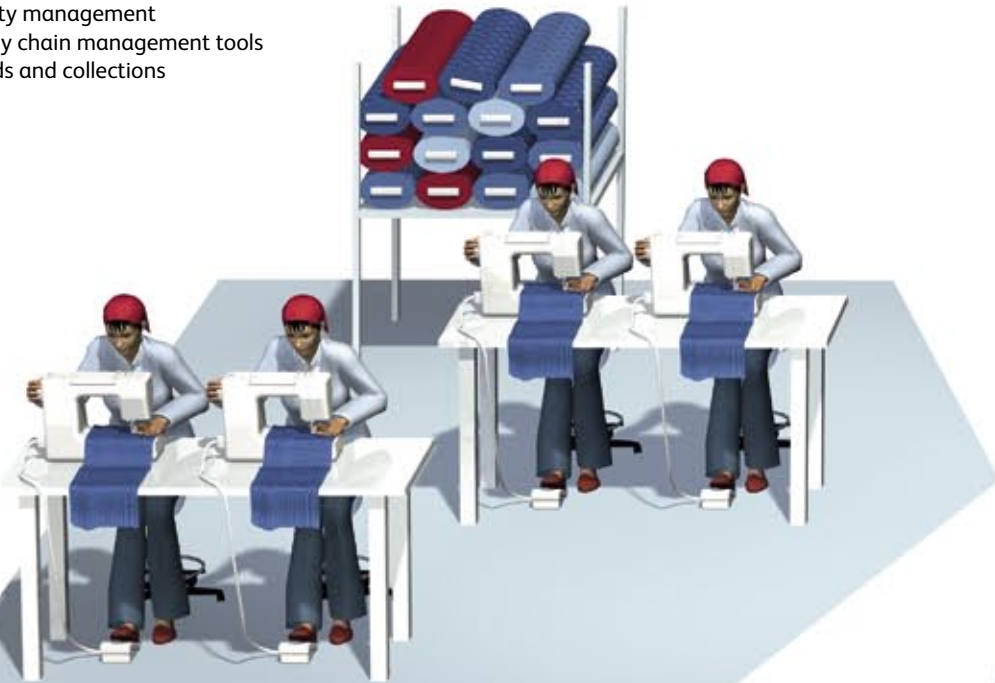


SOURCING & PRODUCT

Hermes-OTTO International

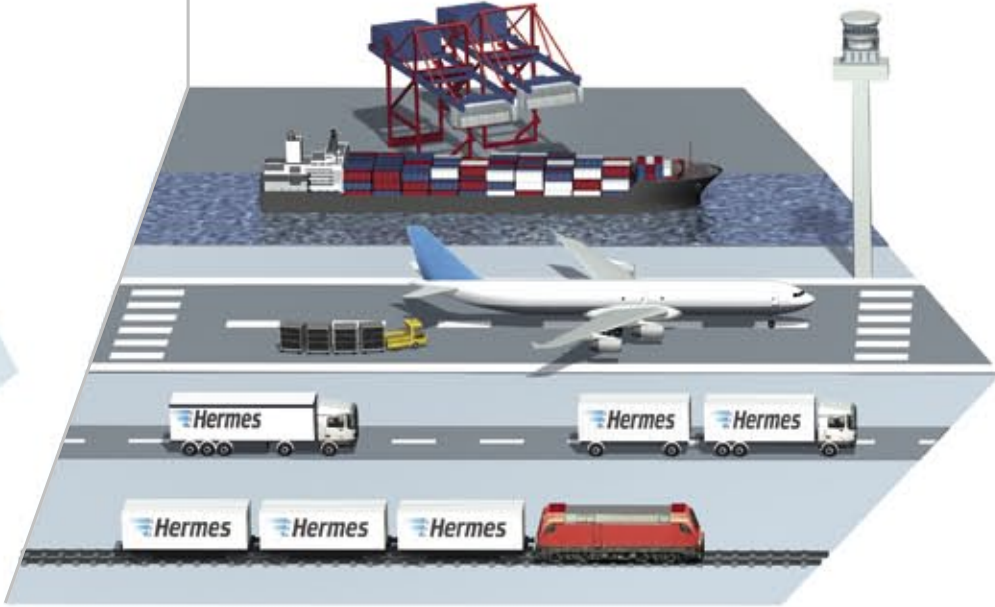
- Global network of purchasing offices
- Quality management
- Supply chain management tools
- Brands and collections



TRANSPORT LOGISTICS

Hermes Transport Logistics

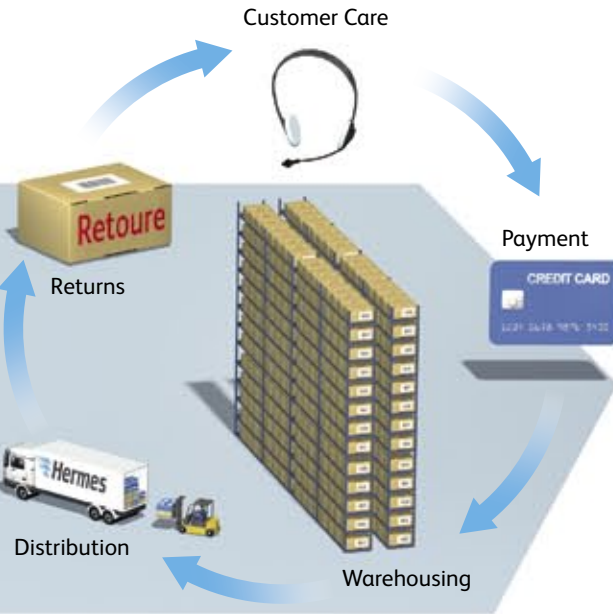
- Europe-wide overland transport network
- Global sea freight service
- Worldwide air freight products
- Individual customs services



FULFILMENT

Hermes Fulfilment

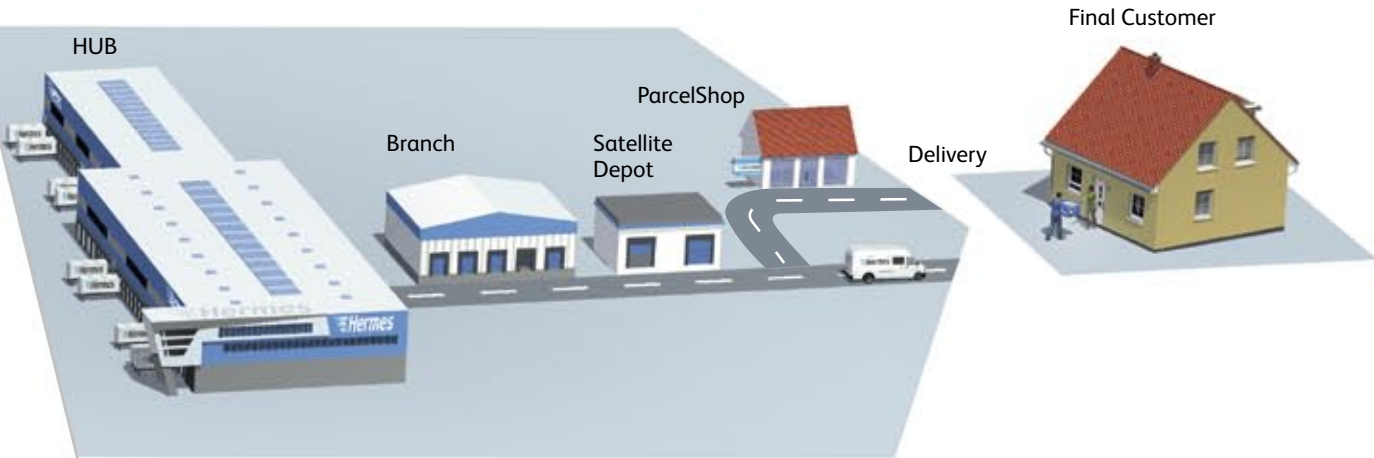
- Webshop service, customer care
- Payment, debtor management
- Warehousing, distribution
- Returns



DISTRIBUTION

Hermes Logistik Gruppe Deutschland

- Stiftung Warentest test winner
- More than 14,000 ParcelShops
- 4 attempted deliveries
- TÜV-certified performance report
- Further distribution services in Europe:
Great Britain, Austria,
Italy, Russia



From goods procurement and product testing, via transport logistics, the development and operation of online shops and complete fulfilment services, right up to the distribution of a wide variety of consignments to the final customer – Hermes offers an all-round service via its constituent companies

Hermes Hansecontrol Group

- Quality advice
- Accredited testing services
- On-site inspection
- User manuals



THIS CHAIN IS WORTH GOLD

Hermes is the only operator in the world to offer all of the services demanded globally along the entire value chain of the trade sector. As a result of its traditional proximity to the retail sector and its ability to offer bespoke solutions at all times, Hermes stands out as a reliable partner to a growing number of companies that operate internationally

Hermes NexTec

- Full-service e-commerce for fashion & lifestyle
- Specialised in the front end of online shops
- Shop management, content management & marketing
- Own modular shop software



Hermes Einrichtungs Service

- Two-man handling
- Home delivery
- Assembly and installation
- Returns management

