



Let's create tomorrow's
CUSTOMER EXPERIENCE
Together



The new european Key Player

In transport and logistics for healthcare and high precision markets

Walden is the new combined approach, relying on strong pillars to create a unique ecosystem of solutions around customers' needs

Walden Group Key figures

A solid and healthy French family group



6 000



08

Billions of euros in cash receipts each year



180

Countries of our delivery network



250

Operating site in Europe



2,6

Billions of euros in net turnover



7 000

Transport and delivery vehicles in our European network

Since 1951, Walden has been **controlled by the Baudry family, without financial investors.**

The new group, including the financing of acquisitions, has a **net debt to EBITDA ratio of close to 0%.**

Walden is supported by a network of **international and regional banks** enabling it to execute its **investment and growth plan without dilution**

47%
+11%

Health care
Logistics

Transport

53%
+39%

 A new division is born

 WALDEN EXPRESS INTERNATIONAL

Express



relais colis

CibleX
EXPRESS

A joint expertise
on **Express delivery**

3 pillars **B2B, B2C, C2C**
for an understanding of seasonality

A same ambition for
The operating excellence
& **Customer expérience**

Complementarities for

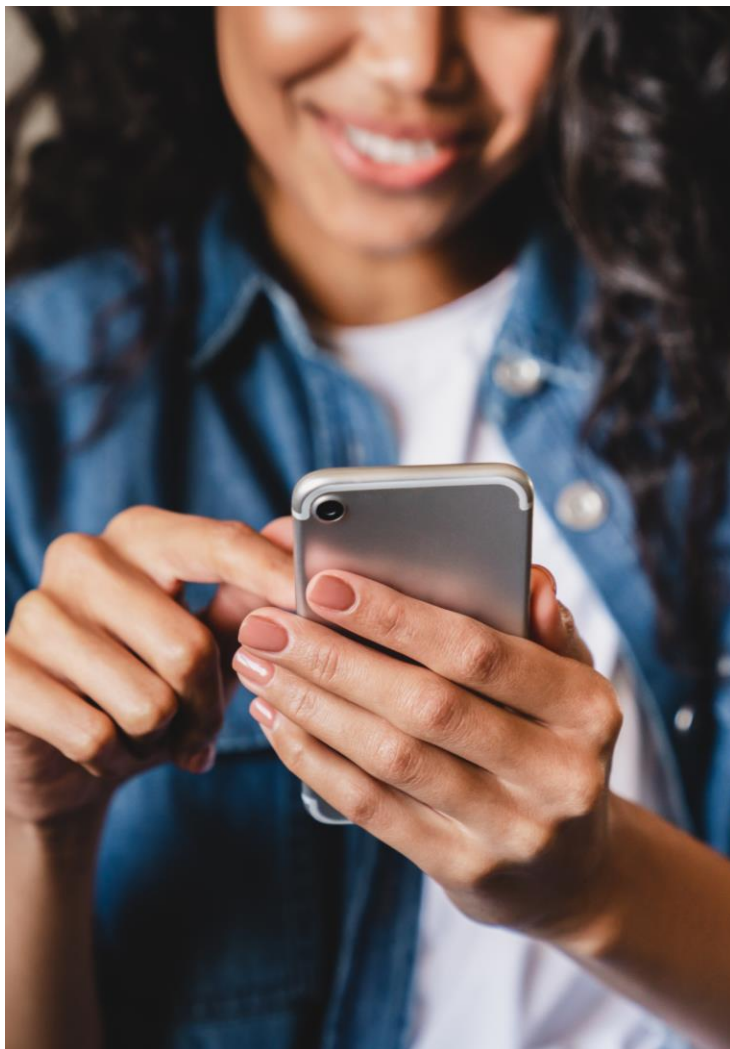
+ **proximity**

+ **performance**

+ **competitiveness**



They want it all ... right away!



Order

**What I want
Where I want
When I want**



Best choice at the best price



Simplicity & customization



Confidence and awareness



Quick

I want my shopping
**As fast as
possible
Wherever I
want it**



Freedom



Low CO₂ impact



Reliability



Price



We are the partner of your customer experience



USP

The perfect ally for customer experience

3 pillars

The right service offer
accessible, comprehensive,
innovative

The right NPS :
Even in unforeseen events

The right partner
Who build with you



Our e-traders offers

Adapted and accessible solutions for each product category: one way, reverse, C2C

Proximity

At home on appointment

In the room of your choice or on the doorstep

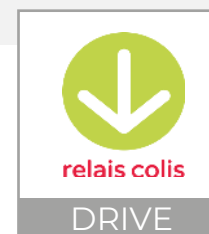


In close proximity

<10mn in France
<5mn in cities



24h
48h



2/3 of the French support this delivery method

Accessibility

1 000 MAX
500 DRIVE

20KG

<1,70m

40KG

<2,50m

70KG

130KG

Size/Weight



Your nearby strenghts

PROXIMITY Of life

92% less than **10 minutes** away, **5 minutes in town** Close to home

Daily ANIMATION

More than **60 people** central and local coordination

Weekly and annual OPENINGS

58.5H weekly opening
43% open on Sunday
25% large-scale distribution

CAPACITY DIVERSITY STRENGTH

Experience
Mensual NPS
Controlled redirection

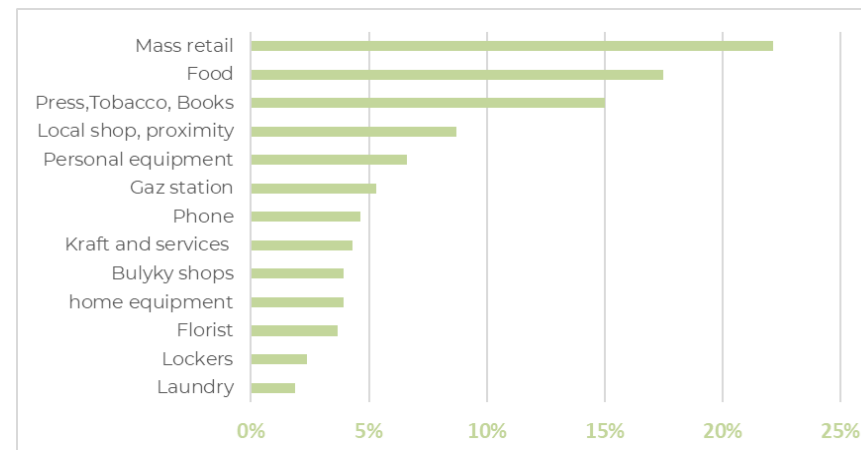
Richness and diversity

Open all year long

Open long hours

Proximity

Conviviality



Innovation et partnership

quadiant

FM LOGISTIC

DECATHLON

Tousfacteurs

Carrefour

Pickme

welco

agrikolis

chronodrive

cora

Conforama

Casino

natureo

kme

co

cteurs

JUNGLO

10





Network development strategy

Beyond quantity:
We develop proximity and quality



1

CLOSE TO LIFE

- Importance of time slots
- Complementarity between human resources / instructions / local / national partners
- New geomarketing tools



2

QUALITY OF WELCOME

- New customer experience management tools



3

DAILY LOCAL ENTERTAINMENT

Verbatim monitoring with a monthly NPS survey

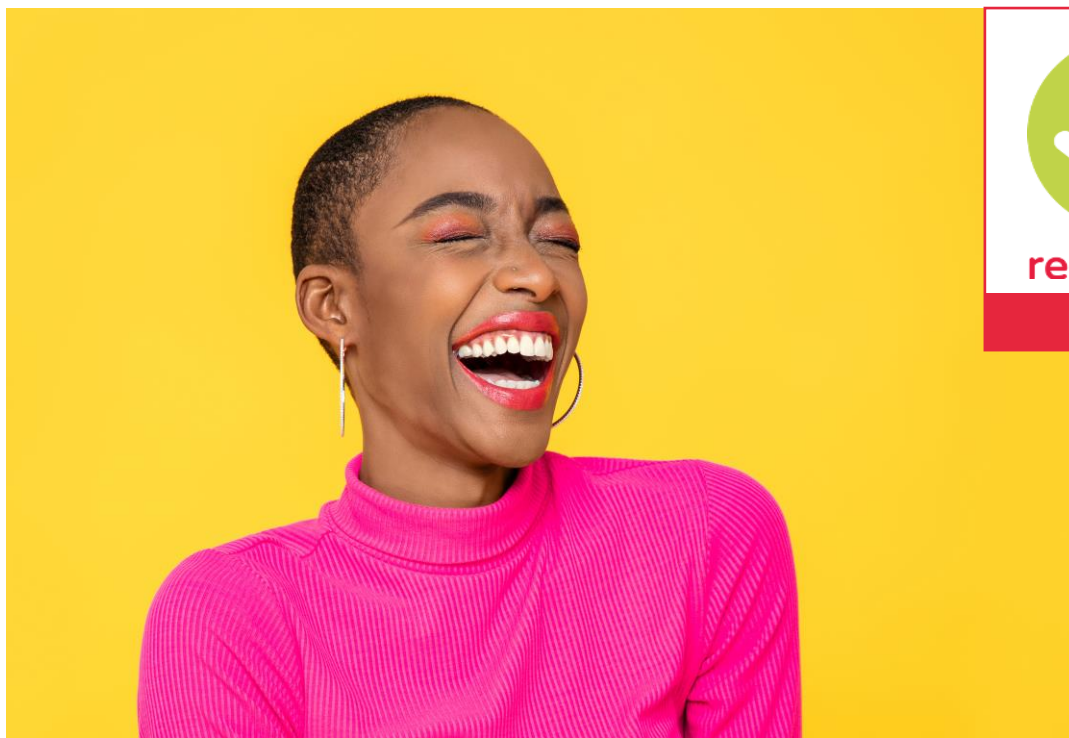
- 60 people dedicated to relay activities and related with head office and the local agency





Pickup Point: Our competitive innovations

Simplicity and serenity



relais colis
EXPRESS

Don't wait anymore

Ordered by evening,
delivered next day

option smart 

No more printing

Send or return your parcel
with your smartphone



For your bulky parcels, home delivery with appointment



Delivery and unpacking in the room of your choice

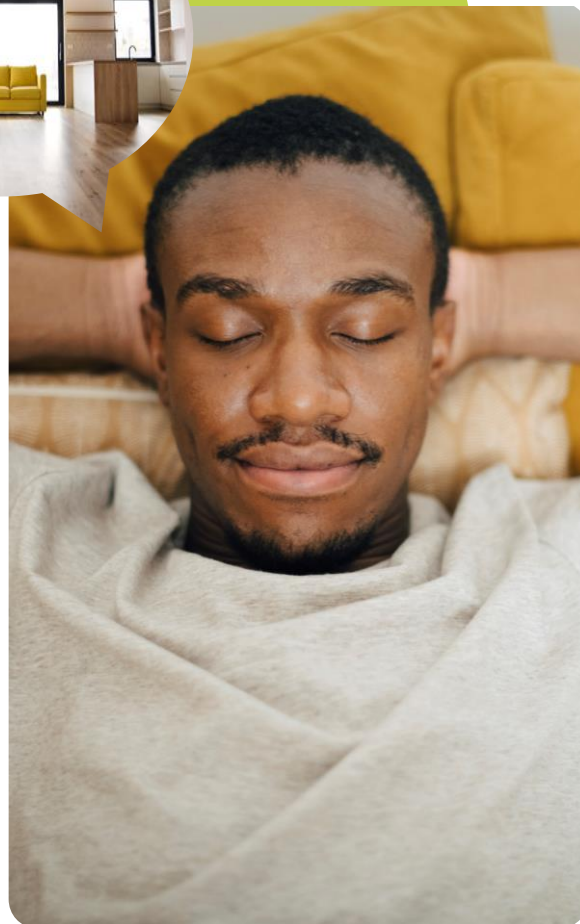
Packages with no limits
weight or size

Innovation Relais Colis®

Booking a **RDV online** when
ordering, by SMS or phone

**2-hour time slot specified
the day before**

**Free second delivery attempt
if 1st delivery fails**



**Your parcel delivered
right to your door**
Packages up to 70kg and
2.5m in length



**A self-service delivery available
in 500 pickup point in France**
0 to 130kg per shipment,
80kg per parcel max length 3.5m



Bulky a premium service : Your « added » peace of mind

For your customer

Booking Online



Clear from the outset

The choice of my appointment
as soon as I order

Live tracking



No stress or waiting

I wait for nothing and live the
arrival of the delivery man



For you

- **Delivery** as if you were there with a **digital Proof Of Delivery** (POD)
- The **latest generation of Personal Digital Assistant** (PDA)
- **Pictures** of parcels in case of reserve
- **Extranet tracking**
- **Feedback** and monitoring **NPS**
- **Satisfaction surveys** carried out just after delivery
- All the stakeholders are **insentived**



Customer service: disponibility, added value, proactivity



A team of **account managers** at your service

- **Dedicated** to monitoring your account (solution exclusively for key accounts)
- Within a multi-skilled team that is always **available**
- Daily contact with agencies involved in the resolution of investigations, your commercial contact and the IT department to provide you with the best level of response on a daily basis

Your dedicated **web interface**

- A secure interface to access your information **in real time**
- To manage and monitor the processing of claims in direct relation
- To access your reports and **key data**
- For coordinated real-time information between your customer service, the parcel delivery service and our agencies

Responsive and **quality** responses

- An first response within **24 hours**
- Closure in **3 days max** in a relay, in **6 days max** at home with local investigation
- Average closing time **<1,5j**
- **Qualitative tracking of responses:** weekly score, multi-claims management

The new **VAE** program deployed since 2021

- To make every customer contact a **Value-Added Experience**
- From reactivity to **proactivity**



The Relais Colis CSR policy

Objectif carbone neutrality by 2040

Our COMMITMENTS

- **As a signatory since 2018**, Relais Colis has demonstrated its **desire to measure, control and reduce its environmental footprint**.
- **Aware of the climate issue**, Relais Colis is committed to achieving **carbon neutrality by 2040**.



our CARBON ACTIONS

- **Elimination of unnecessary kilometres** through massification to the last kilometre, optimisation of routes, quality
- **Delivery by bicycle** to the last kilometre (Lyon, Grenoble, Paris test centres)
- **Renewal and maintenance** of the fleet (15% non-diesel, inflation, etc.)
- **Ecodriving**: training, telematics and animation
- **Energy optimisation** (building insulation, intelligent lighting)
- **Recycling of WEEE** and facilitating the circular economy
- **New CO2 meter**, AFNOR standard

RECOGNIZING OUR CSR APPROACH

Bronze medal winner in 2020, Relais Colis is aiming for **silver in 2023** thanks to the affirmation of its social policy coupled with its carbon actions

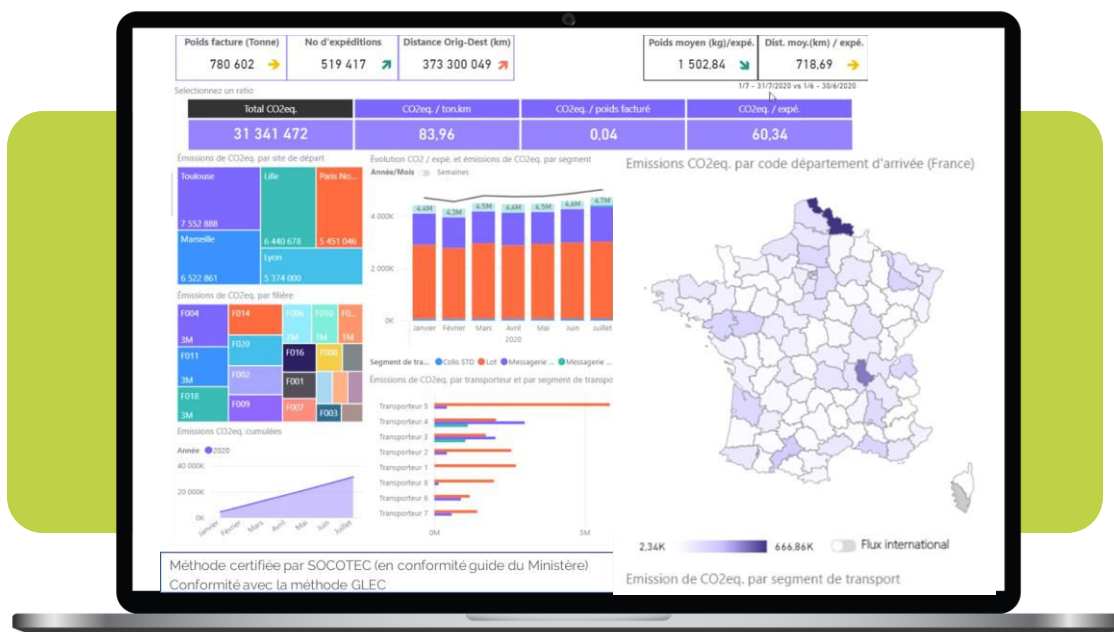
- Customer **satisfaction**
- The campaign against **discrimination**
- **Business ethics**
- **Responsible purchasing**
- **Employee well-being**





Sightness, a new generation of CO₂ calculator

To meet our customers' growing demands



Carbon measurement requests

Overcoming technical complexities

Standardize data collection

A functional and precise tool connected to our real data

Implement action plans in the right places and measure their impact





Relais Colismain references

Fashion/Beauty



Home



Kids



Telco



Generalists



Computers



Others



Auto/Moto





Ciblex main references

Optical

 **ESSILORLUXOTTICA**



AUDIOPTIC
TRADE SERVICES

CooperVision™

codir



VISION CENTER

Automotive

**ALLIANCE
AUTOMOTIVE GROUP**

AUTOLIA
SYSTEMS

EXADIS

AA
ALTERNATIVE
AUTOPARTS

High Tech

inmac

IBM

Canon

Healthcare

 **Mylan**®

 **NOVARTIS**

LABORATOIRES
URGO
HEALTHCARE

stryker®

 **aspen**

Pfizer

 **eurodep**
Dépositaire pharmaceutique

Roche

 **zimmer**

Johnson & Johnson

 **HENRY SCHEIN**®

Logistics

E Leclerc 
LOGILEC

 **Softmed**

Industry

 **Husqvarna**

DANONE



OUR BTOB POSITIONNING

A sector-based approach with over 40 years of experience in value-added express delivery,

These assets have enabled us to develop know-how and value-added express solutions, adapted to each recipient.

Today, the solid support of the Walden Group reinforces our development strategy which is oriented towards high value-added, innovative and ecological express solutions.

H EXPRESS

D+1 DELIVERY

HAND DELIVERY FROM THE FIRST HOUR

- » WITH GUARANTEED TIME DELIVERY
- » HAND DELIVERY
- » WITH PROOF OF DELIVERY (POD)

- **Pick-up from Monday to Friday** in France and Europe
- **H8¹, H9² or H12³ express delivery from Monday to Friday,**
- **Option Saturday morning**
- **POD** available in real time
- Parcels from 0 to 30kg

H8

H9

H12

OPTION



For each of your consignees, it is the guarantee of an on-time delivery!

DELIVERY IN D+1

IN SAFE PLACE BEFORE THE OPENING OF YOUR CONSIGNEES

- » IN NIGHT OR EARLY MORNING DELIVERY
- » IN SAFE LOCKERS, OR SAS
or any other secured location referenced by Ciblex
- » REAL TIME INFORMATION ON DELIVERY (IOD)

- **Pick-up from Monday to Friday** in France and Europe
- **D+1 Overnight* Express delivery** before 8am, before 9am from Tuesday to Saturday
- **Reverse logistics** in D+1 before noon
- **IOD** available in real time
- Parcels from 0 to 30kg



¹ **H Night** : Delivery possible before 7am in Paris and Ile de France , before 8am or 9am in the rest of France. A study of faisability requiered

³ Care boots delivery possibility



CDISPO «PRO»

A DROP OF POINT NETWORK DEDICATED TO TRAVELLING PROFESSIONALS

- » EXPRESS OVERNIGHT DELIVERY AND DROP OF REVERSE PACKAGES
- » YOUR PRODUCTS AVAILABLE BEFORE 8 AM
- » HAND DELIVERY WITH PROOF OF DELIVERY (POD)

- Delivery before 8 am from Monday to Friday
- **Option:** Saturday morning delivery
- **Hand delivery confirmation and Proof of delivery** (POD) available in real time
- **SMS Alert** of availability, anomaly, on hold etc.
- **Reverse in D+1 before noon²**
- Parcels from 0 to 30kg

¹ On presentation of an ID or company badge

² For a drop package before noon, pass the delay, reverse in D+2.



- Stocks optimisation
- On site intervention optimisation
- Offer an after-sales services to your customers

Stéphane PISTEJ
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Let's Do It Together !

