International Logistics for the 21st Century

Dependable. From Start to Finish™
www.dgxglobal.com
The DGX Difference

Dependable Global Express, Inc. (dba “DGX”) has grown to become one of the leading asset based neutral non vessel operating common carriers (“NVOCC”) and airfreight forwarders currently serving all global destinations. We believe that this growth is attributable to our constant commitment to service. A professional staff dedicated to providing the kind of service that our customers demand, and the strength provided by our position in the industry, help make DGX the best choice to service your needs.

Management’s philosophy has always been to provide a premium quality service, at competitive rates. Accordingly, we have responded and will continue to respond to our customers’ needs, and have increased the value of our service through quality enhancement and solution oriented action.

We believe DGX offers one of the worlds finest shipping and logistics programs available. Throughout this brochure we discuss our philosophies and those related qualities which help to differentiate us in the market place. Our goal is simple—to make shipping and logistics easy for our customers, while solving any challenges.

DGX currently services full containerloads from any inland point or door origin in the continental United States to most worldwide destinations, and from most global origins into USA destinations. Additionally, by using our transcontinental trucking network or container freight stations (“CFS”) we service less than containerload shipments from any point in the United States to a variety of destinations. With a multitude of trained and focused professionals located across the globe, our ocean and airfreight services are dedicated to making your job easy. Included within this brochure are highlights of the major services we offer and a synopsis of each shipping and destination location.

The Supply Chain Partner You Can Depend On!
The DGX Employee Philosophy Statement

Our Philosophy is to be the best transportation service, striving to provide EXCELLENT service to customers. This means:

- We must be recognized as a corporation with an especially high sense of responsibility and integrity in dealing with our employees, customers, vendors and public constituents.
- We strive to provide immediate, accurate, and thorough responses to customer and fellow employee requests.
- Knowing that the customers determine whether or not our service meets their needs, we must realize that nothing less than a total Company and individual commitment to EXCELLENT quality service can fulfill our obligation to deliver excellence to the customer.
- The Company will strive, at all times, to ensure that the most efficient and effective service is made available to the customer through a program of continuing employee training and providing each employee with all the technology and knowledge necessary to accomplish our mission of EXCELLENT service.
- We will serve as an information center and educator to our customers and our vendors, thereby increasing mutual awareness and understanding in order to provide the customer with EXCELLENT service.
- Our Managers will continuously empower and instill in our fellow employees a sense of self-respect and professional pride.
- The Company considers each employee part of its extended family and a valuable asset. Accordingly, the Company will provide gainsharing as profits permit and will encourage employees to learn through training provided and Personal Mastery. Each employee will be expected to reflect loyalty to the Company and their co-workers in communications within and outside the Company.
- Our management people and processes must be of the highest caliber and appropriate to the times.
- We must be highly competitive in significant market segments in order to attract exceptionally strong market shares and keep a product position of EXCELLENT quality services.
- The Company must be an outstanding financial performer. We must produce dependable, consistent financial returns which rank high in absolute terms as well as relative to our peer competitors.
- Unity and strength are being gained by the Company through the combined visions being shared by its team members.

This Philosophy statement was voted on and adopted by all DGX employees.
The DGX Service Philosophy

Our Employee Philosophy is to be “the best transportation service, striving to provide excellent service to our customers.” Over the years this has grown to mean being attentive to our customers, flexible in meeting their needs, and understanding and taking care of their business. The improvements and service expansions that have taken place since DGX’s formation have all been focused on meeting customer needs and challenges in the marketplace.

Originally, the “hub” of our service and the foundation of DGX was ocean freight, but we’ve been in the airfreight business for more than 15 years. Because of the experience we’ve gained over the years, we’re in a position to understand your needs and work with you to meet them. The results speak for themselves – shipments which arrive at their destination on-time, intact, every time. Our employees have worked hard to establish procedures and a work ethic which enables us to be part of your shipping and distribution solution – not a part of your problem. Our goal is to keep you a satisfied and loyal customer by making your efforts easier for you. We accomplish this by offering more services than others, and by performing these services at a level which is unparalleled. The following services reflect some of the advantages we offer.
As part of our commitment to service, we have established a separate Logistics Division. Our Logistics Division is structured to meet the variety of needs particular to construction or other projects requiring specialized handling. We have found that each project, whether it is in a start-up or operational phase, has its own particular needs. We have formed our Logistics Division with the flexibility which allows us to adjust our services to the job at hand. Our experienced staff can provide a wide range of services, from simple consolidations to maintaining an exactly timed intercontinental shipping schedule.

Services offered by our Logistics Division include the following:

- Warehousing in Los Angeles, Hayward, Honolulu, Maui, Kailua-Kona and Guam. Requests for warehousing in international locations can be coordinated through DGX but may involve our international partners.
- Coordination and carriage of heavy or oversized equipment between shipping and destination points.
- Project reports as required, of:
  a. Freight on hand (the “On Dock” report).
  b. Freight in transit to the job site (the “Sail” report).
  c. Other reports as you may require.
- Consolidation based on a specified, predetermined timeline.
- Consolidation by project area or phase.
- Assistance in setting up any container movement systems.
- Emergency expediting.
- Coordinating of air freight shipments.
- Complete listing of freight within the container prior to arrival of the container at destination.
- Partial load movements.
- Intermodal container movements of both full and partial loads.
- Timely follow up to tracing requests, billing requests, and other customer requests.
- Online tracking.
Ocean Freight Service - EXPORT

Current features of our global export services include:

- Service throughout the 48 contiguous United States and Canada for LCL (less-than-containerload) as well as containerload traffic.
- Weekly sailings, if applicable, to most worldwide destinations.
- An exclusive arrangement of transcontinental and intermodal carriers and trucking operations allowing us to provide a tailored, timely pick-up service anywhere within the United States and Canada.
- Convenient regional container freight stations (CFS) located throughout the United States.
- Company owned and operated trucking operations in California, Honolulu, Maui, Kailua-Kona, American Samoa, the Philipinnes and Guam.
- Tracking, booking, rate requests and account information through our “online” web based system (password is required for certain information).
- A Customer Service Department which provides service unparalleled anywhere within the industry.
- Electronic Data Interchange (“EDI”) capability.
- International computer system which links all offices in real time and provides visibility to the same information for all offices.
- Instant electronic transfer of documentation to customers at both the origin and the destination.
- Arrival notices sent earlier than any other competitor (e.g. 7 days vs. 12 days).
- The ability to print various forms of documentation off of the internet.
- Consolidation services, either by sailing, weekly, every other week, or in accordance with your instructions.
- Project Management through our Logistics Division.
- Specialized handling arrangements for oversized cargo.
- An outstanding network of offices and partners serving all destination points.
- Membership in the World Cargo Alliance, which allows us to service your ocean or airfreight needs from/to virtually anywhere in the world.
- In Guam, Australia, New Zealand, Japan, Singapore, Hong Kong, China and throughout the South Pacific Islands, you’ll be working with DGX staff in DGX offices. DGX will be increasing its worldwide locations as our customers needs determine.
- Timely rates to most worldwide destinations.
- Multiple contracts with a variety of ocean carriers with worldwide coverage.
Ocean Freight Service - IMPORT

Current features of our global import services include:

- Capability to handle your imports into most worldwide locations from virtually all global origin points.
- C-TPAT (Customs Trade Partnership Against Terrorism) member, working with our International Partners and Agents to ensure national security along with meeting our high quality service standards.
- Services in the USA include all 50 states coverage and Guam for delivery points.
- Licensed USA Customs Brokers employed to aid our customers with any questions they might have.
- Knowledgeable Associates throughout the world whose goal it is to keep you informed as to the status of your cargo and ensure premium quality service.
- Relationships with our multitude of ocean carriers, ensuring that the value you receive by shipping with DGX is one of the best in the industry!
- Outstanding communications with our customers. Anyone can move freight—we do it in a manner that helps you run your business and focus on your core competencies!
- U.S. Customs Bonded CFS. (We currently have arrangements in place throughout USA to provide this service anywhere in the country.)
- Custom clearance through our customs brokerage service.

Refrigerated Ocean Service

Although DGX has been providing refrigerated ocean service domestically for years, we now offer containerload refrigerated service to most global locations. Since we already have the expertise, our goal is simple – we want the containerloads to arrive – on-time, intact, every time.

Our customers believe that working with one vendor for both dry and refrigerated freight makes the shipping process simpler. So, if you’re taking your refrigerated containerloads to another freight company, try us. You’ll appreciate the “DGX difference” - and so will your customers!
Container Freight Stations ("CFS")

We have provided a listing of our regional CFS as an insert at the back of this brochure. By using CFS, you get the benefit of a more economical rate as compared to our transcontinental direct service. Our system is proven and works well. Usually, CFS are less expensive than the transcontinental service discussed below. However, transit times are slower and you may increase your overall transit period by 4-10 days.

Transcontinental Service

DGX has been in the forefront of establishing distribution lines which are easy to use, premium quality and rate competitive from all mainland points. Customers requesting this premium level service understand the value associated with the incremental costs. That being said, with one phone call to DGX, you can start your shipment moving towards its ultimate destination. Our network of regional agents, coupled with our high volume, enables you to receive a combination of the best over-land discounts and quality transportation services available in the industry.

Intermodal Service

Over the years, we have established quality partnerships with a wide range of source location and rail carriers. Because of these relationships and our volumes, DGX has been able to provide a high level of quality service at a comparably low rate level. From anywhere within the continental United States or Canada, we can arrange service to or from anywhere in the world. Our goal is simple: Worry free, cost effective service based on a single telephone call to DGX.

Warehousing

- Available in Los Angeles and Hayward through our sister company, Dependable Distribution Centers ("DDC"). Call (323) 526-2200 for further information.
- Available through our delivery agents (including our DGX operations) and partners at each destination point.

California Transportation Services

- Dependable Highway Express ("DHE") provides intrastate California less-than-truck load and truckload services. For further information, call (323) 526-2222.

ISO 9001: 2008 Certification

- Our California, Seattle, Hawaii, South Pacific, Guam, Australia and New Zealand facilities are currently ISO 9001: 2008 Certified. The scope of this certification is “Freight transportation via ocean or air worldwide.”
Airfreight

Using our existing core competencies, our sense of urgency and separating ourselves from others through the use of our own trucking and warehouse operations, management believes DGX offers the highest level of global air freight services. Our worldwide headquarters in Rancho Dominguez, California has been fully operational since 1997, with offices throughout North America, Hawaii, Guam, Australia, New Zealand, Japan, Singapore, Hong Kong, China and the Pacific Islands. As an IATA Member since 2000, our Air Export and Import services can provide a seamless operation in which customers receive greater value through a combination of high quality services, convenient routing and competitive pricing.

We can also fulfill your requirements with respect to for oversize, heavy weight, or hazardous materials shipments (some restrictions apply). Shipments from 10 kilos to 10,000 kilos or more can easily move door to door or door to airport. We ensure that the integrity of your shipment is maintained throughout the move, taking all necessary steps to deliver your shipment complete and timely.

Security of all air cargo is our top priority. We are fully compliant with all U.S. Government Homeland Security Administration requirements, the Transportation Security Administration (TSA) cargo security programs and FAA rules and regulations.

You can ship to and from anywhere in North America to and from the Hawaiian Islands, and more – from any origin to any destination in the 50 United States, as well as globally!

For more information contact DGX at our toll free number: 1-800-700-3858.

Give us a try – you’ll be glad you did!

Additional Import Services
- Breakbulk/devan agent for shippers, consignees.
- Container drayage.
- Documentation coordination.
- Customs clearance.
- Transloading services.
- Door Delivery services.
- Cargo insurance.

Additional Export Services
- Transloading/loading containers for foreign ports.
- Container drayage.
- Documentation coordination.
The Dependable Mission Statement

The Company's Mission is to continue to earn a reputation of integrity, service and diversity that is unmatched in our industry, i.e. “The Dependable Difference”.

In order to achieve these lofty objectives, we must hire and retain only the most qualified and dedicated individuals who share the Company's common vision.

Our status as a diversified, premier transportation provider is dependent upon our ability to provide only the highest level of customer service, maintain a necessary profit margin and to recognize opportunities and react to changing market conditions well ahead of our competition.

This Mission Statement was written by the company chairman Ron Massman.