

# GLOBAL FULL-CONTAINER-LOAD (FCL)

AT DAMCO, WE SERVE OUR CUSTOMERS WITH A COMPETITIVE DOOR-TO-DOOR OCEAN PRODUCT

Your containerised cargo is precious to us. We aim to deliver an accessible, proactive, competitive and high quality service that puts you and your cargo first from start to finish.

## What are the benefits?

- Damco brings years of customer-focused experience and deep in-house knowledge to finding the most effective solutions to your needs
- Our long-standing relationships with major carriers and our continuous performance management mean we can ensure capacity and service reliability even at times of peak demand
- We use our market scale and global network to keep cost low and market competitive
- Through a range of different pricing models Damco offers the best match with your business needs when it comes to rate developments and ease of handling
- Damco’s own information portal – Damco.com, provides a personalised myDamco account and real time visibility through tailored ‘milestone’ reporting
- Damco brings years of innovation through our market-leading supply chain management solutions expertise - to respond to your changing business needs

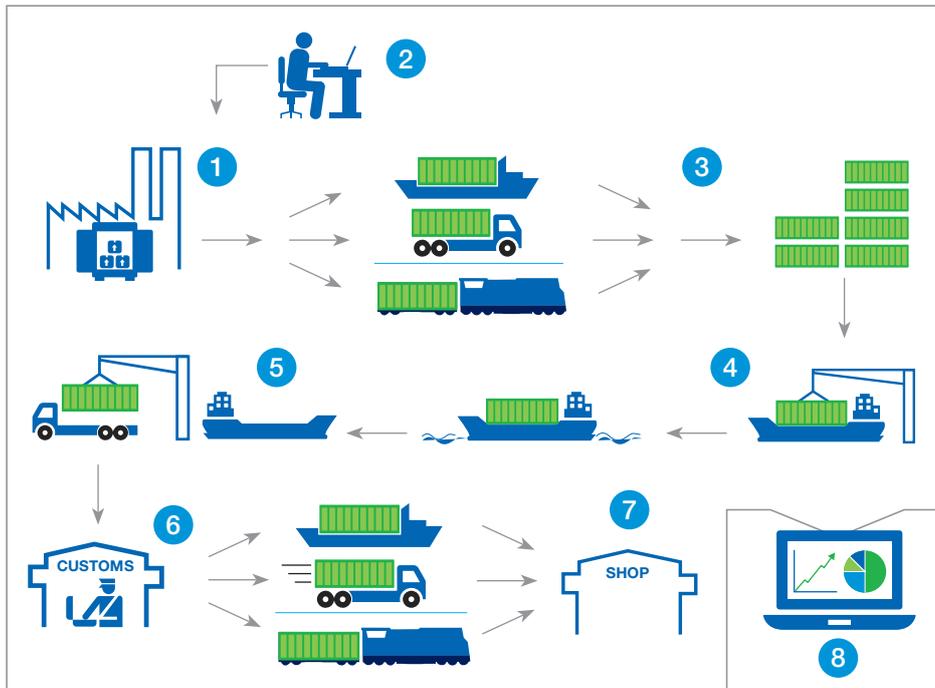
## Programme Components

| Components             | Features  |
|------------------------|---|
| Ocean freight          | <ul style="list-style-type: none"> <li>• We offer a global ocean freight network, extending to door-to-door services that combine inland transport, document and information management needs</li> </ul>  |
| Core carrier programme | <ul style="list-style-type: none"> <li>• Most of our volume is routed through our long-established strategic global partners and trade carriers covering the various global carrier alliances</li> </ul>  |
| Cost models            | <ul style="list-style-type: none"> <li>• Different cost models ranging from short-term market driven rates to fixed and index models are available providing space and a known rate</li> </ul>  |
| Capacity               | <ul style="list-style-type: none"> <li>• We manage capacity and reliability requirements through sophisticated forecasting, allocation and capacity and route management systems</li> </ul>   |
| Special requirements   | <ul style="list-style-type: none"> <li>• We handle dangerous goods, temperature controlled requirements, garments on hangers, as well as oversized shipments and project logistics</li> </ul>   |
| Additional services    | <ul style="list-style-type: none"> <li>• We manage and control the full range of inland transport modes to and from your ports of choice</li> <li>• We offer comprehensive, efficient and cost-effective management of customs clearance, bonded operations, regulatory declarations and other requirements</li> <li>• We manage trade and shipping administration including import/export licensing, certificates of origin, and Verified Gross Mass filing</li> <li>• In many geographies Damco arranges full commercial insurance at advantageous rates</li> </ul> |



## About Full-container-load

Damco Ocean FCL combines our long expertise in containerised ocean freight with all the services you need to establish a comprehensive door-to-door flow through just a single point of contact. Our carrier relationships and market activity enable us to offer highly competitive rates while our systems, expertise, and seamless global networks reduce your administrative burden to a minimum.



### This is how it works:

- 1 Based on your needs, Damco will suggest the best possible transportation for your cargo. As next step, cargo departs clients' production facility
- 2 Damco assists with your insurance and/or documentation
- 3 Container transported via Barge, Rail or truck to Container Yard
- 4 Container loaded onto ship
- 5 Container unloaded from ship
- 6 Customs clearance assistance
- 7 Cargo delivered to clients' premises
- 8 Full end-to-end visibility and milestone reporting will be available through myDamco customer portal and our dedicated customer service teams will inform and support in the unfortunate event of disruptions

### Core Carrier Program

Long term relationships with carriers responsible for the majority of our global ocean volume mean that we can ensure the availability of space and equipment. We work with carriers whose own growth ambitions are aligned with ours. We actively manage contracts and service levels to ensure our customers receive the best possible, reliable service, at competitive rates, supported by our route management, forecasting, allocation and booking specialist teams and systems.

### Visibility and control

From end to end, the status of your shipment is visible through Damco.com and your myDamco log-in, so you always know where your cargo is and when it is expected to arrive. You also have access to 'milestones' and these can be tailored to your requirements but would typically include:

- Pick up / Cargo receipt
- Customs clearance for export
- Estimated and then Actual Times of Departure
- Estimated and Actual Times of Arrival
- Customs clearance for import and availability for release to customer

If other milestones are required, then these can be tailored to fit your (business) needs.

### Pricing models

Customers with a short term focus may prefer our market-driven pricing, where we use our volumes and procurement expertise to ensure that our rates are always competitive to those of the general market. For customers with a longer term requirement, our fixed pricing or index pricing model is often more competitive overall. By choosing our index pricing model, our pricing over the agreed period will only fluctuate within defined limits, making your costs predictable and reducing administrative workload.

### About Damco

Damco is one of the world's leading third party logistics providers. Flexible enough to act on specific customer requirements and robust enough to deliver, Damco supports companies worldwide with customised freight forwarding and supply chain solutions that are innovative, sustainable and cost-effective. With 11,000+ employees and more than 300 offices in over 100 countries, Damco combines its global coverage with detailed know-how of local situations and procedures.