

EDITORIAL FEATURE

Market Update

CSafe and AcuTemp brand products continue to generate global interest. Take a look at recent updates from Australia and Israel....

NEWS ON THE NET

- 01 White Papers
- 02 Service Centers
- 03 Partners
- 04 Blogs
- 05 Tradeshows

CUSTOMER QUOTES

“The AcuTemp shippers have dramatically reduced our shipping costs and provided secure and reliable global shipping.”

– Manager Clinical Accounts
for Life Science Company

“We’re completely reassessing our cold chain product offering from top to bottom to address the changing dynamics of the marketplace.”

– Product Manager for a major airline



NEWS FROM THE CEO

This is our third issue of EQUiPs in 2013 and events are happening so quickly it is difficult to share all of the newsworthy activities of the past three months. Since our last newsletter, we’ve expanded our customer service team and are proud to now offer extended customer service coverage. We’ve been fortunate to engage new MLA partners and are thankful for their support. We recently established a new European Business and added another EU Director of Sales to the team. In the second half of 2013, as we continue our global strategy and expand our fleet

size, service center and partner networks, we will not lose sight of the single most important entity in our organization, you, our customer.

When you focus on a goal, achievement becomes more of a reality. We are focused on being your most trusted cold chain solutions provider.

Brian Kohr,
CSafe Global President and CEO



NEWS UPDATE

IQPC

CSafe will exhibit as well as host the wifi lounge at the September 30-October 4 IQPC show in Chicago. We will announce additions to our growing global partner, service center and service support networks and a new interactive website with a passive packaging consultant portal. For more information contact info@CSafeGlobal.com.

CSafe’s Global Customer Support

The CSafe global customer support team is located at the Dayton, Ohio corporate headquarters an hour flight away from ORD and JFK. The team manages all functions related to the leasing, logistics, maintenance and repair of the CSafe RKN. We have recently expanded our operating hours and on-call coverage to meet global support requirements. To reach us, just send a note to the appropriate group’s e-mail address and one of our helpful specialists will get back to you as quickly as possible.

- **Leasing:**
leasing@csafeglobal.com
- **Customer Support:**
customersupport@csafeglobal.com
- **Technical Support:**
techsupport@csafeglobal.com
- **CS/Partner Management director:**
mmohr@csafeglobal.com

Customer Survey

If you have not responded to our recent survey, please take a few moments to do so. Contact info@CSafeGlobal.com for more information.

SPOTLIGHT

CSafe Announces Expansion of EU Organization

To support our growing European and Middle Eastern Business, CSafe Global is pleased to announce a new European Business, CSafe Global Cooperatief UA, located in Schipol, Netherlands. To support the new business based in the Netherlands, Edwin Visser joins the team of CSafe Global Sales Directors in Europe. With this new European location and the addition of Edwin to the Business Development team, CSafe Global continues to enhance their customer service offering to work more strategically with Life Science Cold Chain customers.



ACUTEMP BRAND UPDATE

We continue to focus our efforts on working with customers to identify areas within their cold chain supply chain where efficiencies can be captured. We do this through a thorough assessment of current packaging solutions utilized, both active and passive, and their pack out and shipping requirements. When applicable, we then design and offer packaging solutions to maximize the value to our customers, targeting the performance required by quality, at the lowest supply chain cost. A recent example is a 31.2% annual cost savings achieved by a customer (shipping frozen product via a polyurethane solution) that will result in a \$719,000 cost savings and a more environmentally friendly solution.



EDITORIAL FEATURE

Australia market update:

In August, we announced the appointment of Temp Pac Pty Limited as our representative agent in Australia, New Zealand and Oceania. Temp Pac was established by Michael and Philippa Ferguson to represent CSafe in this region. Both Michael and Philippa have extensive experience serving life science companies with active and dry ice containers and will be also supporting the AcuTemp passive solutions in this region. Temp Pac has an aggressive schedule of training events. If you have interest in working with CSafe in participating in or hosting a CSafe cold chain customer training event, please contact Philippa or Michael Ferguson at www.temppac.com.



Rick Rackley, CSafe's Director of Service Partners, delivered training in Sydney and Melbourne.

Israel market update:

CSafe and AcuTemp brand products are attracting attention in Israel having been exhibited in several recent shows: Port2Port and BioMed Israel. We participated with several of our partners in joint training, including World Courier, FedEx, DHL and Fritz. World Courier, Tel Aviv, recently conducted a CSafe 'familiarization/training day' for their operations/sales staff, inviting customers for the opportunity to learn more about the CSafe RKN, the only compressor-driven air cargo container of its kind with approvals from both the US Federal Aviation Administration (FAA) and European Aviation Safety Agency (EASA).



Brian Kohr with Nitsan Hadar of FedEx Israel at a recent conference held near Tel Aviv.

WHAT'S GOING ON AT CSAF

Continuing to Expand Our Fleet of RKNs

CSafe Global continues to expand our fleet of RKNs by producing 4-5 new units per week at our Dayton, Ohio manufacturing facility. Our Dayton facility is also an FAA authorized repair station which performs the majority of PMRs (preventative maintenance rebuilds) conducted on every container after only two years of service. CSafe's preventative maintenance program insures that our mutual customers receive equipment that performs with the highest level of operational quality regardless of age.



Customer Service and Airline Partner Update

In addition to new MLA partnerships with U.S. Airways, D.B. Schenker and Turkish Cargo, CSafe's Director of Customer Support and Partner Management Mark Mohr advises that CSafe is developing a new customer service and technical support portal that will allow real time customer interactions, provide increased efficiencies in inventory management and visibility and improved technical support functionality.

NEXT ISSUE

EQUIP Corporate Site Accreditation
New website
Airline Survey Results



COMMUNITY-QUIPS

CSafe is proactive, promoting our business and training our staff and working to help us with solutions.

– A major global forwarder in Ireland.



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