



Artoni

Company presentation institutional

Artoni in figures (2015)



Turnover

210 mln €



Number of shipments

6.5 mln of shipments



Employees

624 direct employees



Customers

14.000 customer companies



Artoni Moving Green

- 414 tons of CO2 saved thanks to use of PV systems
- 3 tons of CO2 saved by forwarding invoices via email



Operation centers in Italy

70 operation centers in Italy



Company

- Established in 1933
- Headquarters in Reggio Emilia, Italy
- President Luigi Artoni
- CEO Anna Maria Artoni

Italian network



NORTH	EMILIA ROMAGNA	BOLOGNA	FERRARA	FORLÌ-CESENA	MODENA
		PARMA	REGGIO EMILIA		
	FRIULI VENEZIA GIULIA	TRIESTE	UDINE		
	LIGURIA	GENOVA	IMPERIA	SAVONA	
	LOMBARDIA	BERGAMO	BRESCIA	LODI	VARESE
		PIACENZA	MANTOVA	MILANO	SONDRIO
	PIEMONTE	ALESSANDRIA	CUNEO	TORINO	VERCELLI
		VERBANIA			
	TRENTINO ALTO ADIGE	BOLZANO	TRENTO		
	VALLE D'AOSTA	AOSTA			
CENTER	VENETO	BELLUNO	PADOVA	TREVISO	VENEZIA
		VERONA	VICENZA		
	ABRUZZO	PESCARA	CHIETI		
	LAZIO	FROSINONE	LATINA	ROMA	
	MARCHE	ANCONA	ASCOLI PICENO	FERMO	PESARO-URBINO
					MASSA CARRARA
	TOSCANA	AREZZO	FIRENZE	GROSSETO	
		PISA			
	UMBRIA	PERUGIA	TERNI		
	BASILICATA	MATERA	POTENZA		
SOUTH	CALABRIA	CATANZARO	COSENZA	REGGIO CALABRIA	
	CAMPANIA	CASERTA	SALERNO		
	PUGLIA	BARI	FOGGIA	LECCE	BRINDISI
	SICILIA	AGRIGENTO	CATANIA	MESSINA	PALERMO
		RAGUSA			
ISLANDS	SARDEGNA	CAGLIARI	SASSARI		



Italy

ArtoniExpedit



Artoni
Expedit

Everything, everywhere in Italy.

ArtoniExpedit is an unique highly reliable and customizable freight forwarding services in Italy, able to meet all your transportation needs.

We handle, transport and promptly deliver any type of freight, regardless of its size and weight, to and from any locality in Italy.

We provide vehicles and equipment for deliveries to **any sort of consignee:** companies, chain stores, shopping centres, supermarkets, retailers, hotels, cafeterias, restaurants, ports, airports, government authorities, building sites, forwarding agents, private individuals, etc.

Italy | ARTONI «Guaranteed» option

On-time and guaranteed delivery, everywhere in Italy.



Guaranteed
Option

The new **“Guaranteed” option***, guarantees your delivery date within the ArtoniExpedit** standard time-frame (delivery times are available on the Aortoni OnLine customer website).

In order to activate the **“Guarantee”**, just affix the new ARTONI GUARANTEED sticker; you can request the stickers to your sales account or contacting the nearest Artoni operative center.

With a small surcharge, we guarantee that your goods will be delivered within the standard times provided by the Artoni Expedit service* . If delivery is delayed, you are entitled to have the surcharge reimbursed.

Activation of the **“Guaranteed”** option involves a freight surcharge. Failure to deliver the freight within the standard time-frame established by the ArtoniExpedit service will entitle the customer to reimbursement of the surcharge only.

* “Guaranteed” option: for more details, limitations and exclusions refer to the general Artoni Trasporti contract.

** The standard delivery times of the ArtoniExpedit can be consulted in the Artoni On Line customer portal.



Italy

Additional Service

Italy | Additional Service

C.O.D. deliveries	Delivery of the shipment upon receipt of payment, by the consignee, of the sum indicated in the invoice (C.O.D. delivery), which will then be credited to the sender. According to the Italian Law, cash payments may not exceed 2999.99 euro
Undelivered goods	The sender is informed that the goods could not be delivered and gives instructions as to how to proceed
Deliveries to site	Goods delivered and picked up to/from the storeys of buildings, basements or to/from any other place differing from on-board trucks
Hydraulic tail-lift	Goods delivered and picked up using vehicles with hydraulic tail lifts or any other means that facilitate handling work

Italy | Additional Service

Stopover	Deliveries and pick ups requiring waiting time
Supermarket and chain stores	Goods delivered and picked up to/from supermarkets, hypermarkets, shopping centers and chain stores
Phone notification	Phone service for booking deliveries or collecting shipments
Proof of delivery (POD)	Document with consignee's signature that proves the goods have been delivered. Can be provided in the hard copy or soft copy form
Variations after goods acceptance	Allows the sender to change the data in the transport document of a shipment already entrusted to Artoni
Insurance coverage	Allows the customer to take out insurance coverage for his goods through Artoni, in derogation to the provisions established by art. 1696 of the Italian Civil Code
Returnable pallets	Management of EPAL pallets provided by the customer for transporting his goods to the consignee
Pool pallets	Management of EPAL pallets provided by the sender for transporting his goods to the Artoni departure operation centre (not to be forwarded to the consignee)
Customs	Handling of customs formalities for goods imported and exported to/from Italy



Europe

Artoni Europe

Europe | Connected nations

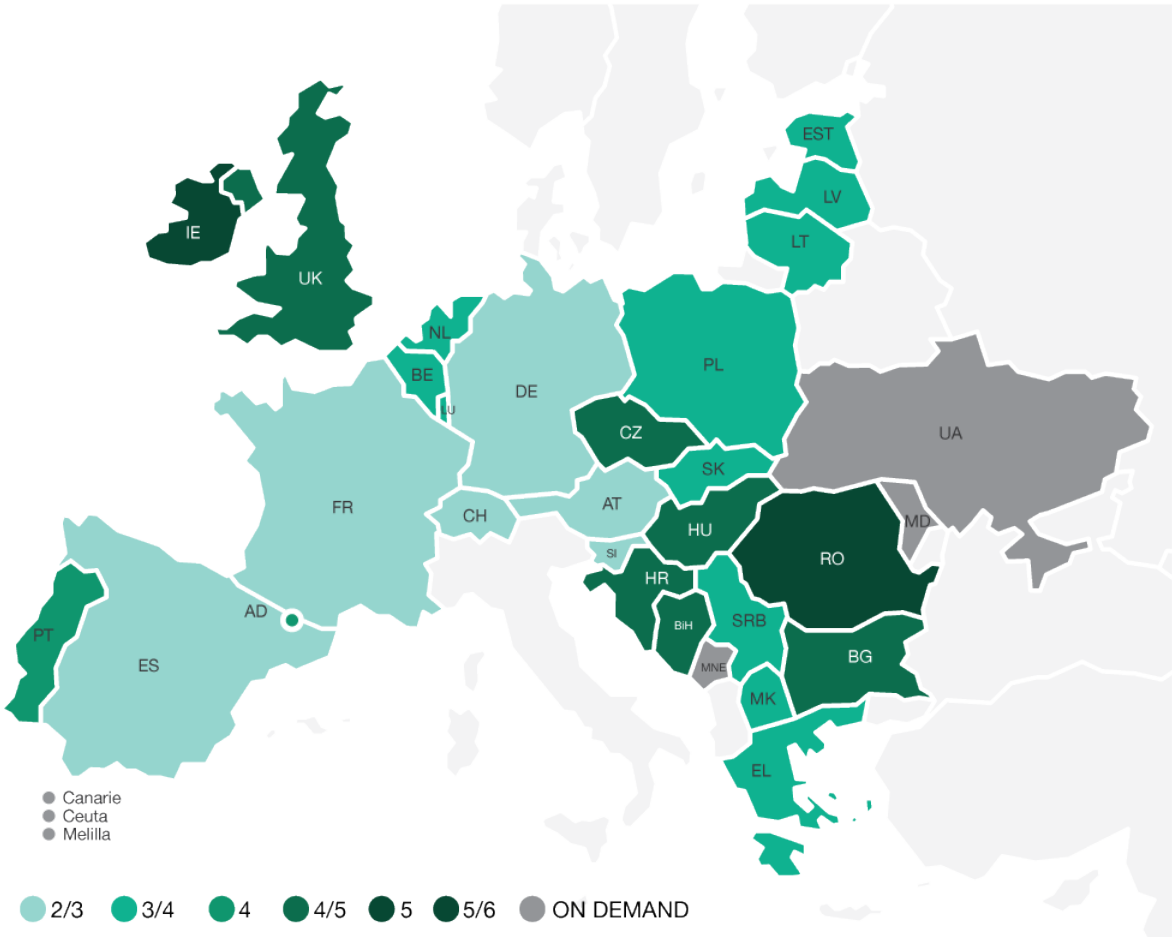


We deliver your goods in Europe with precision, speed and safety. We pick up and deliver in Italy and in Europe shipments to you and your customers (import and export service).

We offer a high quality, customized import/export service:

- **dedicated in-house customer care** for import-export shipments
- additional services on request
- prompt notifications
- **constantly monitored shipments**
- utmost flexibility as to goods collection and delivery
- returns management
- **bonded warehouses** to speed up the paperwork for import/export services to/from non-European countries
- **cutting-edge information system**
- Artoni Online service with detailed information about the shipments
- proof of delivery (POD)

EU covered countries and delivery times* in Europe



Covered countries

ANDORRA**	MACEDONIA
AUSTRIA	MELILLA **
BELGIUM	MOLDAVIA
BOSNIA	MONTENEGRO
BULGARIA	HOLLAND
CANARIE	POLAND
CEUTA **	PORTUGAL
CROATIA	CZECH REPUBLIC
ESTONIA	ROMANIA
FRANCE	SERBIA
GERMANY	SLOVAKIA
UNITED KINGDOM	SLOVENIA
GREECE	SPAIN
IRELAND	SWITZERLAND
LATVIA	UKRAINE
LITHUANIA	HUNGARY
LUXEMBOURG	

**Only export

* Countries destinations and delivery times may be change. Delivery times are indicative.



Contract Logistics

Inbound/Outbound logistics

Value added services

After-sales logistics

Logistics

Our strong points are: **security and quality guaranteed by certified procedures**; service levels under constant control with access to our information system; cutting-edge systems and facilities; skilled personnel who'll assist you by **outsourcing logistics services and parts of your production**.

We create the type of logistic solution that suits your needs:

- **dedicated warehouses**: to fully integrate and customize your supply chain
- **shared warehouse**: compromises between process flexibility and automated warehouse management costs
- **automated warehouse**: improvement of the security and precision of bonded warehouses and how the facilities are used, speedier paperwork and customs cost reduction

Logistic processes



Inbound logistics

- Order acceptance
- Quality control
- Supplier order management
- Automated storage
- Bonded warehouse



Production assistance

- Accessory processes
- Inventory planning and management
- Product configuration and kitting
- Product labelling
- Package wrapping and customizing
- Pick by light



Outbound logistics

- Order preparation
- Order consolidation
- Package labelling
- Automated film wrapping
- Automated package sorting
- Bonded warehouse
- Picking and packing
- Pick by light
- Transport planning



After-sales logistics

- Management of product returns
- Scheduled deliveries
- Customer service

Port of Trieste services

Coastal cold store

Wharf facility / Port Terminal

Handling and storage of heavy lift

Bonded warehouse and VAT warehouse

Storage yard

Logistic services

We provide a wide range of specialized services through our terminal in the PORT OF TRIESTE.



Coastal cold store



Storage yard



Wharf facility / Port Terminal



Handling and storage of heavy lift / Oversize freight



Bonded warehouse and VAT warehouse for local customs formalities



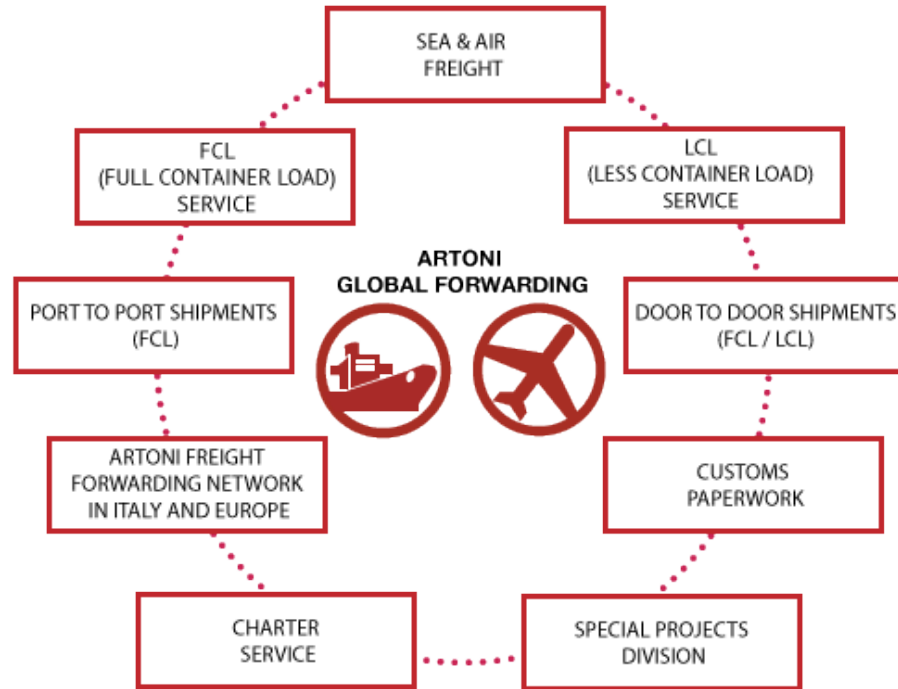
Standard warehouse

A large blue container is being lifted by a crane on the deck of a ship named BELUCA. The ship's name is written in large white letters on its dark blue hull. A yellow crane is positioned on the right, lifting the container. The ship's superstructure is visible on the left, and the sky is clear blue. The scene is set on a ship's deck, with various equipment and structures visible.

Global Forwarding

Air and sea services

International transport: Global Forwarding



We propose **customized solutions** with the best cost/delivery time ratio to all **non-European countries**. We're extending our reach to help your business.

Multimodality

The Artoni Global Forwarding service provides international **links via sea and air** with our customary efficiency and quality..

Customized service

Customized to suit your specific business requirements, our Global Forwarding service will not only offer the most economical solution, but also **the simplest and most flexible**. Highly qualified consultants will help you through even the most complicated paperwork.

A large industrial warehouse with a white facade and a prominent red horizontal stripe. The word 'Artoni' is written in red on the stripe. Below the stripe, there are several loading docks numbered 86 through 92. In front of the docks, several white trailers are parked, some with 'Artoni' and 'Exedit' logos. The sky is blue with some wispy clouds. A semi-transparent dark grey box is overlaid on the right side of the image, containing white text.

Online services

Artoni OnLine

Artoni EDI

ICT services

Online services

Straightforward, precise information 24 hours a day, 7 days a week



Artoni OnLine

The Artoni OnLine service can be accessed from the home page of our website and allows you **to handle your shipments efficiently** using our technological solutions



Shipment Tracking

By entering a number provided by Artoni, you can display the shipment's progress and find out its exact position



E-Billing

Available to all Artoni customers free of charge, Artoni will send the invoice is sent in a secure electronic format (PDF).



Artoni Edi

The **Artoni Edi** allows you to **exchange data between Artoni's information system and yours**



HSE

Quality

Safety

Environment

Quality | Safety | Enviroment



Quality

We have subjected our operation centres to UNI -EN ISO 9001:2008 certification so as to constantly improve the services we provide to customers and efficiently monitor our in-house processes.



Safety

Artoni implements an occupational health and safety management system (SGS) in accordance with international standard OHSAS 18001 (Occupational Health and Safety Assessment Series).



Enviroment

The environment is another of our main areas of focus. For us, guaranteeing sustainable strategies and actions is top priority.

Artoni Moving Green

It's easy to be greener

Artoni Moving Green



Alternative energy

Plan that would adapt our operation centres to **photovoltaic technology**, thereby achieving self-sufficiency energy-wise and **reducing CO2 emissions**.



Eco-friendly paper

Artoni has opted for **chlorine-free eco-friendly paper** certified by the Forest Stewardship Council (FSC).



Eco-friendly pallets

The goods are only handled on **eco-friendly EUR EPAL wooden pallets**.



Waste sorting

We have been **separating our discarded** wood, plastic, paper and cardboard for years as part of our waste sorting project.



Eco-friendly operational tools

Artoni proposes reports, information and documents all strictly in the soft copy format, all strictly **paper-free**.



Optimized vehicle routes


We helps our drivers each day to increase their efficiency by reducing driving time and, consequently, vehicles environmental impact.



Services for large retailers and retail chains

Services for large retailers and retail chains

- **Up to five calendar days of storage for goods on hold at no charge:** the sender can organize the flow of shipments to the retail chain at no additional expense
- **Booked delivery date:** delivery of goods on the date specified by the sender
- **Advance delivery notice:** Artoni customer service calls the consignee to agree on the date and time for a delivery
- **EDI (Electronic Data Interchange):** digital transmission of shipment data to Artoni, ensuring data accuracy *
- **Digital proof of delivery (POD)** available to registered customers at Artoni Online. *
- **Digital shipping label:** customers can print Artoni barcodes directly in their warehouse and can include them on product labels*
- **Track and Trace:** registered customers can monitor the status of all shipments at Artoni Online



Services for retail and horeca businesses

Distribution for retail and horeca businesses

- A **simple booking procedure** reduces costs and delivery delays
- Availability of **special delivery facilities**
- Specialized personnel and **optional cartage service**
- **Shipment tracking** and monitoring
- **Returns handling** as instructed by the sender/customer
- **Cash-on-delivery management** (collection of payment for shipments)
- **Booked delivery date** or delivery by appointment
- **Digital proof of delivery (POD)** available to registered customers at Artoni Online
- **Track and Trace**: registered customers can monitor the status of all shipments at Artoni Online.

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