



KATOEN NATIE

SUPPLY CHAIN SOLUTIONS FOR

DIY
AND HOME
IMPROVEMENT



Global logistics at Katoen Natie: a smooth-running machine

As a long term, reliable partner for our customers, it is our mission to offer flexible, high quality logistic solutions and continuous improvement as a competitive advantage for our customers.

Katoen Natie offers worldwide logistics solutions to retailers and manufacturers of Do-It-Yourself (DIY) and Home Improvement products.

The markets of DIY and Home Improvement are highly competitive. Therefore innovative, intelligent and cost saving logistic solutions are required. Product ranges change rapidly and the market is constantly on the move. From a logistics point of view this involves significant challenges. Katoen Natie knows these challenges and provides the answers.

Important trends affecting the global supply chain include:

- Emergence of a true omni-channel model
- Increasing containerized import ratio
- Increasing consolidation among market players
- Increasing consolidation of purchasing
- Ever-growing number of retail outlets
- Increased international competition

Katoen Natie makes sure your products flow smoothly through the supply chain in order to ensure on-time delivery to your customers.



This can only be achieved through in-depth knowledge of the market and its dynamics and through the ability to translate the requirements into a tailor-made logistics solution.



A complete logistics toolbox

Katoen Natie has a tremendous track record in serving the DIY and Home Improvement industries going back over many decades.

We serve the largest market players on a massive scale. Not only do we serve the largest retailers, we also support industry-leading OEMs.

Katoen Natie provides a total supply chain solution that includes forwarding, customs services, storage, handling and distribution.

Our services include:

Warehouse management solutions

Our solutions include order management, inventory management and materials management.

Our value added services include:

- Mirroring: mono and multi-aisle picking
- Supplier quality assurance
- Packaging and kitting
- Repackaging and labeling
- Assembly
- Quality control and functional testing
- Return management
- Spare parts logistics

Transport solutions

Katoen Natie provides transport solutions in collaboration with professional carriers. These carriers are carefully selected based on their performance and their distribution network in each country.

We deliver to the following levels:

- Regional distribution centers
- Retailers
- Dealers
- Technician's home
- Consumers
- Pick-up points

Customs and VAT

As an expert in customs and VAT, we use our know-how to provide you with smart cost saving solutions in compliance with international Customs & Excise legislation.





We understand your challenges

The market is volatile and versatile with specific, multi-faceted quality requirements. Moreover it is very cost-sensitive.

We are flexible, as the market is highly volatile. Customers buy different products according to the season, product life cycles are short, and promotional campaigns lead to high peaks in volume.

We are versatile, as the product ranges in DIY and Home Improvement are probably the most diverse of all markets. They range from bolts and nuts to bath tubs and glass panels, as well as heavy and bulky garden furniture.

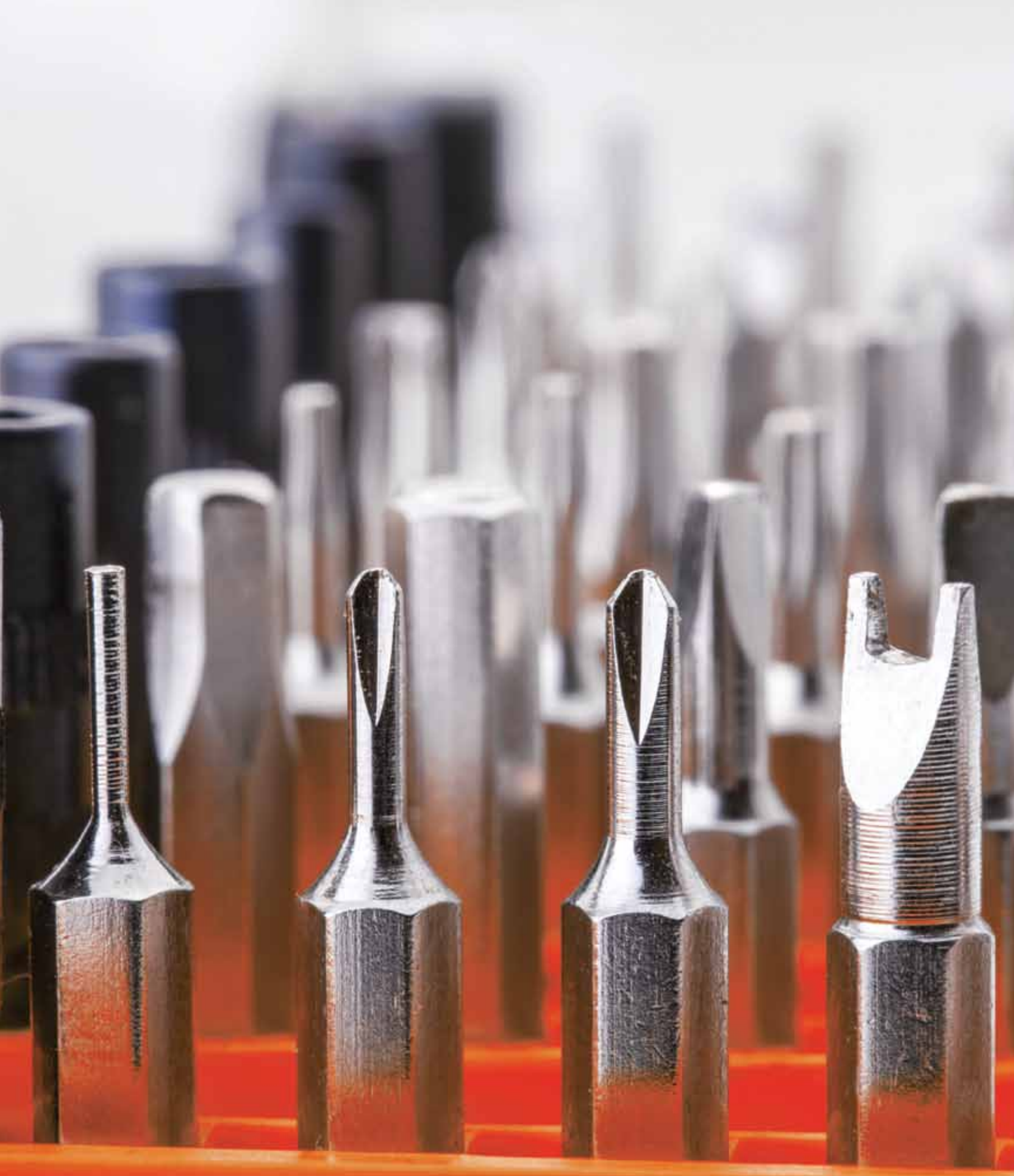
We are the final quality filter before your products are moved to the end customer:

- Either we check the quality of the products by testing if they function well
- Or we provide Supplier Quality Assurance, a final check of the correctness of an order before it leaves to the shop, to allow to the sales personnel to concentrate on selling.

Our customers are very cost conscious, and we act accordingly, following the principles of lean management. Walking and driving distances are continuously optimized and so are the human and material resources used.



Our operational approach is the cornerstone to cope with the above mentioned challenges.



Permanent striving for operational excellence

Due to the diversity of DIY and Home Improvement products and flows, the warehouse is typically a place where different supply chains meet and combine. This process requires a very flexible approach, right from the early startup phase of a warehouse project and continuing throughout its entire lifecycle.

To cope with this complexity from an operational point of view, Katoen Natie implements a uniform approach for Continuous Improvement Planning (CIP) around the globe. Our CIP approach is based on a mutual drive together with our customers and partners. It focuses on safety, quality, service level and cost.

When implementing a project, anywhere in the world, Katoen Natie has a dedicated method to safeguard the same high level of quality. We have dedicated Business Operational Start-up Support (BOSS) teams to shorten the learning curves in new operations.

All BOSS team members have several years of experience with Katoen Natie, they are trained along the same principles, they use the same toolbox and they reflect the same corporate culture and values.



Operational excellence at Katoen Natie is supported and driven by a powerful IT solution.



IT solutions as a reliable management tool to support your omni-channel approach

In the world of DIY and Home Improvement we cope with widely varying product categories with diverse technical characteristics, complex product configurations, packs and kits, and many variants per item.

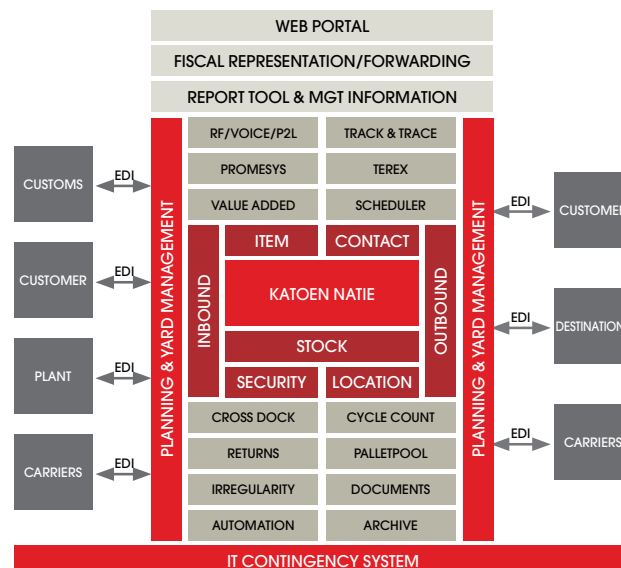
Our Warehouse Management System provides all basic and advanced functionalities to deal with this complexity. Processes are controlled by a strong WMS backbone tailored to cope with specific processes for DIY and Home Improvement logistics.

Our total IT solution consists out of a WMS, TMS, CMS and Productivity Measurement System, all seamlessly connected to the same kernel.

Specific elements in our IT toolbox of particular value to our customers are:

- Extended picking route logic to avoid damage and increase productivity
- Extended cycle count functionality to avoid down time and to track picking quality
- Intelligence for picking order and loading sequence
- Weight control of outbound pallets as a supplementary quality check
- Volume calculation based on nesting
- Optimization module for managing and reporting filling rate of warehouse and truck
- Sophisticated transport planning capabilities
- Management of multiple logistics sites and intelligent replenishment management

Moreover our IT solution fully supports a wide range of e-commerce operations which we conduct for our customers.





Commitment
Customer focus
Flexibility



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