

EDITORIAL

WE HAVE A PLAN

Transnatur Bilbao was set up in the year 2000 with an important distinctive feature in relation to the rest of offices of the Transnatur Group: we started up as the only office in the organisation exclusively focused on the sea and air transport.

This wonderful difference meant a huge challenge when taking off and making ourselves visible in the market. But at the same time it has no doubt built our character and helped us understand from the base how difficult beginnings and new businesses are.

Fortunately, the Transnatur Group has made a considerably big investing effort over the past few years. Such an effort has proved fundamental and essential to gain a leading position in the shipping world, and was also the driving force of our office.

In June 2012, we gave the whole thing further thought, re-designed our strategy and formulated a new plan for Transnatur Bilbao: to grow and diversify. This double goal demanded from us to be brave and take a further step towards developing the logistics services, to our mind, so much linked to the sea sector and the possibilities that the Bonded warehouses can offer.

In August 2012, we moved from an office in the centre of Bilbao to a 1.000 m² warehouse in a nearby town called Zamudio; two months ago we moved premises yet again to a 2.400 m² warehouse which could be extended to 5.000 m² eventually.

We are fulfilling our plan and objectives, we are growing and diversifying, and some of these results are probably thanks to this strategic decision, to our vision and mission, but above all to the result of the efficient realisation of our plan, which is a direct consequence of the effort, passion, enthusiasm and commitment of our team with the aim to gain the customers' trust.

Nowadays, 6% of our income and 24% of our results come from businesses that did not exist only a year and a half ago. I'm proud of and very thankful to my team, but I'm also grateful to our Managing Directors of Transnatur Norte and of the Transnatur Group for their support and trust and whom we feel we cannot afford to let down.

We are now working on future plans

Mikel Díez
Branch Manager of Transnatur Bilbao

NEW PREMISES

TRANSNATUR BILBAO

On 18 October our Bilbao Delegation moved offices yet again only one year after they had already changed premises.

This change enables us to triple the warehousing space for both goods on shelf and on the ground. It also increases the capacity of our Bonded Warehouses and improves the efficiency of our human team with the aim to satisfy and fulfil any customer's logistics demand, let alone fulfil our own self-demanding level of work.



WE HAVE BEEN VISITED

July 2013 – AGILITY LOGISTICS – Switzerland

Mr Manuel Santos and Mr Liborio Marquese visited our office in Porto in order to review the commercial relationship and operations issues.



September 2013 – TOTEN TRANSPORT – Norway

General review of the relationship. We were visited by Mr Gommaes and Mr Stiansen.

September 2013 – EUROPA WORLDWIDE LOGISTICS – Great Britain

General review of the relationship. We were visited by Mr Cronk and Mr Archer.

October 2013 – H. ESSERS – Belgium

Review of the rates agreement and operations issues. We were visited by Mr Bloemen and Mr Vanstipelen.

WE HAVE VISITED

November 2013 – GUTTRANS – Irún

Our carrier-collaborator Guttrans visited our newly opened office in Bilbao.



November 2013 – VARIOUS – Germany

Visit of the two Road Traffic Managers at Transnatur Barcelona and Irún, Javier Peiró, Bruno Laqueche and Agustín López, as Branch Manager of Transnatur Zaragoza, to some of our agents in Germany: Agotrans, Spedicam, BTG, Erka in order to have some follow-up on operations issues and go over the commercial relationship. The main objective was to re-launch the activity with the German market to which our Company is still so strongly committed.



November 2013 – LAGERMAX – Austria

Right after the visit to Germany, our Managing Director, Mr Javier Pagés, and Deputy Managing Director, Mr Eduard Bascuñán, visited together with Mr Agustín López, Branch Manager of Transnatur Zaragoza, our agent for the west of Austria, Lagermax. During the meeting, they went over the existing relationship with the aim to set new goals that can help re-launch the business volume between our countries.



NEWS

TRANSNATUR BARCELONA:

On 25.07.13 we handled a shipment for Imedeia (Mediterranean Institute for Advanced Studies) with destination NUUK-GREENLAND consisting of scientific equipment and parts to be used in an oceanographic investigation carried out by the Greenland Institute of Natural Resources.

The goods were delivered at the end of August as requested by the customer and will be shipped back by Transnatur once the investigation is finished.



TRANSNATUR MADRID:

This year, The Festivity of El Pilar was celebrated at the Dry Port in Coslada, Madrid. This event was organised by the Guardia Civil Force of CTC, and Transnatur Madrid was invited to it.

Amongst many other attendees, we enjoyed the company of Madrid Coslada Customs Administrator, Ms Amparo Fernández Barrón, and some Coslada Customs inspectors: Rosa Maria Lázaro and Jorge Espinosa de los Monteros, Mr Luis Guillermo Rivero – Business Development Manager of Renfe, Customs Agents and Forwarders.

In this celebration we had the opportunity to exchange opinions on the daily work, create bonds, unify criteria and share the difficulties or dynamics of the Customs implementing decrees. All this was rounded up by a huge paella and excellent roast.

We hope we can attend similar events like this one in the future.



TRANSNATUR VALENCIA:

Last November, the Air Dpt at Transnatur Valencia handled the shipment of GTA SPANO cars - 900 hp and 370 Km/h. maximum speed) for the Trade Fair in Dubai.



Each one of these cars, totally manufactured in Valencia, has personalised finishes - some will have an interior finish of golden-coated aluminium. The price for the most basic model is circa 600.000 € + duties, depending on the selling country.

The Management of the Company congratulated our team at Transnatur for the good service provided, with zero incidences and constant information, and for the personalised attention and care that was spared to this transport.

TRANSNATUR ZARAGOZA:

On 18 October, the Zaragoza Congres Centre held in its auditorium the awards ceremony for companies who collaborate with the Vocational Training courses part of our Educational system. Transnatur was proposed as a candidate by the Secondary School Los Enlaces. Agustín López col-



lected the award from Ms Dolores Serrat Moré, regional Ministry of Education, University, Culture and Sports, and from Mr Marco A. Rando Rando, General Manager of the Academic Organisation.

HIGHLIGHTS

TRANSNATUR THE CANARY ISLANDS:

Transnatur has started a new grupage service between Morocco (Casablanca or Tangier) and The Canary Islands. Our agent Militzer & Munch load their goods every Tuesday and Friday to any of the Canary Islands via Alicante; from Alicante, the merchandise is shipped with express service every Friday and arrives to any of the two main islands on Monday, and to the rest of the islands on Tuesday/Wednesday. We can therefore offer a grupage service door-to-door within 6/8 days.

TRANSNATUR PORTUGAL:

Our Lisbon Office has undertaken some structural changes in their organisation this year. Therefore, our Ms Maria José Martins who to date was Head of the Sales Department, has now taken on the Management of the office as well as continue with the management of the Sales Dpt.



Mr Jaime Costa is now the Road Traffic Manager and, very importantly, is now in charge of developing the sea and air traffics supported by the Porto Office.

SEA CAMPAIGN IN ASIA



In September the Sea & Air Coordinator of the Transnatur Group visited several countries in Asia with the aim to boost our traffic with this continent and strengthen our collaboration with each one of the agents visited:

- PT Dian Lulia Indonesia,
- On Time Express Indonesia
- Nam Viet Logistics Vietnam
- Thami Shipping Vietnam
- Cargo Pacific Overseas Malaysia
- On Time Expres Malaysia

The visit to these countries was organised due to the fact that the Transnatur Group currently holds 12% of their sea and air traffic both for importation and exportation. We took the opportunity to present our Company and show our interest in developing these markets as well as consolidate sales commitments in each one of these countries in the near future.



We also met up with some Transnatur Agents in the SINO Conference that took place in Xiamen.



TRANSNATUR WITH THE SPORT



In November, our friend Ion Areitio took part in a motorbike competition in Catalonia, in a style where piloting, absolute hardness and mental strength are combined. Just to make us all happy, he was first in his category and fourth in the general category where the professional riders were also classified.

An absolute star!

Also in November, the most popular and well known sports event took place in Guipúzcoa: the behobia-San Sebastián in which more than 28.000 people run the just over 20km-distance between the district area called Behobia in Irun and the capital city, Donostia.

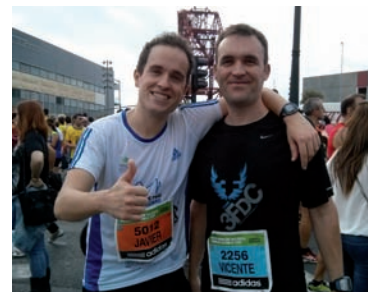
Our colleagues at Transnatur see in this race a goal and some of them have accomplished good marks:

IRUN - Igor Ortiz: 1h 30 minutes; Saul Cintero: 1 h 46 minutes; Mikel Quintana: 1 h 31 minutes; Noel Bañeza: 1 h 44 minutes; Eneko Diaz: 1 h 59 minutes; Aritz Intxausti: 1 h 41 minutes

BILBAO - Mikel Diez: 1 h 43 minutes; Juan Zugazaga: 1 h 46 minutes

ZARAGOZA - Victor Artero: 1 H 46 minutes; Manuel Tajada: 1 h 46 minutes

Our colleagues Vicente Mena and Javier García took part in the half-Marathon held in Valencia on 20/10/2013. Out of 9278 participants, Vicente arrived in the 1380 position and Javier in the 3609.



Cursa de la dona (Women only race) - Barcelona
Danielle Baggen.

NEW RECRUITS

In Barcelona: María Sánchez (Sales Dpt.)

In Sevilla: M^a Jesús Rodríguez (Sea & Air Sales Dpt.)

In Alicante: Emilio Conejero (Road traffic Dpt.)

ANNIVERSARY 2013 SPECIAL MENTION

25 YEARS:

Agustín García (Road Traffic Manager, VLC)

PHOTOGRAPHS & TRADITIONS



FIESTA DEL PILAR - ZARAGOZA



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