# CARGO SERVICES INC.

Customer Focused. Creative Solutions. Community Driven.

Our customer focused team uses its talents, knowledge and expertise to partner with clients representing manufacturing, pharmaceuticals, life sciences, plastics, animal feed, food, publishing and other business sectors to seamlessly move air, ocean and ground cargo. In business since 1992, the Cargo Services team has created long-term, trusted relationships through the company's "3-C culture": customer focused, creative solutions and community driven.

**Our cultural tentants align with many of the industry's Sustainable Shipping Initiatives.**

## Oceans

Approximately 80% of business conducted by Cargo Services is done via shipping containers that sail oceans around the world. Our creative solutions seek to find the best and most effective modes of travel for customer goods. Sustainability initiatives in our ocean transportation include:

- A key partnership with a visibility provider that tracks ship C02 emissions related to the containers we move around the world for clients.
- Ongoing communications with clients about regulatory changes that positively impact our environment. For example, we regularly communicated 2020 scrubber installations that are now showing results lowering sulfur emissions.

## Communities

The company's success since opening in 1992 allows owners to give back. As a corporate sponsor of the NFL Indianapolis Colts, Cargo Services sponsors a statewide Books for Youth campaign that provides books to foster children across Indiana. Since becoming a Books for Youth sponsor approximately 950,000 books have been donated for 9,250 foster youth in Indiana.

Cargo Services annually supports Operation Graduation in partnership with Indiana Department of Child Services and the Colts. Foster youth invite family and friends to join them for an evening that recognizes their high school graduation. Foster youth receive a photo shoot, create their own invitations, choose their menu and receive a stipend to support their future success.

## People

Cargo Services team is tenured with over 700 years of experience working in the freight forwarding industry. Cargo Services employees are professional and experienced; therefore, they are empowered by owners to use their knowledge, relationships and skills to find the best modes of transportation, vendor partners and services to ensure client deadlines and expectations are met. Team members receive ongoing training, including import and customs brokerage certifications. Staff are cross trained to support ongoing professional growth. The result, Cargo Services team is trusted by customers and strives to provide top-level customer service, managing shipping problems before they arise or quickly managing them, if they do.

## Transparency

Our team does not use voicemail, so clients have direct access to owners and their support teams. Customers have access to real-time shipping data and information using CSI Live Track and CSI Portal. These state-of-the-art tools provide access to shipment status from any device at anytime from anywhere in the world. Client documents are easily accessible using these electronic tools regularly uploaded and emailed by staff. Email systems for clients provide regular industry trend updates along with advisories to support best practice supply chain planning and execution.

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**Cargo Services global logistics team is considered one of the best in the business by its customers and professional partners throughout Indiana, the Midwest and the world.** Company owners, managers and employees have more than 700 years of combined international transportation experience in all facets of freight-forwarding and customs brokerage services.

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