



# WELCOME TO OUR WORLD OF LOGISTICS



*We are here to uncomplicate your world of logistics*

*Your forward-thinking problem-solvers*

UNCOMPLICATE YOUR WORLD »

**SCAN GLOBAL**  
**LOGISTICS**

**CHALLENGING STATUS QUO**

# PURPOSE-DRIVEN ENTREPRENEURIAL LOGISTICS

**1.5°C Supply Chain Leaders**

Driving climate action throughout global supply chains



SCIENCE  
BASED  
TARGETS



**13** CLIMATE ACTION



**17** PARTNERSHIPS FOR THE GOALS



**100%**

LOGISTICS & FREIGHT FORWARDING PROBLEM-SOLVERS



EUR 2,022m REVENUE



~500,000 TEUS



~175,000 TONNES



HEADQUARTERS, COPENHAGEN DENMARK



**+190**  
LOCATIONS



**+55**  
COUNTRIES



**+4200**  
EMPOWERED LOGISTICS WARRIORS

**57**

NPS SCORE

**CVC**

FINANCIAL STRONGHOLD

**We exist to make the world a little less complicated**



THE FOUNDATION OF SGL

# OUR PURPOSE

**We exist to make the world  
a little less complicated**

SGL HIGHLIGHT VIDEO 2023



**WHO WE ARE**

# FROM LOCAL ENTREPRENEURIAL ROOTS TO GLOBAL NETWORK FREIGHT FORWARDER



WHO WE ARE

# ONE COMPANY ONE BRAND

EMEA NORDICS NORTH AMERICA LATIN AMERICA ASIA PACIFIC

# one brand

SCAN GLOBAL  
LOGISTICS

## OUR CULTURAL DNA

# TURNING A BOLD BELIEF INTO A PROVEN BUSINESS MODEL

### OUR PURPOSE

**We exist to make the world a little less complicated**

*Living in an increasingly interconnected world opens unseen possibilities of moving anything anywhere. But while opportunities are rapidly multiplying, the challenge of finding the right way grows ever more complicated.*

*Through combining know-how and entrepreneurship, we strive to make the world a little less complicated.*

### OUR MISSION

**We believe that our purpose can best be fulfilled by bringing a human approach to everyone everywhere**

*By applying a 'can-do-attitude' and staying open to possibilities and our fellow beings, we allow ourselves to level up – as individuals, as an organisation, and as part of society at large.*

*It makes bringing anything anywhere – whether by air, ocean, rail, or road – meaningful far beyond the final destination.*

### OUR VIRTUES

-  **Respect**
-  **Entrepreneurship**
-  **Integrity**
-  **Fun**

*Four fundamental virtues guide our actions and approach to others, be it customers, suppliers, or each other.*

*Strongly dedicated to creating the most meaningful workplace within the logistics industry, our virtues lie at the core of who we aspire to be and how we strive to do business while fulfilling our purpose and mission.*

**SCAN GLOBAL  
LOGISTICS**

**OUR CULTURAL DNA**

# FOUR VIRTUES AT THE BASE OF CREATING A MEANINGFUL WORKPLACE



## RESPECT

We don't believe in entitlement, but that **all human beings are equal in worth** no matter who they are or what they do

We don't believe in being flawless, but in **the ability to combine perseverance with innovation** to get things done and learn from our mistakes



## INTEGRITY

We don't only believe in good intentions, but in **honesty and execution** to have the least possible distance between what we say and what we do



## FUN

We don't merely believe in protocols, but in **fostering an informal atmosphere powered by positive energy** for human relationships to prosper



**A PEOPLE'S BUSINESS**

# PEOPLE-CENTRICITY AT THE HEART OF OUR STRATEGY

PURPOSE



MISSION



1-3-5 STRATEGY



VIRTUES





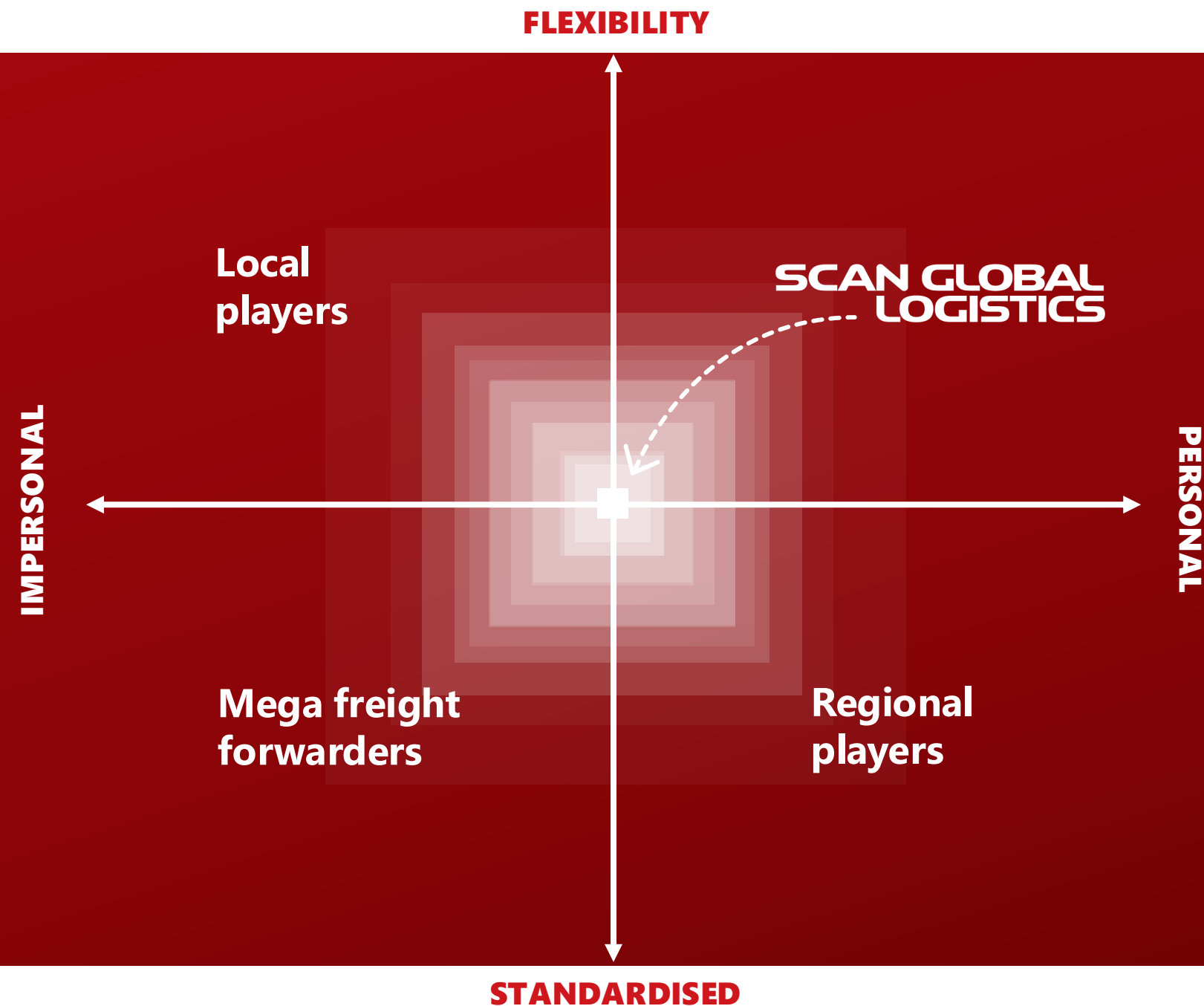
**MAKING THE WORLD A LITTLE LESS COMPLICATED**

# **OUR AGILE APPROACH AND MENTALITY IS PERFECTLY SUITED TO NAVIGATE THE COMPLEX WORLD WE LIVE IN**

**RED SEA REGIONAL REGULATIONS TRADE-WARS PORT STRIKES VOLATILE MARKETS  
FUEL PRICES WAR DROUGHTS ROADBLOCKS CLIMATE CRISIS GLOBAL REGULATIONS  
EMISSIONS FEES WORLD ECONOMICS PANDEMICS FLOODINGS PANAMA CANAL  
CONGESTIONS RE-ROUTINGS CLIMATE TARGETS CYBER ATTACKS MEDIA SHITSTORMS  
GEOPOLITICS SURCHARGES INFRASTRUCTURE CO2 REDUCTIONS ACCIDENTS CONFLICTS  
DIVERSITY SoMe TARGETS CHANGING OCEAN ALLIANCES UNCERTAINTY INFLATION**

THE PERFECT SIZE - BIG ENOUGH TO COMPETE, PERSONAL ENOUGH TO CARE

# LARGE-SCALE SOLUTIONS AND FLEXIBILITY GO HAND IN HAND



- ✓ **Get the best of two worlds**  
We offer the same complete range of solutions available elsewhere, but delivered with personalised service and unprecedented flexibility in an ever-changing market
- ✓ **Growing to grow you**  
We grow our business worldwide to help you better grow yours. Where you go, we go
- ✓ **Goods move fast through fast decision-making**  
Our employees have the authority to act promptly and are empowered to make fast decisions to ensure you a faster service and an effective supply chain
- ✓ **Your challenges define our solutions**  
No two customers or supply chains are alike. Instead, we create solutions and supportive systems that fit your needs and requirements
- ✓ **Up close and personal**  
We're not desk-bound; we're where you need us to be. We offer you a long-term partnership, not a volume-based transaction

**YOUR CHALLENGES DEFINE OUR ACTIONS**

# **BUILDING TAILORED SOLUTIONS AROUND YOUR BUSINESS**



**RESPONSIVENESS**



**EMPOWERED FAST  
DECISION-MAKING**



**COLLABORATION**



**GLOBAL  
FLEXIBILITY**



**CUSTOMERS**



**PROACTIVITY**



**COMMITMENT TO  
DELIVERING**



**24/7 ACCESSIBLE  
LOGISTICS EXPERTS**



**RELIABILITY**

**OUR COMMITMENT TO YOU**

# WE PROVIDE PEACE OF MIND

**WE ARE EXPERTS  
EMPOWERED  
TO GET THINGS DONE**

**A GLOBAL NETWORK,  
LOCAL EXPERTISE**

**WE SPEAK  
TO REALITY,  
NO SUGAR-  
COATING**

**WE DON'T KEEP  
YOU WAITING,  
WE ACT TODAY  
– WITH TOMORROW  
IN MIND**

**WE WILL  
CHALLENGE,  
BUT NEVER  
DESERT YOU**

**YOU GET  
ON-THE-SPOT  
DECISIONS**

**GLOCAL  
APPROACH**

**WE SPEAK  
EVERYTHING  
BUT  
CORPORATE**

**PARTNER  
SHIP**

**YOUR CHALLENGES  
DEFINE OUR ACTIONS**

**ALL PARTIES ARE  
EQUALLY IMPORTANT  
TO A SUCCESSFUL  
SUPPLY CHAIN**

**STRONG,  
PERSONAL AND  
PROFESSIONAL  
BONDS WITH  
OUR SUPPLIERS**

**WHEN OR  
WHERE YOU  
NEED US,  
WE ARE THERE**

**SOLUTIONS  
OVER  
TALKING**

**STRATEGY ALIGNED  
WITH CUSTOMERS  
AND CARRIERS**

**FULL  
CIRCLE  
SUSTAIN  
ABILITY**

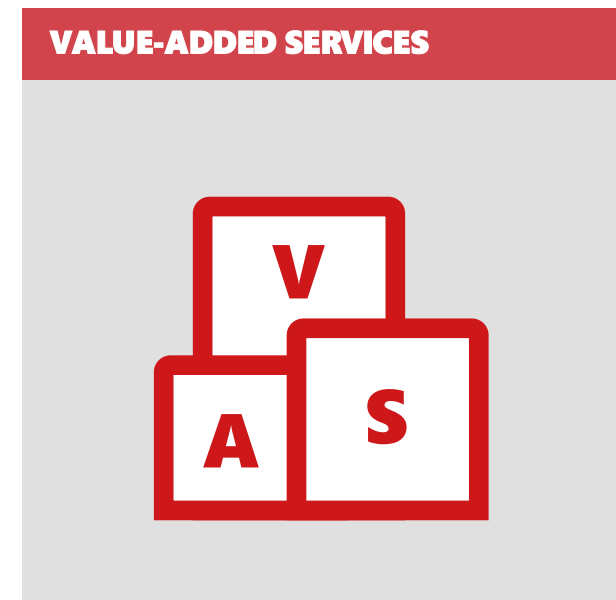
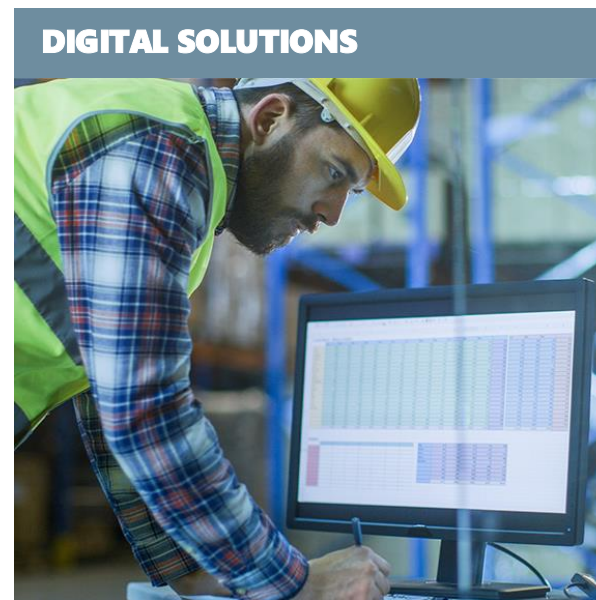
**NO CUSTOMERS  
ARE ALIKE.  
WE BUILD  
SOLUTIONS FIT  
TO YOUR NEEDS**

**CUSTOMER-  
CENTRIC**

**SUPPLIER-  
CENTRIC**

**SCAN GLOBAL  
LOGISTICS**

# OUR PRODUCTS, SERVICES & SOLUTIONS



DEEP INDUSTRY KNOWLEDGE

# OUR INDUSTRIES



**PHARMA & HEALTHCARE**



Abbott  
MÖLNLYCKE HEALTH CARE  
Exeltis

**FASHION & RETAIL**



PRIMARK  
LPP  
INDITEX  
adidas  
MANGO  
ecco

**FOOD & ADDITIVES**



novonosis  
Palsgaard  
KMC  
Ingredients to grow your business  
Danish Crown  
Nordzucker

**ENERGY**



Vestas  
SIEMENS Gamesa  
Fred. Olsen Windcarrier  
GE

**GOVERNMENT & DEFENCE**



NATO  
OTAN  
FORSVARET  
DEPARTMENT OF STATE  
UNITED STATES OF AMERICA

**AID & RELIEF**



unicef  
WFP  
World Food Programme  
World Health Organization

**TECHNOLOGY**



Hewlett Packard Enterprise  
ERICSSON  
brother  
SONY  
xiaomi  
GoPro

**GENERAL MANUFACTURING**




MAN  
MAN Energy Solutions  
Future in the making  
VELUX  
Danfoss  
ALFA LAVALE  
ASM

**AUTOMOTIVE**



BYD  
VW  
PORSCHE  
Polestar

**MARINE & CRUISE LOGISTICS**




TORM  
DUFTRY  
NORWEGIAN CRUISE LINE

**INDUSTRIAL PROJECTS**



HITACHI  
ABB  
AngloAmerican  
fives  
SIEMENS Gamesa  
RENEWABLE ENERGY

**AVIATION & AEROSPACE**



TERMA  
Collins Aerospace

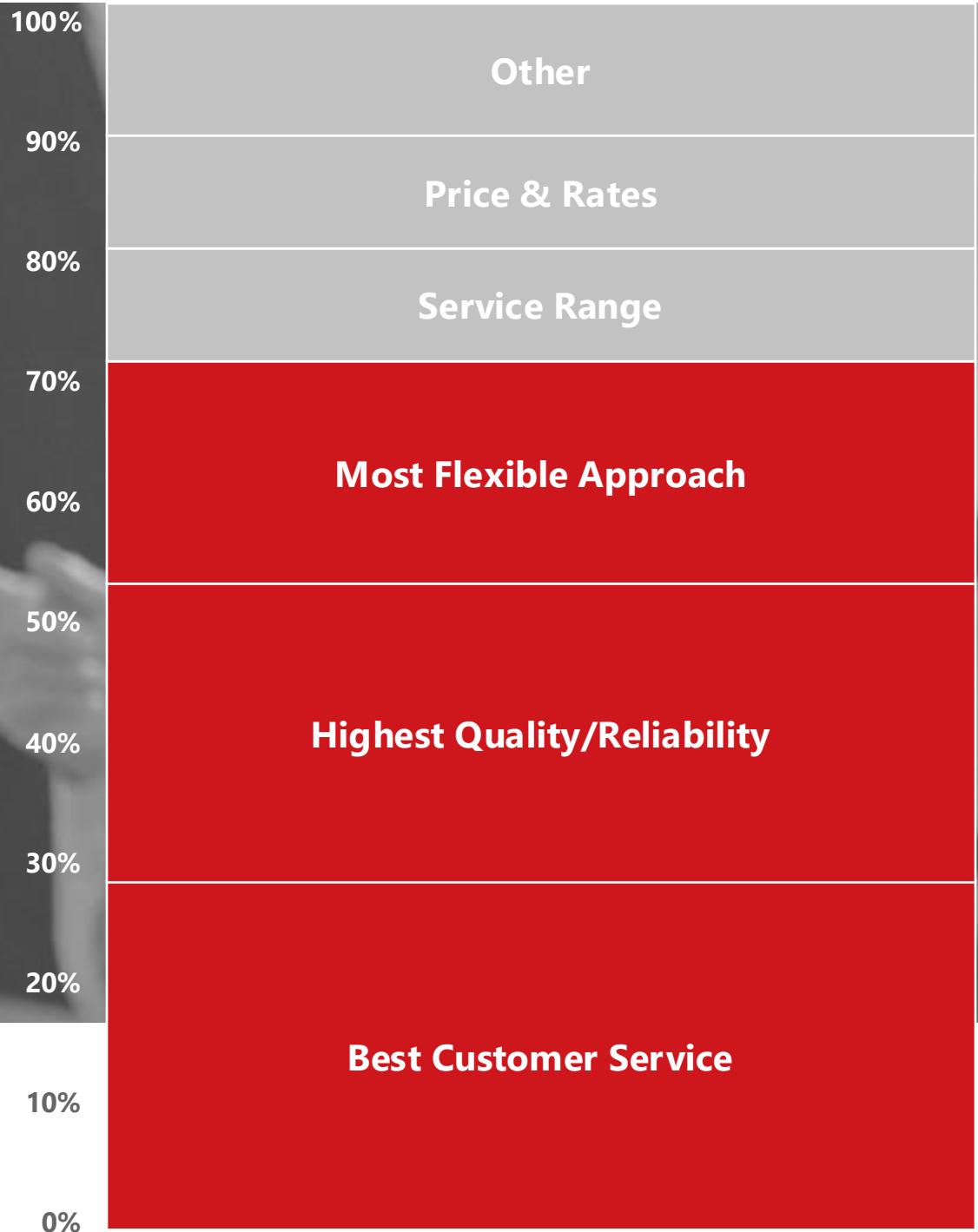
**CHALLENGE ACCEPTED**

# SIZE, DESTINATION, COMPLEXITY DO NOT MATTER



# CUSTOMERS CHOOSE US DUE TO OUR FLEXIBILITY, PEOPLE-CENTRICITY AND RELIABILITY

% of mentions Q: What is the top reason you are likely to recommend SGL? 214

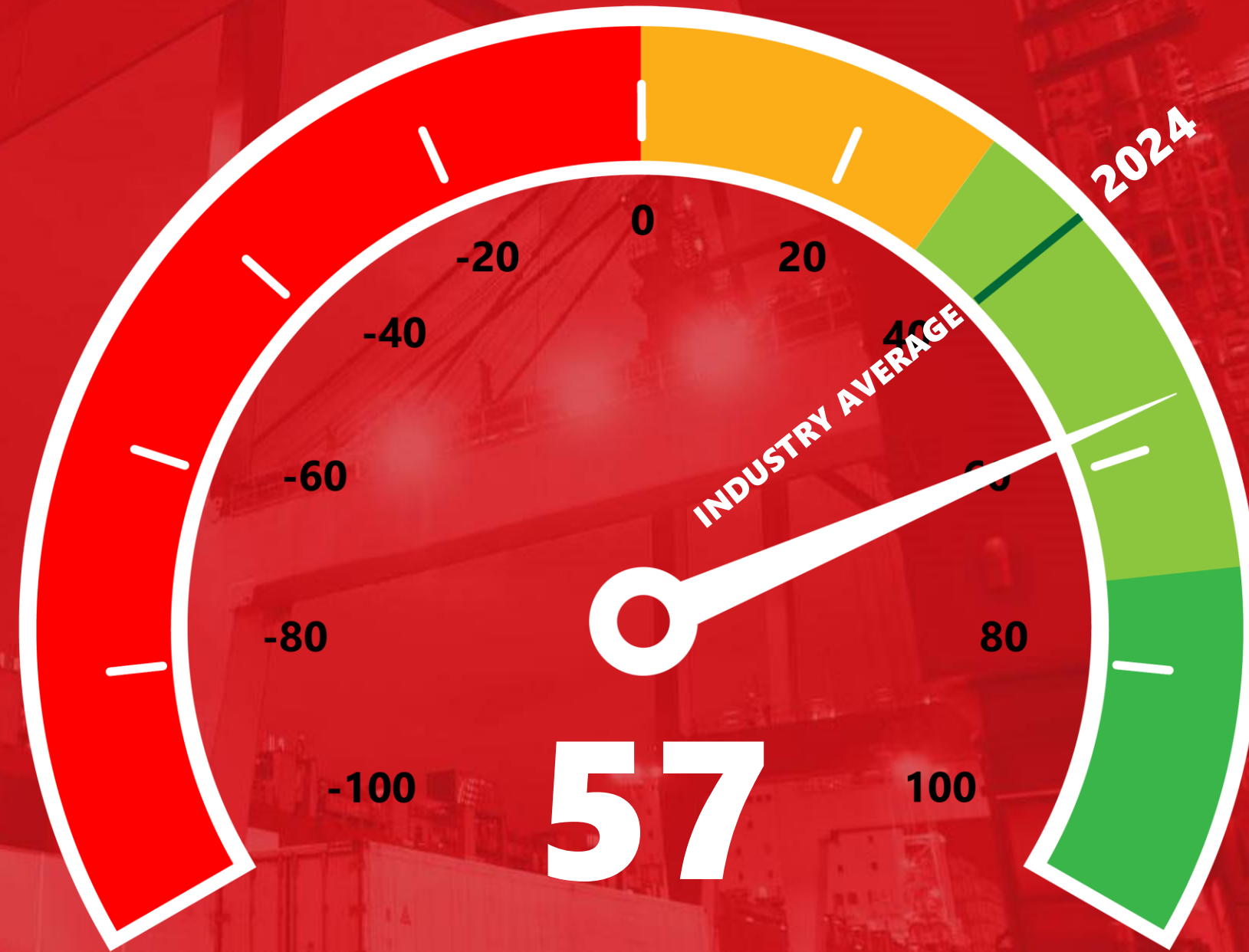


Especially in current times where the container market is being disrupted, we need availability outside of normal office hours and a short response time – all this we get from SGL.

Head of Logistics contracting



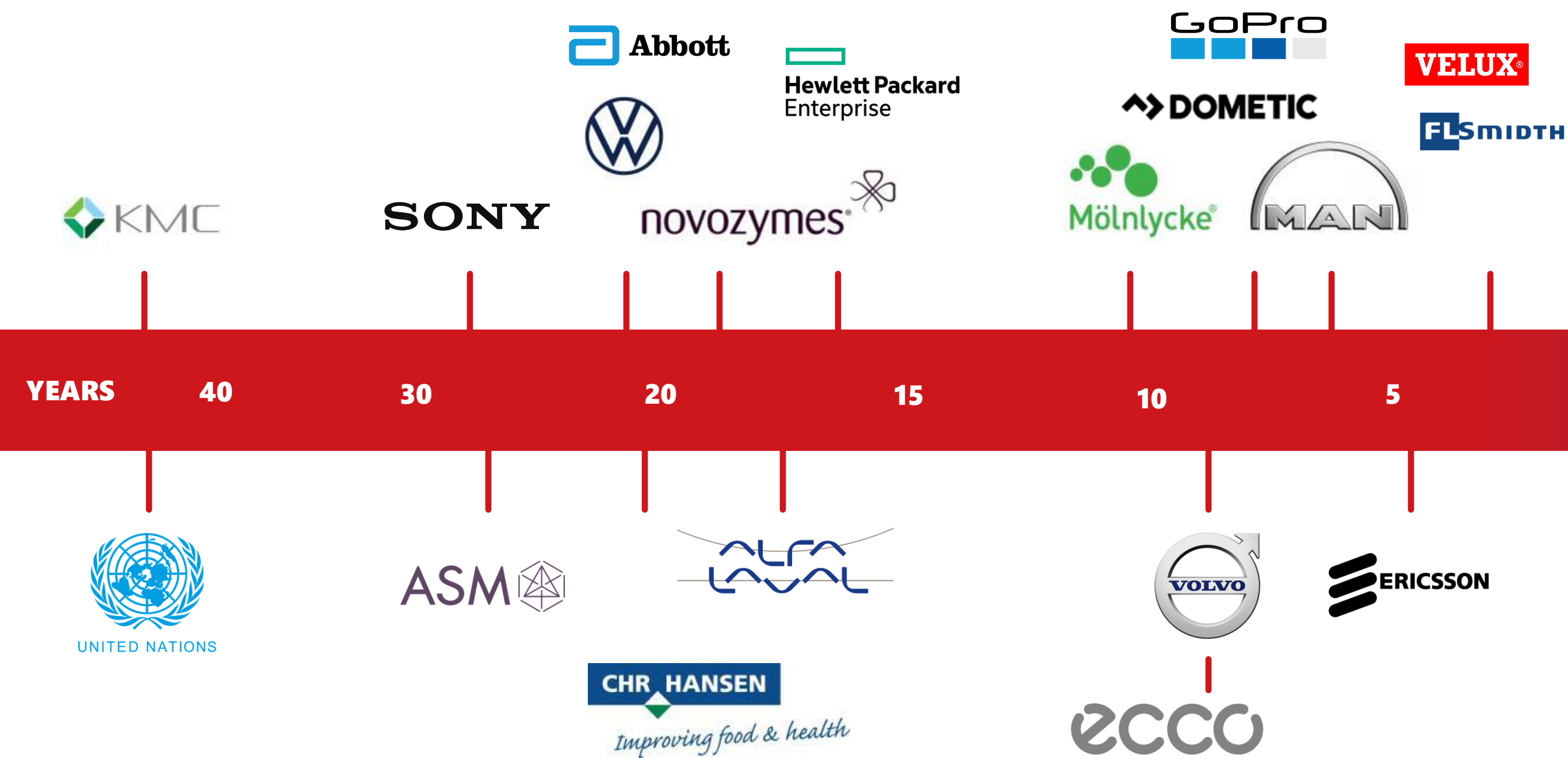
**DON'T  
JUST  
TAKE  
OUR  
WORD  
FOR IT**



**NET PROMOTER SCORE  
2024**

RELATIONSHIP STATUS

# LONG-TERM & HIGHLY COMMITTED



CURRENT TOP25 CUSTOMERS SINCE 2015 **95%** RETENTION

'SGL has a **solution-oriented approach** [...] We pursue the Customer Experience from A-Z as our customers do not care about where a disruption in the supply chain happens. It is therefore vital for us that our suppliers will **go the extra mile and be proactive if disruptions occur.**'  
Jimmi Paulsen, Alfa Laval

# FROM CO2 REDUCTION INTENTIONS TO CONCRETE REDUCTION ACTIONS



E-trucking



## TRANSPORTATION ACTION GUIDE

In partnership with IKEA, Scania Group and the Exponential Roadmap Initiative



Sea-Air solutions from Asia to Europe, USA to Australia, China/S.E. Asia to USA



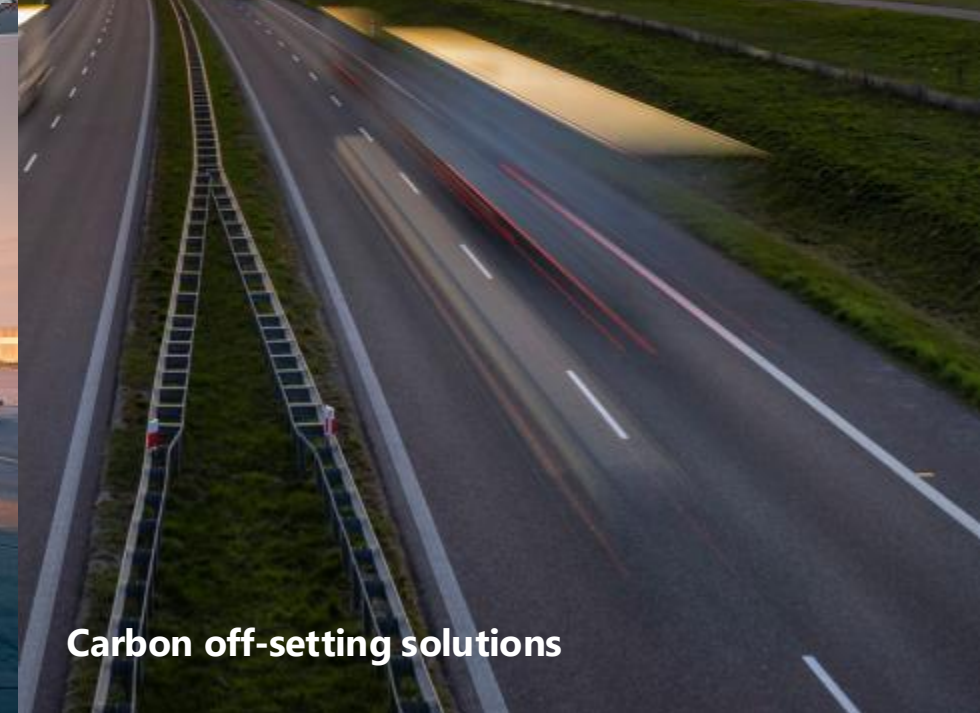
Trucking biofuel



Ocean biofuel



Sustainable Aviation Fuel



Carbon off-setting solutions

# REDUCE YOUR CO2 EMISSIONS - FROM REPORTING TO ACTIONS



## Low-Carbon Logistics services



### CO2 Emissions Report

We create transparency for our customers to see where emissions lie

- ✓ **CO2 Visibility**  
Option to include non-SGL logistics providers



### Low Emissions Transport

We offer close to zero emitting solutions for different transport modes

- ✓ **E-trucking**
- ✓ **Sustainable Aviation Fuel (SAF)**
- ✓ **Ocean biofuel**



### CO2 Reduction Concept

We assess current supply chains, identify reduction opportunities and implement

- ✓ **End-to-end reduction concept**
- ✓ **Investing in CO2 projects**



### CO2 Reduction Partnerships

We offer climate partnerships to reduce CO2 emissions every year

- ✓ **Strategic CO2 reduction partnerships**



## Sustainable Expert Advisory

We offer industry expert knowledge and external sustainability advice

## Stepping into a more sustainable future with MAN Energy Solutions

Decarbonising the supply chain is a joint effort. As a result of our long-standing partnership with MAN Energy Solutions in Denmark, we have initiated a project to test and develop sustainable logistics solutions.



*Read about our partnership with MAN Energy Solutions, involving 100% Biofuel*

# AI-POWERED DIGITAL SOLUTIONS AT YOUR FINGERTIPS

Customise your own solution and make data-driven decisions to optimise your supply chain through mySQL - your single sign-on portal:

- ✓ Customisable views, user profiles and reports
- ✓ Direct access, easy usability and document exchange
- ✓ End-to-end visibility and enhanced real-time predictability
- ✓ Plug & Play implementation and use



  
**Maritime's AI visibility**  
**Predictive ETA**  
  
Click image to zoom +

SINGLE SIGN-ON PLATFORM FOR ALL TOOLS



<b>mySQL SHIPMENT VISIBILITY</b> Track & Trace	<b>SCAN BOOK</b> Book Portal
<b>SCAN RATE</b> Rate Calculator	<b>SCAN OMS</b> Purchase Order Management System
<b>DOCUMENT SHARING</b>	<b>SCAN BIZZ</b> Business Intelligence
<b>SCAN WMS</b> Warehouse Management	<b>VESSEL SCHEDULES</b>

# YOUR CHOICE OUR PROMISE

**1** **Peace of mind**  
Gain peace of mind knowing we have a range of backup plans to solve any challenge

**2** **We don't ask you to fit in with us**  
No two customers are alike. We build tailored solutions around your business

**3** **Local expertise, global approach**  
We keep a global mindset but believe local problems are best solved locally

**4** **No waiting game**  
Our people are empowered to make fast decisions to provide you with fast service

**5** **Investing in cutting-edge technology**  
Advanced and intuitive systems to support our people and your business



“

**No fast or good solutions ever came from limitations. We empower our people to make decisions fast, so what can be solved today, won't wait for tomorrow.**

*Allan Melgaard,  
Global CEO & Co-Founder*

**UNCOMPLICATE YOUR WORLD »»**

Follow us on



[www.scangl.com](http://www.scangl.com)

**SCAN GLOBAL**  
**LOGISTICS**

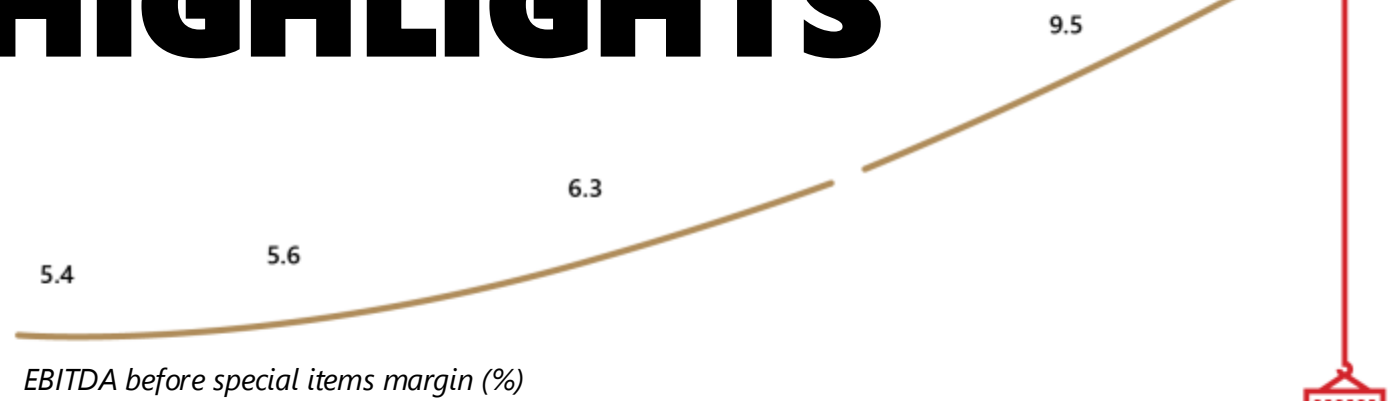


# APPENDIX SLIDES

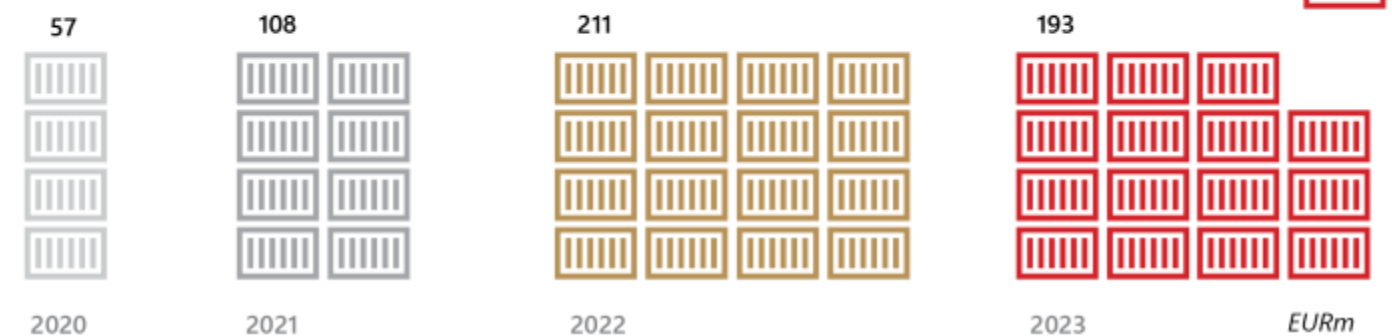


**HIGHLIGHTS 2023 – SGLT HOLDING**

# PERFORMANCE HIGHLIGHTS



EBITDA before special items margin (%)



## SOLID EBITDA\*

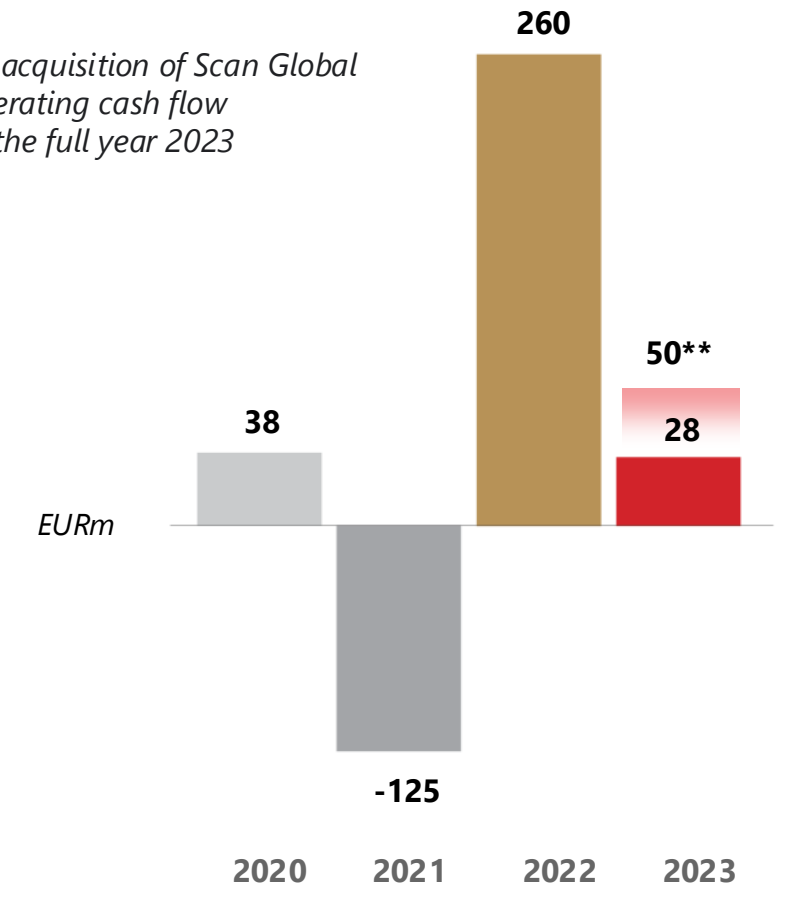
In 2023, SGL Group leveraged on its diverse business model and accomplished an EBITDA\* of EUR 193m compared to the all-time high of EUR 211m in 2022.

\*Before special items

## OPERATING CASH FLOW

The operating cash flow amounted to positive EUR 28m in 2023 despite the challenging environment, following the record year 2022. The operating cash flow in 2023 was negatively impacted by the acquisition of the SGL Group, the development in net working capital and effect of increased financing of bonds.

\*\*Excluding costs related to the acquisition of Scan Global Logistics by CVC Funds, the operating cash flow would amount to EUR 50m for the full year 2023



## STEADY VOLUMES

Despite the challenging macro- and geopolitical environment, SGL Group was able to maintain ocean freight volumes on par with 2022 through solid ocean performance. Air freight volume experienced solid growth compared to 2020/2021 and only declined 12% compared to 2022 as there was a significant shift from ocean volumes to air freight volumes due to high ocean freight rates.

The development in TEU (Twenty-foot Equivalent Unit) and Tonnes shown below are all reflected in thousands.



# STRATEGIC HIGHLIGHTS



## A- RATING

Maintained the A- score in our second year of disclosing to CDP (Carbon Disclosure Project), confirming our position in the 'Leadership' category, which recognises companies for implementing best practices on climate action.

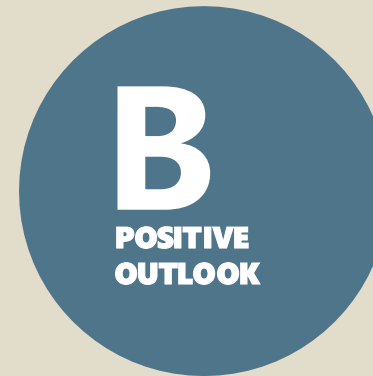
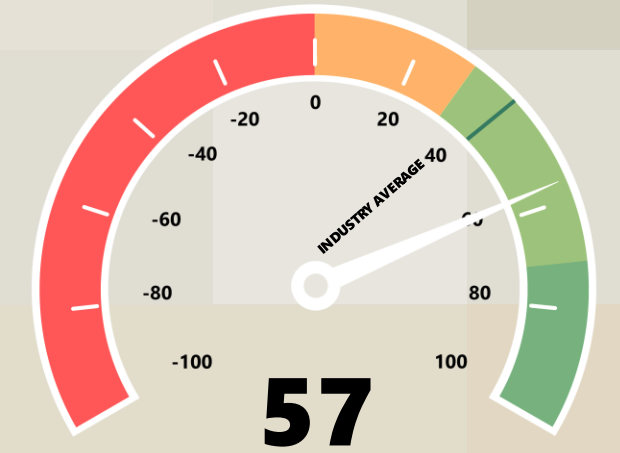


## +50 COUNTRIES

SGL continues to progress well on its diverse pipeline of acquisition opportunities and materialised six acquisitions in 2023 (one with closing in 2024), establishing platforms in Switzerland and Portugal, and further strengthening the platforms in Denmark, Germany and the USA. Greenfield activities include geographic expansion to Kenya and Romania. With the combination of acquisitions made and greenfield activities, SGL is now operating in more than 50 countries.

## NET PROMOTER SCORE

SGL achieved a best-in-class NPS score of 57 in 2024 compared to both mid-marked peers and the largest freight forwarders.



## B RATING

S&P has affirmed 'B' rating and **revised outlook to Positive**. Fitch has affirmed 'B' rating with Stable outlook and rated the Bonds 'B+'.

## CVC

## NEW MAJORITY SHAREHOLDER

In 2023, SGL was able to announce CVC as the new majority shareholder. CVC supports our ambitious growth strategy and we see CVC as the perfect match for SGL professionally and culturally.

## NEW CHAIRMAN

In 2023, SGL was pleased to announce the appointment of Nils Smedegaard Andersen as the new Chairman of the Board.

We see Nils Smedegaard Andersen's impressive and deep industry knowledge and capabilities as a great fit helping us to fulfill SGL's ambitious strategy.



**WHO WE ARE**

# FROM ENTREPRENEURIAL ROOTS TO A GLOBAL NETWORK FREIGHT FORWARDER



**1975**

Mahé Freight founded

**1989**

ScanAm Transport founded



**2007**

Scan Global Logistics is founded after Mahé was acquired by Odin Equity and merged with ScanAm

**2008**

3 countries (M&As)



**2009**

Enter into a strategic alliance partnership with TransGroup Worldwide Logistics

**2016**

SGL Group and TransGroup sold to U.S. private equity firm AEA Investors



**2017**

Allan Melgaard appointed Group CEO of Scan Global Logistics



**2018**



Defined our purpose and vision together with four key virtues in alignment with employees, suppliers, and customers

**RESPECT**  
**INTEGRITY**  
**ENTREPRENEURSHIP**  
**FUN**



**2019**

Launched MQ Survey and 360° cultural fit assessment



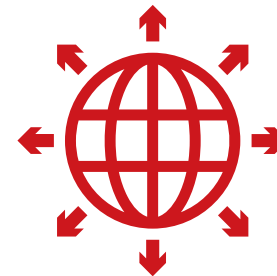
**2020**

SGL and TransGroup merged under one entity



Introduced a sustainability strategy and published our first standalone sustainability report

**2021**



Established a global network growth platform to continue greenfield investments and M&As

**2022**

The extreme growth strategy really took off solidifying our global footprint

**11 acquisitions  
3 greenfields**

**2023**

**7 acquisitions  
2 greenfields**

CVC acquired a majority shareholding in SGL from current investor AEA, which remains a minority shareholder



Former CEO at Maersk and Carlsberg, Nils Smedegaard Andersen, appointed Chairman of the Board

**2024**

**3 acquisitions  
5 greenfields**

**2027**

The most purpose-driven & meaningful logistics company

Among the top third in logistics industry on earnings

EUR +5 billion in revenue

Revenues '23: EUR 2,022m

# COMMITTED TO A MORE SUSTAINABLE FUTURE

UN Sustainable Development Goals



## 1.5°C Supply Chain Leaders

Driving climate action throughout global supply chains



13 CLIMATE ACTION



### APPROVED CLIMATE TARGETS BY THE SCIENCE BASED TARGET INITIATIVE

- » Our targets are aligned with the scenario of limiting global warming to 1.5°C
- » We have approved Near-Term, Long-Term and overall Net-Zero Targets across the value chain by 2050

### MEMBER OF THE EXPONENTIAL ROADMAP INITIATIVE

- » Member of the subgroup 1.5°C Supply Chain Leaders
- » Committed to cut CO<sup>2</sup> emissions from transportation among members and business partners by 50-100% within a decade

### SUSTAINABILITY RATINGS AND DISCLOSURE

- » CDP – rated 'A-' in 2023  
Recognised in the leadership band for implementing current best practices
- » EcoVadis – Received a 'GOLD' medal for our sustainability performance in 2024 with a score of 74, ranking us in the top 5% across all companies in all industries

17 PARTNERSHIPS FOR THE GOALS



## WHO WE ARE

# MORE THAN 45 YEARS OF UNCOMPLICATING THE WORLD OF LOGISTICS

**1975**

Mahé Freight founded

**1989**

ScanAm Transport founded

**2007**

Acquired by Odin Equity, Mahé merged with ScanAm. Scan Global Logistics founded

**2009**

Entered into a strategic alliance partnership with TransGroup Worldwide Logistics

**2016**

SGL Group and TransGroup acquired by U.S. private equity firm AEA Investors

**2017**

Allan Melgaard appointed Global CEO of Scan Global Logistics. Acquired Airlog Group and CrossEurope

**2018**

Acquired Kestrel Freight and Macca Logistics

**2019**

Acquired IQS Group, BK Spedition, IC Logistics, and SGL Spain. SGL Express Courier and SGL E-Commerce established as independent companies

**2020**

Acquired Pioneer and the Air & Ocean activities from Post Nord AB.

Established activities in Poland, the Czech Republic, and Cambodia.

Introduced a new sustainability strategy and published our first standalone sustainability report

**2021**

Acquired Werner Global Logistics (Air & Ocean activities), Grupo Contenosa, Orbis Global Logistics, and Horizon International Logistics.

Established activities in France, South Africa, Togo, and Benin.

**2022**

Acquired Trust Forwarding, AFL Logistics, Gelders Forwarding, Advection Logistics, Sea Air Logistics.

Established activities in the United Arab Emirates, Sri Lanka and Laos.

**2023**

Acquired ETS Transport & Logistics, Sand Road Freight, Belglobe Sàrl, 3PL, FLS – Freight & Logistics Solutions, Global Cargo Inc., and GPX.

Established activities in Kenya and Romania.

**2024**

Established activities in Columbia, Argentina, Saudi Arabia, Ireland and Slovakia. Acquisition of ENK Logistics, Blu Logistics Brasil and Foppiani Shipping & Logistics (Italy).

SERVICING YOU FROM +190 OFFICES ACROSS ALL CONTINENTS

# GLOBAL PRESENCE

OFFICES	36 NORTH AMERICA	15 LATIN AMERICA	
26 NORDICS		35 ASIA	9 PACIFIC
	75 EMEA		

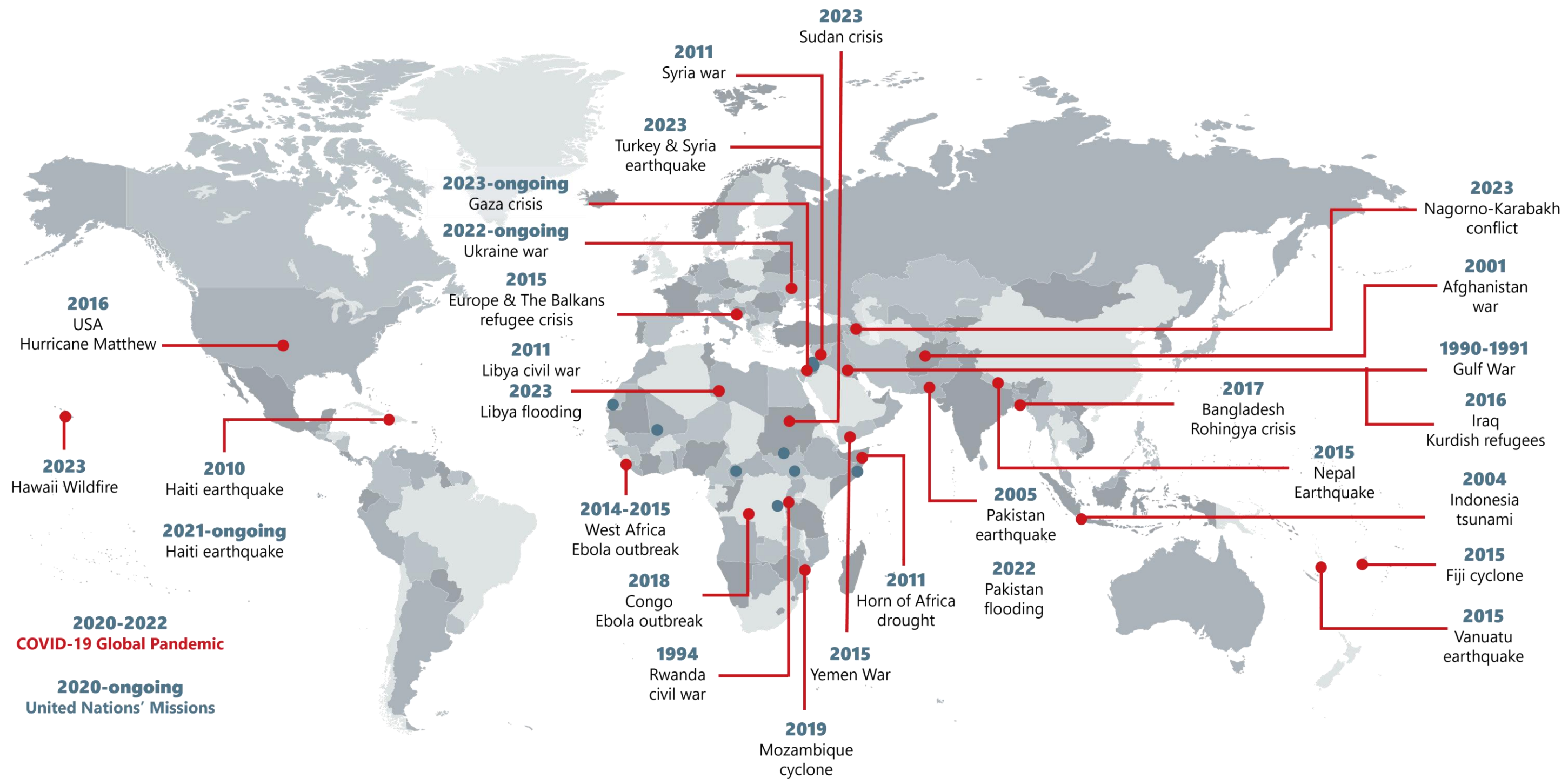


  
**+190**  
SGL OFFICES

**+90**  
STRATEGIC  
PARTNERS

**WORLDWIDE AID & RELIEF LOGISTICS**

# WHENEVER HUMANITARIAN AID IS NEEDED, WE ARE READY TO MOBILISE



**+45 YEARS**

**OF TRUSTED LOGISTICS PARTNERSHIPS IN DISASTER RELIEF WORLDWIDE**

**TRUSTED LOGISTICS PARTNER OF**





# PREDICTIVE ETA

**Maritime AI™ Predictive ETA**  
18 Apr '24 10:00 PM

**1** days to arrival

**Transshipment delay**  
+6d from initial ETA

**Transshipment delay**  
Departure from the TSP is being delayed for vessel **NORFOLK EXPRESS**

Planned departure: 15 Mar '24 10:00 PM  
Updated departure: 17 Mar '24 6:20 AM

Route Deviation  
**NORFOLK EXPRESS** adjusted its route to ensure safety amid current geopolitical challenges in the Red Sea

Initial ETA: 11 Apr '24 00:01 AM  
Updated ETA: 18 Apr '24 10:00 PM

Container no. **BEAU2200480**

From PQL **MYPKG** To POD **USNYC**

Latest Event  
**Port call**  
Vessel: **NORFOLK EXPRESS**  
22 Mar '24 10:43 AM

Carrier: **Hapeg Lloyd** Current Vessel: **NORFOLK EXPRESS**

<b>SHIPPER</b> TIMES OFFSET (M) SON BHD MALAYSIA	<b>CONSIGNEE</b> HARPER COLLINS CHRISTIAN PUBLISHING UNITED STATES	<b>TRANSPORT MODE</b> OCEAN	<b>STATUS</b> DEPARTED	<b>LAST EVENT:</b> DEPARTED PORT KLANG 2024-03-01 09:50
<b>GOODS SUMMARY</b> 932 CLL 11,235.1 KG 25,436 CBM	<b>SHIPMENT SERVICE</b> GENERAL	<b>VESSEL</b> NORFOLK EXPRESS	<b>CARRIER</b> HAPAG-LLOYD (HLCU)	<b>ALL EVENTS</b>
<b>SHIPMENT TYPE</b> FCL			<b>ROUTING (CONFIRMED)</b>	<b>DOCUMENTS</b>
<b>REFERENCES</b> EXP 017/24			PORT KLANG (MYPKG) ETD: 2024-03-01	<b>CUSTOM FIELDS</b>
<b>HBL</b> KUL35100580			PORT KLANG (MYPKG) ETD: 2024-03-15	<b>ADD TO WATCH LIST</b>
<b>SGL SHIPMENT NO.</b> KUL35100580			NEW YORK, NY (USNYC) ETA: 2024-04-15	<b>See booking in ScanView</b>
<b>CONTAINERS</b> BEAU2200480 20DC	DEPARTED	932 CLL 11,235.1 KG 25,436 CBM	NEW YORK, NY (USNYC) ETA: 2024-04-15	<b>See booking in ScanBook</b>

EXCEPTIONS  
INSIGHTS  
SCREENSHOT