

# accelerate

The Wallenborn newsletter for businesses that are going places

## Building a total transport solution in Europe

Special report:  
pharma in Europe

First to publish Cargo 2000  
performance data

Top award for 'the future  
of road transport'

Broader Service Offering

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# Welcome

## Growth built on tradition

**This is the first issue of Wallenborn Group's new customer newsletter and it aims to give you a clear view of the size and scope of our business throughout Europe and, I hope, demonstrate our ability to become that very important partner to manage your supply chain.**



Our members of the Wallenborn Group – Wallenborn Transports S.A., Haugsted Air Cargo Services and Rutges Cargo bv – have been in operation for a total of 337 years. Individually, all three companies have continued to develop because they have moved with the times and kept pace with progress in terms of vehicle development, network and product expansion, investing in people and, in more recent times, embracing advancements in technology.

As three individual companies, each had their own strengths, capabilities and clients. As a single group, we are even stronger – and able to offer you much more.

We are building a total transport solution in Europe. Of course, we already have an extensive offering for our customers but in keeping with our traditions, we are hungry and ambitious to continue growing and developing. We set the highest standards for our business and set

ourselves apart from our competitors in terms of our network product, quality and value. We offer more to our customers and bring new solutions to the market that are not available elsewhere today. We want to stand out from the crowd of transport operators in Europe.

In this newsletter, you will read much more about Wallenborn Group as we introduce our executive team, demonstrate our capability and reflect on some of our most recent milestones. Also, we have included a special report on the pharmaceuticals sector in Europe, one of our core markets today and an area where we expect to see continued strong growth.

We value your business and look forward to building our partnership with you.

**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 large, modern and diverse fleet of trucks, trailers and vans to meet all your transport requirements in Europe
- The average age of our vehicles is less than three years
- Our Customer Service teams are on call 24/7 in addition to our network of offices in Belgium, Denmark, France, Germany, Luxembourg, the Netherlands, Norway and the U.K. providing you with local experts and local market knowledge
- Our scheduled transport network in Europe from various main hubs delivers to 100+ airports and provides domestic distribution in the Benelux, France, Germany, Italy, the Nordics, Spain and the U.K.
- We use advanced IT systems to manage and track our fleet and to monitor vehicle movements for all security shipments
- Our vehicles incorporate temperature control technology with separate temperature 'compartments' and management systems
- Trucks are fitted with the latest GPS satellite and in-cab data communications for constant vehicle monitoring and driver contact
- We are the only trucking company member of the Cargo 2000 quality management system – and the first to publish performance data in accordance with the Cargo 2000 standard
- We are ISO 9001: 2008 quality certified
- We are fully compliant with TSR level 1 of the Transported Asset Protection Association (TAPA) standards
- We operate TAPA FSR 'A' security certified warehouse facilities in Amsterdam and Luxembourg
- We are the future of distribution in Europe

# About us... **Business Facts**



## OVERVIEW

### Total fleet size

More than 550 units

### Average age of vehicles in fleet

3 years

### Number of offices in Europe

10

### Cities with Wallenborn locations

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

### Number of airports served in Europe (Handling & Distribution)

Over 100 airports in 30 countries

### European Service options

- FTL/LTL distribution
- 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

### Customer Service Team

24/7 throughout Europe



## QUALITY & IT

- Member of Cargo 2000
- Quality certification to ISO 9001:2008

### IT SYSTEMS

#### In-house IT system providing:

- Dynamic booking process to plan loads and fleet
- Tracking and tracing module: satellite controlled and real-time communications
- Statistical and KPI overviews
- Cargo-IMP, FSU messaging
- Downloads of scanned documentation (e.g. CMR)



## SECURITY

- Accredited Regulated Agent
- AEO (Authorised Economic Operator)
- Member of the Transported Asset Protection Association (TAPA) since 2002
- FSR 'A' certification to TAPA security requirements for truck transportation
- TAPA FSR 'A' security certified warehouse facilities in Amsterdam and Luxembourg.

### Vehicle security

- Double steel locks
- GPS tracking by satellite
- Permanent localisation of vehicles
- Onboard computers
- Cellular telephones
- Dual drivers & escort where necessary
- Data security & integrity
- Full transparency for customers

## Rutges Cargo

Rutges Cargo was originally founded in 1886, transporting coals using horses and was a pioneer in air cargo transport since the 1970s. Today, it has offices in Amsterdam, Brussels and London and provides scheduled road transport services to over 100 airports throughout Europe.

The company is also a specialist provider of security transport for high value shipments, such as pharmaceuticals, in Europe, supported by its membership of the Transported Asset Protection Association (TAPA).

Prior to its acquisition by Wallenborn, Rutges Cargo was owned by The Wim Bosman Group in the Netherlands.

## Wallenborn Transports

Founded in 1920 by Metty Wallenborn, the company expanded from its Luxembourg base to offer international transport in 1963.

Express and air-cargo services were introduced in the 1980s. Wallenborn is one of the first to equip its trucks with cellular telephones in 1992 and in 2001, the head office located to a purpose built logistics centre in Munsbach, near Luxembourg airport.

In 2005, Wallenborn Transports SA incorporated the transportation company Weis and in 2009, Frantz Wallenborn, Ludwig Bertsch & Afinum GmbH acquired holdings in Wallenborn.

## Haugsted AirCargo Services

Haugsted was founded in 1887 as the first freight forwarder in Denmark focused mainly on international expedition. In the 1930's door-to-door solutions were introduced, initially between Copenhagen and London and trans-Atlantic sea and air services were launched.

Haugsted has been active in air-cargo trucking since 1994. In 2010, it operates a full Nordic distribution network revolving around its central hub in Copenhagen and facilities in Billund and Oslo. This network extends beyond the Nordics to reach the main airports in Western Europe on a scheduled basis and includes handling, transport and 3PL activities. Haugsted's previous owner was Dachser.



Wallenborn can trace its business roots back to 1920 but its presence and capability have increased significantly in the past five years. A change in ownership and two high profile acquisitions in 2009 have given the company sharpened focus and significantly increased its presence and service offering in Europe. CEO, Jérôme Lorrain, reflects on a year of growth and development and talks about Wallenborn's ambitious plans for the coming years ...

**What is your strategy for the Wallenborn Group?**

These are the three pillars of our strategy:

- Build a pan European network supporting the air cargo and logistics industry
- Become a leader in the road feeder activities and transportation of highly vulnerable cargo
- Be recognised as a strong brand

Over the last year, the Wallenborn Group has been reformulating its commercial and network product strategy. Our vision is to become the only real pan-European network logistics provider for air cargo distribution including transportation and warehousing/handling.

This means that we are building a large network in Europe beginning with connecting up the main airport hubs and, in parallel to this, looking at our domestic distribution offering countries such as Belgium, France, Germany, Italy, Luxembourg, the Netherlands, Scandinavia, Spain and the U.K. where we are distributing locally.

**What are your priorities for the next 3-5 years?**

- Geographical market presence; to grow in the markets where we are not yet present

- To deliver the highest quality standards in all entities of the Wallenborn Group
- Product innovation; to always meet the latest customer expectations in terms of technology and market differentiation

**What can customers expect to see from you in terms of development and added value?**

Our Pan-European presence corresponds to our one-stop shop concept with a single IT platform across the Wallenborn Group and the ability for customers to grow with us. We believe customers want to be associated with partners with a strong reputation for service and quality that demonstrate financial health in order to provide a sustainable product offering.

**How will you be different from other transport providers in Europe?**

Through the size of our market presence and the fact that we are technologically advanced and can provide fast and accurate information with all the benefits and efficiencies that go with that capability. Also, by managing our own capacity in the most efficient and co-ordinated ways in the network.

**What are your customers looking for?**

Flexibility, reliability and a pan-European solution at the most optimised rates.

**Will you continue to offer value added services such as secure transport and temperature-controlled solutions?**

We don't want to be dependent on one product portfolio only but rather present and active in our prime products areas, which are: air cargo, special products such as cold chain and high value cargo and general cargo.

**You have acquired Haugsted and Rutges Cargo – what attracted you to these businesses?**

They are two companies that stand out in terms of the quality of their operation and people and their strong customer base. They share the same philosophy as Wallenborn and are geographically complementary in terms of their respective networks. There was also no overlapping in terms of customer base, which was another important factor for us.

**Do you foresee making further acquisitions?**

Yes, if the right opportunities arise.

**What are your priorities for 2010?**

We are focusing on productivity, the development of our IT system and IT SOP alignment of the entities in the Group and this is already in progress. We also want to continue to build the Wallenborn Group.

**What will be your key area of investment in the next 12-24 months?**

Capacity, I.T. that provides benefits to our customers, personnel training and network expansion.

# Introducing our executive team



## **Frantz Wallenborn**

**TITLE:** Group President

**BASED:** Munsbach, Luxembourg (Head Office)

**PREVIOUSLY:** Became CEO in 1989 and took over the family business in 1995.



## **Jérôme Lorrain**

**TITLE:** Chief Executive Officer

**BASED:** Munsbach, Luxembourg

**RESPONSIBILITIES:** Overall management responsibility

**PREVIOUSLY:** Supply Chain Manager in the UK and Ireland; various management positions with Kühne & Nagel in Luxembourg, India and most recently Managing Director for Kühne & Nagel Thailand, Cambodia, Myanmar and Laos based in Bangkok.



## **Paul Salhani**

**TITLE:** Chief Financial Officer

**BASED:** Munsbach, Luxembourg

**RESPONSIBILITIES:** Wallenborn Group's financial and administrative affairs

**PREVIOUSLY:** After having completed a Master's degree in Economics in Paris, Paul joined Wallenborn Management 18 years ago.



## **Heath White**

**TITLE:** Director Development and Product Network

**BASED:** Munsbach, Luxembourg

**RESPONSIBILITIES:** Commercial and product responsibility for various business partners and a particular focus on airlines and ground handlers.

**PREVIOUSLY:** Chief Operating Officer at AviaPartner. Prior to this, at Swissport Cargo Services as Country Manager Germany, VP Global Sales & Key Account Management and SVP Cargo Handling Europe.



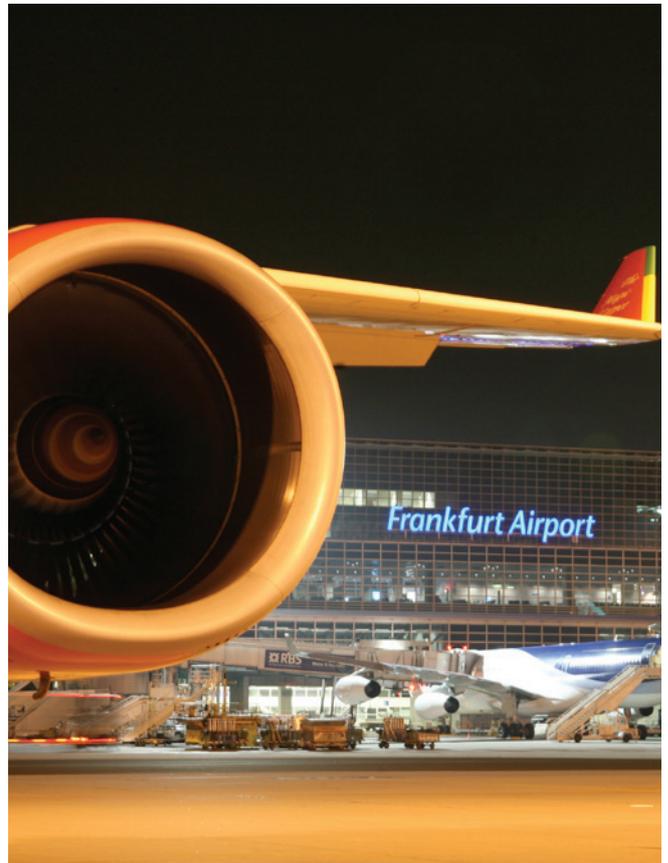
## **Jason Breakwell**

**TITLE:** Manager, Commercial & Key Accounts

**BASED:** Munsbach, Luxembourg

**RESPONSIBILITIES:** New products, customer development, fresh ideas, integration of commercial strategy.

**PREVIOUSLY:** Commercial Manager of Rutges Cargo for 10 years.



## A strong commitment to the German market

**Wallenborn has opened a new office at Munich Airport after having opened at Frankfurt Airport last year to spearhead its growth in Germany.**

Group President Frantz Wallenborn said: "The German air cargo market is central to our strategy of providing full European distribution to all Wallenborn customers. Whilst we have seen some other transport companies curtailing their operations in Germany, our focus is to offer not only traditional distribution products in Germany but also large-scale-distribution and handling throughout the network. We share the same approach to quality and service delivery as airlines and freight forwarders in Germany and we are confident they will recognise Wallenborn as a strong partner.

"The combination of a local team with proven knowledge of the Frankfurt and German markets and our full Wallenborn Group infrastructure means our customers benefit from a local focus complemented by a large central resource providing a full range of logistics solutions. Not only are airport distribution and direct pick-ups and deliveries core to our product, but also full handling and dedicated customer care through formulated key account management concepts."

Hermann Schlienbecker has been appointed Branch Manager of the new Frankfurt office.

This latest expansion follows Wallenborn's success in gaining significant new business contracts that incorporate the German market. The largest part of Wallenborn's business is distribution products for airlines and it also has successfully developed solutions for high value and temperature-sensitive cargo transportation.

# Wallenborn becomes first trucker to publish data to Cargo 2000 standards



## Wallenborn has become the first trucking company to publish performance data measured against Cargo 2000's service level agreement for road feeder services.

Cargo 2000 is a group of over 70 major airlines, freight forwarders, ground handlers, trucking companies and IT providers. Its members are implementing re-engineered air cargo transportation processes from shipper to consignee using Cargo's 2000's 'Master Operating Plan'. This sits at the heart of an industry-wide process control and reporting system that drives data management and corrective action systems. It substantially reduces time spent managing irregularities, such as service failures, cuts the time required for manual track and trace procedures and leads to a reduction in service recovery costs.

Wallenborn provides scheduled cargo deliveries for airline and freight forwarder customers to 100 airports throughout Europe and was the first trucker to join Cargo 2000. In compliance with the Cargo 2000 standard, the company is measuring and reporting its performance against key milestones in the road transport journey; booking processed, on-time departure and

on-time arrival. Freight Status Update (FSU) messages are sent to the client airline within 60 minutes of these events.



Jérôme Lorrain, CEO of Wallenborn Transports, said: "We are capturing data to report to Cargo 2000 by using onboard computer systems

that have been fitted to our transport fleet. We are also developing the use of SMS messages from mobile phones as a means of transmitting FSU data. The first three months of data have been used to enhance our performance in all areas of our operation.

"The Booked Message contains both estimated and actual delivery times against which our on-time performance is measured and distributed to Cargo 2000 members. We will use this data to discuss our performance at regular meetings with individual Cargo 2000 members that are customers of Wallenborn in Europe and share our commitment to both quality of service and cost efficiency of operations. Many of our airline customers have told us their customers place a high value on the knowledge their shipments have a confirmed and specific onward truck connection with a recognised flight number so we consider the Booked Message milestone to be a useful development."



Jenny Holdaway, Manager of Rutges Cargo's office in London received the 'Road Freight Award' from John Fossey, Editorial Director of Containerisation International, watched by award host, Steve Ryder.

## Top award for Rutges Cargo as a 'benchmark for the future of road transport in Europe'

Rutges Cargo, part of the Wallenborn Group, won the 'Road Freight Award' in the 2009 Freight Industry Awards organised by leading industry publication, International Freighting Weekly (IFW) for its success in building a business that created 'a benchmark for the future of road transport in Europe'.

The awards are presented annually to recognise those companies across the sector that have demonstrated excellence over the past year and gone beyond the normal expected levels of performance and service.

The judges said they were impressed by the way the company reinvented itself and "diversified into new, associated markets. Rutges recognised the challenges faced in the air cargo trucking sector in Europe and, while continuing to develop itself in this sector, successfully moved into markets such as the high-value, high security cargo sector.

Five years later, the result is a successful, profitable business model that is setting a benchmark for the future of road transport in Europe, recognised among its customers as a truly value-added part of the supply chain."

The judges also praised Rutges Cargo's environmental credentials and participation in industry quality initiatives, such as Cargo 2000.





# Meeting the changing needs of Europe's pharmaceutical manufacturers

When it comes to the distribution of pharmaceutical and biotech products within Europe, few would disagree that the landscape has changed significantly. Direct-to-Pharmacy developments in the UK and other countries, along with new products that have differing and more challenging transportation characteristics, has promoted the need for the logistics industry to 'step up' and provide a more diversified range of services.

Inevitably, as the supply chain becomes more integrated with the end user it becomes more complex to manage, largely as a result of more frequent but smaller shipments. From a regulatory compliance viewpoint this can be a real challenge, not least in terms of temperature stability, particularly since over the next 2-3 years over 50% of all newly approved medicines will be biopharmaceuticals which have particular temperature sensitivities during transportation.

As a key partner of the pharmaceutical industry, Wallenborn Group is rising to this challenge.

#### Market size & characteristics

Jason Breakwell, Commercial Manager, said: "The European pharmaceutical market is significant - over US\$170 billion in turnover and comparable to the combined market size of Japan, Asia, Africa, Australia, and Latin America. Growth has largely been driven by increased use of medications for age-related diseases, greater use of pharmaceuticals as a result of a shift from hospital care to outpatient care and the development of new drugs for diseases that were never before treated pharmacologically, e.g., obesity, high blood lipids and impotence.

"Europe's biggest markets are Germany, France, Italy and the UK, representing about 60% of the total European market. The fastest growth has been in Eastern Europe, where access to pharmaceuticals is on the rise and there has been a significant expansion of contract manufacturing and consequently the need for logistical support activity."

Industry harmonization, more concentrated manufacturing (including generic production) and centralized RDC locations such as those in the Netherlands, has increased the need for high quality logistics providers and particularly those with pan-European networks.

### Emerging changes

Although the distribution and logistics requirements of the pharmaceutical industry continue to change with the development of new and more valuable products, the need for end-to-end temperature assurance remains paramount. Many pharmaceutical products require storage within defined temperature or humidity ranges, as dictated by stability studies, and there is increasing focus by regulators upon the 15-25°C range in addition to the 2-8°C refrigerated band-width that quality-focused logistics providers like Wallenborn have become competent in providing.

Regulators also require full documented evidence to show that all the appropriate conditions have been satisfied throughout the custody chain and the responsibility of each party is clearly stated as part of a formal contract or agreement. Manufacturers must therefore choose professional transport operators with whom they can develop and monitor Standard Operating Procedures (SOP's).

The vehicles used are central to the transport operations and are essentially an integral component of the overall transport system. Wallenborn vehicles are temperature mapped, qualified/validated with records generated and retained to show that these activities were performed and successful. Temperature mapping is used to identify hot/cold spots within the vehicle and any temperature gradients across the load.

Emerging changes in minimizing overall distribution costs are clearly evident however, largely driven by current economic pressures and the need to take an in-depth look at practicalities. This pressure comes with the demand that operational logistics quality is not reduced and has been increasingly aligned with recognizing the environmental issues associated with a dedicated but part-full truck load. The balance has always been between the concerns of manufacturers towards co-loading products from different manufacturers on one operator's vehicle, versus finding an effective, secure system that can also manage multiple temperature requirements.

This was once a difficult call but with vision and investment, the Wallenborn fleet incorporates new vehicles with separate compartments dedicated to different temperature zones that can do precisely what manufacturers have been asking



for. They allow shipments of varying size and transport requirements to be carried on the same vehicle, representing considerable cost savings and reducing the impact upon the environment compared

## 'Customers must place equal importance on choosing a transport operator that has a network structure based upon using only its own vehicles and drivers'

to a full vehicle being used for less than full truck loads.

Jason Breakwell said customers must place equal importance on choosing a transport operator that has a network structure based upon using only its own vehicles and drivers. This is vital in order to avoid one of the main areas of concern for manufacturers – the loss of control when 3rd party transport companies are used.

### Security provision standards

In a market where counterfeit drug sales are estimated to reach \$75 billion by 2010, it is clear that drug counterfeiting is on the increase. The European Commission alone reported that in 2007 they had seized 2.7 million counterfeit items.

Wallenborn's commitment to procedurally securing the supply chain for the increasingly regular movement of today's more valuable products provides an important part of the process towards the prevention of counterfeiting. Manufacturers naturally want to ensure that security procedures at their outsourced manufacturing and distribution locations have a high integrity. But when it comes to outsourced transportation providers, how can they be sure that appropriate security standards are being applied?

Wallenborn is a member of TAPA (the Transported Asset Protection Association), which has been at the forefront of the drive to ensure that logistic providers recognise the importance of securing their part of the supply chain for commodities such as valuable pharmaceutical and healthcare products.

"Many manufacturers will know that the real cost of freight losses from theft can be up to seven times the value of the goods. The cost of product replacement, missed deadlines and possible emergency production, to say nothing of the damage

to brand identity, can be considerable and inevitably lead to higher insurance premium," adds Breakwell.

### Training & Quality

Wallenborn's services to the pharmaceutical industry comply with the relevant sections of Guidelines on Good Distribution Practices. All staff - including drivers, office staff and senior management – is aware of these and other good practices adopted by the industry so that they can appreciate the reasons for the stringent regulations. The company's procedures are documented and, given the

multi-cultural nature of the European truck driving workforce, are supplemented by practical, relevant guidance in appropriate languages and/or pictorial displays.

### Tracking

Real-time tracking and visibility of temperature have become a key aspect of transport operators' service provision. Cold chain visibility means having the right product in the right place at the right time and in the right condition and has become ever more important with the constant changes in the development of products and their value.

To address the concerns of temperature stability and security, Wallenborn has established information systems that provide real time vehicle tracking and monitoring at least to the level of a selected vehicle during the journey. GPS technology also provides the ability to create real time visibility of product temperature during a journey and also to detect temperature excursions.

In addition, its vehicles are fitted with an audible alarm to warn of temperature deviation and improved technology also allows much better data communication with control centres, task planning, navigation and route optimization in order to avoid potential delays in transit, before they happen.

For more information on our cold-chain and security solutions for healthcare products, please contact [info@wallenborn.lu](mailto:info@wallenborn.lu) or [jason.breakwell@wallenborn.lu](mailto:jason.breakwell@wallenborn.lu).



**Jason Breakwell**

Manager, Commercial & Key Accounts



## Broader service offering to cover entire logistics chain

### Wallenborn has extended its product offering to cover the entire logistics chain from aircraft landing to final delivery.

This includes, where applicable, hub handling, trucking to final destination, document and physical handling at destination and delivery to consignee and vice versa for the export transit chain. The Wallenborn Group can offer distribution from main airport hubs such as AMS, BCN, BRU, CDG, CPH, FCO, FRA, LHR, MAD, MUC, MXP, VIE and ZRH to some 100 other airports as well as full handling at over 80 airports in Europe.

Wallenborn's Distribution Service Centres (DSC) employ dedicated teams to coordinate ground transport and handling, including all Cargo-IMP messaging, communication and related customer service. Key account 4PL management concepts at strategic and operational level ensure adherence to framework agreements and also relationship development with the customer.

This all-in-one product offering can be likened to the 4PL concepts of integrators and dedicated logistics operators that dedicate operations to their customers to provide the benefits of self-handling whereby they manage the whole logistics chain from start to finish using their own and partner's capacity to satisfy customer requirements.

Wallenborn has set up two network DSCs in Amsterdam and Frankfurt aside from the central 'control tower' in Luxembourg where dedicated personnel can provide a host of customer benefits:

- Simplification and harmonization of logistics (trucking and handling) across some 25 countries: the distribution is guided by a standard service agreement and standards of performance and communication
- Administrative precision and transparency over the whole network

from performance reporting to invoicing (one invoice possible)

- Clear management structure around the product: DSCs and the Operational Key Account Managers in the main hubs look after the day-to-day operations and ensure the integrity of the product. A Strategic Key Account Manager ensures that the product and contractual frameworks are continually assessed, measured and adapted
- Customer Service – an integral approach towards the market ensures seamless communication and provision of information
- Continuous development: in ever-changing and fluctuating markets, the partnership aims for strategic development to manage market trends and create new opportunities
- Supreme quality and transparency



**Group President Frantz Wallenborn said:** "Wallenborn Transports S.A. has entered into the European market with the aim of creating scheduled connectivity and A-Z logistics solutions in some 25 countries using its own resources and equipment".

Haugsted AirCargo Services and Rutges Cargo were two essential additions into the Wallenborn Group which have especially strengthened distribution capability in Northern Europe whilst strategic partnerships with dedicated resource have opened up key markets in Southern and Eastern Europe. Wallenborn's expanded office in Frankfurt is now a key centre of co-ordination for the Group's airline products.

This capability creates an all-encompassing way of working that generates higher quality and cost savings, not only through large volumes but also by cutting those 'softer' costs such as administration resources.

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