

Wong Yee Shious

From: Agnes Lau <agnes.lau-sin@dbschenker.com>
Sent: Monday, September 02, 2013 7:32 PM
To: Charlie Kok; Candy Lim; wilson.ng@dbschenker.com; Tan Bee Geok
Cc: Vikas Batra; Alan Loo; Angie Hong; Sherlyn Ng; Benjamin Toh
Subject: RE: Alfa Laval tender 2013 Biz lost wef 1 Oct 2013

Hi Charlie, Candy, Wilson, Bee Geok,

Please be advised that we will be losing Alfa Laval Air Import from Q4, the transition to their global new providers (DSV & SGL, a Danish provider) will start from 1st Oct 2013. This RFQ is driven by Alfa Laval HQ in Sweden which covers global business. The 2 incumbents DHL & Schenker have lost all the business. Reasons why Schenker lost were due to service issue (uplift), billing (origin, mainly DDU, CIP, CFR shpts) and Account Management support to Alfa Laval HQ.

Please find following YTD Jul 2013 volume & P&L data which includes clearance from terminal for direct shipments and other agents.

| Air Import Profit and Loss - Jan 2013 to July 2013 | | | | | | | | | | | | | | |
|--|------------|-----------|---------------|------------|------------|----------|--------|-------|-------|--------|-------|----------|------------|--|
| Currency: SGD | | | | | | | | | | | | | | |
| No | Customers | Sum of SH | Sum of CHRG V | Sum of INC | Sum of GRO | shpt/mtl | Kg/mtl | GP/m | GP/kg | GP/shp | GP% | share GP | share # sh | |
| 65 | ALFA LAVAL | 247 | 56,526 | 15,465 | 12,255 | 35 | 8,075 | 1,751 | 0.22 | 50 | 79.2% | 0.2% | 0.3% | |

Best Regards,
Agnes Lau - Director, Sales
Schenker Singapore (Pte) Ltd
17, Changi South St 2, Singapore 486129
Office: +65-6545 9788, DID: +65-6549 1231
Mobile: +65-9637 1890, FAX: +65-6545 6788
Email: agnes.lau-sin@dbschenker.com

www.dbschenker.com
[Delivering solutions @www.deliveringsolutions.dbschenker.com](http://www.deliveringsolutions.dbschenker.com)
[Please Consider The Impact To The Environment Before Printing This Email...]

From: Vikas Batra
Sent: Monday, September 02, 2013 10:48 AM

To: Agnes Lau; Alan Loo
Subject: FW: Alfa Laval tender 2013

Dear Agnes / Alan,

Fyi, Alfa Laval biz lost globally for all lanes

Best regards

Vikas Batra – Sr. Manager
Vertical Markets – Industrial / Marineparts, SALES
Schenker Singapore (Pte) Ltd
DID: +65 6549 1291 | HP: +65 9187 7254 | Fax: +65 6542 5500
Email: vikas.batra@dbschenker.com

From: Joergen Brogaard [<mailto:joergen.brogaard@dbschenker.com>]

Sent: Monday, September 02, 2013 4:57 AM

To: Gustaf Sundqvist; owe.hogberg@dbschenker.com; Per Holst-Nielsen; Tsutomu Komiya; Vikas Batra; Thapanee Vuthipadadorn; jeehyun.min@dbschenker.com; Joyce Chen; John Song; abhishek.chaturvedi@dbschenker.com; nitin.shirkar@dbschenker.com; Brazil; Gustaf Sundqvist; Charl.Schoeman@dbschenker.com; steve.williams@dbschenker.com; Germany; robin.gase@dbschenker.com; Joep Bruijs; Christian Oelschlaeger; Glen Boyce; Bele Skopp (bele.skopp@dbschenker.com); 'Steven.dowdy@dbschenker.com'; Tom Driscoll

Cc: Martin Carlsen; Peter Steenberg; Kurt Markussen; Henrik Dam Larsen

Subject: Alfa Laval tender 2013

Hi all,

Just a short note to inform you all that Alfa Laval has decided not to award Schenker for any lanes for the new contract period 1st Oct 2013 to 30th Sep. 2015.

I received a phone call earlier in the week from their Transport & Logistic Manager Mr Stefan Black who told me briefly that main reason for Alfa Laval not to award Schenker any business in this tender was service issues. Wrong billing – performance level – cannot meet transit times - key account management (missing) – etc.

Some of the issues brought forward I can agree on and some I cannot. We have been invited to Alfa Laval on Friday where we are going to have a more detailed feedback which I off course will share with you all. On Friday we will also discuss handover. Alfa Laval has advised us that they will suggest an extension of current contract ex some countries up to Dec 1st.

I will info this e-mail string about any feedback received on Friday.

Brgds
Joergen

Med venlig hilsen/Best regards

Joergen Brogaard
Director, Air & Ocean Denmark



SCHENKER A/S
Helseholmen 31-39
DK-2650 Hvidovre

Phone/Mobile +45 36 86 95 66 / +45 42 45 85 75
Fax +45 36 86 94 92

Website: www.dbschenker.com/dk

Tilmeld dig Schenker A/S' elektroniske nyhedsbrev - [klik her](#)

Hovedkontor/Head Office: Hvidovre

CVR nr./Reg. no. 78 94 17 15

Please note that this message may contain confidential information. If you have received this message by mistake, please inform the sender of the mistake by sending a reply, then delete the message from your system without making, distributing or retaining any copies of it. Although we believe that the message and any attachments are free from viruses and other errors that might affect the computer or IT system where it is received and read, the recipient opens the message at his or her own risk. We assume no responsibility for any loss or damage arising from the receipt or use of this message.

All services rendered are subject to the General Conditions of the Nordic Association of Freight Forwarders (NSAB 2000).