

One world,
one reliable partner



Annual Report
2021-22

Corporate Information

Board of Directors

Shashi Kiran Shetty
Chairman and Managing Director

Adarsh Hegde
Joint Managing Director

Parthasarathy Vankipuram Srinivasa
Vice Chairman & Non-Executive Director

Arathi Shetty
Non-Executive Director

Mohinder Pal Bansal
Independent Director

Martin Müller
Independent Director

Kaiwan Kalyaniwalla
Non-Executive Director

Mahendra Kumar Chouhan
Independent Director

Radha Ahluwalia
Independent Director

Nilesh Vikamsey
Independent Director
(Appointed w.e.f. June 30, 2022)

Cynthia Dsouza
Independent Director
(Upto June 29, 2022)

Deputy Group Chief Financial Officer
Deepal Shah

Company Secretary & Compliance Officer
Devanand Mojindra

Internal Auditor
Mukundan K V

Statutory Auditors
M/s S R Batliboi & Associates LLP

Secretarial Auditors
M/s Parikh & Associates

Solicitors and Legal Advisors
M/s Maneksha & Sethna

Bankers/Financial Institutions

Axis Bank Ltd.

Yes Bank Ltd.

DBS Bank India Ltd.

RBL Bank Ltd.

HDFC Bank Ltd.

BNP Paribas

The Hongkong and Shanghai
Banking Corporation Ltd.

ING Belgium NV

KBC Bank NV

Kotak Mahindra Bank Ltd.

ICICI Bank Ltd.

Standard Chartered Bank

Axis Finance Limited

Registered Office

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Kalina, Santacruz (East), Mumbai 400 098.
Tel.: 022-6679 8100 | www.allcargologistics.com
CIN: L63010MH2004PLC073508

Registrar and Share Transfer Agent

M/s Link Intime India Private Limited,
C 101, 247 Park, L B S Marg, Vikhroli (West), Mumbai 400 083.
Tel.: 022-4918 6000 | Fax: 022-4918 6060
www.linkintime.co.in | E-mail: rnt.helpdesk@linkintime.co.in

29th Annual General Meeting: Tuesday, September 20, 2022 | 2:30 PM (IST) Onwards

Forward-looking Statement

In this Annual Report, we have disclosed forward-looking information to enable investors to comprehend our prospects and take investment decisions. This report and other statements (Written and Oral) that we periodically make certain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried, wherever possible, to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes', and words of similar substance in connection with any discussion of future performance.

We cannot guarantee that these forward-looking statements will be realized, although we believe we have been prudent in our assumptions. The achievements of results are subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise, or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should keep this in mind. We undertake no obligation to publicly update any forward-looking statement, whether as a result of new information, future events or otherwise.



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Key Highlights

World's **#1** LCL consolidator

Revenue: **20,072 crores**

Over **25 years** of excellence

Leading Player in 3PL Warehousing

Listed among top **20** global ocean freight forwarders

India's #1 CFS Operator

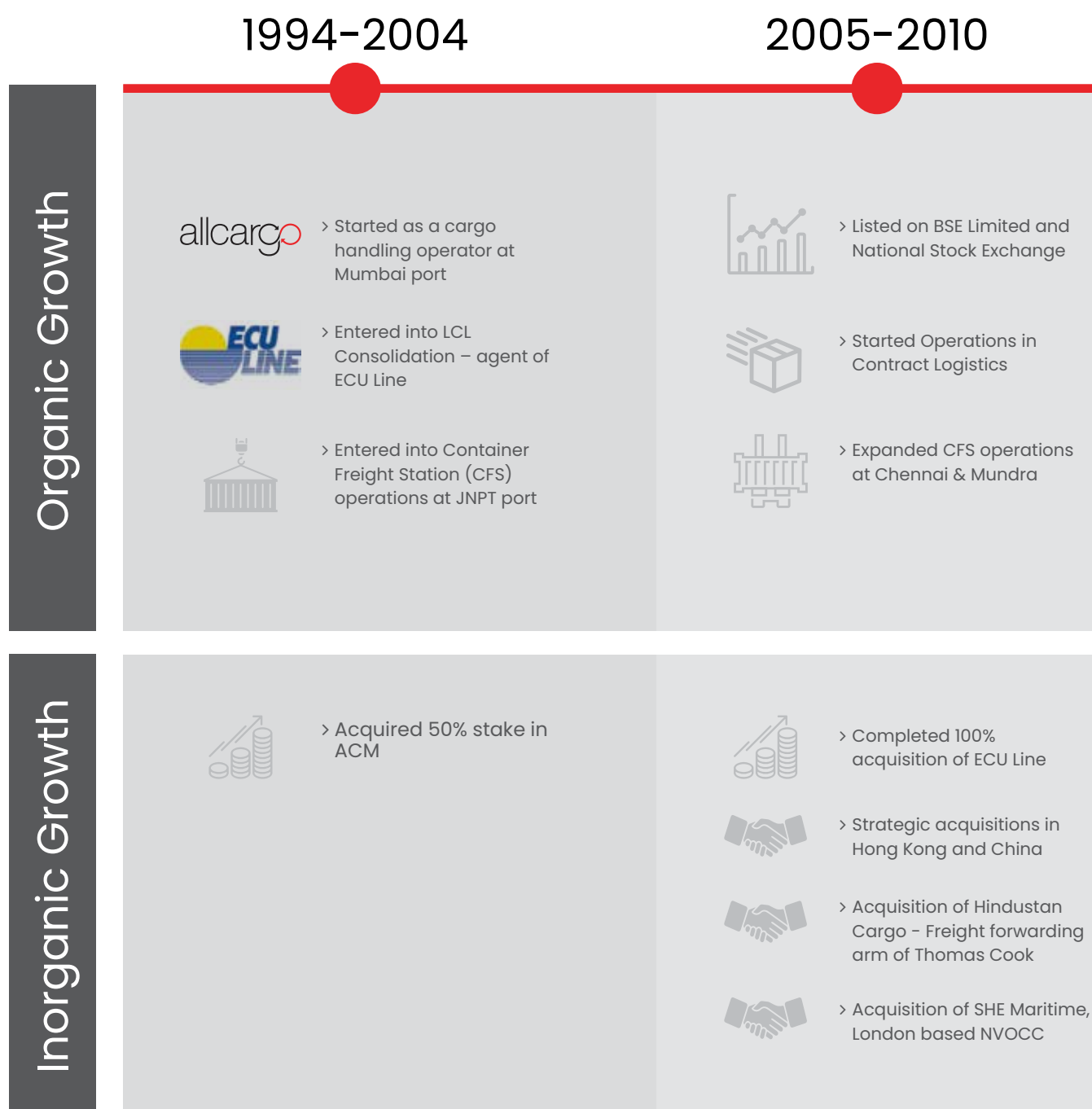
Operations in **180 countries** and coverage spanning the whole of India

Pioneer in Express Distribution

A powerhouse of global supply chain solutions and a value-driven global logistics conglomerate, Allcargo powers customers' domestic and international business supply chains with seamless logistics in 180 countries, door-to-door deliveries in more than 50 global markets and unmatched domestic reach across India. Allcargo's expertise and experience of over 25 years span International supply chain, FCL, Air Freight, Express Distribution, Container Freight Stations, Contract Logistics, Logistics Parks, and more. For us, it is not just about offering a service but making the most of the opportunity to create digitally-enabled solutions that empower businesses globally. We are committed to creating benchmarks of quality and consistency to co-create value for all our stakeholders.



Key Milestones



Expanding Services

Enhancing Capabilities

2011-2016

- > Started ICD at Dadri
- > Started New CFS near JNPT
- > Started offering value added services across all CFS
- > Acquired majority stake in FCL Marine Agencies, Rotterdam
- > Launched Avvashya CCI – Making a strong entry into the chemicals warehousing sector
- > ECU Line rebranded as ECU Worldwide
- > Consolidated global presence under ECU Worldwide

2017-2021

- > Launch of Allcargo Logistics and Industrial Parks
- > Launch of Allcargo Greens, an organization-wide sustainability programme
- > Launched one of India's largest logistics parks, in Jhajjar
- > Reconstituted Gati Board
- > Allcargo announced a fresh infusion of INR 80 crore by way of equity shares to take the shareholding in Gati to above 50%
- > Acquired a controlling stake in Nordicon, the market leader in LCL consolidation in the Nordic region
- > The company has filed for demerger to create strategic business undertakings and value unlocking
- > Expanded the contract logistics business in Auto & Ecommerce



- > Acquired stake in ACCI – making a strong entry in contract logistics business. Establish leadership in chemical sector



- > Acquired Econocaribe Consolidators in the USA



- > Acquired strategic stake in Gati



- > Acquired 65% stake in Nordicon



- > Acquired PAK DA (HK) Logistics Ltd. and Spechem Supply Chain Management (Asia) Pte. Ltd



- > Acquired 85% stake in Speedy Multimodes Ltd. operating CFS in JNPT and Mundra

Integrating Logistics Solutions

Moving the World Forward

Allcargo Logistics, today, is a global force providing international supply chain solutions and global cargo movements across 180 countries, with door-to-door deliveries in over 50 markets.

As business supply chains evolve and increasingly demand end-to-end, single-window services, we have the capabilities to devise ingenious solutions, specifically customised to our customers' needs, owing to our wide-ranging excellence in diverse ocean-side and landside logistics verticals like International Supply Chain, FCL, Air Freight, Container Freight Stations, Express Distribution, Contract Logistics, Logistics Parks, etc.

An approach of close collaboration within our group companies, a future-ready perspective to identify and leverage global business opportunities, a focus on adopting new-age tools and technologies to lead the digital transformation and relentless pursuit of customer delight, make us reliable partners whose services customers the world over count on and vouch for.

Be it our strategies for organic and inorganic business growth, proprietary digital tools that help bridge geographies and time zones or new products and services introduced to align with market requirements, all efforts are directed towards making global supply chains as seamless and as convenient as possible for our customers.

Being a responsible corporate citizen in India and globally, we pay close heed to the Environmental, Social and Corporate Governance (ESG) compliance as well as adherence to stringent Health, Safety, Security and Environment (HSSE) standards.

Aligning offices and teams around the world to common values of *Entrepreneurship with a Purpose, Customer Centricity, Innovation and Execution, Collaboration, and Care for the Environment and Society*, we are geared to move ahead towards our vision of market leadership by far in all regions and businesses we operate in, to continue serving and creating value for all our stakeholders.





A Digital-first Approach to Logistics

Integrating digital tools and technology across various operations and processes has the potential to fundamentally transform the business and its customer experience.

At Allcargo Group, adopting software and tools that streamline operations and bring in more efficiency is just one part of the digitalization effort.

Another significant aspect of digitalization is to mine into the vast amount of data that logistics operations generate, and cull out actionable insights to make informed decisions in the interest of the business and its stakeholders.

Further, in keeping with the importance of data and cyber security, an organization-wide transformation has been implemented to ensure adherence to the highest security standards. The security posture is strengthened by strict implementation of Information Security Management Systems (ISMS) and there is a proactive approach to monitor, detect and mitigate information security risks in a timely manner.

A number of digital tools enable secure information flow and data exchange, to collaborate with customers and offer seamless, digital logistics solutions.

ECU360
SHIP WITH A CLICK

ECU360

The state-of-the-art digital logistics platform ECU360 enables global cargo movements in just a few clicks with instant quotes, quick bookings, real-time tracking-and-tracing, reports and analytics, backed by access to a network operating in 180 countries and door-to-door deliveries in more than 50 global markets.



myCFS

Transforming the CFS experience is a convenient, easy-to-use digital portal that helps businesses enhance efficiency with contactless services that facilitate end-to-end CFS services online, enable uploading and retrieval of import/export documents, automated updates on all CFS service requests, and access to current and archival reports and analytics.

Gati Genie

The WhatsApp chatbot provides instant services such as PIN Code serviceability check, track and trace, rate and transit time calculator, pick up registration, response to queries and concerns, etc., so that getting information on shipments is as easy as sending a WhatsApp message.

Further, the digital play was expanded during the year to include an enterprise-wide ERP system, and a new CRM tool powered by Salesforce so that businesses have a seamless experience from start to finish.

Technology in warehousing and contract logistics

With IoT and several other technologies, like Artificial Intelligence, drones, robots, and automatic tracing and tracking of data, the traditional approach to supply chain logistics has completely changed. These systems have augmented and have made e-commerce services and businesses, more efficient with their digital approach.

With an array of technologies being brought into the modern supply chain logistics, it indeed drives automation, and augmentation, promoting efficiencies with effective and clear delivery insights.

Cost-efficient and semi-automated warehousing, with pick-to-light and put-to-light and other technologies that enhance human capital help enhance contract logistics performance.