

 LOGWIN

# Your Logistics

2019

2020

2021

2022

2023

2024

## AI-Supported Transports



## Sale Items to Australia



## Deliveries of Emergency



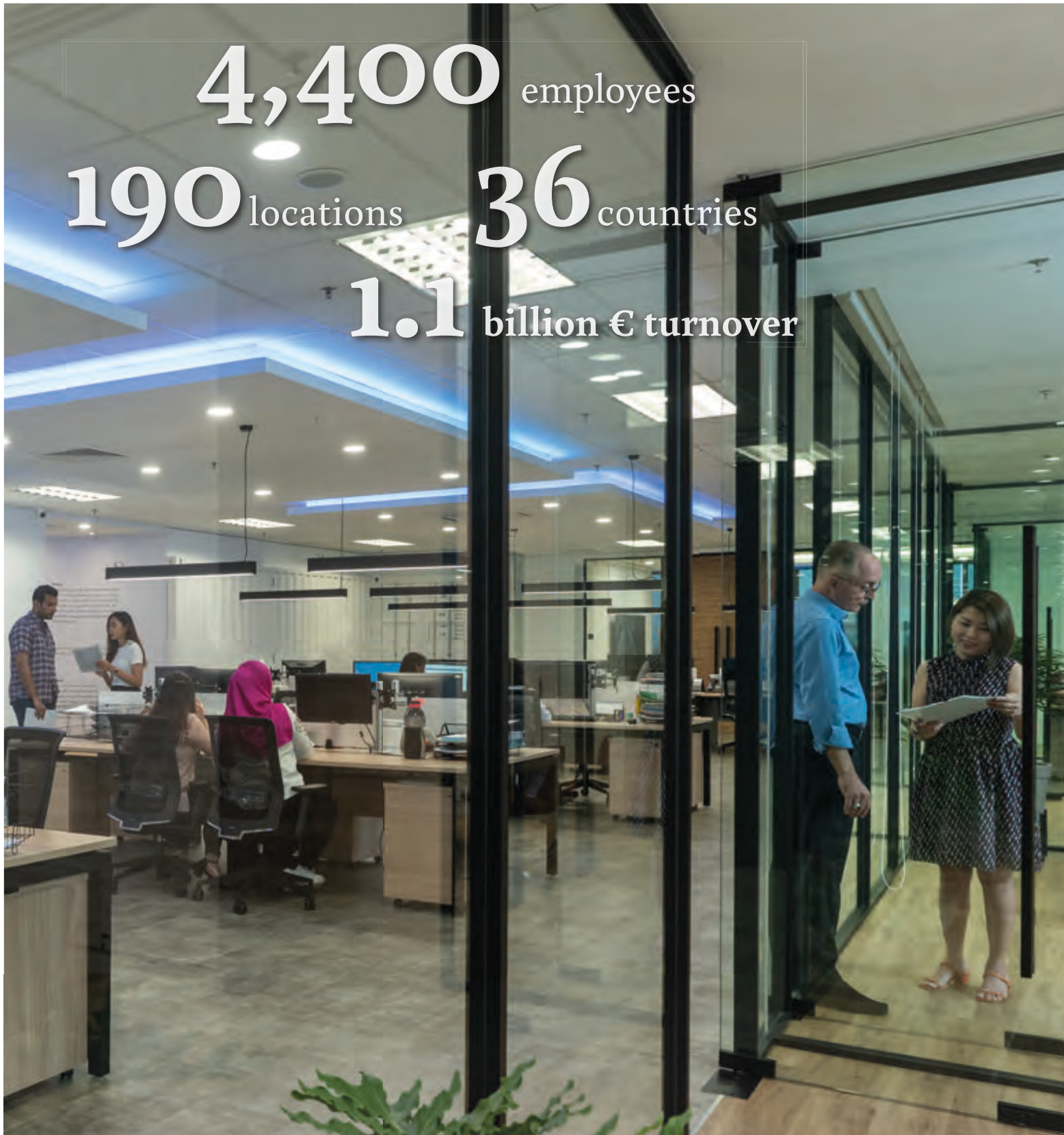
CLOSE BY | INTERNATIONAL | PROFESSIONAL | DEDICATED



4,400 employees

190 locations 36 countries

1.1 billion € turnover



# THIS IS US

Getting things moving and finding the best solution is an exciting task. We meet this challenge all over the world – day in, day out.

## 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 for our employees and the environment. We adhere to compliance guidelines as a matter of course.



## MULTIMEDIA

You can find more information, images, and animations relating to our global activity on the Logwin app. You can find the app using the QR code and immerse yourself in a variety of Logwin multimedia.



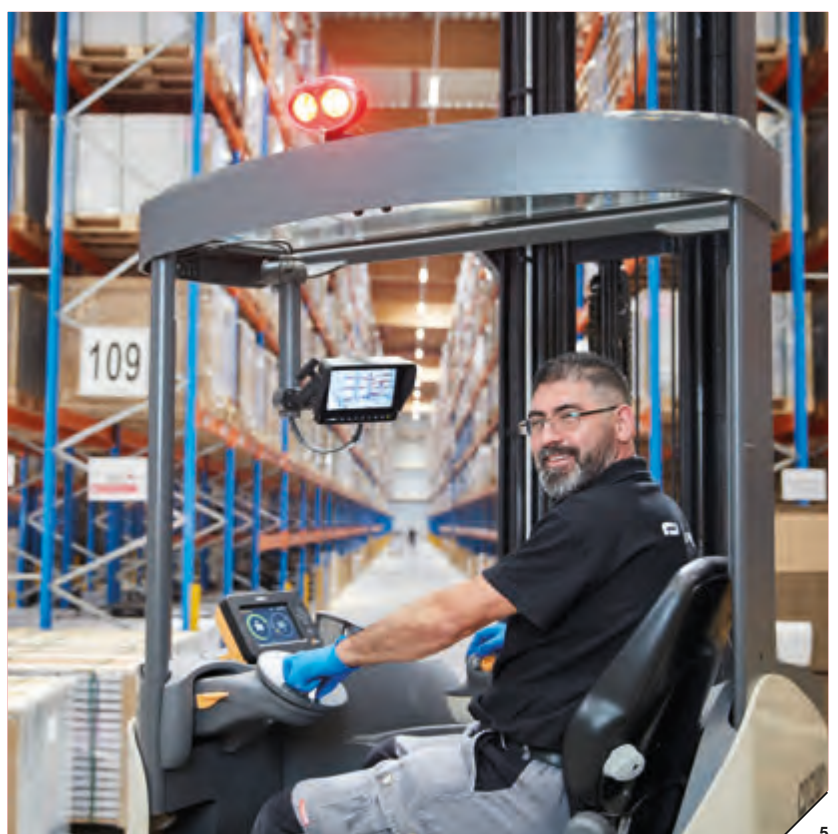
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# Understanding and Implementing the Customers' Requirements

We realize solutions in the fields of transport and logistics in close collaboration with our customers. To do so, we make use of our wide array of technical resources and develop IT solutions for planning, management, and communication tailored to the needs of the customer. At our location in Kerpen, we utilize cutting-edge technologies such as a “pick-by-voice” solution, an intelligent guide system for forklift control, and mobile workstations.









# AI Supports Intermodal Network

The right product, at the right time, at the right place – and all at the lowest possible cost. In logistics, that is the standard. It gets more challenging when complicated ancillary conditions have to be observed, for instance for the major task in transport logistics that Logwin Solutions Austria has been successfully completing for an international customer for many years.



## Project Figures per Month

72 freight trains

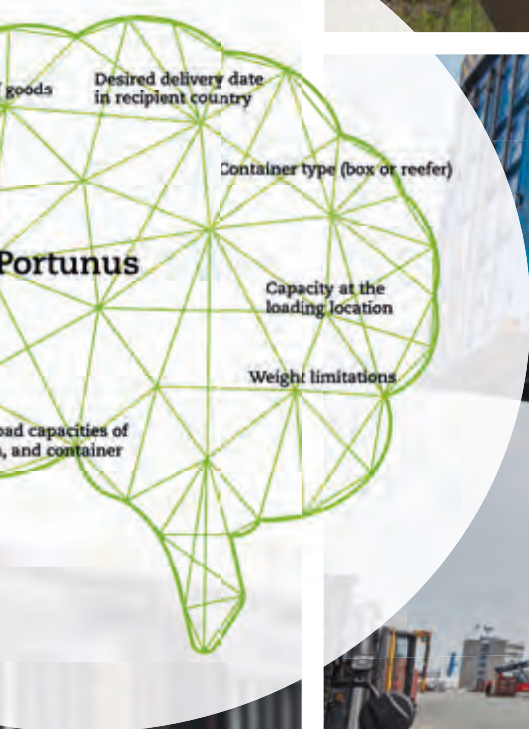
2,400 wagons

2,800 containers

56,000 pallets











## Pulling Out All the Planning Stops

Planning monthly transports in line with the customer's requirements had previously taken four working days for the Logwin team of experts in Salzburg. The introduction of Portunus, the AI-supported modeling and optimization tool, enabled the laborious process to be largely automated, thus minimizing planning time to only half of a working day.

The results is an optimized allocation between rail and truck transport as well as shipping that takes into account the complex requirements of the customer.

The process harmonizes the following inter-dependent criteria:

- Shipping schedule and ship location
- Train schedule
- Availability of goods
- Desired delivery date in recipient country
- 40" container type (box or reefer)
- Capacity at the loading location
- Weight limitations
- Different load capacities of truck, train, and container

One additional requirement is the allocation of the sea transits to the participating shipping companies. For every journey, the number of containers per destination has to be divided into a defined ratio according to the regulations of the customer; the maximum allowable deviation is 3%.



## Safety and Flexibility through Automation

The introduction of an AI-supported solution offers the customer the significant advantage of reduced preparation time. In particular in the event of changes on short notice, this solution ensures the accelerated adaptation of the highly complex task of planning and coordination.

In conjunction with the increasing performance of computers, mathematical models enable a

level of flexibility that could not have been achieved with traditional means. However, human expertise remains a significant part of the process – even just the continuous development of the Portunus planning tool is a mutual responsibility of logistics experts and mathematicians.

## Sea, Rail, Truck, Air – at a Glance. Your Solution with Just One Click.

The online gateway tool for direct comparison. LCL general cargo shipments via sea, rail, truck and air, from Asia to Europe:

- Quotation and booking in seconds
- Available 24 hours a day, 365 days a year



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







# Sale Items from China to Australia

Logwin handles the transport of sale items from Asia for a major retail chain in Australia. Each year, this involves more than 10,000 containers shipped from numerous production facilities in Asia to Australia, where the goods are distributed throughout the country – a complex task for which Logwin reliably and continuously works towards optimizing the supply chain for its customer.



Sale items have to be in the stores on time. There is no wiggle room. The road to get there is long and full of interfaces. Perfectly planning and executing each stage of this journey and every transfer point is the job of the Logwin supply chain specialists in Asia and Australia, supported by the headquarters in Germany.

## Complex Coordination

Along the way, a very close and trusting partnership has been built up with the customer in Australia over more than 15 years. Since 2018, the business has once again clearly increased in intensity. The key to the successful execution



lies in the targeted and flexible adaptation of logistical expertise to the processes and needs of the customer and their numerous suppliers. This is a highly complex feat of coordination. The timely transfer of goods to Logwin by more than a hundred suppliers strewn throughout China and other parts of Asia is precisely prepared and monitored.



Over time, the customer and Logwin have developed very efficient approval processes for doing so. These processes are based on a powerful customer-specific IT planning tool that undergoes continuous development. Depending on the need, as many as three weekly video-conferences take place among all those involved in China, Australia, and Germany. Everything is supported by a consistent will to optimize processes. Systematic opportunities for further improvement are identified as part of monthly workshops.

The collected goods are consolidated by Logwin at central seaports by Logwin offices and brought to Australia via sea transport in 14 transit days. Thanks to many years of experience in Australia, Logwin is able to find the perfect mix of price and transit times of the shipping companies, even in this specialized market. The portfolio of Logwin services is rounded off by customs clearance, intermediate storage, and further transport on land.

## Close Communication with the Customer

All of this is challenging enough, even when everything goes according to plan. But this often is not the case – suppliers run into bottlenecks, shipping companies change their rotations, storms increase transit times, COVID-19 adds complications to customs clearance. To come to grips with all of these eventualities, Logwin maintains close and direct communication within its organization as well as with the customer. Nothing gathers





# Logwin Resources On-Site

Be it air or sea freight, or land transports: our employees plan, organize, and monitor goods flows around the world. We are also happy to assist you with other services, such as customs, quality control, or commissioning. The Logwin network is made up of 190 of its own locations worldwide and countless additional partners.

Australia

Austria

Belgium

Brazil

Chile

China

Colombia

Czech Republic

France

Germany

Hungary

Hong Kong SAR

India

Indonesia

Italy

Kenya

Luxembourg

Malaysia

Mexico

Netherlands

New Zealand

Peru

Philippines

Poland

Romania

Singapore

Slovakia

South Africa

South Korea

Spain

Taiwan

Thailand

Turkey

UAE

United Kingdom

Vietnam









# OUR SERVICES

WAREHOUSING



## NEW: BIKE LOGISTICS B2C-PORTAL

The recipient controls the modes of delivery according to their wishes.



AIR CHARTER  
OBC

RETAIL NETWORK  
EUROPE



BUYERS'S  
CONSOLIDATION /  
GATEWAY VERKEHRE

FREIGHT  
MANAGEMENT

HAZARDOUS-MATERIAL  
STORAGE

VALUE-ADDED  
SERVICES



CHINA RAIL  
SERVICE



PROJECT LOGISTICS



AUTOMOBILE  
LOGISTICS



**AIRFREIGHT**

**AFTER-SALES  
LOGISTICS**



**CUSTOMS  
CLEARANCE**



**INTERNATIONAL  
DISTRIBUTION**

**SHIP PARTS  
LOGISTICS**



**E-FULLFILMENT**



**SEAFREIGHT**



**BIKE LOGISTICS**



**ON-SITE-SERVICES**



**NEW: CHINA-EUROPE  
TRUCK TRANSPORT**

From China to Europe by truck  
in only 14 days.

More information  
about our services at  
[www.logwin-logistics.com](http://www.logwin-logistics.com)

# Deliveries of Emergency Aid

When it comes to airfreight, time is generally of the essence. But when the goods being moved are desperately needed medical materials, the “emergency” requirement takes on a whole new meaning.



We thank Wang Lei and the Swiss Air Beijing team for the provided pictures.



May 2020 – the world is in the grasp of the COVID-19 pandemic. Logwin receives a project request for the transport of medical and hygiene equipment for the prevention of infection. The task involves charter flights from Shenzhen to Switzerland in a period of only 20 days.

To keep the tight schedule, Logwin employees get started right away coordinating this challenging project. The direct negotiation partners are Swiss Airlines, the ground clearance agents at the airport in Shenzhen, the receiving warehouse, and in particular the different suppliers in China.

The project makes use of airliners, with both the cargo hold as well as the cabin being used for transport.



## Flexible Reactions

Provisions for customs clearance and monitoring have long been increased around the world, especially for medical products. The additional goods controls required in the times of the pandemic have made a particular challenge out of the planning and coordination of the preparation and goods provision at the airport. There is always the risk that a chartered airliner in Shenzhen is ready on the tarmac but the cargo does not clear customs in time.

A timely backup is planned for every charter flight to be as prepared as possible for these unavoidable ancillary circumstances, and this plan B scenario has to be implemented in one case. For a flight at the beginning of July, three of the five planned shipments were not cleared through customs in time. The cargo is quickly exchanged to the next scheduled flight. The backup strategy takes effect and this urgently needed cargo arrives on time during the scheduled time frame for setup at the terminal. Logwin and Swiss Airlines celebrate the successful conclusion of their project after a total of 60 successful charter flights from Shenzhen, Shanghai, Beijing, and Hong Kong with 1,800 tons – or 12,000 cubic meters – of medical and hygiene equipment. In summary, especially in times of crisis, the amazing value of Logwin's well-coordinated and professional logistics team becomes particularly evident.



# Logistics with a Home-Field Advantage – Logwin Europe Network

We are at home in Europe. In Germany, the country where we were founded, and just as local in many other locations throughout Europe. Thanks to our decades-long presence at the logistics hubs, we are familiar with the regional cultures and different expectations and peculiarities. At the center and on the periphery of Europe, our employees play with a home-field advantage for the success of our customers.



## Warehousing Added to Airfreight and Seafreight

Across sectors and for a broad portfolio of customers, the units of our European Air + Ocean network transport airfreight and seafreight shipments from, to, and within Europe in close collaboration with their colleagues around the world – as FCL or LCL shipments or by means of buyer's consolidation. Project logistics and special transports round off the international offer.

Logwin coordinates the entire process – from the selection of transport means and control of the containers to the reliable shipment, including preparation and follow-up. Freight and purchase order management support the optimal process monitoring through to delivery.

In collaboration with our solutions locations in Germany, Austria, Poland, Romania, and Spain, we complement our logistics services with warehousing, value-added services, and e-fulfillment in our own logistics centers.



# To the Point of Sale

Be it fashion, cosmetics, bicycles, or electronics – we deliver directly to the point of sale. Quickly, reliably, and on time. That is what our logistics network for the retail industry specializes in. In particular in Germany, Austria, and Spain, Logwin controls goods transports through to the retail outlets. Other European countries are closely linked to the retail network.

# Sea, Rail, and Air Gateway to Europe

For the challenging market of general cargo shipment from Asia to Europe, the Logwin online gateway service offers tailored quotations for the transport of goods via sea, rail, and air. Transport is carried out in its own consolidation containers that Logwin uses for the connections from the Far East to Europe. These containers are loaded at the trading centers in Asia according to their target region and delivered directly to the recipients via Logwin’s distribution centers. Customers therefore benefit from short transport times, continuous transparency, and a reduced risk of damage, because handling of goods is avoided in the port of arrival.

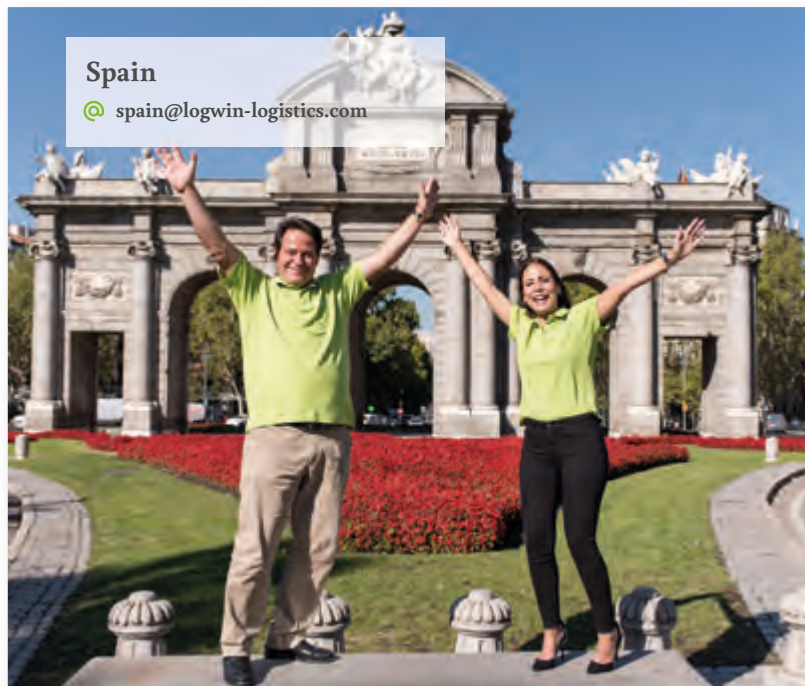


# The New Way to Europe – China Truck Service

With truck transports from China to Europe, Logwin has opened a new chapter for its customers. This land traffic route offers a number of benefits for customers. For starters, the transport time is seven days shorter compared to rail. Above all, trucking opens up the simple ability to transport hazardous materials that cannot be moved via ship or rail, or rather only with increased expense and effort. Rechargeable lithium-ion batteries are worth mentioning as cargo that is in increasing demand in this context.







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**Great Britain**  
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**Belgium**  
@ belgium@logwin-logistics.com



**Germany**  
@ germany@logwin-logistics.com

# Well Connected Throughout Europe









# Investing in People and Technology

All over the world, our customers can count on us. Our employees are conversant with the standards and examine goods closely before selecting the mode of transportation or place in the warehouse for them. Quickly exchanging data is decisive in this, which is why we also invest in a powerful IT infrastructure.









# Renewal through Retrofits

Mannheim and Heppenheim are Logwin locations in Germany with a high degree of expertise in the chemicals industry. Among others, we operate an automated high-bay storage facility with space for a total of 41,000 Euro pallets.



## Increasing Process Speed and Reliability

In Mannheim, Logwin operates, among other facilities, an automatic high-bay warehouse with room to store 16,000 Euro pallets. Containers, pallets, and loose goods are brought in by truck and rail and processed there. Numerous value-added services offer particular benefit: from relabeling and treatment to transferring of liquid products from intermediate bulk containers into canisters and bottles. For one of the major customers in the field of treatment chemicals, 1,000 pallets are unloaded, stocked, commissioned, and reloaded for further transport each day.

At this level of throughput, it is not only every second that counts, but also every tiny reduction the rate of error. To be able to meet the increasing requirements of the customers and the market with regard to both factors over the long term, the storage technology was comprehensively retrofitted in 2018 and, in 2019/2020, the complete IT infrastructure and software were modernized.

The revamping of the storage technology consisted of the conveyor technology elements, controls and sensors, and the use of a new visualization system for error management. In terms of software, a new warehouse management system was introduced and the material flow calculator was updated. Direct integration of the customers ensures a dynamic and secure exchange of data.







## Efficient Order Processing with Modern Warehouse Technology

With the same objectives of increased speed and facility availability, as well as improved process quality, Logwin carried out a similar retrofit in the fully automatic high-bay storage facility for 25,000 pallets in Heppenheim.

This location offers its customers in the chemicals industry storage and distribution logistics services,

commissioning and packaging, sea and air freight processing, and labeling. Storing hazardous materials and water-polluting substances are among the specific challenges, as well as the high standards of safety. As a value-added service, solid and liquid chemicals are transferred to smaller containers and prepared for shipment in a sampling room.

In Heppenheim, the mechanical and control technology of the storage facility as well as the IT were put through a comprehensive modernization process as well. The newly introduced warehouse management system uses the potential of the modernized technology for the faster and more efficient processing of orders.

With substantial investments in state-of-the-art logistics – both in existing as well as newly constructed logistics centers – Logwin supports the continuous growth of its customers and ensures sustainable and high-performance handling of logistics services.



# Future-Oriented Transport Management

## The Worldwide Rollout Continues

A total of 35 countries, 133 locations, and 2,100 users – these are the key figures for the rollout of the new transport management system (TMS) that Logwin is introducing throughout its entire Air + Ocean organization. The automation and the around-the-clock availability of all transport information means higher levels of efficiency and enables the customers to reliably plan their supply chain.

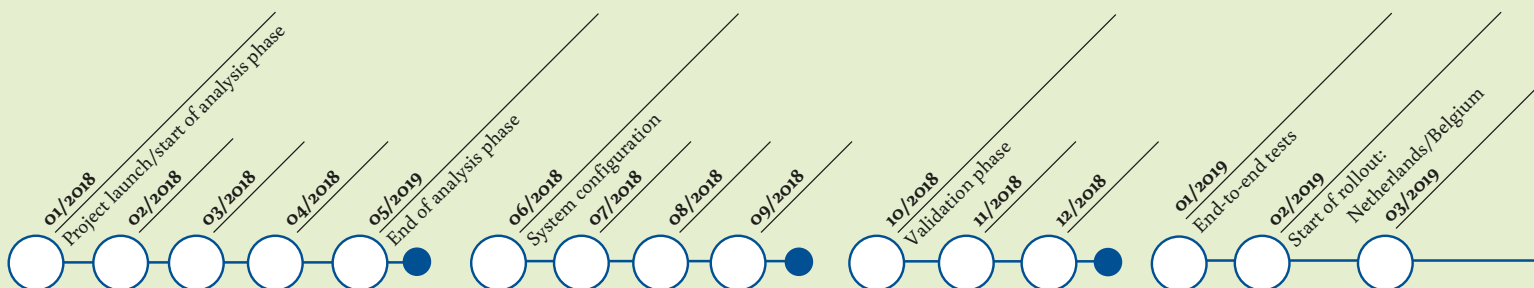
### Integration of the Largest Country Organizations

Building upon the experience of the first successful implementation processes, the largest country organizations of China and Germany, among others, were successfully integrated in 2020. The comprehensive training measures for all employees of the relevant country organizations are an integral part of the rollout. The training was largely carried out virtually on account of the travel restrictions and safety measures caused by the coronavirus pandemic. The conversion to the new TMS was a complete success. The new solution stands out thanks to a high level of available information, documentation of the business processes, and the seamless communication between all locations and with the customers around the world. At the same time, it can be adapted to specific customer needs.

### State-of-the-Art Air and Sea Freight

Three years of intense work, company-wide training programs, and significant investments have helped to generate the technological framework for a successful continuation of the international transport business in the air and sea sectors. As part of this project, the Logwin IT infrastructure has once again proven itself as a highly reliable building block of the company. The high degree of user-friendliness of the new TMS also made a significant contribution to the fast implementation and a high level of acceptance in practice.

## Project Milestones







Thailand



Shanghai



Xiamen



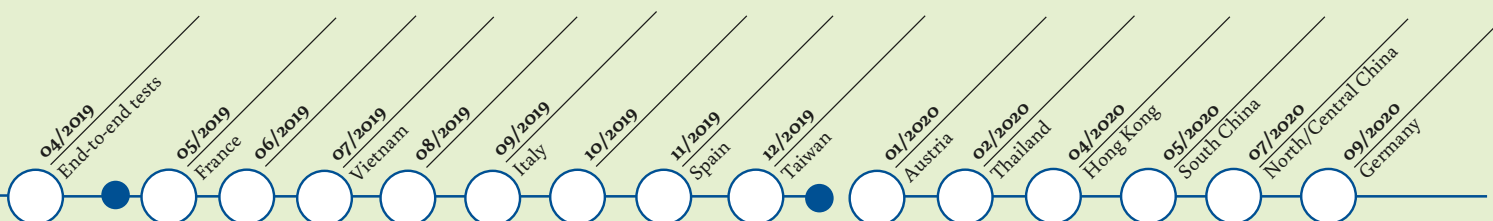
Shanghai



Hong Kong



Singapore



# Smart TMS Control of the Transport Network

A transport management system (TMS) that covers the entire spectrum of applications and functions. A system that leads to an increase in operational efficiency and precision through maximum process automation. A solution that offers excellent usability as well as significant transparency and security for employees and customers thanks to modern operation and visualization.

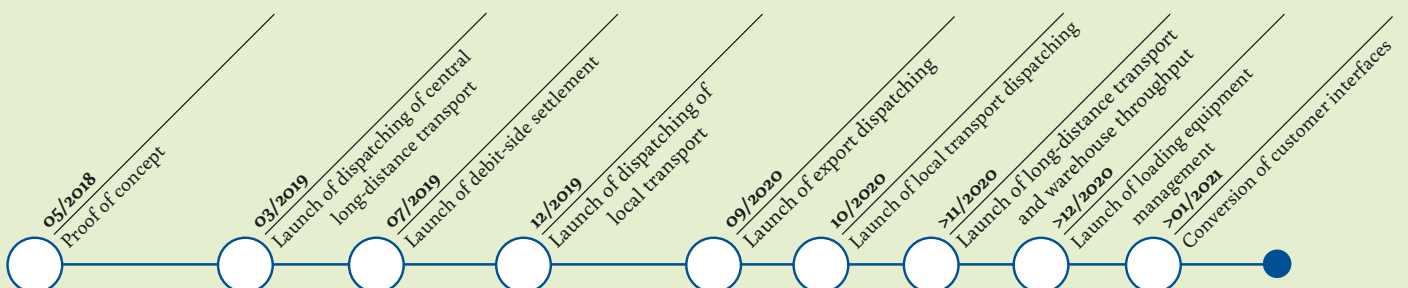


## Acceleration and Growth

Those are the significant characteristics and advantages of the new transport management system that Logwin introduced in its German transport network. It was a mammoth project that was able to be realized within the foreseen schedule thanks to stringent planning and the consistent provision of the necessary resources by management.

With the conversion to the new TMS, Logwin has opened up a new chapter in the transport network of Logwin Solutions Deutschland. The new solution enables modern business processes as well as an increase in productivity. Automation and standardization are united with a configuration that is adapted to the needs and individual requirements of the customer.

## Project Milestones







## Smooth Communication

The advantages of the new system are clearest in terms of operation, visualization, communication, and documentation. All user dialogues are geared towards ergonomics and the comfort of smart consumer electronics. The intuitive user interface reduced errors and saves time. The direct communication with the customer –

who uses their own account to work within the web portal of the Logwin transport management system – reduces potential losses of information. Secure interfaces between the customer and all operational units ensure the correctness, completeness, and consistency of all process data.



## Bike Logistics Customer Portal

Perfect transport management all the way to the private recipient: customers use their PC, tablet, or smartphone to access the Logwin bike B2C portal to choose online whether they would like to pick up their bike in one of the 17 locations in our network or they arrange their desired delivery date with us. Upon request, we keep the recipient informed via text message or e-mail until our driver gets in touch with them prior to arrival.



To the Bike Portal

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# Sustainability

The satisfaction of our customers drives our daily work. You can expect us to do what we do well and with conviction. A positive attitude toward our work, our colleagues, and our customers forms the cornerstone of a corporate culture that is distinguished worldwide by integrity, respect, openness, and a willingness to help. We couple our commitment to exemplary business practice with the use of sustainable technologies that conserve resources.









# Urban Logistics with New Electric Drive

It has gotten to a point where one could call it an electric fleet. In Vienna, Logwin now uses three electric transport vehicles as part of regular operation for package delivery and for servicing retail customers in the fashion sector.







Recipients hear that the delivery has arrived only once the driver closes the door of their transporter. Until then, the electric vehicles zoom through downtown Vienna without making any noise or emissions. And that makes a good impression on customers. A logistics service provider that invests in sustainable technologies for the good of the downtown area and its residents has clearly understood the sign of the times.

## Sustainable Investments and Processes Designed for Electromobility

The electric vehicles are small trucks that were retrofitted with electric drives in order to reduce resource consumption.

Since 2019, Logwin has been gaining experience utilizing electromobility for logistics in downtown Vienna. By now, the conditions and processes have been cleverly adapted to the particular requirements for using electric vehicles.

The drivers play a key role in the concept: they have to be well trained and should be able to make good use of the time spent charging the battery of their vehicle at the depot. Logwin manages this by using warehouse employees as drivers. This double function – according to

feedback from the employees – is a motivating enrichment of their daily tasks at the same time.

Dispatching and route planning of the electric trucks requires special expertise. After all, the Logwin logistics center in Traiskirchen is 30 kilometers outside of Vienna. Thanks to the use of telematics and a range of around 120 kilometers, however, deliveries with electric transporters can be carried out without any limitations. Through the continued expansion of charging stations and the ability to charge the batteries directly at the loading dock, Logwin provides the foundation at the facility for an additional daily journey with the electric trucks.

## Solar Power Free of Charge

On top of that, Logwin generates a portion of the necessary electricity itself and makes its dedication to electromobility a thoroughly sustainable idea economically as well. To this end, two photovoltaic units with a nominal output of around 200 kilowatts-peak were installed at the location in Traiskirchen. The energy they produce is largely for Logwin's own purposes – for charging transporter batteries, among other uses. Additionally, another unit at the warehouse in Vienna has a nominal output of up to 160 kilowatts-peak.

# Our Team's Dedication to Social Causes

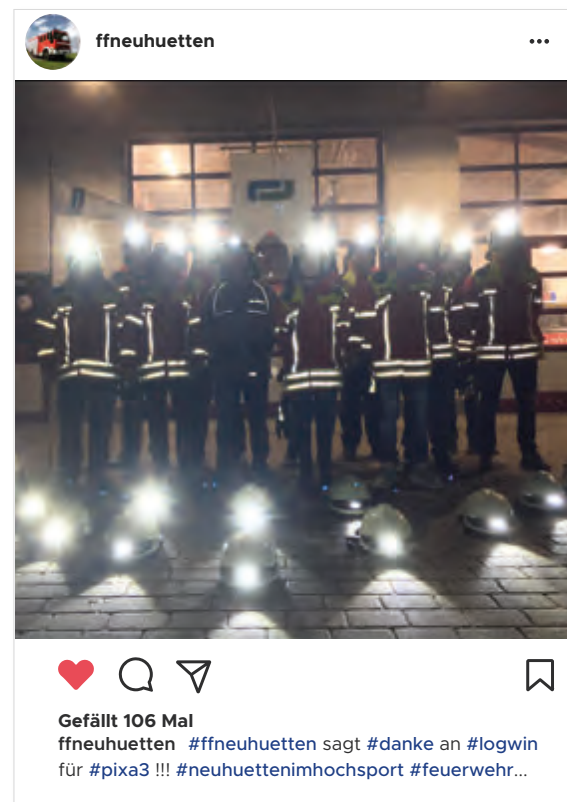
Logwin practices a charity concept with a high level of employee participation. We directly support employees in their volunteering activities. And we provide funding for international aid projects recommended by employees. Here are a few examples of the global diversity of our dedication.



## An Orphanage in Kenya

Greenhouses, kitchens, and its own water and power supplies, as well as a cow barn, provide for the basic needs of the children at the Children of the Rising Sun orphanage in Kenya. An employee regularly travels to Africa to pay a visit to the children and helpers there. Logwin supports this personal dedication with funding as well as contributions in kind.

## New Helmet Lights for the Fire Department





## Shedding Light on Life in the Hospital

The Spanish Fundación Aladina provides support to children with cancer. Volunteer helpers visit the children in the hospital. The young patients are able to forget their troubles for a bit while they play and talk to the visitors. Logwin financially supports Aladina and visits a few young patients with a team from Madrid.



## Giving People Their Smiles Back

Doctors from the orthodontics clinic at the university hospital in Salzburg regularly travel to Africa and Asia, where they operate on primarily children who suffer from the widespread problem of malformation of the jaw and lips. To date, more than 2,000 have already been performed successfully. Logwin provides financial support so that the work can continue.

## For the Body and Soul

A colleague volunteers at the train station mission in Leipzig. Simple gestures such as serving coffee or tea provide stranded people with the feeling that life also has good things to offer. Logwin has provided donations in cash and in kind so that the work of the mission can be continued.





# COVID-19: Taking On All the Challenges

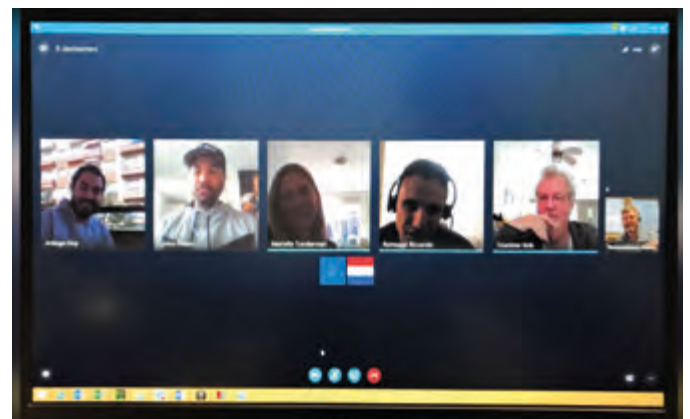
Much has changed for Logwin too during the times of the COVID-19 pandemic. However, we have learned a lot in dealing with the pandemic and gained some positive experience as well. Today, in many parts of our organization, we are further developed, more stable, and readier than ever for the challenges to come.

Due to our global structure, our colleagues in China had already provided us with comprehensive information about the first cases of coronavirus infection as early as the beginning of 2020. We immediately established a central coronavirus crisis team that coordinates our measures as part of regular worldwide approval processes. The Logwin pandemic plan serves as the basis for this.

Logwin office. The protection of our employees and their families is a matter of particular importance to us. While working from home before the crisis was more of an exception, it has become a standard part of our everyday working lives in most of the world for the duration of the coronavirus pandemic.

## Health First

In the Logwin offices, we introduced a high standard when it comes to hygiene, which led to a stabilization of the situation overall. Visitors, service providers, and subcontractors also have to meet this standard whenever they visit a





By opening up to mobile forms of working, we offered many employees the opportunity to organize their own working days during the crisis. Whether for childcare, caring for family members, or for monitoring children doing at-home learning, in many cases, we reacted flexibly to the circumstances and are excited about the level of flexibility with which our employees responded. This can be seen in particular in our continued operational excellence.



None of this would be possible without a functional IT landscape. We have seen how important it is that our employees are able to operate in their own IT network – securely and quickly.

## Solutions with and for the Customer

The crisis team made it a priority very early on to provide our customers with structured and comprehensive information about the situation. Different transport methods were temporarily interrupted, and transport capacities were lost or were very limited.





**CORONA-INFO**
**s2**

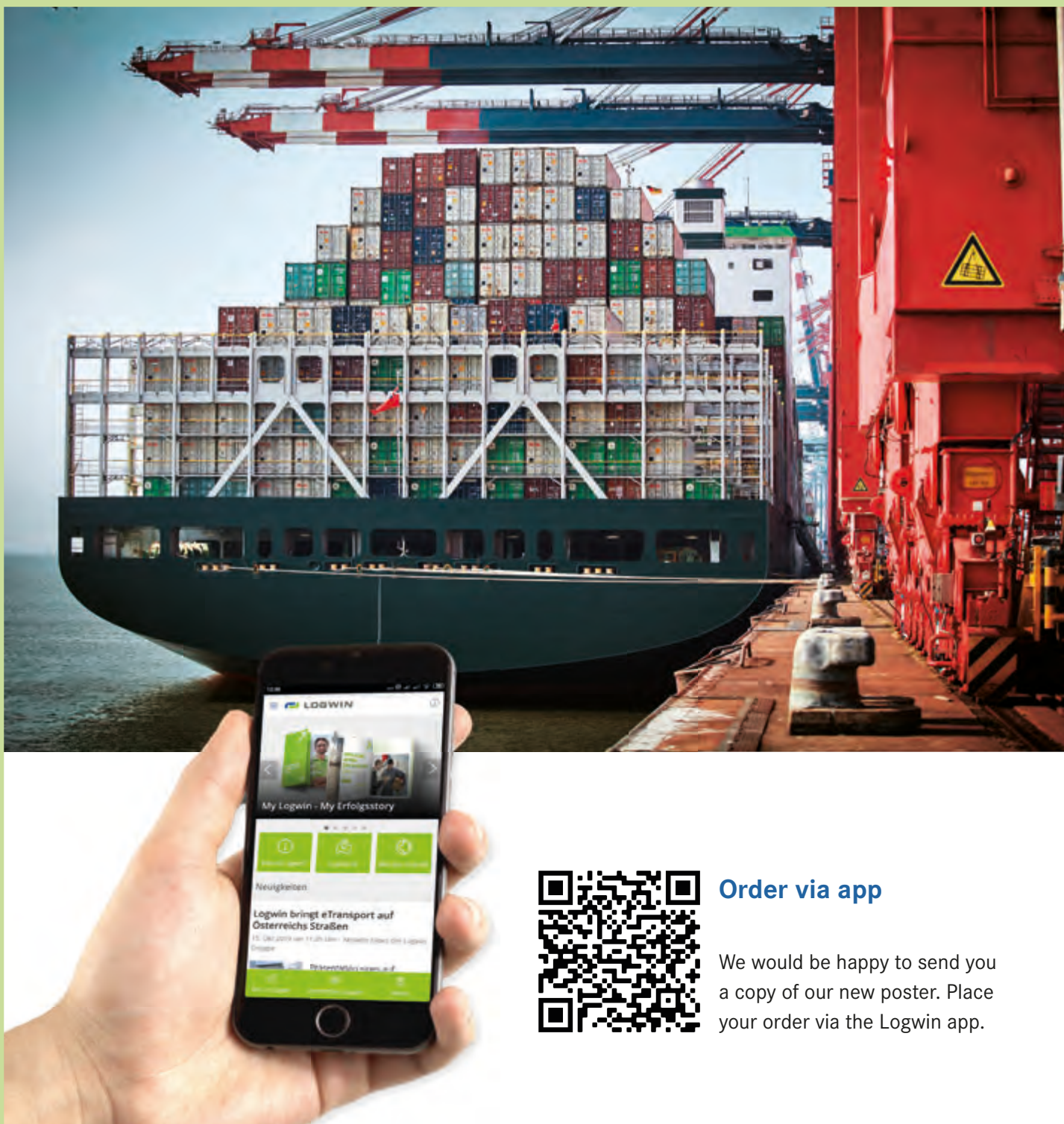
**Follow the rules in our office!**

 <p><b>Maximum occupancy of seats in the offices</b></p>	 <p><b>Best to sit diagonally opposite</b></p>
 <p><b>Leave place? Wear a face mask!</b></p>	 <p><b>No visitors! No groups! No meetings!</b></p>

**Help us and stay healthy!**

It was a matter of course for us that we would need to offer our customers fast and uncomplicated solutions in the extraordinary situation. Our close relationship with our customers and good communication helped us in doing so. The coronavirus pandemic has brought us closer together with both our employees as well as our customers. We will maintain that – and the business flexibility – even after the pandemic has ended.





**Order via app**

We would be happy to send you a copy of our new poster. Place your order via the Logwin app.



#### Impressum

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