the Logwin Group. Lawful conduct and fair competition are an integral part of our business activities and a key requirement for safeguarding our commercial success in the long term. The Logwin compliance management system ensures that compliant processes and behaviors are established, upheld, and monitored.

## Secure transportation

Robust processes are needed to ensure integrity. Logwin holds all relevant safety certification and licenses, including our status of Authorized Economic Operator (AEO), our authorization as a regulated agent, and our TAPA certification. Our commitment to these generally recognized standards forms the foundation for a stable procedural landscape that our customers can rely upon every single day.



## Code of Conduct

All Logwin employees act on the basis of the same shared values. This globally binding Code of Conduct governs the relationships between our company and our customers, partners, and suppliers, as well as relations between our staff. Furthermore, regular training and audits ensure that all employees are familiar with and apply these core values.





# Promoting social responsibility

Social responsibility is firmly enshrined in the Logwin corporate culture. Therefore, we have been supporting selected campaigns and aid projects for many years – both in our immediate neighborhood and all over the world. It is also important to us that our trainees already take social responsibility seriously.

## Employees helping others

Logwin has been partnering with Save the Children for many years. As part of this partnership, a full-day workshop was held in summer 2017 with Logwin employee representatives from Germany. Logwin also maintains a long-standing partnership with children's charity "Die Arche". Our trainees in Hamburg helped at this year's summer fair, an event for more than 1,100 children and parents. In South Africa, our employees planted trees as a symbol of peace and justice to mark Nelson Mandela Day.

## Sport for good causes

Whether at a run for the Australian Cancer Research Foundation in Sydney, a sponsored run for "Kinder helfen Kindern" ("Children helping children") in Hamburg, as the main sponsor of the Kruger2Canyon Challenge in South Africa, or at the Berlin Marathon: Logwin teams took part in many events, achieving both collective and individual success. Logwin also holds numerous health awareness days, which give interested employees an opportunity to have their fitness medically tested and enable them to access information on diet and modern training methods.



## Sponsor and logistics partner of the "Jedermann-Radrennen" cycling event

In 2017, Logwin was the official sponsor and logistics partner of the "Jedermann-Radrennen" (amateur and recreational riders) cycling event in Eschborn-Frankfurt for the first time. Logwin offered the transportation of bicycles to and from the race to all participants. The Logwin Racers team also entered a total of 40 cyclists in the 50 km, 80 km, and 110 km events. The involvement of the Logwin team

resulted from a range of sports initiatives. Alongside the company's passion for cycling, this commitment also has an operational background, as Logwin has specialized in the transportation of bicycles for many years, both nationally and internationally. A fine example of how logistics expertise and sport-ing passion can go hand in hand.





**Save the Children**

#### Fun and games on Family Day

Giant slides, bouncy castles, a ball pit, an art competition, and kids' face-painting. To celebrate International Children's Day, a Family Day was held at 20 sites in Germany, Austria, and Hong Kong on a weekend in November 2017. In total, the events were attended by more than 2,200 employees and their families. As donations were collected for Save the Children, the events also raised a total of €50,000 for a good cause. Everyone agreed that the events were entertaining and fun, that there was plenty of delicious food and drink, that they found out more about Save the Children, and that they were happy to donate to a good cause. Overall, a resounding success.



# Global locations

We are continuously expanding our network and are there where our customers need us. We can help you harness opportunities at more than 190 locations on six continents. In countries where Logwin is not represented by its own companies, we work closely with strong regional partners.

Logwin operates its own facilities in 35 countries around the world:

- Australia
- Austria
- Belgium
- Brazil
- Chile
- China
- Colombia
- Czech Republic
- Germany
- Hong Kong SAR
- Hungary
- India
- Indonesia
- Italy
- Kenya
- Liechtenstein
- Luxembourg
- Malaysia
- Mexico
- Netherlands
- New Zealand
- Peru
- Philippines
- Poland
- Singapore
- Slovakia
- Spain
- South Africa
- South Korea
- Taiwan
- Thailand
- Turkey
- United Arab Emirates
- United Kingdom
- Vietnam

Partner locations include:

- Argentina
- Bangladesh
- Bosnia & Herzegovina
- Bulgaria
- Cambodia
- Canada
- Croatia
- Denmark
- Ecuador
- Finland
- France
- Israel
- Japan
- Macedonia
- Madagascar
- Malta
- Myanmar
- Norway
- Pakistan
- Panama
- Russian Federation
- Serbia
- Slovenia
- Sri Lanka
- Sweden
- Switzerland
- Ukraine
- USA

## North America

With our strong partners at more than 30 locations in the US and Canada, we carry out shipments across the Atlantic and the Pacific for well-known customers – carrying over 100,000 TEUs a year.

## Europe

Our domestic and core market – here, we are on the ground for our customers with numerous logistics sites. By continuously expanding our regional presence, we provide our customers with local support that benefits their international operations.

## China

For over 40 years, our more than 450 employees have carried out shipments across sea, air, and land in China – both within Asia and around the world. With the Logwin China Rail Service, we offer yet another reliable solution for the fast and flexible transportation of goods between China and Europe.

## South East Asia

In South East Asia and Australia, more than 350 employees in offices and highly specialized warehouses support growing trade within Asia and beyond. We established our first company here in 1975. With 25 years of operations in Indonesia and 40 years in Malaysia, 2017 was a double anniversary year. We also acquired a stake in a New Zealand-based company in 2017.

## Central and South America

Brazil, Chile, Mexico, Colombia, and Peru: with our own national companies, we are represented in the emerging economic region of South America. Our experienced teams know the local markets inside out and work with our customers to develop suitable logistics concepts.

## Africa

We have been active in Africa for 40 years – we currently have over 100 employees in South Africa, independently managed warehouses, and consistently high safety standards.

## Middle East

In Dubai, the hub of the Middle East, Logwin offers full-service logistics – including warehousing, value-added services, and sea and air shipping.

## India

We are present in the emerging Indian market with more than 100 employees at nine sites.

## Members of the Executive Committee



Dr. Antonius Wagner  
CEO



Sebastian Esser  
CFO



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