

constantly evolving,
growing and developing

Company values

We wrote our corporate values on the entrance wall of our headquarters in Lissone to remember them every day. Because we believe it is important to know why we are here and not somewhere else. Ideals are the pillars of our life.

They constitute the priorities through which we take decisions and carry out actions in everyday life.

The strength of **Setoa** lies in the fact that the values of the people who work there and the corporate values coincide, creating the foundation of a long-lasting organization oriented to build trust relationships with customers and a positive work environment.

Every experience contributes to build and reinforce the pillars on which the company now stands, allowing it to grow and show the best version of ourselves in an era characterized by aggressive competition, rapid market changes, and political and social upheavals.

Setoa has always grown staying true to its convictions.

commitment service impegno disponibilità
sostenibilità respect equipe credibility
team-work availability etica punctuality
communication sostenibilità
transparence communication
organizzazione



history

Who we are

Setoa is an Italian company which, since 1997, has been operating in the field of international sea, air and land freight forwarding.

Over time, we have witnessed the growth of the logistics sector following the opening of markets, the reduction of times, costs and methods of transport and the development of emerging markets to which we have mainly focused our attention.

Never before dealing with International Logistics has there been any challenge for the whole team in the headquarters in Milan (Italy), in the office in Genoa (Italy), in Valencia (Spain), in the eight country offices in West and Central Africa (Senegal, Cameroon, Burkina Faso, Mali, Ghana, Ivory Coast, Gabon and the Democratic Republic of Congo) and at the offices in Miami (Florida-USA) and Shenzhen (China).

Through the affiliation to important logistic networks and the contribution of IATA certified agents, we can offer accurate customer support to and from all major international markets.

The original core business of **Setoa** concentrated on the management of naval transport from Italy, Spain and Northern Europe to West Africa and which over the years has further evolved making the management of maritime and air traffic more widespread and capable to involve new markets such as China, India, Middle and Far East.

Continuous research in offering maximum reliability and assistance characterizes our daily work whose goal is to improve the logistics chain of companies with specific needs and bring solutions and trust to their business.

Each transport is unique to us and for this reason we dedicate to it, at every stage of its journey, the attention and care it deserves, operating "as if" our future depended on it ... because basically that's how it is.

Setoa, Let's grow together

1997



SETOCEAN ITALIA SRL

The first step in the creation of **SETOA**.
SETOCEAN Srl
European Maritime Transport Company - Ocean

2006

Setoa Cameroon starts logistics and clearing activities launching the group development and transformation process in West Africa

1998



SETOA ITALIA
international freight forwarders

SETOA ITALIA SRL is born by integrating air, multimodal and cross trade services:
European Maritime and Air Transport Company - Ocean & Air

2003

The Group has 8 offices:
Lissone - Italy
Valencia - Spain
Dakar - Senegal
Abidjan - Ivory Coast
Douala - Cameroon
Accra - Ghana
Bamako - Mali
Ouagadougou - Burkina Faso

2009

Setoa Italia SpA is born.
The group expands its presence in Italy with the creation of **di Setoa Genova Srl**

2014

Creation of new offices in
Miami - United States
Libreville - Gabon
Shenzhen - China
Kinshasa - DR Congo
The group reaches
13 offices and 100 employees

2015



Setoa updates its IT systems integrating a new management system for all **Setoa** offices over the world.
Updates its brand with a **fresher look** changing the logo

2017



20 years of Logistics, Quality and Services.
Setoa celebrates its **twentieth anniversary** by presenting the project of the new headquarters

2018

Setoa Italia SpA completes the transformation process with the inauguration of the **new building** of via del Concilio 5 in Lissone



services

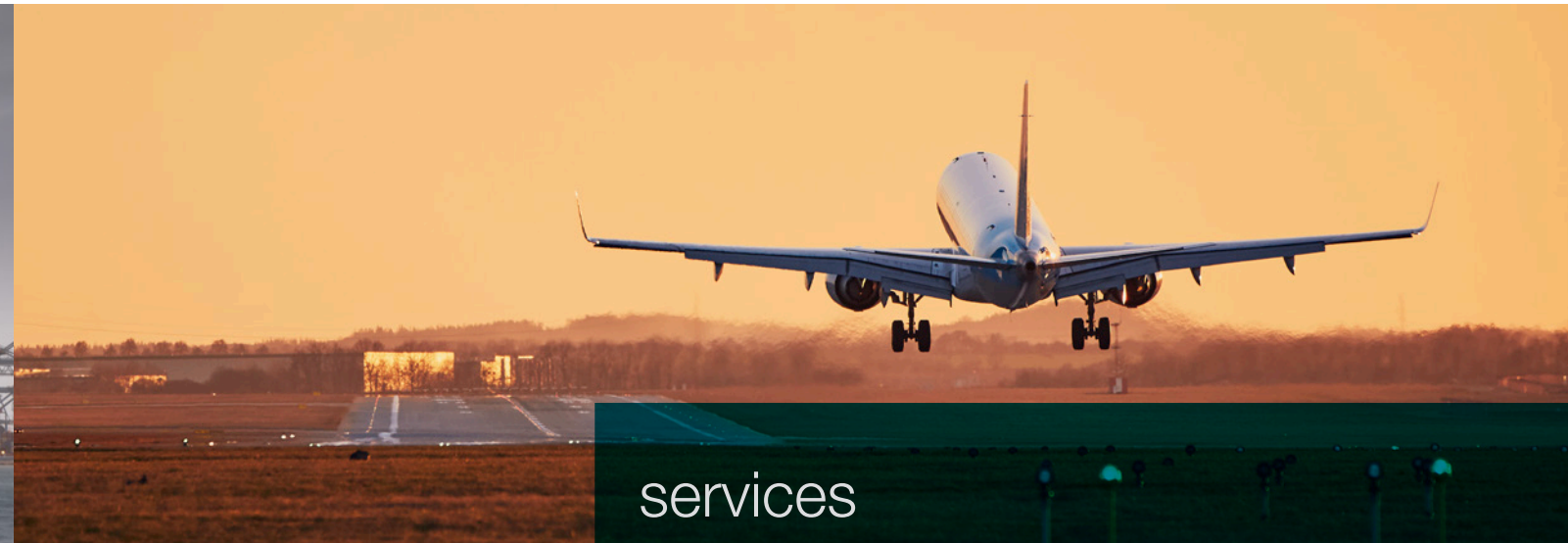
Seafreight

Setoa offers accurate and flexible Seafreight services, customized to fit your needs using all the main international trade routes.

- > Import/Export
- > Full container load (FCL) and consolidated (LCL)
- > Cold chain
- > Special equipment (flat rack, open top, refrigerated containers, flexitank)
- > International trade compliance
- > Preparation of customs documentation
- > Constant monitoring of shipping plan and transit times

Some data

- > Over 1.000.000 tons shipped internationally
- > Over 200 preferential routes
- > Movement of goods at origin and destination



services

Airfreight

Setoa, Iata Cargo Agent, offers accurate and flexible Airfreight services, customized according to your needs through the main International air carriers.

- > Express airfreight cargo with direct flights to destination
- > Standard airfreight cargo
- > Consolidation services
- > International trade compliance
- > Preparation of customs documentation
- > Constant monitoring of the shipping plan and transit times

Some data

- > Over 200 destinations
- > Daily deliveries to the main European airports
- > Movement of goods at origin and destination



Cross trade

Setoa offers Cross Trade transport services thanks to a worldwide agents network able to provide a “transversal” transport service.

Setoa will be your only interlocutor and will manage import/export flows in an accurate and flexible manner according to your needs.

- > Cross Trade Airfreight
- > Cross Trade Seafreight
- > Full Container Load (FCL) and consolidated (LCL)
- > Full or partial Airfreight load
- > International trade compliance
- > Preparation of customs documentation
- > Constant monitoring of the shipping plan and transit times

Warehousing

Setoa, in addition to the Seafreight and Airfreight services, provides its customers with storage and groupage services. We provide you with facilities located in strategic freight transit areas.

We are able to satisfy the widest space requirements offering customized logistic solutions. Available are 3 refrigerated cells with temperatures +2/+8 and +15/+25 C.

Some data

- > Storage of goods in full compliance with safety regulations
- > Consolidation of containers and aircraft pallets
- > Stock and distribution management
- > Bonded warehouse





services

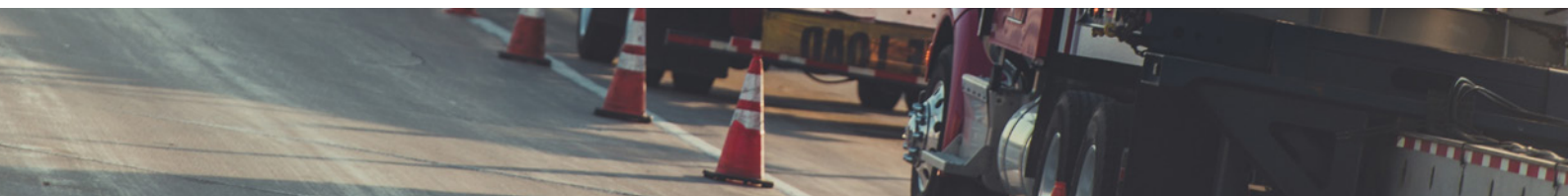
Project Cargo

Setoa offers customized and innovative solutions for your industrial projects including heavy and out-of-gauge cargo.

- > Preliminary study from the place of origin to the place of destination
- > Risk management
- > Full load rental – Part Cargo – Brokerage – Time Charters
- > International trade compliance
- > Preparation of customs documentation
- > Constant monitoring of the shipping plan and transit times

Industrial sectors

- > Energy: power plants
- > Heavy industry: steel mills, production lines
- > Nautical: yacht
- > Transport: wagons, locomotives
- > Agri-food: mills, agricultural machines, raw materials



services

Africa

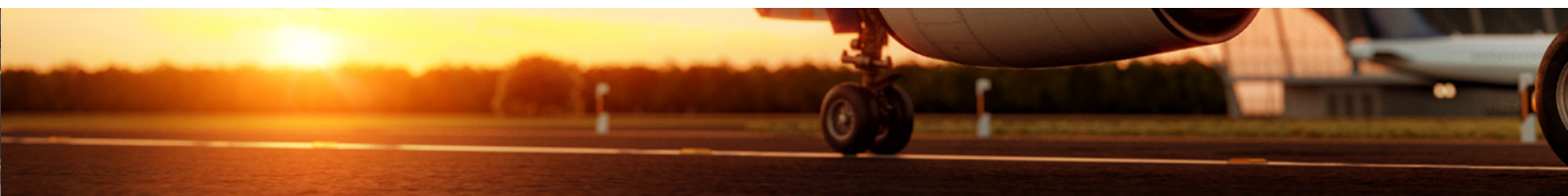
The African continent is in full economic acceleration with a constant increase in GDP and global economic conditions thanks to the recovery of the prices of raw materials (especially oil and metals) and to an improvement of the agricultural production. An economy that diversifies with the development resulting from greater access to education, connectivity, transport and medicine.

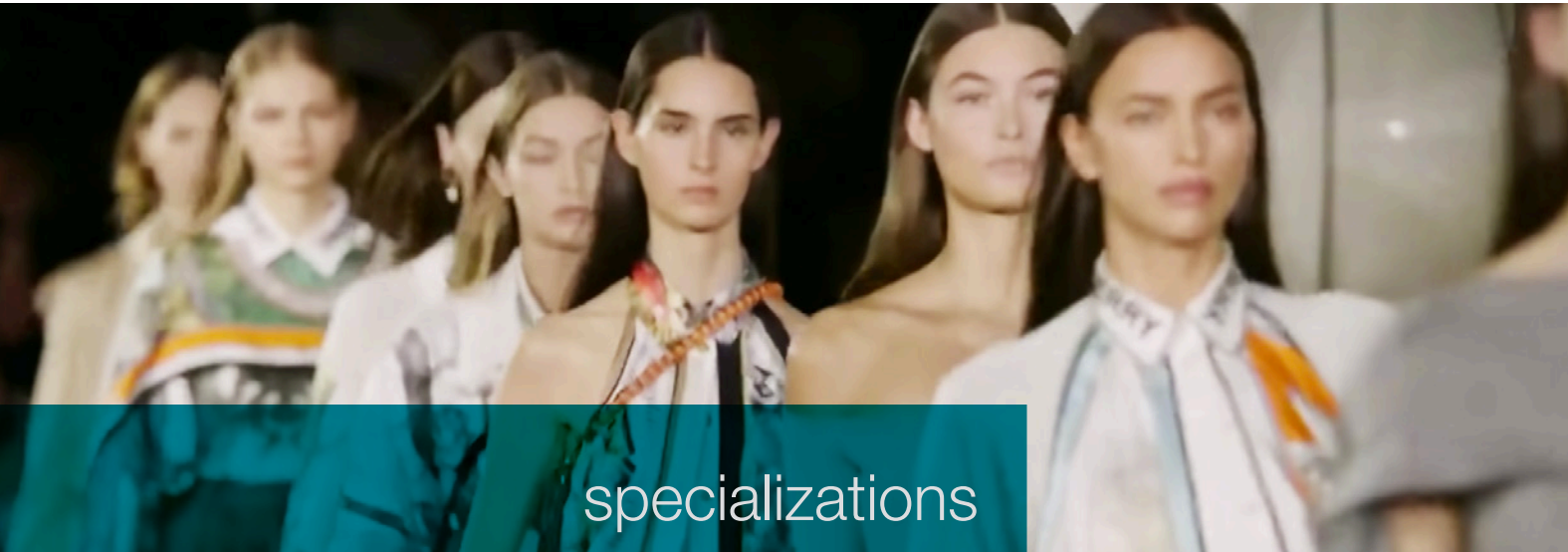
Another significant economic aspect is the huge investment in infrastructure made possible by partnerships with Asian countries.

Setoa is present in the West African market with 8 own offices, and thanks to the global management capacity of logistics services and constant adaptation to the needs of its customers, it is a leading market reference.

Office Network in Africa

- > Setoa Senegal
- > Setoa Ivory Coast
- > Setoa Mali
- > Setoa Ghana
- > Setoa Cameroon
- > Setoa Burkina Faso
- > Setoa Gabon
- > Setoa Democratic Republic of the Congo





specializations

Fashion

Fashion is one of the most representative sectors of Made in Italy and one of the most difficult in terms of managing all logistics and transport stages.

Setoa offers the companies of this sector the safety of clothes and fabrics moved, from loading to unloading, avoiding damage to clothing during the journey.

The company provides transport for clothing, fashion garments, textile products, samples, and luxury accessories local and internationally.

We can offer Hanged garments only and exclusively on vehicles equipped with a hydraulic tailgate with modern satellite anti-theft systems connected with the police.

Finally, we offer storage in the warehouse and careful packaging of goods for shipment by sea or air.

Who ask for Setoa's Services

- > Manufacturing companies
- > Fashion designers
- > Importers



specializations

Pharmaceuticals and Cosmetics

The management of pharmaceutical, cosmetic and perfumery products needs to follow very precise standard protocols established by National and European standards codified by special quality certifications.

Setoa collaborates with companies in this sector for the international distribution of their products and provides them with a temperature-controlled service based on the specific storage requirements of the goods in order to assure the specific requirements of health and beauty products.

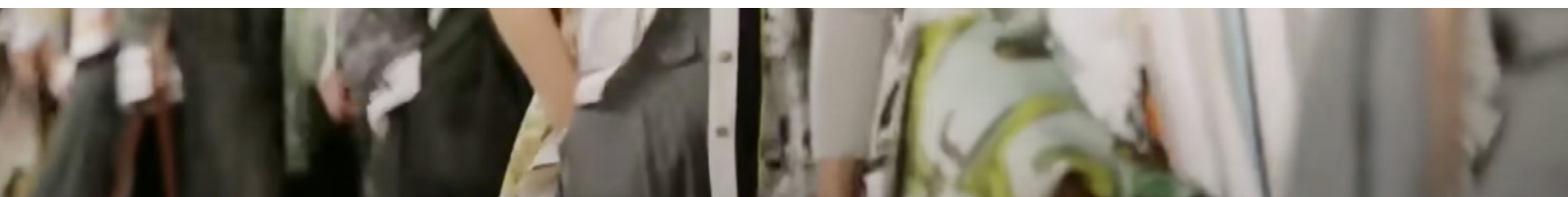
The thermal conditions are monitored in order to avoid any possibility of thermal shock of drugs and cosmetics during storage, breakbulk point, and transport.

Setoa in order to ensure constant maintenance of cold chain during the route uses insulated vehicles and containers suitably set to maintain the temperature in the required range (-50°/+2°C, +2°/+8°C e +8/+25°C) to protect the goods from thermal oscillations and from the negative impact of the external environment.

Being some perfumery products (eau de toilette, perfumes) based on flammable gases, these are safely managed by **Setoa** according to the classification of dangerous substances.

Who ask for Setoa's services

- > Drugs and medical equipment distributors and wholesalers
- > Hospitals, Clinics / Nursing homes
- > Pharmaceutical companies
- > Cosmetic companies
- > Pharmacies, Surgery hospitals and Veterinarians
- > Analytical test and research laboratories





Automotive

In recent years, the market for automobiles, construction and agricultural machinery and accessories is in full development both in terms of production and import-export.

Our logistics solutions provide the automotive industry with an ideal partner for the distribution of raw materials, semi-finished and finished products.

Setoa provides the companies of this sector with air and sea shipping service for cars, tractors, motorcycles and components for production in accordance with the needs and timing of assembly lines in order to offer maximum punctuality in delivering the goods, avoiding interruptions of the production line and making your business more and more competitive.

Setoa offers storage in the warehouse and specific out-of-gauge (OOG) packaging solutions for vehicles or machinery in such a way that they are correctly protected, secured inside the containers and ready for shipment by sea or air.

Who asks for Setoa's services

- > Car manufacturers
- > Car dealerships
- > Manufacturers of industrial machinery
- > Manufacturers of industrial components
- > Importers and distributors of cars and motorcycles

Perishable goods

Food, pharmaceutical or similar products are classified as perishable goods because, being free of preservatives, they tend, in a short time, to deteriorate or alter.

These goods require extreme attention and care in the management in order to keep their organoleptic properties unaltered and to respond adequately to the high quality standards required by the market.

The operation of “cold chain” management is the key point for transporting perishable goods and each one requires specific evaluation in order to be able to offer customized solutions regarding the type and quality of product, internal and external temperature during the transport.

Setoa provides the companies of the sector with custom solutions for storage and management of goods at required temperature and humidity in order to avoid the risk of thermal shocks and interruption of the cold chain, maintaining the integrity of the perishable and refrigerated product during all transport stages up to its destination.

Who asks for Setoa's services

- > Fresh or frozen food producers and distributors
- > E-commerce food retailers
- > Catering
- > Agri-food companies





specializations



specializations

Chemical products and dangerous goods

Setoa provides companies in this sector with the transport of non-hazardous chemicals (liquid, solid and gaseous) and dangerous goods (which may pose a risk to health, safety, property or the environment).

Specifically, dangerous goods are classified according to the internationally recognized ADR regulations (Accord Dangereuses Route). The subdivision occurs according to the source of the danger: flammability, toxicity, self-reactivity, corrosive and radioactive factors etc.

Setoa offers safe storage, handling and transport for all dangerous goods class 1 - 9.

The legislation dictates that every person involved in the handling and transport of dangerous goods has specific obligations based on the type of goods transported, degree of danger and means used.

The regulations related to the transport of dangerous chemical charges include the use of special markings, packaging, vehicle load protection devices, special measures to ensure the safety of the load, as well as requirements related to temperature, humidity and lighting.

Setoa checks the conformity of goods and documentation, manages goods at all stages of distribution based on current legislation and the regulations at destination.

Who asks for Setoa's services

- > Chemical companies
- > Agri-food companies
- > Chemical processing and packaging companies

Wine and spirits

Wine and spirits fall into the category of delicate goods sensitive to the negative effects of different external factors which is why a deep knowledge of alcohol management and transport procedures is required.

Setoa manages wine and spirits packages in dedicated areas protected from atmospheric agents and temperature changes. The thermal conditions are monitored in order to eliminate any possibility of thermal shock both during storage, breakbulk point and during transport.

Setoa provides the know-how related to the authorizations issued by the authorities and required inside or outside the European Union. Everything related to the technical and health transport regulations for the goods subject to the excise tax, putting itself as a reliable trading partner for the import export trade.

Setoa also provides with different services like labeling, packaging, stuffing, fixing, and temperature and humidity control based on the specific needs for preserving the product's food characteristics.

Who asks for Setoa's services

- > Wineries
- > Companies representing the alcohol industry
- > Beverage Stores
- > Distributors and wholesalers of wine and spirits
- > Importers and companies processing alcoholic beverages





office network

Where we are

With a strategic presence in the main ports and hubs of Europe, Middle and Far East, Africa and USA with twelve direct country offices and a network of agents, **Setoa** guarantees its customers an innovative, efficient and reliable international logistics service.

- > Setoa Italia Headquarter
- > Setoa Genova
- > Setoa Spain
- > Set Senegal
- > Setoa Ivory Coast
- > Setoa Mali
- > Setoa Ghana
- > Setoa Cameroon
- > Setoa Burkina Faso
- > Setoa Gabon
- > Setoa Democratic Republic of the Congo
- > Setoa Pointe Noire - Congo
- > Setoa USA
- > Setoa Shenzhen





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