

LOGISTICS HUB LUXEMBOURG

A FOCUS AN CROSS-BORDER E-COMMERCE OPPORTUNITIES

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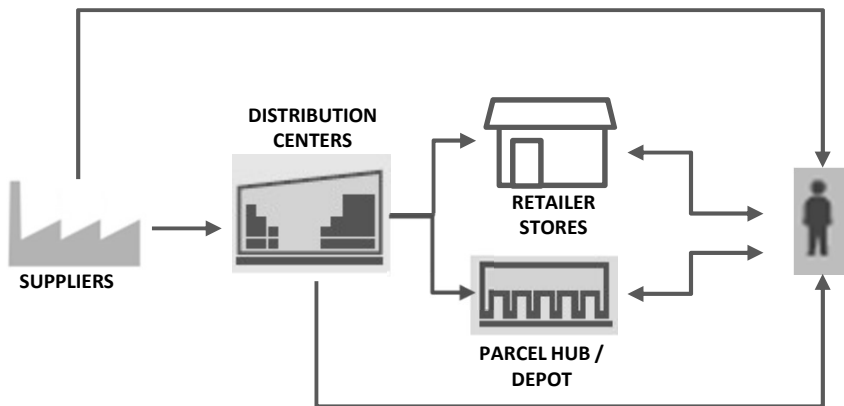
DIRECTOR, DIRECTORATE LOGISTICS, MINISTRY OF THE ECONOMY

E-COMMERCE IS CHANGING RETAILERS' SUPPLY CHAIN

CONVENTIONAL RETAIL LOGISTICS



E-COMMERCE RETAIL LOGISTICS



MULTI CHANNEL ORDERING WAYS

- COMPUTER
- SMARTPHONE
- TABLET
- ...

MULTI DELIVERY SOLUTIONS

- HOME
- WORK
- CLICK & COLLECT
- COLLECTION POINT
- COLLECTON FROM DEPOT/WAREHOUSE
- ...



REQUIRES THE ABILITY TO MANAGE COMPLEX SUPPLY CHAIN SOLUTIONS



CROSS-BORDER E-COMMERCE: A KEY TREND IN GLOBAL TRADE

KEY FACTS

- CROSS-BORDER E-COMMERCE IS GROWING AROUND THE WORLD BUT IS NOT YET AT ITS FULL POTENTIAL
- GOODS DOMINATE CROSS-BORDER E-COMMERCE

MOST POPULAR OVERSEAS ONLINE SHOPPING DESTINATION



TOP 10 E-COMMERCE IN SALES* *in billions of dollars, for 2015*

	CHINA	\$ 767
	USA	\$ 595
	UK	\$ 174
	JAPAN	\$ 114
	FRANCE	\$ 72
	GERMANY	\$ 66
	S.KOREA	\$ 65
	CANADA	\$ 36
	INDIA	\$ 26
	RUSSIA	\$ 23

*B2C goods & services
SOURCE: ECOMMERCE EUROPE

GLOBALISATION and DIGITALISATION OF SOCIETY



CONSUMERS INCREASINGLY LOOKING ABROAD



CROSS-BORDER E-COMMERCE: A PRIORITY AT GLOBAL LEVEL

IN CHINA

CHINA'S INTERNET PLUS STRATEGY

- E-COMMERCE DEVELOPMENT: A NATIONAL PRIORITY
- IMPORTANCE OF CROSS-BORDER E-COMMERCE IN CHINA'S TRADE EXCHANGES (IMPORT / EXPORT)
- INCLUDE MANY INITIATIVES TO FURTHER FOSTER AND ENHANCE CROSS-BORDER ECOMMERCE SOLUTIONS IN AN EFFICIENT AND PROPER MANNER



PICTURE: www.english.gov.cn/

IN EUROPE

EU DIGITAL SINGLE MARKET STRATEGY

- IMPROVE THE DIGITAL ECONOMY AS A DRIVER FOR GROWTH BY REMOVING THE REMAINING OBSTACLES
- FOCUS, AMONG OTHERS, ON THE NEED TO HAVE A SUSTAINABLE CROSS-BORDER E-COMMERCE SOLUTION

PILLAR 1:
BETTER ACCESS
FOR CONSUMERS
AND BUSINESS TO
DIGITAL GOODS
AND SERVICES

PILLAR 2:
SHAPING THE
ENVIRONMENT
FOR DIGITAL
NETWORKS AND
SERVICES TO
FLOURISH

PILLAR 3:
CREATING A
DIGITAL ECONOMY
AND SOCIETY WITH
LONG-TERM
GROWTH
POTENTIAL



CROSS-BORDER E-COMMERCE: NEEDS GLOBAL COOPERATION

FIRST GLOBAL CROSS-BORDER E-COMMERCE CONFERENCE

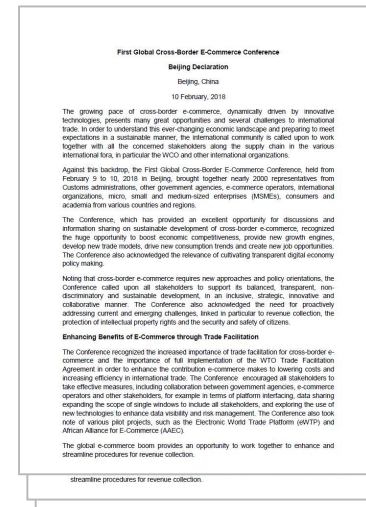
MAIN FACTS

- ORGANIZED ON FEBRUARY 9-10, 2018, IN BEIJING , CHINA
- CO-HOSTED BY THE WORLD CUSTOMS ORGANISATION AND CHINA'S CUSTOMS ADMINISTRATION
- WITH THE THEME « AN INNOVATIVE, INCLUSIVE, STRATEGY AND COLLABORATIVE APPROACH TO SUSTAINABLE CROSS-BORDER E-COMMERCE », THE CONFERENCE AIM WAS TO FOSTER EXCHANGE AND COOPERATION AMONG CUSTOMS, OTHER GOVERNMENT AGENCIES, INTERNATIONAL ORGANIZATIONS AND BUSINESS

KEY TAKEAWAYS

- RECOGNIZED THAT CROSS-BORDER E-COMMERCE PRESENTS MANY OPPORTUNITIES AS WELL AS CHALLENGES TO INTERNATIONAL TRADE
- DISCUSSED KEY ISSUES COVERING, AMONG OTHERS, TRADE FACILITATION, TAXATION, COMPLIANCE, PROTECTION OF IPRs, RISK PREVENTION, REGIONAL COOPERATION, SAFETY and SECURITY
- ENCOURAGED TO ENHANCE DISCUSSION AMONG AND COLLABORATION BETWEEN ALL STAKEHOLDERS
- CHINA'S CUSTOMS ADMINISTRATION PRAISED THE « ZHENGZHOU MODE » AS A FULLY COMPLIANT CROSS-BORDER E-COMMERCE SOLUTION

BEIJING DECLARATION



KEY FACTS TO TAKE INTO ACCOUNT WHEN SELLING TO EU E-CONSUMERS

ONE SIZE DOESN'T FIT ALL

- MULTIPLE LANGUAGES
- VARIOUS BUYING TASTES
- DIFFERENT PAYMENT METHODS

⇒ NEED CUSTOMISED MARKETING STRATEGY

E-COMMERCE LEGISLATION IS EVOLVING

NEED TO TAKE INTO ACCOUNT TAXES and IMPORT DUTIES IMPLICATIONS

CUSTOMER "POST-PURCHASE" JOURNEY EXPERIENCE IS ESSENTIAL

- TRACK and TRACE OF SHIPMENTS
- TRANSPARENT PRICES
- FLEXIBLE DELIVERY
- RETURN OPTIONS

⇒ IMPORTANT FOR A BRANDS' REPUTATION

**INTERNATIONAL COMPANIES NEED TO BE AWARE OF THIS WHEN
LOOKING INTO THE EU E-COMMERCE MARKET**



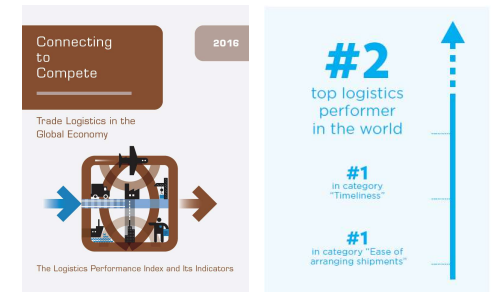
LOGISTICS HUB LUXEMBOURG

LOGISTICS: A KEY SECTOR OF LUXEMBOURG'S ECONOMIC DEVELOPMENT POLICY

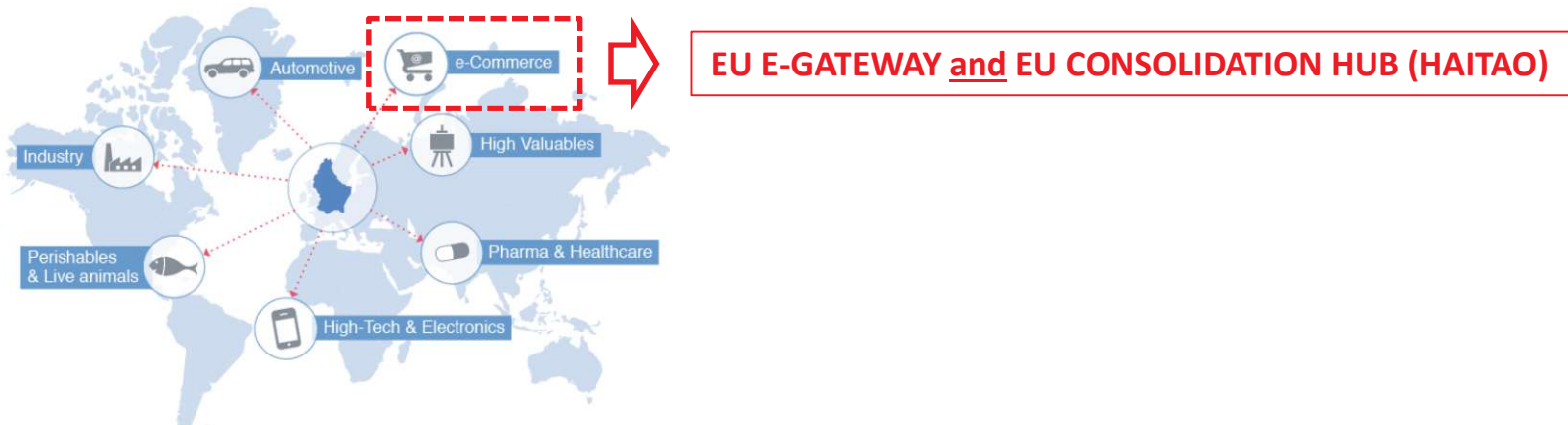
LOGISTICS ACTION PLAN

OVERALL OBJECTIVE

« POSITION AND STRENGTHEN LUXEMBOURG AS AN INTERCONTINENTAL AND MULTIMODAL HUB IN EUROPE FOR ADDED VALUE LOGISTICS ACTIVITIES »



MULTI-PRODUCT SPECIALIZATION STRATEGY WITH A FOCUS, AMONG OTHERS, ON CROSS-BORDER E-COMMERCE



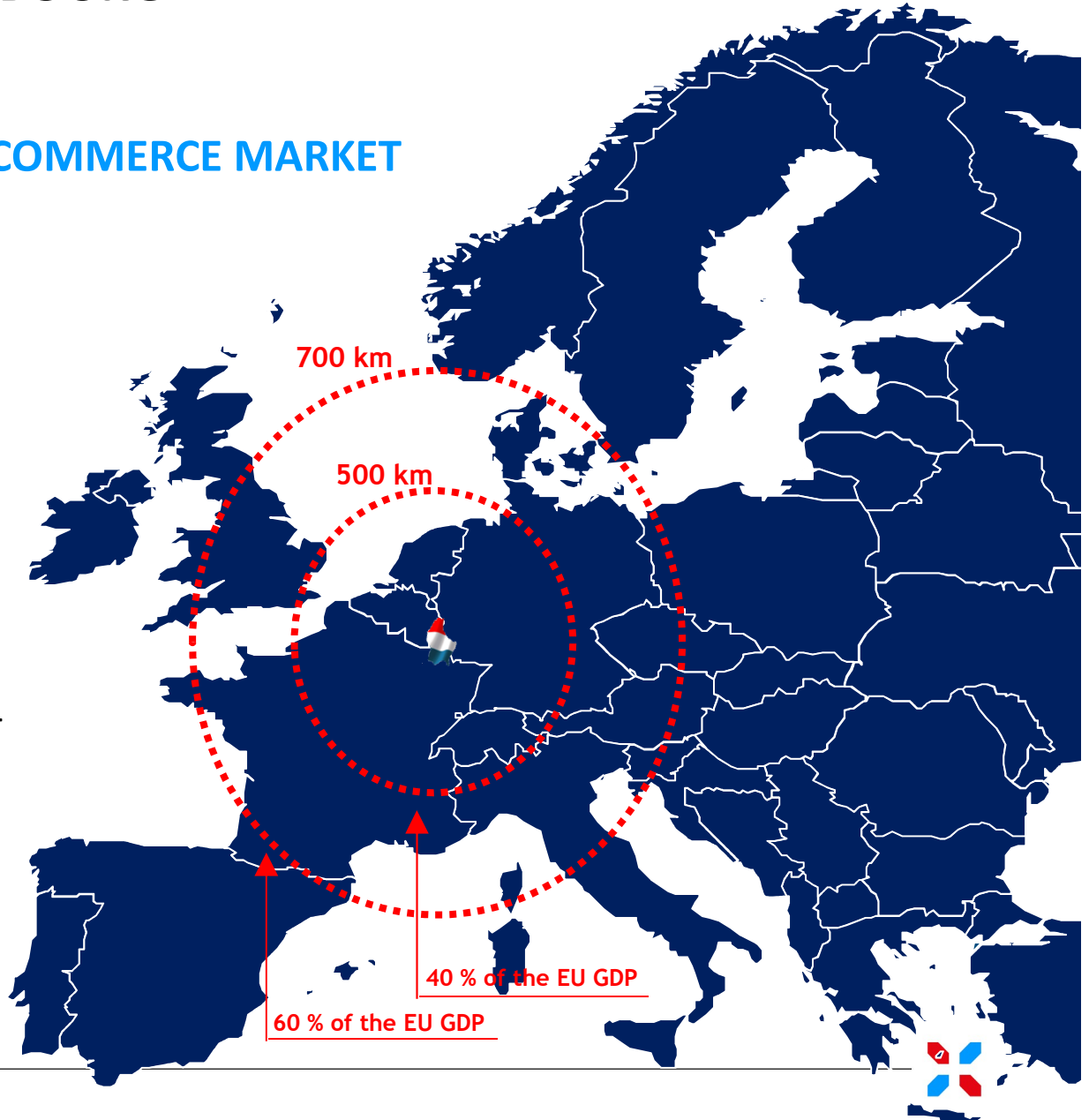
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IN HEART OF EUROPE'S E-COMMERCE MARKET

60% OF EU GDP WITHIN
700 KM
OF LUXEMBOURG



A GATEWAY TO THE
500 MILLIONS
EU CONSUMER MARKET



LOGISTICS HUB LUXEMBOURG

A LEADING EUROPEAN FREIGHT AIRPORT CONNECTED TO ALL CONTINENTS...

PRESENCE OF LEADING AIR CARRIERS



OFFERS DIRECT FLIGHTS FROM & TO ALL CONTINENTS

FAST, SECURE and EFFICIENT GROUND HANDLING



- HANDLING CAPACITY OF 1 MIO TONNES/YEAR
- QUICK TURNAROUND TIME
- SUPPORTED BY AN EFFICIENT ROAD FEEDER SERVICE

EXPERTISE IN SPECIAL CARGO



MULTIPLE DIRECT CARGO FLIGHTS PER WEEK BETWEEN LUXEMBOURG AND CHINA

 **BELT AND ROAD LUXEMBOURG & ZHENGZHOU SILK ROAD IN THE AIR**

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... SUPPORTED BY AN EFFICIENT ROAD FEEDER NETWORK...

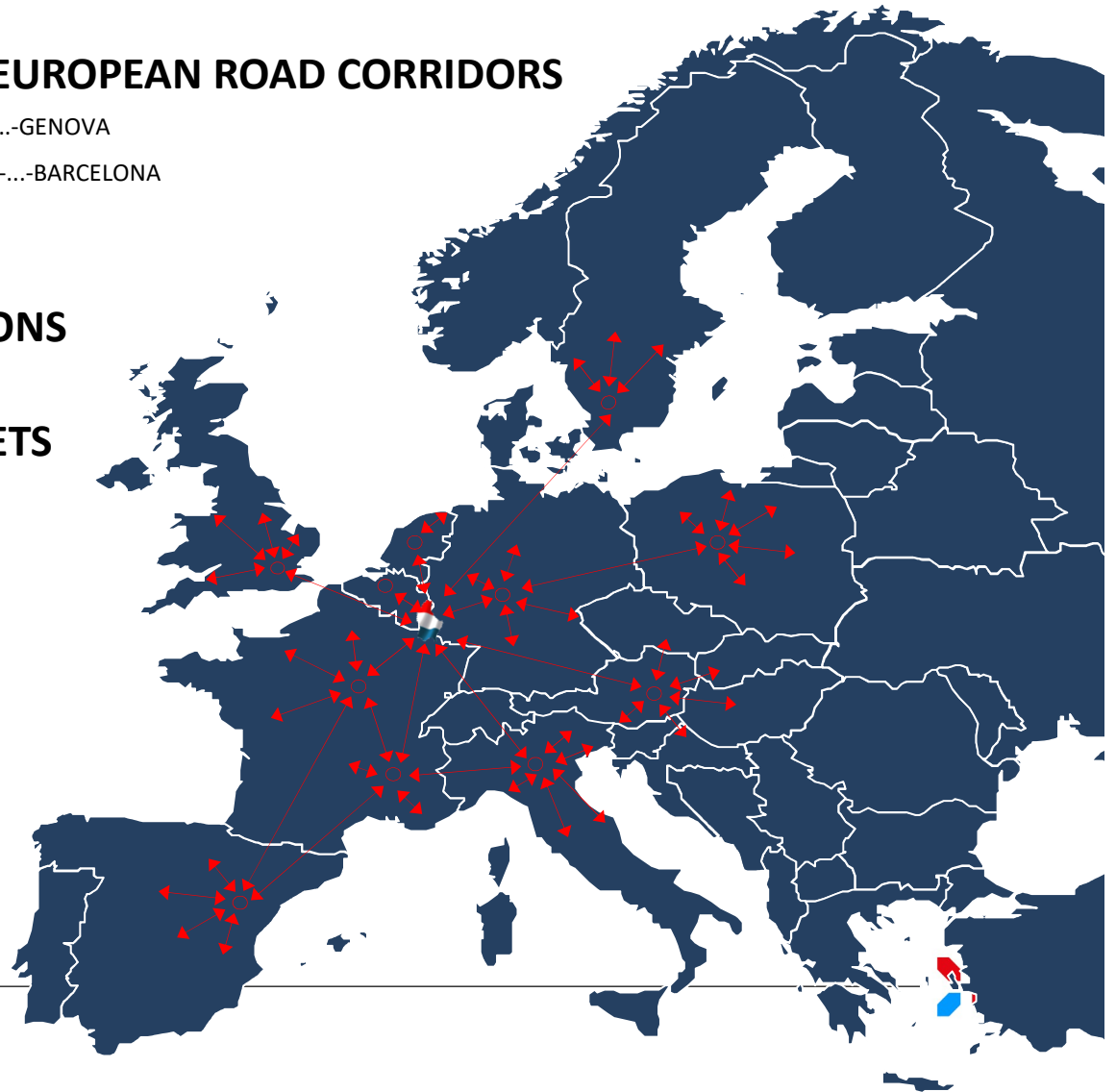
AT THE JUNCTION OF MAJOR EUROPEAN ROAD CORRIDORS

- E25(N-S): ROTTERDAM-...-LUXEMBOURG-...-BASEL-...-GENOVA
- E411/15(N-S): ANTWERP-...-LUXEMBOURG-...-LYON-...-BARCELONA
- E44 (E-W): LE HAVRE-...-LUXEMBOURG-...-GIESSEN

SCHEDULED ROAD CONNECTIONS

SHORT LEAD TIMES TO MARKETS

TRACK & TRACE SOLUTION



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...AND REINFORCED BY GROWING COMBINED RAIL CONNECTIONS

SCHEDULED RAIL CONNECTIONS

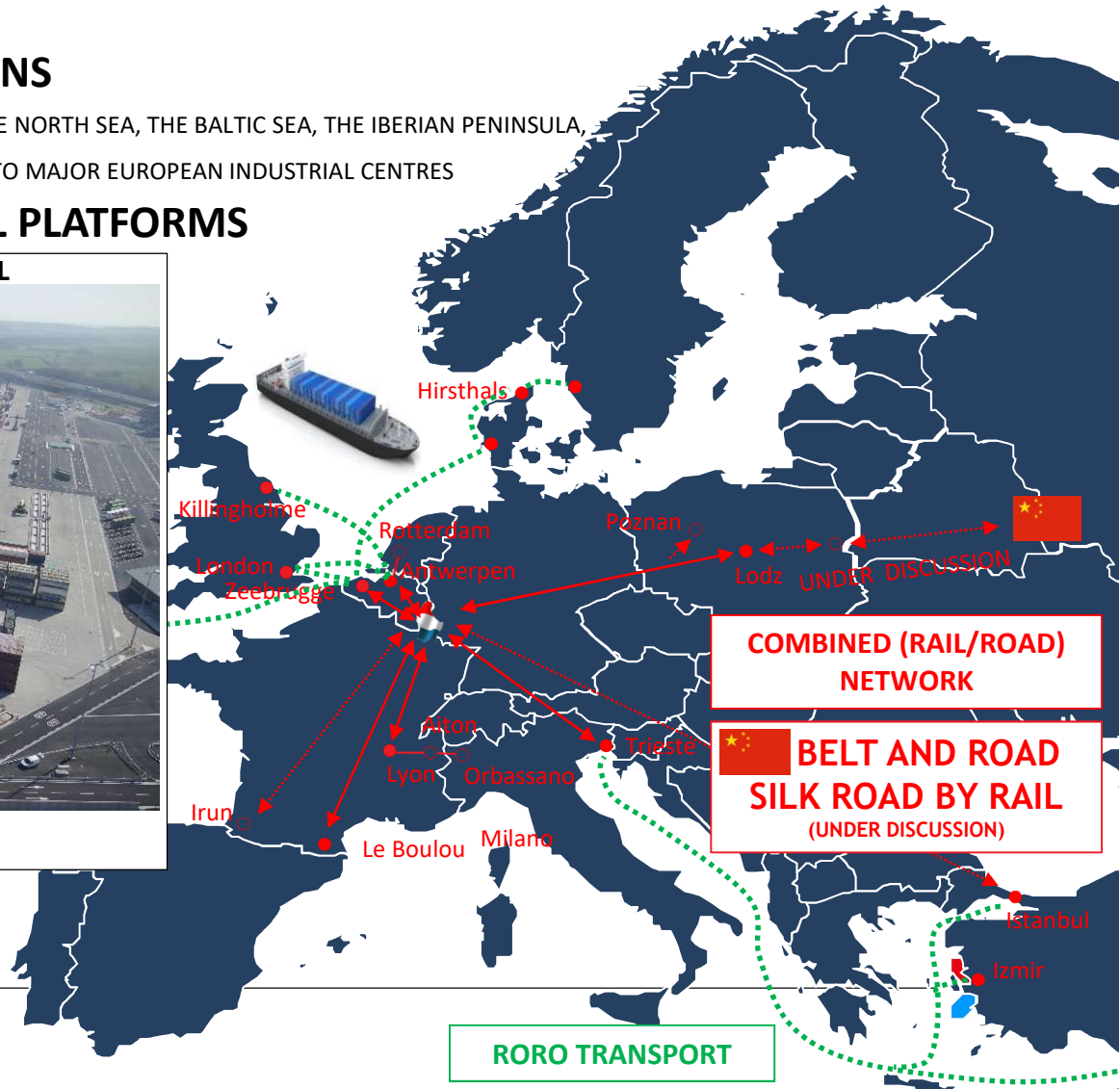
COMBINED RAIL CONNECTIONS TO THE PORTS OF THE NORTH SEA, THE BALTIC SEA, THE IBERIAN PENINSULA, THE MEDITERRANEAN SEA AND TURKEY AS WELL AS TO MAJOR EUROPEAN INDUSTRIAL CENTRES

SUPPORTED BY MULTIMODAL PLATFORMS

NEW INTERMODAL (RAIL/ROAD) TERMINAL



CAPACITY:
- 300.000 CONTAINERS/YEAR
- 300.000 SEMI-TRAILERS/YEAR



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EASY AND FAST IMPORT/TRANSIT/EXPORT PROCEDURES

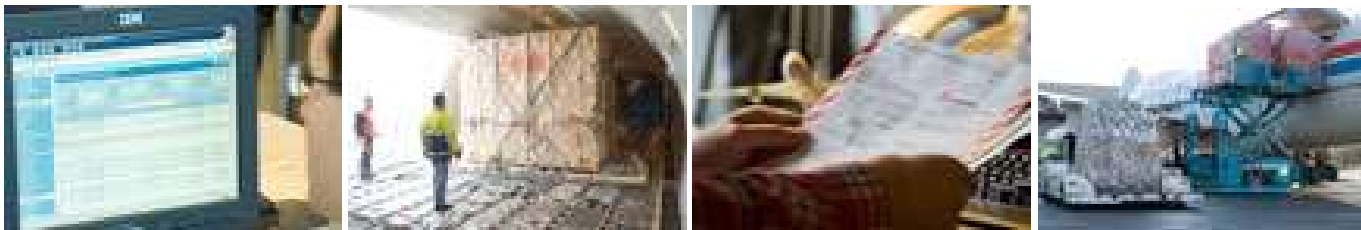
■ A COOPERATIVE and EFFICIENT CUSTOMS ADMINISTRATION

- IMPLEMENTED A DEDICATED SOLUTION FOR CHINA CROSS-BORDER E-COMMERCE

■ A PAPERLESS CUSTOM ENVIRONMENT

- SINGLE WINDOW FOR LOGISTICS (ON-GOING)
- E-CMR (IMPLEMENTED)

■ AUTHORIZED ECONOMIC OPERATOR / FISCAL REPRESENTATION



Pictures: Cargolux



LOGISTICS HUB LUXEMBOURG

WAREHOUSE FACILITIES TAILORED TO YOUR NEEDS

IF SELF-MANAGED

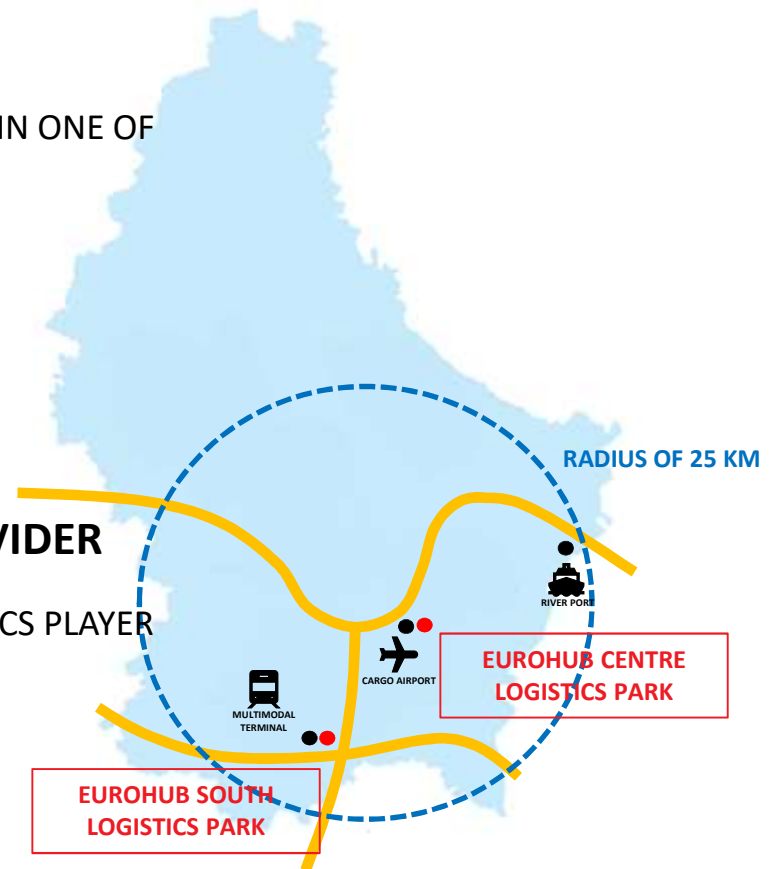
↳ POSSIBILITY TO BUILD YOUR OWN WAREHOUSE FACILITY IN ONE OF LUXEMBOURG'S LOGISTICS PARKS

or

↳ RENT A WAREHOUSE FACILITY

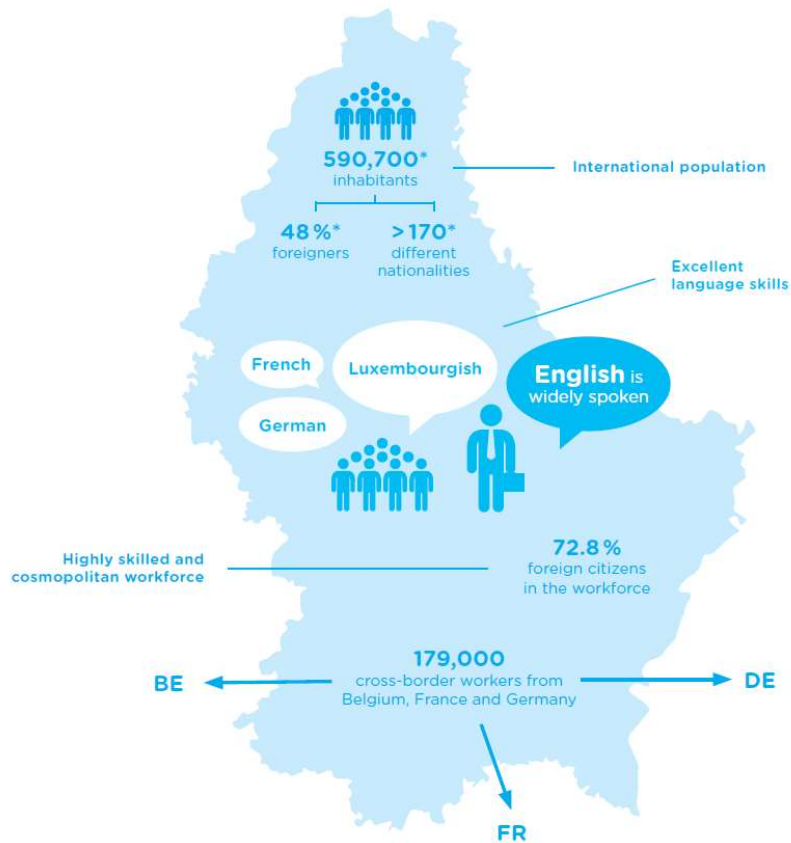
IF OUTSOURCED TO A LOGISTIC SERVICE PROVIDER

↳ CAPITALIZE ON THE EXPERIENCE OF A CONTRACT LOGISTICS PLAYER



LOGISTICS HUB LUXEMBOURG

SKILLED AND MULTILINGUAL WORKFORCE



DEDICATED LOGISTICS TRAINING PROGRAMS AT ALL LEVEL

FROM HIGH SCHOOL AND VOCATIONAL TRAINING TO MASTER DEGREE AND EXECUTIVE EDUCATION

2017 - LAUNCHING YEAR OF MASTER DEGREE



COMPANIES MANAGING SUPPLY CHAIN ACTIVITIES (TO NAME BUT A FEW)

4PL ACTIVITIES:
(TO NAME BUT A FEW)



SUPPLY CHAIN FUNCTIONS:
(TO NAME BUT A FEW)



PROCUREMENT ACTIVITIES:
(TO NAME BUT A FEW)



AS WELL AS CHINESE LANGUAGE EDUCATION

ST GEORGE'S INTERNATIONAL SCHOOL OFFERS CHINESE LANGUAGE KINDERGARTEN

CENTRE DE LANGUE ET CULTURE CHINOISE OFFERS CHINESE LANGUAGE COURSES

OPENING IN 2018 OF THE CONFUCIUS INSTITUTE AT THE UNIVERSITY OF LUXEMBOURG



A FRIENDLY BUSINESS ENVIRONMENT

A STABLE SOCIO-POLITICAL ENVIRONMENT

- SOUND MACROECONOMIC FUNDAMENTALS (AAA RATED)
- ACCESSIBLE AND BUSINESS MINDED GOVERNMENT

A FAVOURABLE LEGAL AND REGULATORY FRAMEWORK

- HIGH RESPONSIVENESS TO RELEVANT EU LEGISLATION
- PRO-BUSINESS LEGAL AND REGULATORY FRAMEWORK

A PROACTIVE ACTIVE GOVERNMENT INITIATIVES TO STRENGTHEN THE SECTOR

- CONTINUOUS STRATEGIC MONITORING
- ADAPTATION OF THE REGULATORY AND ADMINISTRATIVE FRAMEWORK
- DEVELOPMENT OF RELATED INFRASTRUCTURES



SMART AND INNOVATIVE LOGISTICS: LOOKING TOWARDS THE FUTURE

NEW TECHNOLOGIES:

- ROBOTICS, AUTOMATION & AI
- INTERNET OF THINGS
- 3D PRINTING
- BLOCKCHAIN

WILL RESHAPE PROCESSES
ALONG THE ENTIRE LOGISTICS VALUE CHAIN



TO KEEP PACE WITH TECHNOLOGICAL CHANGES,
LOGISTICS SERVICE PROVIDERS WILL NEED TO INVEST IN
"INNOVATION OR STARTUPS".

LUXEMBOURG SUPPORTS THE DEVELOPMENT OF INNOVATIVE SOLUTIONS

- RESEARCH, DEVELOPMENT AND INNOVATION FINANCIAL SUPPORTING SCHEMES
- COLLABORATION OPPORTUNITIES WITH RESEARCH INSTITUTES
- JOINT PHD INDUSTRIAL RESEARCH PROJECTS WITH THE LUXEMBOURG CENTER FOR LOGISTICS AND SUPPLY CHAIN
- A START-UP ECOSYSTEM IN ORDER TO EASE THE DEVELOPMENT FROM EARLY TO LATE STAGE

EXAMPLES OF STARTUPS:

NEKTRIA

Daanuu

CLEAR LOGISTICS
Fleet in logistics software

pingpong



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QUALITY SERVICES OFFERED BY KEY LOGISTICS SERVICE PROVIDERS

KEY LOGISTICS SERVICE PROVIDERS

(TO NAME BUT A FEW)



SERVICES OFFERED

- B2B, B2B2C, B2C
- CUSTOM SERVICES
- E-FULFILLMENT
- WAREHOUSING
- PICK and PACK
- HAITAO CONSOLIDATION
- AIR FREIGHT EXPRESS
- RETURNS
- VALUE ADDED SERVICES
- FIRST MILE
- LAST MILE
- RETURNS
- DELIVERY OPTIMISATION
- ...



LU  **EMBOURG**

LET'S MAKE IT HAPPEN

