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ace Logistics





20

ace Logistics

1992 – 2012



# Preface



Andres Matkur

Managing Director  
ACE Logistics Group AS

Dear Reader,

In 2012, ACE Logistics celebrates its 20 years of operation, and for this reason, we have compiled a short overview of the company's history, development and achievements over the two decades.

The company was founded in 1992 in Tallinn, when after nearly half a century of Soviet rule, during which private enterprise as such was forbidden, an opportunity had come once again for private entrepreneurs to start up businesses.

By now, ACE Logistics has branches all over the Baltic countries and in Belarus, which offer the clients an extensive logistics services package.

A strong and sustainable company is upheld by people. I would like to take a moment to thank each and every one of our former and current employees who have contributed to the development and benefit of the company. A special thank you goes to all our clients and partners, who have placed their trust in us during these long years and have made our accomplishments possible!

Hea lugeja,

2012. aastal tähistab ACE Logistics oma 20. tegevusaastat, mille puhuks oleme koondanud käesolevasse trükisesse põgusa ülevaate ettevõtte ajaloost, arengust ja saavutustest läbi nende kahe aastakümne.

Ettevõttele pandi alus 1992. aastal Tallinnas, kui pärast pool sajandit kestnud Nõukogude riigikorda tekkis taaskord võimalus tegeleda eraettevõtlusega.

Tänaseks on ACE Logistics laienenud oma esindustega üle kogu Baltikumi ja Valgevenesse, kus pakutakse klientidele laiapõhjalist logistiliste teenuste paketti.

Tugeva ja järjepideva ettevõtte aluseks on inimesed. Siinkohal tahan eraldi tänada kõiki meie tänaseid ja endisi töötajaid, kes on andnud oma olulise panuse ettevõtte arengusse ja hüvanguks. Samuti erilised tänusõnad kõikidele ettevõtte klientidele ja koostööpartneritele, kes on meid läbi nende pikkade aastate usaldanud ja teinud saavutatu võimalikuks!

Cienijamo, lasītāj,

ACE Logistics 2012. gadā svin savu 20. darbības gadu, un šī iemesla dēļ esam izveidojuši īsu pārskatu par uzņēmuma vēsturi, attīstību un sasniegumiem divdesmit gadu garumā.

Kompānija tika dibināta 1992. gadā Tallinā, kad atkal, gandrīz pēc pusgadsimta, bija iespēja privātajiem uzņēmējiem dibināt uzņēmumus, kas bija aizliegti Padomju varas gados.

Tagad ACE Logistics ir uzņēmumi visās Baltijas valstīs un Baltkrievijā, kas saviem klientiem piedāvā plašu loģistikas pakalpojumu klāstu.

Spēcīgu un ilgtspējīgu sabiedrību ir izveidojuši cilvēki. Es vēlētos izmantot brīdi, lai pateiktos ikvienam no mūsu kādreizējiem un pašreizējiem darbiniekiem, kuri ir veicinājuši uzņēmuma attīstību un ieguvumu. Īpašs paldies arī visiem mūsu klientiem un partneriem, kuri šajos garajos gados ir snieguši mums savu uzticību un ir veikuši mūsu sasniegumus iespējamus!

Mielas skaitytojau,

2012 metais bendrovė „ACE Logistics“ švenčia 20 metų veiklos sukaktį. Šia proga parengėme trumpą bendrovės dviejų dešimtmečių istorijos, raidos ir pasiekimų apžvalgą.

Bendrovė buvo įsteigta 1992 m. Taline, atsiradus galimybei kurtis privačioms verslo įmonėms po beveik pusę amžiaus trukusio sovietų valdymo, kai privatus verslas buvo draudžiamas.

Šiandien bendrovė „ACE Logistics“ jau turi filialus visose Baltijos šalyse ir Baltarusijoje bei siūlo klientams platų logistikos paslaugų asortimentą.

Tvirta, stabili bendrovė – tai joje dirbančių žmonių darbo ir pastangų rezultatas. Norėčiau pasinaudoti proga ir padėkoti visiems buvusiems ir esamiems darbuotojams, padėjusiems plėtoti ir puoselėti mūsų įmonę. Taip pat labai dėkoju visiems mūsų klientams bei partneriams, pasitikėjusiems mumis visus šiuos metus ir padėjusiems bendrovei užsitikrinti sėkmę!

Дорогой читатель,

В 2012 году ACE Logistics отмечает свое 20-летие. В честь этого мы собрали в данную книгу краткий обзор истории, развития и достижений предприятия в течение этих двадцати лет.

ACE Logistics был основан в 1992 году в Таллинне, когда, после пятидесяти лет советского режима, снова появилась возможность заниматься частным предпринимательством.

На сегодняшний день ACE Logistics имеет свои представительства во всей Прибалтике и в Белоруссии, которые предлагают клиентам широкий спектр логистических услуг.

Основой сильного и стойкого предприятия являются люди. Хочу отдельно поблагодарить всех наших нынешних и бывших работников, которые внесли свой вклад в развитие и благосостояние организации.

Особые слова благодарности нашим клиентам и партнерам, которые в течение этих долгих лет доверяли нам и сделали достигнутое возможным!

1992



1994



1997



2000



1993



1995



1998



1996



1999



1992

Foundation of Estonian Air Cargo AS / Start of air transport services

1993

Foundation of sister company Cargo Handling

1994

ACE accepted as a member of WACO (World Air Cargo Organization)

1995

Company renamed Air Cargo Estonia AS / ACE receives the status of a customs agent

1996

Foundation of sister company Airproxy / ACE branch in Vilnius opened

1997

ACE branch in Riga opened / ACE becomes an IATA (International Air Transportation Association) agent in Estonia

1998

ACE moves to its own building on 1 Sepise Street / ACE receives ISO quality management certificate (as one of the first logistics companies)

1999

Regular lines opened for road transport / According to IATA, ACE is the largest air freight transport agent in Estonia

2000

ACE begins with the provision of a full package of warehousing services

2001

ACE receives international acknowledgment from the Management Institute of Transport, London

2002



2003



2004



2007



2008



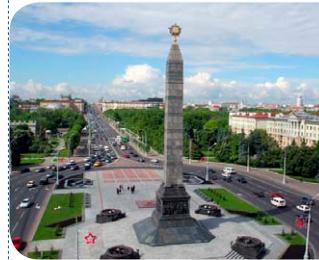
2009



2010



2011



2012



2002

ACE launches ACE fresh air service for perishables

2003

First employees celebrate 10 years with the company (ACE opens the "10 Year Club")

2004

Estonian, Latvian and Lithuanian accession to the EU brings along major changes in ACE's organisation of work

2005

Changes in ownership, ACE remains based on 100% Estonian capital

2006

Air Cargo Estonia renamed as ACE Logistics Estonia AS

2007

ACE celebrates 15 years of operation

2008

ACE starts with regular road haulage traffic to Scandinavia

2009

ACE opens "15 Year Club" as first employee celebrates 15 years in ACE

2010

ACE wins an award for successful initiation of daily cross-European regular road haulage service

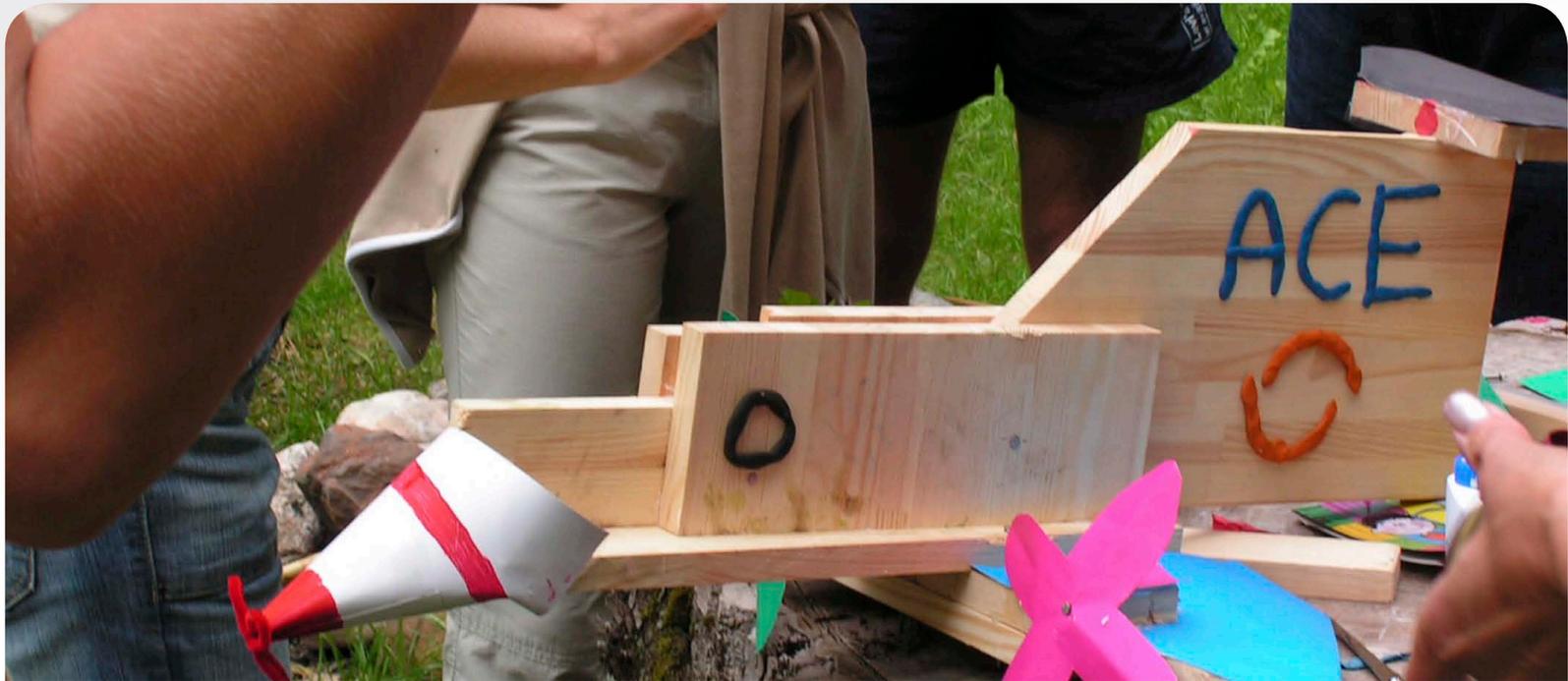
2011

ACE opens a branch in Minsk / ACE receives ISO Environmental Management certificate

2012

ACE celebrates 20 years of operation





# Start up of ACE

ACE Logistics Group AS was formed of the company Estonian Air Cargo AS, which was founded on the 17th of September 1992. Its founders and shareholders were Ithal Nõukoja AS (40%) and state-owned RAS Estonian Air (60%). The only purpose of establishing a forwarding company was, at that moment, to serve as an agent of air transport services for goods and to find freight to export for Estonian Air scheduled flights.

The forwarding company Estonian Air Cargo (later renamed Air Cargo Estonia) over time acquired subsidiaries, and in 1999, the structure of the group

was reorganised so that the function of ACE Logistics Group as a holding company is to manage the group's shares and to shape its business strategy.

I remember the beginning: One of the representatives of the shareholders, an employee of Estonian Air, had noticed a sign "Cargo Agent" at Copenhagen airport. That is something we should try out, was the thought that formed in the heads of the managers of the brand new national airline, and they did not lose any time in putting their ideas into action. I was just visiting Estonia during my exchange year in Germany and was full of enthusiasm to give it a

try. I gave up my monthly grant in a German university of my choice to put off studies for a whole year; which, by the way, was not an uncommon choice in the Estonia of the early 90s. And thus we started with freight forwarding, of which none of us had the least idea.

Our enthusiasm, on the other hand, was limitless! There were times we were at the airport at 5 or 6 in the morning to load crates of fresh fish onto aircraft; we tried to recruit the pilots of SAS as couriers (which unfortunately did not work); we tried to put a stop to thefts in the former Aeroflot storage facility. The key figures in the warehouse were called Kukunya and Bebekh, and they were in the habit of passing through the airport bar at 8 o'clock in the morning, before their workday started, to fortify themselves with 200 grams of vodka. With hindsight I can see that I made a lot of mistakes back then – especially in letting colleagues go without much thought.

Our team was soon joined by Pille Mändla, Inge Parring, Urmas Oru, Valeri Karagodin, Alar Polt and many others, and things slowly started to go up. In 1994, we made profit for the first time and have managed to maintain this tendency ever since. In 1996, we bravely entered the Lithuanian market, a



*From the early years I can remember the workdays that could last 48 or 72 hours, or even longer. We worked, slept on the sofas in the office until the cleaning woman showed up, and then went on with work.*

*I also remember an AirWalker test ride when I covered the whole Tallinn-Riga-Vilnius route as a truck driver, complete with the whole set of customs, warehousing and other formalities and inconveniences. After that I was dead certain that I will never be a trucker.*

*But most of all, I remember the wonderful and creative work atmosphere, great people and innumerable joint accomplishments. Plus multiple exciting joint events after work.*

Urmas Oru

CEO at Kanal 2  
ACE alumnus  
Estonia

year later we also started in Latvia, and despite the tough beginning, we can see now that it was the right decision. When a German partner of ACE visited our Riga branch in 1998, which at that time had only 2 employees, and decided to start cooperation with us in the field of roadfreight in the Baltic countries instead of their former partner, we felt great elation – finally, there was a breakthrough! We were constantly praised for being a very “western” company, and in the early 90s, this was the right path to take. We decided

to steer clear of shady accounts, unofficial salaries, bribing - and we did alright. Just like so many other Estonian businesses.

On our 20th birthday I would like to thank the colleagues who had faith in us and who joined our company, our partners, who were not put off by the small-scale operation we had going in the early years, and our clients, who trusted us with their cargo and money.

Thanks to all of you we have made it so far!

Karli Lambot

ACE Logistics Group AS  
Chairman of the Council



# About the ACE Group

ACE Logistics Group consists of several independent companies offering logistics and transport services. According to the long-term strategy, the companies of the ACE Group render air, sea and road transport services as well as various warehousing and other logistics services. The Baltic region has been identified as the home market of the Group. The Group makes use of various agents' networks worldwide; as a result, the company can call on professional partners everywhere in the world.

In the autumn of 2012, ACE Logistics in Estonia celebrates its 20 years of operation. In 2011 our Lithuanian company became 15 years old and Latvian company celebrates 15 years in December 2012. Our strategy so far has been successful, primarily due to the fact that in international logistics business, the Baltic countries are viewed as one region and cooperation is preferable with a single partner instead of having different partners in the three different states.

We are happy to announce that after a period of preparations, a new subsidiary of ACE Logistics Group – ACE Logistics BEL – was opened in Minsk, Belarus, in October 2011. This allows us to extend our geographic coverage while maintaining our main focus.

The thought of a Belarus branch has been in our mind for years, but the uncertain, primarily political, situation held us back. We start our activities in Belarus with small steps and try not to take too great risks. Our strategy in Belarus foresees the provision of similar services to the clients as we do in the Baltic region, while looking for opportunities of internal synergy and consolidated freight volumes. In this respect, cooperation between the Lithuanian and Belarusian branches is vital, as Lithuania plays an important role as a transit country for Belarusian cargo both by sea and road.

ACE Logistics Group comprises of independent companies in the field of forwarding, logistics services, representation of airlines, air cargo handling services and real estate management.

Most of the companies are owned 100% by ACE Logistics Group Ltd, except ACE Logistics Lithuania and ACE Logistics Latvia, where the managing directors own 10% of the respective companies.

ACE Logistics Group belongs to the following shareholders:

- Ithal Nõukoja AS (Mr. Tõnu Sepp, Mr. Anti Oidsalu) – 58.41%
- Mr. Karli Lambot – 34.09%
- Mr. Teet Järvekülg – 7.5%

The Group offers following services:

- Air freight forwarding
- Road freight forwarding
- Sea freight forwarding
- Integrated logistics and warehousing
- Airport cargo handling
- Airline representation – GSA activities
- Real estate management



*I think that both, years of activity and traditions are very important for a company. Your company is young, but the most important is well balanced, proficient and friendly team you have.*

Kęstutis Andrulionis.

Logistics Manager of  
Moog Medical Devices Group Viltechmeda UAB  
Lithuania



*I believe ACE has changed in last 20 years as everything changes, but I am pretty sure that the main virtues and business principles are still in place and this is something ACE`s success is built on.*

Helena Roots

Team Leader Far East Desk at ENRC Marketing AG  
ACE alumna  
Switzerland



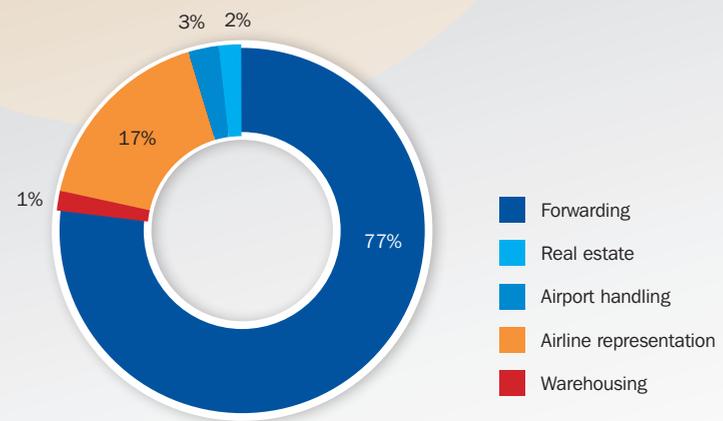
The Group is pursuing the policy of steady improvement of service quality through further development of advanced management know-how combined with a customer-oriented and innovative approach. The prevailing service concept in all the companies of the Group states that the objective of the actions

of each employee is to constantly focus on the customers' changing demands. The comprehensive selection of personnel, along with the generation of the conditions for sustained improvement of the competencies of the employees are the key elements of our performance.

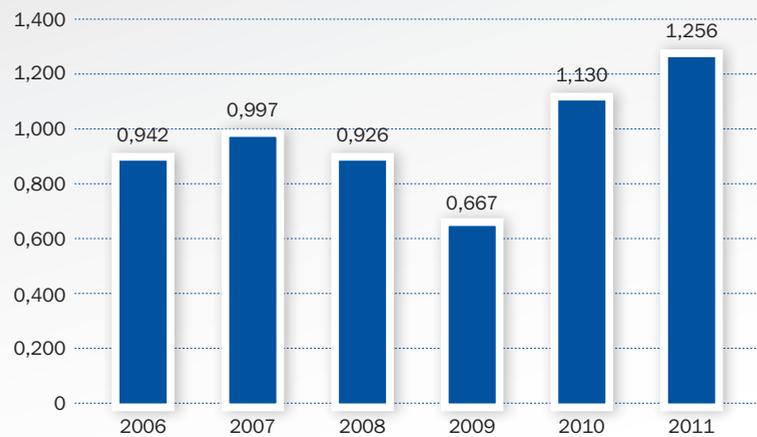
## Consolidated Net Sales



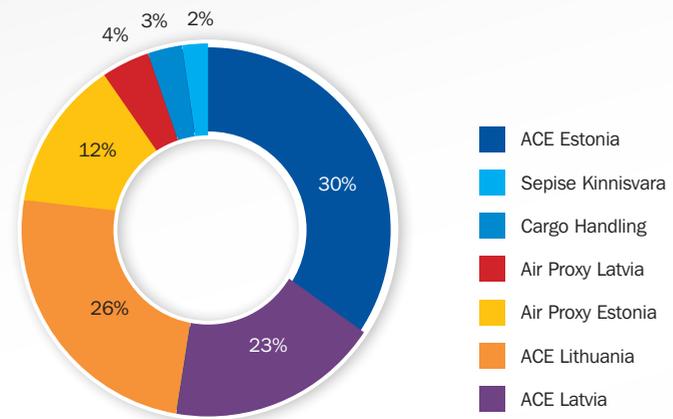
## Net Sales per Services



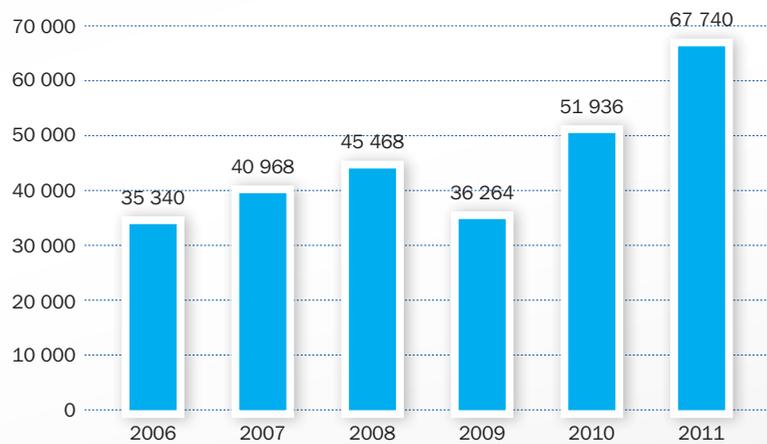
## Consolidated EBT



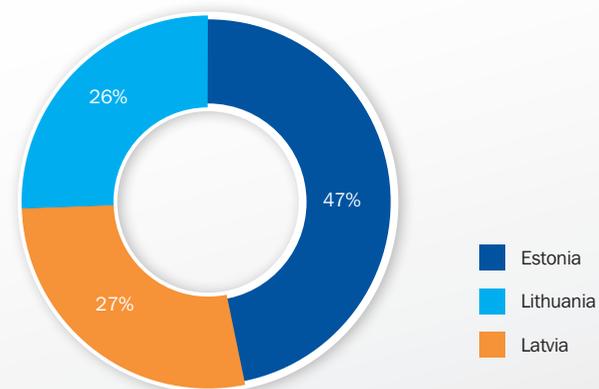
## Net Sales per Company



## Shipments



## Net Sales per Country



## Main Financial Highlights

Consolidated, in EUR

	2006	2007	2008	2009	2010	2011
<b>For the Year</b>						
Net sales	12 008 118	14 929 545	17 913 259	12 797 252	15 094 575	15 911 839
Change of Net sales	33%	24%	20%	-28%	18%	5%
EBT	941 914	996 618	925 712	667 084	1 129 834	1 256 181
Change of EBT	62%	3%	-7%	-28%	69%	11%
Total cash flow	489 471	-35 813	145 620	-209 862	170 263	384 529
<b>Per share</b>						
EBT per share	2 141	2 265	2 104	1 516	2 568	3 140
Dividend proposal per share	1 452	1 033	1 205	803	1 452	1 455
<b>Capital ratios</b>						
Return On Equity (ROE)	48%	44%	37%	30%	45%	45%
Profitability	7,8%	6,7%	5,2%	5,2%	7,5%	7,9%
<b>By the end of the year</b>						
Total assets	4 764 336	5 152 437	4 897 172	4 471 605	5 235 397	5 674 593
Share capital	28 115	28 115	28 115	28 115	28 115	28 115
Equity	1 732 837	1 894 131	2 092 939	2 282 064	2 703 082	2 865 578
Number of employees	91	102	98	82	80	92





## What We Do

Over the years, ACE has built up stable operations in Estonia, Latvia and Lithuania, where ACE branches provides similar services and the core values and business ethics are also comparable. As a participant in the global logistics market, ACE enjoys the advantage of a company covering the whole of the Baltic region, thus being able to serve as a partner to several internationally known customers and logistics enterprises, who value the uniform quality of services

and reliability of the service provider.

ACE's services could be summarised as an integrated logistics solution. What exactly the solution includes depends on the customer's specific needs. In case of modern transport and logistics services, the actual transport of freight is left second to the customer service personnel's skills at finding the best possible logistics solution, and to the quality of the service offered. Such a service is supported by an



extensive network of high-quality subcontractors and partners, information technology, familiarity with the legislation and cultural peculiarities of the countries included in the carriage process and last but not least - the enthusiastic people.

ACE Logistics offers its customers door-to-door logistics services globally. The portfolio of ACE Logistics Group includes the following services:

## Air Transport

ACE Logistics has experience with air freight forwarding since 1992.

In November 1994 ACE joined the WACO (World Air Cargo Organization) in Manila congress. The membership in the WACO signifies a respectable international network of partners which allows ACE to offer its clients a door-to-door service all over the world. The WACO accepts only one successfully operating forwarding company from each country.

In addition to the carriage of regular goods, ACE has the right to, and long-term experience with the organisation of special transport:

- PER - perishables shipments
- AVI - live animals
- DGR - dangerous goods
- VAL - valuable cargo

In air transport, we carry on with our existing networks and the most important areas for us are Far East and Northern America, both for exports and im-



*The most memorable experience with ACE was definitely the transportation of polar bears to China and the amur leopard to USA.*

Vladimir Fainstein

Deputy Director of Tallinn Zoo  
Estonia

ports. There, ACE supplements the traditional direct air transport with combined air and truck solution. Customers' interest in top quality door-to-door service remains high and we manage to satisfy it thanks to the good coverage of loyal partners abroad. The experienced staff of ACE Logistics is capable of offering good alternatives, considering the needs of the customers and the specific circumstances of each shipment.

## Road Transport

Road transport has been in list of ACE Logistics services since 1998. In the road transport segment, ACE continues to render services, which are focused mainly on groupage and part load carriage. Scheduled routes to and from other European countries play the most important role for company. The mutually beneficial collaboration with partners abroad proved to be fruitful. ACE can cover all the destinations via a large pan-European terminal network that covers the whole

region, which gives us the best possibilities for sufficiently fast and reliable delivery of the customers' shipments. In addition to regular lines to and from Western and Eastern Europe, ACE operates fixed schedule lines also to and from Scandinavia, which has been gaining more and more importance. Under the current economic circumstances, the added departures in export and import directions enhance the opportunities for ACE Logistics customers for raising the frequency of



*During the years of cooperation we have found that we have a partner we can always trust. No matter how difficult the situation, the professional ACE Logistics team always finds and suggests the best solution for every problem.*

Bronius Česnulis

Purchase Director of Tobis, UAB  
Lithuania





deliveries and adjusting the volumes more flexibly according to their needs. ACE is able to provide standard service, slightly more expensive priority service, fixed delivery and also carry out special deliveries competing with airfreight or courier delivery times.

In the past few years, ACE has focused on road transport, primarily on improving the export segment as a means to enhance our competitiveness through more frequent and rapid delivery options within the European Union.



*We see ACE as a young company but at the same time it is mature enough to be stable, reliable and safe.*

Uldis Krievārs

Owner of r/f Pilslejas  
Latvia

In August 2010, new office and terminal was opened in Riga. In July 2012 the new office and terminal building of ACE Logistics in Vilnius was completed. New terminals enable the handling of goods 24 hours a day, 7 days a week, which is generally the assumption in most modern carriage schemes.

## Sea Transport

ACE Logistics concentrates on the scheduled transport of LCL shipments, although it provides services for FCL as well. Good collaboration with foreign partners enables us to offer several special solutions, where port-to-port delivery is supplemented by door-to-door delivery, warehousing and customs clearance.

## Customs Clearance

Customs clearance and brokerage services have played an important role in the service portfolio of ACE Logistics already from the very beginning. Customs clearance is an important area for the company, which allows us to provide our customers the full range of transport services from one place. After joining the EU, extensive improvements have taken place in customs systems. It takes a lot of effort to keep oneself up-to-date with the changing requirements. Many customers are not ready to cope with it; thus, they prefer to authorize ACE to deal with their customs procedures on their behalf. In addition, the customers can also use ACE's Intrastat completion service.

## Integrated Logistics and Warehousing

ACE has specialized in handling and storing of smaller items and developing value-added services. Based on the specifics of each order and the needs of the customers, we suggest possibilities in both public and customs warehouses. For retailers and importers, ACE offers a full service package by performing storage, quality/quantity check, pick and pack, labelling, delivery etc. ACE carries out domestic daily deliveries to everywhere in the Baltics and also to neighbouring countries, takes care of efficient data exchange and makes the purchase of inventory services more comfortable for the customer.



*ACE has been very helpful and flexible partner. They always find a way to solve complex situations.*

Ene Saar

Export Manager of Juveel OÜ  
Estonia

## Airport Cargo Handling

Cargo Handling, a constituent of ACE Logistics Group, was established in 1993 as a company to offer a freight handling service in Tallinn International Airport.

The company's customers are mostly airlines, courier companies and air freight forwarders. Terminal handling includes the handling of special commodities (VAL, AVI, DGR, PER etc.).

For the fast and safe servicing of customers, Cargo Handling makes the use of modern terminal facilities and technology. The company is licensed to operate a customs terminal, public customs warehouse and excise warehouse.



*The best thing about our cooperation with ACE is that we have never had any problems.*

Juris Zvirgzds

Board member of Fonons, SIA  
Latvia

## Airline Representation – GSA Activities

Company Air Proxy was founded in 1996 to service airlines, providing them General Sales Agent's (GSSA) services in Estonia, Latvia and Lithuania. In addition to knowing the local conditions, Airproxy is well informed about the opportunities of international air transport and able to offer customers the best possible solutions.

GSSA functions of Airproxy are:

- Promotion and sale of air cargo business
- Administration of reservations, i.e. e-bookings
- Accounting and AWB stock control
- Submission of monthly reports
- Development of customer relations
- Representation of the Principal
- Road Feeder Services (RFS)





# Our People

Almost 100 people are working in ACE Logistics Group in 2012. Our people tend to stay with us, so the majority of them have worked here more than 5 years. ACE is lucky to have 21 employees, who have been in ACE over 10 years and 13 – over 15 years.

We believe that the factors behind this achievement are the company`s pleasant internal climate, sensible management, interesting field of activity and good colleagues.

ACE has been a great stepping stone for several of our former co-workers, some of whom have stayed in logistics, while others have found fulfilment in other exciting areas. With most of them we are still keeping touch. When compiling this book, we asked them what they currently think of ACE`s activities as bystanders and what they have learnt or took with them from their time with the company.



*To operate successfully for so long, one has to have fresh ideas, stable partners, always competent staff and advanced managers. 20 years of successful experience proves that ACE has all these resources.*

Edgars Lācis

Owner and CEO of Ursus Forwarding Sia  
ACE alumnus  
Latvia

In 2004 we founded ACE 10-Year Club, open exclusively for employees who have worked in ACE more than 10 years. In 2009 we proudly opened a new, ACE 15-Year Club. We are very glad that the membership of both of them is growing every year. We are already preparing to open ACE 20-Year Club in 2014.

We have asked the people who have been with ACE the longest, almost 20 years, what has kept them from leaving:



*Changing is critical because the world around us demands us to change.*

*In case of ACE, changes are positive, because the changing outer shell covers a stable core with definite goals and confident workers.*

Eva Ehvart

General sales agent for Aeroflot Aeroconnect OÜ  
ACE alumna  
Estonia

*Valeri admits that he has stayed so long because of Inge. Well-well, Inge's cheeks get quite red because of that - such a straightforward answer.*

*In case of Inge it turns out that she actually is the kind of person that looks for stability, which is also evident from the 25th wedding anniversary she and her husband are going to celebrate in spring.*

*Jaan, a workman with a serious attitude, voiced his opinion that a good job and nice people are the*





*factors that have tied him to the company for such a long period.*

*Avo is modest and does not see the need for long discussion - he has, indeed, stayed put for ages. It's easy that way. The truth is that no one could imagine the life in the company without Avo. Honestly!*

*It`s all as simple as that!*

The formation of a stable team is definitely enhanced by time spent together outside of work. During the whole 20 years, ACE has believed that in addition to working together we should also be having fun together. Our team has played basketball together and held bowling and squash tournaments. We have gone go-carting, cycling, sailing, boating and discovering



*For the coming 20 years I wish to ACE strength and vigour! Another team of such uniformity and good atmosphere would be hard to find.*

Arvo Luik

Logistics Manager of Promens  
Estonia



*It's good to work with people and in an environment where people care about and respect each other. I remember that I always left home for work with a spring in my step, because my job was exciting, varied, and the co-workers were simply fantastic.*

Pille Mändla

CEO of GreenLine Trade  
ACE alumna  
United States

various islands. Annual winter and summer days have become established as ACE`s traditions. Sport is not the only thing we do together, though. We have spent time with moulding cups in ceramics studio, making jewellery, painting silk scarves or going on hikes in nature.

Naturally we have not forgotten the children. The Christmas party with Santa Claus and presents is a long term tradition in ACE. We have also done all sorts of exciting things with the little ones – visited

the puppet theatre, explored puppet museum, organized model car races and held a christmas party at a skating ring and Megazone centre. The most memorable of events was probably the visit to the airport and airfield. We went to places that are not opened to public, like luggage handling, central security station and cockpit of an airplane . Everyone who was so inclined could play with the knobs and steering in the cockpit, naturally under the friendly but watchful gaze of the plane`s captain.

”

*ACE gave me a lot - professional skills and knowledge but also good friends. Time spent in ACE was truly interesting.*

Tarmo Saremat

Warehouse Manager at Rautakirja Estonia AS  
ACE alumnus  
Estonia

”

*What is my most remarkable experience with ACE? Great co-workers!*

Jana Kelus

Quality Manager of Elektrilevi OÜ  
ACE alumna  
Estonia













# Social Responsibility

## Cooperation with Tallinn Support Centre JUKS

ACE's cooperation with JUKS began in 2009, when we decided to give our valued customers and co-operation partners something special for Christmas. By now, the mugs, flower pots, trays and vases with original drawings by the JUKS youth have reached a number of ACE's clients.

The work centre JUKS for people with special needs was opened in Tallinn in 2003. The objective of the centre is to develop the youngsters' skills, to find suitable work for them, and to sell self-made products. The centre runs six different workshops: porcelain painting, spinning on a spinning jenny, ceramics, silk painting, sewing and outsourcing.

JUKS unites a number of talented youth, whose paintings and drawings could be easily compared to

the work of well-known artists. Some of their craft has been displayed in France, England, Italy, Albania and elsewhere.

In addition to the gifts that ACE acquires from JUKS, we have for several years held an exhibition in the lobby of our main office to show the paintings of the young JUKS authors, where visitors can give financial support to the centre by acquiring works of art. At the same time, selling paintings is not a goal in itself, but rather a wonderful chance for JUKS to show their work to a wider audience.

The workshops at JUKS are led by dedicated supervisors, whom we are always pleased to meet. They say that the work centre is really important for the youth that cannot manage on their own in the outside world. In the centre, they can make something with their own hands, enjoy the process of creation, and take pleasure in other people's praise for their work.



*The work centre JUKS is sincerely pleased about their cooperation with ACE Logistics. The open, kind and sincere nature of their employees has given a lot to our special needs workers and*

*is a really positive experience to our supervisors. To see the representatives of a large company in the centre and to witness their honest amazement at the youngsters' work gives them a lot of self-confidence.*

*The work centre JUKS really hopes for continued cooperation in the future.*

Stina Siem

Director of JUKS work centre  
Estonia

## Logistics Seminar

Logistics Seminar is an annual event organized by the students of logistics since the year 2000. The idea has evolved and the seminar has become a well-rooted tradition, as well as one of the largest logistics events in Estonia.

The mission of the Logistics Seminar is to give the students of logistics practical experience in organizing an international event as well as to receive and exchange current information among students, lecturers and entrepreneurs. As a result of this experience and participation, the students are much more active in the studied field. Through the event, the vigour and awareness of the youth in transport and logistics are built up. In the long run, it contributes to the promotion of these fields in Estonia and this, in turn, supports the economic growth in the entire region.

ACE Logistics has been the sponsor of the seminar from the very first year and shall continue supporting the initiative of the students also in the future.





*The Faculty of Transport of the Tallinn University of Applied Sciences has enjoyed a long-term and successful cooperation with ACE Logistics Estonia AS. ACE Logistics Estonia AS has helped our Logistics Seminar for a number of years, either as a provider of ideas or as a direct sponsor. We are convinced that our fruitful cooperation will continue.*

Priit Siitan

Dean of the Faculty of Transport  
Tallinn University of Applied Sciences  
Estonia

## Rat Race

Rat Race is an entertaining charitable race for office clerks, originating in New York. The white-collar workers run through the downtown area in jogging shoes, wearing business suits and holding cell phones and briefcases. Rat Race has become increasingly popular in great cities of the world like New York, Toronto, Sydney, Rotterdam and elsewhere.

In Estonia, this popular and entertaining charitable event has been organized since 2002. The number of participants and spectators has been growing each year, giving evidence of the increasing appreciation for spending time with one's colleagues outside the office. Every year more than 600 "office rats" participate in Tallinn, Tartu, and other towns. The amount raised every year is approximately 10,000 EUR and it is donated for charitable purposes, such as tuition of chil-



dren in orphanages, or support for large families. ACE Logistics has been the logistics partner for the event and also participating with its own team since 2009.

The event is organised by JCI Estonia, an organization incorporating young professionals and entrepreneurs aged 18-40. JCI is the world's third largest international non-governmental organization with the membership above 350,000 in more than 125 countries.



*A good and capable logistics partner helps to make the organizers' life much easier. We are also very glad to see that ACE Logistics team has participated in the race in recent years and have therefore contributed to charity as well.*

Piret Sepp

JCI Tallinn President 2012  
Estonia

## ACE Xdream

NGO Adventure Sports Club Xdream and ACE Logistics signed a sponsorship agreement at the end of 2010 for the successful adventure sports event series ACE Xdream. “It is a sports event that assumes a good physical shape and quick mind, the foundation for success is smooth teamwork,” explains the Managing Director of ACE Logistics Group Andres Matkur. Karli Lambot, the Chairman of the Council of ACE Logistics Group, has done adventure sports for years and his team has often been on the Xdream podium as well.

ACE Xdream consists of 4 adventure races, where 3-member teams need to move through the terrain and collect checkpoints by trekking, mountain-biking, canoeing and completing additional tasks. There are three levels of difficulty where male, female or mixed teams compete against each other.

ACE Xdream is the most popular adventure sports series in the world, with almost 1,000 participants in every race of the series.

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*We have set ourselves the goal of providing high-quality events and cooperation with ACE Logistics gives us an opportunity to do just that. I am completely satisfied with our cooperation, and we hope that it will last for years to come, thus giving us the chance to promote adventure sports in Estonia and offer people amazing experiences.*

Sten-Eric Uiibo

Main organizer of ACE Xdream  
Estonia





# About the Future

The goal of ACE Logistics is to continue as a leading provider of logistics services in our home markets. Partially, this aim has been achieved, but a lot still remains to be done. We can see plenty of growth potential both in our traditional areas of activity as well as in new fields.

The mission of ACE is:

- Help its customers achieve their business goals by offering professional logistics solutions corresponding to their needs;
- Facilitate the achievement of the personal professional objectives of its employees by securing contemporary working environment, in-service training and other development opportunities;
- Support its business partners in being successful by working for the mutual satisfaction, value long-term business partnerships and stay loyal to them;
- Guarantee the satisfaction of the owners by sufficient long-term increase in company value.



*I wish continued strength of spirit, an ability and will to adapt to the changing needs of the industry, but to always stay true to the core values, which make the company what it is. I wish you luck and success!*

Toomas Orukivi

Head of Cargo at Estonian Air  
ACE alumnus  
Estonia

Through its business activities, the company has to ensure the aforementioned satisfaction of all the parties concerned and find a best possible balance to be sustainable and successful in the long run.

For the next 10 years I predict that ACE will maintain its significant position in the logistics market, foster the same core values, and enjoy more than average success. We want to secure our positions and enlarge the market share in the Baltics, while attaining the level in Belarus in the next few years

where our Baltic companies are at the moment. We certainly cannot rule out potential expansion to new markets.

Let's wait and see...

Andres Matkur

Managing Director  
ACE Logistics Group AS





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NORWEGIAN SEA

WHITE SEA

FINLAND

RUSSIA

GULF OF BOTHNIA

NORWAY

SWEDEN

ESTONIA

Tallinn

LATVIA

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BALTIC SEA

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