

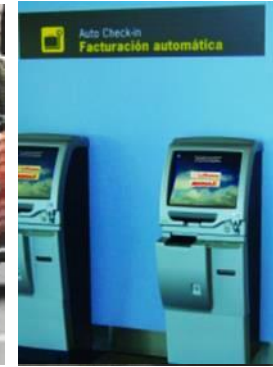
Healthcare and Aids & Relief Presentation



Isabelle Hagner, Healthcare Industry & NGO Director

January 2014

Founded in 1822, one of the **500** largest companies in the world.



Transportation
and Logistics



Oil Logistics



Communication



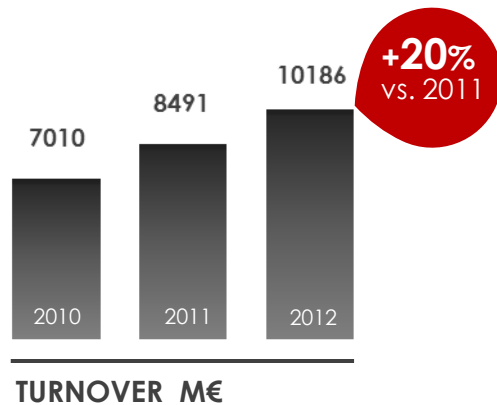
Electricity Storage
and Solutions

Key figures

- 55.500 employees
- 110 countries
- *€10.2 bn turnover

- Listed on the Paris Stock Exchange
- Majority interest of the Group's stock is controlled by the Bolloré family
- Structure of ownership allows the Group to develop long-term investment programs for its activities.

A diversification strategy based on innovation and international development; Leading positions in diversified activities:

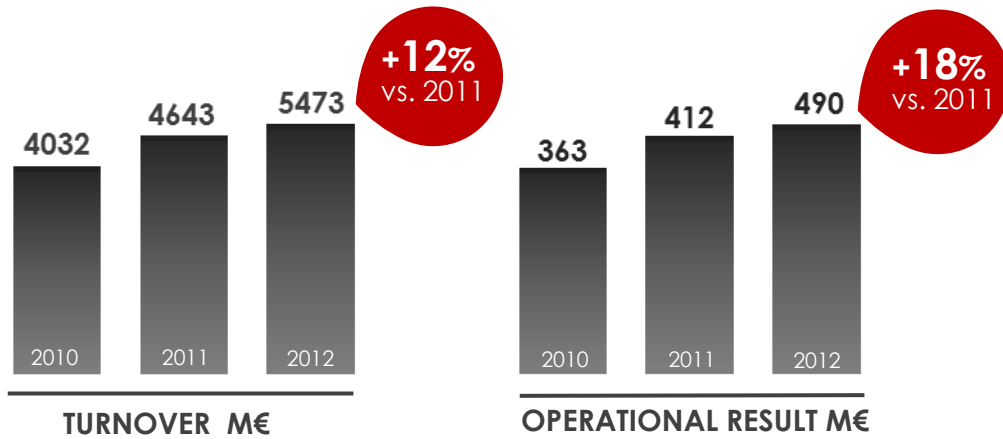


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Transportation and Logistics activities



ACTIVITIES 2012



Top 10 Global
Top 5 in Europe
N°1 in France
N°1 in Africa

HIGHLIGHTS

OUR VALUES

Entrepreneurship
***Seeking the highest
performance***
Integrity & Loyalty
Humility

Our Commitment to Ethics

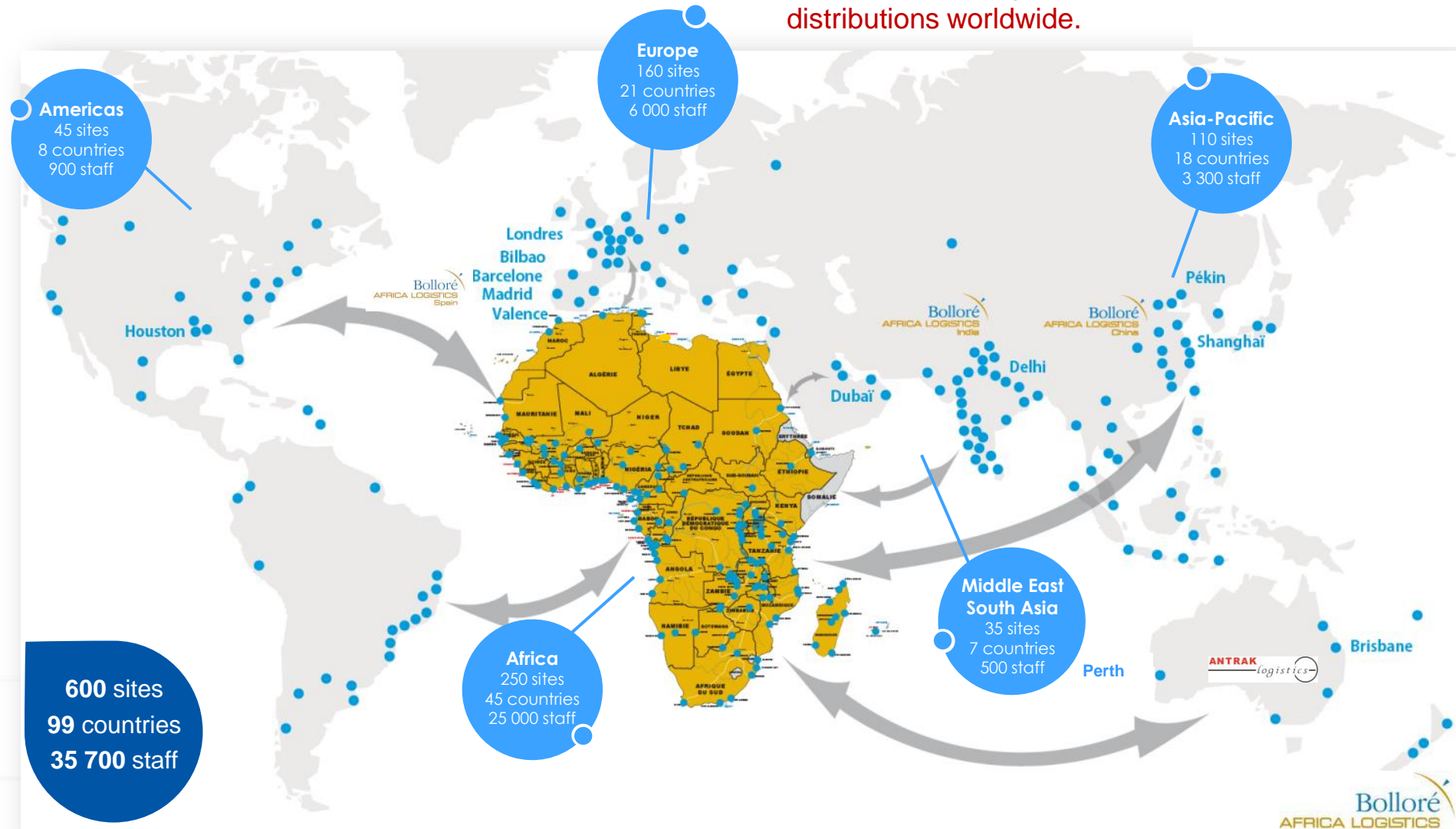
- Member of the **U.N Global Compact** since 2003
- **Bolloré Code of Business Conduct**
- Compliance with **FCPA**, U.N. & OECD conventions
- Compliance with **competition laws**



Our footprint in Africa and all over the world

◆ The most extensive **integrated logistics network on the five continents**

◆ Complete Logistics Services, from vendors premises including vessel operations and inland distributions worldwide.



7 *Bolloré Africa Logistics Key Figures 2013*

- ◆ **55** countries throughout the world: **45** in Africa with more than **250** subsidiaries
- ◆ **25,000** permanent staff
- ◆ **€250 million** investments per year
- ◆ **€2,700 million** turnover*
- ◆ **28** port, multimodal platforms, rail & barging concessions
- ◆ **4,400,000** containers handled
- ◆ **6,500,000** tons of freight handled per year
- ◆ More than **6,000** vehicles
- ◆ **More than 10 million** sqm of warehousing space and yards

* Figure in 2013



Leading corridor operator from Dakar to Port Sudan

Leading terminal operation with 15 port concessions
4,400,000 TEU & Stevedoring

- › General cargo & containers, bulk cargo, reefer
- › Rolling equipment, heavy lift, special loads

- **Integrated or tailor-made services**
(customer clearing, forwarding, delivery, rail truck,...)
- **Through B/L**
- **Door-to-door haulage**
- **Bonded warehousing**
- **Packing, bagging**
- **Fumigation**
- **Blending**
- **Consolidation**
- **Warranting**
- **Monitoring – Tracking**
- **6,000 vehicles**



A major Airfreight operator

With **54 airport agencies** in 45 countries Bollore Africa Logistics offers a full scope of door-to-door Air Freight services:

- **Freight Forwarding**
 - - Consolidation
 - - Door-to-Door
 - - Express
 - - Clearing
- **Air Chartering & On Board Couriers**
- **Additional services**
 - General Sales Agent (GSA): Cargo airlines representation
 - Handling agent



Dedicated operations to the Telecoms, Healthcare, Food & Beverage industries

➤ Supply Chain Services

- Engineering: **logistics network optimization**, workflow design, warehouse space optimization,
- IT architecture design, **performance management**
- Proactive management of operational events (**control tower**): day-to-day planning, coordination and follow-up of operations
- Information management: collection, consolidation and sharing of all logistics data and documents (AWB, bill of lading, POD), **track and trace**

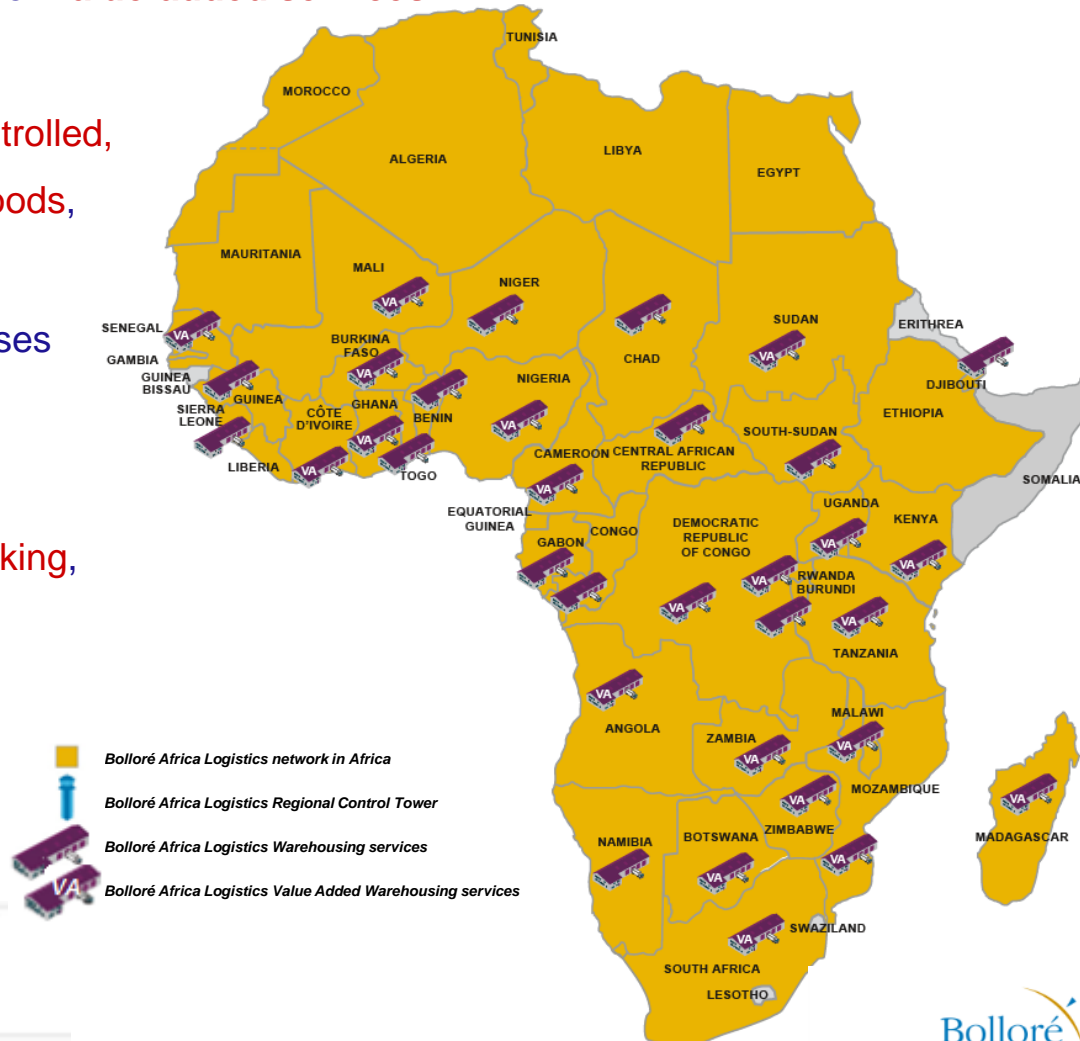
➤ Information Technologies

- Supply Chain Management
- Activity report & **Key Performance Indicators**
- **Customer web portal**



More than 250 warehouses of which 80 offer value-added services

- › 10 million sqm of warehouses and yards
- › Specialized warehousing: temperature-controlled, bonded storage, Dangerous & Sensitive goods, CCTV, intrusion alarm...
- › Advanced receiving and inspection processes
- › Stock level & inventory management
- › Specialized handling equipment
- › Order management: pick and pack, co-packing,
- › Labelling, kitting...



Bolloré Healthcare network in Africa

- Uniquely dense network and intimate knowledge of the field
- Complete supply chain including cold chain solutions;
- International air, sea, land or combined transport;
- Focus on Product Integrity including **traceability** of all documentation and procedures;
- Single one-stop contact for all phases;
- Conformity with international standards (ISO 9001, ISO 14001, OHSAS 18001)

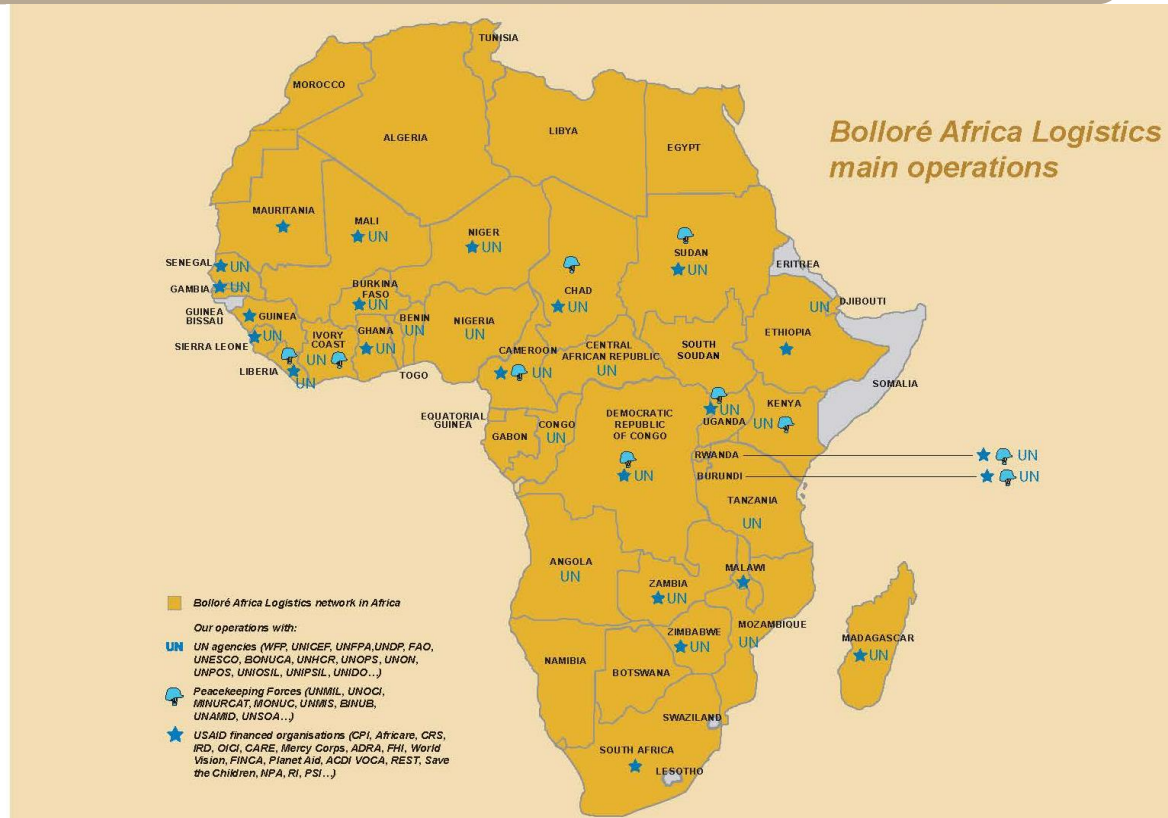


Over the years Bolloré Africa Logistics has acquired unique experience working with many humanitarian organizations operating in Africa.

Logistics needs linked to humanitarian operations can be especially complex in environments that are often rugged.

Crisis situations can be urgent or unpredictable, often in extreme climatic conditions, with **difficult access to disaster zones** and a broad range of transported relief merchandise (food, drugs, emergency accommodation, generators, vehicles, etc.), making it indispensable to work with a partner who can be counted on to **respond fast in the field in Africa**.

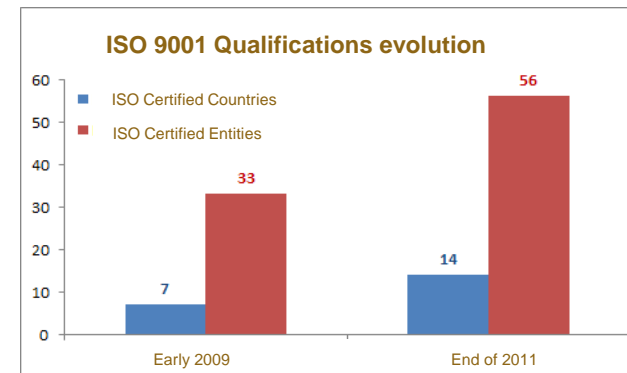
To address emergency challenges, we organize and coordinate all the steps in a complete, multimodal supply chain, including chartering aircraft and ships, port and airport handling, managing administrative formalities in compliance with procedures, **securely storing merchandise and routing it to the final destinations, sometimes the remotest in Africa**.



Bolloré's Q-HSE Policy as per International Standards

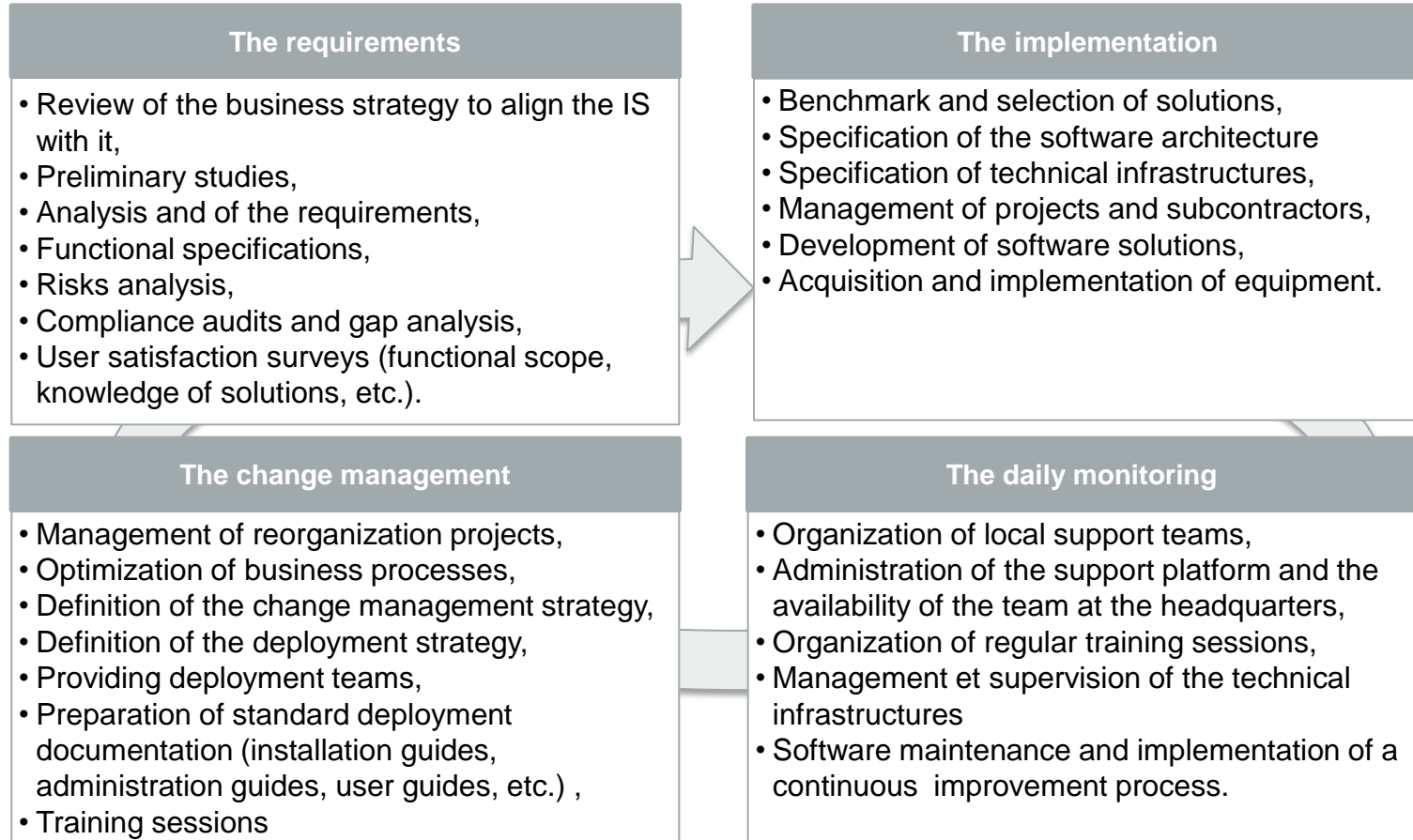
Bolloré Africa Logistics present in **55 countries**, **45 in Africa** is involved in a **quality management system**

- **All the Countries** are implementing the **Quality management system**
- **20 countries (56 entities)** are already certified through **ISO 9001:2008**
- **All of the 14 port concessions** are involved in the **ISO 9001:2008 certification**;
Abidjan Terminal has the triple certification: ISO 9001, ISO 14001 & OSHAS 18001
- **All of our port concessions** are complying with the **ISPS standards**
- The number of training hours dedicated to Q-HSE has **trippled in 2 years to reach 50,000 training hours in 2012.**



Supporting the implementation of the operational strategy of the division

The IS department supports the business departments, the agencies and the customers throughout each phase of their projects:



The IS department provides several IT infrastructure services, with specific service level agreements, the operation of which has been ISO 9001 certified since 2011

16 *Ensuring the confidentiality of data*

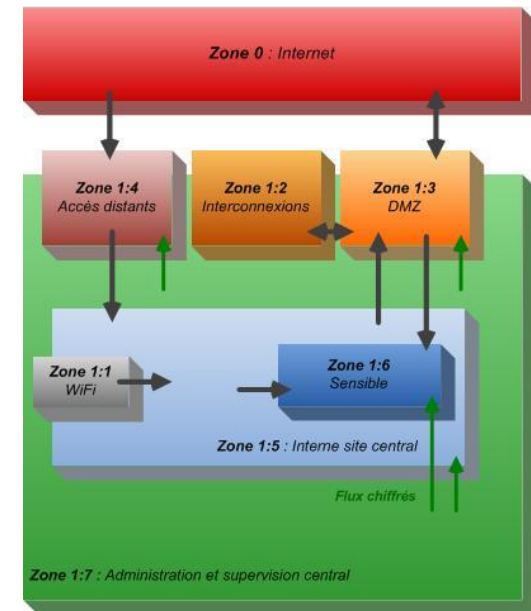
Risk: leak of confidential information impacting our customers and our operations.

Measures: the whole chain of communication is secured through strict measures:

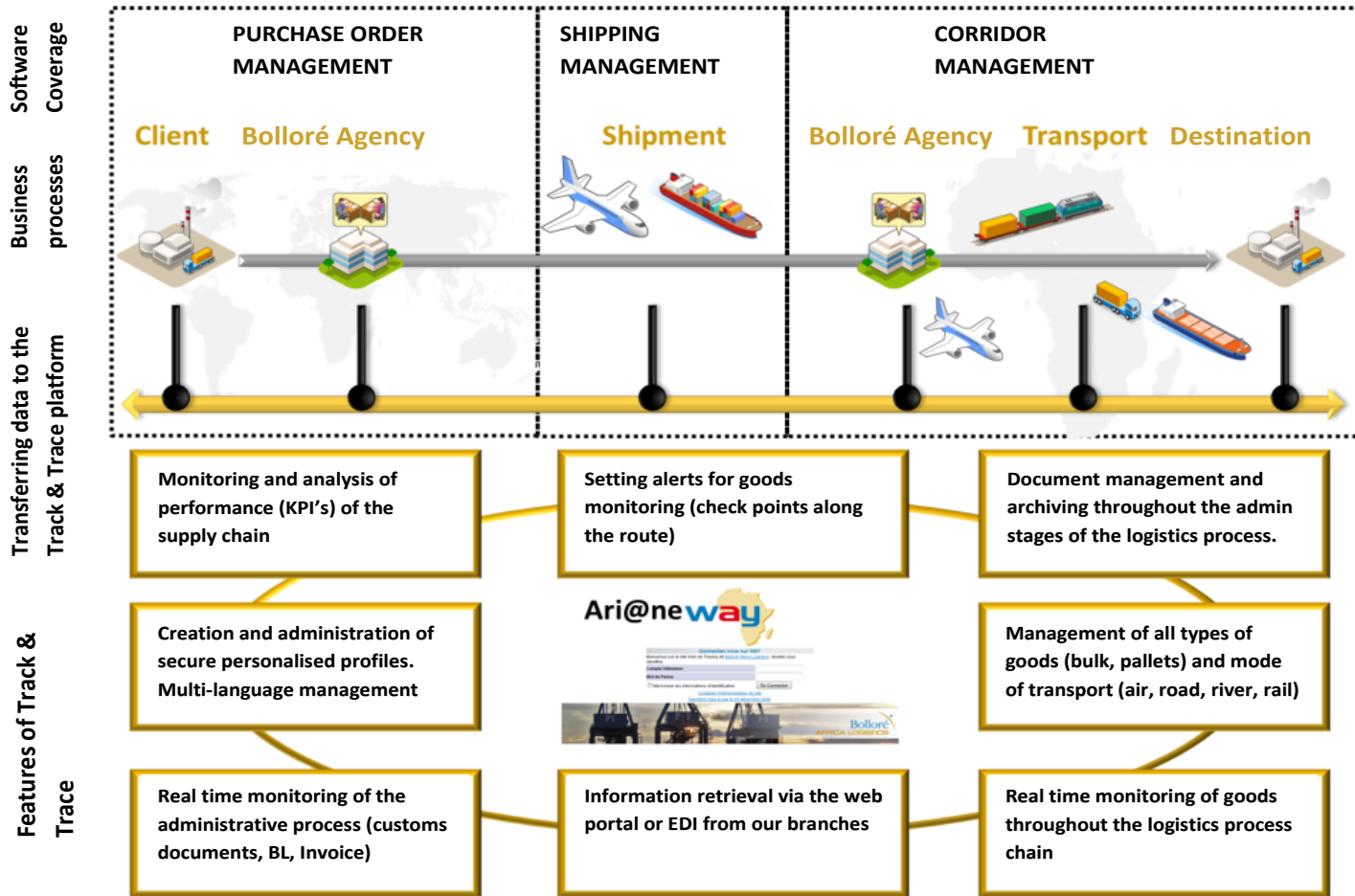
- For each site the local area network is divided into **different trust zones** (internet, exchanges with partners, workstations, servers...) to reduce the risks of leaks and traffic interceptions.
- **All the exchanges of data between the sites are encrypted, filtered and traced** to guarantee a tamper resistant network.
- The EDI exchanges with the customers are supervised by a dedicated team at the headquarters and are executed from the European network. This results in a reliable, secure and customized EDI service, based on dedicated solutions (AS2, VPN, SSL, etc.) or value-added networks.

Specific measures are also taken in terms physical access to the equipment. The server rooms made of full walls with no windows and access to the systems is controlled by security guards and/or secured through digital codes, badges or other similar devices.

All of our applications also implement a profile-based policy to manage user rights, in order to restrict the actions and the access to data according to the users' tasks and area of responsibility.



17 Track and Trace, the Ariane Way...



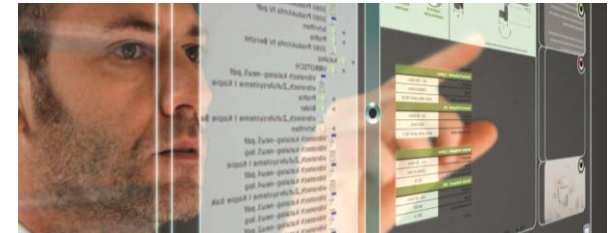
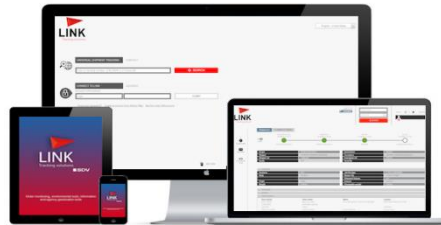
18 *Introducing our 2014 Track & Trace offer*



○ **Introducing LINK**

○ **LINK Contact: Universal shipment tracking**

○ **LINK Advance: Real time vision of transport flows**



○ **Security: Secure Data & Operations**

○ **LINK Contact & Advance: Mobility**

○ **Reporting & Communication Tools**

19 *Looking into the near future...our 2014 Tracking platform*

2nd
generation
tracking

Key-features

- Unique point of contact
 - Live Tracking
- Covering all transport needs
 - Ergonomic
 - Search capabilities
 - Customisation
 - Mobility (SDV App)
- Secured infrastructure



Key-benefits

- Access to information in a way that makes sense to you
- End to End Follow up: shipment, orders, transport request
- Activity Analysis: key performance indicators, key operational indicators
- Integration: clients, suppliers, 3PL























Logistics. Imagination.

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