

## CARGO SERVICE CENTER INDIA

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Cargo Service Center India Private Limited (CSC) is a premier air cargo handling company established in India offering Airport Services, Cool Chain Logistics and Consultancy Services. With offices in Mumbai, Delhi, Ahmedabad and Chennai, the company has approximately 1200 employees across its airport terminals and off-airport facilities.

CSC's turnover for FY13-14 was INR 980 Million, handling approx. 330,000 MTPA.

## LEGACY

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In March of 1992, Cargo Service Center Holding (CSCH) B.V was formed as a fully owned subsidiary of Koninklijke Luchtvaart Maatschappij N.V. (Royal Dutch Airlines), popularly known by its initials – “KLM”. KLM is the flag carrier of the Netherlands and operates scheduled passenger and cargo services to more than 90 destinations worldwide. It is also the oldest airline in the world, still operating under its original name.

CSCH offered dedicated, unmatched cargo ground handling services to KLM Airlines globally. Over time, CSCH extended its handling services to other airlines and transformed itself into a reputed, dedicated one-of-a-kind cargo ground handler with a global footprint across 70 airports in more than 20 countries and a 3,100 strong workforce.

Cargo Service Center India Private Limited (CSC) was incorporated in 1994 as a fully owned Indian subsidiary of CSCH (and later KLM Airlines), initially offering dedicated cargo handling services in Mumbai to KLM Airlines from June 1995. CSC expanded rapidly thereafter to Chennai and Delhi offering similar services to other international airlines.

After 12 years of successful CSC operations in India, KLM strategically divested 51% of its holding in CSC to Mr. Tushar Jani and Mr. Khushroo Dubash - founders of the acclaimed Blue Dart Express, over two tranches in 2009.

## GROUP COMPANIES

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Cargo Service Center India Private Limited (CSC India) – Parent Company.

Delhi Cargo Service Center Private Limited (DCSC) - a joint venture between Cargo Service Center India (74% holding) and Delhi International Airport Limited (DIAL) (26% holding).

CSC Cool Chain Solutions India (CSC CCSI) – a fully owned subsidiary of CSC India.

## KEY MILESTONES

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Since its inception in the early 90's, the company has made tremendous strides by expanding its geographical footprint across India and expanding its service offering to clients.

1995: CSC cargo handling operations for KLM Airlines commence at Mumbai airport and Chennai airport

1996: Handling operations extended to Singapore Airlines at Chennai airport

1998: Handling operations to KLM Airlines commence at Delhi airport

2001: Awarded license to operate & manage 'Center for Perishable Cargo' at Delhi airport

2003: Awarded contract for handling operations at the 'Express courier cargo terminal' at Delhi airport on behalf of Express Council of India ("ECI")

2005: Awarded contract for handling operations at the 'Express courier cargo terminal' at Mumbai airport on behalf of Express Council of India ("ECI")

2007: Handling operations commence for Emirates Airlines at Mumbai & Chennai airports

2009: Awarded concession to design, construct, operate & manage 'Center for Perishable Cargo' at Mumbai airport

2009: Awarded tender to operate & manage two facilities - an 'Integrated Pack House' and a 'Banana Pack House' at Ahmedabad built by Gujarat Agro Industries Corporation Ltd

2009: Awarded 25 year concession to build & operate 70,000 sq.mt Integrated air cargo mega terminal at Delhi airport

2010: Integrated Pack House operations commence and an interim domestic cargo terminal with 130,000 MT annual capacity is commissioned at Delhi airport

2011: Perishable Cargo Terminal ("PCT") operations commence at Mumbai airport

2012: Phase 1 of integrated air cargo terminal – 'Cargo Terminal 2' commissioned in April 2012.

## AWARDS & RECOGNITION

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2012: Perishable Cargo Terminal, Mumbai is awarded '**Best Air Cargo Terminal in India**' at the 6th Express Logistics and Supply Chain Excellence Awards.

2013: Conferred with '**Najm Award**' by Emirates in recognition of CSC's key support to Emirates in Chennai during the GHA Strike in January 2013.

2013: Perishable Cargo Terminal, Mumbai and Cargo Terminal 2, Delhi are awarded '**Best Air Cargo Terminals in India**' at the 7<sup>th</sup> Express Logistics and Supply Chain Excellence Awards.

2013: Awarded the '**Recognition Award**' from Swiss WorldCargo for enabling Swissair to deliver seamless services to its customers at Mumbai and Delhi.

2014: Awarded the '**Recognition Award**' on behalf of Go Air in recognition of CSC India's robust support to one of India's leading Airlines.

2014: Awarded '**Cargo Ground Handler of the Year – Region India**' by the STAT Trade Times at AIRCARGO INDIA.

2014: Awarded '**Exceptional Position under Cold Chain Category**' at the CII SCALE Awards, organized by the CII Institute of Logistics.

## ACCREDITATIONS

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**ISO:** CSC India is the first private handling company to be ISO QMS certified for its operations at Mumbai, Delhi and Chennai.

**RA:** CSC India is the first private handling company to be certified as a 'Regulated Agent' providing security screening & controls accepted by Customs.

**RA3:** CSC India is also the first private handling company and terminal operator to be RA3 certified for its operations at Mumbai and Delhi. CSC's RA3 certification enables all airlines to accept cargo screened at CSC terminals intended for export to the European region.

## SERVICES THAT DELIVER

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CSC offers airport services, cool chain logistics and consultancy services to airlines, freight forwarders, manufacturers, shippers, retailers and other supply chain partners across India.

### AIRPORT SERVICES

CSC operates and manages two air cargo terminals and several airport facilities located at Mumbai, Delhi and Chennai. Airport services comprise air cargo handling services on behalf of Airlines at each location. Air cargo handling services broadly include physical cargo handling, documentation & clearance, cargo screening and storage, as well as special handling & customized services to Airlines.

### SERVICES AT MUMBAI AIRPORT

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#### Perishable Cargo Terminal

At Mumbai airport, CSC operates and manages the 'Perishable Cargo Terminal', which has been conceptualized, designed and built by CSC in 2009. The terminal provides an end-to-end temperature controlled supply chain for air export cargo. It is designed to handle all categories of perishable and temperature sensitive ("PTSP") products. Cargo is offloaded from trucks arriving at the terminal and is subsequently examined, screened, palletized and stored before handover to the Airline's ramp handling agency prior to take-off.

Spread across 1850 SQM, the state-of-the-art facility has a capacity to process and handle approximately 45,000 MT of PTSP Cargo per annum. It is becoming the preferred terminal for leading supply chain partners that see value in a temperature controlled environment for their air export cargo along with visibility, reliability and integrity of their cargo consignments.

Clients who utilize the terminal for handling of their air cargo include contracted and non-contracted international airlines and freight forwarders.

#### Key highlights:

|                                   |                                        |
|-----------------------------------|----------------------------------------|
| Temperature-controlled terminal   | Envirotainer Handling Capabilities     |
| Handling Solutions for PTSP Cargo | 24x7 Security & Surveillance           |
| Exclusive Docks for Pharma        | State-of-the-art equipment             |
| Dedicated Cold Storage Chambers   | ISO 9001-2008 QMS certified operations |

**Services at the Terminal:**

| PHYSICAL HANDLING   | SCREENING & STORAGE | DOCUMENTATION SERVICES   | CATEGORIES HANDLED                                                                 |
|---------------------|---------------------|--------------------------|------------------------------------------------------------------------------------|
| Cargo offloading    | Cargo screening     | Cargo manifestaton       | Perishables,<br>Pharmaceuticals,<br>Frozen Foods, Fresh<br>Flowers <i>and more</i> |
| Cargo acceptance    | Cargo examination   | System<br>regularization |                                                                                    |
| Cargo palletization | Cold storage        | IT integration           |                                                                                    |

**Foreign Airline Cargo Terminal (FACT) Warehouses**

CSC operates and manages two exclusive FACT warehouses at the Airport for general cargo handling on behalf of four key Airlines. Comprehensive, end-to-end import and export handling services are provided to each of the four airlines.

**Services at the FACT:**

| PHYSICAL HANDLING             | SCREENING & STORAGE | DOCUMENTATION SERVICES   | CATEGORIES HANDLED                                   |
|-------------------------------|---------------------|--------------------------|------------------------------------------------------|
| Cargo offloading & acceptance | Cargo screening     | Cargo manifestaton       | Import & Export<br><i>all types of general cargo</i> |
| Carting of cargo              | Cargo examination   | System<br>regularization |                                                      |
| Cargo palletization           | Storage             | IT integration           |                                                      |

## Express Industry Council of India (EICI) Terminal

CSC delivers a range of export and import handling processes at the Mumbai courier cargo terminal on behalf of the Express Industry Council of India (EICI) authorities. Speed is of essence when it comes to express cargo handling and CSC's process expertise has ensured seamless handling operations at the terminal 24x7.

### Services at the courier terminal:

| EXPORT COURIER HANDLING SERVICES | IMPORT COURIER HANDLING SERVICES |
|----------------------------------|----------------------------------|
| Gate pass issuance               | Destuffing                       |
| De-stuffing                      | Query management                 |
| Cargo screening                  | Discrepancy handling             |
| Customs handover                 | -                                |
| Acceptance & weight recording    | -                                |
| Unitization                      | -                                |
| Documentation                    | -                                |

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## SERVICES AT DELHI AIRPORT

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### **Cargo Terminal 2**

Conceptualized, designed and built by CSC, Cargo Terminal 2 (CT2) is located at Delhi airport. Infrastructure, Process, People and Technology seamlessly integrate to deliver a one-stop solution for air cargo handling at CT2.

Envisioned by CSC as an integrated mega cargo terminal, CT2 delivers much needed efficiency, innovation and service excellence in cargo ground handling services. The terminal is equipped to meet the diverse and ever-changing requirements of the shippers, manufacturers, freight forwarders, airlines and other partners in the supply chain industry.

Its modular design permits flexible, scalable capacity at short notice. When fully completed, it will have an annual capacity of 1.25 million tonnes.

It is India's tallest two-tier air cargo terminal, designed to withstand seismic conditions and will incorporate some of the most advanced cargo handling equipment and technology.

#### **Highlights of the terminal:**

|                                          |                                      |
|------------------------------------------|--------------------------------------|
| Mega terminal for comprehensive handling | Import Export handling for all cargo |
| Exclusive docks for pharma handling      | Dedicated 'Perishable Zone' for PTSP |
| 24x7 Security & Surveillance             | ISO 9001-2008 QMS Certified          |
| Envirotainer handling capabilities       | State-of-the art two-tier terminal   |

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**Services at the terminal:**

| <b>PHYSICAL CARGO HANDLING</b> | <b>DOCUMENT HANDLING (EXPORT)</b> | <b>DOCUMENT HANDLING (IMPORT)</b> | <b>SPECIAL CARGO HANDLING</b> | <b>SYSTEM HANDLING</b> |
|--------------------------------|-----------------------------------|-----------------------------------|-------------------------------|------------------------|
| General cargo (Intl export)    | Issuing AWB                       | Documentation                     | Perishable Cargo              | Real time data capture |
| General cargo (Intl import)    | Checking AWB                      | Segregation report                | Valuable cargo                | FWB                    |
| General cargo (domestic)       | Document RFC                      | Customs endorsement               | Odd-size cargo                | FHL                    |
| Courier express cargo          | AWB Acceptance                    | Arrival notification              | Dangerous cargo               | FSU-IMP                |
| Airline express cargo          | Charges collect                   | Issuance of Delivery Order        | Live animals                  | FFM                    |
| Outsized cargo                 | Documentation                     | Document release                  | -                             | Customs messages       |
| Mini-shipments                 | AWB Segregation                   | Express discharge SC              | -                             | Online carting         |
| -                              | Manifestation                     | Discrepancy handling              | -                             | -                      |
| -                              | Load estimates                    | -                                 | -                             | -                      |



## Common User Domestic Cargo Terminal (CUDCT)

CSC operates and manages the domestic cargo terminal at Delhi airport and offers a comprehensive range of domestic cargo handling services under a single roof.

Prior to CSC's management of the domestic terminal, the absence of a common-user one-roof solution for domestic airline cargo meant sizeable delays in cargo handling as well increasing complexity in co-ordination between freight forwarders and airlines.

The terminal now offers a wide-range of benefits to all users at the terminal - shippers, freight forwarders, Airlines and airport Authorities.

### Highlights of the terminal:

|                                     |                                           |
|-------------------------------------|-------------------------------------------|
| One-roof concept for all operators  | Traffic flow optimized without congestion |
| Easy for forwarders to tender cargo | Enhanced security at the terminal         |
| Cross utilization of resources      | Seamless processes through innovation     |

### Services offered at the terminal:

| INBOUND CARGO<br>PHYSICAL HANDLING<br>SERVICES               | OUTBOUND CARGO<br>PHYSICAL HANDLING<br>SERVICES | DOCUMENTATION<br>SERVICES            |
|--------------------------------------------------------------|-------------------------------------------------|--------------------------------------|
| Cargo Offloading & RFC<br>Check                              | Incoming cargo unloading                        | AWB Finalization                     |
| Carting of Cargo                                             | Segregation process                             | Data Capturing                       |
| Cargo Acceptance                                             | Storage Processes                               | IT Integrated Operation              |
| Screening Process (By DIAL<br>& Airline certified screeners) | Delivery of Cargo                               | Incoming manifest capturing          |
| Loading of Cargo in BTs &<br>Trucks                          | -                                               | Airlines wise Discrepancy<br>Reports |
| Dispatch of Cargo                                            | -                                               | -                                    |

## Express Industry Council of India (EICI) Terminal

CSC delivers a range of export and import handling processes at the Delhi courier cargo terminal on behalf of the Express Industry Council of India (EICI) authorities. Speed is of essence when it comes to express cargo handling and CSC's process expertise has ensured seamless handling operations at the terminal 24x7.

### Services at the courier terminal:

| EXPORT COURIER HANDLING SERVICES | IMPORT COURIER HANDLING SERVICES |
|----------------------------------|----------------------------------|
| Gate pass issuance               | Destuffing                       |
| De-stuffing                      | Query management                 |
| Cargo screening                  | Discrepancy handling             |
| Customs handover                 | -                                |
| Acceptance & weight recording    | -                                |
| Unitization                      | -                                |
| Documentation                    | -                                |

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## SERVICES AT CHENNAI AIRPORT

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### General Cargo Handling Terminal

CSC provides handling and supervisory services at Chennai airport to key airlines. Import and export handling solutions are extended to Airlines basis their requirements.

#### Services at the terminal:

| PHYSICAL HANDLING     | DOCUMENTATION SERVICES | IMPORT SERVICES      | SUPERVISORY SERVICES                                 |
|-----------------------|------------------------|----------------------|------------------------------------------------------|
| Cargo acceptance      | Cargo manifestation    | Import documentation | Import & Export<br><i>all types of general cargo</i> |
| Carting palletization | System regularization  | Import supervision   |                                                      |
| -                     | IT integration         | Import de-stuffing   |                                                      |

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## COOL CHAIN LOGISTICS

CSC's knowledge and expertise in handling cargo – especially perishable and temperature sensitive cargo across its various airport facilities has enabled it to successfully integrate itself into the off-airport supply chain and deliver professional cool chain solutions to clients.

### SERVICES AT AHMEDABAD

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#### Cool Chain Solutions Facility

Since 2013, CSC has been operating and managing a Cool Chain Solutions facility at Naroda, Ahmedabad. The facility offers a temperature-controlled environment for cold & freezer storage, fruit ripening, post-harvest services and customized 3PL services.

These services are availed by a wide range of clients, including farmers, producers, exporters and corporate retail chains that require one or more services.

CSC's uncompromising commitment to quality and safety in handling, processing, ripening and storage services has earned notable international accolades for its clients.

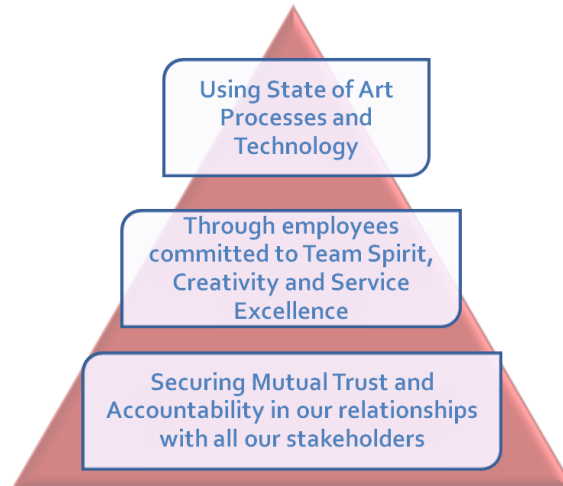
#### Services offered at the facility:

| STORAGE TEMPERATURE | POST-HARVEST SERVICES | CAPABILITIES           |
|---------------------|-----------------------|------------------------|
| Sub-zero            | Ripening              | Multi-product handling |
| Above zero          | Sorting               | Cold & ambient storage |
| Ambient             | Grading               | Inventory management   |
| -                   | Packing               | Distribution           |

## MISSION STATEMENT

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Cargo Service Center India is committed to delivering cost efficient, high quality, air cargo handling and warehousing services by encouraging teamwork, creativity and service excellence in every activity and using state of the art processes and technology thus ensuring mutual trust and accountability with all stakeholders.



The company will pursue this mission through collaborative approach by involving internal and external customers, innovation and continuous improvement in every activity undertaken to offer the service excellence. The company will make use of state-of-the-art infra-structure, processes, and world class technologies to deliver the services increasing the customer satisfaction thus securing mutual trust and accountability with all the stakeholders.

## COMMITMENT TO QUALITY

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CSC is committed to deliver safe, secure and efficient air cargo handling, warehousing and other associated services that meet and exceed customer expectations.

CSC are committed to comply with ISO 9001-2008 requirements and continually improve the effectiveness of our quality management system.

CSC have the privilege of being the *first* private handling company to be ISO 9001-2000 certified for our operations at Mumbai, Delhi and Chennai.

## THE RIGHT APPROACH

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CSC's unique approach enables it to meet & exceed its clients' expectations, every time.

|                |                                                                                                                                             |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Empathy        | CSC communicates to customers in a language they understand.<br>CSC understands customers & constantly adapts to their needs.               |
| Assurance      | CSC's assurance to every client stems from creditability - a combination of trustworthiness, believability and the honesty.                 |
| Tangibility    | CSC's state-of-the-art infrastructure, together with an effective, highly skilled and committed workforce – two of its most visible assets. |
| Reliability    | CSC has never let a customer down. It's there when reliability matters.                                                                     |
| Responsiveness | CSC is a customer-focused organization, with an uncompromising attitude to always help its clients and provide a lasting solution.          |

## VALUES AT WORK

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CSC's core values are at the heart of the organization. They nurture, guide and lead every member of the organization in the pursuit of excellence. Its core values are;

|                         |                                                            |
|-------------------------|------------------------------------------------------------|
| Trust                   | : <i>The cornerstone of CSC's value system</i>             |
| Integrity & Honesty     | : <i>Essential attributes that drive CSC's reliability</i> |
| Teamwork                | : <i>Working together as one</i>                           |
| Excellence              | : <i>Exceeded expectations, every time</i>                 |
| Learning opportunities: | <i>Knowledge for everyone</i>                              |
| Fun & Enjoyment         | : <i>Fostering unity and a friendly environment</i>        |

CSC is an equal opportunities employer, with zero discrimination basis caste, creed, religion or gender. It follows a zero tolerance policy towards misconduct of any kind, including sexual harassment. CSC offers professionally invigorating engagements in an ethical and challenging work environment with fair compensation to employees. CSC does not believe in outsourcing its core function.

## A VISIONARY TEAM AT THE HELM

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### BOARD OF DIRECTORS

The board of directors comprises of three renowned professionals from the logistics industry.

#### **Mr. Tushar Jani – Chairman of the Board**

Mr. Tushar Jani has more than 25 years of experience across sectors including Shipping, Transportation, Aviation and Logistics. As an innovative entrepreneur, he has founded and mentored numerous companies. He is the founder-member and Ex-Chairman of Blue Dart Courier Services and Blue Dart Aviation as well as chairman of the SCA (Saurashtra Clearing Agency) group of companies.

Mr. Jani is also the Co-Founder of the NVOCC Business – Swift Freight Private Ltd, the first of its kind to commence business in the United States with FMC registration. Mr. Jani is the founder-chairman of the Express Industry Council of India and was responsible for starting the courier terminals at airports. He holds several prestigious positions in trade and industry circles; Honored as the Special Invitee, AMTOI; Member, FFFAI; Chairman – Logistics Committee, Western Regional Council, Confederation of Indian Industry; Member and Ex-Chairman, CII National Committee on Logistics; Member and Ex-Chairman, Maharashtra State Council, CII.

#### **Mr. Khushroo Dubash – Board Member**

Mr. Khushroo Dubash is recognized as one of the founders of the express industry in India, and a founding member of Blue Dart Courier Services.

With over 28 years of experience in the industry, Mr. Dubash has played an instrumental role in laying the foundation of Blue Dart's marketing strategies.

A firm believer in the power and potential of technology to transform businesses and organizations, Mr. Khushroo Dubash had provided the initial contribution towards the technological development of Blue Dart Courier Services.

Mr. Dubash was also responsible for the initial studies on the "Hub and Spoke" concept of distribution networking for Blue Dart Courier Services, enabling the company to successfully differentiate itself from competition in the market and offer valuable services to its clients.

### **Mr. Nicolaas Van Wieringen – Board Member**

Mr. Nicolaas Van Wieringen has been associated with the KLM Group for the past three decades and presently serves as the Board Member on behalf of KLM Group.

Mr. Weiringen has extensive experience in the controller's department of KLM and has also served in various other capacities viz., General Manager – CSC Netherlands Antilles, Director – Finance (CSC Holding), Manager – Projects (KLM-Alitalia Integration Project) and presently, Manager – Holding department.

In his current role, Mr. Wieringen is monitoring and managing various subsidiaries of KLM and also serves as a Board Member for several subsidiaries, including Cargo Service Center India and KLM Ground Services Company, UK.

### **MANAGEMENT TEAM**

The management team comprises of the CEOs of Cargo Service Center India and Delhi Cargo Service Center, who together lead the organization in its quest for excellence.

### **Mr. Anuz Thapliyal – Chief Executive Officer, Cargo Service Center India**

Mr. Anuz is an alumnus of the National Defence Academy and has been with CSC since 2004 and is the Business Head for Cargo Service Center India.

He holds a Post graduate diploma in Business Administration. Anuz joined Cargo Service Center in January 2004 and in addition to his other responsibilities, had been closely associated with the Company's flagship project of effective management of the perishable and temperature sensitive products ("PTSP") at IGI airport, New Delhi.

Anuz and his team were able to proactively address major concerns of all stake holders by facilitating the processing and minimizing the number of handlings at the gateway. He along with his team, was also instrumental in securing the Cool Chain Quality Indicator ("CCQI") certification for the Centre for Perishable Cargo ("CPC") at IGI Delhi airport, making it the second such facility at a gateway to be so certified globally.

He also heads the Agri business and special projects team to ensure dedicated back ward linkages to the company's operations at major gateways.



### **Mr. Venugopal Bangera – Chief Executive Officer, Delhi Cargo Service Center**

Mr. Venugopal Bangera is an expert in IT systems, Warehouse Management and Operations. He is presently the Business Head for Delhi Cargo Service Center.

His association with CSC since its inception has been instrumental to its growth over the years. With 20 years of experience in the field of Logistics, Distribution, Cargo Handling and Warehouse Management, Mr. Bangera's core expertise in Project management has resulted in exponential growth for the Organization.

He has been actively involved in project implementation of the Perishable Cargo Terminal (PCT) at Mumbai International airport and the Greenfield Cargo Terminal Project (DCSC) at Indira Gandhi International airport, Delhi.

Prior to joining CSC, Mr. Bangera was associated for 6 years with Blue Dart Express and Elbee express, both amongst the largest courier companies in the country.

### **Mr. Harish Shetty – General Manager (Corporate Finance & Accounts), CSC India**

Mr. Harish Shetty has been associated with CSC since 1998.

His rich and varied experience in the field of Corporate Finance and Accounts has played an instrumental role in financial decisions concerning CSC. As a Controller for CSC, Mr. Shetty oversees and manages the Financial, Corporate Purchase and Regulatory affairs of CSC. This includes Consolidation of Accounts, Tax and other Statutory Compliances.

Prior to joining CSC, Mr. Harish Shetty was associated with a Tax & Audit firm for more than four years covering various projects such as Company and Tax audit, Corporate Law, Project Evaluation and Factory Audit.

He has a Master's in Business Administration (EMBA) Finance from Narsee Monjee Management Institute Mumbai, and is a Graduate from Mumbai University (Commerce).

**Mr. Avinash Razdan – Vice President & CFO, DCSC**

Mr. Avinash Razdan's expertise spans Accounting and Internal Control Systems, Corporate Financial Management, Fund Raising, Taxation, Mergers, De-Mergers, Business Plan Evaluation Budgeting and ERP Implementation

Mr. Razdan, FCMA, MBA(Fin), PGDMM, B.Sc, has 23 years of experience and has successfully managed and implemented various programmes such as SAP (ERP), Merger, De-merger, Fund Raising, Expansion cum Modernisation etc during his previous work experience in the manufacturing sector.

As CFO of Delhi Cargo Service Center, Mr. Avinash Razdan heads its Accounts & Finance Administration, Fund Raising, Business Control Systems, ERP Implementation and Financial Planning & Budgeting activities.

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## PARTNERING FOR THE FUTURE

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CSC actively supports the growth and development of the air cargo and logistics industry, through active participation and representation at industry-led associations.

CSC India's premier industry memberships include:

### **Confederation of Indian Industry ("CII")**

The Confederation of Indian Industry works to create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes.

### **Air Cargo Forum of India ("ACFI")**

The Air Cargo Forum India was constituted recently by its founding members from all the segments of the entire air cargo trade & industry to support & promote the major common interests of entire cargo logistic trade & industry. Its members come from from all the segments of air cargo logistics network through invitation.

### **National Centre for Cold Chain Development ("NCCD")**

The National Centre for Cold Chain Development was established in India as an autonomous centre for excellence to work in close collaboration with industry and other stake holders to promote and develop integrated cold chain in India.

### **Cool Chain Association ("CCA")**

The CCA is a non-profit organization, founded in 2003, with the aim of synchronizing the cool supply chain in order to improve the quality of perishables and temperature sensitive products (PTSP) and thus prolong their shelf life and reduce wastage.

### **Council of Supply Chain Management Professionals ("CSCMP")**

Founded in 1963, the Council of Supply Chain Management Professionals (CSCMP) is the preeminent worldwide professional association dedicated to the advancement and dissemination of research and knowledge on supply chain management with over 8,500 members.

## NOTEWORTHY AWARDS

A testament to its success, CSC has received several accolades over the past few years.



Awarded 'Best Air Cargo Terminal in India' for the Perishable Cargo Terminal (Mumbai) at the 6<sup>th</sup> Express Logistics & Supply Chain Excellence Awards (2012) ceremony held at Mumbai.



Awarded 'Best Air Cargo Terminal in India' for the Perishable Cargo Terminal (Mumbai) and Cargo Terminal 2 (Delhi) at the 7<sup>th</sup> Express Logistics & Supply Chain Excellence Awards (2013) ceremony held at Taj Land's End, Mumbai.



Awarded the 'Recognition award' (2013) from Swiss WorldCargo for enabling swiss worldcargo to deliver seamless services to its customers at Mumbai and Delhi.



Awarded 'Cargo Ground Handler of the Year – Region India' (2014) by STAT Times at AIRCARGO INDIA 2014 held during February 2014 at the Westin Hotel, Mumbai.



Awarded 'Exceptional Position under Cold Chain Category' at the CII SCALE Awards (2013) held at the Taj Palace, Mumbai during May 2014.