

EDITORIAL

Welcome!



Dear customers, co-operating companies, and friends,

I feel very proud that my son Javier had the idea of setting up a newsletter, so that we can share with you the ups and downs of our company TransNatur. We are approaching the end of 2003 and I would like to tell you that our growth has been good, not only in sales but in the increasing number of people in our offices, whom once again I welcome most sincerely.

Also, as you will see, some of our employees have seen an increase in their family, for which I congratulate them especially and, of course, their wives. One

proof of our growth and development is the great events that we are going to celebrate such as the introduction of four modern terminals, which have been designed to face up to the future with new and growing perspectives. They will be in Irún, Zaragoza, Oporto, maybe Alicante, and soon it will be the turn of our Head Office in Barcelona (we will be located in the land of Zal II, just a few metres from our present premises). All this growth is the fruit of 25 years of work, effort and enthusiasm that everyone of us has put in, customers and co-operating companies, both Spanish and foreign, whom I also wish to thank for the confidence that they have placed in our company, which as

you know has a clear philosophy: seriousness, professionalism, and enthusiasm, the values that have made the company what it is today.

And the best thing is that we are not going to stop here because we have other challenges and projects which, little by little, we will achieve without any doubt. Now the Christmas holidays are almost upon us and I do not want to miss the opportunity to wish you sincerely a Happy Christmas and New Year 2004 full of health, happiness and prosperity for all of you and your families.

Very best wishes.

José Pagés
Chairman

STATISTICS

We continue to grow

In spite of the well-known difficulties that the sector has experienced this year, our company has continued to grow, for three basic reasons: work, professionalism and the pursuit of excellence.

COMPARISON (SEPTEMBER 2002-2003)

	Sept. 2002	Sept. 2003	Difference
Shipments	214.977	222.032	+ 3,3%
Tonne	483.721	546.459	+12,9%

NEW LOCAL OFFICE

TransNatur
Norte-Vigo

We extend a hearty welcome and our very best wishes to our new team at TransNatur Norte-Vigo, Cristian Troska and Miquel Ferreira.



WELCOME!

NEW AGENTS

Turkey

SITNAK



One of the biggest companies in Turkey has signed a co-operation contract with TransNatur España y Portugal.

This co-operation will make it possible for us to improve our direct services to Turkey with greater coverage of the country.

It will mean that we will be able to offer a speedier service to our customers. □



■ Mr. Javier Pagés with Mr. Ahmet Kinaci.

NEW SERVICES

Morocco

MILITZER & MÜNCH



We are starting services from all TransNatur office to Morocco with our agent: Militzer & Münch / Morocco.

Well, not all: TransNatur Alicante has more than 8 years experience

in this country, being one of the leading companies in this market with direct weekly services.

This is the office that we must look to and learn from in order to achieve the success that all of their team has achieved over the years in co-operation with Militzer & Münch in a market that is as complex as it is important. □



■ Militzer & Münch of Morocco in our premises.

NEWS IN BRIEF NEWS IN BRIEF NEWS IN BRIEF NEWS IN BRIEF NEWS IN

■ We have recently received visits from:

- Mrs. A. Baxter, S. Lacey, D. Cook, J. Herring, D. Willey, D. Monk and D. Coxall of R.H. Freight Services Ltd. (UK).
- Mrs. E. Dippon and H. Rohrer of BTG / Plochingen (Germany).
- Mrs. J. Alaimo, S. Alaimo and P. Bouvier of Dimotrans (France).



■ BTG Germany.

- Mrs. S. Rouvin and P. Pret of Militzer & Munich (Tunisia).

- Mr. Wilfred Becker of Ballauf Hellas (Greece).
- Mr. Luca Guzzoni of Italmondo / Milano-Torino (Italy).
- Mrs. O. Antoniotti, whom we wish an excellent recovery from his eventful stay in Barcelona, and L. Martineau of Militzer & Münch (Morocco).
- And Mr. M. Bottura of Intersped / Bologna (Italy).

■ **ISO Certificate.** We have passed ISO certification for the new standard EN-ISO: 9001-2000. For this special thanks must go to: Ms. Montse Muñoz, Ms. M^a José Revert, Mr. Daniel Serrano, Ms. Mónica di Marchi, Ms. Anabel Pantoja, Ms. Maribel García, Ms. Susana Laguna and Ms. María Caturla who have worked hard

WE CONTINUE TO GROW...

10th anniversary, a new building

Irún

Congratulations!

As we mentioned in the last newsletter, we want to tell you that work has already begun on the new 4,200 m² building in Irún.

What better way is there to celebrate an anniversary? We must thank TransNatur Irún, who have completed 10 years.

This is the result of work well done by a whole team of professionals led by our respected Mr. Eduardo Lopezgui. □



■ View of the current TransNatur Irún building.

The moving sea

Valencia

In the last quarter the ship LT GARLAND transported 242 teus for TransNatur, in 118 separate loads. In

June TransNatur Valencia transported 681 teus, in July 739 and in August the figure was 889. □

OTHER NEWS

International presence

TransNatur, which is a member of IELA, has, as always been present at the most important Trade Fairs in the world. One example of that is the Norshipping Fair in Oslo, managing all the ICES logistics, with an excellent result.



Our agents and co-operating companies in Chile, Ms. Carolina Sánchez A. and Ms. Alicia Mayer of the prestigious company Deca Express / Santiago, an IELA member, honoured us with their personal visit, for which we thank them sincerely.



25th anniversary of Feteia

In July an extraordinary meeting was held in Baiona (Pontevedra), Condes de Gondamar, of all the Spanish Ateias to mark the 25th anniversary of Feteia.

The event was attended by more than 140 congress members and well-known personalities from the Spanish government as well as from the Autonomous Government of Galicia. On the twelfth there was a trip to Santiago with a commemoration of the "Pilgrim's Mass", at which the offering to St. James from the Spanish Transport Industry was made by the Honorary President Mr. Alfredo Molinas.

Our Chairman, Mr. José Pagés, was present at this event and took part in a number of presentations and sessions.

BRIEF NEWS IN BRIEF NEWS IN BRIEF NEWS IN BRIEF NEWS IN BRIEF



for the company to obtain this recognition. We also congratulate the local offices in Seville and Bilbao, which have received certificates for the first time.

■ **Cáritas.** As every year our company has made a considerable donation to his organisation to meet the great social needs of the Diocese of Barcelona.

This year we have made the donation specially to the fund for "ABUSED WOMEN" to help women who have serious family and financial difficulties. TN appeals to everyone who also wishes to make donations to this organisation.

■ **Seniority.** Rafael Ripoll, current manager of the line with Portugal, com-

pleted 30 years at the TN Alicante office.

Mrs. Agustín García Ros, Alejandro Hernández Lozano and Ms. Julita Sierra Manzanares completed 15 years at TN Valencia in 2003.

■ **Marriages.** Ramón Solé, Nancy Castell, David Palomo, Daniel Serrano and Toñi Navarro.

CHRISTMAS SPECIAL

Extra work

This year Father Christmas will have a lot of extra work, especially in Valencia. We would like to congratulate the parents in our company and welcome into the world all those babies, to whom we express our heartfelt wish: health, health, and health.



1



5



2



6



3



7



4

■ 1. Víctor, son of Raúl Gómez; 2. Lola, daughter of Agustín López; 3. Rafael Solaz with his daughter África; 4. Angela, daughter of Caqui Solu; 5. Jordi with his daughter Laia; 6. Raúl, son of Mabeli of TN Valencia; 7. Sara, daughter of Vicente Mena of TN Valencia.

OFFICES IN SPAIN

TransNatur and sport

TransNatur sponsored a real World Champion in the novice category in the latest Basque Biketrial Competition in Hondarribia. Always with an eye to the future.



RETIREMENT



There have been no recent retirements from our company, but seeing how well it is suiting our dear Mr. Homedes, to whom we send our very best wishes, more than one of us is thinking about early retirement.



BARCELONA
Tel.: 934 804 500
Fax: 934 804 501
transnatur@bcn.transnatur.com

ALICANTE
Tel.: 965 111 868
Fax: 965 115 550
transnatur@alc.transnatur.com

VALENCIA
Tel.: 961 322 262
Fax: 961 325 496
transnatur@vlc.transnatur.com

MADRID
Tel.: 916 707 900
Fax: 916 707 929
transnatur@mad.transnatur.com

SEVILLA
Tel.: 955 634 444
Fax: 955 630 163
transnatur@sev.transnatur.com

IRÚN
Tel.: 943 610 303
Fax: 943 613 863
transnatur@iru.transnatur.com

ZARAGOZA
Tel.: 976 108 788
Fax: 976 108 771
transnatur@zag.transnatur.com

BILBAO
Tel.: 946 611 960
Fax: 946 612 022
transnatur@bil.transnatur.com

VIGO
Tel.: 986 342 205
Fax: 986 342 058
transnatur@gal.transnatur.com

OPORTO
Tel.: (+351) 229 681 966
Fax: (+351) 229 682 013
transnatur@prt.transnatur.com

LISBOA
Tel.: (+351) 219 839 910
Fax: (+351) 219 830 809
transnatur@lis.transnatur.com