



IMPORT SERVICES
THE FUTURE OF LOGISTICS

1) BUSINESS ETHOS

Deliver exceptional levels of service to delight our Clients and through our knowledge, innovation and trust, earn successful long-term business partnerships.

2) COMPANY BACKGROUND

Import Services was founded by the principal shareholder and MD, John Eynon, in 1984 to service a distribution contract for a Japanese manufacturer.

Based at Southampton, the first port of call for deep sea container ships plying from the Far East to Northern Europe; Import Services expanded by winning additional logistics business. This involved extending a range of services to include inbound shipping and importation, warehousing, order processing and distribution of products, to the UK retail market. Latterly distribution encompasses retailers in Continental Europe and further afield.

Import Services has become a recognised specialist in retail logistics, adept at high volume order processing, pre-retail work, retail bookings and pick / pack operations. Processes evolve continuously to move product efficiently from port-based distribution centres, to the retail majors, multiples, direct to store and to the consumer at home.

3) WHY IMPORT SERVICES

i) Client Focus

Client service is paramount and with this focus Import Services has won a particularly high level of retention with many of our Clients under contract for more than 10 years.

We number amongst our Clients, well known brands such as Srixon, Carte Blanche Greetings, Noma Lights, Flair, Melissa & Doug and Toymaster.

ii) IT Innovation

Import Services is systems driven, recognising successful logistics is as much about accurate, timely and accessible information; as physically moving goods from origin to destination safely and efficiently.

We therefore place high importance on information flow to our Clients. Import Services' web-enabled warehouse management and order processing System, gives our Clients secure access to their inbound shipments, a clear view of stock at the DC's, order processing status, despatch, delivery POD's and reverse logistics information, all on-line.

iii) People

We invest in the development of our people and believe the company will only achieve its objectives through highly skilled and motivated staff. Therefore training at all levels and recruiting the right people, is an integral part of our business strategy.

Staff turnover, at < 5%, is half that of the logistics industry average.

Our business accreditations comprise IIP and AEO.

Import Services also operates CFSP / HMRC bonded storage operations and we are also UKWA and BIFA registered.

iv) Facilities

Currently operating three modern, multi-user, port-centric DC's in Southampton.

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|------------------------------|---|
| Hedge End [also head office] | 100K Sqft / 10,000 pallet locations, narrow aisle. Specialises in bespoke pick and pack services |
| Nursling | 109K Sqft / 10,000 pallet locations, narrow aisle. Specialises in high volume pick and pack. |
| Container Quay [phase 1] | 170,000 Sqft / 20,000 pallet locations, narrow aisle. Specialises in pre-retail processing and volume pallet load distribution, to major and multiple retailers from a site location adjacent to the container berths. |

v) Time, Cost and Carbon

Swift movement from Southampton Container port to our DC's enables a quick response to meet seasonal retail demands / injections and product launches. UK and Continental European retail markets are served daily.

The cost of shunting a container from the docks to the DC is significantly less than hauling containers to inland warehouses, before on-ward distribution.

Of equal importance, outbound transport from Import Services to your end customer is particularly cost-effective by using retailers' backhaul operations [embedded strategically with us to utilise network capacity more efficiently] and via our established pallet networks / parcel carriers, which are integrated with Import Services.

Carbon emissions along your supply chain are cut by adopting a port-centric distribution model. Import Services provides this opportunity by enabling an economy of scale in consolidating suppliers' outbound loads and also by returning their empty containers just a short distance, to the proximate container quay. This model saves the hundreds of empty container running miles inherent in a traditional pattern of travelling back from inland DC's to the port.

vi) Scale

To provide an idea of scale and scope the following data represents activity in 2011 for two key Clients:-

Client A

Pallet holding 5,000 to 10,000.

Piece picking predominantly carton / pallet distribution. UK wide direct to store + export.

98,677 orders

1.89 million order lines

2.60 million picks

Sales value to Import Services: £ 3.1 million pa

Client B

Pallet holding 6,000 to 13,000

Inner carton and outer carton picking with pre-retail labeling / packing

Supply to UK Majors, Multiples and Independents.

22,000 orders per annum

119,000 order lines

491,000 picks

Sales value to Import Services: £ 3.9 million pa

Scope to develop contract backed warehousing within the port confines.

4) OUR SENIOR MANAGEMENT TEAM

Managing Director – John Eynon

John Eynon founded the company in 1984 and has spent the majority of his working life in the contract warehousing and distribution business. He is particularly well-known in retail distribution and has been instrumental in developing the Company's innovative IT systems.

Finance Director - Richard Ainscow

A Chartered Accountant, Richard joined the business in 1997.

Richard was previously with Price Waterhouse, CBS Inc., Sony Corporation, Nintendo UK and Crowson Fabrics. Richard is experienced in the financial management of sales and distribution companies in the UK and Europe.

Operations Director – Roger Loveless

Roger is a seasoned Operations Director who joined the business originally in 1990 and stayed for 5 years, before leaving to pursue a career in manufacturing. Roger returned in 2004 to lead operations in delivering quality services throughout the business. His industry sector experience includes, FMCG, Medical Devices, Pharmaceuticals and Life Sciences working for blue chip organisations including; Safeway, Storehouse Group, Pilkington and Lonza.

Client Services Director – Mike Thomas

A graduate in logistics, Mike's track record is development of warehousing and distribution businesses for P&O, Inchcape and Ocean Excel both in the UK and on the Continent. Mike joined Import Services in July 2005 as Client Services Director, to grow the business.

Wake up to the future of logistics

http://www.importservices.co.uk/files/launch_video/index.html