

CARGO

magazine

EDITION SUMMER 2019



ONLINE EDITION



PRINTED EDITION

AirBridgeCargo

Moving forward to 100% transparency

Exciting
developments at
BRUcargo

Road transport of
air cargo predictable
and quicker

First step towards
a digital network
for air cargo

De techniek om altijd de juiste mensen te vinden

Continuïteit staat voorop in uw bedrijfsproces. Specialisten die uw personeelsbestand tijdelijk komen versterken moeten meteen kunnen meedraaien. Bij LabourLink heeft u altijd de zekerheid van een ervaren kracht. Bekend met de laatste regelgeving in uw branche. Doordat we verder kijken dan Nederland alléén, kunnen we ook voor úw vacature een perfecte oplossing waarborgen. En die perfectie vindt u ook terug in de samenwerking: persoonlijk en professioneel tegelijk. Zó beheerst LabourLink de techniek. Vooral die om alles tot in de perfectie te regelen.

LabourLink. Beyond the borders.



Brussels Airport



Biggest number of
CEIV pharma certified
companies



Biggest concentration of
dedicated pharma
infrastructure



Controlled temperature
through the entire cool
chain at the airport



Excellent geographic
location for pharma
consolidation and storage



The Preferred Pharma Gateway



24



36

- 7** Voorwoord
- 9** Air Cargo Belgium – an update from a thriving air cargo association
- 10** Once again exciting developments at BRUcargo
- 13** Swissport's self service kiosk: an update
- 14** Air cargo's right to exist in the 21st century
- 17** Vehicles correctly locked or sealed at all times
- 18** Peter Kales looks back at 25 years Kales Air-line Services
- 21** Customs and the Netherlands Food and Consumer Product Safety Authority collaborating to benefit the logistics chain
- 24** ACN: The value of air cargo
- 26** AirBridgeCargo: Moving forward to 100% transparency
- 28** Road transport of air cargo predictable and quicker with Trucking CDM platform
- 30** Seizure of aircraft



9



41



14



44



21



52



26



32



54

- 32** Even after Brexit shipments will pass swiftly through the Dutch ports
- 36** Frans Vonk: Not everything is what it seems
- 38** Sound and up-to-date customs knowledge increasingly important
- 41** Albert Veenstra: Innovation in the air cargo sector
- 44** Data corridor makes the chain more efficient and faster
- 46** Maastricht Aachen Airport – a fully compliant airport
- 51** 4Advice supports the Cargohub QMS platform with expertise and full service
- 52** KLM: From homing pigeons to API, embrace digitisation and work together
- 54** AEO and customs transit
- 56** Training requirements for storage and transport

WIJ BUNDELEN ONZE
KRACHTEN!

**EERSTELAS DIENSTVERLENING
VOOR VEILIGE LUCHTVRACHT**

SCREENING

- ✓ Dual view X-Ray pallet scanners
- ✓ EDD Explosive Detection Dog
- ✓ REST Remote Explosive Scent Tracing

CARGO
SCREENERS

Shannonweg 27
1118 LA Schiphol
Tel. +31 (0)20-4055230
info@cargoscreeners.nl

WWW.CARGOSCREENERS.NL



Flip thinking in air cargo...

Flip thinking is thinking in terms of opportunities rather than problems. It is a way of thinking whereby you look at reality as it is and think about what you can do with it. Flip thinking is a Dutch idea and one of the reasons the Dutch do so well in international logistics.

Flip thinking and innovation are entering the traditional world of air cargo. At the moment it is still with the smaller process improvements making day-to-day life a little easier for users in the supply chain. There are many examples where pure innovation has been applied: Artificial Intelligence, Augmented Reality and Blockchain – these are not just ‘buzz words’ but have become daily reality in contemporary air cargo processes.

“From trend to reality ...”

Digitisation is as old as the computer. Scanning documents, faxing, automatic processing, we’ve been doing it for decades. Digitalisation was the next step and required a new mindset: change being the new norm. Digitalisation seems similar to digitisation but its scope goes so much further and also, therefore, its possibilities. Digitalisation is building a digital company or transforming complete processes. This requires creative flip thinking. A conservative approach is no longer appropriate today. Even the most traditional B2B air cargo professionals have adapted to the world of B2C e-commerce and can envisage the role their companies can play in the digital reality. However, while the aim of companies in the supply chain remains the same, it is their strategy, business operations, business model and company culture that will have to be redefined.

“Digitisation and Digitalisation are not the same”

There are so many examples: in the Rate Management world digitisation began with sending eRate sheets and PDF documents and by posting standardised tariffs online. The next, digitalisation, phase has already commenced. Dynamic pricing is a good example but also the financial digital payment systems that show costs in real time at the HAWB level.

Various digital freight forwarders are entering the market and are making full use of digitalisation and innovation. Their market share is not yet large enough for these digital forwarders to be disruptive but this will not take much longer. We waited 20 years for the “Internet of Things” but there are already good examples in air cargo where digitalisation and IoT are fully integrated. An example is the transporting of Biopharmaceuticals with “IoT-enabled Unit Load Devices” with Real Time dynamic tracking and remotely regulated temperature. And, Augmented Reality can be adapted for every depot and warehouse; from shipper to distribution centre and from forwarder to handling agent.

There are countless opportunities to implement process improvements and I am delighted to see that innovation is in full swing in the cargo industry. I hope you will enjoy reading this latest edition of Cargo Magazine.

Bart Jan Haasbeek
Global Events & Engagement Manager
CHAMP Cargosystems



You name it, we fly it



Air Cargo Belgium – an update from a thriving air cargo association



Air Cargo Belgium, the branch association representing the interests of the Belgian air cargo industry, looks back on a great third year. Many new initiatives were developed and membership increased further. ACB is improving knowledge transfer to and within the air cargo industry in various ways.

- usually an air cargo industry professional – great networking opportunities are available over a drink and dinner.

Innovation Forum

The second Innovation Forum will take place in June immediately preceding the annual Summer BBQ. This year's topic is The Internet of Things in the logistics sector. This topic dovetails in well with the recently commenced ACB project: Physical Internet (PI).

Project Physical Internet

The air cargo industry is a fragmented industry. The route consignments travel from shipper to end-user is complex and one where inefficiencies lie in wait. Rising costs, increasing lead times within the chain and increased impact on the environment are all consequences of this. To counter this simple and optimal data exchange between all chain parties is of great importance. Physical Internet can make a positive contribution with respect to cost, quality, efficiency and sustainability. It has already been introduced at the micro level but further steps need to be taken in order to roll it out throughout the entire air cargo industry. ACB, Brussels Airport and the cargo community all support

implementing new technologies to achieve further digitalisation in the industry. Within the PI project a vision and roadmap are being jointly developed for the introduction of Physical Internet in the air cargo sector. Pilot case experiences are being taken into account. Participating parties alongside ACB are the Flanders' Chamber of Commerce and Industry, several air cargo companies and knowledge and technology companies. Their common ambition is to make Brussels Airport the most innovative air cargo hub in the world.

Other initiatives

DGR Workshop

The workshop aims to have all stakeholders on the same wavelength and together define action points to further improve Dangerous Goods processing at Brussels Airport.

Cargo Talks

Twice a year in March and October, ACB invites both members and non-members to a Cargo Talks event. After a presentation by a keynote speaker

YAN – Young Airfreight Network

Events such as the Cargo Quiz and the Cargo Cup football tournament are organised for and by young professionals in the air cargo industry and they are enthusiastically received by these young people. YAN is a separate organisation under ACB focusing on Young Professionals under 35 years of age working at or around BRUcargo.

ACB's 3 Years' event

ACB will celebrate its 3rd anniversary in September. This 'birthday' event will be coupled with the annual Steering Group day.



info@aircargobelgium.be
www.aircargobelgium.be



Big is beautiful

In today's world of global trade, the airfreight business must cater for all shapes and sizes. It is essential that the quality and integrity of your outsized and heavy shipments are handled by industry-wide recognized experts. On the ground and in the air we deliver unmatched services as you would expect from true industry pioneers.

www.cargolux.com | products@cargolux.com | follow us



cargolux

you name it, we fly it!

Once again exciting developments at BRUcargo

Cargo volume at BRUcargo continues to grow. In the previous edition of Cargo Magazine we wrote about 2017's memorable growth, the figures for 2018 are no less impressive. Cargo volume grew by 7.5% to nearly 750,000 tonnes. Steven Polmans who was appointed Director Cargo & Logistics in April, updates us on developments at the Belgian airport.

Certainly, there is plenty to tell you about last year", Steven begins. "Let me begin with the volume of cargo. Compared to the previous year, we processed quite some kilograms at our airport in 2018. We receive detailed insight into the figures via the BRUcloud platform where the cargo community shares data. We see, for example, substantial growth in cargo tonnage on long haul passenger flights but, thanks to the platform, we also receive detailed information on both regions and commodities. Belgium is a strong export country although, in 2018, imports grew relatively faster than exports. The frontrunner continent for both exports and imports is not unexpectedly Asia, although Africa remains a very important market for us."

Handling

Only eight months after the first foundation stone was laid, handling agent WFS opened in February its ultra-modern additional 8,700m² second line logistics building at BRUcargo. Steven: "This is just the first stage of their expansion; next will

be a new 25,000m² building on the first line that will open in 2020. WFS's new building is important for the Belgian logistics sector. It complies with the strictest requirements and fits therefore perfectly into BRUcargo's sustainable development strategy."

In March BRUcargo welcomed a further handling agent, dnata, to the airport. "dnata's state-of-the-art facility is equipped and designed with the latest technology. The building complies with the strictest requirements and is suitable for the processing of all types of cargo, including pharma", Steven says. "Our strategy aims to offer dedicated infrastructure for key sectors such as pharma. Through close cooperation with chain parties we can retain our leading position as 'preferred European Pharma Gateway'."

Pharma

That BRUcargo is further strengthening its name as 'preferred European Pharma Gateway' was re-emphasised in January this year. Pharma.be, the umbrella organisation representing 130 innovative pharmaceutical companies in Belgium, organised a site visit to the

airport to highlight Belgian expertise in the export of pharmaceuticals. In relation to pharmaceuticals, Belgium has over 30 production sites, 10 European and global distribution centres and a strong network of logistical partners. "Due to this foundation of facilities and expert chain partners, Belgium is an important hub in both Europe and the world for the export of medicines and vaccines. We are proud that in 2017 nearly 13% of total European pharmaceutical exports were shipped from Belgium. Belgium is thus the second largest EU export country with respect to pharma", Steven advises.

Pharma.Aero, the international

consortium in which Brussels Airport participates, has tested two so-called pharma corridors for the important pharma trade routes: Brussels-Montevideo and Brussels-Hongkong. Within the corridor all logistic chain players satisfy quality requirements guaranteeing an unbroken cold chain. On the basis of this experience and within a clearly defined protocol, Pharma.Aero is planning to further expand the number of pharma corridors between its various members.



Steven advises that the capacity of the Airside Pharma Transporter (APT) has been more than doubled from four to nine units. The new units have the most modern features and make energy neutral temperature-controlled transport of pharma at the airport possible. The units also comply with shippers' and airlines' ever-stricter requirements when it comes to the transport of pharmaceuticals.

BRUcloud – another new app goes live

BRUcloud, the open platform allowing the Brussels Airport cargo community to share data, has launched a new app, the 'Freight Management App 1.0'. Steven explains: "The app makes an efficient, transparent and paperless import process possible. Coupled with the earlier developed Slot Booking app, it is the next step in the 'Landside Management' tool. Of course, the app was first tested and after the feedback from the testing companies, the pilot was launched in

February. We are incredibly proud that, as far as we are aware, this is the first real operational application with blockchain technology within the air cargo sector. Handling agent Swissport is using the Slot Booking app and as a result all BRUcargo warehouse agents are now offering time slots via this app. With the increasing use of the app, BRUcargo 'landside management' is increasingly becoming both more efficient and standardised."

Developments within BRUcloud are ongoing: the first brainstorming session regarding future steps has already taken place. The plan is to launch mobile apps this year that will help forwarders and handling agents make the landside process efficient and totally paperless.

Cross Border e-commerce

The advance of e-commerce is unstoppable. BeCommerce, the non-profit organisation established in 2008, brings together Belgian parties

active with e-commerce. The aim is to both foster consumer confidence and create a favourable economic and political climate for e-commerce. At the end of last year a fifth Summit on this subject was organised and attracted many participants. Subjects addressed were, amongst others, Customs restrictions, European taxation regulations and the 360° strategy for e-commerce that Brussels Airport is developing together with the University of Antwerp and other stakeholders.

"As e-commerce movements will continue to increase, we as an airport want to be well prepared for this growth", Steven says. "In March an e-commerce roadshow took place in China where we, together with a number of other parties, promoted Belgium and Flanders as a gateway to Europe. For example, during the roadshow the Belgian Customs explained BE-Gate, the new e-commerce customs clearance procedure. I anticipate that many more roadshows will follow so that, within the foreseeable future, we will not only be the preferred pharma gateway but Belgium will also be the preferred e-commerce gateway to Europe", Stevens ambitiously concludes.



brucargo@brusselsairport.be
www.brusselsairport.be



Text
Esther Kort-Boreas
Photography
Brussels Airport

We take air cargo to new dimensions.

Global coverage, local service and over 40 years' charter experience.

T +32 59 56 31 31
E fly@chapman-freeborn.com
www.chapman-freeborn.com



PMT is uw partner op het gebied van:

- Opleidingen
- Controle van Luchtvracht
- Beveiliging
- Advisering inzake Nederlandse Luchtvaartwet

Kijk voor meer informatie op onze website www.cargosecurity.nl of neem contact op via info@cargosecurity.nl

Swissport's self service kiosk: an update

About a year ago Cargo Magazine spoke with Jeroen Gilling, Director Cargo, Swissport, about the introduction of an innovative concept in cargo handling, the self service kiosk. A lot has happened at Swissport in the last few months. Time for an update.



Meticulous implementation took precedence over a fast implementation. The rollout to TP3 is still on the agenda but, due to recent developments, another project has taken higher priority. The downward trend in volume prompted by, amongst other things, slot restrictions at Schiphol whereby a number of carriers sought refuge in neighbouring countries, especially Belgium. Lower volumes and fewer flights result in less cargo handling and therefore priority now lies with adjusting business operations.

'Care takes precedence over speed'

Project: automated 'nets'

Swissport is active with another project that is still at the preliminary stage. Together with the Technical University Delft a new, more efficient method of 'netting' cargo onto pallets is being looked into: moving from manual to automation. For 50 years netting has been undertaken in the same labour-intensive way. Any new method of netting must be approved for, amongst other things, security by the many air transport authorities, such as IATA and ICAO. When it is apparent that automated netting stands a chance of success, it will, of course, be thoroughly investigated by all concerned parties.

The kiosk is fully operational in T9 and T11. The percentage of forwarders using the kiosk for import shipments with final destination Schiphol is high, no less than 95%. The other 5% still report to the head Cargo Office. The Cargo Office can also be contacted in the event of unforeseen calamities. There are no longer office personnel for imports and there has been a small infrastructural change: the two import kiosks in T11 have been separated from the export kiosks.

Kiosk use for export is on the rise: 65% now being processed via the kiosk. Regardless of all the 'e-' developments, some consignments are still accompanied by physical documents

and in these cases a 'human hand' is required.

After its introduction in T9, a rapid increase in the use of the kiosk was seen. Not surprising really as only five airlines are handled in T9. More promotion was required in T11 where far more airlines are handled.

That this innovative handling concept did not go unnoticed by other handling agents at Schiphol was evidenced during the implementation phase by them coming to see for themselves how the kiosk worked and how it had been set up.

Good progress was made with the kiosk up until the end of 2018.

For more information on these projects, please contact
Jeroen Gilling
E: jeroen.gilling@swissport.com

Air cargo's right to exist in the 21st century

Recently it was revealed which companies are most frequently mentioned in the Second Chamber of Parliament. Not surprisingly, Schiphol was undisputedly number 1 of the top 100 with Lelystad Airport at number 10 and KLM at 11. In comparison, the Port of Rotterdam was to be found at number 45. This suggests that air transport is a lively topic in politics unfortunately, though, all too often in a negative sense.



Since the slot shortage at Schiphol arose in the summer of 2017, air cargo has been on the minds of Parliamentarians and most especially, the position of cargo flights. The first important result of the cargo sector's lobbying occurred last month when the Local Rule for cargo flights at Schiphol was finally approved.

However barely a week later, the sector was confronted with a setback: a possible levy on cargo flights based on the Maximum Take Off Weight of the aircraft (MTOW). The tariff will be € 3.85 per tonne cargo for the relatively older aircraft (747-400F and 777F) and € 1.925 per tonne cargo for newer aircraft (747/8F). This tariff will exceed the airport fees paid for

these flights. I.e. the tax is more than 100% of user costs, this whilst other modes of transport are being subsidised.

Happily, the draft legislation is being discussed in detail in the Second Chamber after an initial finding of the Council of State expressed concern about the economic consequences

of such a levy. As cargo flights are sensitive to price stimuli, it will be necessary to benchmark total costs at competing cargo hubs such as Liège, Brussels, Paris, Luxemburg and Frankfurt. Only then will one be able to judge if the concerns of the Council of State and the sector are legitimate.

The sector has succeeded in proving the economic importance of air cargo, as shown in the Erasmus University/ACN Air Cargo Monitor. However the economy alone is no longer sufficient, sustainability of the whole cargo

production of synthetic kerosene at Rotterdam-The Hague Airport and the first production facility in Europe for bio-kerosene located at Delfzijl. KLM in particular is taking the lead but the air cargo contribution remains vague. If it became the frontrunner in these areas, the Dutch air cargo sector could reposition itself and make itself more attractive. Dutch companies are receptive to making a contribution: the Dutch Sustainable Growth Coalition (Heineken, Shell and DSM amongst others under the leadership of former Prime Minister Balkenende)

questioning their place here. If the air cargo sector manages to take serious steps towards sustainability, the Netherlands will become more attractive and the right of existence for air cargo in the Netherlands will have been proven and we can be done with a cargo flight levy that does nothing for sustainability.



Rogier Spoel

'However the economy alone is no longer sufficient, sustainability of the whole cargo operation must begin to play a more important role in order to retain the right to exist'

operation must begin to play a more important role in order to retain the right to exist. Fleet renewal, electrification of ground materiel, blending bio-kerosene, optimising loading and investing in energy efficient warehouses must become key issues for the sector. With this in mind, two projects have recently been announced: a trial installation for the

is running a pilot in Rotterdam for bio-fuel for the containerised shipping sector.

The Netherlands has become less attractive in recent years in terms of its business climate. Belgium is slowly taking over this position. Foreign companies already established in the Netherlands are more frequently

Policy Manager Air Freight & Ocean Freight at evofenedex

r.spoel@evofenedex.nl



SOLVING YOUR CARGO HANDLING CHALLENGES

www.saco.aero



Industrieweg 2
NL-5731 HR Mierlo

P.O. Box 47
NL-5730 AA Mierlo

T +31 (0)492 430 059
F +31 (0)492 432 713

info@saco.aero
www.saco.aero

a division of SMA BV



Security

Vehicles correctly locked or sealed at all times

The rules with respect to the security of civil aviation in EU Regulation 2015/1998 and the National Civil Aviation Security Program (NCASP) are clear but complex. For this reason here is a short summary of the most important points.

Delivery by Known Haulier or Known Agent / Regulated Agent (RA)

If a forwarder, as a Regulated Agent (RA) uses a haulier to deliver "secure" cargo or mail to Schiphol (or any other airport), the haulier must be able to demonstrate that a Known Haulier Relationship exists between the agent and the haulier. This can be done by means of a Haulier Declaration.

A hard copy of this declaration can be shown at the handling agent's counter or (in the Netherlands) via ACN, this can be registered in the SmartLOXS-system of the ACN pass. This check is done automatically using e-Link if all the relevant security information is digitally available. If a declaration is not present the security chain is considered halted and the cargo no longer secure. The handling agent may refuse the

cargo or, after consultation, make it secure once more by screening. If the haulier is a Regulated Agent himself then the haulier's RA number is shown next to the agent's RA number and a Haulier Declaration does not need to be shown. This RA number can be found in the SmartLOXS system when a driver's ACN pass is read by the system.

The vehicle in which a consignment is delivered must be locked or sealed

Vehicles delivering secure cargo must always be locked or sealed. Locked means "closed with a lock to which the driver has the key" in order that consignments that have undergone the required security checks are protected during transport against manipulation by unauthorised persons.

This applies to all vehicles and therefore includes delivery vans and cars. Curtain sided vehicles must be secured with TIR cords and the load area of flatbed vehicles must be supervised.

The handling agent's personnel must verify that the vehicle is correctly locked or sealed. If this is not the case then the cargo will be declared "unsafe" and the shipment will have to be screened (again).

Vehicles driven on the handling agent's site must also be correctly locked or sealed. If this is not the case then "secure" cargo on board would have to be screened again.

Source: ACN

Peter Kales looks back at 25 years Kales Airline Services

Just before New Year everyone in the air cargo industry at Schiphol was surprised by an email from Peter Kales: he announced he would be leaving Kales Airline Services in 2019. Cargo Magazine spoke with Peter about his decision and together looked back at his great, challenging and high profile years in the industry.

“The time was right to let ‘my baby’ Kales go”, Peter begins. “For years I had been sitting in planes at least twice every single week. At the time I never saw the travelling as a burden, it was a sort of rhythm I had become accustomed to. But if I look back now, retrospectively, I think it was intense. I have always worked efficiently so that I had time to do other enjoyable things. The amount of travelling lessened somewhat once an Asian carrier we represented opened an office in Europe.”

‘No principal no food on the table’

Peter began his career at Schiphol with the Luxemburg carrier Cargolux where Arnold van den Bosch, a good friend of his brother, worked. Subsequently he went to GSA CAD Aviation Services that was run by an Egyptian. Peter: “I was just 21 years old, a beanpole of a boy with spiky red hair. I worked there six years and got to know Dirk Hazenoot. We represented airlines no one had heard of at that time: Cathay, Biman Bangladesh, Gulf Air to name just a few. During this time I learned how important the relationship with your principals is, indeed, without a principal you have no food on the table.”

After a few years Peter left CAD Aviation Services for Air Cargo Brokers where Bernd Michel worked, one of



Peter Kales

Peter’s close acquaintances. Peter did not arrive empty-handed: he took Virgin with him and was seen by the forwarders as one of the family. Next Paul Parramore acquired him for tmi, initially for Air Support. Subsequently Peter went to Air Charter International

where, for the first time, he took on a director’s role. “Air Charter International was a great learning experience for me. I learnt all about charters and how the whole process works. The experience I gained from the many cattle and

chicken charters we did was very useful later in my career with Raeford. I also learnt just what is involved for the financial organisation of a large company. I reaped the benefits of this later when I began Kales Airline Services”, says Peter.

Peter’s last employer before he started his own company was Raeford, a charter GSA that rapidly grew from four to twelve employees. “With yet more experience under my belt, I decided – with a loan from my ex-father in law – to start my own company. I’d been thinking about the name of my company and finally, upon the recommendation of my

second-hand, my mobile telephone the size of a refrigerator and I had a fax machine with which I could send messages to the world. I still had close contact with Dirk who had become Director of Varig, the airline that would later become a principal.

In the first week of Kales Airline Services I had a charter from Transairways that, luckily, due to circumstances, did not eventuate. Why ‘luckily’ everyone will wonder. Well, I had made a deal on the cancellation fees and, as a starter company, I retained USD 5,000. People I had thought would support me did not do so and support came from people I had not expected to help. Yes, in such a period, you learn a lot about human nature and, by trial and error, you become wise,” Peter says.

Creative and personal enterprise

“To be successful you must be smarter than the competition, in every area. When I worked at Cargolux there was a lady on reception who always answered the telephone in the most enthusiastic and friendly way. This proved to be of immense value in the relationship with the customers. I have always been very aware that personal contact with people is most important. Nowadays an email is sent to a colleague only two desks away. Why not walk over to him or her? Approaching someone personally gets far better results.”

‘Approaching someone personally gets far better results’

“In Belgium, due to our excellent network, we obtained Martinair. That was my first step over the border in what ultimately resulted in 45 offices in 32 countries. I discovered that when acquiring new airlines the factor of the airline ‘wanting’ you plays a large role. I am fortunate to have a very large network and feel this has been an important factor in the success of Kales Airline Services.”

No computer

“At that time there was no question of computerisation. I wrote down all

the consignments in a ledger. In the first month I did no less than 160 shipments. My cash flow then was nothing to write home about so what did I do? I personally visited my major customers to hand over my invoice. If they paid within 14 days, I would return with cakes for the whole department. I can tell you: I took round an awful lot of cakes,” Peter laughs.

Advice

In response to the question what would he like to impart to the professionals in the cargo industry, Peter is very clear: “First and foremost do something that makes you happy and gives you pleasure. Don’t do something just for the money. Interact with your customers as you would like them to interact with you. The cargo world is a fantastic working environment. It is international and every day is different.”

‘Don’t do something just for the money. Interact with your customers as you would like them to interact with you’

Bright future

Peter: “I have always given 100% to my work. I just don’t know how to do things in a half-hearted way. I enjoy giving advice to small and medium-sized businesses. It is great now that I can decide how I use my own time. There is plenty of time for my family, my dogs and I’m home more often. Yes, I am now in calmer waters but sitting still is not in my character. For 40 years I have been active with the Voorhout theatrical society: initially as an actor and for the last few years as director. This is a wonderfully relaxing fun passion and one I really enjoy. I may have relinquished the director’s role at Kales Airline Services but that role with the theatre group continues to give me so much pleasure!”



SIMPLY GREAT SERVICE

YOUR CARGO GSSA

When you are looking for the best representation for your airline, our team of local experts is ready to support you. With our pro-active flexible market approach, we provide you with instant access to the right decision makers. Advanced Market intelligence allows us to keep you up to date on the latest developments in each individual market. Our passion for cargo will help us reach our ambitious targets together.

Simply great service!



KALES
AIRLINE SERVICES

YOUR FAVORITE GSSA

WWW.KALES.COM

Customs and the Netherlands Food and Consumer Product Safety Authority collaborating to benefit the logistics chain



Liesbeth Kooijman (left) and Ria Leferink op Reinink

For many years the Dutch Customs has worked closely with the Netherlands Food and Consumer Product Safety Authority (NVWA) – the authority responsible for product and food safety, plant and animal health and animal welfare. Based on the Dutch Government's 'one-government' principle the two organisations are integrating and streamlining their processes. With this in mind, a project was launched in 2018 that should lead to more effective inspections and significant structural efficiency benefits for both agencies as well as providing time gains for international trade and logistics. Good news too for the consumer who will be finding ever fresher and safer meat and fish on his plate.

"In recent years we, as the national supervisory authorities, have taken major steps towards integrated border management", Liesbeth Kooijman of the NVWA says. "The Joint Inspection

Centre (JIC) was established at the national airport and in 2018 the State Inspection Terminal (RIT) opened in the port of Rotterdam. These are hyper-modern locations where Customs, ILT (Human Environment and

Transport Inspectorate) and ourselves can increasingly coordinate/align our inspections and therefore increasingly operate as a single government body. The business community also contributes as to how we organise our border work – so public and private parties are together striving for smooth and safe freight handling. At NVWA not all of our checks take place at the one-stop-shops of the JIC and RIT. Veterinary checks – for example on animal products and livestock – are undertaken by special External Border Inspection Posts, such as at Freshport, Schiphol. With these types of inspections especially, there is still room for improvement, in terms of



MENZIES WOULD LIKE TO WELCOME YOU



Dave Beekman (VP Northern Europe):
dave.beekman@menziesaviation.com

Paul Sitskoorn (Commercial Manager Cargo Handling):
paul.sitskoorn@menziesaviation.com

EXCELLENCE FROM TOUCHDOWN TO TAKEOFF



efficiency, in our collaboration with Customs."

Tighter risk profiles

"In 2018 we began comparing our work processes in the area of Entry/Import", Customs Officer Ria Leferink op Reinink explains. "The question was: where do these processes overlap, and what permanent improvements could be achieved? In total we mapped twelve overlapping areas and immediately set to work with the top three. Priority was given to optimising the so-called risk-learning circle. As Customs we apply various risk profiles to the masses of declaration data we receive – in part these are based on risks identified by NVWA, such as product type or country of origin. Our automated systems flag incoming consignments to be inspected by the NVWA. When the results of checks are communicated correctly and quickly, we can further refine our risk profiles. The quality of feedback, however, was seen to be quite dependent upon the employee involved. In order to make it less person specific, we are setting up fixed domain groups. Within these groups, NVWA and Customs file holders will hold discussions and record both experiences and new insights gained from operational supervision. In this way we will get a clearer idea of the high-risk consignments. We are heightening security whilst also streamlining the movement of goods. This will allow us to less frequently unduly disrupt the logistics chain."

'Automated sharing of so-called batch decisions is high on the agenda'

Faster release of goods

"Automated sharing of so-called batch decisions is high on the agenda", Kooijman says. "When we have carried out our checks and the goods in question are considered okay by us, they must still be released by Customs. Customs checks the batch decision taken by NVWA in advance. Until now this had been done almost entirely manually which inevitably meant some time was

wasted. Obviously, companies benefit if the release happens as quickly as possible. Otherwise, for instance, you can have a truck full of filleted Nile perch ready for departure but the driver must wait until the Customs formalities have been completed. We are now moving to a situation where the company concerned – as soon as our inspection is completed – receives a digital code allowing the Customs declaration to be completed directly. Providing, of course, that Customs does not want to physically check the goods. This has been achieved by relatively simple software modifications in both our system and that of Customs. This is how we are eliminating the time factor from the process. This is good for commerce but just as important for the competitiveness of a party such as Schiphol. We know that some sectors – such as the trade in horses – are sensitive to any type of delay. You do not want a market like that to move to other foreign airports."

Tackling illegal imports

"The third process we have started makes joint monitoring more effective", Leferink op Reinink explains. "This specifically relates to compulsory inspections of veterinary products from outside the European Union. There are certain risks associated with these goods: they can, for example, be unsafe for human or animal consumption or they may lead to the introduction of animal diseases. Companies have to register these consignments in advance with the NVWA – something they sometimes fail to do. By comparing NVWA's administration against the declarations for temporary storage received by Customs, we are able to detect missing pre-registrations sooner. Thus we are better able to tackle possible illegal imports and the market operators engaging in these practices. Until recently this comparison of details happened manually but with the help of a matching tool we are now automating this. This is, of course, far less labour-intensive. In cases where a human assessment remains necessary, we continue to rely upon the knowledge and experience of our employees."

Better coordination, more synergy

Kooijman and Leferink op Reinink are both positive about the course their organisations took in 2018. "Initially,

"We all have our own jargon. But as we gained more knowledge of each other's profession, it all became clearer"

jointly reviewing our processes led to Babel-like confusion", Kooijman says. "We all have our own jargon. But as we gained more knowledge of each other's profession, it all became clearer. You begin to understand why things are done in a certain way but also see how things could be done differently. Together we are moving to better coordination of our border operations and are creating more synergy. And this is just the beginning of this journey; in the near future we would like to implement more of these sorts of improvements. As we said: many more parties than just Customs and NVWA will ultimately benefit from this."

This article appeared in the annual review "Dutch Customs in 2018" and in Customs NL inSight



Douane
Belastingdienst

For more information:
Harald Meijer, Editor in Chief,
Douane inZicht
E: ha.meijer@belastingdienst.nl

The value of air cargo

Maarten van As



About ACN

ACN is the industry association for the air cargo industry in the Netherlands. ACN's key objective is to develop the Netherlands air cargo industry in the broadest sense. To achieve this ACN provides a platform and meeting place for its members, ACN actively boosts innovations in the sector and lobbies actively for the interests of air cargo. See www.acn.nl for further information.

for the Aviation Policy White Paper 2020-2050. This is an important policy document currently being prepared by the Ministry of Infrastructure and Environment. ACN is – together with, amongst others, Schiphol and KLM – a member of the focus group and here we are constantly making absolutely clear how important air cargo is for the Netherlands. There must be room for the sector. Only if we all convey this message will air cargo receive the attention it deserves in the Aviation Policy document.

Of course, we are also engaged with, and participating in, various initiatives and developments to have the chain work as efficiently as possible. Factors such as the optimal use of scarce space and sustainability can often naturally reinforce each other. For example, by digitalising the chain and making it paperless as far as is possible the system becomes both more efficient and cleaner.

What should be in the White Paper on Aviation Policy about air cargo?

The White Paper on Aviation will be a 'high level overriding' document. The big picture. The framework for policy for the coming period. We shall have to be very concrete in our input. Not going into too much detail or into the process. If you ask us, there must be a limited balanced growth in the total number of slots at Schiphol. Limited growth in capacity is necessary in order to be able to continue to play on the global playing field. If the politicians 'lock us down' that will damage everyone. Air cargo included. We are aware, however, that the solution lies not only with growth. The demand for slots will, in the meantime, remain far higher than supply at Schiphol. The figures, for example from IATA, are very clear about this. Globally cargo and passenger numbers will both grow strongly. The question is how do we deal with this shortage? Previously we pleaded that the capacity figures should not be stared at blindly. Instead, how capacity is being used needs to be studied. Look carefully at what a flight means for us: for the Netherlands' economy; for employment opportunities; for the business climate for companies and, also, especially, for the quality of the Schiphol network. Dare to be selective and, on the basis

of clear consideration, reserve slots for full freighters. They are important for our economy and prosperity as is clearly shown in the Air Cargo Monitor. A recent report from the Council for the Environment and Infrastructure argued a similar school of thought. Simultaneously the burden on the environment and surrounding areas must be minimised as far as possible. There we must also dare to be selective. If we manage to get this line of reasoning into the White Paper on Aviation and this leads concretely to space being reserved for full freighters, then I think we will have been very successful.

Why this focus on the environment?

What has that to do with the sector? To counter further global warming CO₂-emissions must be reduced. That is clear. Air transport as a whole is responsible worldwide for 2% of all CO₂-emissions. Air transport must therefore also be ambitious with regard to minimising its CO₂ footprint. A lobbyist for another sector recently put it very clearly: 'if you are part of the problem... then you are also an important link in the solution'. In my view this is a role we must take up. If you ask what the air cargo sector in the short term must do? A lot of work. An honest active attitude is essential both now and in the future to ensure that the air cargo sector retains a licence to operate. We are dealing not only with a shortfall in slots for full freighters at Schiphol but also with a fundamental scarcity of environmental space also calling for solutions. This is why, with full conviction, we subscribed to the sustainability plan "Smart and Sustainable" and we, as ACN, are continually looking for interesting sustainability initiatives in the sector. Luckily we are seeing these more and more often. As an industry organisation we want to offer a platform where parties can exchange knowledge gained and learn from each other.

Air Cargo Netherlands (ACN) is committed to standing up for the interests of the air cargo sector in The Hague. Essential in times of scarcity. Maarten van As, Managing Director of ACN, tells Cargo Magazine how important it is that the sector proves its relevance to The Hague.

The Full Freighter sector at Schiphol has been facing a shortage of slots for some time. How is the sector dealing with this?

When the shortfall manifested itself there was a moment of shock and considerable irritation. Certainly as the impact of the slot shortage proved most significant for the full freighter sector. The consequence of the so-called 80%-20% rule for the retention of historical rights to slots was being evidenced in practice. The sector subsequently pulled itself together and responded by drafting a local rule. The aim of a local rule was to give full freighters more space. It proved not easy to move towards an acceptable, implementable local rule. However, in May this year, Schiphol Local Rule 2 was formalised after publication in the Dutch Government Gazette. The local rule is the result of cooperation between a considerable number of parties involved in and around the air cargo sector. It is something to be proud of. But it is not the solution to the full freighter slot shortage. It is, however, a positive signal. The sector

and the government are together looking for solutions and the government has recognised the importance of full freighters. A first step towards restoring confidence.

But is it not too late? We are seeing substantially decreasing figures at Schiphol.

Certainly in the last few months we have seen dramatic reductions in the number of full freighter movements. Double-digit reductions when compared to the previous year. This is painful and not good for Schiphol's image as an important cargo hub in Europe. The reduction comes, on the one hand, from the slot shortage. On the other hand we are also seeing a flattening off in the market. Air cargo is an early indicator of economic developments. This flattening of the market is all the more reason for all of us to put more energy into preparing for the future.

Where does ACN see possible solutions?

There is no ready solution. At the moment a lot is happening in the Netherlands with regard to air trans-

port and, therefore, air cargo. Public opinion has changed in the last few years. Whereas air transport used to stand for progress and modern times, now the discussion covers environmental issues and inconvenience for surrounding areas. Politics must find a new balance. The time of unbridled growth is past. In this search for a new balance it is our role to stand up for the interests of air cargo. By showing the irrefutable importance of air cargo for the Netherlands' economy. But also by clearly explaining how the market works. And by us explaining the mutual inter-dependencies in the system. The sector operates in an enormous, competitive international playing field in which both belly cargo and full freighters must have independent, strong positions. Only in this way can Schiphol position itself as a powerful cargo hub. And, that can only happen if our environment allows it. More than ever it is important that we, the air cargo sector, actively address how to limit the burden of air transport on the environment and surrounding areas as far as possible.

How do you do that? Explain that in a concrete way.

Last year we asked the Erasmus University to set up an Air Cargo Monitor. This was an extensive study looking at the added value and employment opportunities created by the air cargo sector. We had an idea of what this would approximately be but there was not much solid information underpinning it. We now have the actual figures. The air cargo sector adds € 2.15 billion to the Netherlands economy and 25,000 people work in and for the sector. The sector therefore accounts for 20% of the total added value and jobs at Schiphol. That is quite something. To compare this with another important economic motor: the total added value of the port of Amsterdam is € 3.19 billion with 31,000 people working in the port. We want to conduct this study annually and therefore be able to identify movements and trends. In the next Monitor we also want to look at the value of the goods transported by air to and from Schiphol. With this information we can really show the relevance of a powerful air cargo chain in and for the Netherlands.

In addition we, the sector, are taking positive steps to provide joint input on behalf of the air cargo sector

Text
Maarten van As
Photography
ACN

AirBridgeCargo: Moving forward to 100% transparency



Irma Gnodde

For years now, Russian cargo airline AirBridgeCargo has become an integral part of many European airports. The airline has twelve online stations, one of them is Schiphol Amsterdam. The customer service team in the Netherlands consists of 16 employees. Cargo Magazine spoke with Irma Gnodde, head of Customer Service in Europe, about their core values.

Operation

Due to the recent slots restriction in the Netherlands, AirBridgeCargo was compelled to change over to airports in other countries throughout Europe. Momentarily, AirBridgeCargo operates 15 flights from Amsterdam, more than 30 from Frankfurt and the number of flights ex-Liège is growing since the Belgian airport is almost completely in operation as their European hub.

Departments' structure

The customer service department in every European station is structured in the same way, with the same activities. Irma explains: "Of course, every shipment starts with a quotation. The customer service department is taking care of the shipment during the entire process until 'the nets are placed on the shipment'. From that moment on, the shipment is handed over to our Operations department."

Honesty is key

Within AirBridgeCargo, transparency and honesty towards the customer are

considered as core values. From top to bottom, every employee in every department needs to work and communicate with these values in mind. Irma: "It is not always good news that we need to bring to our customers regarding their shipment. In cases like that, we think it is very important to be honest about what is happening. Masking irregularities or hiding things from our customers, that is not the way we work. After all, 'honesty is the best policy' is a common saying that suits us best."

Claims process

In light of their core values, AirBridgeCargo is constantly looking for ways to enhance those values. One of the processes that was subject to research was the claims procedure. In the old days, pre-claims and claims were uploaded in Cargospot and sent to Moscow. There, they were handled via email, sending documents, status reports and photos back and forth between airline and customer. One can imagine that this is a labor-intensive procedure for both parties involved. Moreover, errors can easily occur since versions of documents need to be updated every time. If someone



accidentally forgets to give an updated document a new version number, the whole claims handling process can be disrupted. AirBridgeCargo felt that there was room for improvement.

'Honesty is the best policy' is a common saying that suits us best'

Irma: "Since I already knew the benefits of the CargoClaims platform that had been developed in the Netherlands by CargoHub, I introduced them to our global customer service manager in Moscow. Of course, our IT department checked if it was feasible to develop our own system but it became clear that the CargoClaims platform already fulfilled our needs. So why develop our own system when there is an existing state-of-the-art platform that works for us? Last year, we signed the contract with CargoHub. We are very satisfied with the platform that supports our customer service process."

Promoting the use

Air cargo is people's business. Customers can not be forced to use a certain tool but an airline can try to convince them by pointing out the advantages of the tool or platform. "We developed a leaflet for our customers with information on the CargoClaims platform. In order to stimulate the use of the platform among our customers, we are considering to make a difference in processing time of the claim. A claim

which is filed in the 'old-fashioned' way, by sending an email to our department will of course be handled. But we cannot guarantee that it is processed within a certain timeframe. On the other hand, when the customer uses the CargoClaims platform for entering a claim, we are able to make that promise", Irma says.

Trigger

AirBridgeCargo's focus on honesty and transparency towards the customer has been the trigger to improve the claims handling process. The platform is still evolving, based on the experience of the users. The claims manager in Moscow provides useful input for the system in order to further develop the tool. Main users of the platform were trained but since the system is easy to comprehend, everyone can work with it.

To conclude Irma says: "Customer service isn't something you learn from a book; it is all about practical experience. In order to provide excellent customer service, you need facilitating tools. The CargoClaims platform supports us in our service."

E: sales.ams@airbridgecargo.com
T: +31(0)20 654 9030



Road transport of air cargo predictable and quicker with Trucking CDM platform

Text:
CargoHub

The international transport of air cargo often partly takes place by road. Speed is essential for air transport and therefore optimal coordination of information between airlines, trucking companies and cargo handling agents is necessary to allow the road transport of air cargo to be undertaken as efficiently as possible.

What is the Trucking CDM platform

CDM stands for “Collaborative Decision Making” and combines flight information from the airlines, trucking companies and handling agents to optimally coordinate the road transport of air cargo between these parties. Trucking companies need timely flight information in order to be able to efficiently plan connecting road transport. Actual information is essential for the handling agents for them to be able to plan in accordance with loading and unloading. Poor communication between transporters

and cargo handling agents regarding planned truck movements and available loading and unloading capacity can soon lead to lengthy delays. By making truck movements (more) predictable, cargo handling agents and trucking companies are both better able to coordinate truck movements with available loading- and unloading capacity thus enabling waiting times to be minimised.

Predictability of truck movements for handling agents

In order to be able to reduce drivers’ waiting times to a minimum, cargo

handling agents need reliable information from the trucking companies regarding truck movement(s) and their anticipated arrival times. In the CDM platform all truck movements are visible to the handling agents and expected arrival times are continually updated. It is important for the trucking companies to know on a timely basis if deviations from planned loading/unloading times are to be expected. Handling agents can use the expected arrival time information provided by the trucking companies to confirm slot reservations and, via the platform, handling agents are advised if delays have arisen. Should this be the case trucking companies can decide if drivers should first pick up other loads in order to utilise their permitted driving time as efficiently as possible and also avoid waiting.

Truck movements transparent for airlines

Airlines also have the possibility of following the entire transport process in real time. The loading time, departure time, any eventual damage identified during loading or unloading as well as the location of trucks in combination with expected arrival times can, via an account, be fully transparent. In this way airlines can keep their customers accurately informed and timely anticipate any deviations to the transport process.

Optimal control of transport and lower bank guarantees

Even after loading, with the CDM platform the handling agent can continue to follow the transport in real time. Normally the handling agent loses control of the transport process after goods have been loaded even though, in nearly all cases, the customs documents are made up in the name of, and are for the account of, the handling agent. The handling agent might, after a while, receive a notification from Customs indicating that the transport was incorrectly completed, whereas, within the CDM platform the handling agent receives an active notification if the goods are not delivered to their destination by the anticipated arrival time. The handling agent can therefore take direct action to prevent financial consequences. The platform makes active monitoring possible and there-

fore provides optimal control over the transport process which in turn allows bank guarantees to be reduced to a minimum.

Communication between parties at all involved airports

Predictability and transparency of trucking movements is necessary for all the involved parties at the various airports in order that the road transport of air cargo to its loading and unloading destinations runs as efficiently as possible. The trucking CDM platform provides this communication channel so that maximum efficiency can be achieved throughout the chain. In this way from the moment of loading to that of unloading the transport of air cargo goods between parties at different international airports can be entirely predictable.

Managing door capacity and traffic on the forecourt

In recent years the problem of congestion on the forecourt has been frequently discussed along with the option of trucks not being allowed onto the handling agent’s site before registration and approval for loading or unloading has been confirmed. For international truck movements it is possible that communications such as “Cargo ready for loading, please report to door number 33” be received by drivers entirely via the Trucking CDM platform. In this way, as well as regulating access to the site,

door allocation can also be advised therefore bypassing the office “link”.

Recording damage, load- and unloading times

The handling agent can use the platform to easily record start and finish times of loading and unloading. In the case of damage related photographs and documents can be attached to the orders so that everything is digitally in one place and quickly accessible. This available data allows management information to be generated simply and analysed in order to further optimise transit time between the relevant parties.

Trucking APP, WebAPI and e-CMR

Experience gained during the pilots has led to requests and new insights being incorporated into the further development of the platform. In the first quarter of 2019 the mobile Trucking CDM app was delivered and development of a webAPI has commenced that would allow data to be shared between parties either from their own system into the platform or from the platform into their own system. A link to transfollow is also being studied in order that, by means of e-CMR standard, relevant stakeholders may profit from a maximum digital solution.

Participating in Trucking CDM

In order for the development of the Trucking CDM platform to be optimally aligned to the specific, individual requirements of the airlines, handling agents and trucking companies, the platform’s developers are keen to be in contact with all parties interested in participating. Airports interested in optimising their logistical infrastructure are also invited to discuss this.



For further information:

CargoHub
support@cargohub.nl

René de Bondt and Dolf van Gaalen

De Haan Advocaten en Notarissen

www.dehaanlaw.nl

Seizure of aircraft



René de Bondt



Dolf van Gaalen

In practice, it can regularly occur that a claim may arise against an airline company transporting passengers or goods. Claims can arise, for example, due to damage caused to shipments of goods by delays or incorrect handling but this can also be because of unpaid invoices for maintenance, supplied fuel or other forms of services provided, including handling services at the airport.

Usually settlement of such claims with an airline or its agent is not problematic. But there can also be situations when it cannot be expected that the airline will settle the claim voluntarily. This could be due to the amount of the claim or the financial situation of the airline company. In these cases seizure can become interesting. In principle, claims can be filed against all of a debtor's assets, thus also an airline's aircraft. In this article we will briefly explain what is involved when a claim for seizure is made against an aircraft.

We will limit ourselves to the pre-judgment attachment (conservatory arrest) stage. This is the phase, prior to a judge's ruling, when the debtor's assets are secured in order to ensure receiving payment at a later date once proceedings have been lodged with a judge.

In procedural law a number of regulations apply for the pre-judgment attachment of aircraft. These are laid down in international treaties and the Netherlands Code of Civil Proceedings, in particular Sections 700-710 and 729-729 e RV.

The law refers to aircraft. According to the law, the motors, propellers, radios and all other objects intended for use in or on the aircraft, irrespective of whether they are installed or temporarily separated, are considered components of the aircraft. Seizure of an aircraft therefore includes all of these parts.

A condition for obtaining permission for seizure from a judge is that the aircraft must be situated in the Netherlands. Aircraft not registered in the Netherlands can be seized if they are within the jurisdiction of the Netherlands. For practical

reasons, the aircraft should be located at one of the Dutch airports. For aircraft not registered in the Netherlands it is important to determine if it is registered in a country that is party to the 1933 Treaty of Rome. This treaty lays down a number of rules for the conservatory arrest of aircraft. Various major aviation countries are not party to the treaty, such as, for instance, India, Russia and China.

Should this not be the case, however strange this might seem, a seizure of an aircraft may be initiated based on the rules for conservatory arrest on movable, tangible assets, thus applying the rules for pre-judgment attachment against debtors without a known address in the Netherlands, the so-called foreign attachment.

'In principle, claims can be filed against all of a debtor's assets, thus also an airline's aircraft.'

In view of the inherent risks, it is obvious that a claim must be "solid". This means that the entitlement must be exigible and it will withstand examination by a judge. It must also be established that the aircraft is indeed the property of the airline company/debtor concerned. It is of course well known that many aircraft are either leased or that ownership has been incorporated in a specially established company. In many cases these are, for fiscal reasons, located in exotic places.

As it is not always clear if the airline company is the actual owner, there are alternative forms of attachment that lead to the same result. For example, an attachment can be put on the kerosene or even on the relevant air transport documents whereby ensuring that the aircraft cannot depart. A right of retention can also be exercised on these documents, a form of pressure to force the debtor to pay because,

without these papers, the aircraft would not be able to be sold at a later date.

Furthermore there can also be a role for the way in which the airline company is contracted with the lease company. For example, this could be a form of financial lease whereby the company would become the owner of the aircraft once its lease debt has been settled.

How does pre-judgment attachment actually work

In the Netherlands conservatory arrest is only possible after a judge has given permission allowing this. Due to the mobility of an aircraft, if it is considered necessary, such permission can be obtained even at times when the court is closed. The costs involved for a pre-judgment attachment in the Netherlands are relatively low. The lawyer must prepare and submit a request and a court fee must be paid. Subsequently after permission has been granted a court bailiff sets off to actually seize assets. He is required to obtain physical access to the aircraft. The bailiff draws up a report and advises both the airport and air traffic control. The aircraft may no longer take off and is therefore, as it were, "impounded".

A pre-judgment attachment is always agreed on the condition that the party seeking the attachment starts judicial proceedings within a certain number of weeks. The party seeking the attachment must substantiate his claim during these proceedings. If it later becomes apparent that the claim cannot be substantiated then the party seeking attachment can be ordered to pay costs along with the costs of any damage caused by this attachment. If the judge endorses the party seeking attachment, he receives title over the debtor's assets allowing him to sell them to recoup the amount of his claim from the proceeds.

In most cases the owner of an aircraft will choose either to pay or to reach some other form of assurance whereby allowing the attachment to be lifted. As a rule, the costs occurring from not being able to use an aircraft far exceed

the cost of meeting the claim. When the debtor really cannot, or will not, pay then the court will issue a ruling on the legitimacy of the claim. When this has been done, the option arises of selling the aircraft and settling the claim from the proceeds. The attachment moves from the attachment stage on to the enforcement stage.

Conclusion

Particularly if there is a substantial claim and there are no other suitable options to obtain redress then prejudgment attachment of an aircraft is possible in order to secure a guarantee that your claim will be paid. Thorough preparation is crucial to ensure a successful attachment and it is therefore advisable to use specialised lawyers and bailiffs.

Even after Brexit shipments will pass swiftly through the Dutch ports



Marty van Pelt

The upcoming Brexit has created a new reality for the logistics chains between the Netherlands and the United Kingdom. Indeed, irrespective of the outcome of the political negotiations: every form of Brexit will result in customs obligations being introduced for short sea and ferry traffic. In the case of a no-deal Brexit, this would happen immediately the very next day. But even with a softer Brexit, customs obligations will become an established fact in the near future. Port Community System Portbase, together with other high profile companies in the port community, took the step in September 2018 to develop a solution and an operating procedure that would ensure smooth processing of the Customs formalities and swift transport through Dutch ports.

Portbase

Portbase is a subsidiary of the port authorities of Amsterdam (25%) and Rotterdam (75%) and is the body managing the ports' digital infrastructure and core port processes. Portbase is a non-profit

organisation operating without profit motive and holding a neutral position within the port community. It manages the Netherlands Port Community System and links all parties in the logistics chains of the Dutch ports. Portbase improves the efficiency

of port processes through chain agreements, data sharing between companies and information exchange with government authorities. Due to this role, the step to become initiator of the collaboration was easily taken.

Customs declarations

"The implications of Brexit are enormous," says Marty van Pelt, Manager Business Relations & Communications at Portbase. "Tens of thousands of the companies that currently do business with the United Kingdom but have previously not imported or exported outside the European Union, will soon have to draw up customs declarations for the first time or have them drawn up by a customs agent. The short sea terminals in the ports will

have to process a huge inflow of extra documentation. "This will be a totally new situation for ferry and RoRo (roll on-roll off). Ferry-operators, the short sea terminals as well as their logistic service providers, importers and exporters will all, due to Brexit, face obligations that they do not currently have and they are operating in a logistics chain not equipped to handle this. These two aspects determine

customs formalities as all information is available at the terminals prior to arrival and customs checks take place digitally. Portbase's Port Community System serves as the basis of this procedure and anticipates 100% digital and automated processing of customs formalities and optimal re-use of data. All information precedes a shipment so that the subsequent chain partner receives necessary

'Trucks with loads that are not digitally ready for the customs formalities will simply not be allowed entry into the terminals'



that Brexit will have an enormous impact on the port and the logistic processes of these parties.

One standardised operating procedure

Consequently Portbase, port industry association Deltalinqs, branch organisations FENEX, evofenedex and Transport and Logistiek Nederlands/AFTO together with Dutch Customs, the port authorities of Amsterdam and Rotterdam, the ferry operators and the short sea terminals collaborated to reach a chain solution and a standardised methodology to ensure that even after Brexit cargo loads can be quickly transported via the Dutch ports. The operating procedure ensures automated processing of

information in good time. One central digital entry point for both short sea and ferry traffic (via Portbase) results in a standardised methodology for everyone. In this way, smart customs monitoring is possible with minimal disruption to the logistic process. This operating procedure is not new. An automated Portbase process has been operational for years for deep sea container transport to the full satisfaction of all parties concerned. All information precedes a consignment and there are no delays or tailbacks at the terminals.

Everyone in the chain has a role

Van Pelt: "The technical modifications to the Port Community System were ready before 29 March (the

first official Brexit date). However, for the chain solution to function, it is essential that every party in the logistics chain participates and prepares themselves." Companies must register and ensure that their own systems are ready. If one organisation fails to fulfil its obligations and its documents are not in order then the whole chain grinds to a halt. Not only the ferry operators and their customers, the logistic service providers, but also the customers of these logistic service providers, the importers and exporters. Not just in the Netherlands but throughout the rest of Europe.

Van Pelt continues: "We're seeing that companies are waiting for the outcome of the political negotiations.

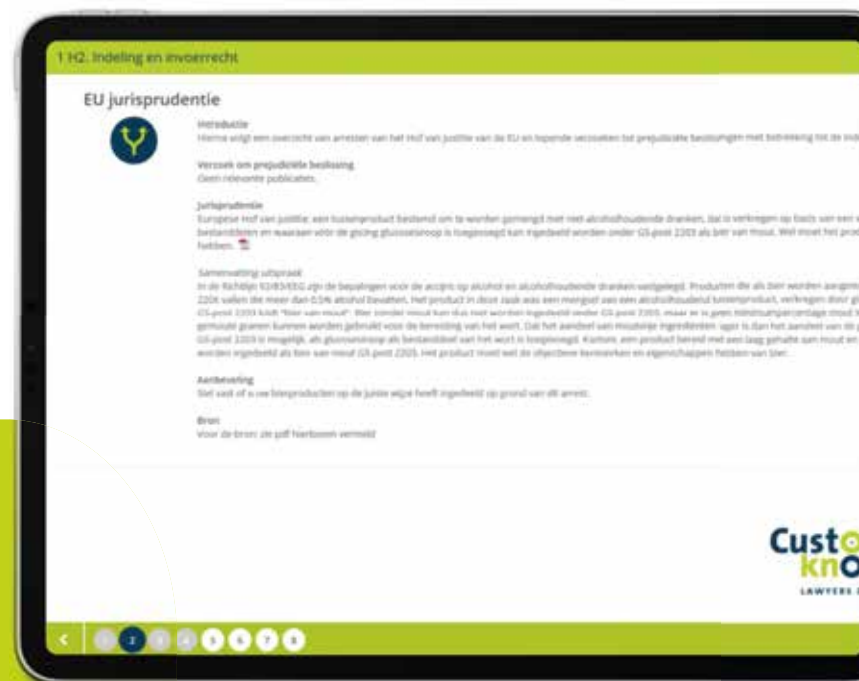
CUSTOMS COMPLIANCE PLATFORM

Customs knowledge
LAWYERS & CONSULTANTS

Only read what you need!

Met het Customs Compliance Platform bent u altijd op de hoogte van de relevante juridische ontwikkelingen op het gebied van douane & internationale handel, product- en voedselveiligheid en accijns.

customscomplianceplatform.nl



De voordelen

- ✓ Alle wijzigingen periodiek in één overzicht, samengevat in helder taalgebruik
- ✓ Verkleint de kans op UTB's
- ✓ Bespaart tijd, u hoeft geen onnodige nieuwsbrieven en dergelijke meer te lezen
- ✓ Vroegtijdig wijzigingen/ontwikkelingen constateren van onder andere goederencodes en vrijhandelszones
- ✓ Op de hoogte zijn van relevante (juridische) ontwikkelingen
- ✓ Optimaal gebruik maken van een tariefschorsing
- ✓ Wijzigingen van complexe wet- & regelgeving en rechtspraak kunnen toepassen binnen uw bedrijf
- ✓ De kennisvoortgang van de gebruikers monitoren, zodat uw bedrijf hiermee voldoet aan de 5e AEO-eis (criteria opleiding en vakbekwaamheid)

Een offerte of een gratis demoweek?

Neem contact met ons op.

customscomplianceplatform.nl

+31 (0) 513 68 98 97

On one hand this is understandable but, if everyone were to wait until the last moment, there would be too little time to get everyone affiliated with all the possible consequences of this. It is very simple, the ferry operators are making the use of Portbase mandatory. Trucks with loads that are not digitally ready for the customs formalities will simply not be allowed entry into the terminals."

Communication

All the companies that participated in the development of the chain solution have been actively communicating about the operating procedure for the Dutch ports in recent months. They will be keeping these communication channels open in the coming period to spread the message 'Prepare yourselves', focusing on 1 June 2019. The industry organisations, shippers, logistic service providers and the ferry operators are all playing an important role in this. It is their members and customers who need to be reached. The Netherlands Customs authority

is also active having written to more than 70,000 companies that have done business with the United Kingdom in the past year. The joint website 'getreadyforbrexit.eu' is playing a central role in the provision of information and guidance on the steps that need to be taken. Companies need to be referred here in order that they know how they should prepare for trade via Dutch ports after Brexit.

We're seeing that companies are waiting for the outcome of the political negotiations

Van Pelt concludes: "Due to the Brexit extension there is more time but the possibility of a no-deal Brexit remains. We recommend companies continue

preparing. 1 June and 31 October are dates when it is still possible that the United Kingdom will leave the European Union without a deal. As a consequence it is essential that companies are prepared in good time. With the agreed standardised operating procedure for Dutch ports, we can ensure that, whatever happens, consignments can be transported via our ports in an efficient and swift manner and that customs obligations can be met.

be smart. get connected.
portbase

For more information:
088 625 25 34 or
info@portbase.com

www.getreadyforbrexit.eu

Your Competitive Advantage between North America and Europe



Global Air & Ocean Forwarding and Logistics

Lynden International has provided global transportation and logistics solutions for more than 40 years. In today's global economy, you need a shipping partner who knows foreign culture, language, trade laws and customs requirements. Rely on us to make your European shipping experience worry-free and seamless.

+32 (2) 255-9090
www.lynden.com/lint

LYNDEN INTERNATIONAL
Lynden Air Freight, Inc.

Not everything is what it seems

Integrity is the most important essential element in the world of international trade, shipping, logistics, finance and insurance. Integrity in this respect stands for the entirety, the completeness of an organisation uncompromised by corruption or crime in its trading systems and with employers forming part of a worldwide supply-chain. Integrity can also be found in the objectives of an organisation and how culture, structure (security and integrity) procedures and instructions are implemented and upheld. In a highly organised organisation these aspects will comply with the security and integrity standards applying for shipping and trade. However, even when a company has organised these matters well, this does not mean they are safeguarded against problems. With this in mind, please see the following example (for privacy names and places have been altered).

International Electronics is an international trader in consumer electronics, primarily mobile telephones, with a head office in Cyprus. For their trading transactions they generally follow an "on hold

for payment" system. An order is prepared but held until payment has been received. An open credit line is available for a limited number of customers with a payment period of five days being applied.

Open credit line

On a certain day International Electronics received an email from someone claiming to be Sjoerd Jansma of Advanced Data Corp, an internationally operating company with worldwide about 10,000 employees and its head office in the Netherlands. Jansma indicated that his company needed a large number of telephones. He requested an open credit line.

Company Information Form

The International Electronics salesman started work following the company's strict internal procedures and requested a report from Dun & Bradstreet. He also requested an extract from the Trade Register and consulted their credit insurer. As Advanced Data Corp

is a reputable company, the reports were quickly received and approval from the credit insurer followed. As part of their internal procedures, International Electronics requested that Mr Jansma completed a Company Information Form and that he should return this along with attachments. In addition to the usual company information, contact details were requested for the relevant employee who could supply references, details were sought of the CEO including a copy of his passport, a VAT declaration was requested along with a copy of an invoice for rental of business space or utilities, all in order that the current standing and functioning of the company could be demonstrated.

More than one million Euros

After receipt of the completed signed form this was placed on file along with the attachments and an amazing series of sales commenced. Deliveries were shipped from a store that International Electronics held with a logistics service provider in Amsterdam. At the request of Jansma, the first delivery was undertaken by DHL with, as destination, an address in Doetinchem. The second and subsequent deliveries were picked up on behalf of Advanced Data Corp. The driver's name and the vehicle registration were notified in advance. The value of the deliveries totalled 1,300,000. Everything had been documented in accordance with the company's established procedures.

Not paid

Over a period of two weeks ten consignments were delivered. Jansma requested that delivery number 11 be transported by DHL to the same address in Doetinchem as the first delivery. On the day of delivery, however, the logistics service provider was telephoned by DHL with the message that the delivery could not take place at the given address as there was no longer a company active there. International Electronics checked its books and it turned out that none of its invoices had been paid. To be on the safe side the insurers were informed who subsequently started an investigation.

Police raid

At the request of International Electronics, the logistics service provider reported the matter to the police in Amsterdam. It eventuated that the day before delivery number 11 the police had raided the address in Doetinchem seizing goods and arresting one person. International Electronics soon discovered that telephones from their delivered consignments were being sold in a telephone shop in Deventer.

False passport

Our investigation proved that the information provided by Jansma in the Company Information Form was incorrect. The landline telephone number was short one digit and the mobile telephone number had one digit too many. The email addresses existed but did not correspond with

the format applied by Advanced Data Corp. The website also existed but was a derivative of the real Advanced Data Corp website. Notably, the creator of the fake website was the same person who had created the website of the telephone shop in Deventer. A visit to Advanced Data Corp quickly brought to light that Sjoerd Jansma was not employed there and that, although the name of the CEO was correct, his passport had been forged. The invoice that had been received for the rental of a building was also false. Further investigations proved that Sjoerd Jansma had also been in contact with companies in France, Poland and Germany. The detectives were very cooperative but were impeded by too much work and too few personnel. An instruction came from a higher level within the police that no further action should be taken.

Human factor

It is important to question how, regardless of good procedures, it could go so wrong at International Electronics. As so often is the case, the human factor plays a major role. Salesmen want to make money; especially in a market where margins are low. A good customer, as this one appeared to be, is more than welcome. The requested reports and the credit insurer's clearance all emanated reliability. The Company Information Form was a formality and had just been put away on file. And there sat the crux of the problem: the information the prospective customer had provided himself. A quick check would have shown that not everything is what it seemed....

Frans Vonk
Binnendijk-Bree Surveys
Flamingoweg 6 NL-1118 EE SCHIPHOL
T +31 (20) 6531996 (24/7)
E schiphol@bbsurveys.nl
I www.bbsurveys.nl

Text
Frans Vonk

Photography
Michel ter Wolbeek

Sound and up-to-date customs knowledge increasingly important

In recent times, society has been showing more interest than ever in Customs law. Brexit has meant that even the 'average' Dutch citizen knows something about a Customs Union. But customs knowledge is, of course, much more than just some knowledge. Customs declarants, logistic service providers, logistic managers: ever more people need sound customs knowledge. Various circumstances have led to proactive action and knowledge becoming extra important, according to Bart Boersma. Bart Boersma established his company Customs Knowledge 14 years ago. The office has developed into a fully-fledged legal, advisory and training company in the field of customs.

Text
Customs Knowledge

There is strong interest in the latest developments in the customs area: Brexit in all its facets, Trump's pronouncements, e-commerce challenges and new trade agreements, for example that with Japan. This is, of course, in addition to the normal problems carrying on: important jurisprudence, category regulations requiring different classifications and Customs' challenge to finalise reassessments on time. With all these developments it would seem almost impossible for companies to maintain and improve their customs knowledge. "On the one hand you see companies redoubling their efforts as it is busy and the labour market is such that it is not possible to upscale quickly. On the other hand we, as Customs Knowledge, are undertaking more training courses and sessions than ever. Logistic service providers, forwarders but also shippers all understand that they must invest. Otherwise they will miss the boat", Boersma says. "It is clear, for instance, that forwarders who actively think ahead on behalf of their customers by keeping them informed of future changes to Customs legislation, are providing far greater added value. Companies themselves are not yet able to do this."

Stay up to date

For Customs Knowledge 'know how' is the foundation and that is why we spend an important part of our time ensuring that our knowledge is up-to-date. Every week we go through the official journals of the EU highlighting relevant legislation, the Dutch Government Gazette for national legislation and, of course, jurisprudence. But there are also other sources. We study the minutes and agenda of the Customs Code Commit-

Knowledge sharing

We created the Customs Compliance Platform in order to share our knowledge in a comprehensive way. Here in a user-friendly, modern and efficient way we keep our customers informed of all relevant developments. Due to this timely information trade flows can be anticipated sooner and/or adapted. Products can, for example, be adjusted so that, in terms of tariffs, a change allows a lower tariff to be applied, while for the customer the product remains almost unchanged. Smart use of the platform saves money. Similarly, it is an unacceptable risk for companies if they are unaware of or have not been informed of the latest legislative amendments, jurisprudence and future developments, such as tariff suspensions or new anti-dumping levies. Astonishing as it may sound, we are regularly confronted by customs-brokers who

contribution to this. Indeed, for some users we work with questions testing whether information has been understood.

Customs representation

The platform also functions as a solution in terms of customs representation. Recently additional conditions have been stipulated and a customs representative must now make clear how he guarantees his employees have sufficient customs knowledge.

The requirements regarding customs representation are recorded in the Customs Handbook. For example, it states: "A customs representative must have insight into what knowledge and competences there are within his organisation, how this is spread across its activities, what is necessary and how this is achieved. A sound knowledge of the elements of levies is without doubt a requirement, but knowledge of the various formalities and special arrangements is also necessary. Employees must be facilitated in order to enable them to keep their knowledge current."

This illustrates the importance of extensive, up-to-date knowledge and safeguarding that a company has this. It's great that everyone we speak to wants more knowledge. Knowledge is, after all, not only power, it results in you working with greater pleasure and conviction.

'A customs representative must have insight into what knowledge and competences there are within his organisation, how this is spread across its activities, what is necessary and how this is achieved'

'It is clear, for instance, that forwarders who actively think ahead on behalf of their customers by keeping them informed of future changes to Customs legislation, are providing far greater added value.'

tee. Matters such as customs value, transit through Customs, customs debt and classification are discussed during these meetings. We know, from the very first moment, when something has become a point of discussion – and therefore has been put on the agenda – this could be, for instance, a product that, with respect to classification, forms a potential risk or that may represent an opportunity.

are making declarations but who had not heard of developments until too late.

The 5th AEO requirement

Since the entry came into force of the Union Customs Code, knowledge and competence have become more important in order to continue complying with AEO requirements. The platform makes a substantial



Bart Boersma

Bart Boersma
info@douaneadvies.nl
Tel: 0513-689897

WORLDWIDE IATA INNOVATION AWARDED PLATFORM

CONTRIBUTING TO AN INCREASED COMPETITIVENESS OF THE AIR CARGO PRODUCT

COMMUNICATION

TRANSPARENCY



- **Worldwide multi stakeholder platform**
- **Standardized process within an industry platform**
- **Claims management for Airlines, Forwarders and Shippers**

+31 (0)6 4321 6457

support@cargohub.nl

www.cargohub.nl

Beechavenue 54 – 80 • 1119 PW Schiphol-Rijk • The Netherlands

Innovation in the air cargo sector

The air cargo world stands alone and comprises a relatively small group of companies. Knowledge institutes find gaining access difficult. A couple of years ago 'Topsector Logistiek' wanted to bring about a change. Eventually this led to the Smart Connected Cargo Airport Schiphol (SCCAS) project. Although the project has not yet been finalised its most important results are available.



Topsector Logistiek wanted to get started with innovation in air cargo and KLM, Schiphol and Cargonaut were all prepared to engage in a dialogue on this with the University of Amsterdam and the Delft University of Technology. This resulted in the Smart Connected Cargo Airport Schiphol project (SCCAS) running from March 2017 to August 2019. The project ran more or less parallel with the Schiphol Cargo Mainport Program (SCMP) that aimed to present Schiphol as a quality airport for cargo by implementing a number of targeted innovations. The SCCAS project provided substantive depth to a number of issues as well as preparing for innovations that will be taking off in coming years.

Schiphol as hub

A core question for the Schiphol community is: how well does Schiphol function as a hub at the present time? In the world of hubs (sea ports, airports) this question cannot really be answered directly and one is quickly pointed to the connectivity of the airport (the number of destinations) or cargo volume (the total weight of shipments processed). These do say something but give little insight into the logistical performance delivered or the degree to which performance fits the needs and wishes of the supply chains using the hub.

Dashboard developed

In the SCCAS project a major step was taken towards thinking in terms of the hub's logistical performance. The

enormous amount of data available from Cargonaut proved to be very suitable for analysis of the performance of logistical processes at hub level. Using this as a base, it is possible to follow through (almost) the entire logistics flow at Schiphol, the route one particular shipment takes through Schiphol's logistics system. A dashboard has been developed to check the completeness of the data per route. There is sufficient information available for every logistical route to enable hub-level performance indicators to be statistically determined. Subsequently handling agents, airlines and forwarders were asked what they felt were their preferred key performance indicators. Of course, while steps are still needed in order to realise reliable and formal KPIs, the

Text
Prof. Dr. Albert
Veenstra

AMS CARGO CENTER II

Schiphol Logistics Park

www.amscargocenter.nl



Oplevering
December 2019

Beschikbaarheid: vanaf ca. 3.600 tot max. 22.000 m²
Eigen parkeerplaats voor 35 trucks en 173 auto's

BREEAM-rating:
Very Good ★★



Ontwikkeling



Verhuur



T 073 82 000 73

T 088 19 980 08

T 088 98 998 98

study has illustrated the potential of the available data.

Flower quality

A SCCAS student project, undertaken in cooperation with the Holland Flower Alliance, showed that it is important to think about effective performance in the chain. This project looked at the collaboration required to improve the quality of flowers through the entire air cargo chain. In the last few years, there have been various studies on measures aimed at improving temperature management for flowers thereby guaranteeing vase life or even extending it. The implicit assumption had been that higher quality would translate into a higher price thereby providing room for investment in the necessary measures by the chain partners. The study however revealed that for flowers traded via the auction clock in Aalsmeer after arrival, in fact, no value was attached to this sort of quality.

‘Topsector Logistiek wants to make funds available to study the issue of coupling cargo with belly capacity’

The purchaser does not (yet) receive any information about the logistic treatment of a specific consignment

of flowers. Therefore, in order to speed up investments in quality, it is important not only to have a clearer idea of the eventual additional value but to let this be known to the chain.

Concrete agreements

The SCCAS project has taken steps in the development of an innovative model for the pick up and delivery of air cargo to the hub whereby the effects of different forms of coordination and cooperation between handling agents, forwarders and shippers could be mapped. This has been included in the SCMP Pick Up & Delivery project wherein stakeholders can make concrete agreements on how they want the process to be structured with operational agreements and performance monitoring.

Belly freight

Now that the SCCAS project is virtually finished, the question is: what's next? There is a development in air cargo under way that is making this question all the more urgent. Many carriers are moving away from full freighters towards belly freight. Cargo capacity is therefore tied much more to the structure of the passenger network and this has consequences for the logistical performance of the entire air cargo sector. The question of how cargo flows can be linked with belly freight networks is a perfect example of the so-called physical internet paradigm. This idea was launched a few years ago by Canadian professor Bernard Montreuil and envisages transport systems

becoming ever more independent of cargo type and load carriers. Topsector Logistiek wants to make funds available to study the issue of coupling cargo with belly capacity. Questions such as how efficient is it to route this load flow over an existing passenger connection; can time be won if information is shared during loading and unloading; and, could this improve the logistical performance of transporting air cargo in this way?

‘A core question for the Schiphol community is: how well does Schiphol function as a hub at the present time?’

Further study

I feel that the SCCAS project has contributed much to parties cooperating closer on innovation issues; smarter use of data and new practical insights. I would very much like to see the ecosystem gain further form in the collaboration between Schiphol, companies and the knowledge community. Coordination of innovation priorities and the commitment of the various parties are crucial. I would very much like Dinalog to contribute: with research and with the establishment and active support of a coordinating role in the air cargo-innovation-ecosystem.



Prof. Dr. Albert Veenstra
Scientific Director TKI Dinalog

This article came about thanks to Thierry Verduijn (University of Amsterdam)

Data corridor makes the chain more efficient and faster

First step towards a digital network for air cargo

Cargonaut has been working hard these last few months on a first data corridor between two international airports: Schiphol and Mumbai Airport. The data sharing system iSHARE ensures the trust necessary between chain partners, while the new IATA data model One Record facilitates the correct transfer of data. Nanne Onland and Luc Scheidel of Cargonaut see this data corridor as being the first step towards an entirely digital network of port community systems. Onland: "If we can re-use data the whole air cargo chain becomes more efficient, cheaper and faster."

Data corridors form a crucial element in a greater vision for the future of the air cargo sector. A port community system, such as Cargonaut, connects forwarders, airlines, handling agents and customs agents with each other. "But we can also connect all the port community systems with each other. Thus forming a 'network of trusted networks'. Data corridors form the connections in that network", Nanne Onland, General Director of Cargonaut says.

Re-using data

A digital network of airports makes uninterrupted data exchange possible. Even between parties unknown to each other but who need each other to successfully process an air cargo consignment. "A cargo consignment that is exported from Mumbai must be imported at Schiphol. For the most part the same data is required. If, with the consent of the data owner in Mumbai, this data can be re-used at Schiphol, the whole chain is made more efficient. Less unnecessary costs are incurred and unnecessary delays avoided", advises Luc Scheidel, Director Innovation and Expertise, Cargonaut.

At the present time there is no uninterrupted data flow. In order to get cargo to its end destination, there are sometimes dozens of parties involved. They share the data that is required but that can go slowly, step

by step. "Each port community system acts as a silo. We want all the silo's in Europe, India, China, America and the rest of the world to be connected with each other. In addition to India, we are now also working with parties in China", says Scheidel.

Digital twin

With a network of airports a model develops wherein all air cargo flows can be digitally followed by authorised parties. Onland makes a comparison with the Dutch Railways (NS) Train radar that is accessible to everyone via the NS app. The radar shows a map of the Netherlands and the position of all trains is displayed in real time. If you click on a train, you see on your screen information about the train itself and its arrival times. "Imagine if authorised users of a data network could have such an overview of all air cargo consignments in aircraft, trucks and warehouses. They could then sooner see when a consignment would arrive at Schiphol. Planning for the inbound or outbound flow would be improved tremendously. In order to make digital twinning of transport flows and cargo handling at airports possible, as a starting point we need to have data corridors and a set of agreements", says Onland. Scheidel adds: "At the moment everyone has only a small piece of the puzzle. By building data corridors we can complete the whole picture around a consignment."

Secure data sharing

A data corridor can only be built with standards. First and foremost, a standard data model is necessary in order that a party in the Netherlands can correctly interpret data from India. This standard is now available in the form of the data model for the IATA initiative, One Record. But understanding each other's data is not enough. Partners must also be confident that their data is in safe and trustworthy hands. That is the domain of iSHARE, the uniform set of agreements developed at the initiative of Topsector Logistiek. iSHARE facilitates the identification, authentication and authorisation of the various parties

that want to make use of a data corridor. Imagine that a Dutch customs agent requests access to data about an Indian consignment. The Indian owner of the data can, thanks to iSHARE, feel confident that the requesting party is indeed a customs agent. Via the authorisation register set up by Cargonaut for this data corridor, the Indian data owner can check if the customs agent has been authorised by the shipper to request this data. These checks all happen in the background without the users of the data corridor seeing them. "It is important that we retain the data at source and do not release it. If the data is accessible at source we can better regulate what data is made available to which parties. Furthermore this guarantees the quality of data. We prevent data either consciously or subconsciously being altered by intermediate links in the logistics chain. iSHARE makes that possible", explains Scheidel, who adds that the data corridor makes use of the most modern encryption techniques. "The data that flows through the data corridor is better secured than current normal practice in this world."

Task for the government

One of the proposed users of the data corridor is the government, specifically Customs. Data is ever more important for the proper monitoring of import and export processes. Onland demonstrates this with a simple calculation. "Approximately 30% of all goods entering or leaving Europe do so via the Netherlands. Dutch Customs, however, has only 4% of the manpower of all the customs authorities in Europe. In short, 4% of people must check 30% of the consignments. This is only possible if better use is made of available data. This is a task for the government. If Customs has access to better data this will mean fewer delays, a better flow and more efficient processes."

iSHARE is a Dutch uniform set of agreements that is also attracting international attention. Cargonaut expects that in the future more sets of agreements will exist alongside each other. "A party wishing to make use of iSHARE must sign a declaration with the iSHARE Foundation. I do not expect major Chinese companies will want to do this. They will develop their own sets of agreements. This

is not a problem, as long as the sets of agreements recognise each other. Compare it to a passport. Each country issues passports so that people can identify themselves and they are recognised everywhere in the world", says Onland.

Thinking in terms of data

The international air transport organisation IATA is following developments closely not only because the data corridor is making use of the One Record data model. "They are closely following what we are doing here. Now it is up to us to take the next step. Parties who wish to use the data corridor should register", concludes Onland. "It is time for us think in terms of data and no longer documents."

Schiphol – Mumbai Airport

The data corridor between Schiphol and Mumbai Airport is the first in the world. Cargonaut has been closely cooperating with Kale Logistics, the company behind the port community system at Mumbai Airport. The proof of concept has been successful. It is now a matter of waiting for the first parties to make use of the data corridor with real consignments. "It is now up to the government and business to take the next step. If we don't do it, we risk missing the boat", says Onland who calls for chain partners to step in. "We want to test the data corridor with live data in order that we can study where the benefits lie for both logistic partners and governments."

www.iSHAREworks.org
info@iSHAREworks.org



Maastricht Aachen Airport – a fully compliant airport

European Union regulation number 300/2008 of 29 April 2008 sets out the basic standards for the security of civil aviation in the Member States. It also sets out the requirements for government supervision of these standards. Each Member of the European Union must draw up a National Civil Aviation Security Program (NCASP) setting out how aviation security is organised in its country. In the NCASP the Ministry of Justice and Security documents among other things, that the airport operator must stipulate how the local security system at the airport is organised. Maastricht Aachen Airport is therefore also obliged to stipulate how tasks and responsibilities are shared between the government, Maastricht Aachen Airport (MAA) and private security organisations, how the NCASP security measures are implemented at MAA and record the associated procedures and work instructions.

At MAA various commercial and public activities take place. The primary task flowing from the above-mentioned regulation, in light of so-called public interest, concerns looking after the security of and on/at the airport. Various security tasks are undertaken at the airport to ensure security. These security measures can be distinguished between preventative and repressive tasks:

- **Preventative security measures:** preventing forbidden objects entering the restricted area and/or the aircraft by checking passengers, their hand luggage and checked luggage. The checking of staff and any goods accompanying them, tools and other materials, at the entrance to the restricted area.
- **Repressive security measures:** following up of any infringements by the government.

The Minister of Justice and Security is responsible in the Netherlands for the security of civil aviation. In 2002 the government decided to hand the preventative security measures over from the Royal Military Police to the airport operator and therefore since 1 April 2003 both planning and control have been carried out by Maastricht Aachen Airport. Operational preventative measures are performed by private security services.

The repressive measures continue to be conducted by the Royal Military Police, Brigade for the Supervision of Civil Aviation.

It will not have gone unnoticed that MAA has been showing rapid growth. Firstly the arrival of Corendon holiday flights in 2018 ensured a spectacular increase in the number of passengers passing through the airport. In the cargo area MAA is also growing significantly. Partially as a result of the slot problem at Schiphol a number of cargo airlines have switched to MAA. 274,986 passengers visited MAA in 2018. This is an increase of no less than 64% over the year. This gave MAA the strongest percentage increase in passenger transport of all Dutch airports. In the area of cargo MAA takes second place behind Schiphol with 124,676 tonnes. While cargo volume at Schiphol decreased

by 2.5% in 2018 at MAA it grew by 43.7%!

The growth of the airport has had consequences for security. The airport realised the transition in 2019 from a demarcated area to a fully Security Restricted area – Critical Part (SRA-CP) on 3 of its 4 platforms. What does this mean?

To answer this question there are two important sources: the Aviation Act, Article 37b paragraph 1 and Implementing Regulation (EU) 2015/1998.

The Aviation Act defines the following distinction between restricted access areas:

Article 37b

1. The operator of an airport site refers to the areas thereof as:
 - a. Those where the public may enter only if the concerned person is in possession of a valid ticket or another personally issued travel document;
 - b. Those not publicly accessible;
 - c. Those where only a limited category of people employed at the airport site may access;
 - d. Those publicly accessible.

The Implementing Regulation 2015/1998 establishes under 1.1 Requirements relating to the spatial layout of airports:

There are distinguishable borders between

- Landside,
- Airside,
- For security reasons restricted access zones,
- Critical areas and,
- Where applicable, demarcated areas.

This legislation translates into the following zones at an airport:

- A demarcated area is the area of an airport where restricted access applies. Aircraft movements take place inside this zone, the runways are here and the adjacent area and buildings, or parts thereof. All zones on the airport site, adjacent areas and buildings or parts thereof that are not part of the demarcated area belong landside. Before 2018 the four platforms

at MAA were a demarcated area and were, with the arrival of an aircraft, then locally set as a Security Restricted Area. In 2018 the passenger platform was the first to transition to SRA-CP and in 2019 two cargo platforms have followed.

- A Security Restricted Area is the part of the demarcated area where not only is access limited but where other standards for civil aviation also apply. The official Dutch term is 'for security reasons a limited access zone'.
- The Security Restricted Area – Critical Part (also termed the clean area) includes all areas of the airport accessed by departing passengers following a security inspection and all areas of the airport where departing checked-in luggage passes through or is stored after security checks, unless this relates to secured baggage.

'It will not have gone unnoticed that MAA has been showing rapid growth'

Besides a background check on a person's identity, including any eventual criminal record, every person wanting access to the SRA is subject to access controls/checks. Systems prevent access by unauthorised persons, unauthorised vehicles or both of these. Biometric details are also checked for people accessing the SRA. Finally people undergo a security check to ensure they are not in possession of objects that could endanger the security of a flight.

Differences SRA, SRA-CP and Non-SRA

The SRA-CP designated areas on the airport site have the highest security level. As well as 100% access control, these areas also have 100% security inspections of passengers, their hand luggage, staff and any accompanying objects, vehicles and goods. Apart from 100% SRA access control, a percentage of people and vehicles (on a totally random basis) are subject to an additional security inspection.



Text
Dick Meijaard

Photography
PMT, MAA



JURIDISCH SPECIALIST OP HET GEBIED VAN HANDEL, TRANSPORT EN LOGISTIEK

De Haan
ADVOCATEN & NOTARISSEN

Beechavenue 178
1119 PS Schiphol-Rijk
020 21 94 639
schiphol@dehaanlaw.nl
www.dehaanlaw.nl

Your reliable handling partner at Schiphol Airport



swissport

www.swissportcargo.com

tion upon entering the SRA to prevent forbidden objects entering this zone. In practice, currently, exceptional use only is being made of the SRA as a secure area accessible only to airport personnel.

Up until now this is all reasonably clear, but there is still one subject deserving attention: in relation to Article 37b of the Aviation Act, Amsterdam

Airport Schiphol distinguishes the following format for its secured areas:

- Security Restricted Area – Critical Part (SRA-CP)
- Non-Security Restricted Area (Non-SRA)
- Demarcated Area

With this delineation there is no longer an SRA, just an SRA-CP. What

was previously called SRA has now been given the somewhat unfortunately chosen name Non-SRA. For the Non-SRA 100% access control is a pre-requisite.

All these measures result from the security program originating in EU Regulation 300/2008. It is no easy feat for a growing airport such as MAA to comply with the same requirements as 'big brother' Schiphol. Still we will achieve it, given the flexibility and cooperation of all the people to whom these measures relate. Indeed, it is all going to be different, but we will be just as well secured as big brother Schiphol.



Dick Meijaard, PMT Cargo Security,
Maastricht Aachen Airport



YOUR GSE SOLUTIONS PARTNER

Full Service Rental • Supply of Refurbished GSE •
Telematics • Full Fleet Sale & Rent Back • Fleet Consultancy

- | | |
|----------------------------------|--|
| ✈ Fleet flexibility | 💡 Continuous innovation |
| 📅 Guaranteed availability | ⚙️ Fleet optimization |
| 📋 Operational reliability | 💰 Lower Total Cost of Ownership |
| 🕒 Improved punctuality | 🌐 Global network synergies |

NEXT EVENTS

GSE & RAMP OPS AFRICA
11 - 13 June 2019 - CASABLANCA

ACI ANNUAL ASSEMBLY & CONGRESS
25 - 27 June 2019 - LIMASSOL

GHI AMERICAS
25 - 27 June 2019 - PANAMA CITY

TCR NEDERLAND B.V.

Rob Spijker
Laurens van den Broek
Erik de Harder

Info.nl@tcr-group.com
Tel.: +31 20 654 11 11
Schiphol Airport • Folkstoneweg 100
NL-1118 LN Schiphol Zuid-Oost

PASSION • INTEGRITY • ACCOUNTABILITY • OPEN-MINDEDNESS

+130
AIRPORTS

+30.000
RENTED GSE

+1.300
SPECIALISED GSE
MECHANICS



WWW.TCR-GROUP.COM

CARGOHUB

QUALITY & COMPLIANCE PLATFORM



- 5 RISK ASSESSMENT & MONITORING
- 3 CORRECTIVE AND PREVENTIVE ACTIONS

INVESTIGATE
2



4 COMMUNICATE

- 1 IDENTIFY, REGISTER & MANAGE

Event management - License monitor - Audit management - Document management

+31 (0)6 4321 6457

support@cargohub.nl

www.cargohub.nl

Beechavenue 54 – 80 • 1119 PW Schiphol-Rijk • The Netherlands

4Advice supports the Cargohub QMS platform with expertise and full service



With a growing number of companies participating in the IATA CEIV program, expertise in the area of GDP guidelines is essential in order to be able to meet requirements with respect to quality, knowledge, procedures and a GDP compliant quality management framework.

The availability of 4Advice's expertise broadens the Cargohub quality and compliance platform with the possibility of further supporting pharma shippers and their logistical service providers in reducing the burden of the challenges faced in order to satisfy the guidelines and international regulations with respect to the EU GDP guidelines, World Health Organisation GDP for pharmaceutical products and IATA Temperature Control Regulations (TCR).

GDP Training

Basic GDP Pharma training courses are regularly held in the 4Advice GDP Training Centre. All the GDP guidelines are explained in-depth for both management and responsible persons. A training certificate is made available after successful completion of the training course. 4Advice is the first company in the Benelux offering market approved GDP Pharma modules online. Courses are available for employees at every level within an organisation:

from warehouse staff to management. Courses are available in four languages.

Expertise and full service

There are three Certified Independent Validators of the IATA CEIV program on the 4Advice team. They are available to audit logistics providers on the implementation of GDP / CEIV compliant processes. 4Advice also supports the implementation of a GDP compliant quality management framework interpreting gap fit analyses, internal and supplier audits, responsible person, risk & change management and temperature mappings for pharma infrastructure, temperature-controlled trailers and aircraft.

4Advice advises the pharmaceutical industry and its logistical stakeholders on protecting the integrity and quality of medicines throughout the entire cold supply chain up until the moment the medicine is made available to the patient.

The 4Advice office and the GDP Training Centre are located in Mechelen, situated in the very heart of Belgium between Zaventem airport and the port of Antwerp, both very important ports for the transport of pharmaceuticals.



4ADVICE
Schaliënhoeverdreef 20T
BE-2800 Mechelen
Tel: +32(0)15/79 67 85
E-mail : info@4Advice.eu

KLM

From homing pigeons to API, embrace digitisation and work together

Text
Esther Kort-Boreas

Photography
KLM

In 2014 KLM Cargo took a conscious decision. The company shifted focus to a more belly-oriented operation. The course changed and whereas, at that time, there had been talk of negative growth now, five years later, double-digit growth in financial performance can be noted. Cargo Magazine spoke with Marcel de Nooijer, Executive Vice President Air France-KLM and Managing Director Martinair Holland about changes and developments in air cargo.

From focusing on freighters to a more belly-oriented operation

In 2014 we took a decision on our concept," Marcel begins. "The number of our own freighters decreased and we made the transition to a more belly-oriented operation. Freighters were thus the cherry on the cake. You need them, especially for destinations where you fly less, for instance Africa and Latin America, or for 'specific' products such as horses and flowers."

'In this time of digital developments, we must be able to make use of each other's data without first having to translate it'

Sustainable

KLM Cargo has four freighters in the Netherlands and two in France. The passenger network with its wide bodies and combi's are a good mix. The freighter market has recovered well over the last four years. KLM Cargo is very satisfied with the current freighter operation.

ability debate everyone must take responsibility and, at the same time, we must also take on board that the logistics sector is very important for the Netherlands. It must never be a one-sided discussion. Sustainability is a larger topic than just aircraft. You must also look at, for example, ground equipment and nets. Our ground equipment is electrically powered and the weight of the nets we use has been substantially reduced: sustainable innovations with less

Marcel: "Our freighters are not the quietest or most energy efficient but they work perfectly. We have no plans for replacement. In the sustain-



Marcel de Nooijer

environmental impact. Let's also not forget that we do not fly 'just for fun of it' but with a specific purpose. An example of this would be pharmaceutical consignments to countries where an epidemic has broken out. I think that we must approach the overall discussion in a far sharper and more nuanced manner."

Optimising capacity through cooperation

15% of the cargo carried by KLM Cargo is on freighters, 85% is belly cargo. Most cargo is therefore on board of energy efficient aircraft. In 2020 the combi's will be phased out and 787's and 777's will take their place. "We are aware that we will have less capacity for certain commodities with the phasing out of the combi's", Marcel advises. "We are therefore looking at cooperating with partners in order to optimise capacity. After all, a full flight is more efficient than two only half full."

'I need hardly explain why the homing pigeon has been replaced by API'

Moving to Schiphol Zuidoost

The Master Plan presented by Schiphol Airport indicated the move of KLM Cargo to Schiphol Zuidoost (South East). The intention is for all cargo activities to be centralised on the far side of the 'Kaag' runway and to create a 'Cargocity'. This plan will also be better for the environment as driving around all over Schiphol picking up and delivering cargo will become a thing of the past. Marcel: "We are looking at a radical modernisation with the new location. Our present Cargo Building 1 is from the 1960's, Buildings 2 and 3 are a bit younger. The move gives us the opportunity to adopt the latest and most sustainable technologies."

Human touch in digitisation

KLM Cargo plays a leading role in the industry with regard to digitisation; the company receives some credit for this. How does the airline retain its human touch with its customers?

"Be where the customer is", is our motto", Marcel says. "This means that our worldwide network of sales offices will be maintained. The customer still has a choice: shall I ring or shall I request an online quote 24/7? Two years ago the income from online bookings was 1%. Now 20% are booked via the online sales channel but this means 80% still come in offline. Thus we have a mix of 'digital and human'. We do see however that the industry is ready. There is a younger generation and this offers new opportunities and new possibilities in this area."

Fan of API

"To optimally deliver products, an optimal data link is important", says Marcel. "In this time of digital developments, we must be able to make use of each other's data without first having to translate it. We have the tools to do this. API is such a tool. It stands for Application Programme Interface and it makes interaction between various software systems possible whereby the sender and the recipient have access to exactly the same information."

Let me go back in time: in the past, messages were sent by homing pigeon. You wrote a letter, fastened it to the pigeon's leg and it flew to the recipient. The pigeon arrived at its destination; the addressee read the letter but may have had difficulties reading the text. So the pigeon went back to the sender with another letter attached to its leg with the message "Sorry, I can't read your handwriting" with all the possible consequences of this.

I need hardly explain why the homing pigeon has been replaced by API.... We deliver API to our customers so that they can continue to use their own systems but also have a direct link to us. As I said earlier "We are where the customer is". I would like to conclude with a call to the cargo industry: "Embrace digitisation and work together".



Text
CargoHub

AEO and customs transit

Process control at the highest level

Companies engaging in transporting non-Union goods need to provide surety against the possibility that import duties and value added tax might be charged. The amount of the guarantee amounts to 100% being equivalent to a reference amount of Customs duties liable over a set period. This can run into millions of Euro's for companies frequently transporting non-Union goods.

A possibility does exist for drawing up a bank guarantee as security. Bank guarantees make a claim against available working capital. Bank charges are between 1% and 2% of the amount of the bank guarantee. All in all, it is well worthwhile striving diligently for the highest level of procedural controls on customs transit in order to be able to take advantage of the possibility of reducing the amount of this continuous guarantee.

Reducing surety

Customs law offers the possibility of reducing the guarantee against customs debts to 50%, 30% or 0%. In order to be eligible for a reduction, the permit holder should have, for example, a sound accounting system, an internal system of controls in place whereby mistakes and/or illegal or fraudulent transactions can be prevented, detected and rectified and should, amongst other things, be able to demonstrate that he/she has access to sufficient financial resources to meet his/her obligations. This is a substantial list of requirements and the essential elements in the areas of bookkeeping, creditworthiness, reliability and process control of transport must be met in order to be eligible for a reduction.

Financial risk management

Once a reduction or exemption from continuous surety has been arranged, there are still no grounds for sitting back and doing nothing. Anyone who has anything to do with customs transit knows that the (correct) clear-

ance of declarations by the addressee at the destination office has to take place and that failure to do so leads to Customs notifications with the inherent risk of recoveries which can result in serious financial damage and disrupted customer relations. Contracts might give you the possibility of being able to pass on the costs

resources available, the risk for the organisation becomes extremely high. It would not be the first time that, as a result of the financial consequences, companies have gone under. These risks are not easily insured and recovery of high costs from customers is neither straightforward nor rapidly achieved.

'Contracts might give you the possibility of being able to pass on the costs of recoveries caused through no fault of your own but actually obtaining reimbursement is not always an easy task especially if it relates to large sums of money'

of recoveries caused through no fault of your own but actually obtaining reimbursement is not always an easy task especially if it relates to large sums of money. The saying "prevention is better than a cure" certainly applies here.

Process control

Tight control over the transport process is crucial to timely prevent the risk of a customs debt occurring. The effort required to put the whole process on the right track can be particularly laborious and is inextricably linked to the dependability of manual checks and activities. If you only briefly miss the required continuity or accuracy within your organisation in following up on activities with the

What is normal current practice?

- Periodic manual checks of uncleared files
- Following up of files via personal email boxes
- Manual Excel records
- Uncleared files being known only to individual employees
- No real time insight into potential or actual risks with outstanding files
- Continuity of monitoring reports dependent upon employees

AEO re-assessment

Customs pays close attention to the transit process when issuing or re-assessing a permit. Customs focuses in particular on the extent to which control of the transport process has been arranged in order to minimise



Raoul Paul

the risk that goods can be removed from customs supervision. A high degree of process control offers, as previously mentioned, the opportunity of reducing financial surety over possible customs debts to a maximum of 30% or eligibility for a total exemption.

How can an efficient and high level of process management be achieved?

- Implement automated monitoring of the clearance procedure
- Perform root-cause analyses on identified irregularities
- Implement corrective and preventative measures to identified risks
- Record communication with customers and Customs
- Ensure actual monitoring of financial risks
- Timely inform customers at an early stage

Even better would be to give customers the opportunity of monitoring

the declarations they had drawn up themselves in real time. This would ensure that the administrative burden is reduced and you would be satisfying your duty of care towards your customers by at all times giving them timely advice of their risks and obligations.

'Investing in process management delivers threefold benefits'

The competence requirements for organisations active in the area of customs formalities are becoming stricter while the availability of well-qualified and experienced customs declarants and specialists is scarce. By using IT solutions to support process management as far as possible, there is the additional benefit that your personnel can further develop

and take the compliance and quality of your (customs) procedures up to an even higher level. Increasing the level of process management, shifting away from transaction-based checks to process monitoring and investing in compliance with quality improvements. In this way organisations gain triple benefits.

Raoul Paul
CargoHub Compliance Platform
support@cargohub.nl

Lithium batteries and logistics

Training requirements for storage and transport

Working in logistics? Then most likely you are either directly or indirectly involved in the transport of lithium batteries. Due to the high number of incidents in recent years there is now more understanding as to why these batteries must be seen as being dangerous goods. There is much more awareness now for the fact that legislation is necessary for safe transport whereby business operations have to be modified.

The lithium battery phenomenon has been a recurring element in our air cargo training courses for years. However in the road and sea transport sectors, the dangerous properties of lithium batteries are less well known resulting in discussion and ignorance of the regulations for these modes of transport.

If a company wants to start handling lithium batteries a number of regulations come into play that need to be properly identified by the company in the preparatory phase. Some of the questions companies should ask themselves and provide answers for are:

- May we store lithium batteries at this location?
- What mode of transport will we be using?
- What courses do our employees have to follow?
- Are correct working instructions available for our staff?
- How does our insurer feel about the possible presence of dangerous goods at our location?

Training courses

In order to be able to offer the correct courses, it is necessary to draw a distinction between the types of lithium batteries. The differences between

Thermal Runaway

Lithium batteries can, either due to a production error or by damage, go into a so-called 'Thermal Runaway'. When this happens the internal energy of the battery is freed which can result in the battery igniting, often in combination with flare-ups and explosions. Toxic fumes may also be released. Putting out these fires is still incredibly challenging.

consignments of either exempt or fully regulated batteries can be very small. For example, the magical threshold for lithium ion batteries has been set at 100 Watt-hours (Wh). An example: A battery for an e-Bike has a capacity of about

450 Wh, a battery for an average laptop has a capacity of 65 Wh. There may be partial exemptions applicable for less than or equal to 100 Wh, but anything above this will always be fully regulated. An exemption can mean that ADR documentation is not compulsory. Training requirements are, however, basically the same for all modes of transport.

Carriage by air

The training requirements for batteries to be offered as air cargo are more extensive by virtue of the fact that minimal instruction is compulsory for partially exempt batteries. There are different conditions for passengers on board aircraft. This has to do, amongst other things, with the accessibility of the batteries in case of an incident. Employees of airline companies, such as cabin staff, must be trained in order that they can adequately deal with any eventual incidents on board. Everyone must be trained according to his or her responsibilities and tasks.

The difference between fully regulated and partially exempt lithium batteries is much simpler for road and sea'

Road and sea transport

With regard to road transport, training requirements are specified in chapter 1.3 of the ADR: Training, dependent upon the responsibilities and tasks of the relevant person, must take place in the following format: general awareness, function specific training and safety training.

The difference between fully regulated and partially exempt lithium batteries is much simpler for road and sea transport than it is for air transport. Roughly speaking the following must be observed for the transport by road of lithium batteries:

- Not complying with Special provision 188.
These are fully ADR regulated batteries.
- Complying with Special provision 188.

In this case various exemptions may apply.

I shall explain Special provision 188 a little further. This provision begins with the sentence: *'Cells and batteries offered for carriage are not subject to other provisions of ADR if they meet the following'*. From this it can be deduced that no compulsory training is required for the transport of this group of batteries. If, however, these same batteries are presented for air transport then there are obligations for training.

There is always a requirement for an additional course for the handling of a consignment of fully regulated lithium batteries. This course must be tailored to the mode of transport. Even though the basis of handling remains the same for every mode of transport there are additional conditions and exceptions that make a separate course mandatory. Companies handling fully regulated lithium batteries, or offering them for air transport, must be in possession of an authorisation from the Human Environment and Transport Inspectorate (ILT&T).

Working Conditions Act ('Arbowet')

In addition the Working Conditions Act also continues to apply. The employer is obliged to provide information and issue instructions for working in a safe manner. An inventory of all possible risks existing in the company must be undertaken and all involved employees should receive sufficient instructions in order that they may work safely.

Clearly interpreting the legal texts is difficult without training. To give an example: An employee incorrectly classifies a lithium battery and therefore the correct labels are not put on the packaging. If inspected, the first step will be that the transport is stopped. Apart from the delay this causes, the company risks a fine of about € 2,000 if checked, for instance, by the ILT&T. In addition the chance is high that the applicable conditions for documentation and packaging will not have been met, a reason for still higher fines. This is not a desirable situation but one that regularly happens in practice.

What is the solution?

Employees' ignorance is the cause of most mistakes and possible risks. Training and short, clear work instructions

are relatively easy methods to limit risk to a safe, workable level. It is essential to clearly identify the flow of lithium batteries through a company. Subsequently training requirements should be considered on the basis of the tasks of every employee involved.

Thorough instruction is compulsory regardless of the mode of transport. This can be through the minimum input of a classic (awareness) e-learning course whereby employees, in a relatively simple way, are familiarised with the types of battery, applicable regulations for packaging, brands, labels and documentation.

'Clearly interpreting the legal texts is difficult without training'

If you, as a logistics service provider, supplement sound training with clear work instructions then consignments of lithium batteries can be handled relatively easily. Not counting the exceptions, of course, which include air transport. In case of queries it is always advisable to bring in a specialist.



Author: Jurgen Spanjers, Lecturer and Security Advisor, SCS Training & Consultancy (www.specialcargo.nl)
communicatie@specialcargo.nl

Taking Things Further



INTERNATIONAL AIRFREIGHT ASSOCIATES BV

Amsterdam - The Netherlands

International Airfreight Associates B.V.

Capronilaan 12-16 | 1119 NR Schiphol, The Netherlands | Phone: +31 (0)88 018 55 55 | Fax: +31 (0)88 018 55 56
E-mail: info@iaa-airfreight.nl | Internet: www.iaa-airfreight.nl

Colofon

Cargo Media
Speenkruid 20
2408 LL Alphen aan den Rijn
The Netherlands

Magazine Management
Esther Kort-Boreas

Advertising
Email: redactie@cargomagazine.nl

Design and layout
SD Communicatie, Naaldwijk

Photography
De Beeldredacteur, Michel ter Wolbeek and various
companies and organisations

Circulation
4000 copies

Subscription and address changes
Subscription requests or address changes can be sent by
email to: redactie@cargomagazine.nl

The English version of Cargo Magazine is available online on
www.cargomagazine.nl

© Cargo Magazine, Summer 2019
No part of this publication may be reproduced and/or published by means of printing, photocopying, film or in any other way whatsoever without the prior permission of the publisher. The publisher shall not be liable for any inaccuracies in this publication and is not responsible for acts by third parties that potentially result from reading this publication.

www.cargomagazine.nl

MEDIA PACK CARGO MAGAZINE

ABOUT CARGO MAGAZINE

Cargo Magazine is distributed completely free of charge amongst professionals within the cargo industry. The 4000 printed magazines in the Dutch language are distributed in the Netherlands and Belgium. The online magazine is in both Dutch and English language and distributed within our international network with over 35000+ business relations.

GEOGRAPHY AND AUDIENCE

The printed version mainly Schiphol, Eindhoven, Maastricht, Rotterdam and Amsterdam and Brussels. The Online version is worldwide distributed amongst middle and higher Management cargo industry professionals. (Airlines, Handling agents, Forwarding agents, Road Truckers, Shippers import and export as well as Government and logistic service providers)

SUPPORT AND FREE SUBSCRIPTION

Your support in textwriting, advertising, editorial or sharing our magazine within your network is highly appreciated.

Join our next edition or subscribe?
Contact: redactie@cargomagazine.nl

PRICELIST 2019

Advertorial	Price in Euro
Interview 3 page + cover photo	3.950,-
3 pages	2.250,-
2 pages	1.950,-
1 page	1.250,-
Advertisement	Price in Euro
1/4 Page full colour	300,-
1/2 Page full colour	500,-
1 Page full colour	900,-
Innerpages 2-3	1.450,-
1 Page full colour Backside	1.450,-
2 Page full colour	1.500,-
2 page spread	1.950,-
Insert per title	950,-

Dimensions and Format
21% VAT not included

EuroGSA

Uw Azië specialist voor luchtvracht.

Toegang naar de grotere bestemmingen in Azië,
Shanghai / Taipei / Bangkok / Osaka / Seoul.



Wij kunnen service en ruimte aanbieden
vanaf verschillende luchthavens ex. EU:
Amsterdam / Frankfurt / Parijs