

Peace of Mind. Delivered.

DAY & NIGHT

Customs Brokerage
Global Trade Consulting
Global Logistics
Warehousing & Distribution
Ground Transportation



1911

OUR ROOTS

Founded by Russell Alexander Farrow in 1911, Farrow started as a customs brokerage and import/export facilitation service over 110 years ago, transporting goods for customers on ferry boats between Canada and the U.S. The Farrow family, now in its third and fourth generation of company management, continues to be involved. Farrow's core values have remained the same over the years improving service through new technologies, coupled with exemplary personalized service.

At Farrow, we're devoted to supporting our clients' international trade activities through our comprehensive trade-related services: Customs Brokerage, Global Logistics, Warehousing and Distribution, Ground Transportation, and Global Trade Consulting services. We have refined our expertise to ensure seamless import and export processes for our clients'. From navigating complex customs regulations to optimizing supply chains, Farrow is a trusted partner every step of the way, ensuring our clients' peace of mind.



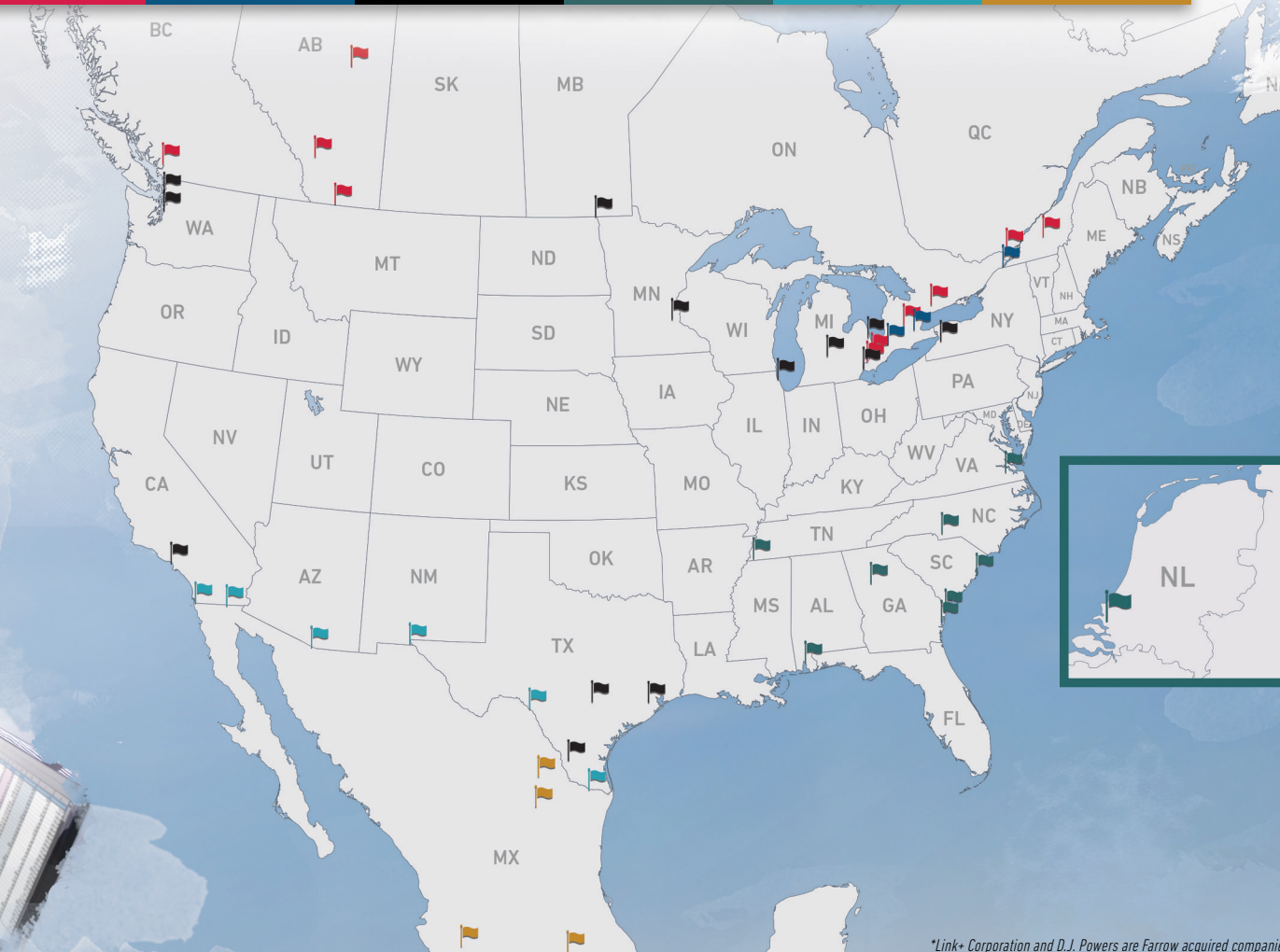
FARROW TODAY

Today, Farrow continues to be a trusted customs broker and logistics provider with over 800 employees and 37 offices and warehouse locations. We deliver a customized blend of compliance and international trade solutions with uncompromising, personalized customer service, utilizing a consultative approach and innovative, technology-based solutions, making us faster and more agile than our competitors. In early 2024 Farrow became a wholly owned subsidiary of Kuehne+Nagel Group.



Farrow is proud to be a Canada's Best Managed Companies winner for 15 consecutive years along with having achieved Platinum Club status in the most recent eight years consecutively – an accomplishment few companies attain.

Canada Locations	Link+ Locations*	U.S. Locations	D.J. Powers Locations*	U.S. Southern Border Stations	Mexico Stations
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*Link+ Corporation and D.J. Powers are Farrow acquired companies.



SERVICE Offerings



Farrow offers comprehensive trade support services that prioritize compliance with international trade regulations and customs knowledge, coupled with a focus on customer service, innovation, and advanced technologies.

Customs Brokerage

Farrow licensed customs brokers expedite customs clearances, comply with Canadian and American customs regulations, determine tariff classifications, and value for duty. They also facilitate free trade agreements, ensuring smooth imports/exports and compliance with government regulations.

Global Trade Consulting

Farrow's customs experts in the U.S. and Canada offer consulting services to help navigate brokerage and trade regulations in order to optimize trade activity while ensuring regulations compliance. Clients are kept up-to-date on customs and trade developments, with such guidance potentially reducing costs or improving cash flow for clients.

Global Logistics

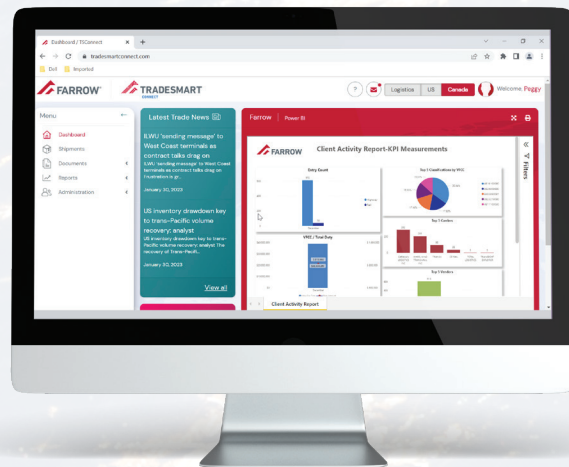
Offering global freight and ground forwarding services, Farrow provides tailored solutions for international air, ocean, domestic freight, and over-the-road transportation. With easy access to borders, airports, and trading centers, Farrow provides coverage across North America and internationally through memberships in leading global partner networks, making Farrow your comprehensive freight forwarding partner.

Warehousing & Distribution

With warehouses in Canada and the U.S. strategically placed for easy access to border crossings, airports, and customers in North America, Farrow's team of distribution experts can help reduce complexity and costs, manage growth, and improve customer experience. Solutions can be customized to client business plans, whether shipping one order, or thousands, daily.

Ground Transportation

Providing cost-effective, flexible transportation with asset and non-asset options, enhancing service and reducing paperwork. We ensure reliable, timely shipments, managing deliveries or entire networks with a focus on performance and security. Through Farrow's Transportation Management System, clients can schedule shipments, use advanced routing, track loads in real-time, review PODs, and access invoices.



TECHNOLOGY Flexibility + Integrated Solutions

Farrow is committed to delivering quality service and flexible solutions to our clients. Our management team prioritizes excellence and continuous process improvement. We use technological advancements to improve internal processes, ensure business resiliency, increase service speed, maintain information security and privacy, enhance employee engagement and work-life balance, and provide exceptional experiences to our clients.

SYSTEMS Custom Software

Farrow custom software solutions help you manage logistics processes and streamline customs clearance. Web-based and fully backed by expert IT resources, Farrow solutions can help you cut costs and ensure you are prepared for the road ahead.

Canadian Imports Systems + Visibility



+ TradeSmart Connect + TradeSmartWeb cci + TradeSmartWeb eManifest + PARS Tracking (Canada)

For Canadian Imports: **TradeSmart Connect**, a web-based platform that allows you to track shipments, manage documents, and receive real-time notifications and reporting for all modes of transport. With **TradeSmartWeb cci**, you can process and complete Canada customs invoices online from anywhere. **TradeSmartWeb eManifest** enables you to forward your freight information to customs prior to reaching the border, ensuring smooth clearance. Additionally, our **PARS Tracking** feature provides real-time access to the status of all your Canada-bound shipments, accessible online or on mobile. Experience seamless and efficient Canadian reporting with our comprehensive solution.

CYBER SECURITY Unwavering Data Protection + Resiliency

Farrow follows the National Institute of Standards and Technology (NIST) framework for its IT security and recovery programs. The company has policies, practices and strong controls in place for all applicable NIST areas of governance. In addition, Farrow has strong and thoroughly tested risk management, resiliency and recovery plans including crisis management, security incident response, disaster recovery and business continuity.

U.S. Imports Systems + Visibility



+ TradeSmart Connect + U.S. eManifest + TradeSmart EZ-LINK + PAPS Tracking (U.S.)

For U.S. imports: includes **TradeSmart Connect**, a web-based software that enables real-time tracking and management of shipments, as well as the ability to handle customs documentation. With **U.S. eManifest**, you can easily process and transmit customs and manifest information to U.S. Customs and Border Protection. **TradeSmart EZ-LINK** simplifies and expedites international trade processes by establishing a secure link between our U.S. Customs brokerage and the U.S. Customs ACE system, providing end-to-end shipment visibility and comprehensive solutions for international trade businesses. Additionally, we offer **PAPS Tracking** for real-time tracking of U.S. bound shipments and U.S. Reporting for web-based tracking and reporting. With our customized front-end solutions and EZ-LINK software, we provide a comprehensive tech solution for U.S. imports.

COMPETITIVE ADVANTAGE

At Farrow, we leverage our extensive experience and expertise to effectively address the specific needs of our clients. Our dedicated employees at all levels of the company are committed to delivering valuable solutions that are efficient, compliant, and focused on the client. As a trusted logistics advisor, we provide our clients with peace of mind on a daily basis.

THE NUMBERS

Farrow processes over

2,000,000

brokerage transactions annually in Canada and the U.S.

5,480
transactions
per day

228
transactions
per hour

Farrow has made the importing of products very easy for us... We were looking for help bringing our products in - it has been seamless. - Farrow Client

Most effective launch and implementation team I've ever encountered. I cannot say enough good things about the Farrow experience to date! - Farrow Client

A Compassionate Enterprise



Farrow actively contributes to the communities where it operates. For generations, the Farrow corporation and family have supported charities in Canada and the U.S. In the last 15 years, Farrow also began supporting schools and children in Africa.

This charitable spirit is a significant part of Farrow's corporate culture. Through its Community Cares program, Farrow employees are offered paid days to volunteer in their communities. Farrow also works with clients to participate in charitable activities. Farrow's support goes beyond financial donations; they provide leadership, guidance, and on-site volunteering.

The company has long-term relationships with various charities, spanning generations of support. Some examples include:

45+ years
with Habitat for Humanity

40+ years
with United Way

30+ years
with Easter Seals

30+ years
with Kids Help Phone

20+ years
with WETRA
(Windsor-Essex Therapeutic Riding Association)

Farrow's ongoing commitment to regular charitable giving globally is what makes philanthropy such an integral and living company value.



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PEACE OF MIND. DELIVERED.

Find the coverage and convenience you need to grow your business. Farrow's 37 locations globally mean that whenever your products cross the border, a helping hand is always available. With Farrow as your trade and logistics partner, you're business is covered day and night.

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Warehouse**

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Platinum
member

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