

## **arvato services awarded AEO certificate**

Harsewinkel, June 28, 2010 – arvato services, international outsourcing provider in a number of areas including supply chain management, has established a reputation for trustworthiness and reliability amongst its customers. German customs have now also confirmed that arvato services places particular value on the security of goods deliveries. On June 26, 2010 the responsible main customs office in Bielefeld awarded the AEO-F “Authorised Economic Operator” certificate to arvato distribution GmbH, a subsidiary of arvato services.

The AEO concept was developed after the 9/11 attacks in order to increase the security of international delivery chains. Its main purpose was to ensure that goods could not be misused for terrorist purposes or in any way manipulated by third parties during storage or transport. In order to guarantee this protection at all times all processes and goods movements are fully documented and the corresponding data archived. The operational facilities are reliably protected against unauthorized and criminal access.

arvato services uses compliance screening to prevent the goods from ending up in the hands of potential criminals or terrorists. These processes incorporate state-of-the-art technology to help compare all goods recipients and business partners against various international sanctions lists (anti-terror lists). As a further security measure, arvato services only works with service partners and carriers who also hold the AEO certificate or who undertake to comply with the AEO security criteria.

“The requirements are very strict,” explains Udo Vester, Senior Customs and Trade Specialist at arvato services. “But the certification offers many benefits for our customers in particular. As an AEO-certified company, arvato services is trusted by the customs authorities so that when checks are made its shipments are processed

more quickly than those of other companies. This also maintains the speed and efficiency of the arvato services logistics processes.” Process optimization and internal control mechanisms also make it possible to reduce unexplained losses of goods, delays and security incidents.

Dr. Thorsten Winkelmann was delighted to receive the award, saying “The AEO-F certificate proves that we have achieved a particularly high standard of quality. The certification provides our customers with independent confirmation that we are a reliable partner for all of their goods movements and storage concepts. That’s another good reason to choose arvato services as a full service provider!”

#### **About arvato services**

arvato services, a subsidiary of arvato AG, is the leading provider of effective solutions covering all aspects of supply chain management, customer communication, customer loyalty and financial services in European and non-European markets. The business unit of the subsidiary arvato distribution GmbH in Germany includes logistics and service locations in Harsewinkel, Herzebrock, Versmold, Dortmund, Dueren, Monheim, Ennigerloh and Wuerselen.

**Press release**

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