



More than logistical support

*We are your strategic ally*



We know the way to  
SUCCESS...

*We are*



## About us

ILG Logistics started operations in 1977, consists of a group of companies designed to support and promote international trade.

The main activities of the company and its subsidiaries are: Steamship Agents and Brokers, bonded warehousing, Customs Brokers, Terminal Operators, Inventory Logistics and Road Transportation.

ILG operates in 6 Central American countries with own offices in Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama.



## About us

- Presence in different Maritime activities : Cruise Division – Liner services division – Tramp services Division – Ship's brokerage
- Headquarters are based in San Jose, Costa Rica.
- We employ a combined payroll of 863 people
- Listed in Costa Rica Stock Exchange.
- Total Sales in 2013 U\$ 35 MM





## Mission

Provide logistics support services with excellence, improving our customers life quality and making international trade easier.

## Vision

To be recognized as an integrated regional logistics services company, providing the best services at the lowest cost.



## Values

- Team work
- Excellence
- Creativity
- Transparency
- Austerity





## Our services

- Cargo and ship's brokers
- International Transportation: *Ocean / Air / Land*
- Warehousing and distribution.
- Freight forwarding and consolidation.
- Customs brokers
- Cargo Insurance
- General Agents for regular ocean liner services
- Port and Panama Canal Transit Agents
- Agents for Cruise Ships
- Integrated Logistics Specialists
- Project Cargoes



## Steamship agency

Our marine transportation department started in 1982 with full dedication to support owners, operators and charterers in Costa Rica, Nicaragua and Panama Ports.

In all our port offices, we offer the same high service standard and financial security.

Through our own stevedoring company and a handful of important projects, we have learned to solve the most difficult operational problems in Costa Rican ports and now in Central American area through own offices.

During the year 2011, we received in our agencies 500 cargo ships and 250 calls of Cruise Ships.

Our company integrates our customers supply chain from a maritime transportation point of view. We have an important presence in Panama





# Specialized Cruise Ships Agency

## Ship Calls Per Cruise Line 2010-2011

Cruise Line	Calls
AIDA Cruises	10
CIE DES ILES DU PONANT	10
CLUBMED CRUISES	1
DISNEY CRUISES	1
ISE VSHIPS	5
PHOENIX REISEN	2
SEA CLOUD CRUISES	2
SIVERSEA	9
STAR CLIPPER	105
TRAVEL DYNAMICS	4
WINDSTAR CRUISES	93
<b>Total</b>	<b>242</b>



## Specialized Cruise Ships Agency

We provide 1st class service to vessels, owners, operators and shore operators in the following ports:

Costa Rica	Panama	Nicaragua
Puerto Limon	Puerto Armuelles	San Juan del Sur
Puerto Moin	Colon 2000	Corn Island
Puerto Caldera	Amador	
Puntarenas	Parque Marino Golfo Chiriqui	
Puerto Golfito	Isla Coiba	
Quepos	Contadora y Perlas del Pacifico	
Drake	Bocas del Toro	
Marengo	San Blas	
Playa del Coco	Darien	
Playa Flamingo		
Isla Tortuga		

And other small touristic spots of Costa Rica and Panama.

## Why should ILG be your agent?

One stop shop for attending all your vessels calls at any port in Panama, Costa Rica, Nicaragua and Panama Canal transits.

A regional team of highly motivated qualified professionals to attend every aspect of your vessel's need, with an average of 20 years experience.

Strategically located own offices with the capability to attend vessels at any port in Panama, Costa Rica and Nicaragua.

The rendering of the complete vessel's account within 15 days after the ship sailed.





# Our scope of Services at Panama

- Constant communication with Port Operations Managers and Port Captains for assuring fast and smooth port operations and Panama Canal Transits.
- Specialist in customs brokerage services and special customs regulations in Central America.
- The rendering of the complete vessel's account within 15 days after the ship sailed.
- Experience in handling Project Cargoes
- Financing of taxes and third party payments.





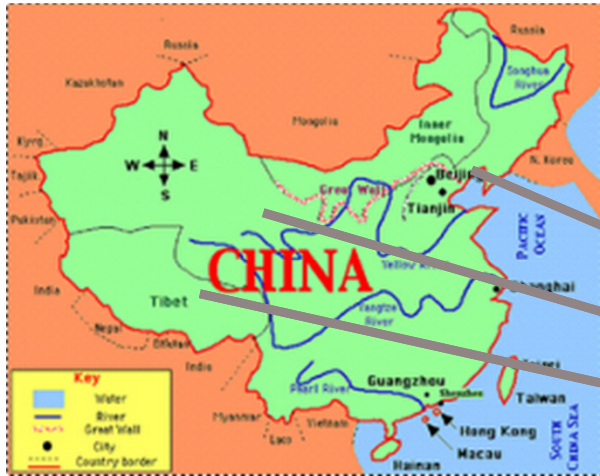
## Scope of Services Colon Free Zone

Maritime consolidation service to 35 destinations in Central America and the Caribbean.

- Multimodal transportation HUB
- Air freight
- 6000 m2 Distribution Center with 16 docks and 11 meters height.
- FCL / LCL services
- Track and Tracing on Line



## Basic Concept of Hub Service in Colon Free Zone



- Several suppliers send cargo to CFZ, Panama
- ILG receive cargoes and deconsolidate them generating product stock under CFZ regulations
- Individual orders are received from each country and generate the preparation into mixed containers from various suppliers.
- We coordinate dispatch by sea, air and land according the requirements of each destination.



## Specialized Steamship agency memberships

The company has excellent relations with all Government institutions that are involved in the cruise ship business.

Danish Consulate General among our key personnel.

The company is associate member of The Florida- Caribbean Cruise Association (FCCA), Latin American Steamship Agency (LASA) and The Baltic and International Maritime Council (BIMCO).

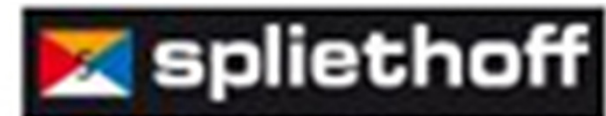




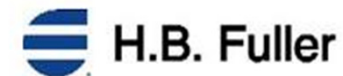
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*Other Ship Owners Represented*



# Top Clients



The Rice Company

# ILG Presence in all Central America





# Integrated Logistics Services

*Import of products*



*Customs transit*

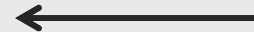


*Storage*



*Order preparation  
(Order by client)*

*Local and International  
distribution*





Your mission is to do  
business...

*Ours is to make  
them possible!*

*We guarantee quick and  
efficient service, so your  
business can be ever more  
profitable and competitive*

## Our Service Proposal

***Approach to customer needs. We achieved what we promised, and we do it on time.***

- Profound interiorisation of the brand knowledge, product and organizational culture of the client
- Open and constant communication
- Strict control over the operation and the costs
- Teamwork with the client, developing a relationship focused on results.
- Oriented towards the continuous improvement
- Prompt response to the unique needs and customer demand cycles
- One focal point to supervise the whole supply chain process



# Some recent experiences

Let's see...



# Samos Legend









## *Tanker in Puerto Moin, Costa Rica*











*Manzanillo Panama*



# Ansac Kathryn Panama

*Miraflores Lock*





*Punta Morales, Costa Rica.*





# Toccata

*Punta Morales, Costa Rica.*





A great team working to  
achieve your goals...

*We have 863 employees*

*Talent & dedication*





# Thank you!

*[www.ilglogistics.com](http://www.ilglogistics.com)*

*Guatemala – El Salvador – Honduras – Nicaragua – Costa Rica - Panamá*