

The background of the left half of the page is a dark blue field with a network of glowing white lines connecting several bright white nodes. Silhouettes of various modes of transport are scattered across the field: an airplane in the upper left, a semi-truck in the middle left, a cargo ship in the lower left, and a freight train at the bottom.

CORPORATE PROFILE

**HANKYU HANSHIN EXPRESS Co.,Ltd.**

# Link to Life. Link to the World. Link to the Future.

Connecting lives,

Connecting the world and connecting the future

We are committed to remaining a company that perpetually  
contributes to the world by globally connecting information and  
thoughts rather than merely transporting cargo.



◀ VIEW DETAIL

### Corporate Philosophy

## We connect value globally

We do not merely transport cargo: we bring prosperity to people throughout the world by globally connecting various values through the spirit of cargo transportation. Hankyu Hanshin Express' mission is to grow into a company that fulfills the needs of society and contributes to the world.

### Business Policy

## A vibrant enterprise arises from respecting diversity

We leverage and allow diversity to flourish in creating an energetic and lively enterprise. We respect the individuality of each employee, customer, partner and all other stakeholders while ensuring that our organization is run by people filled with vitality.

### Code of Conduct

## Professional

Be professional

## Pioneer

Be a pioneer

## Passion

Be passionate

## Advancing together with a passion to take on new challenges

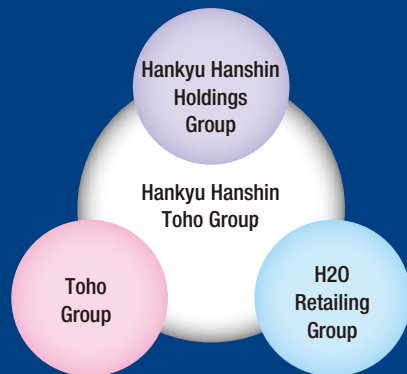
In a globally changing environment, we will fulfill our role as an Innovative Logistics Provider that solves customer problems by drawing on our experience and know-how accumulated over more than half a century of operating our business overseas.

Under our corporate vision of respect for the individual, we will provide creative, high value-added services that respect diversity in order to contribute to the well-being of all our stakeholders.

We will take society's issues and needs seriously and contribute to their resolution by working together as a group to provide uninterrupted logistics services and promote sustainable management.

# Hankyu Hanshin Express, Hankyu Hanshin Toho Group's International Transportation

**We provide high-quality services and optimized logistics worldwide.**



**Hankyu Hanshin Toho Group**

**[Group's companies] 221 companies and  
5 organizations**

[Group's employees] **34,624**

**[Group's sales] 1.93 trillion yen**

\* As of March 31, 2024

Hankyu Hanshin Holdings Group					
Urban Transportation	Real Estate	Entertainment	Information and Communication Technology	Travel	International Transportation
Hankyu Corporation				Hankyu Travel International Co.,Ltd.	Hankyu Hanshin Express
	Hankyu Hanshin Properties Corp.				
Hanshin Electric Railway Co., Ltd.					

## Urban Transportation



## Real Estate



## Entertainment



## Information and Communication Technology



## Travel



## International Transportation



◀ VIEW DETAIL



# Technology and achievements established as a pioneer in international logistics

## Corporate History

- 1948** Commenced air freight forwarding as part of the ITS Department (business agent) of Hankyu Corporation
- 1948** Acquired Japan's first IATA air cargo agency license
- 1949** Acquired a customs broker license (equivalent to current customs clearing)
- 1960** Became independent of Hankyu Corporation and established as Hankyu Express International Co., Ltd.
- 1961** Opened a representative office in New York
- 1965** Established a U.S. based subsidiary of JFC
- 1972** Transported Giant-Panda to Ueno Zoological gardens 1st in Japan
- 1986** Established Hong Kong and U.S. based subsidiaries
- 2008** Upon establishment of the intermediary holding company, Hankyu Hanshin Express Holdings Corporation, acquired the international shipping business of the former Hankyu Travel Co., Ltd. through a spin-off and commenced operation as Hankyu Express Co., Ltd.



Image courtesy:Hankyu Culture Foundation

- 1948** Commenced provision of air cargo services as part of the business services department of Hanshin Electric Railway Co., Ltd.
- 1950** Acquired IATA air cargo agency license
- 1950** Acquired a customs broker license (equivalent to current customs clearing)
- 1970** Opened a representative office in New York
- 1983** Established a U.S. based subsidiary
- 1999** Became independent of Hanshin Electric Railway Co., Ltd. and commenced operations as Hanshin Air Cargo Co., Ltd.
- 2008** Upon establishment of Hankyu Hanshin Express Holdings Corporation, received a transfer of shares from Hanshin Electric Railway Co., Ltd. and became a subsidiary of Hankyu Hanshin Express Holdings Corporation



Image courtesy:Hanshin Electric Railway Co., Ltd.

- 2009** The two companies were consolidated on October 1 and recommenced operations under the name HANKYU HANSHIN EXPRESS Co., Ltd.
- 2013** Dissolved the intermediary holding company system, and started the international shipping business as a core company of Hankyu Hanshin Holdings Group
- 2018** Signed a capital and business alliance contract with Seino Holdings Co., Ltd., Hankyu Hanshin Holdings, Inc. and Hankyu Hanshin Express Co., Ltd.
- 2018** Entered into an investment agreement with a South African freight forwarder, INTRASPEED SOUTH AFRICA (PTY) LTD.
- 2019** Acquired "CEIV Pharma" certification created by IATA, that meets international standards for pharmaceutical transport
- 2019** Opened the Narita Global Logistics Center (NGLC)



Image courtesy:Hankyu Corporation



Image courtesy:Seino Transportation Co.,Ltd.

Even as society's issues and needs become increasingly complex and diverse, we will continue to work together with our customers, drawing on our passion—which has remained unchanged since our founding—as well as the experience we have accumulated over the years. Our hope is to be a company that continues to contribute to the world beyond the next 100 years.

## Corporate Data

[Osaka Head Office] 2-5-25 Umeda, Kita-ku, Osaka 530-0001 Japan

[Tokyo] 3-3-9 Shinbashi, Minato-ku, Tokyo 104-0005 Japan

[Group's employees] 3,598 (1,110 in Japan and 2,488 overseas, including seconded employees)\* As of March 31, 2024

[Offices] 28 countries and regions (48 in Japan and 150 overseas) \* As of March 31, 2024

# Developing safe and reliable services to support the supply chain

We provide dependable international freight services with smooth logistics and reliable delivery.

We provide door-to-door, integrated transportation services, utilizing our global network that connects every corner of the world.

As an Innovative Logistics Provider, we offer solutions to optimize the entire logistics process.



◀ VIEW DETAIL





## International Airfreight Transportation

Since entering the international airfreight transportation business in 1948 as Japan's first IATA cargo agent, we have been utilizing the experience and know-how accumulated over the years and working in cooperation with airlines in various countries to ensure a stable supply of storage space for both imports and exports. Our seasoned experts provide optimal transportation solutions for cargo requiring delicate handling, such as precision equipment, pharmaceutical products, and perishable food products. We are also expanding our transportation capacity with chartered flights that are exceptionally reliable and punctual.



## International Maritime Cargo Transportation

As a Non-Vessel Operating Common Carrier (NVOCC), we use our global network to provide international maritime cargo transportation services. We provide optimal services for all types of cargo by using not only general container transportation (LCL/FCL), but also conventional vessels and special containers for temperature-controlled goods and large cargoes. In addition, we have expanded our own consolidated network around the world to handle seamless transfers from hub ports to inland destinations. We strive to provide a stable supply of storage space.



## Logistics

We offer high-quality, speedy logistics solutions by enhancing the productivity of each service such as storage, management, distribution processing, inspection, and delivery in our sophisticated warehouses with advanced facilities and systems. In addition, we utilize our worldwide logistics base and the Seino Holdings Group network to respond flexibly to a wide range of requests. We also provide consulting services to improve supply chain efficiency, both in Japan and overseas.



## Customs Clearance

A wealth of experience and expertise is required to handle import and export declarations of cargo. This includes checking for food products and other related laws and regulations, checking for socially harmful goods, and paying import duties. As an Authorized Economic Operator (AEO) certified company, our group of professionals, led mainly by customs officers, we make appropriate and prompt declarations on behalf of our customers to ensure compliance. We also provide consulting services to accurately respond to increasingly complex global procedures through economic partnership agreements such as RCEP.



## Domestic Freight

In Japan, our group company Hankyu Hanshin Logipartners acts as our specialist in land transportation, arranging pickups and deliveries and handling operations. Overseas, Hankyu Hanshin Express and the local agents in each country handle domestic freight, making it possible for us to provide an integrated transportation service. We provide high-quality, smooth, and reliable transportation and delivery of your products anywhere in the world.



## Building a solid sales framework by developing diverse human resources who are active on a global scale

Our staff are knowledgeable about local circumstances and deliver timely and highly accurate services based on area-specific know-how.



◀ VIEW DETAIL



# 198 offices in 28 countries and regions



# Global Network

Our global network is divided into five regions: Japan, the Americas, EMEA, East Asia, and ASEAN. We appoint a General Manager to oversee each region outside Japan, understand the market characteristics of each region, and quickly formulate the most appropriate business strategies. We also monitor the economic and political situation in each region and conduct risk management.

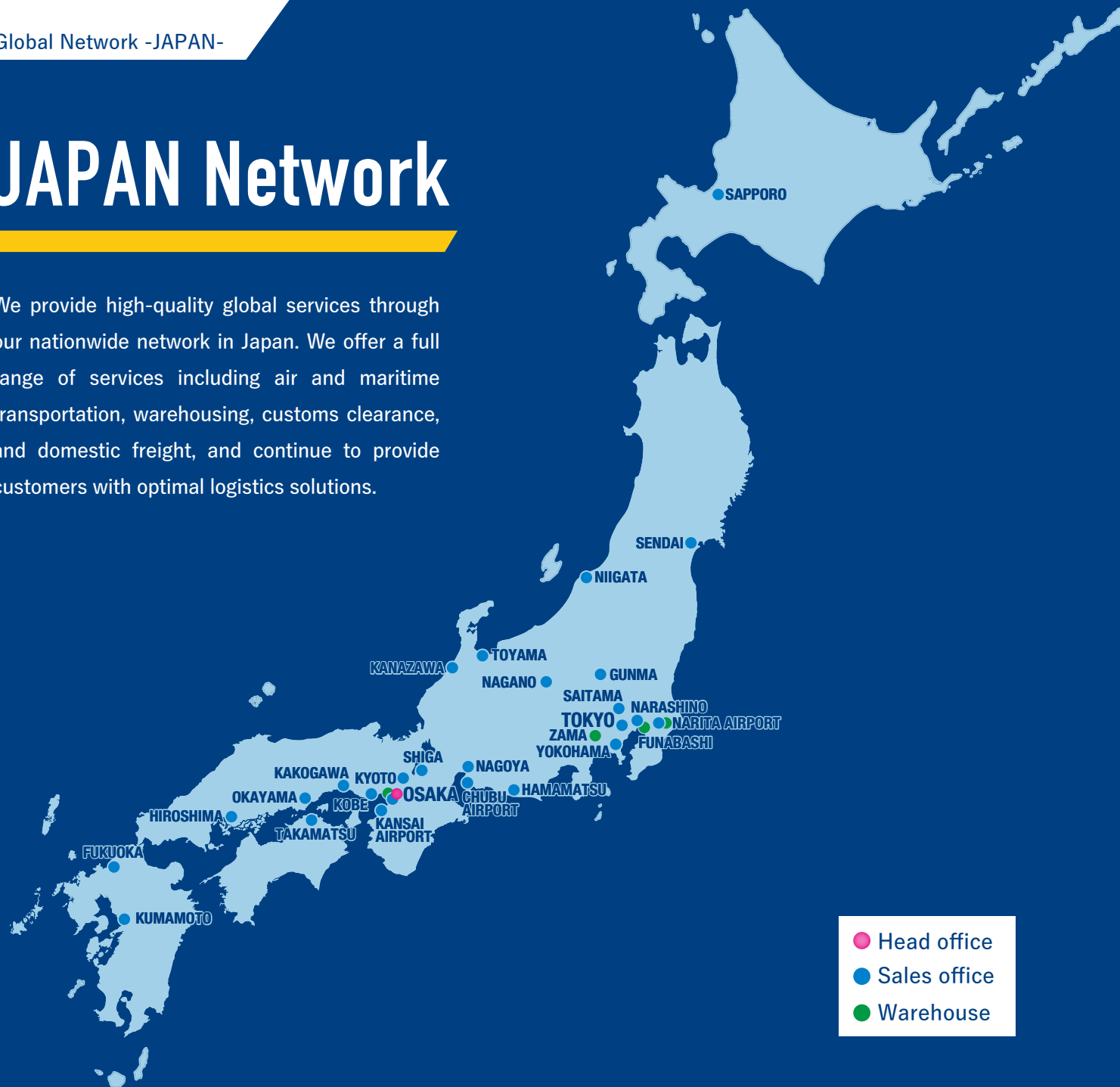


◀ VIEW DETAIL



# JAPAN Network

We provide high-quality global services through our nationwide network in Japan. We offer a full range of services including air and maritime transportation, warehousing, customs clearance, and domestic freight, and continue to provide customers with optimal logistics solutions.



## JAPAN

### HQ

● OSAKA

### OFFICE

● SAPPORO	● SENDAI
● GUNMA	● SAITAMA
● NARITA AIRPORT	● NARASHINO
● TOKYO	● YOKOHAMA
● NIIGATA	● TOYAMA
● KANAZAWA	● NAGANO
● HAMAMATSU	● NAGOYA
● CHUBU AIRPORT	
● SHIGA	● KYOTO
● KANSAI AIRPORT	
● OSAKA	● KOBE
● KAKOGAWA	● OKAYAMA
● HIROSHIMA	● TAKAMATSU
● FUKUOKA	● KUMAMOTO

### LOGISTICS

● NARITA	● FUNABASHI
● ZAMA	● OSAKA



◀ VIEW DETAIL

## AMERICAS

### ● USA

HANKYU HANSHIN EXPRESS (USA) INC.  
HQ : CHICAGO

### ● MEXICO

HANKYU HANSHIN EXPRESS MEXICO S.A. DE C.V.  
HQ : MEXICO CITY

### ● CANADA

HANKYU HANSHIN EXPRESS (USA) INC.  
OFFICE : TORONTO

### ● BRAZIL

HANKYU HANSHIN EXPRESS (USA) INC.  
OFFICE : SAO PAULO

# AMERICAS Network

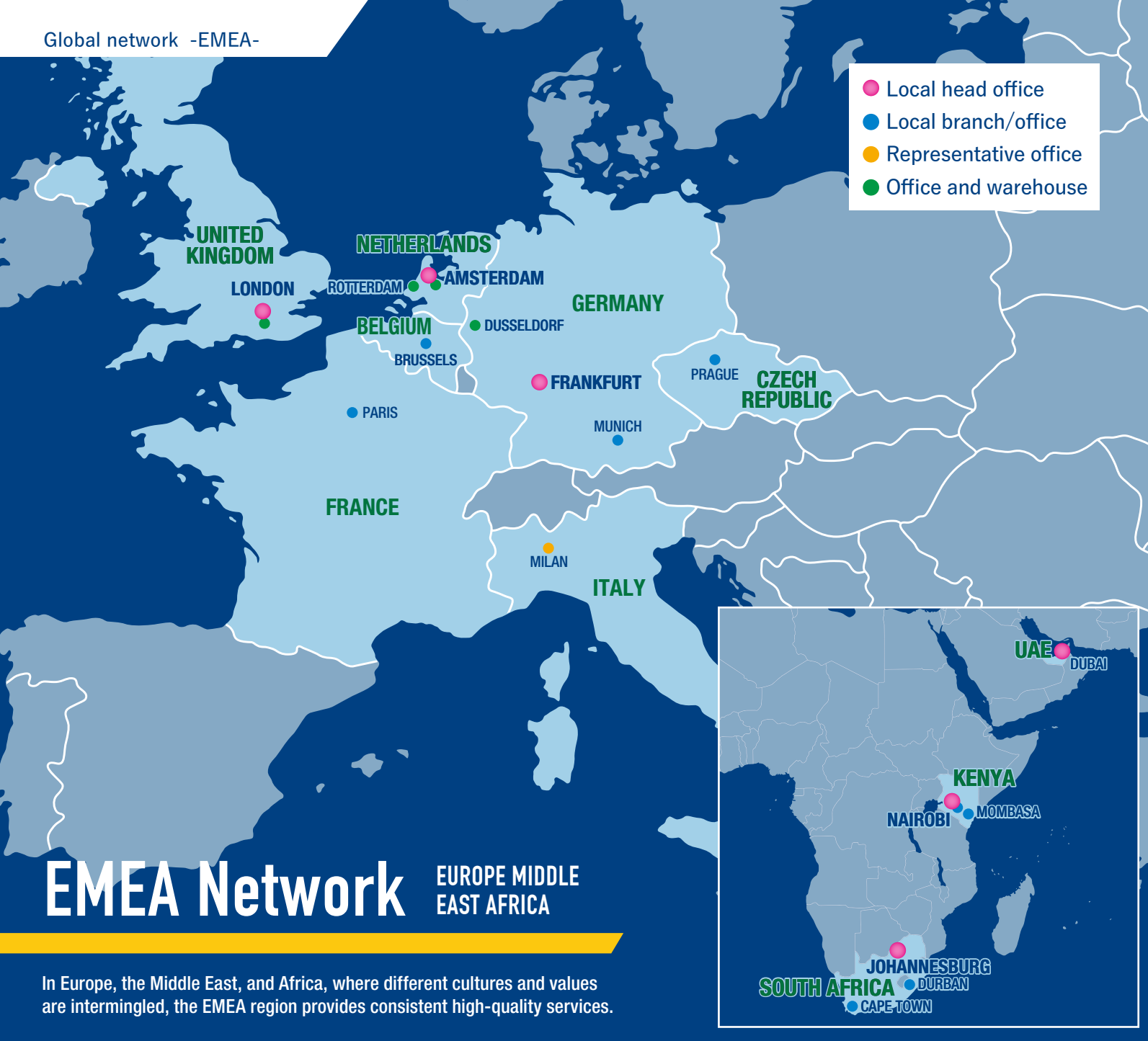
We continue to provide high-quality logistics services that suit the needs of our customers and the diverse regional characteristics in the vast region of the Americas: the United States—the world's No. 1 economic powerhouse, Mexico—the factory of the Americas, and South America—where future development is anticipated.

- Local head office
- Local branch/office
- Representative office
- Office and warehouse



◀ VIEW DETAIL





## EMEA EUROPE MIDDLE EAST AFRICA

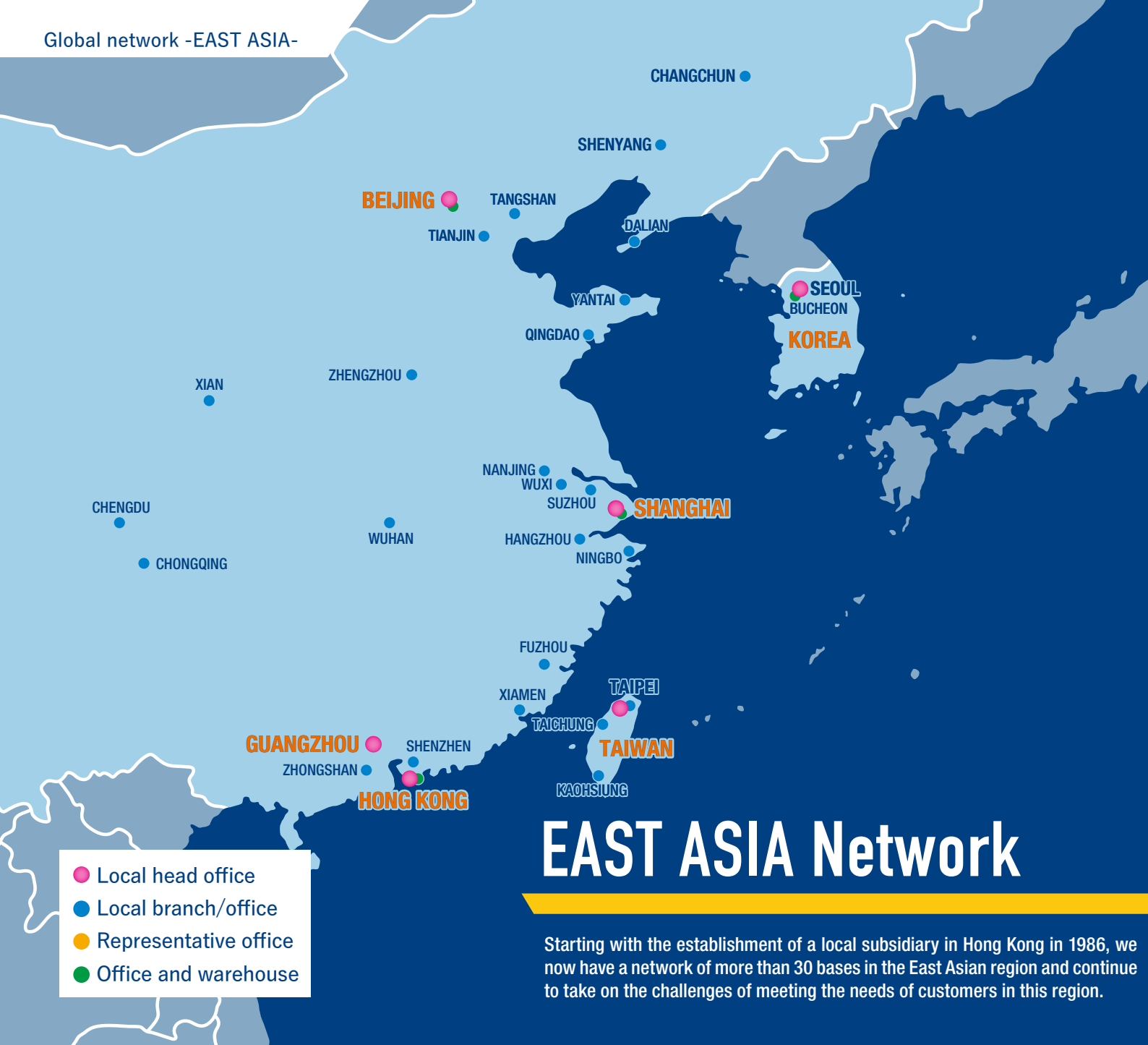
- **GERMANY**  
HANKYU HANSHIN EXPRESS (DEUTSCHLAND) GMBH  
HQ : FRANKFURT
- **CZECH REPUBLIC**  
HANKYU HANSHIN EXPRESS (DEUTSCHLAND) GMBH  
OFFICE : PRAGUE
- **UAE**  
HANKYU HANSHIN MIDDLE EAST LOGISTICS L.L.C  
HQ : DUBAI
- **UNITED KINGDOM**  
HANKYU HANSHIN EXPRESS (UK) LIMITED  
HQ : LONDON
- **NETHERLANDS**  
HANKYU HANSHIN EXPRESS (NETHERLANDS) B.V.  
HQ : AMSTERDAM
- **FRANCE**  
HANKYU HANSHIN EXPRESS (NETHERLANDS) B.V.  
OFFICE : PARIS
- **BELGIUM**  
HANKYU HANSHIN EXPRESS (NETHERLANDS) B.V.  
OFFICE : BRUSSELS
- **SOUTH AFRICA**  
INTRASPEED SOUTH AFRICA (PTY) LTD.  
HQ : JOHANNESBURG
- **KENYA**  
INTRASPEED ARCPRO (KENYA) LIMITED  
HQ : NAIROBI

### REPRESENTATIVE OFFICE

- **ITALY**  
OFFICE : MILAN



VIEW DETAIL



# EAST ASIA Network

Starting with the establishment of a local subsidiary in Hong Kong in 1986, we now have a network of more than 30 bases in the East Asian region and continue to take on the challenges of meeting the needs of customers in this region.

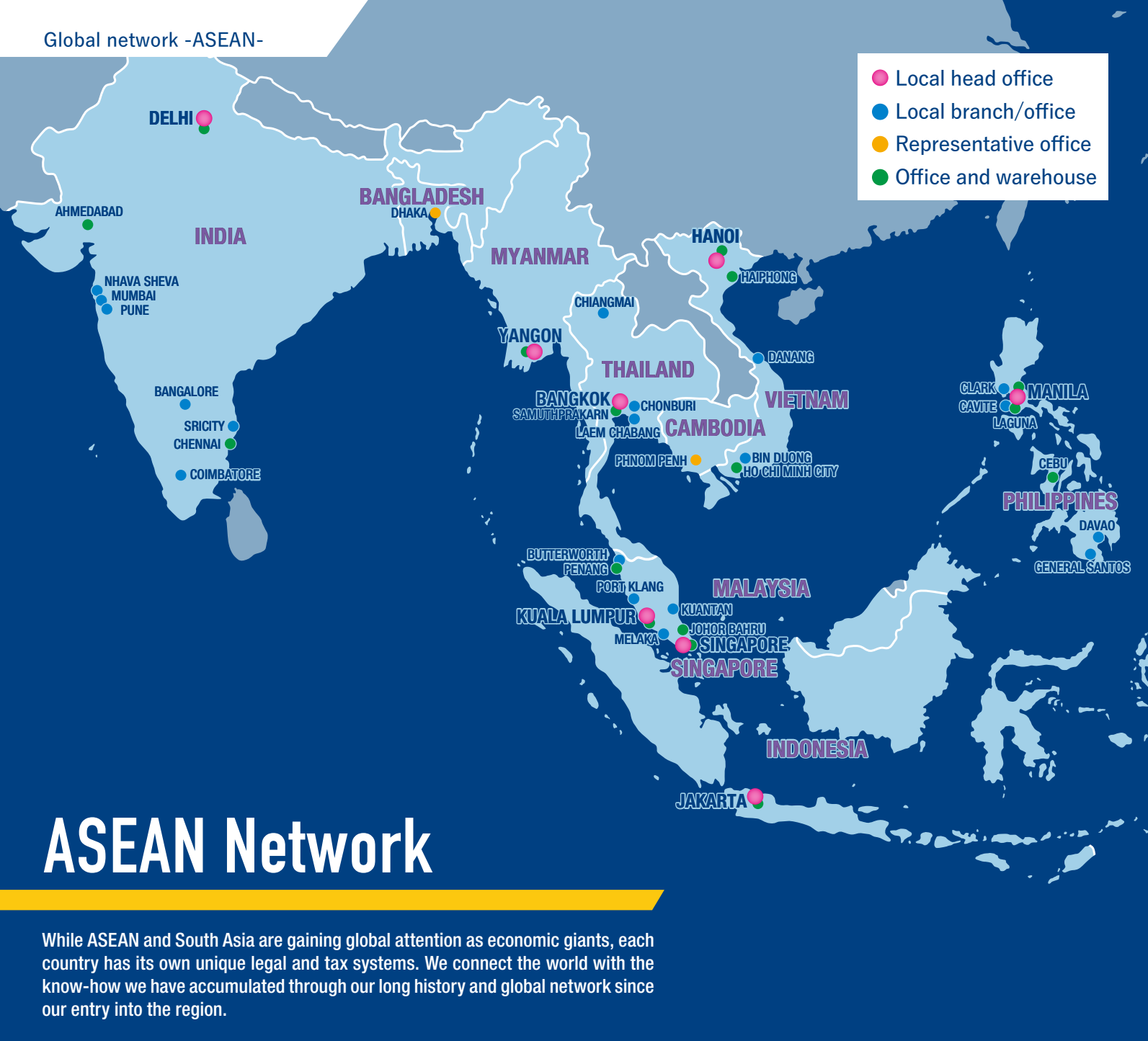
## EAST ASIA

- **BEIJING**  
HANKYU HANSHIN EXPRESS (BEIJING) CO., LTD.  
HQ : BEIJING
- **SHANGHAI**  
HANKYU HANSHIN EXPRESS (SHANGHAI) CO., LTD.  
HQ : SHANGHAI
- **GUANGZHOU**  
HANKYU HANSHIN EXPRESS (GUANGZHOU) LIMITED  
HQ : GUANGZHOU
- **HONG KONG**  
HANKYU HANSHIN EXPRESS (HK) LIMITED  
HQ : HONG KONG
- **TAIWAN**  
HANKYU HANSHIN EXPRESS (TAIWAN) LTD.  
HQ : TAIPEI
- **KOREA**  
HANKYU HANSHIN EXPRESS (KOREA) CO., LTD.  
HQ : SEOUL



VIEW DETAIL





# ASEAN Network

While ASEAN and South Asia are gaining global attention as economic giants, each country has its own unique legal and tax systems. We connect the world with the know-how we have accumulated through our long history and global network since our entry into the region.



VIEW DETAIL

## ASEAN

- **SINGAPORE**  
HANKYU HANSHIN EXPRESS (SINGAPORE) PTE. LTD.  
HQ : SINGAPORE
  - **THAILAND**  
HANKYU HANSHIN EXPRESS (THAILAND) CO., LTD.  
HQ : BANGKOK
  - **PHILIPPINES**  
HANKYU HANSHIN EXPRESS PHILIPPINES, INC.  
HQ : MANILA
  - **VIETNAM**  
HANKYU HANSHIN EXPRESS (VIETNAM) CO., LTD.  
HQ : HANOI
  - **MALAYSIA**  
HANKYU HANSHIN EXPRESS (MALAYSIA) SDN. BHD.  
HQ : KUALA LUMPUR
  - **INDONESIA**  
PT. HANKYU HANSHIN EXPRESS INDONESIA  
HQ : JAKARTA
  - **INDIA**  
HANKYU HANSHIN EXPRESS INDIA PRIVATE LIMITED  
HQ : DELHI
  - **MYANMAR**  
HANKYU HANSHIN EXPRESS (MYANMAR) CO., LTD.  
HQ : YANGON
- REPRESENTATIVE OFFICE**

  - **CAMBODIA**  
OFFICE : PHNOM PENH
  - **BANGLADESH**  
OFFICE : DHAKA

# Worldwide Logistics of Hankyu Hanshin Express

Hankyu Hanshin Express operates warehouses in Japan and overseas, along with an international freight network that extends around the world.

We provide high-quality logistics services to customers in the ASEAN and East Asia regions, as well as in the United States and Europe, and offer solutions that optimize overall logistics.

# LOGISTICS, DYNAMIC!

Jalan Buroh Warehouse

Narita Global Logistics Center

Zama Global Logistics Center  
General Warehouse

Zama Global Logistics Center  
Dangerous Goods Warehouse



◀ VIEW DETAIL





## Zama Global Logistics Center

In addition to a general warehouse, it also includes the company's first hazardous materials warehouse to meet a wide variety of customer needs. As one of our largest standalone facilities, this logistics-centered facility handles imports and exports and provides optimal logistics solutions such as inventory management, distribution processing, and inspection.



## Narita Global Logistics Center

A bonded warehouse on the first floor and a dedicated logistics center on the second floor meet diverse needs. As an international logistics hub that integrates international freight, logistics, and domestic freight and delivery, the facility provides seamless integrated transportation services.



## Narita Cargo Center

Conveniently located close to Narita International Airport. It is complete with refrigerated storage and constant temperature and humidity warehouses, with full air-conditioning, anti-static and dust-proof flooring, and a camera-equipped security system. The facility—a registered manufacturer of medical equipment, licensed to sell and lease highly-controlled medical equipment, and ISO 13485 certified—provides advanced logistics services.



## Osaka Cargo Terminal

Situated next to the Osaka Port and less than an hour from Kansai International Airport, it is also close to a truck terminal, making it an ideal location as a logistics base. A bonded area provides a full-range of logistics services through its own customs clearance. The temperature-controlled warehouses allow storage and packing of pharmaceutical products.



## Shanghai

Located in the central west of Shanghai with easy access from Waigaoqiao Port and Shanghai Pudong Airport. In addition to warehousing and domestic delivery, it also provides distribution processing services such as inspection and labeling. It offers a wide range of logistics services, including warehousing for factories and B-to-C warehousing.



## Singapore

Positioned as a hub in the ASEAN region and equipped with sophisticated facilities and systems. Through the use of various licenses including bonding and medical equipment logistics certification GDPMDS, it is able to meet diverse logistics needs and provide high value-added services including centralized management of maritime and air transportation.



## Jakarta

Located in MM2100 Industrial Park, which is the closest to central Jakarta. Licensed to handle bonded cargo, the warehousing period is up to 3 years, and cargo can be picked up promptly through simplified customs clearance procedures, allowing the facility to provide higher quality logistics services.



## Los Angeles

Conveniently located between Los Angeles International Airport and the Port of Long Beach, a full-time staff provides warehouse services. It is also a gateway to Mexico and handles air, maritime and land transportation.



## Dusseldorf

Located near Dusseldorf Airport, it is an ideal location for distribution within the EU, including Eastern Europe. Handling a wide range of products such as automotive, food, luxury apparel products, semiconductors, and chemicals, the site is managed by the latest Warehouse Management System (WMS) to meet various customer needs.

# Customs Think Tank

Get professional advice from our customs professionals.  
Reduce costs and maximize profits with the use of EPAs.  
We work with you to optimize the customs clearance process.

## Specialized in EPA Think Tank



◀ VIEW DETAIL



**Strategy of growth through tax reductions with the taking advantage of EPAs.**  
**Our customs professionals will unlock a whole new world of opportunities for your business.**

We provide consulting services on trade practices by explaining the complex systems and rules of EPAs in simple terms, and by using the reduction in tariff payments that is achieved by applying the agreed tariff rates as a visual indicator.



## Dedicated team specializing in EPAs

We have a dedicated team that can respond to your inquiries about EPAs. Through various networks (including local subsidiaries in countries outside Japan), we gather the latest information on EPAs and real-time information on the use of EPAs in each country.

## Support for the use of EPAs

“I know about EPAs, but what kind of documents do I need to submit?  
Can I even use EPAs? Where do I start?” We address your doubts in different ways.

For example:

- By holding information sessions on EPAs
- By helping you to prepare the necessary documents to obtain certificates of origin
- By proposing the use of EPAs that are appropriate to your situation, according to your products and commercial distribution





# Hankyu Hanshin Express Africa and Middle East Services



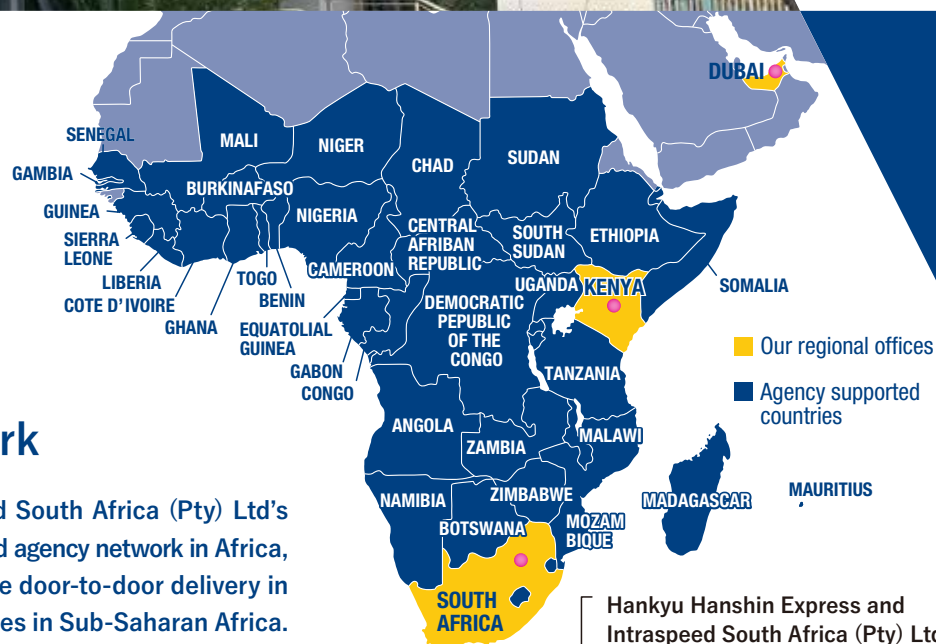


# Africa and Middle East logistics

In Africa and the Middle East, which is experiencing rapid growth, Hankyu Hanshin Express has established a network that covers the entire region, helping to meet the complex transportation needs of these emerging countries.

## 1 Africa network

Thanks to Intraspeed South Africa (Pty) Ltd's years of know-how and agency network in Africa, we are able to provide door-to-door delivery in almost all the countries in Sub-Saharan Africa. We provide safe and speedy transportation services through a deep understanding of each country's unique customs clearance rules and logistics risks.



Hankyu Hanshin Express and Intraspeed South Africa (Pty) Ltd Expanding to major African countries through collaboration of the two companies

## 2 Intraspeed South Africa (Pty) Ltd

In 2018, to strengthen transportation within Africa, we invested in Intraspeed South Africa (Pty) Ltd, a forwarding company based in South Africa.

Intraspeed is a highly competitive provider of logistics in Africa, both for their extensive experience and vast network.

## 3 Middle East network

We provide logistics services from the hub of the Middle East, United Arab Emirates and Dubai, to the whole of Africa and the Middle East. Combining air and maritime freight with years of experience in warehouse management (including non-resident inventory), we serve customers around the world as a regional hub.



# Diverse specialized services

We provide flexible logistics solutions tailored to customer needs.  
We support your business with our unique transportation and  
customs clearance services, leveraging our experience and  
expertise accumulated over many years.







## Automobiles

We respond quickly and flexibly to new business areas by applying our wealth of know-how accumulated over many years, including in next-generation mobility such as electric vehicles, automated driving support, and the widespread use of safety equipment. We provide total coordination of logistics services at various stages, including procurement of raw materials and components, manufacturing, sales, and transportation of service parts and finished vehicles.



## Electronics

Specialized knowledge and experience are required to handle high value-added electronic components and semiconductor-related cargo. Our experienced staff support the supply chain of the high-tech industry by taking the utmost care in arranging vehicles, pickups, packing, customs clearance, insurance, and a wide range of other processes to ensure the quality of products.



## Animals

We were the first forwarder in Japan to transport pandas and koalas, and we also have experience in transporting other large animals such as elephants and tigers. As a pioneer in animal transportation, we draw on our experience and achievements to support animal breeding projects around the world and contribute to the preservation of biodiversity.



## Medical Equipment

Narita Cargo Center is a registered manufacturer of medical equipment, is licensed to sell and lease highly-controlled medical equipment, and is ISO 13485 certified. In addition, it has acquired GDP-MD certification for handling medical equipment in Singapore and Malaysia, and provides high-quality, high value-added logistics services in Japan and overseas.



## Pharmaceutical Products

We have acquired CEIV Pharma certification (the GDP of air transportation) from IATA at Kansai and Narita International Airports, and provide high-quality services for air import and export. We coordinate to ensure safe and speedy transportation. We are also facilitating the acquisition of GDP certification overseas and building a safe transportation network for medical care.



## Food Products

Japanese food is gaining recognition overseas due to the growing awareness of food safety and health, and the market is becoming increasingly promising. The entire country is working to promote exports of agricultural, forestry, marine and food products. Our experienced and full-time team delivers Japanese ingredients to dining tables around the world while maintaining their quality.



# Hankyu Hanshin Express ECO Solutions

We are building a sustainable supply chain management system through a combination of optimized transportation for the future, which will also help solve Japan's so-called "2024 problem in the logistics industry."

## ECO Logistics with Optimized Transportation



# Environmentally-friendly logistics

We offer reduced CO<sub>2</sub> emissions through a combination of low environmental impact packaging, the shortest possible transport routes, and modal shift using rail and coastal shipping.

## Formula for CO<sub>2</sub> calculation by the ton-kilometer method

We reduce CO<sub>2</sub> emissions by reducing weight, distance, and mode factor.

### Weight

We reduce environmental impact by reducing the packaging weight and reviewing the packaging materials.

Cardboard Pallet Box



×

### Distance

We offer the shortest and most optimal routes by suggesting the nearest port and consolidating warehouses.

Adriatic Sea service

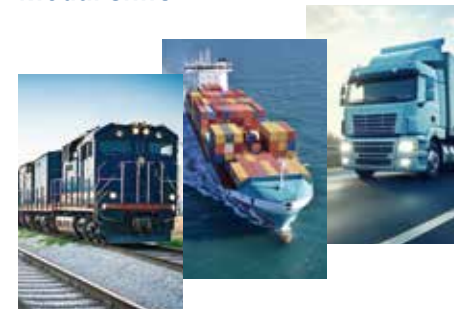


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### Mode coefficient

We offer rail and coastal shipping routes with lower environmental impact. We also combine cross-border transportation to meet diverse needs.

Modal shift



= CO<sub>2</sub>





[www.hh-express.com](http://www.hh-express.com)

