



HATECO
LOGISTICS



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PROFILE
HATECO LOGISTICS

ALL IN ONE STOP



FOREWORD

First of all, we would like to express respectful greetings, best wishes for health and success to our esteemed customers.

Hateco Logistics Joint Stock Company is one of the leading logistics operators in Vietnam. Hateco was found in November 2017, at Sai Dong B Industrial Park, Hanoi with total area of 120.000 sqm. We provide variety of logistics services for worldwide customers, including: Inland Container Depot (ICD) services, customs clearance for imported and exported goods, freight forwarding, warehousing services, distribution services (3PL), customs clearance services for express, postal and ecommerce parcels, cross border services and other logistics services.

With the action guidelines of "Optimal cost - safe goods – in time delivery", our efforts to bring best service quality will contribute to our customers' future success. Hateco Logistics is proud to be part of prestigious associations in Vietnam and in the world such as International Air Transport Association (IATA), International Federation of Freight Forwarders Associations (FIATA), Vietnam Logistics Association (VLA), Vietnam Chamber of Commerce and Industry (VCCI) and many other prestigious organizations.

Owning the largest logistics center in the North, Hateco Logistics is currently providing services to major strategic partners such as Air Cargo Services of Vietnam Joint Stock Company (ACSV), Lazada Express, Shopee, DHL, GHN, Ninja Van, UPS, Bravat, Phuong Anh, Truong Hai Auto, Thien Linh Wine, Vietnam Post Corporation (VN Post),etc.

Hateco Logistics Joint Stock Company would like to send freat thanks to our esteemed customers who put their trust to use our services until now, and we are looking forward to enhancing our co-operation relationship with customers and new partners for the aim of growing together.

Truly yours!

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HUMANRE SOURCES

Hateco Logistics is proud to have excessive human resource who are experienced and skillful in Logistics. They are our most valuable asset and are the foundation of our success.

Hateco Logistics human resource always strives to be master of knowledge in all areas of Logistics activities and has achieved numerous outstanding accomplishments, making significant contributions to the development of the company. This solid foundation has helped Hateco Logistics to continuously create new values, increase efficiency for its customers and partners.



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In addition to investing and fostering professional skills for its employees, Hateco Logistics also encourages and facilitates the best conditions for its employees to improve their capacity through learning and knowledge exchanges. Every year, Hateco Logistics employees are involved in many training courses through leading experts and self-training programs in the Company.

All Hateco Logistics' new employees can take part in training courses for fresher (including an overview of the company, remuneration policies, work instructions to identify supportive tools and methods; working procedure based on skills and job assignments, labor rules). Contract employees are sponsored to attend the training courses. In addition, managers of Hateco Logistics are responsible for mentoring and supervising their junior staffs, in the form of "on job training" method.

For management level, the Company focuses on facilitating participation in improving professional knowledge through intensive training courses in Logistics and supply chain management, providing soft skills; training courses, domestic and overseas field trips.

Therefore, our staffs are proud to be part of Hateco Logistics family. Hateco Logistics is not only a professional, dynamic and creative working environment for sharing and enhancing professional skills but also a place to connect, love and support each other to overcome difficulties and lead to success.

CORE VALUES



STRATEGIC PARTNERS



DỊCH VỤ HATECO LOGISTICS

- 1. Inland Container Depot (ICD)
- 2. Freight forwarding
- 3. Warehousing
- 4. Import/export Customs clearance
- 5. International ocean/air freight booking agent
- 6. Consulting and import/export services
- 7. Logistics services for Supply chain system 3PL
- 8. Customs clearance of express, postal & e-commerce parcels
- 9. Customs supervision agent
- 10. Cross border services



1 INLAND CONTAINER DEPOT

Long Bien Inland Container Depot (ICD Long Bien) officially came into operation in 2020, is the extended arm of seaports, airports, border gates, roads to major economic hubs in the North, helping enterprises to reduce customs clearance time and quickly complete all import and export clearance procedures, deliver goods safely, save cost and time.

Advantages in port location and comprehensive service package ensure to fulfill perfectly transportation needs of shipping lines, 2PL/ 3PL freight forwarding companies, import-export companies, and trading

- * Area: 12ha (120,000sqm)
- * Port code: VNILB
- * Customs clearance capacity: 135,000 TEU / year
- * Operation: 24/7



LONG BIEN ICD

The connecting point with major economic hubs, with seaports, airports and border gates



As part of the detailed planning of Vietnam's inland container depot system 'till 2030, ICD Long Bien operation will create favorable conditions for businesses to reduce customs clearance time for import and export goods, enterprises do not have to go to border gate to pick-up/receive goods, help them to save time, reduce contact points and reduce port congestion , quickly complete all customs clearance procedures, safe delivery, cost and time saving.

TYPES OF SERVICES AT ICD LONG BIEN

1 Forwarding at destination port

Long Bien ICD is recognized by the Ministry of Finance as an authorized domestic location to carry out customs clearance for imported and exported goods, provide forwarding services for destination ports. When goods arrived at the seaport / airport, transferred directly to ICD Long Bien to do customs clearance to save time, and Bill of lading should clearly states: Final Delivery / Place of Delivery is ICD Long Bien.

2 Store and distribute container covers

Transfer containers from seaport to ICD Long Bien, receive, classify, clean containers after customers return empty containers to ICD, repair containers (if any), store and transfer empty containers from ICD to when requested by shipping lines.

3 Load, unload containers of import and export goods at container yards

Import and export goods are load, unloaded at the yard and transferred to trucks at the shipper's request.

4 Transfers of bulk cargos, Less than container load (LCL), Full container load (FCL)

Load and unload containers at the carrier's request:

- Unload containers on foreign transportation vehicles (GMS trucks, Chinese trucks, etc.) when arriving at ICD Long Bien and store at the transshipment area in ICD for a certain time period.
- Load containers onto foreign transportation vehicles (GMS trucks, Chinese trucks, etc.) to transport to territory outside of Vietnam.

5 Keep and store referred containers

When customers return referred containers, Hateco Logistics' refrigeration team will conduct inspections and store containers at referred zones. For referred containers, before packing, the refrigeration team will set the temperature, ventilation and humidity level as requested in the booking.

6 Packing, splitting and labeling import and export goods

Import and export goods are splitted, packed and labeled by Hateco Logistics at the owner's request.

7 Customs inspection support

When Customs officer inspects the shipment, Hateco Logistics provides inspection support services including lift off containers for cargo inspection, seal remove, forklifts for inspection, sampling, and new seal plier.

8 Imported and domestic car yard

Hateco Logistics has 2 car parks with a capacity of more than 800 imported vehicles & domestic vehicles. We provide safe vehicle storage and satisfy a wide range of customer services requirements.





Ocean freight

Ocean freight: With advantage of exploiting ocean transport, strong agent network all over the world and close cooperation contracts with well known ports and shipping lines, with ability to connect quickly and seamlessly with our partners, we provide customers with sea transportation services to many countries around the world and vice versa, helping import and export enterprises feel secure on our shipping service and focus on their main businesses.



Air freight

Air freight: Cooperating with airlines in the same global agency system, we are committed to providing air transportation service with optimal time and the most reasonable cost.



Road freight

Road freight: With tremendous experience in freight forwarding imported and exported goods, with professional expertises, 24/7 service, door to door delivery, we fully meet variety needs of road transportation to delivery points throughout Vietnam and to Southeast Asian countries through international freight forwarding system. Whether bulk cargo, FCL or LCL, we provide suitable solutions for each shipment which help customers save time, costs, ensure delivery time to meet production and distribution needs.



Railway freight

Railway freight: Through our extensive rail freight network throughout Vietnam to other South-East countries, China, Europe by multimodal transport makes transportation of goods is more economical, efficient in reasonable time. We provide cross-border rail freight services economically, efficiently in reasonable time frame.

2 FREIGHT FORWARDING SERVICES

Utilizing the advantage of being Vietnamese member in the global freight forwarding network, with tremendous experience in international forwarding and transportation area, Hateco Logistics offers professional forwarding services, on time delivery, optimal cost, goods safety. Hateco Logistics is proud to be a reliable partner, accompany enterprises on the global competitive market through the following services:



3 WAREHOUSING

Hateco Logistics has an international standard warehouse system equipped with fire protection system and 24-hour camera system, combined with standard racking system, optimal inbound and outbound process and goods storage, which helps to reduce exploiting cost and operating cost.

CFS WAREHOUSE

- CFS warehouse is where goods are consolidated or de-consolidated, transported by sea through Haiphong port / Lach Huyen port and road way from China and Southeast Asian countries to ICD Long Bien to do customs clearance, packing and exporting goods to Southeast Asia, China and other countries all over the world;

- Modern high-dock warehouse system with a total area of 1,000sqm, 800 pallets, forklift system, lighting system, CCTV, fire protection system in line with international standards.

- Professional staffs, well organized merchandises by areas, inventory management by WMS software, barcode system to ensure fast and accurate inbound and outbound activities.



BONDED WAREHOUSE

- Bonded warehouse and bonded yard with total area of 5000sqm in ICD Long Bien, equipped with 5-floor VNA shelf system, high performing wifi network accessing the whole warehouse, automatic fire protection system, 24/24 security camera system, International standard WMS software enable connecting to electronic data interchange (EDI), data extraction function, customers can directly monitor inventory status, qualified software can connect data with the General Department of Customs.

- Bonded warehouse services: Exported goods are completed customs procedures and awaited for export, goods are no longer temporarily imported and must be re-exported, and goods are forced to re-export by competent state agencies, foreign owned goods have not yet been able to sign sale contracts with Vietnamese enterprises, Vietnamese owned goods are imported from foreign countries, awaited for importing to domestic market, unpaid import tax and foreign goods transit and stored in warehouses in Vietnam and await for export to third countries.

- With tremendous experience in customs declaration, as a customs agent, Hateco Logistics well support customers on customs declaration procedure, staffs with practicing certificate can solve all relevant customs declaration tasks, save time and costs for customers.



INDEPENDENT WAREHOUSE, COMMON WAREHOUSE, COOL WAREHOUSE

Independent warehouse: is invested by Hateco and grow rapidly. Hateco currently operates the largest warehouse system in the North with a total area of 50,000sqm.

Hateco's common warehouse (distribution center): with an area of 10,000sqm will help customers to save costs when receiving goods after completing customs clearance procedures at ICD Long Bien and delivering from ICD Long Bien to retail points, customer's request point. The warehouse is well-ventilated, has a modern fire protection system, a security camera system and standard wifi, has awaiting area for entry, exit and classify.

Cool warehouse: Hateco owns a cool warehouse with an area of thousands sqm, with air conditioning and ventilation systems, operating continuously 24/7, helping customers to store easily for certain special goods such as vegetables and fruits, confectionery, cosmetics, etc. with temperature control requirements.

OFF AIRPORT TERMINAL

- Hateco's Off Airport Terminal links with other airport terminals of International Noi Bai airport, therefore, reduce cargo congestion at the airport, minimize the customs procedure time and speed up the flow of international goods. Our off airport terminal provides full services incl. customs procedures for inbound & outbound shipments, security screening; cargo weighing and measurement; loading cargo into ULD containers.

- Outbound cargo will be screened, weighed and measured, completed with customs procedures, loaded into ULD, sealed with lead seals of the customs, and transported to airport by specialized truck. The cargo will be transferred to the airplane after acceptance procedures are completed.

- The similar procedure is applied to the imported cargo after being unloaded from the airplane at the cargo terminal. The cargo shall be checked for security and delivered directly to Hateco Off Airport Terminal by specialized truck, where cargo shall be checked, unloaded from the ULD, completed with customs procedures and delivered to designated destination upon client's request.

- Besides, we are also fond of domestic cargos transported by air to any destination within Vietnam. All services from picking up, weighing, security screening and bill issuance for customers shall be provided as a completed procedure at Hateco Off Airport Terminal.





4 CUSTOMS CLEARANCE FOR IMPORTED AND EXPORTED GOODS

With a highly qualified expertise team, using advanced software which integrates information connecting between the department of customs and ICD Long Bien, providing variety of services to customers with standard operating procedures which designed to maintain high quality of services for customers. The Customs inspection yard can accommodate more than 100 container trucks at one time and is equipped with the most modern container screening in Vietnam (Eagle M60).



Hateco Logistics provides customs clearance services at border gates nationwide: Hai Phong, Noi Bai, Quang Ninh, Ho Chi Minh, With the advantage of being recognized as a location to carry out customs procedures for exported and imported cargos, established domestically at ICD Long Bien under Decision 769 / QD-BTC, customs agents, customs supervision agents, in line with the dedication of professional staffs, HATECO Logistics provides customs clearance services for imported and exported goods in the shortest time, accurate and valid documents.





5 INTERNATIONAL OCEAN/AIR FREIGHT BOOKING AGENT

International ocean/air transport always exist the risks of price fluctuations, and hard to arrange space on ships /aircrafts at peak season. With experienced international freight experts, we look for and provide international ocean / air freight booking agent service to minimize the international transportation costs in accordance with the shipment schedule upon customer's requests. We control ocean / air booking process since searching the lowest shipping lines & airlines rates, scheduling departure/arrival date, booking, tracking, until delivery. International logistics has never been as easy as now, we are here to support our customers focus on businesses and sales targets.

6 IMPORT-EXPORT CONSULTING AND SERVICES

Business always remains unexpected latent risks and we understand the complexity involved in the cargo transportation routes. Hateco Logistics invests in human resources and facilities to provide services for import and export procedures, including: International sales contracts, international payments, bank guarantees, international cargo transportation procedures, C/O application procedures, handling of disputes related to lack of goods/ damaged goods/ low-quality goods, application procedures of imported machinery and equipment list for tax-exempted fixed assets, verify the synchronous equipment line for investment projects, import and export clearance procedures, customs consultation procedures.

We provide customers single point of contact to ensure delivery on time, and sufficient quantity upon customer's request. Therefore, our customers only need to focus on their business, ensuring their business goals.

7 LOGISTICS SERVICES FOR SUPPLY CHAIN SYSTEM (3PL)

Goods in Hateco Logistics, are carefully stored in a general warehouse (Distribution Center) with modern equipments such as electric forklifts, oiled forklifts, drum pickers, vacuum cleaners, temperature measuring device, etc. Besides, the Distribution Center installs applies modern warehouse management software for goods management. The advantage features of the software are as below:

- To manage Location Pallet goods by Bar Code.
- To manage inbound and outbound inventories by 4 methods: First in first out FIFO, First expired first out FEFO, Lot/ batch Management, Production date management.

As soon as there is a request to receive or deliver inventories, goods will be selected and packaged according to orders, according to the SKU, delivered on time at right place with the most reasonable cost.

Hateco Logistics provides services include: Split, Select and pack e-commerce goods according to orders and SKUs; distribute to retail stores; Cross-docking and transshipment services; Inventory control; Management of return and exchange items; Special order handling, packaging and shipping, etc. ensure products delivered to customers on time, at right place, with the most reasonable cost.



Other services include:

- To classify goods when receiving
- To wrap stretching pallets.
- To label auxiliary stamps for imported goods
- To label imported wine stamps

With the motto **"Best quality with the best cost"**. Hateco Logistics always wants to support customers to gain competitive advantages, focusing resources for their core business.





9 CUSTOMS SUPERVISION AGENCY

According to the Vietnam-China Transportation Agreement, Chinese road vehicles have to transport on the designated route, delivered and received goods, and handle customs clearance at any customs office. Hateco Logistics, as a customs supervision agency, is responsible for road transport activities, road transport vehicles, and goods delivery within Vietnam. When a road transport vehicle enters the country, before going through the customs procedures for vehicle entries, the driver/ representative of the Chinese enterprise shall present the customs supervision book on vehicles and other documents so that Hateco Logistics can confirm the information declared by the declarer and report to the customs office.

8 CUSTOMS CLEARANCE OF EXPRESS, AND POSTAL E-COMMERCE PARCELS

The General Department of Customs recognized Hateco Logistics as a clearance location for: express, e-commerce, and postal goods.

- With an area of 5,000sqm, equipped with modern machinery systems, we ensure the customs clearance processing time is minimized. In addition, express delivery and end user delivery throughout Vietnam are also completed professionally by Hateco Logistics.
- For goods exported at the first imported border gate by sea, air, road, we will assist customers in carrying out all necessary procedures, then transport by specialized vehicles with lead seals to Hateco Logistics for customs clearance. Goods delivered to Hateco Logistics will be supported with essential services from customs clearance supports, goods inspection supports till ready for export.

10 CROSS BORDER FREIGHT FORWARDING

Hateco Logistics is a central hub for customs clearance, transshipment and development of cross-border services through China, Laos, Thailand, Cambodia ... Chinese vehicles parking yard ICD Long Bien allows Chinese vehicles go straight from the Vietnam-China border to Long Bien ICD, executing transit and clearance procedures at ICD Long Bien. Besides, LCL, FCL freight services with Incoterms shipping conditions help businesses to fasten delivery time and save costs.



COOPERATION ACTIVITES OF HATECO LOGISTICS



▶ Singing ceremony of strategic partnership between Hateco with Besix (Kingdom of Belgium)



▶ Signing ceremony of cooperation agreement with "Rent A Port" in Belgium for Seaport development project (bulk cargo) and Inland waterway port in Hai Phong witnessed by Mr. Nguyen Xuan Phuc Prime Minister of Vietnam and Mr. Charles Michel Prime Minister of Belgium.



► A Signing cooperation ceremony between Hateco and DHL Express



► On Dec 7th, 2018 DHL Express has opened the Eastern Exploitation Center in Hateco Logistics Hub with total area of 5.800sqm and total investment of 143 billion VND (equivalent to 6.3 million USD).



► Hateco - Besix - Boskalis signed Memorandum of Understanding (MOU) regarding Cai Mep Ha Smart Logistics Hub in Ba Ria - Vung Tau province.



- ▶ Hateco Logistics signed Memorandum of Understanding (MOU) with IBEC and Vietinbank. MOU establishes a cooperation foundation, encourage for funding the construction of Hateco Logistics Center at Sai Dong B Industrial Park with total estimated investment of 1,093 billion VND

