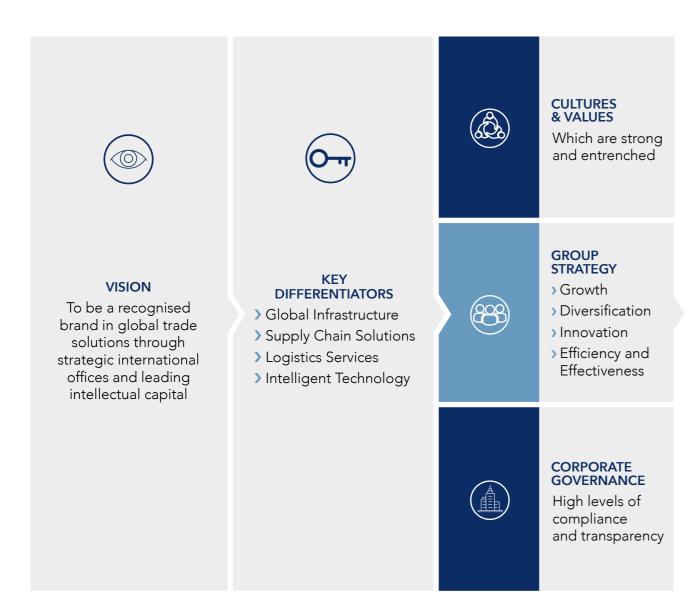
# **OUR BUSINESS MODEL**

Santova's business model is that of an integrator that assembles the intellectual capital and technology of the Group, together with the logistics resources and capabilities of specialised external logistics providers, to design, develop and execute comprehensive supply chain solutions for customers.





## **INPUTS**

## INTELLECTUAL CAPITAL

The Group's in-house supply chain capabilities and developed IT resources and software



## **HUMAN CAPITAL**

The specialist logistics skills, nowledge and experience held by the Group employees



### **SOCIAL &** RELATIONSHIP CAPITAL

The key relationships the Group maintains with its key business stakeholders



# **FUNDING CAPITAL**

The funding supplied by the Group's shareholders, primary bankers and creditors



# MANUFACTURED CAPITAL

The Group's global infrastructure of offices



# NATURAL CAPITAL\*

Office-based usage of water, energy, land and carbon emissions

# **BUSINESS ACTIVITIES**

chain from source to

destination. The

operates as an

Group principally

agent on behalf of

its clients to arrange

storage and delivery

of its goods through

the most cost and

time efficient means

To do so the Group

draws on extensive

relationships and

agreements with

multiple third party

providers across the

sea, air, road and rail.

globe for physical transport services via

the transportation,

As a non-asset based provider of international supply chain solutions, the Group's primary PRODUCT FLOW Chartering services entail the co-ordination and control over the forward and reverse movement of clients' goods across out-of-gauge cargo the entire supply

# SOURCING AND PROCUREMENT

Sourcing and procurement of goods and services from external sources



## COURIER SERVICES

International express door-to-door delivery of goods



### **FINANCIAL** SERVICES Short term insurance risk solutions

# **OUTCOMES**

**INTERNAL** 

> Growth in

Positive

> Building

profitability

cash flows

> Investment in key

differentiators

employment brand

> Effective corporate

the Group's

governance

### LOGISTICS SERVICES

**OUTPUTS** 

Customs Clearing, Freight Forwarding, Liner Agency, Groupage and Consolidations, Warehousing, Distribution, Ship



# SPECIAL PROJECTS Complex project and



## **EXTERNAL** > Supply chain

- optimisation solutions
- Providing direct time and cost savings
- **>** Customer satisfaction and retention
- > Growing brand recognition
- > Long term shareholder wealth creation















SOUTH AFRICA WUNITED KINGDOM MAURITIUS

**INFORMATION FLOW** 



SOURCE

**>** Factory **>** Wholesaler **>** Warehouse **>** Supplier

**FORWARD AND** 

**REVERSE LOGISTICS** 

**DESTINATION** 

**>** Consumer

> Retailer **>** Factory **>** Warehouse **>** Distribution Centre

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