Company Presentation Overview





#### The UK's Largest Independent Logistics & Global Trade Management Pro<u>vider</u>

Uniserve seamlessly combine ocean freight, air freight and road freight services with intelligent warehousing, distribution and supply chain solutions.

Founded in 1984, Uniserve has established itself as a pioneer in the logistics and trade management industry, known for its innovative service solutions and exceptional customer service.

With a commitment to excellence and a passion for helping clients succeed, Uniserve, employs over 1,200 employees in the UK and Internationally is proud to serve customers located throughout the world.

#### Proud of our British Heritage, which has evolved into a truly global business



#### UNISERVE your global business

Constantly challenging for better, faster, cheaper.

### **Our History**

#### Est 1984 – The start of the journey

1986 – First warehouse built

- 1990 Uniserve Airfreight launched
- 1993 Uniserve Ireland launched
- 1994 Purchased European road freight company
- 1996 Invested in Tilbury port centric land
- 1999 Purchased facilities in Manchester, Heathrow & Glasgow
- 2000 Full supply chain management commenced
  - 2001 China property purchased

2004 – Built London high bay super DC

2006 - Formation of Govt funded logistics academy

#### 2015 - 2019

- **2015** Rotterdam office opened
- **2015** Invested in Zenith UK Distribution
- 2016 Invested in James Kemball
- 2016 Development of Northampton whs estate
- **2018** Global Freight Employer of Year
- **2018** FTA Logistics Partner of the year
  - 2018 Appointed UK Govt Advisors (Tech & Customs)
    - 2019 BIFA European Logistics Award

#### 2020 – 2023 Achievements

- 2023 Masters level PgDip/MBA (Supply Chain) apprenticeship
- 2023 Two London offices opened
- **2022** Launch of USX service
- **2022** Invested in airfreight business (OTX).
- 2022 Invested in Efret & George Baker
- 2022 Opened offices in Portugal, Spain, Germany & Holland
- 2022 UK Nol Logistics Provider
- 2022 BIFA Ocean Services winner
- 2021 Felixstowe Mega DC opened.
- 2020 Chosen as PPE supply chain partner by UK Govt.

2014 – Invested in CP Training

- 2013 Uniserve Drinks Logistics launched
  - 2012 Established Supply Chain Academy
  - 2012 Invested in large European operator
  - 2011 New HQ & training centre (Upminster)
- 2010 23,000 sqm warehouse purchased (Tilbury)
- 2008 Felixstowe port centric 36 acres (£45m investment)





Supply chain management consultancy Supply chain management consultancy



Education

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Technology



**International freight** management (road, ocean, air, rail)

### 

Warehousing



Distribution

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**Customs clearances** 

**Environmental compliance** 

**Risk and trade analysis** 

**Connecting the Supply Chain** throughout the product lifecycle Our services, facilities and people are agile, dynamic, specialist and best in class, all underpinned with continual development, investment and improvement.

Through the ownership and development of assets we connect each part of the supply chain.



METRO 🖅 ELLERMAN SEAFAST

**\***DG

♦ PRO CARRIER

kemball

🔇 GeorgeBaker

CustomsInsiahts

OTX

(A-) ATRAX LOGISTICS



efret

**BEYONDLY** *∉* ELITE

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cp training services

supply chain

academv

### **Our Mission Statement**

To be a recognised leader, by continuing to develop innovative and proven operations and services in logistics and global supply management. To become an integral part of our clients business, managing their products and expectations and ensuring they reach market without delay or issue. We will achieve this with a passionate workforce and quality partners around the world, who ensure our business is continually evolving and at the forefront of industry.

### **Our Values**



**Pride** Our people are proud of the fact they work for Uniserve and in everything they do.



**Reward** Our people are rewarded for contribution and for value they provide us and our customers.



Improvement Our people are encouraged to constructively challenge so they reach their full potential.



#### Involvement Our people are well informed of progress in our trade, company and customers.



**Commitment** Our people are committed to delivering exceptional service.



Fair Treatment Our people are respected and encouraged to respect others, whoever they are.

### **Our Centres of Excellence**



Uniserve provide distribution and logistics services from facilities across the UK and Ireland.

Our global international trades are controlled from the UK through Tilbury Control Tower (Surface) and Heathrow Control Tower (Air).

Central services, education and technology is located at our London HQ, with regional support teams in China, Singapore, Europe and the United States.



### **Global Presence with Local Capabilities**

### Present in every major trading market

#### Our Overseas Partnerships are managed jointly by our Trade Management and Regional General Manager network.

We only work with like minded partners, specialising in their core capability, all linked to our One World Supply Chain operating platform.

One World technology drives each and every individual, through workflows, exceptions and notifications of their responsibilities and duties.

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### **Regional Global Management Centres**



#### **Our RGM's Oversee and Support:**

o In-depth global client management

- Global Supply Chain development
- Overseas Partner development
- o Carrier management (Sea/Air)
- Management of global operations
- Monthly KPI reporting and opportunity reviews
- Client, partner and supplier strategy meetings
- Technology implementation
- Training and development
- Promotion and delivery of all our services
- Local trends and change
- Regional intelligence



### An Ocean Of Supply Chain Possibilities Sea Freight

**UniOcean** is the ocean freight trading division of **Uniserve**, the largest and most successful independent ocean freight carrier in the UK. **UniOcean** offers more choice than our competitors, with an extensive range of flexible FCL options and a vast array of our own LCL services.

Our methodology is to financially invest in and control the components before tailoring them to our customer needs.

This includes warehousing, distribution, container transport, port operations, IT platforms, customs connectivity, overseas operations and training, all of which are now developed in house.







#### FCL

Service contracts and guaranteed space, achieved through our major annual volumes.



## 30

Solutions that encompass the entire supply chain and peak season management programs.

**FREIGHT MANAGEMENT** 



#### CONTRACTS

3, 6 and 12 month spot contract options available allowing fixed pricing, subject to volumes.



**BUYERS CONSOLIDATION** Multi-vendor and multi-region

origin consolidations to minimise costs.



#### CUSTOMS

Customs clearance and duty management through our own offices and overseas partners.

## UNIOCEAN

A True Master Consolidator

#### LCL

An unparalleled number of weekly import and export departures with the fastest transit times.



**PROJECT CARGO** Solutions for out of gauge and unusually sized cargo, including ship chartering.



#### **COOL CHAIN**

Temperature controlled equipment for perishable and frozen products with our own specialist knowledge.

## Reach New Heights With Uniserve **Air Freight**

**UniAir** is the airfreight trading division of **Uniserve**, a leading global airfreight provider covering the world's major airports.

Through global carrier contracts and blocked space agreements we offer a wide range of scheduled services worldwide.

As the **UK's largest independent logistics provider**, our market position is based on significant volume and a long track record of successfully fulfilled contracts.

Our airfreight division has won numerous industry awards, including the **BIFA Airfreight Award** for a record breaking five times, which is a testament to the efforts and endeavours of our team.







**SCHEDULED** Guaranteed space, achieved through our major annual volumes.



CHARTERS

We cater for those larger, and often urgent, movements on non-scheduled flights at short notice.



#### TIME CRITICAL

Express and back to back airline services to and from all major airports around the globe.



**COURIER** Using our very own parcel solution we offer worldwide courier services with online tracking



#### **FREIGHT MANAGEMENT**

Solutions that encompass the entire supply chain and peak season management programs.



#### MULTIMODAL

All modes of transport and possibilities available, including sea/air, road, rail and ocean.



HAND CARRY Bespoke and tailored solutions and service deliveries for all business requirements



#### CUSTOMS

Customs clearance and duty management through our own offices and overseas partners.

# UNIAIT

A True Master Consolidator

### PAN EUROPEAN Freight Solutions

**UniEurope,** a trading division of Uniserve, provides European road freight services that cater for all cargo types, including loose, palletised GOH, hazardous and ADR cargo.

This unique approach makes UniEurope a specialist in helping customers navigate complex supply chain challenges. uniserve

www.uniserve.co.uk

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- Full load, part load and groupage services
- Wide variety of equipment availability, including 45ft containers (UK & Europe)
- High security services (box trailers and/or containers)
- Temperature controlled services
- Wine & drinks logistics experts
- Short sea and intermodal services
- Customer centric solutions
- Bespoke solutions for complex supply chains (Timed deliveries, tail lift equipped, KPI reporting & document control)

### unieurope



#### GROUPAGE

Regular scheduled groupage (economy) services covering all of Europe via major hubs.



**EXPRESS** Express groupage services for more urgently required shipments with faster turnarounds.



#### DEDICATED

Accompanied driver services including full loads and bullet vans at a moments notice



A wide range of economical unaccompanied driver services for full load shipments.



**PROJECT CARGO** Solutions for out of gauge and unusually sized cargo, throughout Europe.



#### CUSTOMS

Priority customs clearance services, including Duty, VAT and intrastat controls, as required.

## unieurope

A True Master Consolidator



SHORT SEA

Economical container movements through Northern European and Mediterranean ports.



#### INTERMODAL

Intermodal services including full road/rail/ road options to and from major European cities.

### Pan European Network



#### Trust UniEurope for your pan-European road freight needs

Uniserve's pan-European road freight service offers a reliable and cost-effective solution for transporting goods across Europe. With a large and robust network of trusted partners, Uniserve can provide seamless end-to-end logistics solutions, including customs clearance and warehousing services.

Utilising our OneWorld Supply Chain Management technology, Uniserve offers real-time tracking and visibility, ensuring customers have complete control and transparency throughout the shipping process.



### **Specialist Drinks Logistics Division**

**UniDrinks** is the drinks logistics trading division of **Uniserve**, a specialist logistics provider to the beverage industry.

**UniDrinks** provide an efficient, reliable and cost effective service with specialist industry knowledge that is dedicated to the varied needs of our customers.

**UniDrinks** offer national and international solutions for the movement of wines and spirits worldwide. Unique products include wet bond services and the **UniDrinks** Flow Management service, which enables efficiencies in the supply chain and reduces both risk and costs.







**Bulk Wine Transport** 24 & 26K litre flexi tank solutions for bulk wine transportation (delivery, disposal and recycling).

A-L

SHORT SEA

Container/tank services to and from

Spain, Portugal & Baltics. 20', 40' and

45' containers availability.



EUROPEAN ROAD FREIGHT Multi collection/delivery options <u>th</u>roughout Europe.



#### INTERMODAL

Cost effective road/rail solutions offering a combination of multiple transport modes.



#### **TEMPERATURE CONTROLLED**

Solutions to suit every requirement - reefer containers & thermal liners



#### **CUSTOMS & EXCISE**

Priority customs clearance services, including Duty, VAT and intrastat controls, as required.

## UNICINKS Wineflow



**OCEAN FREIGHT** 

LCL and FCL services for the New World

Regions.

#### WAREHOUSING

 Long and short term storage and wet & dry bonded warehousing.
EMCS/Movement guarantee.

### Warehouse & Transport Division

UniUK is the UK logistics trading division of Uniserve, providing a host of global warehouse, distribution and fulfilment services. UniUK also operates a dedicated Luxury brands Logistics division.

We offer 2 million square feet of prime modern warehousing facilities, supported by over 600 of our own technologically advanced group owned vehicles.

Our UK sites provide warehousing, cross dock and fulfilment services across Felixstowe, Tilbury, Northampton and Chepstow & serving a wide variety of retail, e-commerce and manufacturing clients.

Uniserve provide domestic coverage with transport and distribution based in all locations, including Warrington, Leeds and Southampton.

Uniserve also provide domestic, European and international parcel services for smaller items and B2C coverage.





#### NATIONAL DISTRIBUTION

Nationwide collections and deliveries for pallets and general cargo covering the entire UK.



#### STORE/HOME DELIVERIES

In support of our supply chain clients, we provide a range of store and home delivery solutions.



#### **GENERAL WAREHOUSING**

General handling and storage solutions from facilities strategically located in the UK and Internationally.

FULFILMENT

A wide range of order management, pick and

pack and e-fulfilments solutions.



#### CONSULTANCY, 3PL & 4PL SOLUTIONS

Extending our services to our customers, we provide 3PL and 4PL facilities and fleet management.



#### CONTAINER STORAGE & TRANSPORT

Large fleet providing collections and deliveries from the UK's ports and terminals.



SPECIALIST WAREHOUSING

Customs dry and wet bonded, ERTS controlled warehousing, packing and dangerous goods.



#### VALUE ADDED

Additional services to support out fulfilment operations include returns, rework and packaging.



### 21<sup>st</sup> Century Multi-User Distribution Centre Model

Multi-user / multi-product port centric centre located in Felixstowe port

#### Warehouse overview

- o BREEAM rated
- o Bonded (wet & dry)
- BRC food grade accredited
- o 28-acre site
- o 750,000 sq ft footprint
- o 400 metres long
- o 120 metres wide
- o 21 metres high (to eaves)

#### Warehouse fulfilment

- o 80,000 ambient pallet spaces
- 10 levels of racking
- 4 mezzanine floors
- o 200,000 sq ft purpose-built fulfilment zone

#### **Cold Chain Services**

- o 100,000 sq ft cold store
- 17,000 pallet spaces of frozen storage



### **Port Centric Lo**gistics Solution for the Whole of Asia

Zero GST bonded Distribution Centre in Singapore

Uniserve offers a strategically located zero GST bonded 84,000 sq ft Express Global Distribution Centre (EGDC) in Singapore, operating as our global hub for both ocean and air freight services.

#### Free Trade Zones

The facility resides within one of Singapore's free trade zones and is 7 miles from Changi airport. This is a designated area where the payment of duties and taxes are suspended when goods arrive, are stored, or sold within the trade zone - a huge boost to cash flow!

#### **Key Location**

Our EGDC is ideally located to service China, SE Asia, Australasia, the Middle East and the Indian Subcontinent - perfectly situated as a regional fulfilment centre offering port-centric services for the whole of Asia.

#### **EGDC Service Solutions:**

- Major Exporter Free Trade Status (MES) bonded storage
- Own deferment account
- Duty and excise management
- Warehouse services (pick & pack operations, value-added services)
- Ability to handle general cargo to retail fashion garments.
- Consolidation services
- LCL services
- Temperature & humidity-controlled storage
- Custom clearance management

#### Benefits of Uniserve's EGDC:

- Reduce costs
- Removes complexity from supply chains
- Quicker access to goods
- Frees up resource/capacity
- Improves cash flow



### Schiphol DC – A Gateway to Europe

Our Schiphol facility provides a gateway Distribution Centre, delivering excellent coverage across Europe

The Schiphol DC provides 15,700 sq. m of warehousing situated in a prime location close to both Schiphol Airport and Rotterdam container terminals - the perfect gateway operation for Europe.

The facility boasts 3,000 sq. m of dedicated e-fulfilment space with access to specialist services including fiscal representation.

With racked, bulk and mezzanine floor operations, the Schiphol DC is a truly flexible facility that can offer a solution to fit your needs.

#### **Key features of Schiphol facility:**

- Excellent transport links and access to both airport and container terminal operations
- Most Europe destinations are reached within 24 hours or less by truck
- Customs processes are easy to navigate through our digital processes and facility location within the customs trade zone (PGTS)

**SCHIPHOL DC** 

• Just 8 KM from Schiphol Airport and 100 KM from Rotterdam Container terminal

### **All in One Property Solution**

Commercial Buildings for the 21st Century





 Global DC & Fulfilment Centres: UK & Ireland, Europe, SE Asia, Indian Subcontinent, Hong Kong, China, America and South Africa.

Over 10 million sq ft of high bay warehousing and storage in strategic global ports. 2.75 million sq ft being built in the UK. End to End Flexible & Tailored Global Distribution Services

Uniserve

our **alobal** business

Complete fulfilment and e-commerce operations, including rework, returns, stock management, pick and pack.

A large fleet of vehicles in Europe, providing distribution, container transport, store deliveries, home deliveries and parcel services. A full range of services for both B2B and B2C customers.

#### **Container Transport**

James Kemball has continued to invest in high quality equipment and systems and has built an enviable reputation of container transport reliability and service excellence.

#### **Container Storage**

Following a multi-million pound investment, James Kemball operates a container storage depot at the Port of Felixstowe with capacity in excess of 2,000 loaded containers. In addition, we run a 11-acre site at Associated British Ports (ABP) in Ipswich and sites in Southampton and the Netherlands.

### **Container Transport** & **Storage Expertise**



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kemball co.uk

A Uniserve Group company

### **Global Trade Management**

Uniserve appreciate the value that can be unlocked by thinking differently and treating the international and domestic supply chain networks as one.

Uniserve offer our Global Trade Management (GTM) product, which supports customers in approaching their end-to-end supply chain as one entity.

Uniserve GTM products implement the key enablers throughout the entire supply chain process, transforming it into a seamless, agile, connected operation. Our GTM products enable us to become an integral part of our client's business, managing all of their expectations and ensuring they reach market without delay or issue.

- Uniserve GTM control the flow of product from the point of purchase order placement, through to end user delivery.
- Linking all of the components in the supply chain seamlessly through the highly sophisticated One World platform, which produces analytics to enable better informed decision making.
- Through this internally developed technology, the GTM team deliver improvements to inventory levels and bottom line.

- GTMS's global administration centres enable the reduction of labour costs, increase efficiency and maintain a 24/7 service around the world.
- The GTM services also include monitoring and auditing every part of the supply chain, ensuring procedures and agreed standards are implemented and maintained to the highest level.







#### UNISERVE your global business

**PROCESS & DELIVERY** Intelligently managing the supply chain process for maximum effectiveness and

efficiencies.

#### **SKILLS & EDUCATION**

Providing expert supply chain advice, training and consultation with a business led approach.

#### ONE WORLD

Technologically advanced software providing full realtime visibility of the whole supply chain.

### ANALYSIS & DEVELOPMENT

Our expertise in monitoring markets and practices enables us to provide the right insights.

### **Global Trade Management Methodology**

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#### RETAIL & INDUSTRY SOLUTIONS

Providing rapid entry into the market both online and in store for retail customers and other major verticals.

### FINANCIAL & PROFESSIONAL

Global banking, finance, accounting, sourcing, testing and quality control services.

#### INVENTORY & LOGISTICS

Our true end to end logistics services and more. As far upstream and as far downstream as we can go.

#### **GREEN ACTIVITIES**

Ensuring a responsible supply chain, by managing processes that help develop a more sustainable future.

### The Innovative Digital Ecosystem for Global Trade Management

One World exists to transform the world's Supply Chains. One World can measure and manage Supply Chains from the very highest perspective, down to an unmatched level of product and ingredient detail to elevate the opportunity to manage for a sustainable future.

One World combines industry expertise with cutting edge technology to create a uniquely transparent, collaborative, intelligent digital Supply Chain system. Its technology can improve businesses time to market, reduce carbon impact, lower costs and drive organisational efficiencies for meaningful change.

#### Key Features

- Vendor and purchase order management.
- Supply chain automation and optimisation.
- Trade compliance.
- Global shipment tracking.
- Unprecedented collaboration tools.
- Real time information

#### Key Benefits

- Enables you to make better and faster decisions.
- Accelerates the movement of goods.
- Improves customer service.
- Reduces global supply chain and overhead costs.
- Connects key participants within the supply chain.

ONE ⋈ORLD

### **The One World Platform**

The One World platform comprises of 10 stacks that capture the full Supply Chain lifecycle, and share it across entire value chains so all participants, including consumers, have a better understanding of the materials and products they use and their embodied environmental impact.



### **Our Sustainability Commitment**

## Uniserve's commitment to sustainability is at the heart of all our business operations.

As the UK's largest privately-owned logistics business, Uniserve has a responsibility to safeguard the environment – through corporate responsible business practices and our commitment to meeting the UN Global Compact and UN Sustainable Development Goals.

### To achieve these goals, Uniserve's sustainability model focuses on the following four key areas:

- Social Governance: Human rights risk situations / Human development and training in the workplace
- Environmental Control: Preventing Pollution / Climate change mitigation
- Circular product life: Sustainable resource use & recycling
- Corporate Governance: Quality / Health & Safety at Work / Compliance

Continuous carbon reductions



Significant investment to reach Net Zero this decade



Committed to the United Nations' Race to Zero campaign

SILVER

ecovadis Sustainability Rating

### A Truly Environmentally Responsible Business

- Leveraging Beyondly's B Corp certified environmental consultancy and compliance scheme status to drive strategies for the Group and our customers.
- Investment in pioneering technology business, CSX Carbon, to support UK nature recovery & biodiversity.
- Recycling and waste management initiatives at offices and facilities.
- Generation of our own power through a large-scale solar panel installation at our Felixstowe Mega Distribution Centre.
- Conversion to alternative fuels.
- Vehicle & driving lead efficiencies throughout all transport operations.
- Optimised transport operations to reduce and avoid empty running.
- The design and build of new vessels with cutting edge environmentally friendly hull propeller paint and inbuilt vessel thrusters.
- Uniserve has signed up to Air France and KLM's joint innovative Sustainable Aviation Fuel (SAF) programme, related to the development of reduced greenhouse gases within the aviation logistics sector.

Achieving key sustainability initiatives throughout the Group



### **Our Supply Chain Expertise is so Strong and far Reaching** We even teach it!

Delivering outstanding global supply chain capabilities to businesses throughout the world. The Uniserve Group's **Supply Chain Academy** is the only worldwide learning resource centre dedicated entirely to the subject of supply chain. We provide business led courses for executives, managers and aspiring managers along with a supply chain degree that can be achieved while you work.

Building intrapreneurs and T-shaped people.

•••• supply chain •••• academy Incorporating CP Training Services OUR PROGRAMMES Level 3 – Diploma Level 6 – Degree Level 7 – MBA

### **Our Accreditations & Memberships**



### An Award Winning Habit...

Uniserve was most recently recognised by the British International Freight Association (BIFA) for our dynamic strategic development to provide the capacity, reliability and certainty that our customers needed to successfully run their global businesses.





## Our clients' requirements are at the centre of every decision

Manufacturing



### Get in touch

To accelerate your business!



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