

# Acknowledgments

The World Economic Forum would like to thank the following organizations for their invaluable support of this *Report*.



Agility is a provider of integrated logistics to businesses and governments, a publicly traded company with over US\$ 5 billion in annual revenue and 22,000 employees in 100 countries. Agility Global Integrated Logistics provides supply chain solutions to commercial customers. Agility's Infrastructure group of companies manages industrial real estate and offers logistics-related services, including e-government customs optimization and consulting, waste management and recycling, aviation and ground-handling services, support to governments and ministries of defence, remote infrastructure and life support.

## Brambles

Brambles is a pooling solutions company specializing in the provision of reusable pallets, crates and containers and associated logistics services through the CHEP and IFCO brands.



Brightstar Corp. is the world's largest specialized wireless distributor and a leading global services company, serving mobile device manufacturers, wireless operators and retailers, with a local presence on six continents and operations in 51 countries and territories. Its industry-leading services include value-added distribution, supply chain optimization, handset protection and insurance, buy-back and trade-in solutions, multichannel retail solutions and financial services. Its services help customers increase product availability, expand channel reach and drive supply chain efficiencies and innovation.

## Deutsche Post DHL

Deutsche Post DHL is the global market leader in mail and logistics services, with services ranging from standardized products to tailored solutions. About 475,000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability. With several global initiatives, it is committed to social responsibility. In 2012, Deutsche Post DHL generated revenues of more than 55 billion euros.



DNB is a financial institution in Norway with operations in retail and corporate banking, life insurance, asset management and capital markets.



Emirates Group comprises Emirates Airlines, Dnata, Mercator, Transguard and Emquest. The airline divisions include SkyCargo and Destination and Leisure Management, which manages Emirates Holidays, Arabian Adventures, Congress Solutions International and Emirates Hotels and Resorts. It operates services to over 102 cities in 62 countries in Europe, the Americas, the Middle East, Africa, the Indian subcontinent and Asia-Pacific. Its all wide-bodied fleet has over 146 aircraft with a further 145 aircraft on order, worth more than US\$ 49 billion.



The Global Express Association represents the four leading international express delivery companies (DHL Express, FedEx Express, TNT Express and UPS). GEA's members serve over 220 countries and territories worldwide and carry over 30 million packages each day, with time-definite delivery. Among other things, GEA publishes a Customs Capability Database with information about border performance indicators in 139 countries. More information about GEA and its members is available at [www.global-express.org](http://www.global-express.org) or from [info@global-express.org](mailto:info@global-express.org).



The International Air Transport Association (IATA), founded in April 1945, is the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services. Today IATA represents 240 airlines comprising 84 percent of international scheduled air traffic.



International Container Terminal Services (ICTSI) is involved in the management, operation and development of ports and terminals. Incorporated in 1987, ICTSI is the Philippines' largest and most successful container terminal operator, and has become a world leader in providing container handling, storage and related services to shipping lines and cargo owners. Its experience spans container terminal operation on four continents. Its shares have been listed on the Philippine Stock Exchange since March 1994, and form part of the MSCI index.



International Trade Centre (ITC) is the joint agency of the World Trade Organization and the United Nations. ITC assists small and medium-sized enterprises in developing and transition economies to become more competitive in global markets, thereby contributing to sustainable economic development within the frameworks of the Aid for Trade agenda and the Millennium Development Goals.



A.P. Moller-Maersk is a worldwide conglomerate operating in 130 countries and with a workforce of some 108,000 employees. It owns one of the world's largest container shipping companies and is also active in the energy, logistics, retail and manufacturing industries.



Royal Vopak is the world's leading independent tank storage company, specializing in the storage and handling of oil, chemicals, LNG and biofuels. With almost 400 years of experience, it currently owns and operates 79 terminals in 29 countries. Vopak is listed on the Amsterdam Stock Exchange and is headquartered in Rotterdam, the Netherlands.



Stena has international activities in shipping, ferry lines, drilling rigs, real estate, recycling and finance.



Swiss International Air Lines serves 69 destinations in 37 countries worldwide (winter schedule 2012/13) from its Zurich hub and the Swiss international airports of Basel and Geneva with a fleet of 91 aircraft. As part of the Lufthansa Group and a member of Star Alliance, its mission is to provide quality air services that link Switzerland with Europe and the world.



Transnet SOC is a transport and logistics company, wholly owned by the South African government. It has over 57,000 employees and assets over ZAR 182 billion. It is investing over ZAR 300 billion over the next seven years on revitalizing and extending its infrastructure by widening and deepening ports, building a new pipeline, buying hundreds of new locomotives and addressing a maintenance backlog. Its operating divisions are Transnet Freight Rail, Transnet National Ports Authority, Transnet Port Terminals, Transnet Pipelines and Transnet Rail Engineering.



United Nations Conference on Trade and Development (UNCTAD) is the United Nations focal point for trade and development, and for interrelated issues in the areas of finance, technology, investment and sustainable development. To assist developing countries to integrate into the global economy, UNCTAD seeks to help the international community promote a global partnership for development with coherent global economic policymaking. Besides research and analysis on development issues, UNCTAD is a forum to build consensus around efforts to promote national and international policies and strategies conducive to development. Through technical assistance, UNCTAD supports countries in implementing development strategies to overcome the challenges of and to benefit from globalization.



UPS (NYSE: UPS) is a global leader in logistics, offering a broad range of solutions including the transportation of packages and freight, the facilitation of international trade, and the deployment of advanced technology to more efficiently manage the world of business. Headquartered in Atlanta, it serves more than 220 countries and territories worldwide. Through a range of innovative global programmes, The UPS Foundation has developed a multi-sector commitment to urgent humanitarian relief.



Volkswagen, Europe's largest car manufacturer, is made up of 12 independent brands offering a broad product portfolio ranging from motorcycles to low-consumption small cars, to luxury class vehicles. In the commercial vehicle sector, the product offering extends from pick-ups to buses and heavy trucks. The Volkswagen Group sold more than 9 million vehicles in 2013. It has 570,000 employees and 106 factory sites worldwide.



The Volvo Group is one of the world's leading manufacturers of trucks, buses, construction equipment and marine and industrial engines. It also provides complete solutions for financing and service. The Group, which employs about 115,000 people, has production facilities in 19 countries and sells its products in more than 190 markets. Quality, safety and environmental care are the values that form its common base and are important components of corporate culture.



**THE WORLD BANK**

The World Bank is a vital source of financial and technical assistance to developing countries. It comprises five institutions managed by their member countries. Established in 1944, the World Bank Group is headquartered in Washington, D.C. We have more than 10,000 employees in more than 120 offices worldwide.

Our loans and grants support investments in such areas as education, health, trade, infrastructure, private sector development and agriculture. Some of our projects are cofinanced with governments, multilateral institutions, commercial banks, export credit agencies, and private sector investors. We offer support to developing countries through policy advice, technical assistance and capacity building.



The World Customs Organization (WCO), with its 179 Members across the globe responsible for processing approximately 98% of world trade, is the only global intergovernmental organization uniquely focused on customs matters. Recognized as the voice of the international customs community, the WCO is particularly noted for its competence in areas covering the development of global standards, the simplification and harmonization of customs procedures, the security of the trade supply chain, the facilitation of world trade, customs enforcement and compliance programmes, coordinated border management, the international Harmonized System goods nomenclature, customs valuation, origin, and sustainable customs capacity building initiatives. For more information, visit [www.wcoomd.org](http://www.wcoomd.org).



The World Trade Organization (WTO) is the international organization dealing with the global rules of trade between nations. Its main function is to ensure that trade flows as smoothly, predictably and freely as possible.