

Business Case

Victorinox: high-end value added services for a high-end travel gear brand

Victorinox entered the international travel gear market in 1999 with the American TRG Group as the licensee. As part of the company's commitment to strengthen and expand its travel gear business, Victorinox took over full responsibility for its travel gear product division in August 2014 and established the new business unit Victorinox Travel Gear AG, based at its headquarters in Switzerland.



Improving logistics standards, while your business expands? Bring it on!

We simplify. **Whatever it takes.**

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The Victorinox Travel Gear collections include a large range of luggage, business cases, lifestyle bags, backpacks, travel accessories and personal leather goods. Each piece is designed to handle the heavy demands of intensive travel and stands out for its highly developed technology, functionality and durability. With production sites and stores all over the world, supply chain efficiency is essential. Since 2006, we've worked closely with Victorinox to make sure that the famously high quality of its products is matched by highly efficient global logistics and order fulfilment.

Vos Logistics' high-end value added services

For over 130 years, Victorinox has stood for quality, functionality, innovation and iconic design. It's these that have made it a premium brand in Switzerland and around the world. To ensure that all its products meet the highest standards, partners are

chosen carefully and quality standards are stringently enforced. So when the company was looking for a logistics partner, it needed one whose services could match the excellence of its products. Vos Logistics is proud to have contributed to the success and growth of Victorinox by providing a range of high-end value added services:

Inbound sea freight

Victorinox makes travel gear products in the Far East, using highly efficient manufacturing processes. Vos Logistics organizes the local container flow from the manufacturing source to the port of departure, as well as connecting sea freight to the port of destination in Europe.

Inland container transport via barge and road

For many years, Victorinox has focused on sustainability in its

- ✓ **Complete logistics services: from transport to order fulfilment**
- ✓ **Sustainable supply chain**
- ✓ **Close cooperation for continuous improvement**



production and logistics processes. And sustainable solutions are just as important to the way its goods are transported. Vos Logistics is able to offer them a wide range of sustainable service options, including intermodal and multimodal transport solutions for inland container transport. These efficient and flexible combinations of road transport with other modalities (train and boat) help to reduce CO₂ emissions in transport.

Inland logistics

Victorinox has opted for a central European warehouse concept: the inbound flow of its goods is through the port of Antwerp, a geographical logistics hotspot in Europe. Vos Logistics organizes and manages the container flow from Antwerp to the central warehouse in Belgium, where the goods are received and registered in compliance with applicable customs and VAT regulations.

Customs services

Victorinox operates globally, so it needs to comply with many different customs regulations and procedures. Vos Logistics supports them with customs services such as import and export clearances and full inventory management. We have the know-how and technology to produce a wide range of timely and correct customs and fiscal documentation. We also facilitate fiscal representation and fiscal consultancy for Victorinox.

Order fulfilment

Victorinox's many customers in Europe and the Middle East are offered the best possible service, which starts in the

warehouse where order fulfillment begins. The company has chosen to have orders fulfilled from one central warehouse in Belgium, to ensure that its high quality and service standards are applied to all orders. From there, Vos Logistics is in charge of managing their inventory. This includes goods reception, quality control, storage, order pick & pack and a wide range of high-end value added activities such as (re)packing, (re)labelling, (dis)assembly, returns and repair management and more. These help ensure that customers enjoy the excellent quality and service that Victorinox promises.

Customer distribution throughout Europe

Victorinox delivers products to customers in Europe – both EU and non-EU countries – and in the Middle East. For each destination and load, it needs the most efficient mode of transport, and this is all organized from the central distribution center in Belgium. With years of experience, Vos Logistics is able to efficiently combine and align logistics and transport activities. We manage the entire physical distribution for Victorinox to any destination in Europe and beyond. Every size of delivery, from a single parcel to groupage shipments, part loads or full loads, is in the experienced hands of our freight management team. They select the best possible means of transportation, owned by us or otherwise, so as to comply with or even exceed the Service Level Agreement.

Handling of returns and defects

Victorinox products covered by the Global 10-Year Limited Warranty are guaranteed to be free from manufacturing



defects in materials and workmanship for ten years from the date of original purchase. If such a defect appears during the warranty period, it is repaired or replaced with the same or an equivalent model. Vos Logistics handles the complete process of returns and defects from our distribution center in Belgium – from the initial contact with some of the Victorinox customers to the product replacement.

Environmental awareness throughout the supply chain

For Victorinox, environmental awareness is a key focus. The company has significantly reduced its environmental footprint by optimizing processes and introducing technical innovations – a comprehensive waste disposal concept for liquid and solid substances, for instance. Materials are sorted, separated, and recycled as a matter of course. In 2008 Victorinox received an award from the Swiss Environmental Foundation in recognition of its efforts to preserve natural habitats. This motivated the entire company to take an even more sustainable approach to the environment and its resources.

Choosing Vos Logistics' green logistics center has helped Victorinox reduce environmental impact throughout the supply chain. Sustainability is one of our five key values, underpinning our reputation as a renowned provider of sustainable supply chain solutions. For us, it's not just about using sustainable energy sources, but also employee wellbeing and safety management. In 2011, we developed an energy-neutral

logistics center in Belgium by placing solar panels on the roof of the 12,000 m² multi-user warehouse. With an annual output of 725,000 kWh, the panels provide sufficient capacity to meet the full energy requirements of the logistics center, rolling stock included. Since 2009, we have more than halved the average CO₂ emissions of our offices and warehouses, to 7.84kg CO₂ per square meter in 2015.

“ During my visit to Vos Logistics, I was very impressed to see that the roof was covered with solar panels and to find out that these supply the center’s entire energy capacity requirements. Cooperation with a ‘green’ logistics center in Europe is a great fit with our values at Victorinox.”



Close cooperation for continuous improvement

Victorinox and Vos Logistics work closely together to operate all the logistics services described here. Our skilled and highly trained teams are in continuous close contact to supervise and manage all logistics processes. Together, we've developed and created a work environment in which the different levels of management systematically strive for cost optimization, quality improvement and work environment upgrades. A predefined reporting structure, which includes monthly KPI reports, ensures the Service Level Agreement is properly met and continuously improved.

Our systems are electronically linked via secure EDI messaging, enabling full transparency at both ends regarding stock availability, product status and inbound and outbound order statuses. And with our systems seamlessly integrated, the people managing the daily business can cooperate even more constructively. Constantly striving to achieve better solutions and results, our aim is to not just to satisfy customers at all times but to delight them with the best service possible. Vos Logistics people who work on the Victorinox account act and feel like an integral part of the Victorinox team. We're extremely proud to be facilitating Victorinox's operations and contributing to the success of this iconic brand.

“ We’ve been working with Vos Logistics for thirteen years. During this time they’ve been an integral part of our business and one of the contributory factors to our success and growth. The Vos Logistics team is viewed very positively within our business and acts as a seamless part of our team. Their attention to detail, flexibility and openness enables us to have total confidence in the service for our customers and allows us to focus on the growth of our business.”



About Victorinox

Victorinox produces and sells unique, high quality products worldwide which are of practical use in differing areas of life: Swiss Army Knives, Cutlery, Watches, Travel Gear and Fragrances. The company's headquarters are located in Ibach, Schwyz, in the heart of Switzerland. This is where the founder of the company, Karl Elsener, first set up his cutler's business in 1884 and, a few years later, designed the legendary «Original Swiss Army Knife».



VICTORINOX
SWISS ARMY

About Vos Logistics

Vos Logistics is a specialist in a wide range of transport and logistics services. Through a network of 25 group-owned locations, the company is active throughout Europe. With 2,000 employees, it operates a modern fleet of 1,000 Euro 5, EEV and Euro 6 vehicles, 3,200 loading units and 190,000 m² of storage space. Logistic & Transport Solutions offers customer-specific logistics solutions, from forwarding, warehousing, value added services and distribution to full supply chain solutions in which Vos Logistics assumes management of part or all of the customer's goods flow. In the international bulk and volume transport markets, Vos Logistics is one of the largest road hauliers in Europe. The company's strength lies in its combination of a pan-European network, advanced IT systems and its focus on quality and service.

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Complex logistics challenge?
Bring it on. We will simplify them.



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We simplify. Whatever it takes.

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