

CARGO

magazine



ENGLISH VERSION



EDITION SUMMER 2021



PMT Aviation
The Better Alternative



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.


LABOUR LINK
Arbeidsbemiddelings- en adviesbureau



LABOURLINK SCHIPHOL CENTRUM
Pelikaanweg 43
1118 DT Schiphol, The Netherlands
Tel: +31 (0)20 653 33 13
Email: info@labourlink.nl

LABOURLINK HOUTEN
Korte Schaft 21a
3991 AT Houten
Tel: +31 (0)30 303 97 91
Email: info@labourlink.nl

WWW.LABOURLINK.NL

Innovation and communication in air cargo: a good marriage?



In the summer of 2001 I took my first steps in the air cargo world. As Schiphol Airport's Marketing Communications Manager Cargo, I joined the 'Efficient Cargo Communication' (ECC) project that had first seen the light of day three years earlier. "Could you set up a newsletter so that we can inform cargo companies about the project" was the question put to me. I certainly could. But first I needed to study the project and its objectives in depth. And these could be termed ambitious:

- Reducing waiting times at Customs and at the first line warehouses
- Realising reliable, adequate and up-to-date electronic data exchange
- Time-saving administrative procedures
- Improving the load factor of trucks
- Using personnel and materiel more efficiently

At the end of the last century, Nieuwsblad Transport summarised the project as "an initiative that will have to install an electronic highway between the different market parties at Schiphol". One of the ECC steering group members* put it this way: 'the aim is to improve poor communication between the various parties in the air cargo process at Schiphol underpinning this with IT-solutions'. Does that sound familiar?



The newsletter came about, with no less than five editions. The steering group meetings were long but enjoyable. And those objectives? We are now 20 years further and yes, steps have been taken. In this edition of Cargo Magazine topics such as the Trucking CDM, the Milkrun, ULD optimisation and IATA ONE Record are all covered. What is the major common denominator of these projects and subjects? Bingo: electronic data exchange. Those ECC steering group members can, retrospectively, be proud of the steps that have been taken by and for the cargo industry over the past two decades. There is ever more confidence in sharing data with each other. Are we already there? Just like a good marriage, it's a question of investment. So, let's continue down this path and with more industry support, we'll succeed.

Coming back to my question in the title: air cargo certainly has a good marriage with innovation and communication. We hope you feel that Cargo Magazine makes a valuable contribution to this marriage.

Esther Kort-Boreas

Editor Cargo Magazine and owner Short4Sure Communication Support

*Steering group members: Claudia Gerlach, Arno Hoitink, Wim Kranenburg, Maarten van Rossum, Jeroen Giling, Sjaak Hofstra, Gert-Jan Hermelink



4 CONTENT



- 3** Introduction
- 6** PMT Aviation: The Better Alternative
- 10** Schiphol transporters work on innovative concepts to improve efficiency in CATALYST
- 12** Innovation in air cargo
- 16** Time Critical Solutions Worldwide is ready for crucial shipments
- 18** ULD optimisation within the air cargo chain
- 22** Cargo record for Maastricht Aachen Airport
- 24** Trucking CDM
- 28** Achieving community objectives through closer cooperation in the air cargo chain
- 31** Column: Paul was right
- 32** ICS 2: more control over postal and express shipments
- 34** BigMile
- 36** Secure aviation's commercial lifeline
- 38** Omega Logistics
- 40** DJMiddelkoop





44



46



50



58

- 42** Cargo volume at Schiphol
- 44** Digitization challenges collaboration in logistics
- 46** Kales Airline Services
- 48** Cargo damage app
- 50** Digital Pre-notification
- 52** Learning communities in logistics
- 56** Cargo Claims & Loss Prevention from an Airline Perspective
- 58** Cargolux
- 60** What will the world of air cargo look like in future?
- 62** Providing digital access to truck parking space around Amsterdam Airport Schiphol
- 64** Data: Everyone wins if everyone shares
- 65** New EU product safety regulations also relevant for logistics service providers
- 66** Interview with Abilash Kurien
- 68** Shaping the future of aircargo

PMT Aviation

The Better Alternative

In 2020 PMT's various business divisions were collectively presented as PMT Aviation. Cargo Magazine is intrigued as to the reason behind the name change and visited Tessa van Hulst and Dick Meijaard to discover more. Market developments and PMT's interaction with customers were also discussed during the conversation as was their vision for the future of training courses.

Text **Esther Kort-Boreas**

Photography **Jean-Pierre Geusens,**

PMT Aviation

Tessa begins: "The name PMT Cargo Security has been used for years. We had noticed that occasionally the name had led to some confusion amongst both existing and potential customers. After all, our company does so much more than just cargo security.

We provide training courses, we screen cargo with X-Ray and sniffer dogs, we have a DG section and our aviation security branch is active with both cargo and passengers, amongst other things.

We also undertake cargo screening on location for a number of Fortune 500 companies. We do this with our own EDD teams but also with the customer's own X-Ray equipment on the premises. Using only the X-Ray, PMT employees screen approximately 80,000 packages per week. In addition to this, we are always happy to visit a multiple user cargo warehouse at Schiphol or an individual forwarder to examine cargo there but then, obviously, using the EDD teams.

As we have so much more to offer, we felt that PMT Aviation was a better 'umbrella' covering us all. Along with our new name we also launched our new website which more clearly profiles us."

Dick adds: "31 years ago we began at Schiphol Airport offering aviation-related training courses. The focus on aviation has remained constant throughout the years."

History

PMT has been an institution in the aviation world for over 30 years. Dick summarises their history in a nutshell: "We began with short training courses aimed at air cargo handling. One thing led to another: the Controller Aviation course we offered led to a request to provide air cargo screening. PMT Cargo Smartpoint was born. Our presence in the warehouse as well as on the platform led to further security requests, such as access control and the guarding of aircraft airside. PMT Cargo Security was born. By always listening carefully to the customer's wishes, we grew into being a serious player in the air cargo industry."



MAA

The company considers it a great compliment that Maastricht Aachen Airport (MAA) chose PMT for the entire airport's security. "We are very grateful that Jos Roeven, the Director of MAA, chose to work with a medium-sized party, such as PMT,



rather than one of the multinationals which would be the traditional choice for airport security. Attractive pricing, our flexibility and customer focus are our strengths. Speedy decisions and short lines complete the picture”, Tessa says.

The minimizing of passenger flights led to a considerable decline in the deployment of security guards. On the other hand, growth in the number of cargo flights at MAA brought additional work. Security activities such as mobile surveillance, CCTV and staffing of entry/exit points contin-

ued as normal due to the high cargo volumes at MAA.

How passenger numbers will shape up is still unclear. In any case, the expectation is that more passenger flights from MAA will be possible this summer as the number of Covid-19 vaccinations increases. PMT is already actively recruiting personnel for this scenario.

“The obligation to retain the previous service provider’s personnel at MAA brought additional costs. At the same time, income decreased due to the reduced number of passengers. We sat down with the airport to discuss possibilities that would work for both of us. We’ve achieved this”, Tessa says. Dick adds: “We always think along with our customer. We have not stuck rigidly to the contractual hours, that is just not the way we play the game. The consequence of our approach is the absence of short-term profit maximisation. That weighs against, conversely, building a long-term relationship with our customer. We find this much more important.”

The Limburg airport is less extensive than, for example, Schiphol. In response to the question if a medium-sized company, such as PMT, can also serve larger customers, Tessa answers: “Our motto is ‘to be the better alternative’. The services we offer are not unique. Several parties offer security and training courses but we want to be the better alternative within that range of providers. Our focus lies in offering competitive rates in combination with a high degree of flexibility. Whether that is for a large, or a small, customer is not important to us.”

Recruiting personnel

In recent years the company has been growing on average 20% each year. Employee numbers are steadily growing in spite of the current situation. A growth spurt due to the activities at MAA, but a decrease due to Corona. It is anticipated that as summer approaches there will be growth again. “Notwithstanding the impact of Corona, there are always





strong fluctuations in demand in our business. Our recruitment section can, as required, quickly scale up or scale down personnel in order that our customers are served in the very best possible way," Tessa says.

Cargo Magazine is interested in how recruitment is undertaken.

Tessa: "It depends on the size of the project. If the project involves more than 15,000 hours annually then, in line with the collective labour agreement for the security sector, we are obliged to retain the previous provider's employees. In this case, we usually have sufficient personnel immediately available for the particular project. We recruit ourselves for smaller assignments. We have seen that personnel who once left us, decide to come back, precisely because of our personal approach. Of course, we think this is great."

"We are seeing huge differences in the period before and during Corona. In the past it was difficult to find good people and, due to there being high demand for personnel, there was some turnover. This changed with Corona. It has become easier for us to get well qualified personnel. Luckily, in spite of the damage caused by the Corona crisis, we have been able to avoid redundancies."

International activities

For over 25 years PMT has provided training courses for Defence, including for the Navy on Curacao. PMT is also active in Germany for NATO at Geilenkirchen where the Awacs are stationed. In Cologne too where a few of the new A330s are located supplementing the NATO operational section in Eindhoven responsible for air refuelling. On a military base in Hungary there are three C17s which can be hired by six NATO countries. PMT provides training for both the flight and cabin crew.

As well as delivering training courses in foreign countries, PMT also arranges screening of cargo and luggage with Explosive Detection Dogs (EDD). This has been happening for some years now in Sweden and, very shortly, the first certified Croatian dog handler will be deployed in Croatia with their partner there.

The Norwegian government has given PMT permission to commence deploying sniffer dogs. Unfortunately, though, due to Corona, the certified teams have not yet been able to start.

Corona opportunities

"Despite the negative impact that Corona has had on society, there are also opportunities. At the moment experiments are taking place with Covid dogs. We all know the dogs that can smell drugs and explosives. There are also dogs that can smell Covid. Finland and Belgium, amongst others, are actively pursuing this", Dick says.

Your reliable handling partner at Schiphol Airport



www.swissportcargo.com



“Provision of this service has, however, two troublesome aspects: First and foremost, you can only train dogs using positive test samples. Obviously, it is very difficult not only to get hold of these but also to be able to use them. Extremely strict regulations have to be developed for this. Furthermore, Covid dogs are not (yet) controlled and certified by the government which is the case with EDD. Without this certification, anyone with a dog could stand at the gate checking passengers. In fact, the lack of certification is a far greater challenge than the first aspect. These obstacles are the reason why PMT will not be going down the track of Covid dogs. With 21 certified EDD teams, we are by far the largest in the Netherlands and we want to further evolve with the aim of going international.”

E-learning, online and personal education

Due to Corona, there has been substantial growth in e-learning (independent digital training programs that an individual student can follow without the intervention of a teacher) and online courses (digital, virtual classroom). PMT has had to invest heavily in different techniques and classroom design. Whilst it is feasible for a trainee to undertake a half-day training course behind a computer, online lessons are less suited to

courses lasting several days. Classical education remains possible for longer interactive training courses where e-learning or online courses are a less suitable alternative. At the moment this is happening with a slimmed down format: there are no longer 18 students but a maximum of only six in a room. Financially this has had a considerable impact as the same course must be given three times to generate the same income, whilst costs have risen three-fold. Probably ‘blended learning’ will be the future: trainees initially receiving online lessons, or use e-learning, and finishing with a short period of classical lessons.



PMT's core values

Tessa says: “In 2020 we formulated five core values that apply throughout the company and which we use as selection criteria for candidates.”

Quality

“We ensure that staff are well prepared to commence their tasks. We agree performance indicators with our customers that they are able to monitor 24/7 on their own dashboard.

“Guestology”

“Walt Disney elevated this concept into a science. For us it means personal attention for and optimal facilitation of our customers. We go to great lengths for our customers and always take their wishes into account.”

Pioneering

“We welcome every challenge and seize opportunities that others are not interested in. An example: steel barrels that may not be checked by dogs have to be screened by X-Ray machines. Conventional machines are not powerful enough to do this. Therefore, we acquired a very advanced X-Ray machine in 2020 which, with 320kV, can check these barrels.”

Unity

“Close cooperation across our group, with our customers and partners is very important to us. We keep our promises. Our relationships are based on mutual respect and trust.”

Pleasure in your work!

“This core value has an exclamation mark. We can only do our work if there is a good team spirit overall and everyone enjoys their work. We do everything we can to make our employees feel at home at PMT. We want to not only be the best, but also the nicest company in our line of business”, Tessa says in conclusion.

More information

www.pmt-aviation.com



Schiphol transporters work on innovative concepts to improve efficiency in CATALYST

The Living Lab CATALYST – a public private partnership of over 40 partners from the business community, public authorities and knowledge institutes coordinated by TNO – was founded in 2019 to develop and accelerate Connected Automated Transport innovations for more sustainable, safer and more efficient heavy road transport.

Text en Photography Catalyst

In the CATALYST Living Lab we investigate these CAT applications, which create both societal value and an economic business case for heavy road transport. These include innovations enabled by improved connectivity and automation, such as Advanced Driver Assistance Systems (ADAS), truck platooning, Super EcoCombi (duo trailers), in-truck

information (such as intelligent traffic lights (iVRIs)) and autonomous vehicles (such as smart dollies) for both enclosed areas and public roads. In CATALYST we work together to develop, evaluate, monitor and roll out valuable solutions.

Improving predictability and efficiency in the Schiphol case

Transport companies D.J. Middelkoop, Jan de Rijk and Transportbedrijf R. Nagel and logistical service provider

DHL are involved in the Schiphol cluster in CATALYST. The practical issue that these parties jointly work on, together with the University of Twente and TNO, is how to improve the predictability and efficiency of arrivals and departures of large numbers of trucks for ground handlers. A well-known problem is the unpredictability of the arrival and departure of these trucks. Some transport companies report waiting times of up to five hours in the Schiphol area. This often results in congestion on the (public) roads at and near these locations, unreliability in the delivery or pick-up of freight, missed time slots in the next steps in the logistical chain (e.g. in the production process or transport by air), inefficiency and

increased emissions. The involved partners have a strong need to solve this problem to improve the logistical efficiency and sustainability.

Simulating innovative concepts to improve insight

The first step in the research conducted in CATALYST is to develop and simulate possible scenarios. The use of a simulation model enables us to experiment with various options to map safety, traffic flow, efficiency and sustainability.

The scenario that has our greatest interest combines increased connectivity, autonomous vehicles and a decoupling point. In this case, information is exchanged between transporters and handlers via improved connectivity to determine the priority of the handling. Based on this information, it is decided if a vehicle can proceed straight to the handler or if its freight should be decoupled at a so-called decoupling point. The last-mile transport between decoupling point and handler can be arranged with an autonomous (and electric) vehicle. The effects in terms of reducing congestion and waiting times are visualized with the simulations.

Trucking CDM, a platform that connects road feeders and handlers to improve efficiency, will also be involved in the near future. Based on the data present in the platform, we are able to simulate the current situation as realistically as possible.

‘CATALYST develops and accelerates Connected Automated Transport innovations for safer, more efficient and sustainable heavy transport’

Once we have gained insight in which combination of connectivity and automation measures leads to the desired results, we can move on to the next step: testing in practice’

Living Lab CATALYST

Living Lab CATALYST focuses on applied as well as fundamental research. The Living Lab was started on the basis of initial funding from the Top Sector Logistics, the Ministry of Infrastructure and Water Management, TKI-Dinalog, NOW, Regieorgaan SIA and TNO. The Living Lab has been established to acquire multi-year knowledge on the development and rollout of safe, sustainable and efficient CAT innovations. CATALYST is a public-private partnership (PPS) with a balanced representation of the business community, public authorities and knowledge institutes. Over 40 CATALYST partners invest and research jointly. TNO is the founder and coordinator on behalf of the CATALYST Living Lab. If you would like to get more information on the CATALYST Living Lab or wish to join as partner, please visit www.catalystlab.nl.

This is important as it also enables fair representation of possible future scenarios.

Several use cases on autonomous vehicle concepts in CATALYST

In addition to the Schiphol use case, CATALYST also examines comparable issues in the Port of Rotterdam and North Sea Ports (Vlissingen) areas as well as the DPD Oirschot business park. Together, these applications are more than the sum of the parts: actively sharing information enables the involved parties to learn from each other. Thanks to the collaboration with PhD students of the University of Twente, Rotterdam School of Management and Eindhoven University of Technology we will not only make an impact in practice, but also contribute to scientific research.

Looking to the future: testing in practice

The simulation scenarios are just the starting point of the activities we are undertaking. Once we have gained insight in which combination of connectivity and automation measures

leads to the desired results, we can move on to the next step: testing in practice. That is what CATALYST is working towards; concrete tests that contribute to improving the efficiency and sustainability of road transport. For example, in the recently awarded Green Deal Airports project TULIPS, which is led by Schiphol, a test with heavy electric trucks will be carried out on the basis of real-time data of vehicles and available docks and parking areas (connectivity).

More information



If you would like to get more information about the CATALYST Living Lab, or if you wish to become a partner, please visit our website. You will find the latest research results here and you can sign up for our newsletter.

Innovation in air cargo

In the world of logistics innovation, we are working hard on subjects such as big data, blockchain and artificial intelligence. Our ambition is to not only undertake advanced research but to make this new knowledge available to companies. Nowhere does this come together as well as in air cargo.

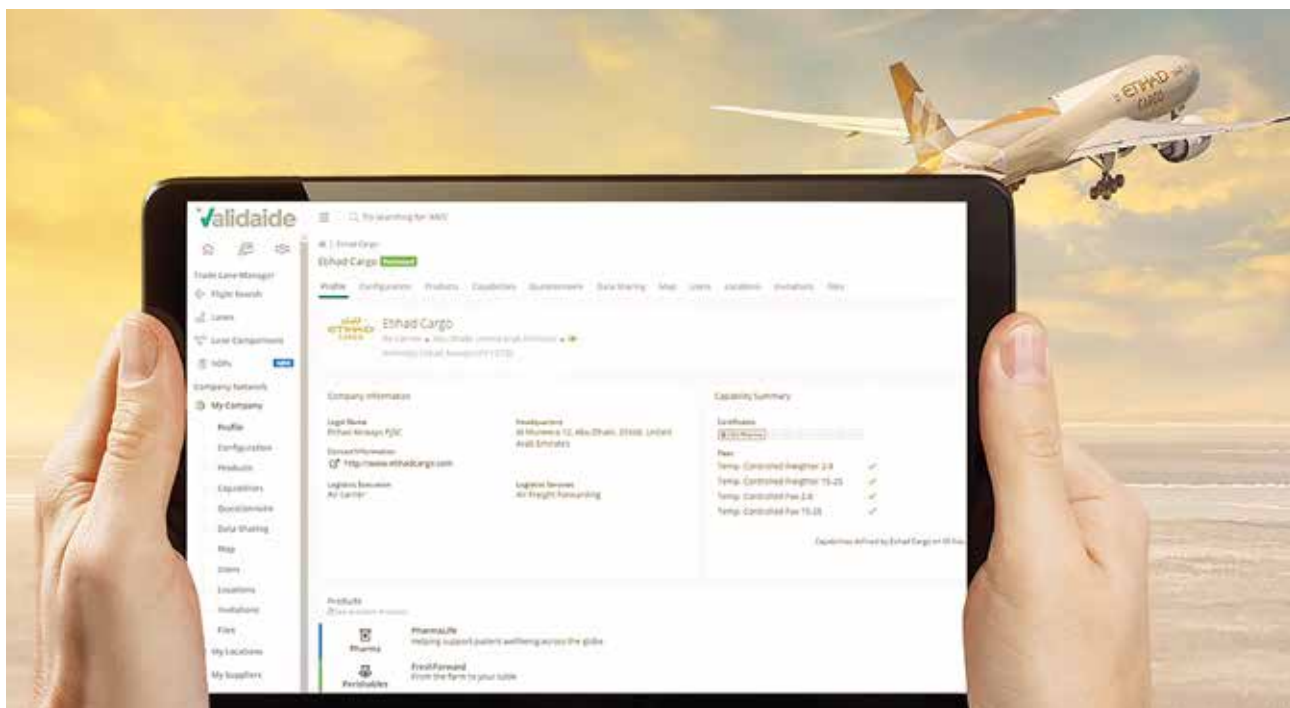
Text Albert Veenstra

Let's take a step back. During a recent conversation with a colleague professor we came to discuss the practical use of data. In a project about the use of sensor data for the transport of

chilled consignments, they encountered the problem that you have so much real-time data from sensors ("hurray, data", the researchers cry), but the crucial information required to interpret this data – namely the state of the consignment at the time of delivery – is often either not there

or it has been saved into a totally different system. Upon arrival, if the consignment is okay, all real-time sensor data is immediately discarded. Only when the consignment, at the moment of delivery, is not okay, then the sensor data is dug out to, retrospectively, see where it went wrong.

The morale of the story is: these days we have so much data but we are not yet using it effectively, let alone using real-time data to steer a consignment as it is being transported in order to avoid it being spoiled. Interesting





Albert Veenstra

steps are being taken in a number of the projects we are financing in the air cargo world. I will discuss briefly the results of the DARA and LARA projects which are about, amongst other things, the choice of route and air cargo incident reports and focusing on refrigerated consignments such as medicines and vaccines. In DARA and LARA, the CWI (National

Research Institute for Mathematics and Computer Science), VU Amsterdam, Eindhoven University of Technology, DSV Panalpina, KLM Cargo and, air cargo data analytic service provider Validaide, work together.

DARA

The DARA project concentrates on the issue that air freight forward-

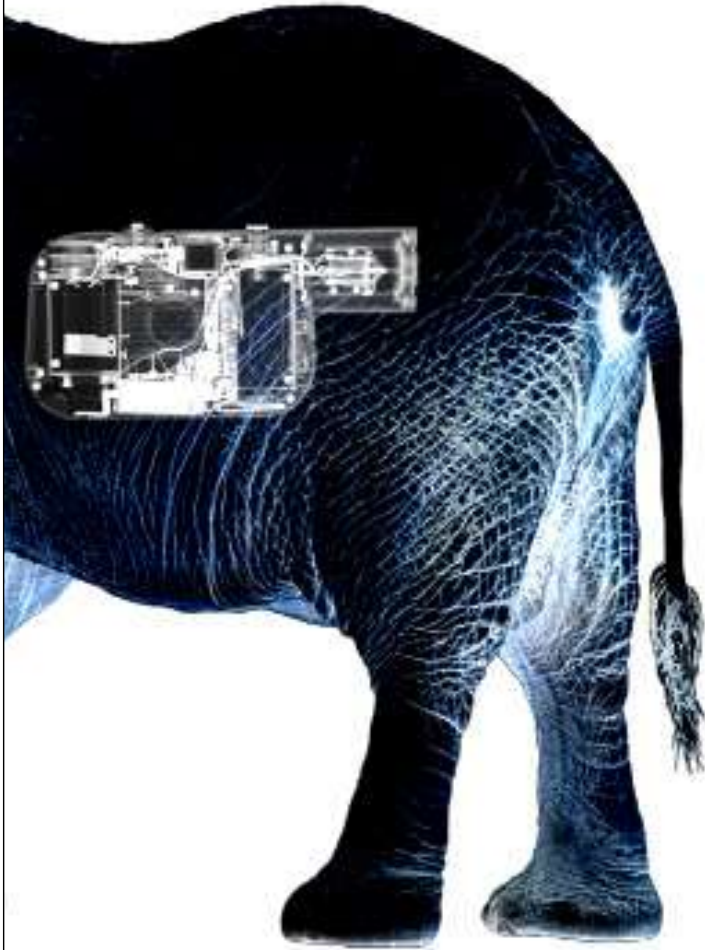
ers can often choose from various options to send consignments by aircraft and they can find it difficult to weigh up how to deal with the balance between costs, transfer times, the duration of the transport, packaging and the risk of damage and temperature fluctuations. A tool for this has been developed within DARA based, among other things, upon research into historical data from sensors. From this data it is possible to analyse how various risks develop over time and how this can play a role in the choice of a specific routing for a consignment. With this tool and data analysis, forwarders can comply far more easily with the European rules for the transport of medicines (EU GDP) in which an assessment of transport risks plays a central role. Fairly advanced machine learning models were created in the background for this tool so that for a selection of routes the risks could be charted and ranked. The uncertainty experts experience in assessing particular risks had also been taken into consideration in this. A scientific study has shown how this methodology can work for the air cargo transport of pharmaceutical products. In the meantime, this model has been refashioned into a commercial product that is now being used by several forwarders worldwide, for example, supporting transport choices for the distribution of COVID-19 vaccines.

LARA

Bernard Zweers' dissertation research, incorporated in the LARA project, built upon the analysis of routes in complex networks for special consignments. He considered typical air cargo problems such as the risk of an aircraft being overbooked resulting in a consignment not being carried and thus having to wait for the next flight. Alongside a new model balancing the reliability of arrival and costs, Zweers also worked on a solution methodology in order that this model could very quickly recalculate. Choosing a route does not sound complicated but, if you want to model this, the complexity rapidly increases. The optimisation of a routing choice using even a small realistic network,



Eelco de Jong, Managing Director of Validaide: "The collaboration with TU Eindhoven and VU Amsterdam is extremely valuable to Validaide for the development of the Validaide platform. Our application is now being used by major international forwarders as a digital solution for the evaluation of transport risks for pharmaceutical consignments. As a consequence, these companies can work more efficiently, can make better assessments and more simply comply with European regulations (EU GDP). Essential for this is a standardised manner in which logistical service providers describe their capacity in Validaide and share this with each other. In the coming period we shall be building further upon this in the LARA project, for example, with further research into optimising packaging choices for refrigerated pharmaceutical consignments."



STAAT UW LADING VAST?

Wij zijn gespecialiseerd in het douanerecht, en aanverwante rechtsgebieden, en hebben ervaring met stopzettingen op basis van de meest uiteenlopende redenen. Wij verlenen rechtsbijstand in douanezaken en komen daarbij op voor uw belang!

Advocaat mr. Andringa

Weena 222-224, 3012 NJ Rotterdam

Tel: 010-3070177

info@douane-advocaat.com

www.douane-advocaat.com

BigMile is the standard in CO2 footprint calculation and optimization



Are you ready for future laws and regulations when it comes to effectively reducing your CO2 emissions? With BigMile, you will be!

Calculating and reporting the CO2 reduction is starting to increasingly play a prominent role in logistics. Due to the approaching climate goals and laws and regulations that will be linked to achieve those goals. BigMile gives you the right tools to calculate, analyze and improve your CO2 footprint. For a sustainable, future-proof organisation.

Contact us at info@bigmile.eu for a demo or go to www.bigmile.eu for more information

**BIG
MILE**



✈ can take several hours. Obviously, in practice, this is not desirable. With Zweers' calculation methodology relatively difficult routing problems can be solved in a few seconds.

An important ingredient missing from the better utilisation of data is having a complete and shared picture of what is happening in a particular sector. For instance, how do you describe a 'consignment', a 'flight', an 'incident' or a handling agent's capacity? For this you must develop an integral, so-called, ontology for air cargo logistics. In such an ontology a link is laid between operational processes and an abstract description of these with the help of variables and parameters. The latter can then be 'filled' with data from, for instance, sensors, IT systems, human observations and reports. If that has happened, computers and algorithms can help to solve complex planning questions, assist with problems of choice, undertake compliance checks and prepare forecasts. In the LARA project a number of people have been working on such an ontology. A part of this ontology is also incorporated into the Validade tool, notably to describe capacities for the transport and storage of special consignments. More than 500 logistics companies are now using this tool to define capacities, including major handling

agents such as Swissport and WFS. This information forms an important source for the aforementioned route assessments that forwarders have to make.

Another interesting part of the LARA project is the analysis of cargo incidents. In air cargo every consignment has something special. Problems with consignments are recorded in so-called incident reports. The problem with these reports is that in compiling them there is a huge amount of freedom for the naming of problems and the reasons for them. Language and terminology are also often not uniform. Due to a lack of standardisation and formal coding of input it is barely possible to undertake good research of any scale on incidents. In the LARA project a path has therefore been started by means of, once again, machine learning methods, to automatically read the reports and standardise content. The technique used is called natural language processing, NLP. This leads to a clear classification of incidents, as well as the nomination of standard factors that could be an explanation for the incident. Quantitative research can then be undertaken using this structured data that could lead to the identification of possible or probable causes. This can be as simple as the route, or an airport where 'things often go wrong'

or a more complex combination of circumstances. The aim of this sort of modelling is, of course, not only for retrospective explanations, but also in order to be able to forecast in advance what risks there may be for particular incidents. Such a benchmark can then, once again, be appended to a routing choice tool such as the one being developed in DARA.

In the coming period TU Eindhoven and VU Amsterdam will undertake further research for the LARA project on the analysis of historical weather data. This research is focused mainly on the optimisation of packaging choices for refrigerated pharmaceutical consignments. There is a huge range of possible packaging for these products with significant variations in cost, weight and thermal properties. By coupling earlier study results with detailed weather data from the past 30 years the researchers hope to be able to make better assessments between, for instance, transport costs, CO2 emissions and the risks of temperature variations.

I began this article with the observation that sometimes we can have a lot of data but (can) do little with it. In the DARA and LARA projects the project partners have shown that this should not discourage you. In these projects important steps have been taken to ensure better data (for example, from an incident report), to be able to better understand the data (with the help of an ontology) and swiftly calculate answers to complex questions such as routing choices. Many of these complicated solutions land in a practical tool available to the air cargo world via innovators such as the company Validade.

Albert Veenstra is Professor Trade and Logistics at the Rotterdam School of Management, Erasmus University Rotterdam, and Scientific Director of TKI Dinalog

Time Critical Solutions Worldwide is ready for crucial shipments



Time Critical Solutions Worldwide (TCS) has started their operations effective February 2021. This neutral and independent Dutch company, founded by Sander van Woesik and based at Schiphol Airport, offers premium time-critical services to freight forwarders around the globe.



Sander van Woesik

Text Esther Kort-Boreas
Photography TCS, Zack van der Merwe

The services TCS offers are onboard couriers (OBC's), air cargo charters and tailor-made road transport in Europe. "Transport of time-critical consignments via our onboard courier service ensures a more secure, seamless and faster delivery", Sander says. "Our couriers are located around the globe, ready for take-off. They are qualified, screened and have correct travel documents. Should our OBC service not meet the required deadlines of delivery, we will offer an air cargo charter solution instead. We can book a private jet for our OBC as passenger or we can book the consignment as cargo. It is also possible for an engineer to fly onboard the jet. In the Netherlands, we have a part-

nership with Silver Flight, operating private jet charters with their Pilatus PC-12."

Kelly Otte, CEO of Silver Flight: "Unlike most private jets, the PC-12 can land on asphalt, grass, sand and even snow, allowing us to reach more than 2,500 airports in Europe. Our core business is a private jet service for passengers but with our cargo door of 134x132cm, we can also carry up to 1,000 kilograms of cargo onboard. Silver Flight is therefore available and ready for take-off for time-critical shipments of TCS' customers as well."

Due to an increase in demand for time-critical road transport, TCS can also offer this door-to-door dedicated service throughout Europe. This premium service is available for larger



time-critical shipments which can't be transported onboard aircraft due to size, weight, commodity or schedule limitations. We follow the same procedure as is the case with an OBC: we continually keep our customer updated on the milestones of his consignment.

Tailormade logistics

Economies and industries highly depend on a seamless operation of supply chains and production lines. A disruption is always unexpected and requires tailormade logistics. TCS can assist forwarders with customers in industries such as automotive, aerospace, pharma and fashion in handling their time-critical shipment. Sander: "I want to stress that the freight forwarder is our customer. We don't work directly for shippers. Forwarders have a large customer base

in abovementioned industries. TCS not only understands the requirements of freight forwarders and their customers very well; we also have in-depth knowledge how airlines and local customs authorities operate."

Customer support

Our TCS Desk is 24/7/365 in operation, giving the best possible service to our customers. "Listening to the customer and considering him as part of our team can make sure his time-critical consignment is handled in the right way. When our customer provides us with the correct shipment details, we are able to offer the most suitable solution. At TCS we always strive for an open dialogue and keep our customers well-informed. We consider honesty as the basis for mutual respect", Sander says.

More information

www.tcs-worldwide.com
24/7 TCS Desk:
E: tcs@tcs-worldwide.com
T: +31 20 247 9999

www.silverflight.nl
T: +31 23 58 36 096

ULD optimisation within the air cargo chain

From an idea and research to a concrete product

Anand Bihari was Regional ULD Coordinator at AirBridgeCargo Airlines until the end of 2020. He was responsible for, amongst other things, the flow of ULDs within Europe and he had to ensure that the correct ULD type was in the correct place at the correct time and that the correct numbers were available for both scheduled flights as well as the many ad hoc charter flights. Part of this involved the returning of empty ULDs by customers.

Text Esther Kort-Boreas

Anand: "Approximately 15-20% of our ULD fleet is with the forwarders. The general rule is that a ULD should be back with the airline within five days but, in many cases, this does not happen. For various reasons, many ULDs remain at the forwarders for a longer period and are only slowly returned to the airline and this is then at the expense of efficient ULD usage and can also have operational and financial consequences. The key question is: how do we get ULDs back as quickly as possible?"

How does returning an empty ULD work?

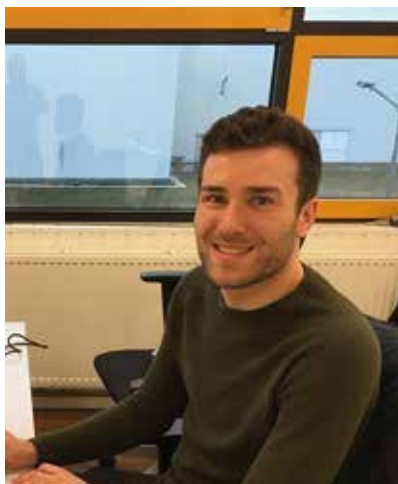
"A ULD is with an agent. The number shown on the ULD is written down on a sheet of paper. The empty ULD and the paper document are then delivered to the handling agent. The handling agent's ULD Control Section checks if the number on the paper is the same as the number on the ULD. If so then the ULD number is typed into the handling agent's own system in order that they can advise the airline that the ULD has been returned. This process was thought up decades ago and is often still being undertaken in the exact same way. It can be concluded that the same data is being input several times by various parties

as the data flows between chain partners are independent of each other and not available to all parties. Apart from this being sensitive to error (typing errors with ULD numbers often happen), it also costs unnecessary manpower."

What frequently happens in practice is that, for example, according to the ULD system of the airline or handling agent, ten pallets should be with forwarder X. The forwarder goes to look in the warehouse and advises the airline that there are only six. The question is: where are the other four? Investigating this and actually localising these four pallets is time-consuming for both the airline and the forwarder. A forwarder often uses systems that make it impossible to search at the ULD level. Therefore, multiple messages from the airline and forwarder's different systems are needed to try to localise the missing pallets. Again, this is an example of where data sharing between the vari-



Anand Bihari



Dennis Borst



Lars Koopman

ous chain partners can be very useful.

Currently there are initiatives by IATA and some other parties to modernise ULD processes and performance. Many of these initiatives are, however, still at the pilot stage and will not be available in practice in the short term."

Anand raised with CargoHub the issues he had experienced and the possible solution he envisaged. Together they began to brainstorm about modernising and, most especially, digitalising the process. Why not develop an app to simplify the process for all parties? Further research was needed.

Research

Dennis Borst undertook his graduation research for his logistics studies at Inholland University of Applied Sciences with handling agent dnata. He is now employed by CargoHub and is taking a very close look at this process at several agents.

"I began at Geodis, a major customer of AirBridgeCargo. Menzies, the airline's handling agent, has now become enthusiastic", Dennis says. "Returning empty ULDs involves a lot of manual activity and paper-work. This has been the case for years. Every ULD has a unique code consisting of the type (e.g. PMCQ7), some numbers followed by the letter code of the owner (the airline) or of the company from which the airline

hired the ULD. Often agents take their import cargo complete with the pallet and break the cargo down in their own warehouse which speeds up transfer to the customer and also saves costs. The ULD must, however, be returned to the airline at a specific time. To ensure that this happens in an orderly manner, the agent prepares a ULD stack list including the codes. The codes are written on a sheet of paper that the driver, who is taking the ULDs back to the handling agent, must hand over. The ULD Control Section checks that the codes on the paper correspond with the codes on the ULDs being returned and signs the paper. The codes are then entered into their own system. By now the sheet of paper has changed hands several times and incorrectly copying a code, a number or a letter is an error just waiting to happen. Research has shown that no less than one in five documents contains a coding

error. Airlines consequently receive a notification of the location of their ULDs which turns out to be incorrect."

Product

Lars Koopman of Geodis says: "We receive many ULDs and break down the cargo. We then sort the ULDs per handling agent and put them in the correct racks. When the warehouse is busy, stocks increase. A stack list is prepared from the piles. All details and codes of the ULDs are shown on this list. The driver who delivers the ULDs to the handling agent has the list with him. He has them sign it and the signed copy is returned to us. When an airline ascertains that an incorrect ULD has been returned, we are asked what we have done with a specific ULD. We have to delve into our files and search for the relevant number and this is a time-consuming job.

Innovation is one of Geodis' five core values. This project is a great example of innovation in air cargo. In fact, our other four core values also fit very well in this context: commitment, trust, solidarity and passion. I think these core values speak for themselves", Lars says.

From manual to digital

"We see advantages in the ULD app, we support the project and are putting in both time and manpower", says Lars. "The people on the work floor have told me that they find working with it both a pleasure and

'We see advantages in the ULD app, we support the project and are putting in both time and manpower'



Air Cargo Handling Systems



SOLVING YOUR CARGO HANDLING CHALLENGES

www.saco.aero



SACO
AIRPORT EQUIPMENT

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

✈ useful. Extensive testing is being done at present. At present this is still manual, the first data transfer has not yet taken place. The process of handing back ULDs to the handling agent might seem simple but it is complex. We welcome the simplification and digitalisation the ULD app offers. It would be really good if the hauliers were also to work with this app so that also in this area the link in the chain can be closed.”

Benefits for all parties with the ULD app

The airline has fewer (or no) email or telephone contacts with the agent as, due to the systematic automatic input, the registration of ULD codes is far more accurate. As a result, there are fewer incorrect ULD numbers delivered or accepted. Airlines and agents can therefore agree better SLAs with each other.

The agent no longer has to find out who the owner of the ULD is. This is easy for a ULD with an airline code but, if the ULD has been rented, it is not as simple as 1-2-3 for an agent to find out from who it is. The owner of a ULD is automatically registered in the app.

The handling agent accepting pallets no longer needs to undertake any research as the system clearly states from which airline each pallet is. Work is taken off the hands of ULD control as pallets can also be accepted, for instance, by a warehouse employee using the mobile app. The driver's job delivering the ULDs to the handling agent is also far completed much quicker.

Is a ULD damaged? A photograph can be taken using the app and this is then immediately available in the system. In this way all parties are aware of what is happening.

Using the ULD app saves time operationally. A ULD stack list is produced with just a couple of clicks in the app. This stack list is then digitally available for the handling agent's ULD control. Paper documents are no longer needed. Furthermore, the handling agent can see when the agent will be returning ULDs.

More information

To participate in the pilot or for further information about the ULD app:

Dennis Borst
Product manager
support@cargohub.nl

Royal recognition for Henk-Jan van Keulen

In April, AirBridgeCargo Airlines Country Manager, the Netherlands, Henk-Jan van Keulen, has been appointed by the King of the Netherlands as Member of the Order of Oranje-Nassau for his voluntary work as head police-officer unit The Hague. On behalf of Cargo Magazine, congratulations on this recognition!

Photography: AirBridge Cargo Airlines



Cargo record for Maastricht Aachen Airport

The future is looking rosy for Maastricht Aachen Airport. Since 2016 annual cargo volumes have been increasing significantly and last year's volume was more than double that of 2016. This in a year when other Dutch airports had an extremely difficult year. Maastricht Aachen Airport has also got off to a good start this year. Even while the passenger terminal is still eerily quiet and empty.

Text Maastricht Aachen Airport
Photography Maastricht Aachen Airport,
Jean-Pierre Geusens

2020 had started uncertainly for Maastricht Aachen Airport. Cargo volumes in January and February, as a result of the outbreak in China, showed a considerable slump in comparison to 2019. The airport could not then have imagined that, in terms of cargo, the airport would have the best year in its history.

Jos Roeven, CEO of Maastricht Aachen Airport: "You saw immediately from the worldwide cargo volumes that China was in lockdown. Reduced or even no production at all meant no cargo. And then in March when passenger traffic was halted I began to worry. This was a situation we had never previously experienced and was one for which there were no models or forecasts available."

The grounding of intercontinental passenger aircraft was immediately evident. The lack of capacity for belly freight resulted immediately in a huge increase in full freighter flights. These are the only cargo flights into Maastricht Aachen Airport. The loss of passenger flights was compensated by the increase in cargo flights to the Limburg airport.

"Especially for our showpieces: fast processing of fresh products such as vegetables, fruit and fish and, of course, there was an unprecedented increase in demand for pharmaceutical products and medical equipment. While many companies were



Jos Roeven,
CEO Maastricht Aachen Airport

applying for reduced working time arrangements for their employees as they had no work, our employees were pulling out all the stops to get the work done.”

“I am confident for the results for this year. Customers who, to guarantee their slots temporarily went elsewhere, have returned and the Corona crisis has brought us a great new airline. Qatar Airways at the moment visits here 11 times each week on average and has recently taken us on as a permanent base. This is such a huge compliment for our employees who, regardless of all the Corona-related ups and downs and other limitations, have secured us such an airline. The speed, flexibility and consistent quality at our airport were the deciding factors.”

‘Het wegvallen van passagiersvluchten werd meteen gecompenseerd met de toename in vrachtluchten’

Roeven expects that passenger flights will slowly resume at the beginning of June: “Of course, this will depend on the situation in various countries at that time and both the Dutch and European policies regarding travel. But we, just like Corendon

and Ryanair, are ready to once again take people to the sun. This is also the case for our colleagues at PMT. Their first real passenger season here at the airport was a wash-out due to Corona. We are looking forward to together effectively ensuring the security of the passenger sphere. Even with a very busy summer timetable. This year the focus is on recovery but hopefully next year we can pick up from where we left off before the Corona crisis.”

More information

www.maa.nl

CARGO/CLAIMS

WORLDWIDE IATA INNOVATION AWARDED PLATFORM CONTRIBUTING TO AN INCREASED COMPETITIVENESS OF THE AIR CARGO PRODUCT



+31 (0)6 4321 6457

support@cargohub.nl

www.cargohub.nl

Trucking CDM

Working together



In the last edition of Cargo Magazine, we reported that the Trucking CDM platform had taken off. Research had been undertaken by students from Inholland University of Applied Sciences that had provided new insights and more and more parties in the cargo industry were getting involved. A year later we are once again speaking with Giovanni Douven, Project Manager and Research Fellow Inholland and Dennis Smit, Manager Wallenborn Schiphol. In addition, Business Development Manager, David Smorenburg and Business Information Analyst, Saskia Beukeveld, of Jan de Rijk Logistics give their opinion of their experience with the platform.

Tekst **Esther Kort-Boreas**



Giovanni Douven

“Version 1.0 of the Trucking CDM platform proved to be a success”, Giovanni Douven begins. “This laid the basis for an IT platform for local import and export land-side at airports. The keyword here is ‘connectivity’. Indeed, there are many parties involved in this part of the cargo process who, in order to ensure an optimal process flow, need to be connected with each other. In the past few months several airlines have also joined the platform. Although the airlines have no role on the operational level, they want transparency in the supply chain: what is happening land-side with consignments that they will carry?”

as one

‘At the moment we are focusing on the financial, pricing angle of the platform. The aim is to offer proper added value to small, medium-sized and large companies’

“Last December we began the next phase of the Trucking CDM platform. Since then, 11 students from Inholland have been undertaking sub-studies by various companies”, Giovanni says. “Next to connectivity, neutrality is very important. The platform must deliver advantages for all participating parties. Whether that is by optimising the flow, reducing oper-

ational costs or minimizing waiting times; when there is talk of chain management everyone must reap benefits. I call it “Working together as ONE”. Everyone who participates gets access to a very modern application that is used for their own operations. Yes, we have made great progress and almost the whole operation land-side is under control,” Giovanni says with pride.

He concludes: “At the moment we are focusing on the financial, pricing angle of the platform. The aim is to offer proper added value to small, medium-sized and large companies. In addition, we are studying the more administrative-organisational side of the platform and are looking into how we might roll it out to other European countries.”

Dennis Smit – Wallenborn Schiphol

“It will have escaped no-one’s attention that 2020 was an odd year”, Dennis says. “Wallenborn is no less enthusiastic about the Trucking CDM platform but, because of Corona, our



Dennis Smit

priorities shifted somewhat. However, we have now picked up the thread once more and have made some great steps. Since 1 January we are working with a new Transport Management System. As our IT section was open to suggestions, I provided input, in particular with a view to coupling data exchange with the platform. Currently we must still send data manually from our TMS to the CDM platform but we are investigating how data can be automatically shared with the Trucking CDM.”

Since the previous interview, cooperation between Wallenborn and handling agent dnata has intensified. Dennis indicates that there is now a weekly discussion between both parties and that their operational sections are making more use of the information available in the plat-

The Topsector Logistiek online congress took place in September last year. Giovanni and Raoul Paul of CargoHub, the developer of the platform, participated. There were many positive reactions to their presentation about the platform and, as a result, Royal Flora Holland came on board. Not only cargo parties have come on board but also companies focusing on sustainability such as Bigmile and iSHARE, the agreements system for the sharing of data between logistic parties. In addition, TNO have also advised they wish to participate with their Catalyst project with an eye to connected corridors.





DJMiddelkoop

COOPERATIONAL EXCELLENCE

Uitblinkers in samenwerking.

Ons moderne familiebedrijf kent een lange geschiedenis. Zo zijn we al bijna 90 jaar partner in transport voor expediteurs op Schiphol en omstreken. Gedreven oplossers met een duidelijke focus. En met onderscheidende logistieke diensten in

Air Freight, Pharma en High Value

De ambitie is helder: samen met klanten uitblinken. We noemen het Cooperational Excellence, want samen werkt altijd beter. Probeer maar eens.



form. “We currently still email a load advice with a reference number to the handling agent and subsequently email their planning section with the load time and truck number. All the necessary information is, however, now available completely digitally in CDM for all of the handling agents where we load and unload cargo. The availability of cargo can also be communicated via the platform enabling us to plan better.

Together with dnata we are testing whether all communication can take place via the platform so that emailing of this information can become a thing of the past.”

Dennis readily sums up the plus points of the Trucking CDM platform and expresses the wish that more parties see the advantages and decide to participate:

- Reduced email traffic to and from
- Shorter waiting times
- Less administration
- Improved communication with handling agents and airlines
- More unity and solidarity within the cargo community

David Smorenburg and Saskia Beukeveld – Jan de Rijk Logistics

David: “Jan de Rijk considers the Trucking CDM platform an essential innovation with an eye to the future. In the air cargo chain, we all know the undesirable situation of endless streams of emails and long waiting times at the handling agent. Working more efficiently and bringing structure to this area is important for us. When, for example, waiting times of 6 to 7 hours are a thing of the past, a chauffeur in a single time frame can undertake many shorter runs and thus service more customers”.

To the question where communication over consignments stagnates, David answers: “There are so many emails and telephone calls. Firstly, sometimes it may be unclear who is on duty within the various organisations so this results in large numbers of addressees in each email. The



David Smorenburg

last thing we all need is enormous amounts of (CC) mail, with the inherent risk that relevant emails are buried in the pile. Email is not a computerised process so you remain dependent upon the accuracy of the user. Email – or even telephone calls – are just not the correct medium to come to clear agreements within a supply chain.

These are all factors that cause delays in the process. This can be prevented by the use of a uniform system – the Trucking CDM platform – with which all involved parties can work. The platform supplies real-time data available to everyone who is affiliated. We understand very well dnata’s strategy to introduce the platform in stages, as Jort has said. You must take people by the hand and create trust. But let’s be clear: it cannot go fast enough for us.”

Saskia: “Our company invests heavily in IT. Our aim is to be able to share available information about consignments as quickly as possible with our customers. You need a technical infrastructure to do this. The Trucking CDM platform is a good example of this. Our own Transport Management System has already been connected to the platform so our data is automatically running in the platform. Working with the platform is, for us, an efficiency improvement and, of course, our customers also reap the benefits. Waiting for an email about a



Saskia Beukeveld

consignment from a party in another time zone is now a thing of the past: by sharing data via the Trucking CDM platform everyone in the world has the same, real-time data at their disposal.”

“When the cargo community acts together it brings advantages for every individual party. It can only be beneficial for efficiency and cooperation when not everybody clings to his own system when there is an industry-wide solution at hand. We hope that more handling agents will join the Trucking CDM platform”, David concludes.

More information

giovanni.douven@inholland.nl
raoul.paul@cargohub.nl

Achieving community objectives through closer cooperation in the air cargo chain

It is already a good five years since the Milkrun Import project was awarded Schiphol Airport's Cargo Award. The experience gained in that project has been used in the development of Milkrun Export the pilot of which commenced last summer. Cargo Magazine talked to two of the initiators, Jeroen Giling of Swissport and Dimitri Brink of DHL Nederland over the partnership that arose through that project.



Dimitri Brink



Jeroen Giling

Text **Esther Kort-Boreas**
Photography **Arjan Broek**

What was the reason for the Milkrun Import project at that time?

"At that time, I was working for Menzies and Dimitri with Panalpina", Jeroen begins. "The direct reason was the load factor of the trucks picking up cargo from the handling agent. This was pitifully low and both Panalpina and Menzies were of the opinion that it must and could be different."

Companies such as Bos Transport, DHL, Nippon Express and Rhenus

shared this view and quickly joined in. Together these parties tackled the project in close cooperation with ACN and Schiphol Airport.

In response to the question what are the benefits of Milkrun Import for a handling agent, Jeroen responds: "Combining consignments from multiple forwarders in one truck means there are far fewer truck movements on our forecourt. Less traffic means less chance of congestion and delays. Through good planning, cargo can be shifted more quickly to the participating agents. A smaller number of full trucks contributes to a reduction in CO₂; as opposed to a large number of trucks with a low load factor."

Dimitri indicated the benefits for a forwarder: "Reduced pressure at the handling agent helps with waiting times. Exceptions aside, we no longer have to pick up consignments ourselves thus we no longer have to do our own planning. Furthermore, the reduction in CO₂ emissions is very important for DHL as our company has set a goal of zero emissions by 2050**".

Heart for air cargo

Both Jeroen and Dimitri lament the low level of enthusiasm among air cargo players to commit to projects to improve the industry. "There are always lots of comments about things that are not running properly but, when it comes down to it and a project actually gets started, they appear not to notice and therefore it is often the same parties and people who get on with it" says Dimitri. "As this is about benefits and improvements for the whole industry, you would hope that everyone holds air cargo in their hearts" Jeroen adds.

Milkrun Import, as a project, may be termed a success in itself but unfortunately there are (still) too few parties participating. This can be due to various reasons Jeroen says. "Agents could have done an in-house calculation and concluded that it is not cost-effective. The question is: have they only taken their direct costs into account rather than also including their indirect costs which are less easily calculated? What can also play a role in this dismissive attitude is the fact that employment is also involved. Maybe it would be at the expense of their planning and

Milkrun, what is it?

The Milkrun evolved from the desire to optimise the whole supply chain. There is a lot of inefficiency in the 'on airport transport'. Many forwarders have organised their own transport at Schiphol, whereby there are a lot of trucks driving around with a load utilisation of less than 25%.

By combining the freight of a number of forwarders and delivering this in a Milkrun, fewer individual journeys are required. This results in less truck movements being needed by the handling agent, the cargo is more quickly and reliably available and an eco-friendlier transport stream develops (fewer trucks, reduced CO2). Participants have insight into the consignments that are delivered via the Milkrun via a web portal. The handling agent uses this for his planning and the haulier ensures that the correct trucks are coupled to the journeys - with thanks to www.aircargobook.com.

(source: ACN)

transport section. Another reason to not take part is simply not being willing to share wheels with other agents but rather wanting to use a dedicated truck."

Dimitri: "A better flow-through at the handling agent is certainly of interest to the industry but a solution

to achieve this, unfortunately, is not being borne industry-wide. That not all the handling agents are on board could be for various reasons: one has too little import volume, another wants to retain control and a third says that he already pursues the concept but under another name."

'Community initiatives such as eLink and RFS can only succeed if they are borne jointly by the whole industry'

Milkrun Export

Milkrun Import has been proven a good base to begin with a similar concept for export cargo. A pilot in which amongst others DHL, VCK, Rhenus, handling agent Swissport and haulier Mid-delkoop have taken part has proven successful. From an average load rate of less than 50% at the start, this has jumped to about 90% at present.

Like eLink and RFS, the project falls under the, now independent, working group Landside pick-up and delivery of the airport. The working group was previously part of the Schiphol Cargo Mainport Program but the airport has, unfortunately, pulled the plug on this. It is well understood that the airport is in a difficult phase. However, the prevailing feeling within the sector is that cargo is receiving no attention from the airport just when, during the past year, the importance of cargo has become very clear. The call for a clear cargo strategy and vision is also loud. In any case the fact that Cargonaut has been taken over by Schiphol is seen as a good initiative. The provider is finally getting the neutral function it must have within the industry. The hope is being expressed that this step is a precursor for further commitment.





Jeroen: "Community initiatives such as eLink and RFS can only succeed if they are borne jointly by the whole industry. What is unique about the Milkrun projects is the contractual agreements between handling agent and forwarder. There was never any question of this previously. In these projects the handling agent arranges the transport: this has also never happened before in our industry. In this way the agent and handling agent are coming closer together and I foresee bilateral agreements occurring between these chain partners in the future."

Digital pre-nomination

From January this year the handling agents at Schiphol are working with the so-called 'digital pre-nomination of local export cargo. The aim is to organise the whole process for this type of freight more efficiently, more sustainably, securely and more reliably.

Elink is the tool for this developed by Cargonaut and the airport with Johan Star as the vigorous project leader. The deadline for agents to join is 1 September. If an agent does not do this then his consignments will fall into the 'not delivered via eLink' section of the Not Ready for Carriage procedure. Jeroen: "It is important that the community is well aware of this deadline because there will most certainly be consequences if one is not on board."

Dimitri: "ACN, as industry facilitator, is doing its utmost to promote this project and to facilitate it further. Unfortunately, the result of these efforts is still unsatisfactory and the main reason for this lies with the indecisive attitude of the market. I would like to use this opportunity to call upon the industry to get on board."

Jeroen and Dimitri conclude with a joint statement: "The well-known South African saying 'Alone you are faster but together you get further' is apt for the spirit of our story. The cargo industry at Schiphol is potentially at the start of really being able to achieve community objectives, together. We hope that via this way we can convey to the industry both our enthusiasm and the advantages of working together."

More information

Swissport: jeroen.giling@swissport.com

DHL: dimitri.brink@dhl.com

SUPER SPANG

EXOTICS

DE LUNCHBUS VAN SCHIPHOL EN OMSTREKEN

WIJ RIJDEN DAGELIJKS ROND OP SCHIPHOL
TUSSEN 11:00 EN 15:00 UUR

WIJ VERZORGEN OOK CATERING OP MAAT OF GERECHTEN VOOR UW PERSONEEL BIJ OVERWERK

WIL JE DAT WE BIJ JE LANGSRIJDEN OF WIL JE EEN BESTELLING PLAATSEN BEL ONS DAN OP!

Paul was right



Text Eric Aarsen, General Manager VCK Logistics Air- & Ocean-freight

Photography VCK Logistics

Imagine: a shipper, enjoying a morning cup of coffee, logs in to see the price and availability for an air cargo consignment. He gets to see various options, can make a choice and then books it. With just a couple of clicks he is finished as most of his details for the booking are already available. Not only does the shipper have all the details of his current consignments at his fingertips but he also has the possibility to advise each consignee individually. Finally, his management reports are also created with a couple of clicks. Does this sound like utopia? Or does it sound like something that in 2021 should be normal?

It was, I think, some time in 2009 when about six of us were invited by Paul Parramore to a meeting room to talk about his idea to sell air cargo online via a web portal that later would be called Aircargoshop. Paul's foremost argument at that time was the notion that if people sitting on their sofa at home in the evening were prepared to enter all sorts of details to place an order online, then they would also be prepared to do that in the daytime to 'order' cargo space.

I was fairly new to the meeting table and certainly did not have the loudest voice but I was somewhat sceptical. It was not that I did not like the idea, on the contrary, I am always an interested fan of progress and modernisation, but I was sceptical because I thought that the customer himself would have to do a great deal in the portal. Activities that the forwarder would then no longer be doing and the only thing he would get out of it was a small price advantage. Of course, price is important but, in my eyes, customers are always incredibly busy. Whether this is correct or not is immaterial, the point is that you must use this as the starting point and try to make your customers' lives as easy as possible. But with Aircargoshop they had to do more rather than, as they usually did, throwing the lot over the fence to the forwarder. So this was not making it easier. Unfortunately, Aircargoshop no longer exists. B2C is no B2B.

All the same Paul, as a modernist in the Dutch air cargo community, was on the right path. He was just a bit too early, the market was not yet ready for it. A little like clap

skates that were invented in 1894 but only made their breakthrough when Tonny de Jong wore them to become European Champion in 1997.

Paul's idea was not a mechanical product like clap skates but data management. Developments have progressed with lightning speed. There was no need to wait 100 years for a breakthrough. Aircargoshop saw daylight in 2011. Ten years later and there is ever more possible in data sharing and there is so much more data available than back then to actively unburden our customers further. The expectation pattern of B2C services has now been comprehensively extended to B2B. So are all lights on green?

Supply chains usually consist of many supply chain partners. In order to keep information relevant, it must not only be shared but, more especially, the data must be complete, consistent and qualitative. This means for the air cargo community that the airlines, handling agents, forwarders and truckers in dialogue with the shippers, must put as much focus on 'pushing through' qualitative data, as they do on pushing through pallets and boxes.

Here lies the on-going challenge for the air cargo community. At Schiphol we have the unique situation that all 'blood groups', including the government, talk with each other in order to 'polder' ourselves into the future. Nevertheless, data development proceeds faster than we can get all involved parties pointing in the same direction. Qualitative data makes processes more efficient and thereby further reduces the burden on the shippers.

There is certainly hope. Initiatives such as the Milkrun, eLink and the SCMP project are examples of what makes the Schiphol cargo community unique, perhaps in the world. Admittedly, these sorts of projects initially deliver headaches but ultimately the results lead to more efficiency, better insight and more predictability in processes. Logistics is, after all, all about predictability.

I am convinced that if we all continue to pull together on the (data) development cart, then we have a great opportunity not only to become European Champion Cargo but that Schiphol Airport will be seen as THE Aircargoshop of Europe. Paul would then indeed be proven right.

ICS 2

more control over postal and express shipments

A good deal of work has been done in recent years on the Import Control System version 2 in order to offer EU citizens and companies even more protection. ICS 2 is used to collect as much data as possible on goods destined for the EU – even before they are loaded in the country of origin. The first phase of the project focuses completely on postal and express shipments.

The updated ICS 2 declaration system stems from the desire to improve public safety and security, explains Shirley Gerritsen, director of the Customs National Tactical Centre. “9/11 made us realise how vulnerable our society is. Since then, there have also been attacks in Europe. A bomb was even found in an air cargo package. Terrorism thus remains an ever-present threat. ICS 2 provides us with an EU-wide monitoring system that will greatly improve our information position. It automatically improves our automated risk analysis on data on goods entering the EU. By land, air, water or rail.”

ICS 2 is not a single defined system. It is sooner a collection of various Dutch and European applications and portals. Because of the size, complexity and impact of ICS 2, it was decided to introduce it in three phases (see box). This is being done in consultation with the business community. Gerritsen: “Step by step we are building that information position together. For the Netherlands, the first phase is limited to PostNL mail items. All other goods flows will be included in phase 2.”

Shoulder against the wheel

In phase 1, PostNL is the only supplier in this specific flow of goods. But with 60 million parcels a year, it is by no means a small one. The company will need to put its shoulder against the wheel, says Gerritsen. “For incoming mail consignments, PostNL has to electronically deliver ENS data before departure to the EU. ENS stands for Entry Summary Declaration. Previously, this had to include at least a sufficiently precise description of the goods. In ICS 2 more data needs to be entered. PostNL is changing its work process to comply with this declaration obligation. The company must also be able to receive messages from Customs and process them correctly. But this doesn't all have to be done at once. They have until October 1 to make sure we actually start receiving the data. This includes information about the sender and recipient of a parcel. Take a shipment declared as a fabric sample, for instance. Is the parcel being sent from an address that a risk analysis of the enhanced ENS data has identified a drug factory? That is a red flag for us. Or does it concern a type of medicine that is banned in the EU? But if the shipment is simply declared as a permitted medicine, there is obviously less

reason for an inspection. The added value of ICS 2 really does lie in this improved information position. The more data we have, the more likely we are to discover irregularities.”

Early risk check

It is important that the requested information regarding a shipment is available in ICS 2 before the flight's departure. This gives EU countries the opportunity to assess any risks before take-off. Gerritsen: “If an automated analysis of declarations reveals such risks, a customs officer will check whether anything is wrong. Customs can ask for additional information or have additional screenings carried out. We work together with the Royal Netherlands Marechaussee (Military Police). If the additional information shows that there is a real threat, the NCTV* will decide whether to issue a do-not-load statement. In that case, the shipment may not be loaded.”

A do-not-load statement is not entirely new, says Gerritsen. “The principle is also known in shipping. But that is a completely different type of transport movement. We use a smaller dataset for the assessment. The turnaround time is also a lot longer than with air freight.





Shirley Gerritsen, director of the Customs National Tactical Centre

That means that we know far sooner what is being transported to Europe. Besides, you can't really use a freighter – unlike an aircraft – as a weapon. That is why a do-not-load statement has yet to be issued for a shipment by sea. How will that play out in air cargo? That is hard to say because we have only just started, but it is vital to act with due care. The last thing we want to do is stop a flight and disrupt the logistics process. Those are not decisions to be taken lightly."

Enhanced EU cooperation

Another important new aspect is the joint risk assessment. This calls for closer cooperation between Member States, which each have access to all summary declarations received through ICS 2. They are collected in the Common Repository, an EU-wide database. ICS 2 also allows for different roles: those of Responsible Member State (RMS), Involved Member State (IMS) and Member State of Control (MSC). Gerritsen: "If a package arrives in Germany with a final destination in the Netherlands, we look into the risk assessment of our German colleagues. In this example, Germany is the RMS, the Netherlands the IMS. And it works the same the other way around. In that case, Ger-

many is the IMS, and the Netherlands the RMS. It could be that we think nothing is wrong, while our German neighbours identify a risk and contact us. Perhaps they have a terrorist cell in their sights, for whom the package seems to be intended. In that case, an additional screening in the country of origin may be necessary. This could even lead to a do-not-load order."

Risks covered

According to Gerritsen, obtaining sufficient data of the right quality remains a challenge. "It demands something of all the players in the chain. Companies will need to improve their existing IT systems, for example, in order to share information according to the new specifications. ICS 2 was in fact developed on a different platform, and a standard format – XML – was agreed upon.

It will be used by businesses and regulators across the EU. This also calls for the adaptation of internal processes and the training of the employees involved. Of course, this applies equally to declarants, or their software suppliers. ICS 2 also makes heavy demands on us at Customs. We have developed and tested a new risk management system, for example.

ICS 2 roadmap

The first phase of ICS 2 focuses on PostNL parcels that enter the Netherlands by air. The second phase affects all air cargo. In this phase, further changes are implemented in the areas of temporary storage and the presentation and placement notice. Carriers are also given the opportunity to have certain data supplied by other parties in the logistics chain (multi-filing). For example, information about the actual sender or receiver may be submitted by that sending or receiving party. The third and final phase is planned for 2024. That is when ICS 2 will be rolled out completely, and the obligations will also apply to freight by ship, rail and road.

Helpdesk staff have been trained to support declarants and their software suppliers and to help resolve incidents. Everyone needs to realise that this movement will ultimately affect all market participants involved in handling, shipping and transporting freight, parcels and postal items. That ranges from postal companies inside and outside the EU to air cargo companies. And from freight forwarders and logistics providers to sea, rail and road carriers."

This article has been published on www.customsnl-insight.nl (nr. 1 2021)

* NCTV: National Coordinator for Counterterrorism and Security

BigMile

Prepare for mandatory CO₂ reporting and taxes

Climate and sustainability are more topical than ever. Both consumers and companies are becoming aware that something needs to be done NOW. Governments worldwide are preparing or have already (partially) introduced legislation to achieve the goals of the 2015 Paris climate agreement, and the logistics sector plays an important role in this.

Text en Photography **BigMile**

Due to the recent developments surrounding the COVID-19 crisis, we as humanity have been forced to face the facts more than ever about how vulnerable we and our ecosystem really are.

CO₂ reduction in the supply chain

The transport of people and goods causes 24% of global CO₂ emissions and is the fastest growing sector in the world. This effect is the consequence of a growing international prosperity, which leads to an increase in the consumption of food, goods and thus international trade, as well as the number of people's travel movements.

More and more consumers are doing their best to live in a more environmentally conscious way and companies are taking responsibility for demonstrating that they actively reduce their CO₂ emissions.

If we look at the world of logistics and all aspects within the supply chain specifically, we see more and more sustainable initiatives there too. Consider, for example, the use of less polluting fuels, electrification, modal shifts, and working even



Jan Pronk



more efficiently, all of which should contribute to a significant reduction in emissions.

But how do you, as a shipper or logistics service provider, proof how much effect the improvements you have made within your supply chain have on CO₂ emissions? This is only possible by properly measuring, calculating and reporting CO₂ figures. This is possible with the help of the BigMile platform. Based on the applicable standards (eg COFRET, EN16258) and by being able to work with various international emission factor standards, BigMile is the standard when it comes to CO₂ calculation and reporting within the logistics sector. BigMile is supported internationally by an increasing number of industry organizations and governments.

This standardization makes it possible for all shippers and companies within the logistics sector to take their responsibility correctly.

It ensures that your organization is ready for existing and upcoming CO₂ levies and taxes for each stakeholder in a transparent and accepted way.

In this way, parties can enter into discussions about sustainability with each other in a transparent manner, without discussing rates.

In addition to being the calculation standard for calculating and allocating billable CO₂ emissions down to the shipment level, the BigMile platform, thanks to the interactive dashboards, is also extremely suitable for clearly identifying CO₂ footprint and the efficiency of your supply chain within your own organization. It helps make sustainability a successful part of your organization and ensures that you are prepared for future laws and regulations. So that your customers can continue to count on you and continue to cooperate with your organization with confidence.

'The transport of people and goods causes 24% of global CO₂ emissions and is the fastest growing sector in the world'

More information

www.bigmile.eu

Secure aviation's commercial lifeline

Frans Vreede

Independent air cargo lawyer

frans@vreede.aero

Covid-19 has effected irreversible changes to the aviation sector that will irrevocably lead to airlines having to adjust their business models. McKinsey & Company recently wrote about this on their website after publication of an analysis of this subject. Confirmation, yet again, that business flights will be the slowest to recover, with McKinsey expecting that the changes in consumer behaviour will only revert to pre-Covid19 levels in 2024, and then at only 80% of the previous level.

First in line for recovery are holiday flights although ticket prices will rise to compensate for the financial hit caused by Covid. I wrote previously that I expected, with an increased vaccination rate in the Netherlands, that intra-European holiday traffic would erupt, now that the whole chain from airport to holiday address and vice-versa can, technically, be Covid-controlled. The travel industry is expecting a run on last-minute bookings. This will be quite a challenge for Schiphol to once again start up the whole operation and avoid queues at check-in and security.

McKinsey noted, however, that the net added economic value of holiday travel in the financial sense is negligible if not negative. Unlike business flights where the most profit is generated from a small group of high-yielding passengers on intercontinental flights. It appears, however, that this group has, for the most part, stayed home due to the pandemic and as a result a significant proportion of passenger aircraft shall remain on the ground. Some of these aircraft were redeployed to carry cargo in the belly as well as sometimes in the cabin. Eurocontrol calls these flights Passenger-as-Cargo flights and calculated that, for intra-European transport, they peaked at 5-6% of the total cargo share. In January this year the number of Passenger-as-Cargo flights was 2%, being 5,400 over and above the total number of flights carried out by full freighters. Eurocontrol terms air cargo a "commercial lifeline", a term McKinsey also use in their report about air cargo. McKinsey indicated a tripling in cargo's share of total aviation turnover in 2020 against the pre-pandemic situation when the share had been approximately 12%. McKinsey predicts that, as commercial flights gradually resume, transport in the belly of passenger aircraft will pick up again. However, it will take at least a couple of years before the pre-Covid19 level is reached.

According to McKinsey, full freighters are here to stay but it is striking that the report makes no reference whatsoever of the central problem faced by this sector in the pre-Covid19 era: the shortage of slots which, in terms of the Netherlands, has meant that since 2017 full freighters have been moving their operations away from Schiphol and have relocated to other airports in the EU. It is important to bear in mind that it is of no concern to the full freighter operators to which EU airport they fly. If they are not welcome at Schiphol: fine, no hard feelings, and they will fly to Frankfurt, Brussels, Liège or any other airport instead. There they are received with open arms in view of the huge added value to the relevant national economy. The victim of the shortage of cargo slots at Schiphol is not the cargo aircraft operators but the Dutch economy and employment. Various studies – also those initiated by the Netherlands government – have found that full freighters, with less than 4% of total flights, generate €2.7 billion of added value annually. Previously I have called this the goose that lays the golden eggs.

Meanwhile this means that, by having been shown the cold shoulder by Schiphol, the cargo intended for these full freighters has to be transported to and from a foreign airport. For a 100-tonne freighter this means 20 trailers, 10 there and 10 back. This entails serious, needless additional pressure on the road network and is one of the reasons why the number of kilometres driven has risen to 7.5 billion per annum, an increase of 12.6% over five years earlier. The - mainly foreign - truckers are not begrudged this but the almost solid stream of trucks bumper to bumper in the right-hand lane of the A16 in the direction of Hazeldonk is ridiculous, without even mentioning CO₂ and nitrogen emissions. In short: the lack of slots for the cargo sector at Schiphol is a huge problem for The Netherlands Ltd. but not for the full freighters themselves.



Back to McKinsey: the analysis describes five fundamental shifts that the aviation sector will face post-Corona and links each one of these to a call for concrete action to be taken. One relates to air cargo being a “commercial lifeline” and one that will remain so for several more years at least, if not permanently, as business passenger flights will continue to lag behind and, therefore, structurally there will be less demand for business flights.

Under the heading “Bring back freighters, carefully” McKinsey encourages airlines to investigate the possibilities for expanding cargo services in the short and medium term. Agility, flexibility and caution are the trump cards, McKinsey writes. Cautiousness, as rushing into developing a large full freighter fleet, comes with risks given possible fluctuations in demand for cargo space caused by totally unforeseen developments following the pandemic.

Air France KLM are not going to begin on a large full freighter fleet, their Cargo Director stated explicitly during a recent interview with ‘Nieuwsblad Transport’. From that interview it appeared that, with respect to cargo, KLM is keeping to its existing model of belly cargo and six full freighters. A policy decision with which you might either agree or disagree but one you can respect.

However, in the margins of that interview, the Cargo Director was specific about Schiphol’s intention to do something about the earlier sketched central problem of full freighters. In the meantime, Schiphol had given concrete form to a plan initiated by air cargo industry organisation ACN to reserve a percentage of flight movements at Schiphol for full freighter flights via the so-called Capacity Declaration. On behalf of KLM, the Cargo Director was highly critical of this. Shortly thereafter the plan hit the dust and Schiphol let it be known that it was being put on ice for one season.

The victim of the shortage of cargo slots at Schiphol is not the cargo aircraft operators but the Dutch economy and employment

The industry reacted with outrage and saw KLM’s objections as being the reason for it having been put on ice. Not unwarranted, I believe.

Firstly: AF-KLM’s cargo activities for their own full freighters do not suffer from a shortage of slots. Slots within the AF-KLM group are interchangeable. KLM does not need a separate pool for cargo slots.

Then: AF-KLM is, in principle, - unlike what McKinsey suggests - not going to expand its cargo activities at Schiphol. See the interview in NT. So: Schiphol – and The Netherlands Ltd. – has a strong interest in other full freighter companies being able to operate to and from Schiphol. But they are not receiving the slots that would enable this.

Not going ahead with the slot pool is, de facto, keeping the other full freighter companies out. And with this, therefore, also a substantial slice of the €2.7 billion revenue that the cargo sector annually brings in for The Netherlands Ltd.

Certainly: At the moment, due to Corona having halted passenger flights, there are sufficient slots at Schiphol. So, a short postponement of the slot pool for full freighters is doable. But the issue is that the position of the full freighter segment at Schiphol be secured.

And anyone not prepared to look beyond his own interests, can avoid this.



Omega Logistics

Specialist in healthcare logistics

Omega Logistics B.V., a subsidiary of Jan de Rijk Logistics, will have been operating for ten years in 2021. The company, located in Houten, provides high-end transport services particularly in healthcare logistics. Stephan Pieters, General Manager of Omega, tells us more about the company's specialised activities.

Text **Esther Kort-Boreas**

Photography **Omega Logistics B.V.**

"Omega has delivered customised, quality transport and logistics since it was set up in 2011", Stephan begins his story. "We are specialised in the transport of medical products throughout the Netherlands. We deliver to pharmacies as well as to patients at home. Given our specialist knowledge we are transporting Covid-19 vaccines to care facilities."

Delivering to pharmacies

It is important that a pharmacy receives their ordered medicines on time. Omega undertakes the deliveries to pharmacies at night. Stephan:

"Pharmacies order their medicines and medical products from various pharmaceutical wholesalers. It is important that these goods are delivered before a pharmacy opens its doors in the morning. We transport the goods in our temperature-controlled vehicles".

Home delivery

During the day Omega delivers medicines and medical products to patients at home. Precision is essential here as strict time frames can be involved. A kidney patient, for example, has to be very punctual with his dialysis. Omega delivers medical materials under the required (temperature) conditions to the home. "Unfortunately, as a result of Corona,

it has temporarily not been possible but normally, in consultation with the patient, we even deliver items to the correct floor of the house", Stephan says.

Transport Covid-19 vaccines

"Given our specialist knowledge and experience with healthcare logistics, we are transporting Covid-19 vaccines to both pharmacies and healthcare facilities. Everyone will remember the croquette producer who was transporting vaccines. That was, of course, 'just not done': there are very strict conditions attached to the transportation of vaccines. Consider, for example, temperature and sensitivity to shocks. We pack vaccines in shock-absorbing material. During transportation the temperature is monitored live by our colleagues in the office."

Temperature-controlled transport

Omega has an extensive vehicle fleet for the transport of temperature-controlled goods. For a controlled



‘Omega guarantees quality, expertise as well as lots of enthusiasm in the area of transport and logistics’

transport requiring temperatures of 15-25°C, the actual temperature is monitored by sensors present in the vehicle. Customers are able to follow progress themselves online. If there is a deviation from the required temperature range both the chauffeur and Omega’s planning section are warned and action is taken. The company has a GDP (Good Distribution Practices) certified 15-25°C controlled Healthcare hub in Houten. In consultation with the customer, 2-8°C cold chain consignments are transported by Omega in mobile refrigerators. The refrigeration system consists of a cooling unit fitted on a mobile stand, a GPS tracking system and a battery pack giving 16 hours of

uninterrupted active cooling. If the temperature falls outside the allowable range, an alarm is triggered and necessary measures are immediately taken. By using this cooling installation cold chain consignments can be carried in any of Omega’s vehicles. Omega also has trucks that can cool 2-8°C as well as other temperature combinations. These vehicles are also equipped with sensors and GPS tracking systems so that the customer has insight into the status of the consignment.

Omega Logistics is always moving forward

“Omega guarantees quality, expertise as well as lots of enthusiasm in

the area of transport and logistics”, Stephan says. “Our personnel are GDP certified and, of course, we comply with all applicable regulations and guidelines. Omega has pharma certified vehicles; and, in addition, we are certified GDP and ISO 9001:2015. In short: we are the ideal partner in healthcare logistics.”

Omega is always moving forward with a fresh look towards the future. The company is therefore investigating the possibility of transporting air cargo with delivery vans. Stephan: “Naturally, this is driven by my background and our parent company. We have recently taken delivery of the first TAPA 2 certified van; we are also going to focus on express transport over the Benelux borders and shortly we will be starting building a new property in Vianen which is due for completion in mid-2022. Never a dull moment, so to speak.”



More information

www.omegalogistics.nl



DJMiddelkoop

Nearly 90 years old but fresher than ever

Next year DJMiddelkoop will be able to blow out 90 candles. But whoever might think that at this respectable age this family business would be sitting quietly, would be wrong. On the contrary, a fresh new vision and corporate design show that the business, located at the Nieuw-Vennep Zuid business park, is still evolving. Cargo Magazine spoke with Rob Middelkoop of the management.

Text **Esther Kort-Boreas**
Photography **DJMiddelkoop**

"DJMiddelkoop has a solid base", Rob says. "A reliable partner for forwarders for national and international transport and for the handling of both air cargo and sea freight consignments. We are one of the links in the logistical chain. Acting together in the chain is a pre-requisite to excel not only individually but also as an industry. Yes, indeed, this chain too is only as strong as its weakest link. Only by working well together can we achieve community goals and I am sure our partners also feel this way."

In the new DJMiddelkoop logo, that was revealed last year, the three pillars of the company are reflected: air cargo, pharmaceuticals and high value.

New branding should have a corresponding strapline. Whilst other companies often talk about operational excellence, DJMiddelkoop, with a nod towards this but clearly expressing their own strong message, coined the more contemporary phrase: *Cooperational Excellence*.

"Excelling through cooperation i.e. by working together. I do not only mean working together with external chain parties but also most certainly internal cooperation within our company", Rob says.

Transition

DJMiddelkoop chose last year for a clear positioning and a new branding. Rob: "We noticed that our customers' requests were changing. The need for specialised services was increasing. We anticipated this development. We have made the transition from being a general logistics service provider to a specialised provider of logistical services. This means, for example, that besides transporting pharmaceuticals, we are offering handling and storage of pharmaceuticals in our comprehensively certified warehouse which has three climate zones and is, furthermore, wholly covered by our customs licence. Of course, we also

DJMiddelkoop is a member of the Pharma Gateway Amsterdam, the alliance of logistical companies around Schiphol with the shared aim of guaranteeing a closed chain for pharmaceutical air cargo consignments. DJMiddelkoop is certified TAPA FSR/TSR, CEIV Pharma, and GDP.



have the required wholesale licence.”



Cross-pollination

The new logo builds on the three elements that together form a fourth transparent element, less is more... This is certainly reflected in the cornerstone of their services. Here too a cross-pollination has taken place between the base elements of exceptional services. A flexible mindset with respect to air cargo complements very well the more process-based driven pharma work. The security norm from High Value driven processes in its turn soundly supports the other disciplines within the service package.

Screening facility

DJMiddelkoop has recently acquired its own X-ray machine in order to be able to offer ever more complete services for air cargo handling. What was previously outsourced to a third party can now be organised by the company itself. “This is a further step in unburdening our customers and developing our concept for ‘everything under one roof’. Screening via X-ray or with Explosive Detection Dogs is planned in an efficient way by

very close communication between the transport section and our export warehouse area,” Rob advises.

Sustainable and innovative

DJMiddelkoop is always striving for efficient transport solutions and is taking its responsibility for a reduction in CO₂ emissions. Not surprisingly therefore, the Lean & Green Star has been obtained and guaranteed in the company’s vision. Lean & Green Stars recognise that various sustainability results have been achieved.

The 8,000m² logistical facility in Nieuw-Vennep is owned by the company. The management have invested heavily in innovation, for example, by placing approximately 2,000 solar panels on the roof. All lighting in the DJMiddelkoop building has been switched to LED. There is also cooperation with, amongst others, TNO on innovative mobility projects with the attention now being on putting electric trucks into service.

Digital pre-notification

That DJMiddelkoop cares about the air cargo industry is shown by their participation in innovation projects under the banner of the SCMP, the Schiphol Cargo Mainport Program. Rob: “As a chain partner we want to do our bit and we are represented in two working groups for the digital pre-notification process (eLink) and Milkrun to set up an efficient digital delivery process on behalf of the entire air cargo community. A great deal of time has been invested together with the other frontrunners in our industry. Weekly action points are prepared and implemented and there are consultations between all the stakeholders in order that we are able to achieve a historic result for an efficient logistic export handling process. As a result, the handling agents are better prepared and they can process trucks more quickly. The long queues and waiting times for both the office and warehouse must, once and for all, become a thing of the past. It is evident that there would also be a reduction in CO₂ emissions.”

Family business through and through

Rob is a shareholder in the family business together with his brother and brother-in-law. Each has his own role in the organisation and this formula has worked well for decades. Out of respect and gratitude for their grandfather Dionisius Johannes Middelkoop, the founder of the company, the official name DJMiddelkoop is being upheld regardless of the totally new branding. The company has 150 permanent employees and every single one is enthusiastic about the transition DJMiddelkoop is making. “We are moving forward step by step and we have seen that the self-confidence and energy of our personnel has been given a considerable boost. Together with my six-strong management team we came up with the transition and have implemented it with success”, Rob says proudly.

Towards ‘a century of DJMiddelkoop’

“Of course, we are looking forward to the 90th anniversary of our organisation in 2022”, Rob says. “If it is up to us, there will be plenty more great years in the offing and 2032 will mark the celebration of a century of DJMiddelkoop. As I have said, we would like to further expand our services in the specialist field and increase our involvement even further in, and commitment to achieving community-wide objectives in the air cargo industry. To provide our customers with the very best service and to make their lives easier, that’s what we stand for – now, tomorrow and over 10 years!”



More information

www.djmiddelkoop.nl
sales@djmiddelkoop.nl

Cargo volume at Schiphol

Good for employment

What has the impact of Covid been on the labour market in air cargo? What are the prospects regarding hiring of temporary personnel for the remainder of the year? Cargo Magazine discussed this with Nigel Wood, Director of employment agency Labourlink.



Nigel Wood

Text **Esther Kort-Boreas**
Photography **Labourlink**

“The expectation was that, because of Covid, many people would be sent home and we could expect to have a large supply of workers available. The opposite has actually been the case. Partially due to the NOW-scheme (Temporary Emergency Bridging Measure for Sustained Employment), companies did not have to dismiss staff and most have been able to keep their jobs. At the same time demand for temporary agency staff increased. This was due mainly to high cargo volumes at Schiphol. The sharp reduction in the number of passenger flights triggered an increase in the number of full freighter flights. Personnel that had worked in the passenger area were deployed to

cargo. But these are two very different worlds with a very different type of personnel. The passenger people had to suddenly undertake very different work to what they were used to. For the handling agents it was good to be able to use their own staff – they did not have to dismiss anyone – but in practice it was a difficult switch. Luckily companies such as ours could offer solutions.”

Labourlink employs many foreign workers. As countries closed their borders it was difficult to fly people in. The company has done its utmost to get foreign workers to the Netherlands. If Covid is detected at one of their customers then the temporary employees must go into quarantine. As temporary staff can sometimes work for up to four different customers, this affects

the other three customers as well. Furthermore, Labourlink’s temporary workers live in housing with up to three others. Therefore, if one had to quarantine then that also applied to the housemates. “As a consequence, considerable pressure was put on the remaining employees. So we all put our backs into it and gave extra attention to those who were at work. The welfare of our temporary employees is very important to us. As many do not understand the Dutch language, they could not follow the Government’s press conferences. We translate the information provided and share this in an app group. Really, you are so much more than an employer,” Nigel says.

Challenges in the temporary employment sector

A temporary worker has to provide a separate VGB (Certificate of No Objection) for each customer for whom he will work. The application process is relatively long and quite costly. “As we were not sure if people would continue to work with us in the longer term, we had requested fewer VGB’s. This meant, unfortunately, that we were less flexible in deploying temporary workers to various customers”, Nigel states. What is also not easy for

‘Was vracht in het verleden het ondergeschoven kindje, de covid periode heeft goed duidelijk gemaakt dat vracht heel belangrijk is voor onze economie’

About Labourlink

The company, established in 2006 by Nigel Wood, has 12 employees of which four are engaged full-time with cargo. Labourlink contracts about 160 temporary employees of 20 different nationalities. It is primarily active at Schiphol but also has customers in both the metal sector and non-Schiphol related logistics. Labourlink does not use temporary contracts but maintains long-term relationships with both customers and temporary employees. The company considers quality to be high priority. Expansion at other airports is not ruled out but that would never, under any circumstances, be at the expense of the quality of their service at Schiphol. Labourlink continues to do what it is good at: providing air cargo customers with good temporary personnel.

the sector is that there is no Collective Labour Agreement for the cargo sector. Each company has its own conditions and salary scales. One company starts its morning shift at 06:00, another an hour later. As there is no uniformity it can be confusing for the temporary worker. Nigel: "The question is who should address this? For years there have been discussions

between the handling agents and the unions but, unfortunately, given the various collective labour agreements, no steps have been taken."

Expectations for 2021

"I think that the situation will remain more or less unchanged for the rest of the year. People might begin to take the odd flight again; this applies

to both tourists and business travellers. E-commerce orders will continue to grow, this can be explained by the fact that people have as a rule been staying at home more and are spending money differently. Cargo volumes will remain unprecedentedly high or perhaps even grow further so I am not expecting a reduction in the number of requests from customers. In the past, cargo was seen as the 'poor relation', but the Covid period has made it very clear that cargo is very important for our economy", Nigel concludes.

More information

www.labourlink.nl

info@labourlink.nl



Met onze jarenlange ervaring kunnen wij de bedrijven ondersteunen in al hun logistieke gevaarlijke stoffen uitdagingen.

E erkenning
houder

Verpakken en documenteren van gevaarlijke stoffen

Wij hebben ruime ervaring in het verpakken, documenteren en anderszins verzendgereed maken van gevaarlijke stoffen. Of het nu om weg-, zee-, of luchtvracht gaat; uw zending is bij ons in goede handen en zal naar de hoogste standaarden en conform alle vigerende wet- en regelgevingen verpakt en gedocumenteerd worden, met inachtneming van al uw wensen m.b.t. planning, gewicht en volume.

Opslag van gevaarlijke stoffen

Wij zijn vergund om gevaarlijke stoffen op te kunnen slaan, met locaties op Schiphol en Rotterdam en onze jarenlange ervaring kunnen wij u de juiste oplossingen bieden.

Sample zendingen

Ons team is gespecialiseerd in het verpakken, documenteren en verzenden van uw samples.

Droogijs leverancier

Wij zijn ook uw leverancier voor droogijs. Voor (her)verpakken en re-icing.

Consultancy

Of het nou gaat om het veilig opslaan, verpakken, of verzenden van gevaarlijke stoffen; wij kunnen u voorzien van juist advies.

Training

Wij kunnen u in samenwerking met onze partners door heel Nederland een ruim aanbod van opleidingen aanbieden, zowel klassikaal als digitaal.

Fokkerweg 300 Bldg 8F
1438 AN Oude Meer
020-2272930
info@vertexdg.com
www.vertexdg.com

Text en Photography **Riege**

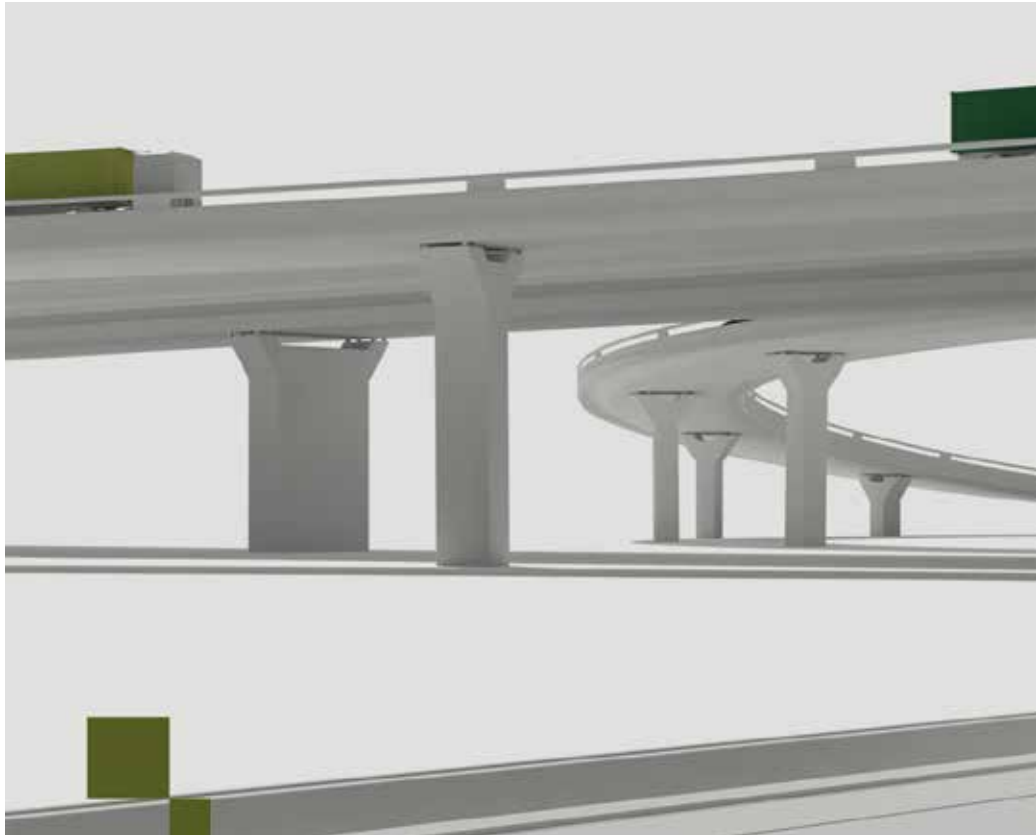
Digital data transfer as a universal solution to data chaos

Freight forwarding companies recognized the benefits of digital data transfer in cargo handling a long time ago: faster and easier handling of shipment processes through systems that communicate with each other; cost efficiency through less time spent on shipment handling; direct data transfer via interfaces provided by software providers; unified cloud-based solutions, which enable cross-border information and data exchange and, in addition, a significant reduction in paper usage, echoing the sustainability approach of trade agreements within the European Union. The future of logistics is indisputably digital, and those who want to continue to play on the global market must choose a forward-looking software solution and be prepared to share the knowledge and data that go with it.

Initiatives on an international level

In order to unify the flood of systems and data formats and digitize processes within the global supply chain, international initiatives and stakeholders have been launched to work vigorously on solutions for the logistics industry.

IATA's ONE Record initiative has laid the foundation for an end-to-end digital supply chain where data can be shared easily and transparently in just one system of stakeholders, communities and data platforms. Cargo IQ, on the other hand, a stakeholder group of different players in logistics supported by IATA, has the task of developing uniform quality standards for air cargo and implementing them on an international level. Although these initiatives contribute to the standardization and digitization of shipment-relevant data in transportation and clearly demonstrate that the global supply chain can only be successfully served through collaboration and data sharing, the process is slowed down by a general unwillingness to share customer data.



Digitization challenges collaboration in logistics

Digitization has been an issue in the logistics world for a long time. However, the willingness within the industry to share data and thus drive digitization forward is stagnant. While international initiatives are supposed to provide a possibility to exchange information and know-how, the transformation to a digital standard is still going slowly. Local initiatives achieve much more in this regard because they focus on the essential: collaboration.



As the developer of the transport management software Scope with the vision of unrestricted collaboration in the global supply chain, Riege Software is a regular participant in these initiatives and working groups and supports their customers and partners in projects that drive digitization in logistics.

CargoHub Trucking CDM as a local trailblazer in the digitalization approach

Platforms, such as the CargoHub Trucking CDM launched at Schiphol Airport, play an important role in

the digitization process. The digital platform is designed to reduce truck waiting times at airports during the (un)loading process between ground handlers and truckers, improve planning and coordination, and speed up cargo handling at the airport. Considering the additional pressures and challenges that freight forwarding companies are facing as the pandemic continues, this is a necessary and right step towards digitalization in logistics.

Riege Software supports the development of platforms such as Trucking CDM, which transparently displays

truck movements between road transports and handling agents, helping to visualize and thus optimize handling processes in a digital environment with strategic know-how and relevant data from the customer base.

Riege Software in the Netherlands

In March 2021, Riege Software's Dutch branch celebrated its 10th anniversary. Henk Boorsma and Martin Bos are the founders of the branch and well-known faces in the freight forwarding industry. Both have over 30 years of experience in the logistics industry. With knowledge of the dynamic freight forwarding market, current customer requirements and daily challenges in the industry, Riege Software has succeeded in convincing almost 1,500 users in the Benelux of the Scope transport management system over the past ten years.

About Riege Software

Riege Software is the creator of Scope, the leading cloud-based software for Air Freight, Ocean Freight and Customs. Designed to be the Digital Standard for digital logistics, Scope enables participants in the global supply chain to practice unrestricted collaboration with just one system.

Established in 1985 and ever since privately owned and managed, Riege has a continuous and sound understanding of the requirements of the logistics industry, serving more than 575 companies of any size in 46 countries. The future of logistics is digital. Scope is the future of digital logistics.

Contact

Henk Boorsma
Managing Director Riege Software Benelux
henk.boorsma@riege.com
+31 343 452 353

Anastasia Kazantzis
Head of Public Relations
Riege Software
kazantzis@riege.com
+49 2159 9148 315

Kales Airline Services

Simply great service

Sebastiaan Scholte took up the position of CEO at GSA Kales Airline Services at the end of last year. The cargo veteran brought with him much experience and lots of enthusiasm. Cargo Magazine spoke to him about the new generation in air cargo, TIACA and the strength of Kales.



Sebastiaan Scholte

Text Esther Kort-Boreas
Photography Kales Airline Services

“The youth is the future” Sebastiaan begins his story. “This applies to all sectors and therefore also to logistics. But how do we make our industry attractive for – let’s call them – the new generation? How does this generation gather information on air cargo dynamics? What do the individual links in the supply chain do? What motivates them and what are the mutual relationships and interactions? What are the KPIs for truck-

ing companies? What is an airline’s revenue model? We must be able to answer all these questions. Not only to make young people enthusiastic for our great, multifaceted industry but also to foster a mutual understanding of each other’s business model. Of course, there are various courses in the field of logistics but the question is, are the above-mentioned subjects covered satisfactorily?”

Island

“Far too often in our industry everyone sits on their own little island and does their own thing. There is little insight

into other players’ dynamics. Why is this? It is often said, ‘we’ve been doing it like this for years’ but that is an outdated idea in this day and age. It is often thought: ‘I’ll keep my knowledge and data to myself because then I have the power’. This is also an outdated notion. Sharing knowledge and transparency is what brings power. Power allowing the whole chain to function in a better way. But as long as ‘in-transparency’ remains a chain partner’s business model, then nothing changes.”

The young are growing up in a digital world. Should the cargo industry undergo modernisation in this area?

Sebastiaan: “The trend for far-reaching digitalisation has already started. However, paperwork is still sometimes necessary. Air freight consignments are sent all over the world. Not every country is as advanced in digital development so communication on specific corridors has had to continue in the old-fashioned way. Luckily, though, the number of lanes where everything is digital continues to increase.”

TIACA

For several years Sebastiaan has played a very active role in TIACA – The International Air Cargo Association. When he started at TIACA the industry organisation was not in good shape. Efficiency measures have since been taken, for example, by entering a partnership with Messe Munchen with regard to the biennial air cargo trade fair which, incidentally, no longer takes place on several continents but now has a permanent location in Miami. TIACA is focusing on making the industry more attractive to young people. One of the ways this is being done is with the establishment of a traineeship program amongst various

A few developments influencing the power force in air cargo:

1. Total cargo management: the GSA takes over all the activities of a, generally speaking, smaller airline.
2. The GSA increasingly takes a stronger position and takes risks to purchase capacity itself via, for example, chartering or Block Space Agreements.
3. A shipper who previously sought capacity from a forwarder offers capacity itself with its own machines (for example, Amazon).

players in the chain. Young people can gain experience at the various companies and have a look behind the scenes. Thus experiencing, in practice, the differences between the links in the chain.

Trends

Sebastiaan believes that the role of the GSA is definitely not finished. "Why must you, as an airline, have your own staff at every station in the world? It is far more efficient to use a GSA with local knowledge and market experi-

ence. For that matter, really, it is GSSA; not only Sales but most certainly the Service component is important. As the representative of an airline, really, you ARE that airline."

"Currently very topical: Corona put air cargo in the spotlight. The importance of air cargo is now – insofar as it was not previously known – suddenly a lot clearer, also at the boardroom level. New freighter companies are seeing opportunities as passenger connections are withdrawn", Sebastiaan says.

What is Kales' strength?

"I can be brief in answer to this", says Sebastiaan. "Simply great service: that is our motto. No bells and whistles but a 'can do' mentality based on the three pillars: flexibility, reliability and agility."

To the question what is his ambition for the enterprising GSA the Kales organisation is, Sebastiaan responds: "Innovate, digitalise, deepen the partnership with airlines. Develop. Realise more growth in the countries where we are active. Merely 'looking after the shop' is just not my thing", he states in conclusion.

More information

www.kales.com



Juridisch specialist op het gebied van handel, transport en logistiek



SWDV ADVOCATEN
maakt het verschil

SWDV Advocaten

Taurusavenue 181, 2132 LS Hoofddorp

023-5175100

advocaten@swdv.nl

www.swdv.nl



Cargo damage app

Simplifies cargo claim reporting between handling agent and airline

Effective accurate cargo claim reporting serves an important purpose. It enables the airline to inform the shipper on a timely basis of possible service failures and, for example, to obtain additional instructions regarding re-packing of a consignment. Good damage documentation also helps to speed up the course of claims. The details can also be used as a base from which to learn from mistakes in the process and to implement quality improvements.

Text Esther Kort-Boreas
Photography AirBridgeCargo Airlines,
Menzies World Cargo

Luckily, damage occurring is an exception rather than the rule but any damage must be reported to the carrying airline. The way in which that used to occur urgently needed modernising. We discussed this with Henk-Jan van Keulen, Country Manager the Netherlands, AirBridgeCargo Airlines and Erwin Roeleveld, Project Leader Cargo Operations, Menzies World Cargo (Amsterdam), the airline's handling agent.

Erwin: "In the old situation if damage to a consignment was discovered a report would be drawn up in Word

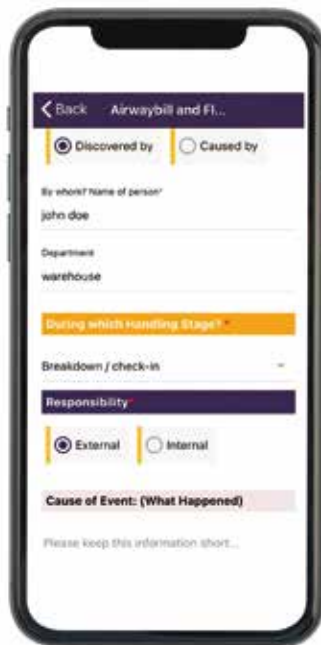
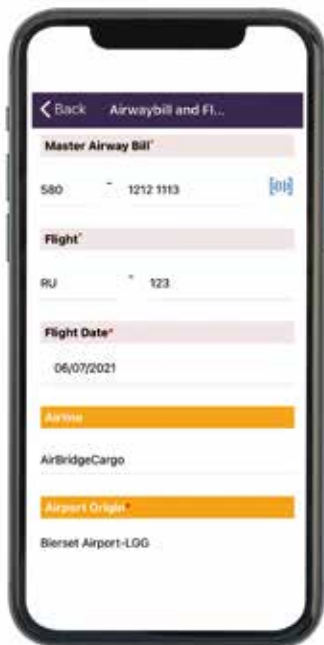
or Excel. Photographs were attached later. Everything was done on a desktop computer, i.e. not directly at the location of the damage. Then the question arose: to whom do we send the report? The correct email addresses for the relevant people at the airline had to be looked up. If, in the meantime, an employee had left the airline then the question arose who had taken over his or her tasks? Not very efficient, of course, but at that time there was no alternative."

"In order to be able to optimise the process, a few years ago we started using an internet-based application from CargoHub to replace Word and Excel. This was far more practical as all information was saved in a central database that integrated directly into

our quality management system. However, a few limitations remained: it was still necessary for designated employees to authorise the sending of the report; the damage report gave our employees too much leeway for their 'own interpretation'; and the report still had to be created on a desktop computer. Last but not least, the selection of the correct contact person and the actual sending of the report were still manual processes."

In response to input from Menzies, the application has been further developed over the past 24 months and is now part of the Cargo Claims Loss Prevention Program (www.cclp.aero) for airlines and handling agents.

Erwin: "Damage reports can now be created on site with help from a very user-friendly mobile app and photographs can be directly uploaded. The questionnaire is clear for our employees and the application effectively calculates both the classification of the damage and financial risks. Liability for the airlines and handling agents is based on a per kilogram



amount and the application makes the risks transparent. No longer do we need to look up the correct email addresses at the airline and, in our case, reports are automatically despatched within 30 minutes of being prepared. In this way we always satisfy the damage reporting requirements stipulated in the Service Level Agreement with the airline.”

Improving quality and efficiency

Erwin: “The ‘root cause investigation’ is an essential part of the claim handling process. It is also possible to record details regarding the cause of damage for internal use. The real-time damage details in the CCLP program give us an insight into, amongst other things, the frequency, the nature, the location and the cause of the damage. This allows us to initiate improvements to avoid damage occurring and to improve the quality of our service.”

“The threshold for entering a damage report in the app must be as low as possible. Our Warehouse Management System contains the data of

all consignments. The link between our WMS and the CCLP application means that details no longer have to be manually input from one system into the other. With it we are working more efficiently and the airline is provided with a damage report more quickly.”

Added value from an airline perspective

Henk-Jan: “The system is a huge improvement when compared to the old method. Previously we would receive various loose documents and photographs and now everything is organised in the one system. On the basis of a clear overview, it can be decided sooner what follow-up is required. Can the consignment proceed on its way or should the damaged package be stopped? The report we receive is in a small PDF format and we have access to all damage reports via the mobile CCLP app. We can set the despatch details of the damage reports so that the origin and destination stations can also be included. We can now immediately share all the damage reports

we receive with the customer who sent the consignment and thus we have elevated our customer service to a higher level.”

“A tip for the developer: It would be really useful if we, as the airline, could also load our own photographs of a consignment into the CCLP app. Ideally we would like, literally, to press the red button on the app and immediately be able to stop a consignment. Of course, we understand very well that this action has to be undertaken via Menzies’ Warehouse Management System.”

Both gentlemen conclude: “The CCLP application has already proven its added value for the claims handling process. It has a simple functionality and communication about damage is more efficient and much improved.”

More information

www.airbridgecargo.com
www.menziesaviation.com

Digital Pre-notification

The handling agents at Amsterdam Airport Schiphol have been working with digital pre-notification of local export cargo since the beginning of 2021. In September 2020 Worldwide Flight Services, dnata, Air France KLM Martinair Cargo, Menzies Aviation Netherlands B.V. and Swissport Cargo Services all signed a Best Effort declaration to this end.

Text ACN

The aim of this digitalisation is to make the processes around delivery, administrative processing and loading/unloading of export consignments at the airport more efficient, more sustainable, secure and reliable. Thanks to the electronic or digital pre-notification this can, for the most part, happen without physical contact and that, in the 1.5 metre society, is an absolute necessity. The system will become standard practice from 1 September 2021. After that date digitally pre-notified cargo will receive priority whilst cargo that has not been pre-notified digitally will face additional costs as well as still having to go through the, often, time-consuming administrative handling at the counter at the airport.

Vital link for the future

Digital pre-notification is an essential step in the move towards improved efficiency that the Schiphol community is taking collectively. It is one of the indispensable jigsaw pieces in the process of digital registration, authentication, identification and authorisation of export cargo and for the haulier of the cargo who must deliver his consignments land-side. It is an automated channel of communication between, on the one hand, forwarders and/or transporters and, on the other hand, the handling agents at the airport. Forwarders or transporters notify their export consignment electronically before the driver departs for Schiphol with the consignment. The system means that the electronic Air Waybill (eAWB) is completed in full before a load reaches Schiphol.



Maarten van As

Once at the airport the chauffeur, with one swipe of his ACN pass over the card reader at the handling agent's gate, hears if he meets all the conditions for delivery, including the security check and is told to which dock he can drive for the cargo to be unloaded. Maarten van As, Managing Director of ACN, sees considerable advantages: "Thanks to digital pre-notification hauliers and forwarders can help accelerate the processing of export cargo. The paperwork required for the consignment has been pro-



"This is the quality transformation we have been working on for years. Not participating will mean joining the back of the queue"

In September Digital Pre-Notification will be incorporated into the Schiphol Ready-for-Carriage procedure. This seems a long way off but there are only four months to go. If you are not yet affiliated, make contact now with the Cargonaut help desk and get started: +31 (0)20 6530808

cessed before arrival at the airport. In this way we put an end to the queues of waiting trucks and chauffeurs on the airport's terrain. This has numerous advantages: less congestion, reduced CO₂ emissions and there is no longer a need to be crammed together in a small office waiting while the paperwork is processed. Less personal contacts are, with an eye on Corona, so important now." In addition, digital pre-notification can function as a track and trace system; all relevant parties know that the goods are at Schiphol and can prepare accordingly.

System does not allow mistakes

Digital pre-notification occurs in accordance with a standard in which a number of sections must be ticked off. Only when all details have been entered in accordance with the rules, does the eAWB receive five green signals or rather, a green 'go' light. Thanks to this preliminary work, a stop at the handling agent's counter at the airport is no longer always required. Errors can also be removed sooner from the supplied data.

Don't wait

A considerable number of companies have been testing the system for some months. A best-efforts working group of these forerunners and Cargonaut serve as a sounding board. Every two weeks they run through how things are going and if the process is optimally organised. However, making this new working method second nature can be somewhat problematic as at

many companies the work has been done in a particular way for years. For this reason, the forerunners warn, you really should not wait any longer because, as they say themselves, they are still in the midst of refining their systems and processes.

The group of forerunners already using the system represent high volumes that have got the wheel turning. It is now important to further increase the number of consignments and to fully integrate the digital pre-notification system with as many of the large and small parties at and around Schiphol as possible. Cargonaut and ACN are actively ready to assist with guidance.

More information

www.acn.nl/digitaal-vooraanmelden

www.cargonaut.nl/elink



TCS **WORLDWIDE**
TIME CRITICAL SOLUTIONS

Onboard Courier | Air Cargo Charter | Dedicated Drive Intra-Europe

Neutral provider offering time-critical solutions to freight forwarders only

Flexible choice of carriers and suppliers
From any pick-up location to any delivery address
Worldwide assistance with customs clearance facilities

We continuously support our customers, from the moment a request is received till the final delivery of the consignment.

Our round the clock customer service is built on three pillars:

- ➔ Listen to our customer
- ➔ Customer is part of our team
- ➔ Be honest and act sincere



24/7/365 TCS Desk

✉ tcs@tcs-worldwide.com ☎ +31 20 247 9999 🌐 www.tcs-worldwide.com

Learning communities in logistics

An instrument for innovation and learning

Life is continuous learning. A 'rich' and diverse learning environment contributes to actively being able to realise this. Young or old, student or professional. Learning is of all times and, to this end, the knowledge institutions should commit their education and research to the benefit of innovation and modernisation for business and government. The objective is to aim for a symbiosis in a so-called triple/quadruple helix setting.

Text Dr. Donald Ropes, Dr. Han van Kleef, Dr. Richard de Jong and Drs Giovanni Douven, Research (Study) Group Learning and Development in Organisations, Inholland University of Applied Sciences

In order to remain competitive, logistics companies must constantly and continuously innovate. Increasingly there are also sustainability requirements from the customer as well as the local environment and the government. Furthermore, we are also seeing the complexity of logistical chains increasing ever further, which is an enormous challenge for structuring the associated logistical processes. The logistics professional with the requisite knowledge and skills plays a key role here to effectively contribute to the desired innovations.

At 'Topsector Logistiek' we see that learning communities can be a way to ensure that companies work on innovation whilst, at the same time, investing in their human capital. The concept of learning communities was put forward by the top sectors in 2016 as a model for bridging learning, working and researching. Learning communities in the area of logistics are public-private partnerships in which stakeholders from companies, government and knowledge institutions work together on logistical challenges. The idea is that the learning communities' stakeholders themselves are given the opportunity to innovate and in so doing the necessary knowledge, skills and experience becomes "theirs", which raises the success rate of the innovation. Learning communities are therefore important for the life-long development of employees but, more especially, are necessary for the

specific and complex nature of many logistical innovations.

A learning-working environment does not come about by itself. Learning communities house a high level of complexity. This complexity comes from the task itself upon which is being worked, but also through the diversity – and various interests – of the many stakeholders involved. What it comes down to is that learning communities have to be cultivated and coordinated in a particular way otherwise they do not get off the ground, do not work well or they quickly disintegrate. The project Trucking CDM 2.0 is a triple helix, multi-disciplinary learning community, working actively with the establishment and structure of a digital platform to improve handling of air cargo. CDM stands for Collaborative Decision Making, the core of cooperative and collective decision taking. The project is a good example of what a learning community in logistics can achieve when developed and coordinated in a systematic manner.



Chain management with the Trucking CDM 2.0 project

Chain management is a central and complex subject for top sector logistics. Chain management around an interchange point or hub with varying stakeholders ensures even more specific challenges. In Holland University of Applied Sciences took up this issue with the Trucking CDM 1.0 project at the end of 2019 and since then has undertaken further research into the functioning and implementation of this Cross Chain Control Center (4C). In the period up to and including today approximately 15 students have been placed at various companies to ascertain if digital cooperation and deeper connectivity of company processes and systems can help in solving the somewhat structural and persistent problems of various stakeholders in the air cargo operations land side at Schiphol. With the Trucking CDM platform a breakthrough is at hand which will make it possible to generate significant improvements. An end to waiting, paperwork and lengthy lead times and 'real-time' detailed visibility of all freight parcels in the logistical air cargo chain. Through a three-year strategic collaboration with Cargo-Hub and various parties in all links of

‘The idea is that the learning communities’ stakeholders themselves are given the opportunity to innovate and in so doing the necessary knowledge, skills and experience becomes “theirs”, which raises the success rate of the innovation’

the chain there is, via the continued development of Trucking CDM 2.0, continuity in research. We see that the latest technological developments have a place in this 4C IT data platform and that, step by step, the platform will be implemented further in the chain.

Learning communities are environments where innovation and learning can go hand in hand

With complex cross-company innovations involving many stakeholders a linear design approach is not possible. Intuitively, there is a view of a (possible solution) direction. But the interpretation of the innovation, the steps to be taken, learning, adjustments, follow up steps, etc. can only be done on the basis of continuously new insights, knowledge development and the experience gained by all of the involved parties. Together you rise to a higher level of collaboration and the innovation really works. This applies to the substantive development as well as the getting on board and retention of many concerned parties. This happens in a good way with the Trucking CDM. This approach is called effectuation: begin with an idea with existing resources and partners, and then through research and trialling, often intuitively, develop new solutions to find additional resources and partners. In order for the idea of a 4C such as Trucking CDM to crystallise substantively, there needs to be ever more interested parties interested in development and implementation.



10 years of Riege in the Netherlands.

**A decade to celebrate,
to thank and to
look forward together.**

2 Achieve
4YourCargo
Active Freight Management
Air Cargo Alliance
Aircargo.nl
Airfrigo
Airspace
Akomar Shipping
Altrex Air & Ocean
ANC Logistics
APL Global Logistics
Argos Packaging & Protection
ATL Logistics
AUK Logistics
Avi Air
Berkman Forwarding
Best Global Logistics
BK Warehousing
Blue Sky Cargo
BMS Forwarding
Braanker Logistics Group
Caliber Global
Cargo Holland
Cargo Regency
Cargologic
CET Logistics
CF Logistics
CH Robinson Europe
Cleve & Zonen
Coastlink
De Bree Shipping
Dhatec
DHL Aviation (Netherlands)
DPD Nederland
Dutch Global Logistics
DutchAir Cargo
DutchQargo
Eagle Air Agencies
Eastlink Logistics
Easy-Shipping (Rotterdam)
ECC - European Customs Consult
E-Freight Forwarding

Essex Freight Holland
Express-Cargo Netherlands
F5 Logistics Solutions
Fast Forward Freight
Fedex / TNT Express
Flowerwings Cargo
FOX Global Logistics
Fregat (Fresh) Logistics
Freight 4U Logistics
GDF Netherlands
GEBA Trans
Global Freight Management
Green Freight Forwarding
Hamacher Logistik
Hollandia Forwarding
Horizon International Cargo
Horse Service International
Hortichain
IAA - International Airfreight Associates
Intermodal Transport Solutions (ITS)
IQargo
JK Logistics
Jordex Air Cargo
KDZ Express
KTL Benelux
Kuipers Air & Sea
Lift Freight Services
Line
Loyal Cargo Services
LSK Cargo
Lubbers Global Freight
Lukotrans Logistics
Malenstein Air
Marinetrans Benelux
ML Milestone Logistics
MSE Europe
Myon
NH Logistics
Nissin
NTG Air & Ocean
Orange Shipping & Logistics
OTX Logistics

Oudkerk
Pfauth Logistics
Plane Parcel Express
Plantex Expeditie
Premiere Logistics
Prime Fresh Handling
Primus Douane-Expéditeur
Quick Cargo Service
Ralo Shipping
Rapid Logistics
Remiro Freight Services
RM Cargo Solutions
Rutges Cargo Europe
SEKO Logistics Benelux
Silver Tiger Logistics
Simex Transport & Forwarding
Sinotrans Air Transportation
Smart Logistics
SMS Global Logistics
Spare Cargo
Spark Global Logistics
Speedlink Worldwide Express
Speedmark Transportation
Swift Marine
TFS Logistics
ThreeB
Tigers International Logistics
Today's Value Added Logistics
Together Forwarding & Shipping
Top Cargo
Total Care Logistics
TP Industrial Yarns
TTS Quality Logistics
Van Donge & De Roo
VDH Next
VN Douane Agent
VN International
VN Transport
Wholesale by Vels
Wiedeman Logistics Solutions
Xenor
ZooLogistics

Riege Software is the creator of Scope, the leading cloud-based software for Air Freight, Ocean Freight and Customs. Designed to be the Digital Standard for digital logistics, Scope enables participants in the global supply chain to practice unrestricted collaboration with just one system. The future of logistics is digital. Scope is the future of digital logistics.



In a learning community learning processes take shape when hunches, ideas, nuances, information and knowledge are shared by participants with each other and then combined in new ways. A condition for learning and innovating in this way is that participants must be able to discuss, negotiate, confer and work together. This calls for specific competencies from the leadership such as: networking skills, a neutral stance, an ability to communicate with other cultures, listening skills and an ability for democratic decision-making. Practical experience in the field of innovation is necessary to be able to effectively lead innovation projects.

Critical success factors (CSF) for learning communities

Successful learning communities are set up in accordance with a plan based upon a number of critical success factors. We can split these factors into four themes:

1. Content
2. Structure
3. Processes
4. Culture

1. Content

Content in a learning community relates to the integral question as to what everyone is occupied with. This forms the basis of the CSF's 'common interests'. An element of urgency must also be felt by all parties. This is a secondary CSF.

When working on a complex question (for example in the area of sustainability) it is precisely the factors 'common interests' and 'urgency' that exert additional pressure. In the Trucking CDM project we see that the parties in the chain handling air cargo almost all experience the same set of problems: long waiting times, lengthy throughput times, still lots of manual paperwork and little insight into processes and status within the chain. At the same time, increasing demands for sustainability are being stipulated. There is therefore talk of a common goal around improving services and products. An IT platform will have to add value to the tasking of the individual, the section and the

‘At ‘Topsector
Logistiek’ we see
that learning
communities can be
a way to ensure that
companies work on
innovation whilst,
at the same time,
investing in their
human capital’

affiliated companies. “Alongside lower costs and higher revenues in the monetary sense, the IT data platform can also contribute on other levels such as improved customer service, more sustainable logistics, a more robust and resilient chain, creating logistical opportunities, anchoring industrial activity, cluster effects and societal benefits.” (Eric Brouwers, ProSales and Bart Vannieuwenhuysse, TRI-VIZOR).

2. Structure

The structure of a learning community has to ensure an efficient exchange of knowledge and information between the stakeholders. The management of a learning community has here a facilitating function. The development of the IT platform takes place at a central organisation, CargoHub. The broader application however cannot be driven, let alone enforced, by this organisation. On the basis of pilots undertaken by a large number of involved parties in the chain, increasingly new functionality is being tested and a base is being laid not only for further development of IT functionality, but also for further implementation of the IT data platform. Success of a 4C is viable provided that the leadership and organisation of the collaboration is foreseen with sound management.

3. Processes

The objectives for innovation and for more sustainable solutions, call for processes that share ideas, knowledge and information. It is necessary for there to be room for collaborative processes exploring, studying, experimenting, negotiating, decision-taking, monitoring and evaluating. A qualitative good implementation building mutual trust and a common culture requires regular meetings of sufficient length under professional supervision. There can be room herein for the earlier mentioned effectuation, for example, discussion of the pilots, but also evaluation and reflection upon the conditions for success.

The processes and the associated organisation merit both a neutral character and maximum transparency. An extra element of a 4C around a hub is security: data security but also securing the physical goods processes. Intensive cooperation with appropriate specialists can be helpful with this.

4. Culture

As a result of an open secure culture having been created stakeholders dare to experiment. Where a laboratory-style atmosphere can be simulated to optimise logistical processes further, state-of-the-art tools can be tried out. At the same time, it needs to be an environment where people feel at home and where achievements are positively rewarded. A climate where mistakes fall onto fertile soil to be subsequently taken up into the learning curve towards higher aspirational levels.

In this piece we see that ambitions for optimisation and sustainable development generate complex questions. The development of innovative, useful solutions for these questions succeeds only if stakeholders are prepared to come together in a learning community that meets the critical success factors outlined above. Trucking CDM 2.0 is an inspiring example of such a learning community under development.

Cargo Claims & Loss Prevention from an Airline Perspective

When a cargo shipment suffers loss, damage or delay, it is necessary to have an efficient cargo claims and loss prevention programme in place. A poor claims process can result in dissatisfied or even lost customers, undoing all the good work performed in building up strong customer relationships. To avoid receiving cargo claims, clear and responsive communication with customers is essential, as is a strong cargo claims and loss prevention programme.

Cargo Magazine spoke to Tamilla Suleymanova, Head of Claims and Suggestions Division for Silk Way West Airlines (SWWA), about how an airline views this key service.

How important is claims handling for SWWA?

Tamilla: We believe that the claims process is a vital part of our customer service and business excellence programme. A solid loss prevention policy and a quick claim recovery cycle contributes to the quality of our service and our customers' experience. We have developed a number of appropriate measures, including storage risk evaluation. With cargo crime on the rise, such measures help to reduce the number of claims and resulting costs for SWWA, as well for our business partners and shipper clients.

What are the best practices in processing claims?

Tamilla: Efficient handling of cargo claims requires expertise in logistics, applicable law and jurisdiction, operational procedures, and so on. When a loss occurs, all parties have an interest in mitigating the potential effects. This is the right thing to do, and is indeed a procedural step in the claim process. It is often costly and time-consuming to obtain

evidence and pursue a claim, but it is necessary to collect all the possible evidence to speed up the claims handling process and to ensure that everything is carried out properly. For example, proof of delivery and irregularity reports are crucial for the carrier to obtain. Also, additional data showing the conditions within a container, e.g., temperature, humidity, any kind of irregularity during carriage, can be useful in establishing the carrier's liability.

What is the next step to be taken after the investigation?

Tamilla: Once all the necessary information and documents have been collected, the claim is ready for review. The sooner the customer provides complete information to the carrier, the quicker the appropriate investigation can commence. This should allow the carrier to establish whether or not any damage, loss or delay occurred during the period when the cargo was in the carrier's care. In the event that damage occurred outside the terms of the legal contract, the carrier may have

a right to limit its liability. Once the claim is investigated and the carrier has identified whether it is liable or not for the loss of and/or damage to the goods, the case is considered closed and communication or settlement is finalized with the customer. To meet our customer expectations in this respect, SWWA offers a quick and easy claim registration process via our official website.

SWWA strives to ensure that all claims are processed fairly and in a timely manner, also seeking to identify and improve the cargo handling procedure in an efficient way.

According to a report by the TT club-BSI, while theft of freight in transit remains the highest risk, losses from storage facilities have risen by 25% over the past year. Does SWWA have any special plans to deal with this?

Tamilla: In order to track progress of cargo movement and strengthen cargo monitoring, additional CCTV cameras were installed in strategic positions in our warehouse. Due to the pandemic, alternative storage facilities were in use because of overloaded warehouses; this situation required close monitoring of the cargo in transit with regular updates. Such independent cargo monitoring data allows for faster and more efficient claims management process, reducing cost liability. This measure helped to ensure that all reasonable measures had been taken by the carrier, its agents and employees to prevent loss during extended storage.



A solid loss prevention policy and a quick claim recovery cycle contributes to the quality of our service and our customers' experience

How has the pandemic impacted your operating procedures?

Tamilla: Although the pandemic has increased risk to cargo being held up in transit, high value goods and temperature-sensitive supplies such as vaccines and medical products in particular have been made a key priority by SWWA, and the airline took all necessary measures to prevent any possible irregularities. Throughout the Covid period, SWWA has made every possible effort to implement robust planning of cargo shipments. To ensure delivery of our life-saving freight, supplies are safely delivered to specially equipped warehouses, and are handled by personnel specifically trained for these unique conditions. A group of experts led by Silk Way West Airlines developed and implemented a plan to optimize all operational processes and introduce the latest logistics technologies for this purpose, while the modernization of the cargo terminal was diligently undertaken according to our specific requirements.

Tamilla Suleymanova
Head of Claims and Suggestions Division
Silk Way West Airlines LLC

Cargolux

Partner of choice for pharmaceutical freight

Renowned airline Cargolux, with hubs in Europe and China, is a leading player in transporting pharmaceuticals. Cargo Magazine spoke with Chris Nielen, Vice President EMEA, about this type of cargo and its specific requirements for transport.

Text and photography Cargolux

What are Cargolux's pharmaceutical capabilities?

Transporting pharmaceuticals, including vaccines, is part of Cargolux's everyday mission. Considerable investments have been made to establish stringent processes and develop the necessary infrastructure for optimal care. In order to allow for enhanced peace of mind, the airline's two hubs in Luxembourg (LUX) and Zhengzhou (CGO) are both GDP certified, and an interactive map giving an overview of GHA capabilities at both origin and destination airports is available on the company's website.

Cargolux is a recognized industry leader when it comes to the transport of medical commodities including pharmaceutical goods, vaccines, and relief material. The airline has a dedicated transport solution, CV pharma, developed to ensure each shipment's specific needs are met. Delivering life-saving products is a great responsibility and one that Cargolux takes seriously.

How does Cargolux ensure safe and efficient transport for these delicate commodities?

Health and safety are among the company's highest priorities and Cargolux is strongly committed to playing its role in preserving global welfare. A dedicated team of experts handles all pharma and healthcare-related shipments to ensure a customized solution is devised for each transport. This ensures the highest standards are upheld throughout the transport process. Cargolux was the first airline to achieve GDP certification and passed its latest re-certification audit at the beginning of 2021, a reflection of its commitment to safe and seamless handling.

Each healthcare product requires different carriage conditions. What measures are taken to ensure every shipment is handled appropriately?

Providing first-rate services and end-to-end transport solutions is Cargolux's promise to its customers. Pharmaceutical products are highly sensitive, a consideration that the airline takes into account for each shipment. The cool chain is a central



focus of the CV pharma product and multiple solutions are available to ensure temperature stability throughout the transport. As an all-cargo carrier, Cargolux offers more flexibility, a significant advantage when handling time-critical freight.

Are there any examples of how Cargolux contributes to global welfare through its pharma handling?

Cargolux leverages this expertise to deliver life-saving products to communities in need. During the height of the Ebola epidemic in West Africa in 2014, Cargolux was one of the only carriers to deliver medical aid to Monrovia, Liberia through a dedicated air bridge. More recently, during the COVID-19 crisis, the airline provided an air bridge between Asia and Europe to transport

vital supplies. Since the outbreak, numerous charter flights have been performed to keep goods flowing and communities equipped to face the pandemic.

The carrier has also joined UNICEF's Humanitarian Airfreight Initiative. Beyond simply delivering medical material where it is most needed, the project aims to prioritize the delivery of vital healthcare products within the supply chain. Cargolux is pleased to take part in this large-scale initiative that is fully aligned with the airline's values.

How does the company contribute to enhancing and developing the global pharmaceutical supply chain?


The company's commitment to health

and safety is unwavering, and keeping communities equipped is part of Cargolux's philosophy. Consistent quality management systems are implemented along the transportation process and all handling personnel is fully trained. Although transporting pharmaceuticals is part of its regular services, Cargolux is continuously assessing its procedures to identify areas of potential improvement.

In addition to promoting customer-centric business procedures, Cargolux's commitment to sustainability and CSR allow for a holistic approach when dealing with healthcare shipments. The focus on preserving welfare and setting high standards make Cargolux a partner of choice for pharmaceutical freight.

Chris Nielsen,
Vice President EMEA



A portrait of Floris de Haan, a man with light brown, wavy hair and blue eyes, wearing a dark blue button-down shirt. He is looking directly at the camera with a slight smile. The background is a dark, out-of-focus grey.

What will the world of air cargo look like in future?

Floris de Haan

Sr. researcher air transport economics
Erasmus University Rotterdam

As a senior researcher in air transport economics at Erasmus University Rotterdam I am often asked for an answer to this crystal ball question: what will the world of air cargo look like in future. The easy answer to the question is “it depends...”. At the same time developments on both the demand side as well as on the supply side of air cargo become visible and can provide answers.

I am happy to provide some considerations and developments in the air cargo industry. If we take a closer look at the influencing factors of air cargo demand, the picture is mixed. Some trends, such as e-commerce, are clearly increasing demand. Others will have a downward effect. Let's analyse them individually and develop our own vision on the compounded effect.

If we look at the demand side a trend that had started long before COVID hit the retailers, is clearly e-commerce. And increasingly the speed of delivery has become a USP of e-commerce

companies. During COVID the closing of physical shops lead to even higher growth numbers, which was beneficial for the integrator companies delivering door-to-door within 24 hours. It is expected that once we have recovered and returned to the old normal, e-commerce is 'here to stay' at the levels we are seeing today and higher. This will require air cargo capacity, although in some cases provided by the larger e-commerce companies themselves, such as Prime Air for Amazon.

At the same time consumer behaviour and GDP are closely correlated. Which

means that if our disposable income decreases, we will buy less goods. And with all the state aid that commercial businesses have received during the pandemic, it will be interesting to see how disposable income will develop. Certain staff, such as in the hospital industry, have suffered big time, while other employees have been able to save and keep on spending. So, depending on payback periods for state loans, and depending on how quickly governments want to return to healthy state finance, our disposable income will be affected. In the end societies will need to pay for state deficits that have increased as result of lock downs, which is directly connected to our disposable income.

Another clear trend that is going on for some longer is the restructuring of global supply chains. We know for decades that having trade agreements between countries has a positive effect

chain capacity providers. We now see companies that hold larger stocks in what is called a buffer economy. And more stock requires less speedy supply. A negative effect for air cargo, although this change is not happening overnight and significant parts of production will remain off shore.

On the supply side the air cargo industry has seen an increase in available belly capacity up to 2019. New aircraft were added to the intercontinental passenger fleet and typically aircraft such as the Boeing 787 Dreamliner and Airbus A350 XWB have excellent belly capacity for cargo. Although certain markets still require full freighter capacity on top of belly capacity, the increase in capacity has put pressure on prices. Again, not all markets have seen that increase to the same extent, so regional differences are significant (see IATA graph). The recovery of intercontinental passenger traffic will

pre-COVID times will have an effect on the earning power of intercontinental passenger airlines and may even have long term effects and change passenger airline business models.

And looking at airport capacity there is a number of effects that come into play as to which airports will benefit. As mentioned, e-commerce will remain a driving growth factor, so likely airports that host integrator traffic will benefit. At the same time, in general cargo we may see some consolidation of trade flows at airports with the highest volumes. On the other hand, airports with large national carriers are also confronted with new environmental regulation in order to reduce climate footprint and noise nuisance. In the case of Schiphol with even less night flights.

Concluding, it is not easy to forecast what the world will look like in the

‘Leisure traffic is likely to recover faster, while business traffic may see structural demand changes. On one hand the onsite maintenance engineer will remain flying, on the other hand business people in the services industry have learned to deal with online meeting platforms’

on trade and hence the demand for air cargo. For a number of reasons, we have seen production moving closer to the consumer in North America and Europe. Rising cost of production in Asia, better quality control or protecting employment, as we have seen in the US, are amongst the reasons for this restructuring. On top of that, COVID has also taught us that just in time supply chains are vulnerable in case transport capacity all of a sudden, falls away. And specifically, when it concerns, personal protection equipment (PPE), medical devices or pharma, this has caused headaches for companies dependent on their global supply

therefore have an effect on supply of belly capacity and hence the need for additional full freighter capacity and as an ultimate consequence also on prices of air cargo transportation. Looking into more detail there is interesting signs on the horizon when it comes to intercontinental passenger traffic. Leisure traffic is likely to recover faster, while business traffic may see structural demand changes. On one hand the onsite maintenance engineer will remain flying, on the other hand business people in the services industry have learned to deal with online meeting platforms. A reduction of 20% in business travel compared to

foreseeable future. But if consumption remains at reasonable levels and intercontinental belly capacity will show balanced growth, a bright future lies ahead of us with volume growth and healthy price levels.



Providing digital access to truck parking space around Amsterdam Airport Schiphol

A solution for wrongly parked vehicles and queues of trucks waiting to access their docking station. Fewer unnecessary kilometres driven by truckers searching for a place to wait or park in an unfamiliar area. And an easy way to find a safe place to rest or uncouple a trailer. These are a few advantages of digitally facilitating parking locations for trucks in a busy environment such as the Amsterdam Metropolitan Area. Within Connected Transport Corridors program, the Amsterdam Westkant corridor, Royal Schiphol Group and Be-Mobile are starting to digitally map parking and waiting locations in the Schiphol Cargo World area.

Text Anke Hoets, Amsterdam Logistics
Photography Elmer van der Marel

TP3, or Truck Parking 3, on Folkstoneweg in Schiphol-Zuidoost, is the scene of the action. This well-lit, paid parking facility has space for 70 trucks. Drivers can take a shower, do laundry and rest as they wait to continue their journey

to their airport destination. Erik Felëus of Schiphol Commercial adds: "They can do so in the knowledge that TP3 is a closed site with CCTV surveillance."

At present, drivers who manage to find their way to TP3 have to wait and see if there is space. But in a digital age, it doesn't have to be that way, explains Janneke Nijsing, programme manager of CTC Amsterdam Westkant. In recent

months she has been closely involved in developing what she describes as the 'truck area digitisation showcase'.

"In a practical trial taking place in the coming months, we'll be laying the foundation for a data sharing system for parking and waiting sites. The showcase demonstrates how data sharing could work for parking and waiting locations. We hope the result will be a realistic analysis of opportunities and bottlenecks for the digitisation process."

Testing in practice

The method is to provide access to static and dynamic data on matters such as location, opening hours, available facilities, charges and the total number of parking spaces. The static data is publicly available, managed by the Netherlands Vehicle Authority

(RDW) in the National Parking Register. The current research aims to determine how data should be shared for freight transport, what data is necessary and available, and how it can be shared in real time, for example in an app, as is already the case for car parking management. Be-Mobile is making the live status of the number of available places available in the Truckmeister app, which is already well-known in the logistics sector. Wallborn will be the first carrier in the Amsterdam Metropolitan Area to use it. "With the app we're investigating whether the data chain can be used in practice," Janneke Nijsing says. "We show which locations are available, and whether they meet the wishes of the logistics sector. As soon as drivers arrive in the Schiphol area, they receive an automatic notification of parking or waiting locations that are currently available. Once they click on the notification, they are automatically shown the route so they can navigate to it."

Clean, smart and safe transport around Schiphol

Various organisations are taking part in the showcase. They have a shared ambition to make the transport and logistics sector more sustainable and future-proof: clean, smart, efficient and safe. "We see a huge amount of traffic on the roads at and around Schiphol," says Erik Felëus, "and we're using digital resources to improve accessibility

by road for visitors to our cargo buildings, offices and hotels. In this showcase, we're encouraging truckers who arrive early at the airport to use TP3 so that they don't have to wait unnecessarily in the road at their destination." In addition to mutual goals the participants also have ambitions of their own with regard to the showcase. Amsterdam Airport Schiphol aims to establish whether the app can be designed to make data provided only accessible to traffic with specific destinations at Schiphol. Schiphol also hopes data sharing will offer a solution to prevent congestion caused by trucks arriving to pick up or drop off cargo at the airport site. If for example a handling agent indicates that no space is available for a truck the airport wants to be able to offer the driver an alternative waiting area. As part of the national network of Connected Transport Corridors (CTC) CTC Amsterdam Westkant is especially interested in the added value of the application: can the data be used for other applications in the logistics sector and what changes to the data chain will be needed to make the methodology scalable.

Using data for analysis and operational management

In addition to the practical implementation, there are questions regarding the use of the data: which data is stored where? What conditions apply, and who is responsible for data man-

'In a practical trial taking place in the coming months, we'll be laying the foundation for a data sharing system for parking and waiting sites'

agement? Also, to measure is to know: accessing the data relating to truck traffic may be an important instrument for analysis and control, both in the vicinity of the airport and elsewhere, says Janneke Nijsing. "Transport hubs like the port and airport in Amsterdam need insight into their queues of trucks in order to be able to control them. Insight can be created by combining information about dock schedules and expected arrival times of carriers. How big will the queue be and where can drivers wait safely? It reduces disruption and contributes to efficiency in the logistics chain. Because if parties in the transport hubs can manage operationally on the occupation of the waiting locations, they will be able to also manage other matters in the future, for example pre-reception." Besides that, access to the data is an issue if third parties want to use it in the future to develop the app further for queue management.

Widely applicable new method

The showcase will run throughout 2021. Based on their experiences, the participants will draw up a road map for functional use cases that can be deployed more widely. "We hope that in the future, truckers will no longer have to drive to Amsterdam Airport Schiphol and TP3 hoping there will be a parking space available, but that they can reserve it in advance", says Janneke Nijsing closing with a promise: "Once there is a solid methodology in place, we expect to be able to roll it out more widely."



Data

Everyone wins if everyone shares

Since 2020, on average 30% of an airline's revenue now comes from air cargo. This shift in airline priorities is likely to stay. When passengers start flying again, hopefully soon, the newly added freighter capacity will drop and belly freight will be increasingly relevant.

Air cargo is now a highly valued product, both for the airlines and its customers. It is an asset that needs to be handled with care. We need to manage available capacity to maximize its utility even more than before. We need to ensure the quality of delivery, of the freight transported but also the process of transport itself. Such increased care equates opportunity.

The one thing that can make or break these improvements, is central to all that we do. Data.

It is critical to get transparent access to data about freight. About its current condition, the transport process, the parties involved, the infrastructure, status of trade lanes, and more. Getting such data is hard. The data exists today, but it is locked up in legacy systems, in un-connected databases, in bespoke devices and private networks.

This data needs to be set free, air cargo needs "data sharing". We need to add standard data connectors, also known as API's, to all our data in our systems and share with anyone that could use it to improve air cargo transport. That includes airlines themselves – internally – but also forwarders, ground handlers, customs, road transporters, consignees, shippers and so on. Equally important is who we don't want to share this data with. We must always



be in control of our data, known as "data sovereignty".

The IATA ONE Record data sharing standard encapsulates all of this. It is an API standard that can be used to give access to any type of data in any system. Data is shared via URLs, every piece of data has a unique URL. Data access doesn't get easier.

This data sharing standard also uses semantic models to describe data. This is a very powerful feature because it assumes that we don't all speak the same "data language". Data must cross IT cultures and borders, just as we do in business.

ONE Record uses banking level data security, including authentication and secure identification of known parties and audit trails for data security.

Access to specific data can be managed to any level of detail. You can even delegate access to partners, with the permission of the data owner.

Data sharing with ONE Record has been trialed by many companies. CargoHub for example uses it to get more transparent access to flight arrival and departure data for the purpose of effective truck planning. This is a typical example of data sharing: getting access to useful data for the purpose of more efficient process execution.

Everyone wins if everyone shares. Every time we ask the question: "what would you do if you had more data?", a new win-win digitalization use case is born.

Henk Mulder, Head Digital Cargo, IATA

New EU product safety regulations also relevant for logistics service providers

Producers and suppliers from third countries supplying directly to end users in the European Union are required to appoint a representative responsible for the safety of their products by July 16, 2021. This is stated in the new EU Regulation 2019/1020 which contains rules regarding market access and product safety. This offers interesting opportunities for logistics service providers who distribute these products on behalf of foreign clients. In order to prevent unforeseen risks, it is important to ensure watertight contracts.



Text **René de Bondt**
Photography **SWDV Advocaten**

Reason for the regulation

In recent years, there has been an enormous increase in the online sale of products via foreign platforms and web shops. Examples are electrical tools, household equipment, machines, game consoles, toys etc. These products are often ordered directly without the intervention of an importer or distributor. For many of these products it is unknown whether they comply with European product safety standards. For example, a CE mark is often missing or forged. Because the producers are located outside the European Union, it is difficult to hold them accountable. The European Union wants to put an end to this. On the one hand, this will be done by stepping up external

border controls in order to stop unsafe products and, on the other hand, by obliging producers to appoint a representative who will be responsible for the safety for the product and can act as a point of contact for the supervisory authorities. The European Union sees a role here for the logistics service provider, referred to as the fulfilment service provider, alongside traditional parties such as importers or distributors.

Fulfilment service provider

According to the Regulation, a fulfilment service provider is a natural or legal person which, during its business, engages in the storage, packing, addressing and shipping of goods. A fulfilment service provider does not own the products but acts on behalf of the supplier or manufacturer. Many logistics service providers whose clients are located outside

the European Union and who deliver directly to end users are currently being approached to act as authorized representatives. The authorized representative is the first point of contact for national supervisors such as the NVWA with questions in the area of product safety. This includes providing product information and, in certain cases, warning users and coordinating recalls.

Make sure to have a solid contract in place

Because the logistics service provider can be held responsible for faulty or unsafe products, it is important to prepare for this together with your principal. In the first place, you must be confident that the products distributed by you are safe and meet all relevant technical and safety requirements. You can require the client to provide all information such as declarations of conformity and technical reports for this purpose. Make sure that all agreements are laid down in a contract. In any event, this must include a sound indemnification clause that obliges the principal to reimburse you for all costs and any claims, including legal costs. It is also important to ensure that your client is adequately insured against these risks and that you are co-insured.

* REGULATION (EU) 2019/1020 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 20 June 2019 on market surveillance and conformity of products and amending Directive 2004/42/EC and Regulations (EC) No 765/2008 and (EU) No 305/2011

For more information, please contact
René de Bondt: rbondt@swdv.nl

Interview with Abilash Kurien

Polar Air Cargo Worldwide Inc.

In one of our past editions, we spoke with Abilash Kurien, VP Marketing, Revenue Management and Network Planning Polar Air Cargo Worldwide Inc. about digitization. Now it is time to catch up with him on this and other topics.

Text and photography Polar Air Cargo

Can you describe in a few words Polar's operation/lanes and your role within the company?

Polar Air Cargo Worldwide provides time-definite, airport-to-airport scheduled air cargo service. We operate a modern, all-cargo fleet, and cover major world markets. Polar's deep experience and our commitment to quality, safety and customer service make us a trusted choice among freight forwarders, integrators, importers, and exporters.

Polar Air Cargo serves cities around the world with regularly scheduled flights, including:

- Cincinnati, Ohio, USA (CVG)
- Los Angeles, California, USA (LAX)
- Anchorage, Alaska, USA (ANC)
- Honolulu, Hawaii, USA (HNL)
- Sydney, Australia (SYD)
- Seoul, South Korea (ICN)
- Shanghai, People's Republic of China (PVG)
- Hong Kong, People's Republic of China (HKG)
- Bahrain (BAH)
- Leipzig, Germany (LEJ)

I am responsible for developing and executing strategies to achieve revenue goals across the enterprise.

Can you describe the main issues regarding increasing customer satisfaction?

Great question. First, I would just say that we have very strong relationships with our customers, from freight forwarders to manufacturers themselves. Good relationships take work to establish, and work to maintain and our team around the world is really exceptional in that regard. Even with strong relationships, we know we have to build out and anticipate future needs for all of our customers so that we can continue to deliver excellence not just today but for the long-term.

Our strategy is called "FutureProofing" and it means laying the foundation and establishing the processes now that will be needed in the future. We have four pillars to that: Infrastructure, Digitization, Polarified Training for employees and vendors, and a really robust commitment to ESG.

In what phase is Polar at present regarding digitization and how is it embedded internally?

We are in the phase of digital transformation – that is the step where you lay the foundation. As important as it is to select and implement the exact right new systems that are adaptable and scalable, digitization is not possible without the understanding, support and training of the entire employee

base. These tools are going to evolve how we operate – we believe in good ways, and we spent (and continue to spend) a lot of time in discussion with our teams to see how it's going, how they feel about certain new initiatives, what's not working - and we adjust. We also talk consistently with our customers about their needs because their goals are at the heart of our strategy.

Can you give some examples of processes that have been digitized within Polar?

We have done a lot. For example, we launched software to help us better collect and analyze data related to customer service, marketing automation and application development. We have implemented a reporting app on tablets across our global workforce that brings real-time visibility on performance out of the office and into the field, enabling decisions to be reached faster. On the ground we have launched software that helps us digitally build up cargo loads so we can efficiently determine optimal loading; this tool has a benefit to our customers too as it lets us more quickly determine how non-traditional cargo can best be transported. Also, on the ground we've implemented a digital dock management system that lets customers and our trucking network better plan for cargo movement to and from the warehouse. We've also enhanced e-Booking for our customers.

How does your company encourage business partners/customers to digitally transform their processes?

Constant dialogues with business

partners and customers is key for us. It's not only telling customers what we are doing, it's also asking what they are doing, how processes are shifting on their side, and then making sure we're best equipped to help them. In some cases, offering our tools underscores how digitization can improve processes for customers, which helps jump-start their digital strategies. As an example, we are establishing a more-seamless transition from orders entered on the customer side through to Polar and our network of partners. That drives digitization on all fronts. Where our partners are concerned, we are aligned on the digitization process already. The goal is a cohesive approach for all involved.

Our strategy is called "FutureProofing" and it means laying the foundation and establishing the processes now that will be needed in the future.

Will the air cargo business become fully digital or will paperwork remain necessary?

There definitely has been a slow adoption of digital applications industry-wide. There are a lot of reasons for that. Initially, paperwork was a requirement in many ports. There are approved ways to implement digital verifications now, so that barrier is removed in many cases making it possible for the industry to evolve.

One IATA study found that an air cargo booking is manually retyped as many as 97 times as it passes from one system to the next. That is 97 opportunities for an error. The manual retyping is a result of many systems that have sprung up in an attempt to automate, but which unfortunately do not integrate with each other. Systems have to talk to each other to eliminate this risk of error, so that's another driver across the industry to move into digital transformation.

Also, our customers are also consumers of personal e-commerce orders that come with tremendous transparency into the progress of a single pair of shoes, for example. They will demand the same of their cargo shipments, and the industry really must provide that – individual players and the industry as a whole.

What is your definition of partnership with business partners/customers?

A true partnership is to remain open, honest and accountable. By establishing consistent two-way communication with our customers, we are aware of and can address any changes or issues. There is a process in place internally where information is shared and the entire team can react to feedback, address issues and provide best customer service. Making connections is in Polar's DNA, and our responsive, communicative and solution-oriented approach is part of our culture across all departments and at all levels.



Abilash Kurien

Shaping the future of aircargo

In the post-Covid-19 how would air cargo change?

Out of the blue, the covid pandemic shattered global commerce, social behaviour and human interchange. Transport of people and goods almost collapsed, and governments rushed to acquire vital medical supplies. The devastation has revealed some serious weaknesses in our social behaviour and our ability to re-establish a “new normal”.

Editor Mike Sales, with input from SASI

The air logistics industry needs to define its future now. Increasingly, leaders are recognising that air cargo should be established as a core business rather than an afterthought that reverts to where it was before the pandemic. For far too long, aviation operators, especially carriers and airports, have ignored the important role played by cargo, placing most of their resources in passenger traffic development and on airport retail. The shock and horror of the overnight loss of activity, which has pushed airlines and airports into panic mode, has highlighted the world's dependence on air cargo's ability to keep delivering.

If cargo is going to be a core business in the future, a new business model, such as virtual integration, will be required to meet the challenges and opportunities that will emerge. To achieve such changes successfully, a collaborative approach is needed, requiring an additional set of skills. Some forward-thinking carriers started this process before the pandemic, but the urgent need to mitigate the destructive effect

of Covid-19 on the aviation industry has accelerated. The race is on for companies to position themselves as cargo leaders. Strong indications are that passenger travel will be slow to recover, cargo traffic may well be the primary source of revenue for airlines, handlers, forwarders and airports, for the foreseeable future.

Most current economic forecasts predict a slow recovery over the next three to four years. During this period, the demand for goods, especially time-sensitive, will continue to expand, often at the expense of traditional retailers. How then do operators exploit the opportunities which e-Commerce presents? As has been demonstrated, large operators such as Amazon have been investing in their own transport fleets but will always call on the cargo airline operators to supply necessary capacity. How will personnel requirements need to change from the handlers, airport operators, road feeder networks? Near-shoring of supply chains and geopolitical impact on demand and capacity and when employees are geographically dispersed and face-to-face personal interaction is restricted, will be some of the factors in play.

This will require a set of skills not traditionally available in logistics-focused education and training programmes. This industry is based on service and to improve business outcomes, considerable investment in developing employees will be vital. Learning and development is usually one of the first casualties of cost reductions, but the air logistics business needs to focus even more on training and developing of personnel to support new objectives.

A new business model, in a new normal, requires a change of mindsets and practices, but don't throw the baby out with the bath water! The technical skills that can meet the immediate and future needs of a company are still needed. Questions to ask are what are the skillsets that are relevant during this time and what will take the industry into the future to operate effectively and profitably in the new environment? Do current leaders have the capability to be flexible and resilient enough to adapt, engage the employees and lead in different situations using different tools?

Digital Transformation

Air cargo customers expect the same easy access to booking and tracking shipments as in arranging flights and hotels. To achieve this type of service for air cargo, digitization is the entry point for evolving systems. This results in a streamlined and seamless process with fewer points of disruption in the flow of information.



Michael Sales

The Air Cargo Industry – and indeed the supply chain as a whole, has been based on complicated paper documents and systems for far too long. Much of the necessary paper trail stems from a history of regulations that require forms and stamps, often in triplicate. New standards are slowly being approved and adopted that will reduce hard-copy requirements and allow industry players to leverage digital documentation. This will eventually generate significant time-savings and increase accuracy. The International Air Transport Association (IATA) has said that an air cargo booking is manually retyped as many as 97 times as it passes from one system to the next. That is 97 opportunities for an error. The manual retyping is a result of many systems that have sprung up in an attempt to automate, but which unfortunately do not integrate with each other.

In addition, such digitization will allow greater visibility into operations and produce reliable data from which business decisions can be driven. Digitization will not only help air cargo carriers

meet evolving customer needs for greater transparency into the transportation of their cargo, it will also help customers streamline their own operations.

The frequently ignored but vital part of the air cargo chain - handling and road feeder service, is a good example of how a technology application can vastly improve and streamline the process. The Trucking CDM platform from CargoHub, eliminates the guesswork of trucks waiting, sometimes for hours, not knowing where their shipment is or where to deliver to the handler. The CDM platform shows all truck movements to the handling agents and airlines with expected arrival times which are continually updated. Predictability and transparency of truck movements are necessary for all parties involved at the various airports, in order to facilitate road transport of air cargo to its loading and unloading destinations. The more parties sharing their data on the CDM platform, the more benefits can be reached through the entire logistics chain.

Living Laboratory

According to Giovanni Douven, project manager, “The Trucking CDM platform is the starting point for future research into a comprehensive Cross Chain Control Center (4C) project for air cargo. The complexity of connections between parties involved provides extensive research and education possibilities for Inholland. The 4C project forms a ‘living laboratory’ or eco system, as it were, to further examine and educate. After all, the connection between parties goes beyond the mere pick-up and delivery of shipments. The air cargo industry is, despite many improvements, a fairly traditional sector involving many different parties. Inholland believes that everyone in the air cargo industry should be connected in the cloud, where each player should share relevant data with other parties involved.”

Air Cargo Is Society's Partner

Air cargo has been the lifeline to the planet and its citizens. During the pandemic, TV and all news media have shown vital medical equipment and vaccines being unloaded from both freighter and passenger aircraft. Perhaps now, there will be a greater awareness of the role of air cargo as the world staggers towards the “new normal”.

What makes the industry work? What lessons were learnt and how will it continue to support global society and industry as they continue to evolve? Technology will play a vital part, but equally people must recognize the need for these services and not cast the aviation industry as the villain.

Michael Sales is a freelance journalist and press consultant, specializing in the global logistics industry. He is Managing director of IMC Creations, a logistics press consultancy established in 1998.



Innovative
business solutions,
geared for tomorrow

Growing Businesses.
Transforming Supply Chains.



EFL Global

T +32 2 2559090 | E bel-bru-sales@efl.global
W www.efl.global

GLOBAL FREIGHT MANAGEMENT

LOGISTICS WORLDWIDE



Arrivals

ams.air.import@gfm.world

Departures

ams.air.export@gfm.world



Our airfreight office is located at Amsterdam Schiphol Airport (AMS), The Netherlands which is one of the major European Gateways. GFM is your (IATA) partner for all your Airfreight, Time Critical, Dangerous Goods (Cat. 6 certified) and Oversized Cargo.

**Clear and fast
communication is
our key in Airfreight
traffic!**



Your Manager in Worldwide Logistics

Contact

Sales@GFM.world
+31 20 2616 422

Colophon

Cargo Media
Speenkruid 20
2408 LL Alphen aan den Rijn

Magazine Management
Esther Kort-Boreas

Advertising
Email: redactie@cargomagazine.nl

Design and layout
Cargo Media

Photography
De Beeldredacteur, Michel ter Wolbeek

Photo cover
Sven van der Vlugt

Circulation
4.000 copies

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

© Cargo Magazine
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



SCAN QR CODE FOR
ENGLISH VERSION

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 2021

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



You name it, we fly it



CV pharma

Temperature excursions are not an option

Transporting pharmaceutical products destined for patients worldwide represents an important responsibility. Drawing on the in-depth knowledge of our cool chain experts and on our GDP-certified fleet and hub, we ensure the safe and expedient movement of your high-value temperature sensitive shipments worldwide. Because we believe temperature excursions are not an option!

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



cargolux



cargolux
ITALIA

you name it, we fly it!