

WWEX Group FAQ

WWEX Group is finally here! It's an exciting time in the history of our company now that Worldwide Express, GlobalTranz and Unishippers are united under one parent brand.

In this FAQ, we dive into the mission of WWEX Group, how it will impact customers and what will happen to your email address! For additional questions, reach out to the marketing department or your direct supervisor for assistance.

WWEX Group or Worldwide Express: marketing@wwex.com

Unishippers Franchisees: marketing@unishippers.com

GlobalTranz Agents: marketing@globaltranz.com

What is the purpose of the new parent company?

WWEX Group brings together three powerful brands — Worldwide Express, GlobalTranz and Unishippers — under one moniker that represents the integrated company and its approach to the market. The unification of these brands gives us the most far-reaching distribution model, best talent and best business relationships — all of which are connected by a single ethos and infrastructure to redefine the standard for the industry and turn logistics into a growth strategy instead of a headache.

For customers, that truly means a one-stop experience for all their shipping requirements, whether they're small, mid-market or enterprise companies and regardless of their shipping needs — including small parcel, freight, international, expedited and other solutions that are backed by expertise that has been honed in each of the brands' respective 30+ years in the market.

For our corporate employees, agents and franchise owners, the creation of WWEX Group provides a fully integrated culture and business model based upon a singular vision of logistics excellence, providing an increased opportunity for growth for those who work for and represent our brands.

Who do I work for now and how does this impact my job?

In short, your day-to-day job is not affected. Direct sales teams will still represent themselves as the Worldwide Express brand. Our independent agents are still representing GlobalTranz, while franchise owners and their teams are still associated with Unishippers.

The biggest change is for corporate shared services employees where you represent and service multiple brands. Anyone working in executive leadership, legal, human resources,

technology, marketing, accounting and other shared support service departments will use the WWEX Group brand. Job titles and duties will not change, but this merger of talent and expertise will create a measurable synergy around the power of our combined workforce that will make us unique in the marketplace.

Department Breakdown

WWEX Group	Worldwide Express	GlobalTranz	Unishippers
Executive Leadership	LTL/UPS Sales	All Agents	All Franchises
Legal/HR/Recruiting	FTL Sales (some WG)*	Agent Support	Franchise Development
IT/Technology	UPS/LTL/Enterprise Ops	Agent Opt-in FTL Support	Franchise Support
Marketing	Enterprise Sales	GTZ Mexico Office	Franchise Admin
Accounting, Finance & BI	Training	GTZ Freight Operations	
Revenue Ops			
Facilities			
Managed Transportation			
FTL Sales/Ops (Limited)*			
Customer Experience			

<H2>Who is the executive leadership of the parent company?

The executive leadership does not change. Tom Madine as CEO, Joel Clum as COO, and the rest of the executive team will now utilize the WWEX Group brand to more accurately represent their leadership roles across all the go-to-market brands.

Will Worldwide Express, GlobalTranz and Unishippers still operate separately?

Yes. As we mentioned, direct sales will still go to market as Worldwide Express, agents will go to market as GlobalTranz and franchises will represent Unishippers.

What are the WWEX Group combined values?

The WWEX Group values are not really new. They are a reflection of our historical commitment to customers and employees as three separate companies. Now, we have combined these values under one parent brand for re-enforcement and unity. You are sure to see these four many times in the coming future. They will become part of our DNA!

- **Make it Right** — We earn the trust of those around us by staying true to our word and taking ownership of our outcomes. Doing the right thing — even when no one is watching — is what shippers have come to expect from us.
- **We Over Me** — We are greater than the sum of our parts and strive to bring out the best in one another. We believe in collaboration, pushing each other to do better, and celebrating what makes us different.

- **Always Find a Way** — We tackle the challenges others can't or won't, and bring tenacity, resourcefulness, and agility to our problem-solving day in and day out.
- **Raise the Bar** — We don't accept the status quo and go above and beyond in all we do to add value. We constantly challenge ourselves to create outstanding experiences for our customers, carriers and employees.

Where do I order WWEX Group swag and business cards?

You can go to wwexgroupstore.com to order WWEX Group swag and business cards. It's important to note that all GlobalTranz and Unishippers materials will now be hosted at the new WWEX Group store, which you can access with your existing GlobalTranz and Unishippers store login information. The Worldwide Express store will remain wwexcompanystore.com for the time being. If you need access to any promo site, please email marketing@wwex.com and we will get you set up. We will send updates if/when there are changes!

Does my email or email signature change?

In short, we are not adding wwexgroup.com email addresses. If you're in Worldwide Express sales or customer support and solutions, or if you are a shared services department employee, your email will remain name@wwex.com. GlobalTranz agents will continue to use name@globaltranz.com and franchises will continue to use name@unishippers.com. Corporate Worldwide Express sales will also use name@wwex.com, and if you are a corporate employee who primarily supports Unishippers or GlobalTranz, you will keep your email address as name@unishippers.com or name@globaltranz.com. In reality, most emails are already set up this way.

Lastly, email signatures will fall in line with these email address guidelines. For example, WWEX Group shared services employees will have a WWEX Group email signature, while GlobalTranz agents will have a GlobalTranz signature and Unishippers franchisees will have a Unishippers signature.

If there are changes to be made, the technology department will administer them. Most importantly, don't do anything now to your email signatures! New guidelines coming in October.

What do I put on my LinkedIn profile?

There will be WWEX Group social media accounts, including LinkedIn. All shared service employees — leadership, accounting, marketing, technology, human resources and other departments — should associate their LinkedIn accounts with the parent brand, WWEX Group. However, if you continue to work under the Worldwide Express, GlobalTranz or Unishippers brand, please do not make any changes to your LinkedIn profile and who you work for.

What should I tell my customers if they ask about this news?

You can point them to wwexgroup.com website or [this sales one-sheet](#) for more information.

But in general, you can say we have created a company that is unrivaled in size and scale, both in terms of product offering and mix of customers. In fact, we are the only 3PL that can service all three company segments — small businesses, middle market companies and large enterprises — and offer all the major shipping options: parcel, less than truckload (LTL), full truckload (FTL), international and expedited.

Furthermore, we can guarantee capacity and source and service customers like nobody else. This diversified scale, underpinned by an integrated technology platform and an insourced sales and customer service team, allows us to redefine the role of logistics for businesses every day.

Will this impact customers or their shipments?

Not at all. Business will continue as usual, and shipments will not be negatively impacted. Worldwide Express, GlobalTranz and Unishippers will continue to be our go-to-market brands, and our customers and partners will not experience any interruptions in service or in the way they work with any of our family of brands. In fact, we created WWEX Group to improve the customer experience, enhance our services, increase our efficiencies and accelerate our innovation. Together we will redefine the standard for customer service in the logistics industry.

What does this mean for the company in the long term?

It means we are on the move! The combination of the resources from these three brands provides us with more support, experience and expertise to serve our customers better and offer them a full suite of services that only a leading third-party logistics company can provide. It also offers employees and sales teams growth opportunities that wouldn't be available without WWEX Group.

The sky is the limit! With WWEX Group, our leadership team has established a new launchpad for talent and created a career destination with a diversity of opportunities for those looking for a company that values a spirit of entrepreneurship and a commitment to creating a different kind of customer experience.

Do you have additional questions? Please contact the marketing department.

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