

**WORLD SUPPLY CO., LTD.**

1-2-22 Ariake, Koto-ku, Tokyo, Japan  
Tel: +81-3-3529-5120  
Fax: +81-3-3529-5110

# WORLD SUPPLY



The FSC® logo on this printed document guarantees that the paper used comes from a source that uses the world's forest resources responsibly. This document was printed using environmentally friendly vegetable oil ink.

Focusing on high-precision logistics services tailored to the urban environment by making effective use of the know-how we have accumulated over the years

Positioning ourselves as a logistics solutions partner for our customers

# Moving toward a new stage of creating new value

We provide delivery agency services for fashion and cosmetics products, delivering to department stores and other large commercial facilities.

We are rolling out integrated logistics services that build on our main business areas: logistics, Facility Logistics Support (FLS), and food products distribution. With our revolutionary logistics solutions, we are creating new value for business.

Taking on the challenge of developing new business fields

## Urban support and cosmetics fulfillment

We are rolling our two new businesses that effectively utilize the know-how we have accumulated over the years as a general logistics service provider.



We are introducing new Urban Support and High-rise Apartment Building Concierge services, to enrich the quality of life of people living in urban areas.

We are also expanding the areas served by our existing Charter Shipping of Perishable Foods service from the Tokyo area to include other areas in Japan and overseas, to meet customers' needs.



We provide logistics services that combine all of the functions needed for effective delivery of imported cosmetics products within Japan. After products have cleared customs, we handle storage of potentially hazardous materials that require special handling, such as fragrances, along with sample analysis and sample storage, affixing of Japanese-language labels, delivery to stores, and support for e-commerce sales, such as gift wrapping. All of these tasks can be handled at the same facility.

World Supply Co., Ltd. is a member of SG Holdings Group, which consists of several businesses including Sagawa Express Co., Ltd. We have provided many types of services, such as third-party logistics (3PL), mainly for imported cosmetics and apparel, and joint food delivery, focusing primarily on retail support operations for major department stores throughout Japan, by utilizing the nationwide network of Sagawa Express to the greatest extent possible. Going forward, we will continue to take on the challenge of providing even higher-quality services and introducing revolutionary new services through the use of cutting-edge information technology.

### SG HOLDINGS GROUP



### EXPOLANKA HOLDINGS



We meet our customers' business needs by utilizing the global network of SG Holdings, which has business operations not only in Japan but also in 30 countries and regions around the world (as of March 31, 2022).



### Company Outline

**Established:** May 18, 1951  
**Paid-in capital:** 95 million yen  
**No. of employees:** 1,479 (as of the fiscal year ended March 31, 2022)  
**Business areas:** Motor truck transportation business, freight transportation business, distribution and processing business, warehousing business, studio rental business, security business, and merchandising business  
**Head office:** 1-2-22 Ariake, Koto-ku, Tokyo, Japan

### Major Clients

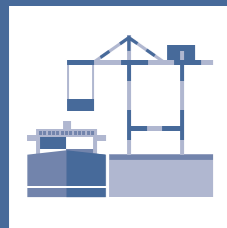
Estée Lauder Companies Japan / IDA Ryogokudo Co., Ltd. / ITOCHU Corporation / ACE Co., Ltd. / LVMH Fashion Group Japan K.K. / Aurora Co., Ltd. / Kao Corporation / T. Kawabe & Co., Ltd. / Clarins Co., Ltd. / Gunze Limited / Guerlain K.K. / KOSE Corporation / Kokubu Group Corp. / SAZABY LEAGUE, Ltd. / Sanyo Shokai Ltd. / Shiseido Co., Ltd. / Giorgio Armani Japan Co., Ltd. / Daytona International K.K. / Descente Ltd. / Dolce & Gabbana Japan K.K. / NIHON L'ORÉAL K.K. / New Era Japan GK / New Balance Japan Co., Ltd. / Burberry Japan Co., Ltd. / Parfums Christian Dior (Japon) K.K. / Baroque Japan Ltd. / FIVE FOXes Co., Ltd. / Ferragamo Japan Co., Ltd. / Bridgestone Sports Co., Ltd. / Marubeni Fashion Link, Ltd. / Mitsui & Co. Global Logistics, Ltd. / United Arrows Ltd. / Richemont Japan Limited  
 + around 2,400 other companies  
 Please note that the list of companies above is in alphabetical order based on the Japanese names.

### Initiatives to help realize the SDGs

#### Contracting to provide refrigerated delivery service for online sale of cakes

World Supply has contracted to provide refrigerated delivery service (within Tokyo's 23 Special Wards) for the TOKYO CAKE DIARY online cake sales service that Hankyu Hanshin Department Stores, Inc. has launched through its online sales website. This means that World Supply is providing delivery support for an online sales service that aims to deliver refrigerated cakes – which are characterized by challenging temperature management, and are delicate and easily damaged – in such a way that they are still fresh when they arrive. With many people reluctant to go out during the COVID-19 pandemic, which has dragged on for a long period, there are a growing number of new initiatives by department stores to meet the needs of customers who want to purchase cakes from popular patisseries or from well-known department store food court brands, either for a special occasion or because they just feel like treating themselves.





Manufacturers  
Wholesalers  
Retailers' warehouses



Imported cosmetics brands



Large-sized commercial facilities  
Office buildings



Apparel  
Food products  
Chartering



For magazines  
For use on e-commerce websites



Market distribution  
Hotels, restaurants, and bars  
High-rise apartment building management firms



# WORLD SUPPLY SERVICE MENU

We undertake everything from product processing and management through to delivery, and we also deliver to individual customers within commercial facilities. World Supply's main business area is providing comprehensive support, from A to Z, in relation to department store and shopping center sales. We are actively rolling out new services that make effective use of the logistics know-how that we have honed over our long history.

**Retail Support Operations Business**  
Product collection, delivery, quantity checking, and processing with high service quality  
**P.5**



**Logistics Business**  
Warehouse operation + Handling special ancillary operations  
**P.7**



**FLS Business (intra-facility logistics)**  
Facility Logistics Support (FLS) that enhances facility value  
**P.9**



**Urban Support Business**  
Delivery and living support services for high-rise apartment buildings  
**P.11**



**Cosmetics fulfillment**  
Full service that permits product handling within the same facility (including products that contain potentially hazardous materials)  
**P.13**

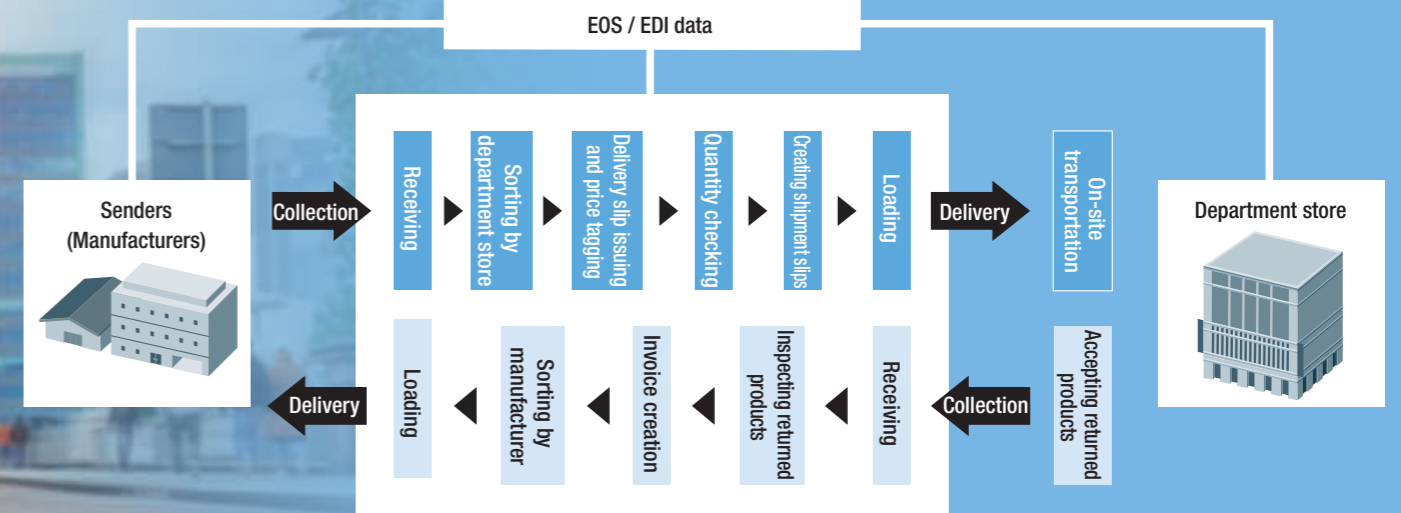


**ABC Studio**  
A comfortable space in a good location that generates outstanding creative materials  
**P.14**





We are able to significantly shorten the lead time until products are supplied to department stores by being able to implement quantity checking at any time at our quantity checking center, which operates 24 hours a day, as well as through implementing direct delivery to the stores without going through the conventional department store logistics centers. We are also expanding our logistics support within department stores, to strengthen our sales support.



## RETAIL SUPPORT OPERATIONS

Product collection, delivery, quantity checking, and processing with high service quality

# Retail Support Operations Business

In our retail support operations business, we undertake delivery agency transportation operations that involve collection of products by the designated shipping operator (i.e., World Supply) of retail businesses (mainly department stores) directly from the manufacturer, through to delivery of the products. We also serve as an agency for quantity checking implementation, which involves conducting quantity checking on behalf of department stores (i.e., checking product numbers, quantities, and monetary amounts) to check whether products have been shipped in accordance with the orders made by department stores when the manufacturer delivers their own company's products to the department store, in relation to transactions between manufacturers and department stores, which enables the department stores to recognize the purchases in their accounts.



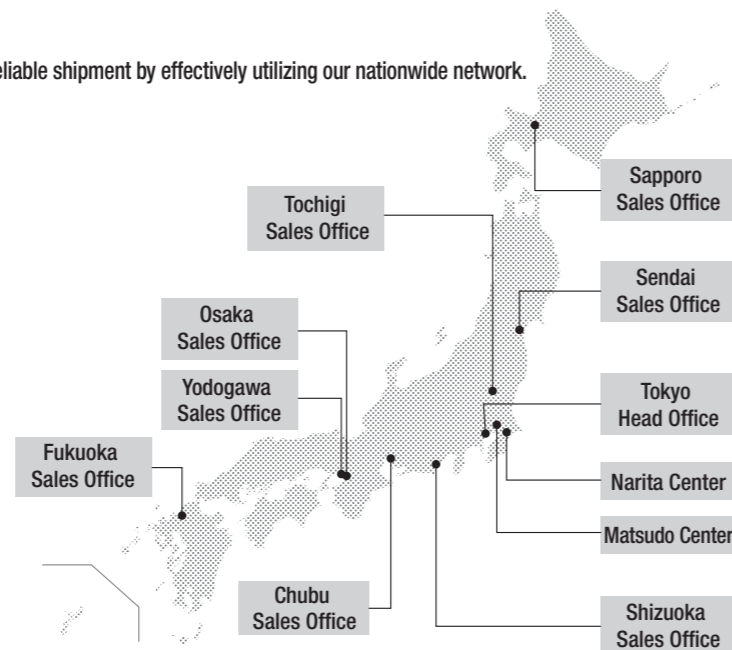
Scan this code for more details

## Nationwide Network

Our sales offices are located primarily in major cities. We realize speedy, reliable shipment by effectively utilizing our nationwide network.

[Standard lead time]

| Destination | From the Kanto region         | From the Kansai region        |
|-------------|-------------------------------|-------------------------------|
| Hokkaido    | 2 days, before opening time   | 3 days, before opening time   |
| Tohoku      | Next day, before opening time | 2 days, before opening time   |
| Kanto       | Next day, before opening time | Next day, PM                  |
| Shizuoka    | Next day, before opening time | 2 days, before opening time   |
| Chubu       | Next day, before opening time | Next day, before opening time |
| Kansai      | Next day, before opening time | Next day, before opening time |
| Chugoku     | 2 days, PM                    | Next day, PM                  |
| Shikoku     | 2 days, PM                    | Next day, PM                  |
| Kyushu      | 2 days, AM                    | Next day, PM                  |



\* Depending on the delivery destination, the actual lead time may differ from the lead time shown above.

## Examples of Rates \*Excluding consumption tax (For collection in the Kanto region, with a case size (height + width + length) of 160 cm or less)

| Basic rate    | Basic monthly rate |          | Maximum no. of times |        | Unit price for one time |       | Counted for          |          |        |         |         |            |              |
|---------------|--------------------|----------|----------------------|--------|-------------------------|-------|----------------------|----------|--------|---------|---------|------------|--------------|
|               | ¥10,000            |          | 10 times             |        | ¥1,000                  |       | Purchasing / Selling |          |        |         |         |            |              |
| Shipping rate | Area               | Hokkaido | Tohoku               | Kanto  | Tokai                   | Chubu | Shinetsu             | Hokuriku | Kansai | Chugoku | Shikoku | Kitakyushu | Minamikyushu |
|               | Case               |          | ¥1,600               | ¥1,000 | ¥850                    | ¥900  | ¥1,000               | ¥1,050   | ¥1,150 | ¥1,200  | ¥1,400  | ¥1,500     | ¥1,450       |

\* For details of shipping rates for items shipped on hangers, please contact our sales staff.

\* The shipping rates shown above apply to items where the combined dimensions (height + width + length) do not exceed 160cm. For large items that exceed 160cm, the Large Item Shipping Rates apply.

## Retail Support Operations

|  |   |   |
|--|---|---|
| <b>Delivery</b><br>We deliver products picked up from manufacturers, as well as products that have been delivered to our sales offices located throughout Japan, to department stores and other commercial facilities. | <b>Quantity checking</b><br>On behalf of department stores, we perform quantity checking to determine whether products have been shipped in accordance with the order placement data. | <b>Returned products</b><br>We deliver products that have been returned from stores to the manufacturer's logistics center or factory, etc. |
| <b>On-site transportation</b><br>After products arrive at the department store, we deliver them directly to the sales floor.   | <b>Transfer between stores</b><br>We deliver client-ordered products and stock transfer products between stores.  | <b>Price-tagging</b><br>We perform the issuing and attachment of price tags on behalf of our clients.                                       |
| <b>Nationwide shipping (express delivery)</b><br>We coordinate nationwide shipping (express delivery) by using the shipping infrastructure of Sagawa Express.  | <b>Chartering</b><br>We can charter private trucks in response to requests from clients for large-sized shipments.  | <b>Special events</b><br>We deliver products to the locations of special events and activities held inside or outside stores.               |



|  |  |
|--|--|
| <b>Food product delivery services</b><br>We provide same-day delivery within Tokyo's 23 Special Wards for fresh food products, fruit and vegetables, dried foods, etc. using joint food delivery. For products that must be kept at a constant temperature, such as traditional Japanese confectionery and western confectionery, side dishes and wine, we are able to implement delivery with thorough temperature management by using refrigerated vehicles and refrigerated warehouses. Besides providing storage and shipping services for processed foods, we are also providing new logistics services for the sale of products using refrigerated vending machines. |  |
|--|--|

## Examples of Rates

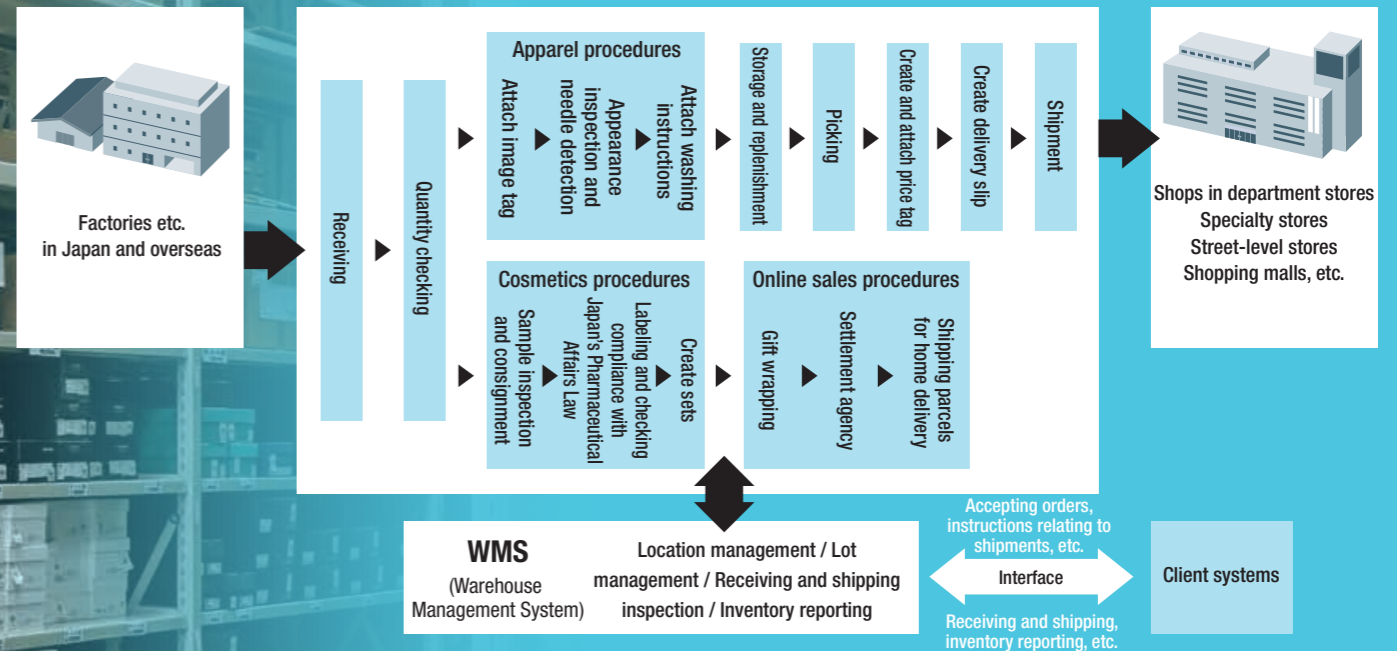
|                             |                          |                                      |                   |                       |                        |
|-----------------------------|--------------------------|--------------------------------------|-------------------|-----------------------|------------------------|
| Quantity checking fee       | Per shipment unit        | Case                                 | ¥400              | Hanger                | ¥70                    |
| On-site transportation rate | Per shipment unit        | Case                                 | ¥150              | Hanger                | ¥25                    |
| Surcharge                   | Per delivery destination | Sunday and public holidays surcharge | ¥3,000            | Overtime surcharge    | ¥3,000                 |
| Work fees                   | Price tag creation       | Price tag attachment                 | Price tag removal | Price tag replacement | Delivery slip creation |
|                             | ¥25                      | ¥30                                  | ¥10               | ¥65                   | ¥200                   |



## LOGISTICS OPERATIONS

Warehouse operation + Handling special ancillary operations

# Logistics Operations Business



We excel at handling special ancillary tasks. Besides product management operations such as receiving and shipping operations and product storage operations, we have rolled out a range of services that other companies do not provide, including manufacturing tasks (such as management of various types of slips, and processing operations) in the case of imported cosmetics, and quality control operations (such as product quantity checking and sewing) in the case of apparel products.



Scan this code for more details

## A comprehensive WMS able to handle a diverse range of products

Our STAR WMS system incorporates manufacturing lot management and use-by date management as standard functions for apparel, sundries, cosmetics, food products, etc. The system is also equipped with information management functions that cover everything from storage, retrieval, and inventory management through to e-commerce and inventory-taking, as well as lot management, manufacturing progress management, handling of imperfect products, discarded product management, etc. In addition, warehouse status can be checked in real time from anywhere that has an Internet connection.



## Our Locations

In addition to our sales offices and logistics centers located in major cities throughout Japan, we also offer proposals for logistics facilities that will meet our customers' specific needs.



Ariake No. 1 ABC Center (Ariake, Koto-ku, Tokyo)



Ariake No. 3 ABC Center (Ariake, Koto-ku, Tokyo)



Matsudo Center (Matsuhidai, Matsudo City, Chiba Prefecture)



Osaka Sales Office (Shibatani, Suminoe-ku, Osaka City)

## Examples of Rates

\*Excluding consumption tax

| Type of work | Unit price | Unit  |
|--------------|------------|-------|
| Receipt      | ¥40        | piece |
| Delivery     | ¥50        | piece |
| Return       | ¥70        | piece |

| Type of work   | Unit price | Unit  |
|----------------|------------|-------|
| Tag creation   | ¥20        | sheet |
| Tag attachment | ¥40        | sheet |
| Devanning      | ¥1,000     | feet  |

\* As work rates vary depending on various conditions, such as operation procedures, the amount of cargo, the length of the contract with the client, etc., a separate quotation is needed for each project.

## Logistics Services

You can trust us to handle distribution processing, covering everything from receipt of products to inspection and needle detection, as well as tagging and packing.

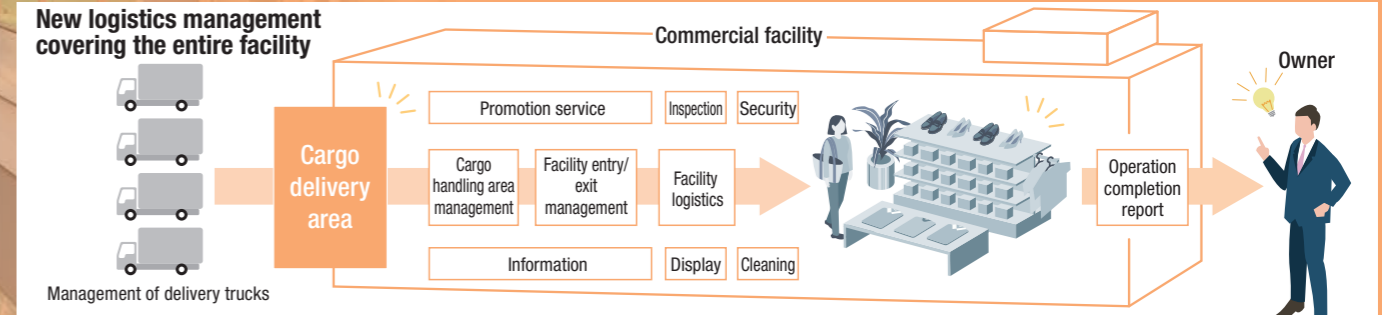
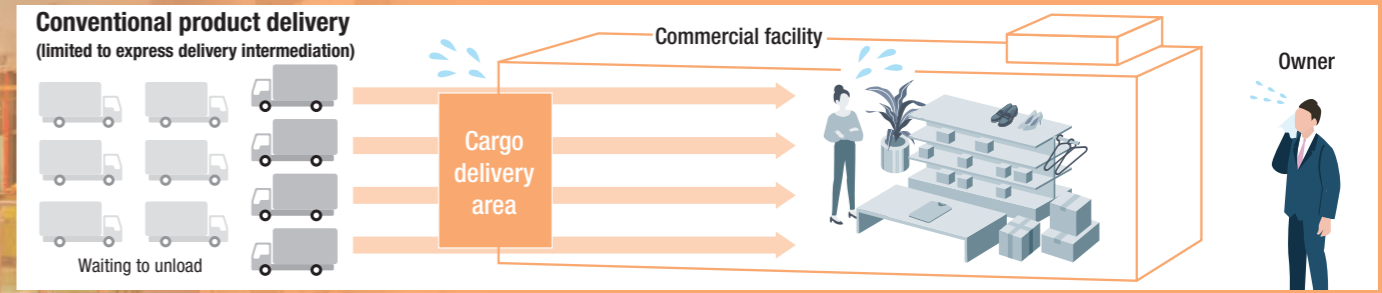
|   |   |  |
|---|---|--|
| <b>Department store retail support</b><br>Our department store retail support operations realize effective integrated logistics services for use with sets of products.   | <b>Receipt and shipping</b><br>Receipt: We can provide detailed lot specifications with the method and units used for quantity checking tailored to customers' needs. Shipping: We carry out the work in accordance with product characteristics, for example in terms of total picking or order picking. | <b>Quality control operations (product inspection and sewing operations)</b><br>Quality inspection: Sewing checks, material checks, etc. Needle detection: We can conduct operations using an HHT needle detector, roller needle detector, or X-ray needle detector. |
| <b>Tagging</b><br>We issue special tags and sew them onto products, and we also attach tag fasteners.   | <b>Gift wrapping</b><br>We can provide individual packaging. (Cellophane overwrapping, full packaging, original packaging, etc.)  | <b>Devanning</b><br>Containers (both 20 ft and 40 ft) can be received at all of our centers.   |
| <b>Returned product operations</b><br>We carry out acceptance, quality inspections and recovery work.   | <b>Inventory management</b><br>Clients can make use of our proprietary Warehouse Management System (WMS).   | <b>Storage</b><br>We can stock products in all types of units, such as by rental, by area, PL, and case.   |
| <b>"Sasage" operations tailored to the needs of e-commerce</b><br>Besides distribution and processing, we also undertake "Sasage" (photography, taking measurements, and writing copy) operations within our own facilities for the products that we are entrusted with. We support our customers' businesses through seamless service that covers every stage, from putting products up on the website through to delivery after an order has been received. |   |  |



## FACILITY LOGISTICS SUPPORT

Facility Logistics Support (FLS) that enhances facility value

# FLS Business (intra-facility logistics)



There are many logistics-related issues that are likely to be encountered in the management of large commercial facilities and complexes. For example, there may be concerns about traffic congestion in the area surrounding these facilities, due to trucks waiting to perform delivery, as well as the impact that this can have on the environment. The manners of delivery personnel and how they provide their service may be out of place for facilities that have high standards of courtesy. Furthermore, managing security for the entry and exit of delivery agents may be difficult. We propose World Supply's Facility Logistics Support (FLS) package as a means of solving these problems.

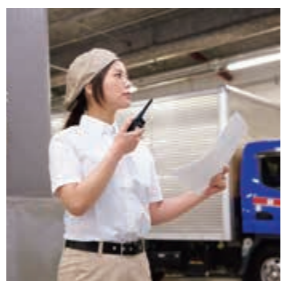


Scan this code for more details

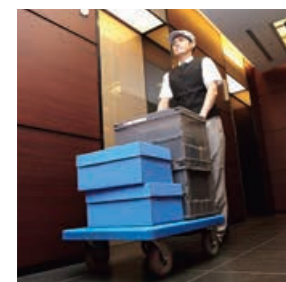
## Six Benefits of the FLS Package



**1. Promoting smooth logistics**  
We provide rapid, high-quality express delivery agency service through centralized management of express delivery cargo, and we also implement other services for facility tenants. By providing a single, unified contact window for client support, we are able to respond to all logistics-related inquiries.



**2. Mitigating the impact on the neighborhood environment and on traffic congestion**  
We efficiently manage delivery vehicle entry/exit for the cargo handling parking area. In this way, we contribute toward the alleviation of traffic congestion in the neighborhood, and toward the reduction of CO<sub>2</sub> emissions.



**3. Protection of on-site facilities**  
We always take utmost care to protect facilities and keep them looking beautiful, for example through thorough implementation of delivery using trolley carts with pneumatic tires. This helps to reduce cleaning and repair costs for the facility.



**4. Services that make effective use of IT**  
Our proprietary FLS System has driven the adoption of the latest devices and original apps. We have realized the elimination of delivery slips, automated generation of sorting data, delivery status verification, and collection requests.



**5. Facility cleaning**  
We strive to keep the interior of facilities looking beautiful through high-quality cleaning services.



**6. Facility security**  
We help to keep facilities safe through outstanding, client-focused security that is rigorously implemented.

## FLS Package

We offer a range of services tailored to meet clients' needs.

|   |   |  |  |   |
|---|---|--|--|---|
| <b>Facility logistics</b><br>We carry out delivery agency operations within the facility through centralized management of express delivery cargo.  | <b>Facility cleaning</b><br>Our courteous cleaning staff strive to keep the interior of facilities looking beautiful through high-quality cleaning.   | <b>Facility security</b><br>We keep facilities safe by integrating security with every aspect of the facility or complex's operations, and by providing outstanding, client-focused security that is rigorously implemented. | <b>Facility protection (trolley carts with pneumatic tires)</b><br>We establish rules that require the use of trolley carts with pneumatic tires when delivering inside facilities, and we rent out carts to delivery service providers. | <b>Operation completion report</b><br>We manage information relating to delivery cargo, delivery vehicles, and delivery service providers using our proprietary FLS System. We maintain databases of this information, and provide reports on a monthly and annual basis. |
| <b>Facility entry/exit management</b><br>We manage the entry into and exit from the cargo handling area of delivery operatives and delivery vehicles.<br><small>* We issue usage permits for the cargo handling area.</small> | <b>Facility protection (covering with protective material)</b><br>When large cargo or fixtures are being delivered, or when tenants are relocating, we formulate rules for the use of protective coverings and manage entry and exit. | <b>Bulk delivery of products before opening</b><br>We provide a comprehensive range of services, including the setting up of a bulk delivery office, the formulation of a delivery plan, and delivery truck management.      | <b>Management of the cargo handling parking area</b><br>We prevent congestion in the cargo handling area by enforcing rules governing the recording of delivery vehicle entry and through delivery schedule management.                  | <b>Inspection and product management operations</b><br>We carry out product inspection and stockyard management for facility tenants.   |

## Responsibility for Service Fees

| Type of service                                 | Facility owner | Tenant | Delivery service provider |
|---|----------------|--------|---------------------------|
| Intermediation                                  | —              | —      | ○                         |
| Administration                                  | ○              | —      | —                         |
| Use of cargo handling parking area              | —              | —      | ○                         |
| Rental of trolley carts with pneumatic tires    | —              | ○      | ○                         |
| Product storage (external warehouse management) | —              | ○      | —                         |
| Inspection and display                          | —              | ○      | —                         |
| Bulk delivery of products                       | ○              | —      | —                         |



## URBAN SUPPORT

Services to enrich the lives of people living in major cities

# Urban Support Business



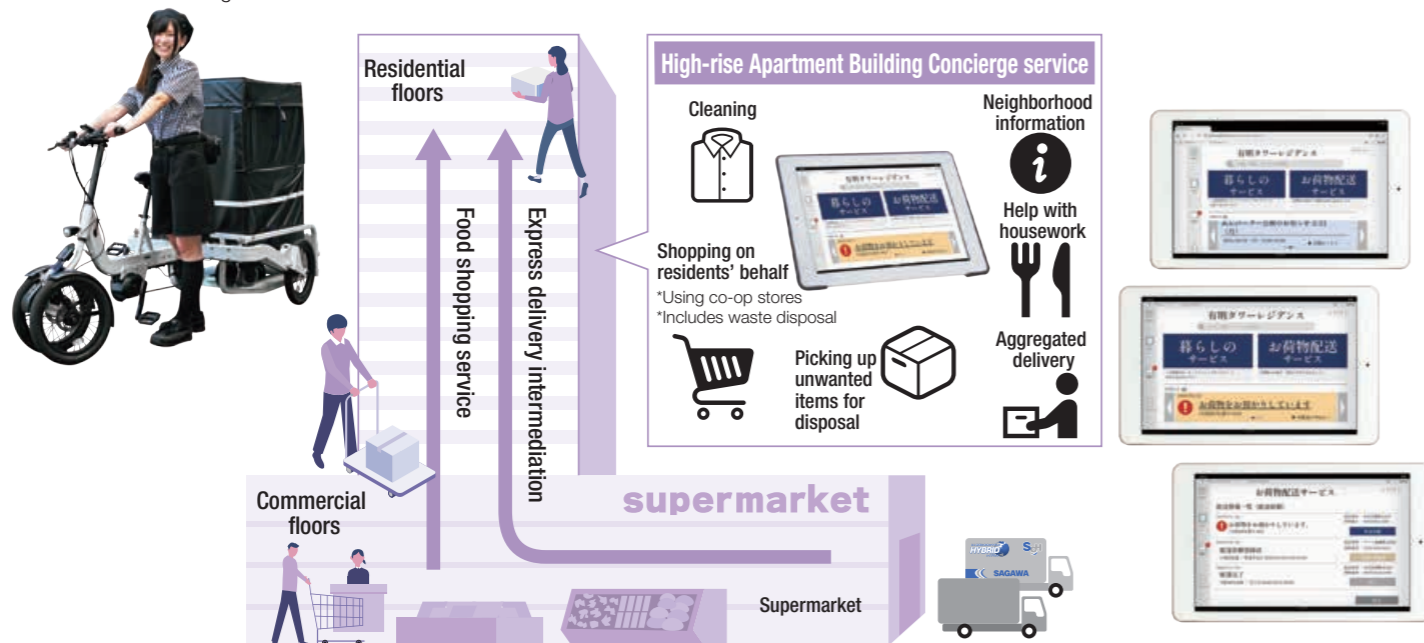
Providing high-value-added services in the urban environment. Thinking about this issue from both micro and macro perspectives has generated two new businesses. These new businesses make use of the Group synergy created by adding outstanding customer service skills to high-quality delivery services.

Services specially designed for high-rise apartment buildings associated with commercial complexes

## High-rise Apartment Building Concierge service\*1



Making effective use of our Facility Logistics Support (FLS) know-how, we aggregate goods delivered by multiple delivery service providers in the high-rise apartment building's cargo handling area, and then our company's staff deliver them to individual households within the building. Besides providing aggregated delivery service for building residents and ensuring security, we also use smartphone apps to provide a range of services that includes cleaning, doing shopping on residents' behalf, garbage collection, helping with housework, picking up unwanted items for disposal, and dissemination of neighborhood information.

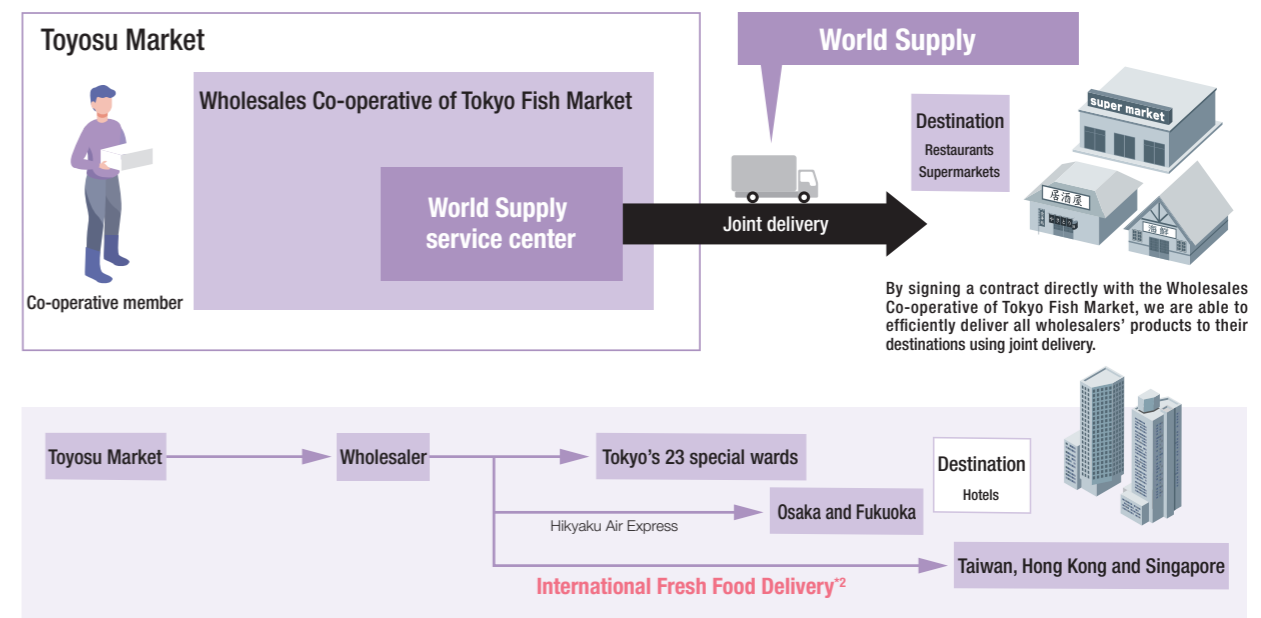


\*1 The High-rise Apartment Building Concierge service is currently at the trial implementation phase, and it is possible that some aspects of the service will be modified in the future.

Delivering fresh food to restaurants and hotels

## Fresh Food Delivery

We launched our Fresh Food Delivery service when Tokyo's central wholesale market was still located at Tsukiji. We have continued to provide this service since the wholesale market was relocated to Toyosu. Using Sagawa Express's Hikyaku Air Express service, we deliver to Osaka and Fukuoka, and we also deliver high-quality foodstuffs to Taiwan, Hong Kong, and Singapore using our International Fresh Food Delivery service.



\*2 The International Fresh Food Delivery service is currently at the trial implementation phase, and it is possible that some aspects of the service will be modified in the future.



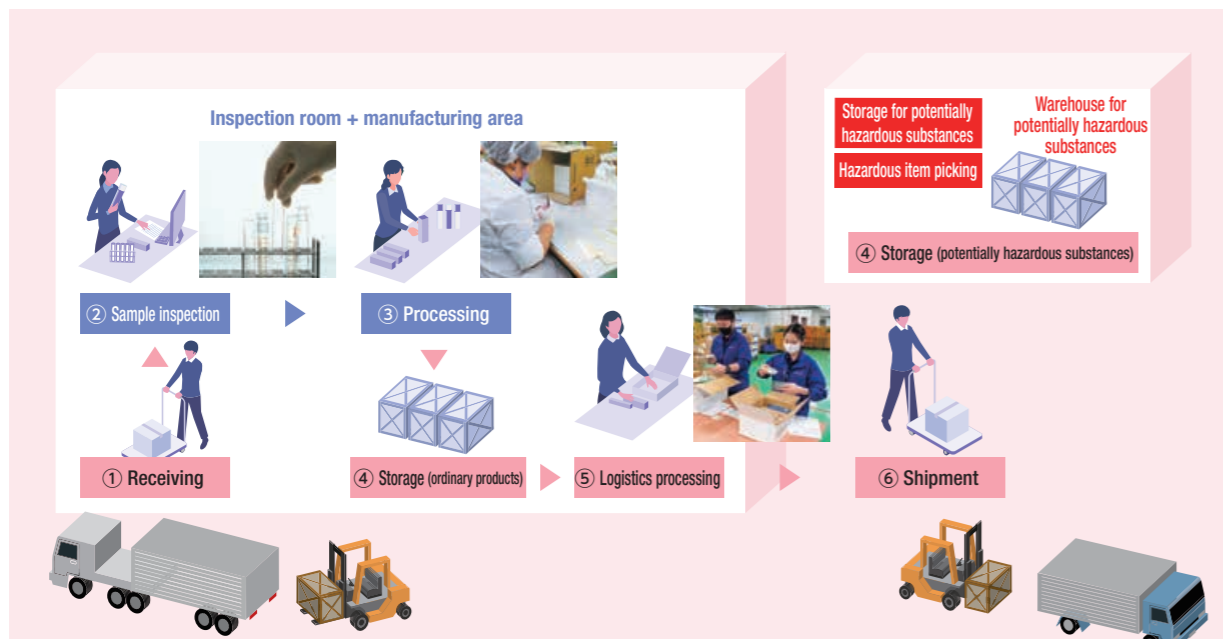
COSMETICS FULFILLMENT

Handling all cosmetics products, including fragrances

Cosmetics Fulfillment

NEW SERVICE

On the same site, we have a warehouse for general goods and a warehouse for potentially hazardous substances, complete with sample inspection room and manufacturing area.



International cosmetics manufacturers planning to enter the Japanese market want to be able to have all their products handled from a single location. Currently, in Japan, warehouses for ordinary products are generally separate from those that contain potentially hazardous substances. World Supply has succeeded in reducing unnecessary logistics costs by locating both types of warehouses within the same site. We are also able to substantially reduce the operational burden on cosmetics manufacturers by contracting to attach Japanese-language ingredient labels to imported cosmetics products, and by providing sample storage to meet the requirements of Japan's Pharmaceutical Affairs Law.



ABC STUDIO

A comfortable space in a good location that generates outstanding creative materials

ABC Studio



Scan this code for more details

With five studios and a storage area on the same floor level, ABC Studio is able to meet a wide range of photographic needs.

ABC Studio is a rental photo studio that combines five individual studios and a storage area on the same floor, with a total area of 3,000 m<sup>2</sup>. Based on the concept that "Superior creative work is created from comfortable spaces," we have incorporated the ideas of various photographers and striven to ensure ease of use. ABC Studio is thus able to support all kinds of photo shoots. It supports creative artists as a rental photo studio that makes effective use of its advantages of having an ideal location and a warehouse-type structure.

