

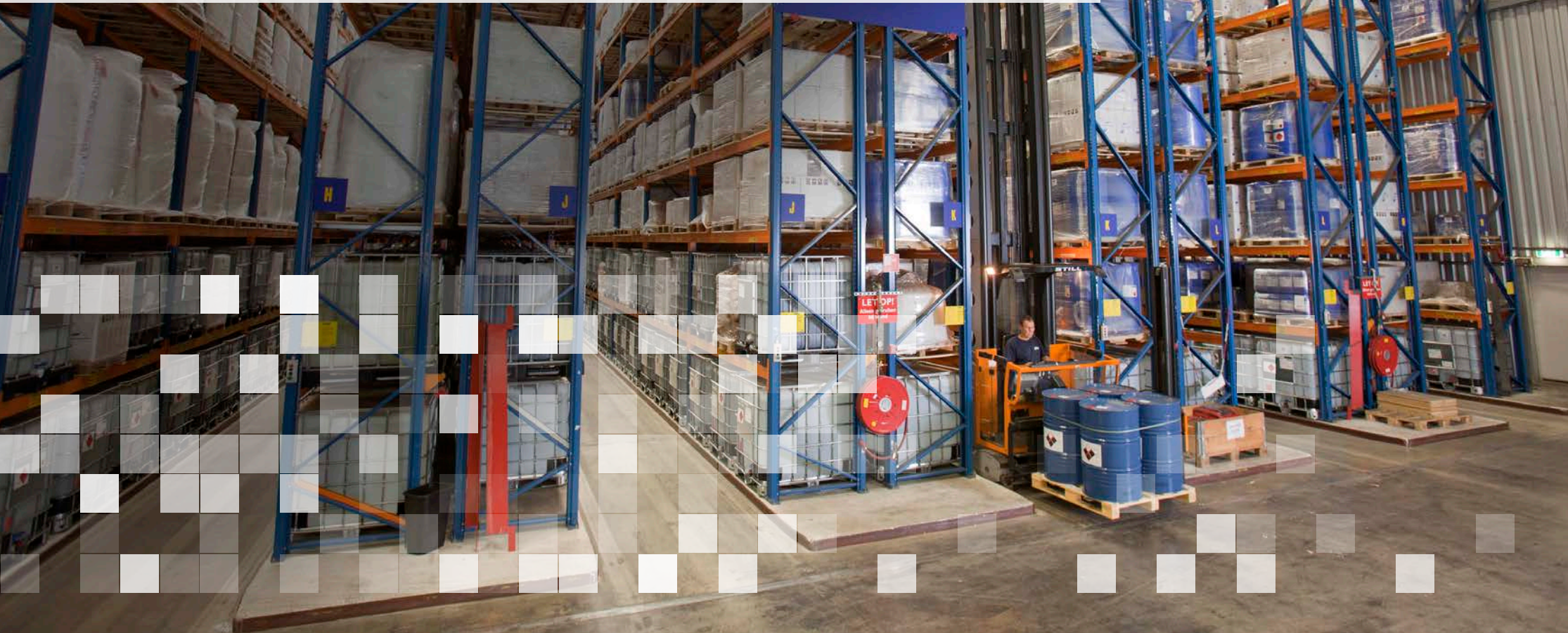


Industrial Solutions



# DSV INDUSTRIAL SOLUTIONS KEY FIGURES

- +3,000 Industrial customers in 61 countries
- €2.2 billion annual revenue representing 30% of total DSV revenue
- Certified flagship European distribution centres for chemicals and raw materials





**Dear Supply Chain professional,**

First of all, thank you for your interest in DSV. We hope that this brochure provides you greater insights into what DSV can do for you, how we can overcome your business challenges and further improve your supply chain – together.

Our customers in the industrial sector are going through turbulent times. Regulatory changes, aimed at the safe and environmentally friendly handling of dangerous goods and food ingredients, are casting uncertainty over future logistics costs and require new supply chain concepts. In the face of growing demands from the organisation's sales and marketing departments to fulfil client-specific requests, the supply chain professional's role is increasingly becoming a paradox of reducing costs through standardisation while improving quality through flexibility.

This brochure will give you an introduction to DSV's activities and expertise. I hope you find it informative, and I invite you to contact us and discover how DSV Solutions could help you by applying its expertise to benefit your supply chain.

We are ready for you. Welcome to DSV!

Best regards,

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DSV Solutions  
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# DO YOU RECOGNISE ANY OF THESE CHALLENGES?

- ✓ **Increasing regulatory pressure**
- ✓ **More demanding customers**
- ✓ **Scrutiny on logistics costs**
- ✓ **Poor logistics infrastructure in your new markets**

SUPPLY CHAIN VISIBILITY IS KEY  
TO REDUCE EXPOSURE TO  
COMMODITY-PRICE VOLATILITY



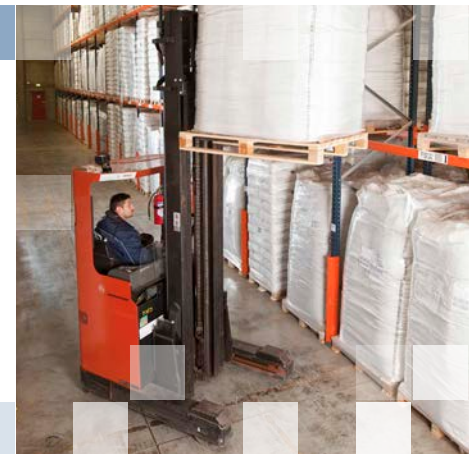
## Food Ingredients and Raw Materials

**Food ingredients can amount to 60% of total costs for the process industry and raw materials up to 20% of costs for OEMs. Price volatility of these commodities has increased from high-low variations of 40% during 2005 to 80% in 2011. Improving supply chain transparency enables customers to manage this volatility, which is essential for their short-term growth and long-term competitive advantage.**

DSV has the global network to ensure timely source flows to your production facilities but also caters for warehousing and distribution activities on the way to your end customers. Our warehousing and crossdock facilities are equipped in line with all relevant business requirements and regulations (such as HACCP, AIB, SQAS, ISO, GMP and GDP) and our IT systems can easily meet your requirements for track and trace, batch registration and/or expiry-date monitoring right down to individual item level to ensure the quality of your stock. Our processes are optimised to handle the high volumes and peaks in your supply chain, and can be facilitated by automated solutions to secure your bottom-line profitability.

*“Over the years, DSV has become a key service provider to IMCD. DSV is a reliable partner with good market coverage and a robust infrastructure, and it’s the innovative content of its propositions that makes the difference!”*

**STAN BIJSTERVELD**  
DIRECTOR SUPPLY CHAIN  
IMCD GROUP





## Packed Chemicals

Over the last 10 years, the packed chemicals industry, valued at €64 billion annually, has doubled the percentage of cross-border sales to account for 75% of its revenues. This reflects a dramatic shift from national production and warehousing towards regional clusters and, to a lesser extent, European warehousing and distribution hubs. With the Seveso II Directive along with a wide variety of local compliance regulations and the Responsible Care Initiative all driving change in supply chains, 'Safe' and 'Green' will become standard logistics KPIs in the near future. Increasingly stringent compliance regulations will drive more strategic partnerships between the packed chemicals industry and logistics service providers in the years to come.

DSV's packed chemicals clients usually carry a mix of dangerous goods and non-dangerous goods, challenging the logistics manager to achieve cost-effective warehousing and compliance with safety regulations under one roof. We have the solution: our SQAS and Seveso-certified facilities offer the economies of scale of non-dangerous-goods warehousing with an integrated solution for dangerous goods. We top it off with strict environmental and safety compliance and an experienced staff.



*"DSV has proven to be a reliable logistics service provider for our East-European business and understands what is required with respect to managing hazardous goods in warehousing and distribution. It has been a constructive partner in strategic supply chain projects, showing a keen interest at all levels of the organisation to develop our joint business."*

**LEX KOP**  
LOGISTICS DIRECTOR EUROPE  
DIVERSEY

75% OF ALL CHEMICALS ARE  
SHIPPED INTERNATIONALLY





60% OF OEM CEOs BELIEVE THAT  
MARKET CONDITIONS WILL BECOME  
TOUGHER DURING THE NEXT DECADE

## Machinery and Components

Many machines and components have become commodities that generate increasingly thin margins for the manufacturers. Our experience shows that the successful manufacturers of machinery and components among our client base are characterised by a focus on sustained product innovation, technology, creating high barriers to entry and sustained cost containment. The actual manufacturing activities, as well as the management of the supply chain, are increasingly outsourced. Supply chain managers are seeking to maximise the amount of stock in transit, shifting the focus from warehouse management to supply chain execution. New concepts surrounding assembly at destination and bonded warehousing have decreased duty and tax exposure on capital intensive goods but have greatly increased the complexity of the supply chain.

Managing heavy and oversized machinery and components often needs special lifting equipment and custom packaging, hence requiring specialist expertise. DSV Industrial Solutions offers an entire range of services including assembly/disassembly and special packaging/repackaging, warehousing, machine modifications prior to final delivery, freight management and 'out of stock' time-sensitive deliveries throughout Europe. Our network of bonded warehouses will place you close to your customers, allowing you to better control your business.

*"We are happy to have DSV as our logistics partner since 2007. DSV has always been dedicated to giving its customers the best level of cooperation"*

**LARS HANE**  
GENERAL MANAGER OF PARTS AND ACCESSORIES DISTRIBUTION CENTER  
NORDIC MARKETS  
RENAULT





## THE BALANCING ACT BETWEEN SERVICE LEVELS AND COST EFFICIENCY

## Industrial Spare Parts Logistics

The pressure is on to keep stock levels of spare parts to a minimum. However, machine downtime can mean financial loss. In this context, fast and reliable spare parts delivery is one of the key elements of customer satisfaction and retention. It demands a highly efficient warehousing and distribution service, allowing late cut-off times with time-definite, same-day or next-day deliveries to dealers, distributors or even on site.

DSV Solutions is an experienced service provider in spare parts logistics with a focus on integrating and managing SLAs in the various parts of the spare parts chain. We manage numerous regional spare parts distribution centres across Europe. Moreover, DSV Solutions takes spare parts supply chains to the next level, helping our customers to significantly reduce their spare parts inventory levels by increasing visibility through our company-wide WMS and FMS suite.

*"We see our customers further decreasing spare parts safety-stock levels to reduce capital in stock, yet they nevertheless continue to expect an infallible delivery reliability. Our 24/7, 365-days-a-year 'on-call' service gives our customers peace of mind that their emergency deliveries will be treated as a top priority, no matter what time of the day."*

**MARCEL BLOMJOU**  
SITE MANAGER  
DSV SOLUTIONS AMSTERDAM





ARE YOU CONFRONTED WITH HIGHER LABOUR COSTS AND A SHORTAGE  
OF MANPOWER YET RISING PERFORMANCE EXPECTATIONS?





# Warehouse Automation

**When does warehouse automation start to make sense? One obviously needs to have substantial volumes but, even then, attempts to move towards warehouse automation are often rejected because the investment is considered too high or does not provide the ROI required for Board-level approval. Furthermore, an automated solution can be seen as inflexible, maintenance costs can be hard to predict and there is usually little in-house automation expertise.**

DSV Solutions has broad expertise in automating warehouse processes. We can guide you through the process of properly analysing your specific situation, designing a tailor-made solution and implementing the system, turn-key in either your own dedicated facility or in our multi-user warehouse as preferred. We not only focus on engineering and technical issues, but also on staff training and the transition towards a mindset which best understands an automated process. DSV's approach is aimed at reducing labour costs, minimising product damages and keeping the initial investment justifiable while maintaining the necessary flexibility in the context of a 24-hour operation.



*"For the specific technical and logistical challenges associated with the storage and handling of cocoa (and cocoa-related) products, we have embraced the DSV Solutions expertise, combined that with our own knowledge, and created a true partnership that – following several years of development – recently resulted in a sustainable and state-of-the-art solution, tailored for Cargill, that ensures safe, reliable and flexible storage of our high-value end products."*

**J. GUIS VORSTMAN**  
SUPPLY CHAIN DIRECTOR COCOA  
CARGILL COCOA & CHOCOLATE

*"For over a full generation (+20 years), DSV has been – and continues to be – a reliable transport, warehousing and automation solutions partner for our company."*

**PETER VAN DEN EIJNDEN**  
DIRECTOR SUPPLY CHAIN EUROPE  
SABIC INNOVATIVE PLASTICS



# DSV: Global strength, local flexibility

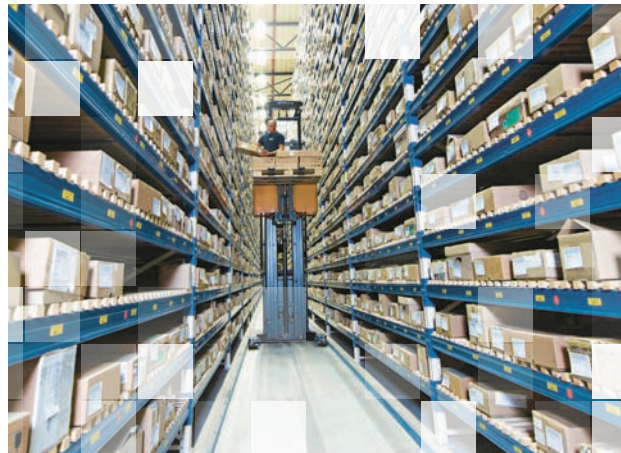
## DSV Air & Sea

DSV Air & Sea is a global transport and logistics provider determined to be your preferred service partner for international trade. DSV Air & Sea offers alternative routings and flexible schedules to suit even the most demanding logistical requirements to and from all parts of the world. With approx. 6,000 employees in more than 60 countries, handling more than 750,000 TEUs of seafreight and 250,000 tons of airfreight a year, DSV Air & Sea has the market share and buying power to offer diverse freight forwarding solutions. Local management and autonomy combined with a set of shared cultural values and business tools enable DSV Air & Sea to act with the flexibility of a small business and the strength of a global player. DSV Air & Sea adapts to the ever-changing market conditions of international trade and transport – and creates transport and logistics solutions tailored to your business needs. DSV Air & Sea manages the entire logistics process from pick-up, consolidation and shipment up to distribution to the final destination.



## DSV Solutions

DSV Solutions partners up with its customers to design and operate logistics solutions. We add value by increasing operational and cost efficiency. We deliver dedicated and multi-user solutions to suit your needs as well as those of your customers. DSV Solutions employs over 5,000 people and operates more than 130 warehouses comprising a total of 2,200,000 m<sup>2</sup>. We offer a full range of supply chain services, such as inbound logistics, warehouse/inventory management, order fulfilment, value-added services, customs activities, fiscal representation and distribution management. The foundation of DSV Solutions is the know-how and expertise of our staff. You will find it easy and enjoyable to work with us. Regardless of the size of your company, we have an experienced and accessible customer service organisation in place to serve your business.

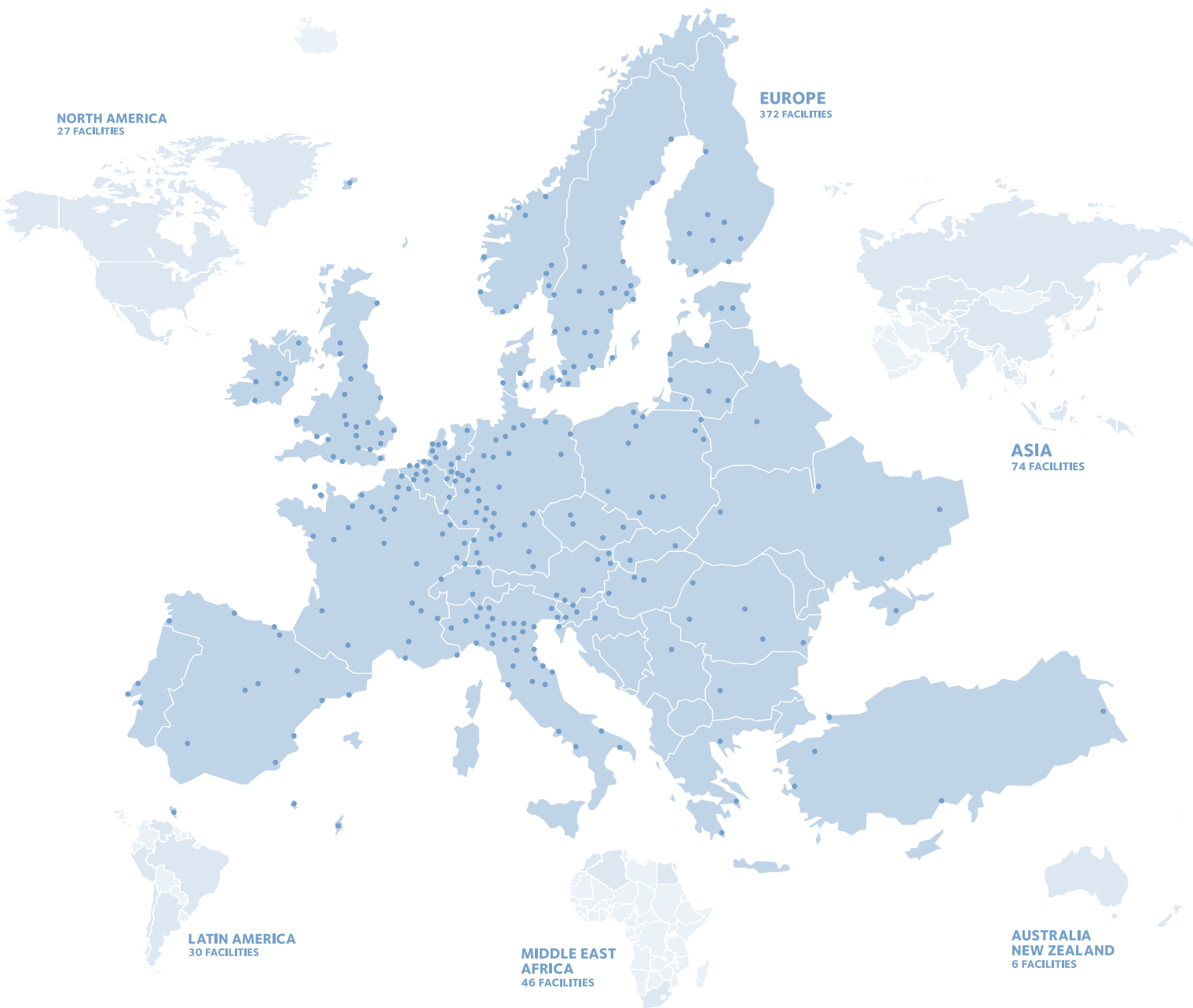


## DSV Road

DSV Road is specialised in designing tailor-made solutions transporting goods to any part of Europe. Customers, whether they be small or have outsourced their whole logistics management to DSV Road benefit from our expertise in cargo transport. DSV Road is among the top three transport companies in Europe with approx. 10,000 employees operating from local offices in 34 countries. We have more than 17,000 trucks on the roads every day and a large network of subcontractors to whom our activities are outsourced. We move all kinds of freight all over Europe in a quick, efficient, flexible and environmentally friendly manner – providing good connections to the rest of the world. We specialise in designing solutions to fit the individual customer's needs – delivering to any part of Europe. We serve all kinds of customers from small enterprises needing occasional cargo transport to large international customers that have outsourced their logistics management to DSV Road.







**61 countries**

**560 locations**

**22,000 employees**

**135 warehouses**

**17,000 trailers on the road**

**250,000 Tons Airfreight**

**750,000 TEU**

**DSV**



**DSV** Industrial Solutions  
industrial@dsv.com  
[www.dsv.com/logistics-solutions](http://www.dsv.com/logistics-solutions)

