



CORPORATE PROFILE

XSCALE PTE. LTD.
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ABOUT US

WHO WE ARE

We are a logistics solutions provider focusing on international freight forwarding and logistics. Geographically, we cover most of Eurasia through our offices in Tashkent, Singapore, Frankfurt and London.

WHAT WE DO

We analyse our customers' supply chain, identifying and analyzing pitfalls and engineering logistical solutions that address these problems. We apply next-gen tech and process approach to streamline your workflows, driving operational excellence, creating efficiencies and improving visibility across your logistics that ultimately add to your bottom line.

OUR TEAM

Behind the services that we deliver is a team of passionate, motivated individuals who work together every day to ensure that your supply chain needs are consistently met. Our team's collective experience in logistics exceeds 70 years and we keep learning and building on our past projects to improve our service delivery model for the success of your business.

Read more at www.xscale.one

VISION & PURPOSE

Our vision is to **SIMPLIFY AND REDEFINE LOGISTICS**. We do this by creating value for our customers through technology leverage, process approach and outstanding service.

This is the key driver for our team and what motivates us every day to be our best and play our part in shaping the future of logistics and supply chain.

CORE VALUES

Our core values reflect our unique identity and guide our efforts to deliver on our vision and purpose.

PASSION

We maintain a positive attitude and enjoy serving our customers. We persevere in the face of challenges and learn continuously to improve our service quality and stay ahead of the curve.

OWNERSHIP

We trust our employees to take initiative and do the right thing as part owners of our Company. They have freedom to make decisions and are responsible for the quality and timeliness of the results.

INTEGRITY

Our business practices are guided by our culture of compliance and high ethical standards. We believe in building lasting partnerships with all stakeholders anchored in trust and transparency.

WHY US

GLOBAL NETWORK

9530

NETWORK OFFICES

193

COUNTRIES COVERED

WEALTH OF EXPERIENCE

5500

JOBS COMPLETE

70+

YEARS OF EXPERIENCE

AWARDS & QUALIFICATIONS

QUALITY MANAGEMENT

ISO 9001:2015 Certification
TIC 15 100 2010988

AIR CARGO SALES

Best Agent Award / KE
2019 | 2020 | 2021

RISK MANAGEMENT

LIABILITY INSURANCE

Forwarder's Liability Insurance
US\$ 1,000,000

GOLDEN MEDALLION PLAN

WCA Golden Medallion Plan
Claims up to US\$ 100,000

QUALITY MANAGEMENT

Quality Management Systems certified per ISO 9001:2015

Our quality management system covers our entire services in logistics and freight forwarding. Our processes are aligned with the letter and spirit of ISO 9001:2015, be it strategic planning, sales/cargo operations, risk management or anything in between.

RISK MANAGEMENT

Our risk management framework applies to our entire business and supported by our Risk Policy and Risk Register which is updated and communicated to our staff on an annual basis.

REGULAR AUDITS

Internal and external quality & financial audits help us ensure we stay on top of our books while maintaining and continually improving our service quality and delivery model.



We work with TÜV Thüringen, the industry leading certification body based in Germany, to audit and certify our quality management system.

ONGOING TRAINING

We train our staff on an ongoing basis with world-class institutions such as IATA. This helps us ensure our workforce remains competent and deliver on our stated corporate mission.

KAIZEN CULTURE

We use CAPA reporting system to monitor and improve processes, combining customer, employee & shareholder feedback to drive continuous improvement across the entirety of our business.



Our latest CSAT (customer satisfaction score) is 97.25%, well above our quality performance goal of 90%.

OUR PROCESS

Give us the challenge. It could be a one-off shipment or a complete overhaul of your supply chain.

INQUIRE

Confirm your order and so we can get to work based on your requirements.

ORDER

Receive regular visibility reports or job status updates from our team.

MONITOR

Relax & focus on your main business. Our team is here to take care of the rest.

RELAX

WHAT YOU DO

1

3

5

7

WHAT WE DO

2

4

6

8

QUOTE

Engineer a logistical solution that best meets your needs - find suitable carrier, routing, & price alternatives

EXECUTE

Let our team execute the job. This may include customs paperwork, forwarding, door delivery or anything in between.

CLOSE

Close the job presenting a POD (proof of delivery) and invoicing you for the work completed.

REPEAT

Questions? Call us any time to plan your next shipment. Our consultation is free.

CORE COMPETENCIES

FORWARDING SERVICES



LOGISTICAL VALUE-ADD



Packing & crating
Labeling
Palletizing
DDP/DDU/DAP
Transit clearance

Transit clearance
Import clearance
Bonded trucking

Global sourcing
Raw materials
Spare parts
Equipment

Bonded deliveries
Transit handling
Consolidation



AEROSPACE

comprehensive aerospace logistics for airlines,
MRO centers, global parts suppliers



HEALTHCARE

medical logistics solutions for forwarding &
handling pharma and medical equipment

INDUSTRY



SOLUTIONS



AGRICULTURE

logistics and forwarding of sensitive agricultural
products, including live plants



ROAD FEEDER

Complete range of road feeder / hub distribution
services for airlines

AEROSPACE LOGISTICS



SERVICE SEGMENTS

Airlines
MRO companies
Aerospace manufacturers
Parts suppliers
Global forwarders

KEY COMMODITIES

Aircraft engines
Landing gear
Airframe parts
Raw materials

Comprehensive Aerospace Services

We support major air carriers, MRO companies and aerospace manufacturers in the movement of aircraft engines and spare parts to/from MRO centers around the globe.

Our extensive experience and rigorous operational processes for handling aircraft parts have propelled us to the forefront of aerospace logistics. Our IATA-trained professionals are able to handle high-value, sensitive aircraft parts - be it a B787 engine, landing gear or anything in between.

AOG Support - Keeping Aircraft Flying

As an aerospace-specializing forwarder, we play a crucial role in ensuring that airlines remain on top of their maintenance deadlines and there are no disruptions to passenger or cargo flight schedule.

When an aircraft is grounded for any reason, we understand the clock is ticking, since every hour means lost revenue for the carrier. Our AOG support team is on standby 24/7 - we are able to deploy at short notice and we do our part in the safe return of aircraft into service.



We use the services of XSCALE for movement of our aircraft engines and spare parts to/from sites in the US, UK and Singapore for regular maintenance and in AOG situations. They have demonstrated excellent problem-solving skills and an intricate technical knowledge required for safe and timely movement of aircraft parts around the globe, clearly establishing themselves as a top AOG forwarder in the market.

HEALTHCARE LOGISTICS



SERVICE SEGMENTS

Hospitals
Laboratories
Medical distributors
Biotech companies
Government agencies

KEY COMMODITIES

Medical equipment
Surgical tools
Lab expendables
Vaccines
Pharmaceuticals

Complete Healthcare Logistics

Handling & forwarding sensitive life-science shipments, medical equipment or laboratory expendables requires knowledge, precision and dedication. Over the years, our team has accumulated know-how and expertise in handling life-science shipments with various transport modes, honing our skills and perfecting our operational procedures.

The stakes could not be higher when you are in charge of delivering a life-saving vaccine - from labeling to keeping temperature requirements and delivery deadlines - it must be a precision job.

Quality Assurance

As a healthcare logistics forwarder, we adhere to the requirements of ISO 9001:2015. This means we have the necessary processes in place for precision-handling of healthcare products - from packing, labeling, storage to forwarding or handling otherwise.

If deviation from process occurs, this will be recorded and acted upon based on our CAPA (Corrective Action & Preventive Action) procedures, with clear process owners and deadlines to mitigate any adverse effects of deviation.



...this company has our full trust in their ability to provide complex logistical services for the movement of medical equipment and lab consumables which we import on a regular basis. Relying on the business experience of XSCALE, we are always confident that we will receive the best service and optimal solutions thanks to the team's expertise, flexibility and commitment to us as a service provider. We recognize them...as the best solution in the field of medical logistics.

Rano Khodjimukhamedova | Shifo Nur Servis
www.shifonur.uz

CASE STUDY

KOREAN AIR



Product:	Road Feeder Services
Customers:	Korean Air Uzbekistan Airways
Years:	2015-2017
Services used:	Transit customs clearance Bonded trucking Customs escort In-transit visibility reporting

OBJECTIVE

- Set up a ground distribution system to deliver air shipments arriving at Navoi Int'l Airport (NVI) to offline points Uzbekistan & Central Asia
- Increase international cargo traffic flowing through NVI to points in Uzbekistan & Central Asia
- Save time & cost for end consignees by delivering air shipments to the nearest possible customs post

CHALLENGE

- KE could not offer last-mile services to its customers due to lack of efficient last-mile distribution solutions
- Consignees had to travel to NVI to do the paperwork and pick up their shipments in person
- The only available trucking options were FTL where the cargo had to fill a truckload to be feasible for transport to its final destination

STRATEGY & EXECUTION

- XSCALE studied the market and learned that no suitable solutions were available for last mile delivery of air shipments arriving at major hub airports such as Navoi and Tashkent
- Engineered an air cargo distribution system based on (1) flexible per kilo pricing system (2) truck capacity optimization methods which enabled air carriers to deliver, and their end consignees to receive, air shipments at the closest bonded warehouse at their location

VALUE CREATION

- Created a competitive edge for air carriers: last mile deliveries of air shipments increased by at least 900%
- Resulted in reduced last mile costs and time-savings for airlines' end customers - consignees of air shipments
- Ended Hanjin Transportation's monopoly in trucking business at Navoi Int'l Airport

CASE STUDY



Product:	JFK Express
Customers:	Dnipro LLC Abu-Saxiy Meest America Inc Others
Partners:	Korean Air Delta Air Lines Lufthansa Emirates
Years:	2016-2017
Services used:	Forwarding Bonded trucking In-transit visibility reporting

OBJECTIVE

- Create a product for parcel delivery companies for forwarding parcels from New York to Tashkent
- Respond to capacity shortage on New York - Tashkent direct route, operated by Uzbekistan Airways
- Create a last-mile solution for destination parcel distribution companies

CHALLENGE

- Average air rate on JFK/TAS direct route was \$4/kg but due to capacity shortage on HY flights the route could not handle even half of the volume on the route
- Price on alternative routes, including transatlantic & transpacific flights ranged between \$6/kg & \$8/kg
- High prices meant less trade between New York and Tashkent and higher prices for end consumers

STRATEGY & EXECUTION

- Teamed up with KE & other global air carriers such as EK, LH, DL to create a transatlantic air route from New York to Tashkent, dubbed "JFK Express"
- Utilized idle capacity on New York - Frankfurt and New York - Milan segments & used KE regular flights FRA/MXP to NVI
- Leveraged our ground distribution network to deliver parcels from NVI to the mail sorting center in Tashkent, bypassing Tashkent airport

VALUE CREATION

- Average price on JFK-TAS route dropped to \$2.80/kg while the transit time was 72 hours
- Additional cost savings came from direct deliveries from NVI airport to mail sorting center in Tashkent, saving \$0.35/kg otherwise payable to TAS airport cargo terminal
- XSCALE's mail delivery volume in 2016 represented 80% of the total air cargo market between New York - Tashkent

OUR CUSTOMERS

Customers who believe that logistical excellence can make a difference for their business

Customers who are more inclined to choose **quality over quantity**

Customers who choose **process approach** over chaos

Customers who care about long-term **business growth**

Customers who are looking for long-term **strategic partnership**

Airlines
AOG forwarders
Aviation parts suppliers
Aviation brokers
Banks
Charities
Clinics

Component poolers
Consulates
Diplomatic missions
Embassies
Energy companies
Exporters
Farms

Global forwarders
Government agencies
Hospitals
Importers
Laboratories
Manufacturers

MRO companies
Medical distributors
Pharma distributors
Trade companies
Universities
Zoos

KEY REFERENCES

Enduring strategic alliances that empower us to support your business

Some of our more notable strategic partners...

among hundreds of more businesses who trust us to deal with their supply chain challenges every single day.



KOREAN AIR



- Strategic Customers

- Strategic Partners

CUSTOMER TESTIMONIALS

Carolyn Sluis | Tissue Grown Corp
www.tissuegrown.com

We engaged the forwarding services of XSCALE to move our first ever shipment of highly sensitive goods from California to Central Asia - walnut saplings for a major agricultural project in the region and were thoroughly impressed with the way they handled the whole thing.

I want to thank Bahtiyar and his team who were available to us round-the-clock, thoroughly answering our questions, following up and updating us on weekends - from start to end it was a perfect service delivered with precision, well exceeding our expectations...I wish the best to the team and look forward to working with them on our next project.

Aziz Hakimov | DAI Global LLC
www.dai.com

Our agricultural projects in Central Asia mean working on tight deadlines, ever-shifting schedules and stringent documentation and delivery requirements for perishable goods.

XSCALE stands out for its holistic approach to work, deep expertise in logistics and superior quality service in a market flooded with substandard services.

They have proven themselves as a trusted partner for worldwide imports and exports of agricultural assets. Our only regret is that we haven't done business with them earlier.

André Meißner | AviaCargo GmbH
www.aviacargo.de

I have been dealing with XSCALE since the first day they opened. As a freight broker, there is none other in Central Asia that compares – on rates, customer service or niche expertise.

The staff are always friendly and eager to help out – every time we book our freight with them, we know we are going to get first-class service which we and our clients & business partners honor.

During the past years our relationship became more than strictly business – it turned into a trustful friendship which is invaluable nowadays.

I look forward to a continued long term relationship with Bahtiyar and his team!

CUSTOMER TESTIMONIALS

Aziz Safiullin | Uzbekistan Airways
www.uzairways.com

We use the services of XSCALE for movement of our aircraft engines and spare parts to/from sites in the US, UK and Singapore for regular maintenance and in AOG situations.

They have demonstrated excellent problem-solving skills and an intricate technical knowledge required for safe and timely movement of aircraft parts around the globe, clearly establishing themselves as a top AOG forwarder in the market.

We want to thank the team at XSCALE for being a valuable partner in the complex AOG supply chain that we operate.

Tatyana Taravkova | TSO Logistics
www.tso-logistics.com

Moving aircraft parts globally requires precision planning and execution in every aspect, from customs documentation to ramp handling and operational control.

There is a lot at stake - airlines' flight schedule, maintenance deadlines, budgetary limits and of course our reputation as a freight broker.

It's good to have XSCALE as our reliable AOG partner in a key service station like Tashkent - they definitely know what they are doing and deliver without fail on every single one of our AOG orders.

Yongin Ryoo | LX Pantos / LG Corp
www.lxpantos.com

We have been working with XSCALE since 2017. For all these years they have been our premium supplier of logistical solutions, supporting our priority growth areas, including regular supplies of parts and raw materials for the production of automobiles and assembly parts.

They deliver on all key fronts - constant operational control over movements, efficient communication and excellent service.

Working with XSCALE we have complete peace of mind, knowing our cargo is in the safe hands of these genuine airfreight experts. We highly recommend them for international air forwarding of any complexity.

CUSTOMER TESTIMONIALS

Rano Khojimukhamedova | Shifo Nur Servis
www.shifonur.uz

Partnering with XSCALE, we can state with absolute confidence that this company has our full trust in their ability to provide complex logistical services for the movement of medical equipment and lab consumables which we import on a regular basis.

Relying on the business experience of XSCALE, we are always confident that we will receive the best service and optimal solutions thanks to the team's expertise, flexibility and commitment to us as a service provider.

We recognize XSCALE as a worthy business partner and recommend them as the best solution in the field of medical logistics.

Munira Karieva | Jurabek Laboratories
www.jurabek.uz

We have been partnering with XSCALE since 2019 to import raw materials and equipment for our pharmaceuticals business in Tashkent.

Speedy and safe delivery of materials is key for uninterrupted operations at our facilities and the team at XSCALE has been an indispensable partner helping us ensure we consistently stay on top of our targets.

They are cold chain professionals well-versed in handling complex life science shipments, managing strict time and temperature requirements and quickly responding to emerging situations. I want to thank the team and look forward to many more years of fruitful business together.

Mohamed Hafaghi | Hyatt Regency
www.hyatt.com

...XSCALE... were instrumental in planning and execution of several successful charter flights from Frankfurt to Tashkent to fly our lifts and accessories on time for installation.

They met and exceeded our expectations with their unparalleled service - they took great care of every single aspect of the shipment, from collection at origin to door delivery to our site in downtown Tashkent, meeting and exceeding our strongest demands for documentation, speed, quality, communication.

We confidently recommend them as a reliable logistics services provider.

WHY SHOULD YOU CARE

It's not about us.
It's about **your business,**
and your bottom line.

The shipping world can be complex and brutal,
with challenges big enough to takes businesses down.

**To survive and thrive, get your logistics right.
At XSCALE, we help you do just that.**

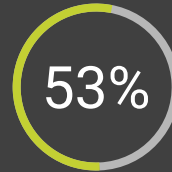
To learn more, visit www.xscale.one



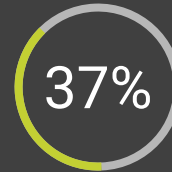
of returns are caused by
shipping damage



times the original shipping
cost incurred to replace
damaged goods

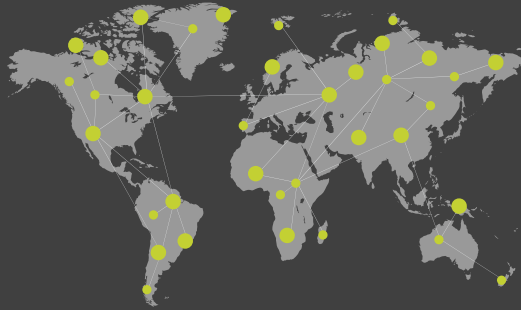


share of last mile delivery in
the shipping cost



share of collection in the
shipping cost

* <https://financesonline.com/>



LOGISTICS SIMPLIFIED.



SINGAPORE

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