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The future was made to be changed. ECS Group is rewriting the rules of the game, offering new expertise that's fit for our changing industry. We love a challenge, and we want to generate new drive and help our customers to move beyond the same old ideas.

For these customers, we've created Total Cargo Expertise, a squad of experts that's capable of delivering partial or total cargo management and is particularly skilled in safety, security and quality. But we want more. For our customers, we've developed business intelligence tools to boost our employees' efficiency, encourage new business opportunities, and maximize income. We're setting a new pace.

We're building momentum. MORE.

ECS is throwing the industry's doors wide open and is continuing its regeneration by inviting startups and students to design tomorrow's solutions that we can put in place today. More than a thousand participants have taken part in #NexGenLeaders.

Always achieving More. Because ECS Group isn't like other GSSAs. Because ECS Group is more than a GSSA. Today, ECS Group is establishing itself as a Complete Cargo Management Agent.

**MORE**  
by ECS Group



WORLDWIDE NETWORK  
by ECS Group



### AMERICAS

CANADA  
UNITED STATES  
DOMINICAN REPUBLIC  
FRENCH WEST INDIES  
ARGENTINA  
BRAZIL  
CHILE  
COLOMBIA  
EQUADOR  
MEXICO  
PERU

### AFRICA

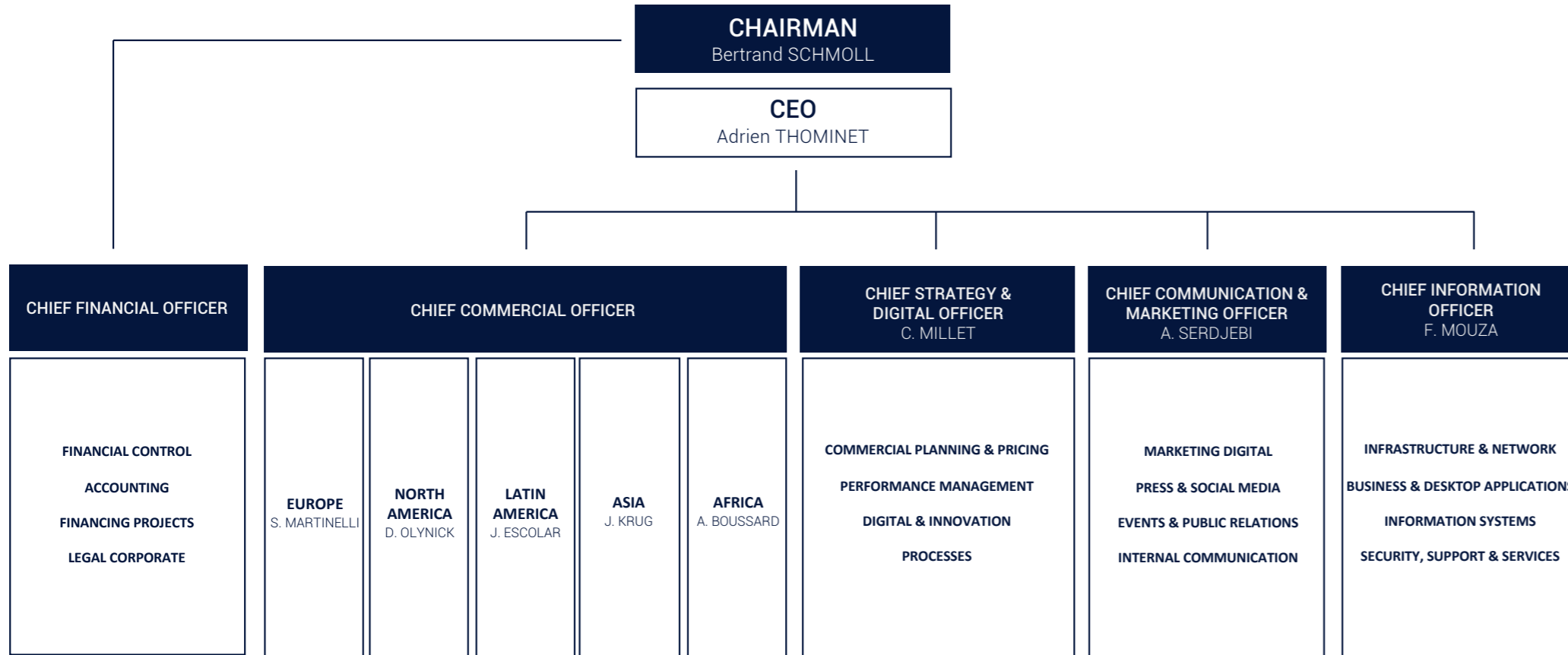
LA RÉUNION  
MALI  
NIGER

### EUROPE

AUSTRIA  
BELGIUM  
BULGARIA  
CZECH REPUBLIC  
DENMARK  
FINLAND  
FRANCE  
GERMANY  
HUNGARY  
IRELAND  
ITALY  
NORWAY  
POLAND  
PORTUGAL  
ROMANIA  
SLOVAKIA  
SPAIN  
SWEDEN  
SWITZERLAND  
THE NETHERLANDS  
TURKEY  
UKRAINE  
UNITED KINGDOM

### ASIA

CAMBODIA  
CHINA  
INDIA  
INDONESIA  
MALAYSIA  
MYANMAR  
PHILIPPINE  
SINGAPORE  
THAILAND  
UAE  
VIETNAM



WE KEEP ON GROWING

48

countries

151

offices

1 182 952

Tons of freight transported

\$1,6 billion

turnover

26

awards

1106

Devoted employees

1

single team



HANDLING

TCM

AIRLINE

GSH

AIR LOG

TCE

NIGER AIR CARGO

NEW SERVICES

Cargo Digital Factory

Cargo Commercial Planning

Cargo Ops Expertise

Cargo Admin Competence Center

Total Cargo Expertise

# values



To invent tomorrow, we know that courage and daring make it possible to move the goalposts and think outside the box. We are convinced that only by exceeding our own limits do we allow the most innovative ideas to emerge.



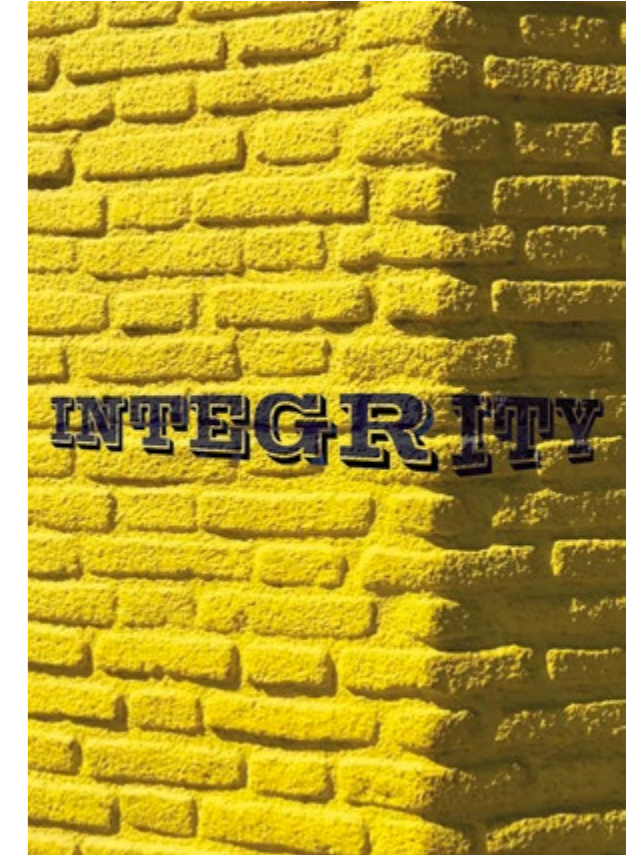
At ECS Group we are resolutely forward-looking and anticipate and understand the challenges ahead. This is why we constantly innovate to come up with tomorrow's solutions, whether digital, in terms of process, or managerial.



At ECS Group, we do our utmost to fully satisfy our customers and have the best and most efficient services in the market. For us, excellence is a goal and every one of our employees works towards this on a daily basis.



At ECS Group, we believe that differences between individuals is a great asset and that complimentary profiles are a strength to build the future. This is why we cultivate diversity by enabling everyone to flourish and by making ourselves more attractive to talented young people a priority.



It is through our sense of fairness and respect for our employees, customers and partners that we have established ourselves as the world's leading GSSA. These professional ethics which characterise us and of which we are rightly proud, are deeply rooted in the values of ECS Group. This is why we have put in place a code of ethics and professional good conduct.

# It's about to change the way you think of GSSA

We are Complete Cargo Management Agent  
The future was made to be changed!  
Cargo Ops Expertise, Cargo Performance Planning, Cargo Digital Factory, NexGenLeaders...  
What a load of old tripe!  
It's impossible to offer new services  
And  
No industry stakeholder is bold enough  
To talk about global expertise.  
A new hybrid sector is emerging,  
As you can imagine  
The very idea is already outdated  
Looking to the future is no longer enough  
Those who have neither creativity nor ambition nor vision will disappear  
And we want to make it clear that  
ECS Group is no longer a GSA

Cargo Ops Expertise, Cargo Performance Planning, Cargo Digital Factory, NexGenLeaders...

RE-READ THE TEXT  
THE OTHER WAY AROUND...

ECS Group is no longer a GSA  
And we want to make it clear that  
Those who have neither creativity nor ambition nor vision will disappear  
Looking to the future is no longer enough  
The very idea is already outdated  
As you can imagine  
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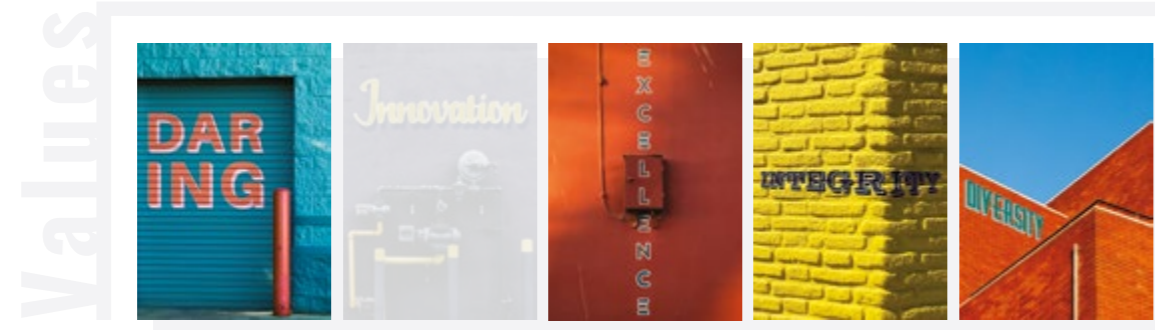
# MORE

THAN A GSSA  
by ECS Group

# CARGO COMMERCIAL FOCUS

GSSA

We are passionate. We love our work as a GSSA. And our big ambitions for you are central to what we do. It's the core focus of our business. It's in our DNA.



Inside & Outside Sales

Key Account Management

Added-value Product development

Commercial Operations  
(capacity planning, trucking management)

Customer Service (booking, track & trace)

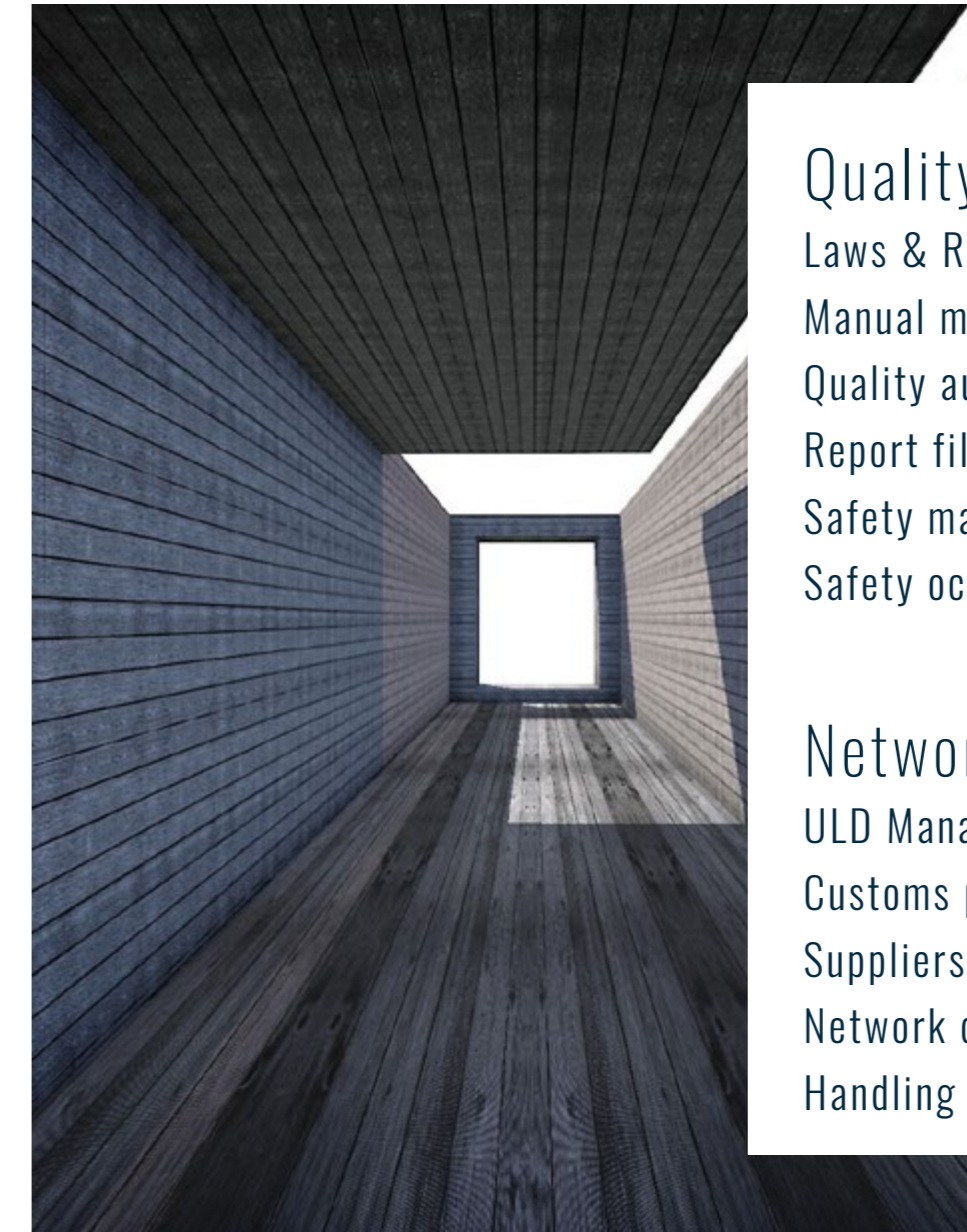
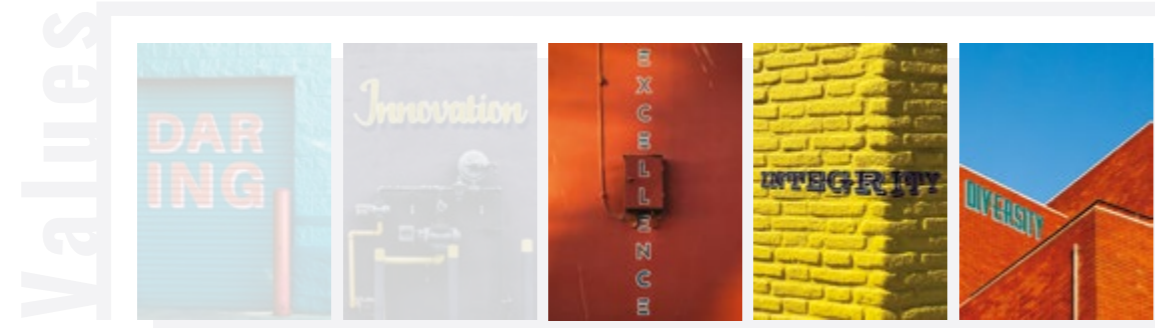
Events & Promotion



# Cargo Ops Expertise

## Security, Safety and Network Operations

A unique dedicated structure providing quality, safety and security support for carriers. Experts on board.



### Quality, Safety, Security

- Laws & Regulations
- Manual maintenance
- Quality audit
- Report filing
- Safety management system
- Safety occurrences follow up

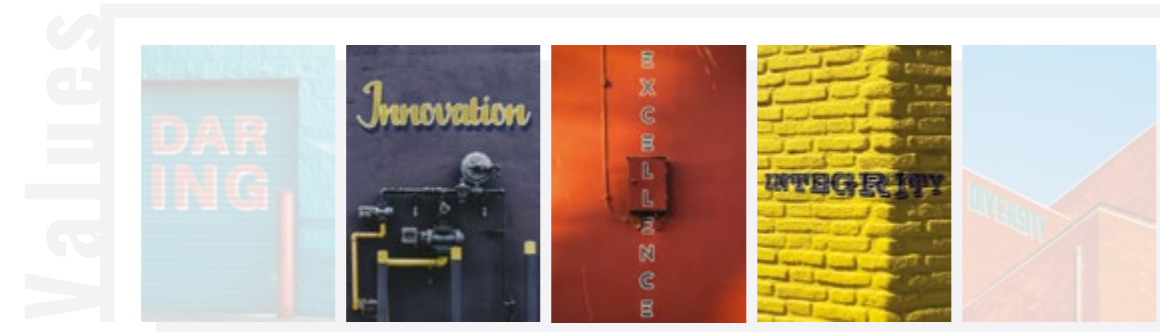
### Network Operations

- ULD Management
- Customs procedures
- Suppliers & Contract management
- Network distribution
- Handling manuals

# Cargo Digital Factory

## Digital Solutions & Process Efficiency

A team that deploys digital solutions to boost operational efficiency, create real time Business Intelligence (BI) visibility and develop new services.

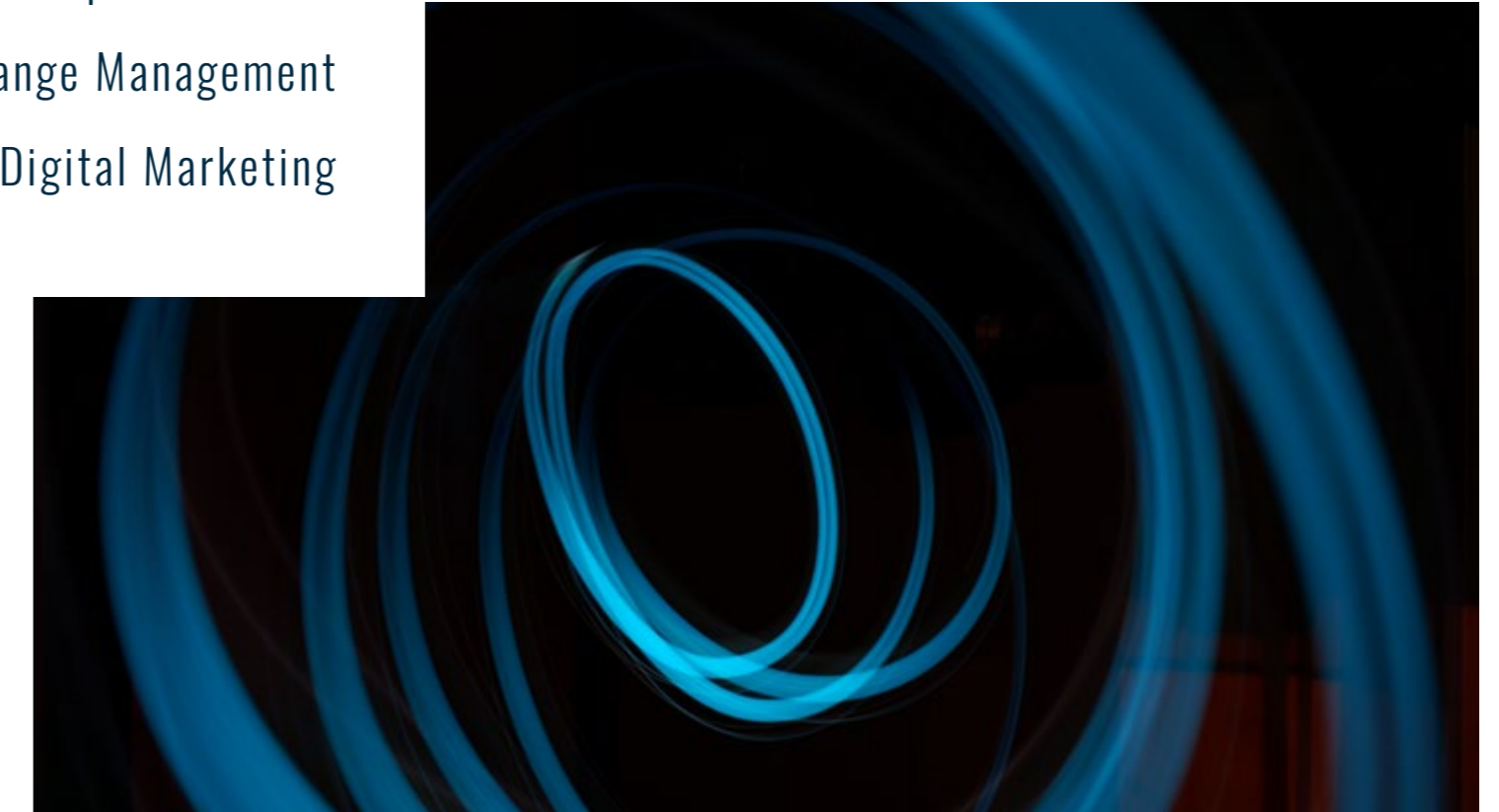


Process Analysis & Optimization

Digital Solution Development  
& Implementation

Change Management

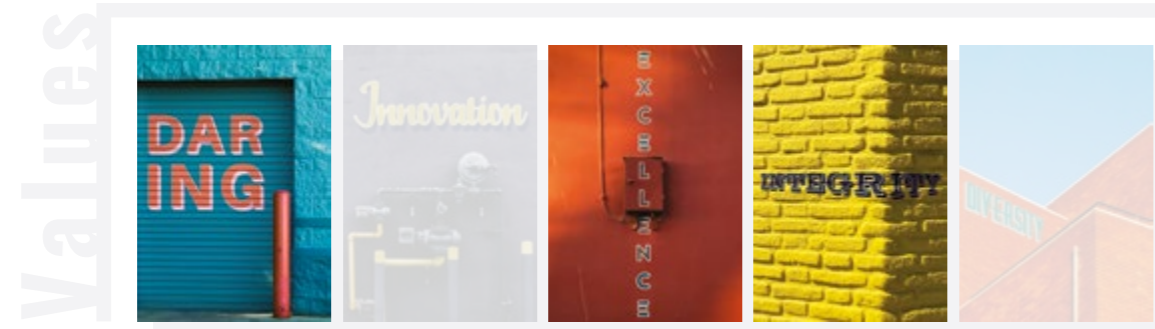
Digital Marketing



# Cargo Commercial Planning

## Business Intelligence & Revenue Optimization

This is our revolution. A unique inhouse control tower to optimize your results.

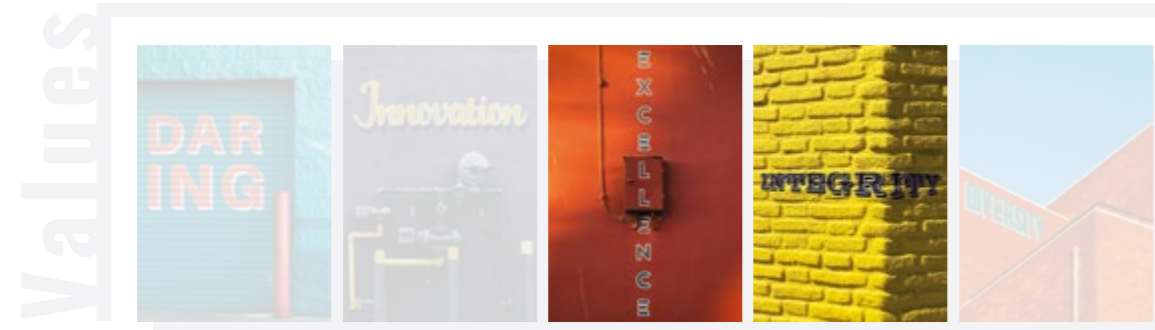


- Budgeting & Forecasting
- Commercial Steering
- Pricing & Revenue Management
- Performance Analysis & Improvement
- Reporting

# Cargo Admin Competence Center

## Back Office Solutions

We can manage your back office activities on your behalf.

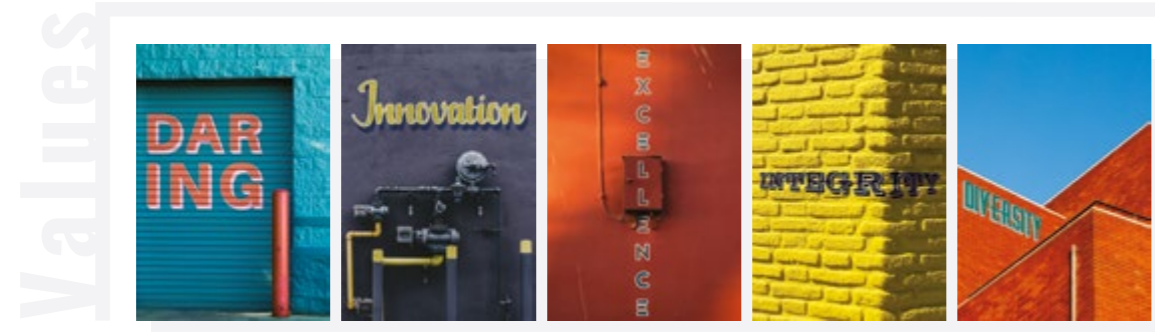


AWB Data Capture  
Invoicing & Accounting  
Claims Management  
CASS & ICH management

# Total Cargo Expertise

TCM

Advanced Expertise in Total Cargo Management.  
The Factory of the Future.



Cargo Commercial Focus

Cargo Ops Expertise

Cargo Digital Factory

Cargo Commercial Planning

Cargo Admin Competence Center

We can do it all  
- and more.

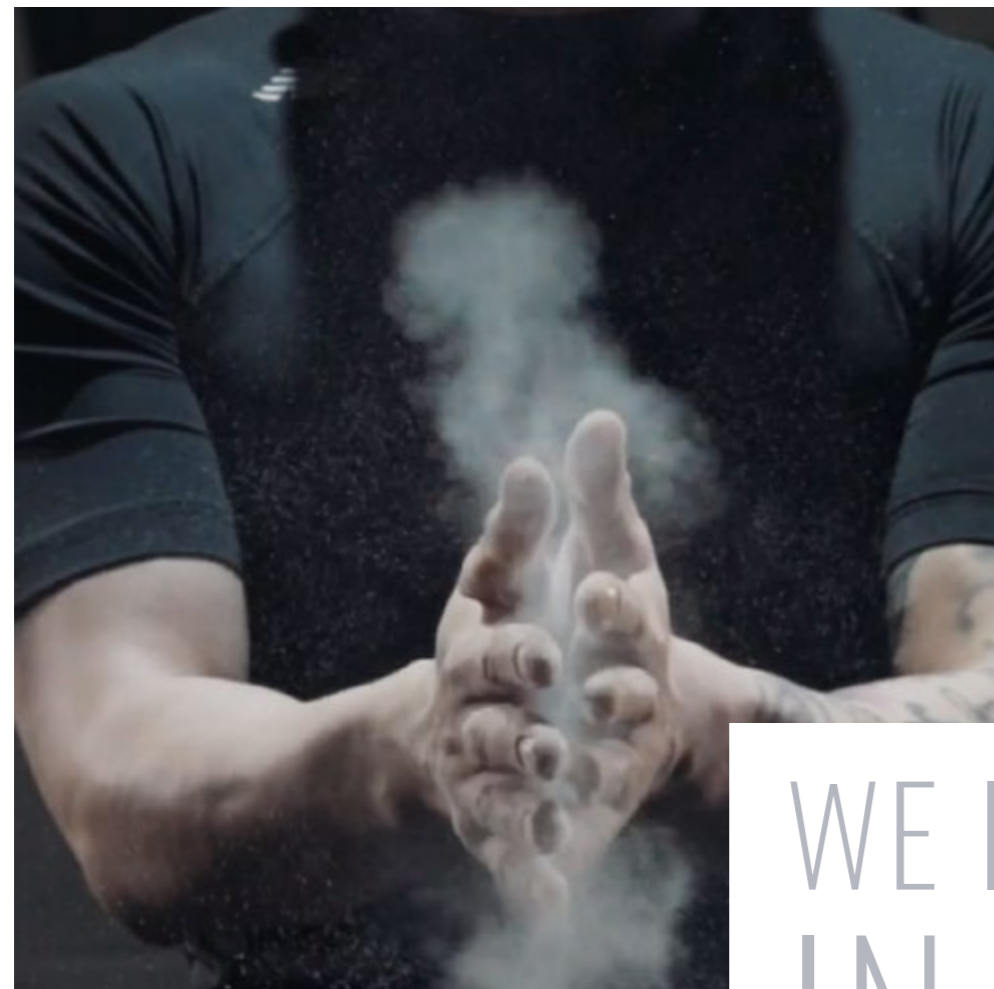




**MORE**

NEXTGENLEADERS

by ECS Group



WE INVEST  
IN FUTURE



Our industry keeps evolving to adapt to the challenges of the 'New Normal': Digital Transformation. We at ECS Group believe in our strength to regenerate and we invest heavily in recruiting young talent from around the world.

As a talent incubator and to transform our industry's best practices, we launched the first issue of our new 'Weapon of Mass Inclusion': the #NexGenLeaders challenge.

NexGenLeaders





**MORE**

ETHICS

by ECS Group



# OUR 4 BEST PRACTICES

We are proactive in Managing Compliance & Ethics

▪

We offer a day to day response to compliance queries

▪

We train all employees on ECS Group Compliance Policy

▪

We adopt a risk-based approach to compliance management

## THE “RIGHT” APPROACH

### **R**esponsibility

*We are responsible for our actions.*

### **I**ntegrity

*Don't compromise your integrity. If you think something is wrong, report it.*

### **G**enuineness

*Always pay justifiable prices for genuine goods and services.*

### **H**onesty

*Act honestly and in good faith at all times.*

### **T**ransparency

*Keep accurate records (including all invoices and receipts) of everything that you do, especially in relation to payments.*

**ECS Group** is committed to ensuring that all staff take the “RIGHT” approach



## SUSTAINABLE CHART

The Sustainable Chart defines the commitments ECS Group undertakes with regards to environmental responsibility and sustainable development

- |   |  |
|---|--|
| <b>1.</b> Sustainable Development as a Business Priority                            | <b>6.</b> Diversity, Inclusion and Equal Opportunity |
| <b>2.</b> Environmental Responsibility and Management Innovation for Sustainability | <b>7.</b> Health and Safety                          |
| <b>3.</b> Improving Sustainability Governance                                       | <b>8.</b> Social Responsibility and Ethics           |
| <b>4.</b> Human Rights  | <b>9.</b> Development of Local Communities           |
| <b>5.</b> Struggle against Discrimination and Harassment                            | <b>10.</b> Transparency and Stakeholder Engagement   |



**MORE**  
by ECS Group

We've got ambitions for you