

accelerate

The  **Wallenborn** news magazine for businesses that are going places

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CARGO CRIME:

A 'Secure' solution to
a growing €8 billion
problem in Europe

POLICE LINE DO NOT CROSS

Diversity and quality earns
Panalpina partnership

A 'Controlled' solution
for IJS Global

Working towards
Cargo 2000 certification

Air Canada Cargo contract
covers 40 airports in 14 countries



Delivering a tangible competitive edge



The world of business is changing and customers today expect much more from their suppliers.

I welcome this because it enables us to stand out from the crowd of traditional transport providers and to demonstrate our full and evolving capability as a complete freight management company and because it is inspiring even closer working relationships with customers as they come to depend on us even more.

Core business

Many of our customers are moving beyond the phase of outsourcing all aspects of the European supply chain - such as planning, interface with warehouse operators, distribution, (temperature) tracking & status updates - thus enabling them to concentrate their efforts on their core business, whether this is flying aircraft, researching and developing new products or manufacturing.

Sharing strategies

We have now entered a new phase where customers expect us to give them a tangible competitive edge. This means sharing strategies more closely and more often so we understand their goals and challenges and how we can develop and tailor our products.

It also means customers are willing to listen to how we can use our infrastructure, network, technologies and expertise to build solutions that will benefit their financial performance.

Increase quality

Customer requirements and expectations are changing faster than ever and we are able to react and also propose products and solutions which save time, cut costs, increase quality, and offer their customers something unique. We are building an asset based network with strong competences and capabilities. This is supported by highly experienced and knowledgeable local experts and specialists to truly offer pan-European solutions in high end markets with a very personal and personalised touch.

Our commercial strategy is to support our key and focus accounts; when they grow, we grow. That's why I don't want our customers to be merely satisfied, I want them to be delighted when they choose Wallenborn as their partner in Europe.

FRANTZ WALLENBORN
Group President

Why Wallenborn?



We are active in four main product areas: air cargo, the cold chain, special products (eg. high value cargo) as well as general cargo

- We operate a diverse fleet of over 550 trucks, trailers and vans with an average age of less than three years and fitted with GPS satellite and in-cab communications
- Our network covers 100+ airports across Europe and includes domestic distribution in the Benelux, France, Germany, Italy, the Nordics, Spain and the U.K.
- Local Customer Service teams are on call 24/7



- Our vehicles incorporate temperature control technology with separate temperature 'compartments'
- We were the first trucking company to join Cargo 2000s quality management system
- We are ISO 9001:2008 quality certified
- We work to the industry standards of the Transported Asset Protection Association (TAPA), are fully compliant with TSR Level 1 and operate FSR 'A' security certified warehouses

Diversity and quality earns Panalpina partnership

Panalpina is a perfect example of an industry leader that has selected Wallenborn as a partner because of its ability to provide a wide-range of pan-European solutions.

Even with its own network of some 500 branches in 80 countries and 15,000 employees – plus partners in a further 80 countries – Panalpina entrusts key elements of its supply chain services to Wallenborn.

27,000 truck movements

Panalpina's dedicated road feeder service (RFS) control tower in Luxembourg is closely aligned with Wallenborn's planning, service and security centre, managing over 27,000 truck movements in 2010.

Network

The main countries covered by this pan-European road system are Belgium, Switzerland, Czech Republic, Germany, Spain, France, Hungary, Italy, Luxembourg, the Netherlands, Romania and Slovakia.

Supported by its co-operation with Wallenborn, Panalpina has achieved a notable increase in volumes from



production facilities in Central and Eastern Europe as manufacturers have relocated to this region. Extending the supply chain geographically can mean higher risks but Wallenborn's expertise in security transport enables Panalpina to manage these extra challenges.

Secure

Panalpina is a customer of Wallenborn's 'Secure' product for the movement of high value cargoes for leading hi-tech brands.

Wallenborn provides an integrated logistics solution that includes use of its TAPA FSR 'A' certified facility



at Munsbach in Luxembourg. Here, Wallenborn collects shipments from across Europe, merges products, prepares for flight (check weigh, label, build up ULDs) and delivers to airlines at various gateways.

Cold chain

Panalpina has fully audited Wallenborn's 'Controlled' product – used by many of the world's leading pharmaceutical companies to maintain the integrity of their products during delivery - and it now helps to underpin the company's fast-growing cold chain services for the healthcare industry.

Air Canada contract covers 40 airports in 14 countries

Air Canada Cargo has awarded a two-year contract to Wallenborn Group to provide international road feeder services covering 40 airports in 14 countries in Europe.

The collaboration agreement covers Air Canada's major European gateways of Frankfurt and London Heathrow as well as markets such as Belgium, the Netherlands, Norway, Switzerland and Scandinavia. It will also see Wallenborn provide offline handling services for the airline in Germany.

As part of its vendor selection process, Air Canada was seeking a transport partner that would enable it to optimise total costs, achieve clear and transparent cost structures and provide benefits through network leveraging opportunities. Improving existing processes and service levels were other

key factors in the decision-making process.

Under the agreement, Wallenborn is providing a key account manager as a single point of contact for Air Canada to meet its commitment to provide trucks for despatch at six hours notice and fast transfers. This role will also include responsibility for ensuring 24/7 quick responses to requests, including ad hoc sales enquiries, and avoiding and resolving local issues using Wallenborn's network of offices across Europe, including new locations opened in Frankfurt, Munich and Stockholm.

Lise Marie Turpin, Managing Director of Air Canada Cargo: "We are very pleased to have concluded this agreement with Wallenborn in Europe. As our partnership with Wallenborn grows, our global customers will benefit from more consistent high quality customer service."



Delivering a 'Controlled' pharma solution for IJS Global

For years, temperature control was the paramount concern for healthcare companies as their sensitive products moved through the supply chain but today security of their high value shipments carries equal importance.

When tasked to satisfy the strict quality and security requirements of leading pharmaceutical companies, IJS Global the worldwide logistics provider, awarded part of a Europe-wide logistics contract to Rutges Cargo to support IJS over and above its own extensive fleet capability. Rutges, a wholly-owned affiliate of the Wallenborn Group, was selected because of its proven track record of combining security with a commitment to protecting the integrity of the cargo being carried.

Together, IJS Global and Rutges created extensive standard operating procedures (SOPs) based on the healthcare client's product needs. These combined a strict temperature-

controlled transport environment along with security processes for 'theft sensitive' pharma products. The SOPs clearly established the tasks and responsibility of each party.

Now, Rutges Cargo is regularly transporting pharma products on behalf of IJS Global and its healthcare customers throughout the EU, including Germany, the Netherlands and United Kingdom.

Jason Breakwell, Manager, Development & Key Accounts for Wallenborn Group, said: "IJS Global's choice of our 'Controlled' product reflects the growing trend for healthcare companies and their logistics service providers to seek

partners that provide a total solution for both security and temperature-controlled transportation. Our investment in this capability enables us to play a top end role in this very specific and demanding market sector.

"Like IJS Global, we are committed to continuous innovation and development of our products, our people, technical solutions, information, risk avoidance etc. in order to be a step ahead of our competitors and anyone that poses a threat to the shippers' goods during the supply chain process. This business relationship is built on our joint proactive approach, responsiveness and mutual understanding."



Jason Breakwell
Manager, Development
and Key Accounts

IJSGL**BAL**

Audits confirm pharma capability

Wallenborn's solutions for customers in the healthcare industry are regularly approved via extensive audits carried out by major pharmaceutical companies and their logistics service providers.

Partner review processes are an increasingly frequent requirement of pharma manufacturers and distributors given the highly sensitive nature and value of the products being shipped. As part of these audits, Wallenborn's current processes are assessed together with its compliance with Good Distribution Practises and other industry standards as well as the company's own SOPs.

Vehicles are also inspected along with records for training, vehicle maintenance and temperature calibration & mapping.

Wallenborn's reputation as a reliable and secure European transport provider to the healthcare industry is backed up by key investments in a modern, secure fleet, 24/7 temperature monitoring systems, training and education, and quality management.



Cargo crime is a way of life for some transport operators and their customers in Europe but Wallenborn has built a global reputation for secure transport in Europe through innovation and investment – and a growing client base of high value product manufacturers and logistics providers.

Industry benchmark security standards and crime intelligence = Secure

Wallenborn is an active member of the Transported Asset Protection Association (TAPA) and uses its industry benchmark security standards and cargo crime intelligence to underpin its ‘Secure’ product for shippers of highly valuable and vulnerable products.

Wallenborn’s name is now synonymous with the highest standards of security transport in Europe and the company has worked hard and invested heavily to build its reputation and track record. Having got it right, the rewards can be high with more and more companies in sectors such as healthcare, luxury goods, metal, consumer electronics, tobacco and automotive all increasingly aware of the risks of moving their goods in Europe.

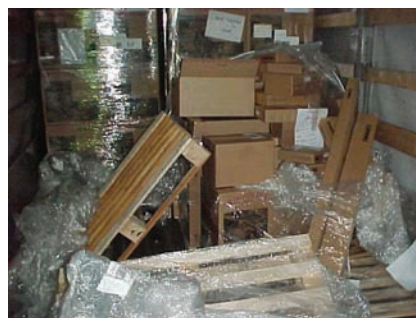
Emerging risks

The European Union calculates that cargo crime in Europe costs businesses in excess of €8 billion a year. Wallenborn has been able to build a solution that offers precision, consistency and scalability in compliance with TAPA



standards and client-specific SOPs.

‘Secure’ provides a cost effective service in terms of transport costs and loss



ratios and its fast deployment means it is able to adapt to emerging risks as well as offering one-off pan-European supply chain solutions. Wallenborn’s modular solutions for highly vulnerable cargo are based on best known methods, risk management, training and technology. They can also be customised to meet specific threats in individual regions.

Best advice

Having access to TAPA’s Incident Information Service gives Wallenborn

accurate information from law enforcement agencies, manufacturers and distributors, and transport and logistics companies on the latest reported crimes and the types of attacks being used by criminals. This vital information allows Wallenborn to provide the best advice and secure delivery options to customers.

As well as satellite tracking systems that enables the position of every Wallenborn truck to be pinpointed in real-time, the company’s growing fleet is fully equipped with security systems and equipment, including:

- Truck immobilisation technology
- Panic buttons, intruder and gas detection alarms
- Double steel security locks and reinforced doors
- Hard-bodied trailers
- Cage doors
- 24/7 alert messaging
- Centrally managed tracking and immediate response capability

Drivers are specially trained in security awareness and routes and stops are pre-defined, including the use of secure parking. Two driver vehicles and escorts are also deployed.

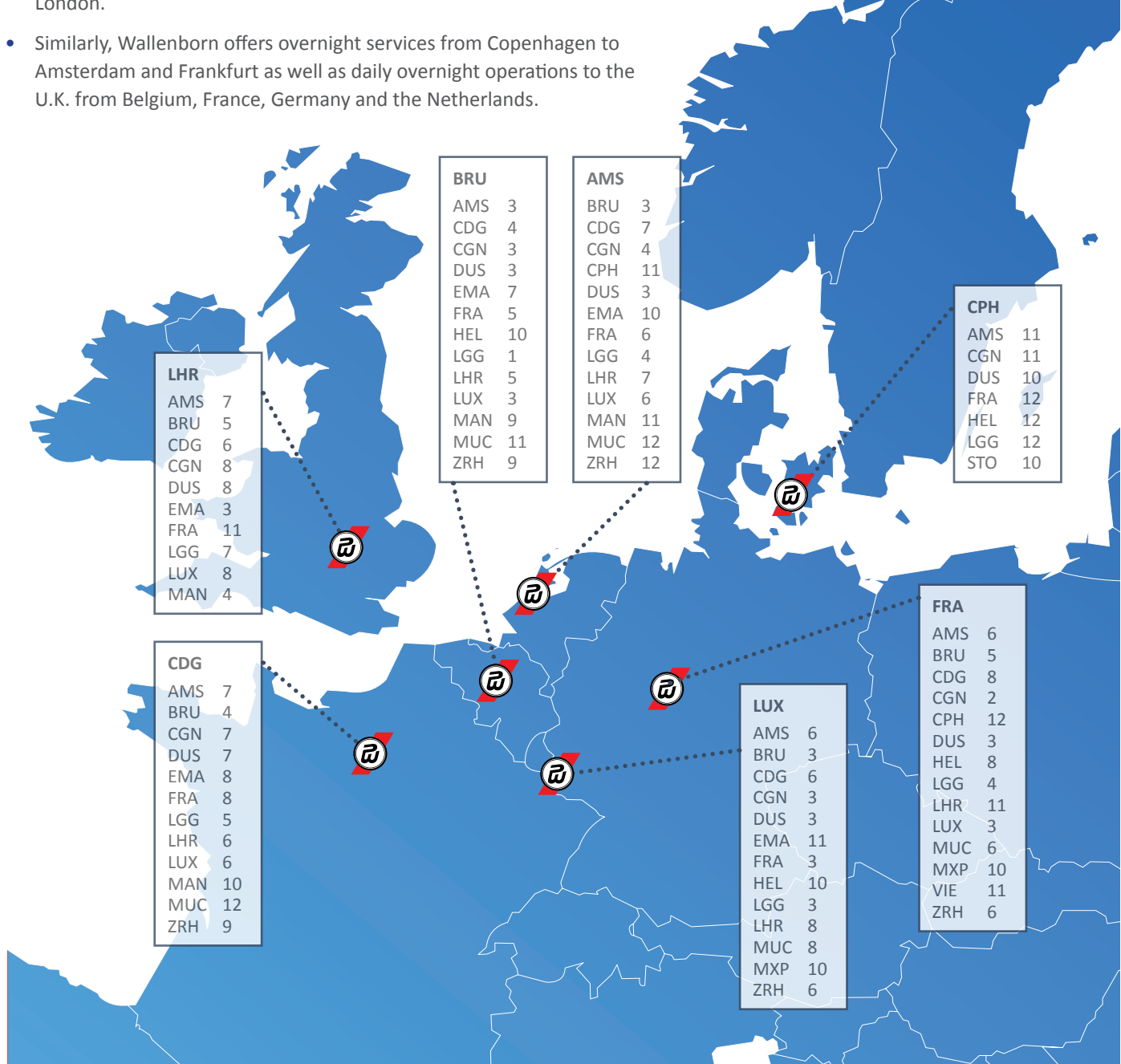
Anywhere in Europe within hours

Wallenborn's pan-European network enables it to connect major airports across the continent fast and frequently.

For example:

- From Frankfurt, Wallenborn offers overnight deliveries all over Germany, five days a week.
- Multiple daily connections operate between Europe's five main gateways of Amsterdam, Brussels, Paris, Frankfurt and Luxembourg.
- London and the U.K. are close to the Continent with scheduled daily services to AMS, BRU, CDG and typical transit times of just 8-10 hours from London.
- Similarly, Wallenborn offers overnight services from Copenhagen to Amsterdam and Frankfurt as well as daily overnight operations to the U.K. from Belgium, France, Germany and the Netherlands.

Over 100 cities are served from Benelux airports including 12 airports in France, 15 in Germany, 11 in Italy, 9 in the Nordics, 6 in Spain, and 14 in the UK.



Driving time in hours from Wallenborn's hubs to some of Europe's major air cargo arrival and departure airports

Wallenborn, the facts

Total fleet size: Over 550 units

Average age of vehicles in fleet: 3 years

Number of offices in Europe: 11

Cities with Wallenborn locations:

Amsterdam, Billund, Brussels, Copenhagen, Frankfurt, London, Luxembourg (HQ), Munich, Oslo, Paris, Stockholm

Number of airports served in Europe (Handling & Distribution): +100 in 30 countries

European service options: FTL/LTL, Full document & physical handling, Service Centre Dedication

Local distribution networks:

Austria, Belgium, France, Germany, Italy, Luxembourg, the Netherlands, Scandinavia, Spain, Switzerland & the U.K.

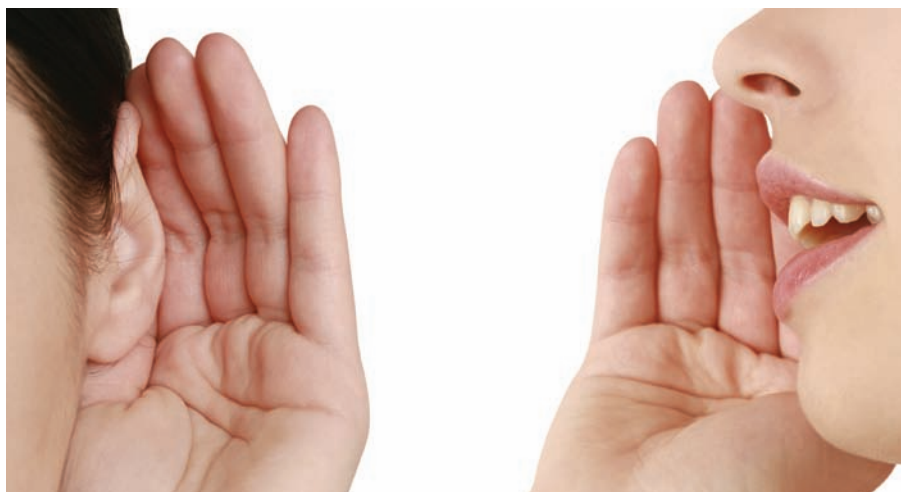


Vehicle types in fleet:

- Lowered Jumbos
- Airfreight Mega Trailers
- Mega Double-Deck Trailers (Hard-Sided)
- Mega Tandem Trailers (Hard-Sided)
- Temperature-Controlled trailers
- Dual Temperature Trailers
- Twin-Deck Trailers

IT systems:

- Dynamic booking process to plan loads and fleet
- Real-time satellite tracking and tracing
- Statistical and KPI overviews
- Cargo-IMP, FSU messaging
- Downloads of scanned documentation (e.g. CMR)



2011 CUSTOMER SURVEY

Tell us how we can serve you better

To develop its strategic direction, Wallenborn is to conduct a survey of customers to gain feedback on their changing requirements and their views of Wallenborn as a partner.

In most cases, the survey will be carried out in face-to-face interviews with customers globally. Wallenborn will use the information gained to set goals for the future to ensure it continues to provide the products and services most attuned to customers' needs.



Prime objectives of the survey are to:

- Establish how customers rate Wallenborn in terms of understanding, anticipating and accommodating their requirements and expectations
- Find out how Wallenborn can add more value and be the best partner



- Seek customers' views of Wallenborn's brand perception in terms of offering value for money as well as their product awareness
- Understand the importance of the services Wallenborn provides in relation to the overall quality of its competitors' products
- Outline the main factors that should be measured as part of a service level agreement or continuous improvement programme





Working towards Cargo 2000 certification

Wallenborn was the first road transport operator to join IATA Cargo 2000's performance monitoring and quality improvement programme for air cargo and it remains the only trucking company in Europe to participate in the group of nearly 80 leading airlines, freight forwarders, ground handlers, trucking companies and IT providers. Now, Wallenborn aims to achieve another first with implementation and certification under the Cargo 2000 Master Operating Plan.

In recent months, Wallenborn has been measuring performance against Cargo 2000's Service Level Agreement criteria for road feeder services, covering its operations out of Amsterdam, Brussels, Frankfurt and London. Scandinavia will be added later this year.

The SLA measures RFS operators performance over several 'mileage' points in the Airport-to-Airport route map. There are three measurable milestones:

1. Confirmation of Booking

Wallenborn encourages electronic bookings and has developed a program that automatically extracts AWB details for consignments allocated to Wallenborn for onward carriage. Within eight hours of the receipt of this order Wallenborn transmits an FSU BKD message to the client airline which is also used to measure the company's performance.

2. Vehicle Load & Departure

The time the vehicle departs the Airport of Loading is recorded and measured against the Scheduled Time of Departure. In order for this movement to qualify as an on-time departure it must have been loaded and departed within 60 minutes of the STD.

3. Vehicle Arrival & Unload

The arrival time of the vehicle is recorded and measured against the Scheduled Time of Arrival.

Wallenborn will submit monthly reports to Cargo 2000 showing the company's on-time performance.



Stockholm becomes fourth office in Scandinavia

Wallenborn and its affiliate Haugsted AirCargo Services, specialising in air-cargo ground services in the Nordic region, has opened an office at Stockholm Arlanda Airport.

The office, located in the new Spirit Air Cargo Handling terminal in Arlanda Airport, will coordinate services across Sweden on behalf of airlines, freight forwarders and cargo GSAs. It is Haugsted's fourth office, joining Billund, Copenhagen and Oslo. Peter Nygaard has been appointed Branch Manager.



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