

# CARGO

## magazine



ENGLISH VERSION



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## Dangerous Goods specialist Vertex:

A powerful player in a turbulent market

Toekomst  
gericht denken  
op Schiphol

Air cargo  
post Covid

Deur toekenning  
en slottijden  
voor afhandelaren



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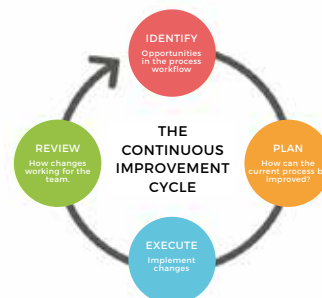
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# 40 years at Schiphol



Leo de Haas

No, I'm not going to reminisce nostalgically about the Schiphol cargo industry 40, 30 and 20 years ago. One word sums it up: "different". The Schiphol of today, in which happily I can still play a part, gives us plenty of reasons and opportunities to look forward. Tools that can and will help us and which are already, or very soon will be available to us, include the introduction of e-AWB, e-Link, Smartgate, Single Process, the ACN pass, Digital Pre-notification, Trucking CDM, Milkrun Import and, hopefully very soon, Milkrun Export to name but a few.

Can and should we make use of all of these innovative projects? Yes, I think we should, especially as Customs and the Royal Netherlands Military Police are providing every assistance possible in order that the handling process will become faster and more reliable for everyone.

However, you need an important player to ensure a good and smooth implementation: Schiphol Airport. ACN indicated earlier that it appeared that the airport had put cargo in second or perhaps even in third place by abolishing the cargo department. Schiphol itself has advised that this is not the case.

It is therefore good to read that cargo is a 'chefsache' for Schiphol (a top priority), following Frankfurt's example. In this edition of Cargo Magazine Birgit Otto, COO of the Royal Schiphol Group, advises Schiphol's strategy is built around five themes to achieve this and how the airport sees the future of air cargo in the Netherlands.

Finally, it gives me great pleasure to learn that KLM Handling plans to move quickly to have the remaining 85 IATA forwarders (from the approximately 265 IATA agents), sign the so-called 'IATA multilateral e-AWB agreement' so that these remaining forwarders also have the opportunity to contribute to the e-AWB/Single Process.

I hope that today's air cargo employee in 40 years' time will also be able to answer the question as to how it was then (in 2022) with the response "it was different".

Leo de Haas

PS: I am not going yet!! Far too much to enjoy at ACN and in the cargo industry.





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# DG-specialist Vertex

## A powerful player in a turbulent market

To set up a new company in the turbulent year 2020 in an industry that had suffered quite some blows, takes both courage and determination. Vertex Dangerous Goods Services & Consultancy has shown time and again since start-up that they possess these qualities. Cargo Magazine spoke with Faouzi El Ghani about the team's passion to optimally serve their customers when it comes to dangerous goods.

"A vertex can generally be interpreted as being the highest point. The top, the highest point where everything comes together. A point not lying between two other points of an object."

Source: Wikipedia

Text **Esther Kort-Boreas**

Photo **de Beeldredacteur**

**F**aouzi intentionally talks about 'the team'. "There is no 'I' but 'we', a close-knit group of people with solid knowledge of dangerous goods (DG) working together with a single goal: making our customer's life easy."

After successfully completing his studies at the Netherlands Aviation College and working for 17 years for Special Cargo Services, Faouzi felt he could no longer deny what was in his blood

and he set up Vertex Dangerous Goods Services & Consultancy. Assisted by good coaching and a team of some 15 colleagues, Vertex is working towards its objective.

The philosophy is clear: the focus lies with the customer, the staff comes first. The team comprises professionals who are 100% aware and have a strong sense of responsibility. The company has an office at Schiphol and two offices in Rotterdam (for DG ocean freight shipments). Expansion to the Eindhoven region will be looked at in 2022.

### Service

Vertex presents itself to its customers as an 'experienced partner in terms of everything involved with the storage, documentation, packing and transport of dangerous goods in compliance with current (inter) national legislation and regulations'. That is quite a mouthful but quite simply means that Vertex can take everything relating to dangerous

goods off the hands of their customers. At Schiphol forwarders form 80% of their customer base. In Rotterdam, however, it is more the shippers that Vertex counts as its customers. Sea freight is quite different to air freight. With sea freight the shipper is directly responsible for DG consignments.

DG: part of the logistical process? Every month at Schiphol as many as 12,000 airfreight shipments of dangerous goods are transported, via the warehouses of the four handling agents, to all corners of the world. Thus, you could say that DG is an integral part of the logistical process. Yet this link in the logistical chain does not have its own sector council within industry association Air Cargo Netherlands (ACN). And, in the digitalisation processes throughout the logistics chain, the DG link is not included. And still today everything relating to DG shipments is undertaken using paper documents. Vertex, however, is moving ahead with digitalisation: everything that can be done digitally is embraced by the company.

### Vertex Learning Institute

On 1 November 2021 the company started the Vertex Learning Institute. Under the direction of Ivo Jongh Visscher (Director) and with their own



trainers at their own educational centre at Schiphol-Rijk, not only classical lessons are offered but also e-learning. Don't want to undertake a complete DG course if that is not necessary but only wish to follow a couple of modules? That's possible, everything is tailored to the customer's wishes.

"Our ambition is not to become the biggest but to be an established name when it comes to dangerous goods education and courses. THE knowledge centre in the field of dangerous goods." The Vertex team, of course, keeps their own knowledge of dangerous goods up to date. A Talent Pool has been set up within the company: employees are encouraged to continue to evolve. "We motivate everyone to continue learning and to bring out the best in themselves," Faouzi says. "This applies



Faouzi El Ghani



# 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.

✈ not only to our students but also to our own team members.”

## IT

Logistics companies work with IT systems that have been developed for their specific sector. However, there are no standard tools for companies offering DG services. That's why Vertex developed in-house an IT application customised to the services offered by the company. “As soon as we receive an assignment, a file is made in our system. All details relating to the task are kept in a digital customer folder. Every employee who is involved has access to the folder via his tablet. We process everything on and via our tablets: printing labels, taking photographs, checking documentation, etc.”

## Distinguishing capability

What distinguishes Vertex from other DG service providers? “I think it is not



Ivo Jongh Visscher

so much about experience”, says Faouzi. “Although that is certainly present with all the specialists working with Vertex. No, it is more in our working methods where we differ. Of course,

we follow the very strict guidelines with regard to dealing precisely with dangerous goods, but as a company we try to constantly move forward and are willing to explore other avenues. We want to be approachable and accessible. The customer's requirement, that is our focus.”

## Recognition

Companies working with dangerous goods receive a classification, the so-called Certificate of Recognition. This is granted by the ILT (Human Environment and Transport Inspectorate of the Ministry of Infrastructure and Water Management), when a company complies with the legal requirements.

A-Recognition: for the consignor

B-Recognition: for the forwarder/air freight agent

C-Recognition: for the ground handling agent

E-Recognition: for specialised organisations

Vertex falls into the final category and has an E-Recognition. The ILT carries out audits to check that holders of Certificates of Recognition continue to comply with the legal requirements. There are other standards for companies providing DG education. Vertex Learning Institute is one of the educational institutes recognised by the government.

The company's ambition outlined above complements perfectly the meaning of the word Vertex: the highest point, the top. With the knowledge and experience of all the Vertex team members it would seem that reaching the top within the DG segment is within easy reach.



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# Air cargo is and will remain a top-level priority for Schiphol

Cargo is important for Schiphol. While the passenger side of Schiphol had to deal with an unprecedented setback, cargo volume actually increased during the pandemic. In the first six months of 2021 we processed more air cargo than ever before.

An impressive result, especially if you think of the context we found ourselves in: much uncertainty and (sometimes) limited resources – both people and materiel were sometimes scarce. That we have had such a successful year is entirely due to the commitment of colleagues and chain partners. We should all be very proud of this.

Text and photography **Royal Schiphol Group**

**A**ir cargo is, and will remain, a top-level priority for Schiphol. The presence of

sufficient air cargo volume and logistical players is important in order to retain our airport's qualitative network.

Under our management, we have created an attractive marketplace for various chain players such as

shippers, forwarders and airlines. To ensure we continue in the right direction, in 2021 we once again defined our cargo strategy. This is built around five themes:

- Maximising connectivity – thus creating an optimally connected airport with a strong intercontinental network.
- Organising a seamless cargo process – thus we create a predictable cargo flow.
- Contributing to Schiphol's goal of being a sustainable and smart cargo hub.
- Ensuring secure operations – thus we guarantee valuable cargo is protected and processed securely.



- Realising a modern digital environment. An advanced IT environment being the pre-condition for achieving the other themes.

But, of course, we have not been inactive. Due to the growth in cargo volume, pressure on the air cargo chain is currently very high. We see this reflected in the volume of road traffic in Schiphol Zuidoost. Long waiting times are occurring due to traffic congestion and warehouses packed beyond capacity. Together with all players forming part of the system, we have found a solution in a special Task Force. We are already reaping the benefits of this. The Task Force works with three topics: Data streams, Traffic and Managing physical flows. We are also seeking structural solutions for the medium-term in order to prevent, or to smooth out, future pressure points. All this is designed to tackle problems and thus be, and remain to be, an attractive and high-quality cargo marketplace.

There are also a couple of important innovations ready which are going to prove their value. Take, for example, Digital Pre-Notification, a new system with which forwarders together

with the hauliers pre-notify their air freight. As all the documentation has already been organised before the cargo actually arrives, upon its arrival we can immediately begin processing. This saves time as well as congestion on the forecourt.

Since we launched Digital Pre-Notification on 1 September about 60% of all export consignments are notified in advance. This is a great percentage and, for me, confirmation that this solution really does represent an improvement for the whole chain. From haulier to forwarder and from handling agent to airline, with this new system, all parties know where they stand. From 1 January 2022 Digital Pre-Notification will therefore become the norm for Schiphol.

Digital Pre-Notification is a component of the Smart Cargo Mainport Program (SCMP). Within this program, we are working further on our ambition to become Europe's smartest cargo hub by supporting digitalisation and sustainability initiatives. The next step for the SCMP is the introduction of Automatic Nomination. By digitalising the decades old paper station declaration, forwarders will be able to see where their consignment



Birgit Otto

is directly after an aircraft has been unloaded. This speeds up the process and reduces chances of a consignment being incorrectly treated. Automatic Nomination is a collaboration between handling agents, forwarders, industry association Air Cargo Netherlands and Schiphol. We aim to be able to implement digital station declarations in the first quarter of 2022.

Another project we are working on within the SCMP is the Milkrun. At Schiphol every day hundreds of trucks drive on and off picking up and delivering cargo. This complicated logistical puzzle sometimes leads to delays and unnecessarily high emissions. Inspired by the classic milkman we have found a sustainable solution in the Milkrun. Although now an





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(almost) extinct occupation, some of our older readers will remember him: the milkman. He used to deliver milk to the doorstep and pick up empty bottles. This was handy as it saved customers many trips to the farm. Since 2015 we have applied this same principle at Schiphol with the Milkrun Import project, a unique collaboration of various air cargo parties. Once an aircraft is unloaded, the participating forwarders no longer need to send their own truck to the handling agent to pick up their shipments but the handling agent delivers (just like the milkman used to do)

that are still driving, as they are fuller, are being used more efficiently. Also, as there are fewer trucks, we are emitting fewer greenhouse gases. And that represents another step forward in our ambition of having no emissions whatsoever by 2030. As the process runs totally digitally, we also save a mountain of paper.

We are on the right track with the Cargo Community and are striving for more positive developments. We will, therefore, be expanding the Export pilot further in the coming period with, amongst other things, a new IT

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Some of our older readers will remember him: the milkman. He used to deliver milk to the doorstep and pick up empty bottles. This was handy as it saved customers many trips to the farm.

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multiple loads in one journey to the various forwarders.

The Milkrun Import is a success and with all the acquired knowledge in the back of our minds it was now time to think about the other side. Since August 2020 a number of parties have been participating in the pilot for Milkrun Export. The idea is the same, albeit in this case it is the transporter who picks up all the shipments and delivers them in one go to the handling agent who then subsequently loads the cargo into the aircraft.

Thanks to the Milkrun, waiting times are shorter and there are fewer trucks driving at the airport. And the trucks

platform. Various parties are raring to start participating in the project. The objective is eventually to have as many parties as possible join the Milkrun.

Digitalisation of the air cargo chain in the future remains of the utmost importance to Schiphol and, at the beginning of 2022, the merging of Cargonaut and its employees with Schiphol will finally be a fact. Together we will continue with the further development and delivery of the new information platform that will add value to a seamless air cargo process. In this way we are responding to the public and private call for us, from a neutral position, to provide direction for the good of the cargo marketplace.

We are looking forward, together with the cargo community, to build further on the digitalisation of the air cargo chain.

As I look forward towards 2022 and beyond, I primarily see opportunities for us, together with the Cargo Community, to continue to invest in a good, qualitative and optimal network. And we see opportunities to work on customer satisfaction and to centralise our service of the cargo customer. It is of crucial importance that together we convert customer insights into the most effective and valuable activity list upon which we will be able to work in both the near and distant future.

We call upon you to continue to work with us so that we indeed make Schiphol Europe's smartest cargo hub. And, of course, from Schiphol we wish Cargo Magazine readers and the cargo community a healthy, prosperous and stable 2022!

*The news that Birgit Otto will be leaving the airport was received by Cargo Magazine after going to press.*

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**Birgit Otto, Executive Vice President & Chief Operations Officer, Royal Schiphol Group**

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# Future-oriented thinking at Schiphol

The global corona pandemic changed so much. Certainly in (global) logistical streams. In the air cargo sector, we saw a greater reliance on freighter capacity arise due to the loss of a significant portion of belly capacity. We also saw different shippers, new chain players and a shift in cargo types. In the past two years far more medical equipment/aids and essential spare parts for just in time production lines (automotive, high-tech) were being transported by air. As: while some logistical modalities collapsed under the pressure brought about by corona, generally speaking, air cargo remained a reliable form of transport.

Text and photography **ACN**

**B**ut also, there were, and still are, major challenges for air cargo. In the second half of 2021 we saw congestion in places in the air cargo chain at Schiphol which we could not explain away as being

due to increased volumes. By quickly shifting gear and bringing in a few practical measures the community managed to keep the cargo flow at Schiphol moving. But, at almost the same moment – around the formation of the new cabinet – a political discussion ensued about the future of aviation in the Netherlands. A

not always well-substantiated and rational discussion, but, ultimately, an emissions deficit and noise restrictions threaten to exert significant pressure on Schiphol. And even if solutions are found, it appears that the demand for slots at Schiphol in the near future is always going to be greater than the slots on offer. The question is, therefore, how should we work with this scarcity? For ACN two things top the agenda for the coming years. Firstly, how the allocation of scarce space should be managed and, secondly, how to optimally use the space that there actually is.

## Sharpen the selectivity policy

With regard to the allocation of the scarce space, we feel that close attention must be given to which flights





Maarten van As

deliver the highest yield for the Netherlands. For years there has been a sort of selectivity policy drawn up by the Ministry of Infrastructure and Water Management, but this outdated policy needs to be looked at once again with fresh eyes. A sharpened selectivity policy should take more account of both costs and benefits for the total Netherlands economy, where environmental taxation would be shown as an expense and business investment climate would firmly stand on the benefits side. From the selectivity angle, you could reason that sufficient space for cargo should be made available at Schiphol. An exploratory inventory of the airlines showed that there is annual demand for 20,000 to 25,000 slots for freighters. Less than 17,500 slots would make it difficult for Schiphol to protect its strong position as a cargo hub. More than 25,000 slots could perhaps create demand but that demand is not present at this moment in time.

20,000-25,000 slots. That is four to five percent of the total number of slots per year and wherein half of Schiphol's total air cargo volume is flown. The rest being carried in the belly of passenger aircraft. The Air Cargo Monitor of the Erasmus Univer-

sity shows that air cargo accounts for more than 20% of the added value of Schiphol. From a selectivity viewpoint, a basic mathematical sum. As long as the selectivity policy has not been adjusted, a Slot Pool for cargo aircraft at Schiphol is the only means of ensuring that Schiphol retains its position as cargo hub.

### **Extensive digitalisation is a no-brainer**

The air cargo chain is a relatively complex logistical chain in which the interests of the chain players are, per se, not always the same. In terms of chain processes and the timely provision of data, the sector is not a front-runner. There are major opportunities here for us, as the Schiphol cargo community, to distinguish ourselves. Certainly as, post-corona, a scarcity of slots must be expected once again, so supporting process optimisation via far-reaching digitalisation really is a no-brainer. To make optimal use of the space that we do have. Last year far-reaching steps were taken in this area. The coming years must focus on finishing what we have started. The steps to be taken are clear and broad-based: Digital Pre-notification forms the foundation and from 1 January 2022 will be standard at Schiphol for

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**The air cargo chain is a relatively complex logistical chain in which the interests of the chain players are, per se, not always the same**

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local export cargo. In 2022 the implementation of Automatic Nomination will quickly follow and Smart Import will be introduced with which it will be known who, what and when a pick-up will take place. A lot of work is also being done on making the Road Feeder flows more transparent and on a Digital Handshake (transfer). These are the building blocks for door planning at the handling agents. In addition, an (electrified) Milkrun ensures that there is a minimum of unnecessary journeys.

In our view, the blueprint for Cargo City Schiphol. An optimally equipped terrain for the handling agents and inspection services where cargo can be brought and picked up by appointment and in accordance with planning. Without long waiting times. Are you too early or too late? Or are some details unknown? Then you present yourself at the Cargo City parking area to sort things out and wait until a handling agent indicates you are welcome to proceed. Optimal process transparency and clear rules that apply to all players at and around Schiphol and which lead to speedier processes and turn-around times. We're committed to that.



Truck movement - AMS0022101095

☒ Pickup ☐ Drop off

Airport Pickup\*

Handler \*

Pickup date and time\*

Pickup Time slot\*

**Door No. 10 is available**



# Door allocation and slot times for handling agents in test phase

Transparency, predictability and planning for hauliers, forwarders and handling agents

Developments within the CDM@airports (Collaborative Decision Making) platform have gained momentum now that the basic infrastructure has been finalised for digital pre-notification for the transit process, import pick-up and export delivery including the ULD process. Within the platform pre-notifications can now be carried out independently but also a connection via e-link and/or PGTS messaging is possible.

## Text Cargo Magazine

**N**ow that the basic infrastructure is ready in addition to data exchange between community partners, the platform can be focused further on new functionalities over and above data flow processing for transporters, handling agents, forwarders and airlines.

## Digital Pre-Notifications

Hauliers Wallenborn and Jan de Rijk's transport order processing is now fully automated and the information digitally disseminated to a dashboard for handling agents. Thus, satisfying the need for anticipated truck movements to be transparent to the handling agent. Simultaneously the aviation security level is improved as the relevant information required for access control at the handling agent

site is shared real-time with the handling agent via the haulier's transport management system.

## Cargo availability

A common problem is that road feeders arrive at the handling agent to load cargo on the basis of the service level agreement between the handling agent and airline. In practice, however, the cargo is not always available at the time of arrival of the trucker or that, at the time of arrival, there are no doors available. This situation leads to unnecessary congestion at the handling agent's site and unnecessary waiting times for the trucker.

Within the CDM platform a great deal of effort was put into finding a

## MINIMIZING LOST TIME & OPTIMIZING THE FLOW



digital solution allowing hauliers to be informed of the availability of their cargo. This information can now be read by the hauliers in their account and there is also a possibility for the information to be accessed via an interface with the haulier's transport information system. With cargo availability becoming more predictable, hauliers are better able to plan effectively in order to avoid waiting times and unnecessary congestion at the handling agent's site.

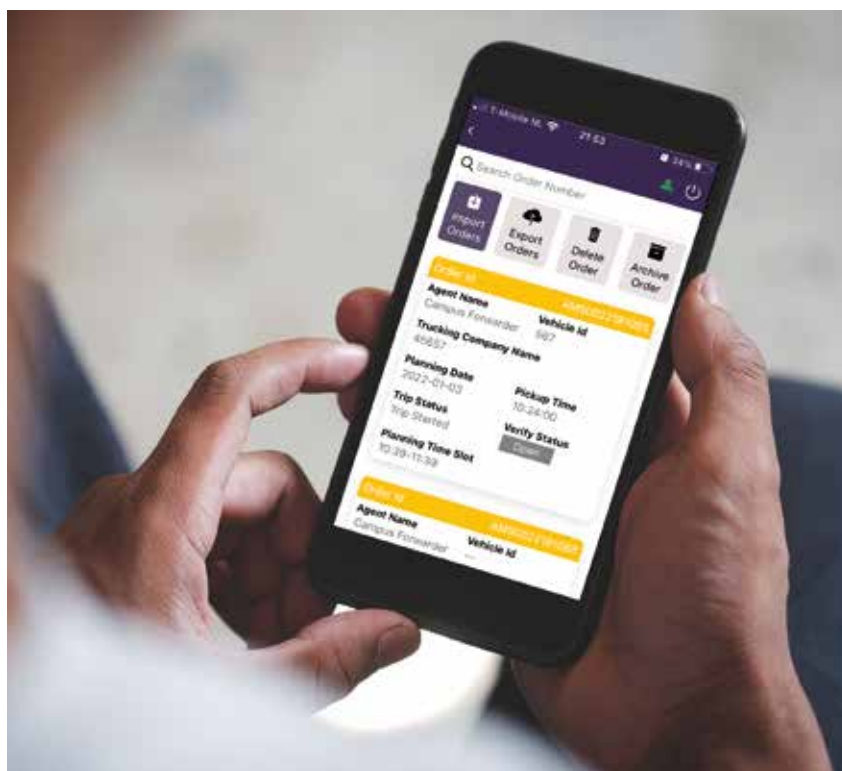
### Allocating doors and slot times

The most recent development within the CDM platform is the automatic allocation of a slot time based on door availability at the handling agent at the moment that the pre-notification is submitted. Handling agents can simply identify their available door capacity and shifts in the CDM. Pre-notifications for transit, import or export deliveries are then fully automatically matched to these. The handling agent and haulier as

well as the forwarder are all provided with a planning overview to digitally monitor updates.

The new functionality makes it possible for every handling agent to have a simple solution for door allocation and slot times and also allows the possibility of acting as a "connector" if a handling agent has his own door management system.

The CDM@airports platform is developed from a single window vision whereby data is shared between community partners in a simple manner but also with the option to use additional functionalities within the platform. In this way platform community partners can connect with each other without there being an obligation for operational processes to be included in the CDM platform.



### More information

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# Animal Centre Hoek van Holland

## Inspection point for live animals arriving from the UK

Whereas the inspection of live animals arriving in our country via air at Schiphol is commonplace, this was not the case in the port of Rotterdam. That is, until January 2021, when Brexit became a fact. Then Animal Centre Hoek van Holland opened its doors on the Stena Line site. Cargo Magazine asked initiators Edwin Hofstede and Floris de Haan what had motivated them to establish the inspection point precisely there.

Text **Esther Kort-Boreas**

Photo **Animal Centre**

**E**dwin: "I got to know Floris when he was employed in the Cargo division of Schiphol airport. In 2012, as an independent consultant, he helped me set up the livestock inspection point at Schiphol in the former El Al warehouse at dnata. We worked so well together that when the question arose of establishing an inspection point in Hoek van Holland, we joined forces. Besides Calais, the Animal Centre Hoek van Holland is the only inspection point at a North Sea port."

Floris: "The request from Stena Line to set up an inspection centre on their site came in October 2020; a request relating to Brexit. With effect from 1 January 2021 it became compulsory for all live animals entering the EU from the UK to have a veterinary inspection. In just three months, in close cooperation with both Stena Line and the Netherlands Food and Consumer Product Safety Authority (NVWA), we set up the inspection centre, equipped it, documented all processes and, with the NVWA, arranged all necessary licences. Veterinarians from the NVWA carry out the inspections."

Stena Line operates the Harwich-Hoek van Holland route twice a day and the Killingholme-Hoek van Holland route once a day. Live animals entering our country on board Stena Line are accompanied by drivers - this is not always the case with goods being transported across the North Sea. Stena Line is the only shipping company offering this type of transport between England and Rotterdam. Therefore, the partnership with Stena Line was a logical choice. The time spent on the ship is a rest period for the drivers. Sometimes the Netherlands is not the animals' final destination and the chauffeur must, after arrival and inspection, drive to another country either in or outside the EU.

The Animal Centre Hoek van Holland is currently an inspection point for:

- Insects
- Day-old chicks
- Hatching eggs
- Invertebrates
- Horses

The Animal Centre has two separate facilities available for these types of animals. In the future the list of animal species will be extended.



### More information

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# Strengthening the sustainability of Schiphol's labour market together

Luchtvaart Community Schiphol (LCS) is a networking organisation linking the aviation business community, education providers and (regional) government. Together with companies at Schiphol, LCS carries out projects in education, recruitment and inclusion, and sustainable deployment as well as bringing companies together to discuss current labour market issues. LCS has expanded to include 52 companies.

Text and photography **LCS**

**“W**e make the connections, spur companies on and, where necessary, bring in expertise to help them”, Francien David, Director LCS, enthusiastically speaks about this

community that next year will have existed 15 years.

LCS was established in 2007 and has KLM, Royal Schiphol Group and the ROC Amsterdam/Flevoland as fun-

ding partners. “Our aim is to durably strengthen the labour market at Schiphol. Work and education being our core focus. Our community comprises a very diverse range of companies including airlines, handling agents, catering, cleaning and security companies. Air Cargo Netherlands (ACN), the branch organisation for the air cargo industry in the Netherlands, is also a member of our community. We also work with other (non-profit) organisations that contribute their knowledge and expertise on current labour market issues”.

### What does ‘sustainable strengthening’ look like in practice?

“LCS perceives a need in the labour market and brings relevant parties together”, Francien explains. “Just as in the rest of the Netherlands, the labour market at Schiphol is highly dynamic. To give you an idea: before corona there was talk of labour shortages and therefore, we actively set about working on recruitment including via the Schiphol Jobs Program in cooperation with the municipality of Amsterdam. In the first half of 2020 we were working with the Regional Work Centre Grea-

ter Amsterdam guiding people from one job to another. Now, however, the demand for personnel is back to how it used to be. All of these changes demand agility”.

Every labour market demand calls for parties to be linked together. This may differ per situation. Francien: “To give an example: open hiring, i.e. applying for a position without a curriculum vitae, is a topical issue at the moment for recruitment. A company in our community showed interest in this. We put them in contact with an organisation specialising in open hiring with the result that the company is now recruiting in this way. A good example is worth following. These are great developments because you really do add value”.

In order to boost the sustainability of the labour market, LCS feels education and continual self-development to be crucial. “Learning is not necessarily about going to school”, Francien clarifies, “as you also develop while you work. We truly believe that, with recruitment as well as with internal promotions, people should be appraised on their talents and skills

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“The labour market at Schiphol has a specific character and the companies a strong interconnectivity. This means we must undertake things together as, after all, Schiphol is shaped by its people”.

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and not purely on their certificates. Nevertheless, cooperation between education and the business world is very important. Inter alia, ensuring that courses offered continue to align with the job market at Schiphol. 70% of the jobs at Schiphol are filled by vocational students. This is why we work closely with the MBO College Airport in Hoofddorp with its wide range of aviation-related courses. We fill a linking role here with respect to internship places for students and courses for employees working in aviation”.

Francien concludes: “The labour market at Schiphol has a specific character and the companies a strong interconnectivity. This means we must undertake things together as, after all, Schiphol is shaped by its people”.

Francien David,  
directeur LCS



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### More information

[www.luchtvaartcommunityschiphol.nl](http://www.luchtvaartcommunityschiphol.nl)

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# Milkman Mark III



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

Photography **VCK Logistics**

**T**he milkman who with his milk float went from door to door delivering his orders is a scene from long ago. Or is it? Aren't the DHL and PostNL vans racing through the streets to deliver parcels door to door not just Milkmen Mark II? Was the period between the ousting of the milkman by emerging supermarkets and the delivery of internet orders to the door, not just a short holiday period for the milkman?

Internet and therefore data have given the milkman a second life. The Milkman Mark II is present more than ever and is now even involved in market development with his entry into the cargo community at Schiphol. For a few years now, part of the forwarding community has benefited from the use of the Milkrun Import as a smooth and efficient way of obtaining their import air cargo shipments from the second line warehouses. Such data supported solutions offer undeniable price, planning and sustainability advantages.

The milkman is even diversifying now that Milkrun Export has been launched where he picks up rather than delivers. I am eagerly going to go into bat for this latest innovation. This initiative to have export cargo picked up at the forwarders instead of everyone queueing waiting to deliver it themselves to the first line warehouses can potentially be a solution to inefficiency existing between the first and second-line warehouses. These sorts of initiatives, however, only work if we share data appropriately within the chain. The data has to be qualitative in order to ensure that the correct truck picks up the correct cargo at the correct

time and that it is taken to the correct warehouse on time for the correct aircraft. This may sound like Swiss precision but all the information required to do this successfully is already available, we just have to structurally share it with each other.

If you think further about the future, the Milkrun Export initiative could run as frequently as, you might say, a tram line past the doors of the forwarders picking up flight-oriented cargo shipments on a just in time basis. The driver would arrive at a forwarder and, using his tablet, advise which shipments he had come to load. The cargo would be ready-for-carriage as, on the basis of bookings made, the forwarder himself would otherwise not have been able to deliver it on time. This has the potential for the first line warehouses to be able to deliver a super-efficient handling process without the need for a lot of storage space as pick-up would be flight-oriented and, therefore, just in time.

The air cargo process defines itself with relatively simple basic principles but, as we sometimes say, there are a million exceptions to the rule. So, of course, there will be a whole catalogue of practical obstacles to be overcome but, if we give it a chance, so much will be possible with Milkrun Export in terms of substantially improving the position of Schiphol in relation to speed of processing, price as well as the physical environment. With regard to neighbouring airports but, more particularly, for the participants in the chain. Foresight is the essence of government. So, let's all move forward. Milkman Mark III.



Time Critical Solutions Worldwide (TCS) will shortly celebrate its first birthday. In June last year Cargo Magazine spoke with owner and founder Sander van Woesik about the company he had started a few months earlier. We are interested to hear about the company's first year offering time-critical services to forwarders around the world. Jan van Brenk of transport company Road Air Cargo Europe with whom TCS works, tells us about the services his company offers.

Text **Esther Kort-Boreas**

Photography **TCS Worldwide and Road Air Cargo**



# Creative solutions for urgent shipments

## TCS Worldwide further expands its service

**“T**CS made a flying start”, Sander begins. “We could never have dreamt that so many freight forwarders would support us from day one. Not only agents in the Netherlands but forwarders from virtually all corners of the world are making use of our services. To summarise: TCS Worldwide is doing well and I am grateful for the trust our customers have shown in us.”

It was certainly bold to start a new company in the anxious period in which the world has been now for almost two years. “That’s right. But, at the same time, it also provided opportunities for the type of services we offer. Certainly, initially there was a sharp decline in cargo capacity as airlines were grounding their

aircraft. As a result of this, there was increasing demand from, notably, the automotive industry for just-in-time deliveries. Furthermore, in the

summer when passenger transport started up again, there was a greater demand for OBC as a solution for AOG (Aircraft on Ground) situations.”







Sander van Woesik

TCS does not offer OBC for all time-critical shipments from forwarders. TCS can, for example, at the customer's request, deploy an air cargo charter when a deadline would not be reached via the OBC service. Within Europe TCS offers 'dedicated drives' for urgent shipments that cannot be forwarded as air freight due to their dimensions, weight or commodity type. TCS works with road transporters that have extensive vehicle fleets ranging from small and mid-size vans to the largest trucks. "Dedicated

also means exclusive", Sander says. "There is no co-loading; only the customer's consignment is loaded and transported. The consignment is never transferred to another van or truck. The vehicle stays closed, from pick-up to delivery. Furthermore, we treat a dedicated drive exactly the same as an OBC: the customer receives pro-active updates from every milestone along the journey."

#### Highlighted: transport of an aircraft engine

A completely different ballgame is the road transport of an aircraft engine. When an aircraft is AOG and literally grounded with a defect, it is important that a repair and spare parts replacement takes place as speedily as possible. In fact, the costs of an AOG rise very rapidly when no revenue is coming in. While smaller parts are perfect for delivery on time by an OBC at the place where they are needed, it is a different story with an aircraft engine. "We see increasing demand for aircraft engines to be transported throughout Europe as quickly as possible", Sander advises.

#### Road Air Cargo Europe

For the intra-European transport of an aircraft engine, TCS works with transport companies specialising in

this. Road Air Cargo from Susteren in Limburg is an independent company transporting air cargo shipments by road throughout Europe. Before he established Road Air Cargo in 2013, Director Jan van Brenk had years of air cargo experience.

The transport company, with Regulated Agent status, has its own trailers for the most diverse transport. Jan: "The Aircraft on Ground service is one of our specialties. We know, like no other, how important it is to get spare parts to an aircraft that is on the ground as quickly as possible. Here lies the interface with the service offered by TCS Worldwide. We are talking about very urgent shipments. When TCS receives a request from a forwarder to transport an aircraft engine in Europe then Road Air Cargo can take care of every last detail. Of course, we can also transport less voluminous parts to their destination. All of our trucks – refrigerated trailers, curtain side trailers, cabinet and open trailers – have a roller bed floor. We have a solution for almost every request: from ADR, oversized transport to SPX. We can also store and transfer SPX consignments."

#### More information



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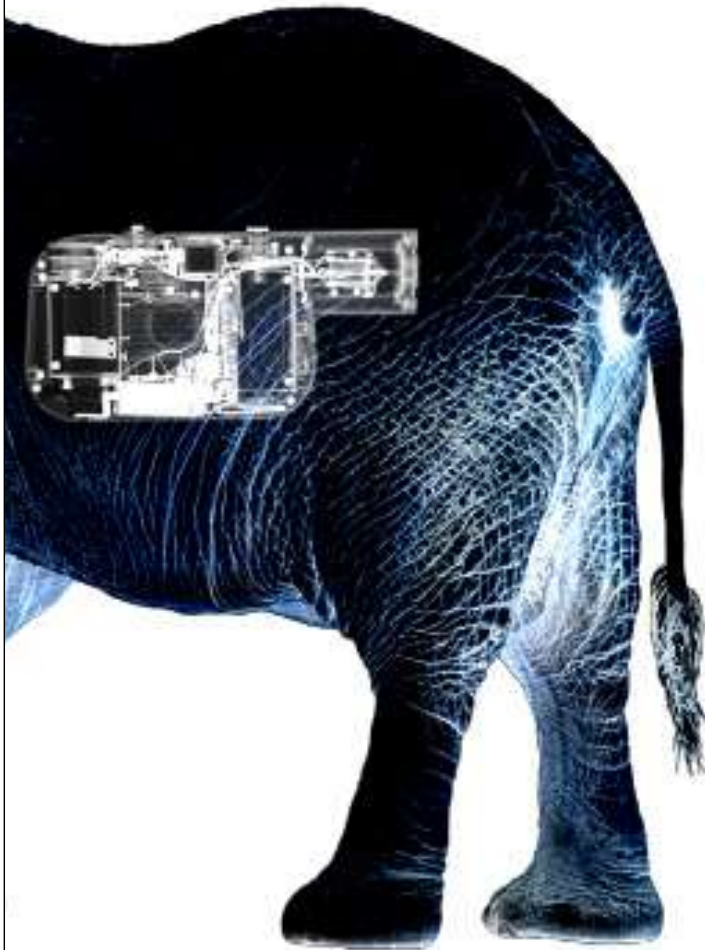
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# Is there a future for the traditional GSA?

Text **Esther Kort-Boreas**

Photo **Chéváro**

**C**argo Magazine posed this question to Ralph van Eijk, air cargo specialist and owner of Chéváro Interim Management & Consultancy.

Ralph: "With the further digitisation of our industry – take the online booking tools as an example – the traditional General Sales Agent will slowly disappear. While shippers might ideally want to do business direct with airlines in order to be able to increase their margins, given the mass of paperwork they are still (rightly) dependent upon freight forwarders. In turn, agents want to be able to book freight and/or seek quotes as quickly as possible, efficiently but with more options. However, they still end up in the daily routine of numerous emails and telephone calls hoping they will obtain space at the correct tariff. Digitising these processes is undoubtedly necessary."

## Can all activities be digitised?

"No, definitely not. In air cargo there are countless things that cannot be regulated with a digital system. Think about Weight & Balance or knowledge of the way certain sorts of goods may or may not be carried. In these sorts of cases, a good GSA will always add value for an airline when this knowledge is in-house and used in practice."

## What must GSA's do so they do not risk falling by the wayside?

"They need to quickly distinguish themselves because otherwise I fear their trusted earnings model will disappear. And thus, the survival of their company put in danger", says Ralph.

In response to the question as to how a GSA must and can distinguish itself, Ralph responds: "By offering various different services. Think, for example, of services such as E-commerce, pharmaceuticals, dangerous goods solutions, accounting and personnel specialising at the operational level (for instance: loadmasters and ground staff). This, of course, necessitates investment by the GSA but I think that, in the coming years, this will separate the wheat from the chaff. The airlines would then not be forced to make choices only on economic grounds. The starting point for an airline's choice would be how they might achieve maximum profit with the minimum of resources. In the GSA



Ralph van Eijk

world the 'big fish' are pushing flat out for takeovers/acquisitions; whilst in practice it appears that airlines often prefer to choose for the 'local heroes', the local/regional GSA."

At the beginning of 2021 Ralph established Chéváro; Interim Management & Consultancy specialising in air freight and logistics. He was contracted by Group Concorde, a private GSA with more than 300 employees in 15 offices in the Asian-Pacific region and the Middle East, to shape their commercial strategy. Ralph maintains contacts with both their existing as well as potential (airline) customers to show them the advantages of the GSA's services and its distinctive capabilities.

Ralph concludes: "I see myself as a 'deal broker'. Linking the correct people, parties or products with each other. Helping companies to grow and build strong relations with customers as well as with the team of the company who has hired me. Motivating people to bring out the best of themselves, that's my aim!"

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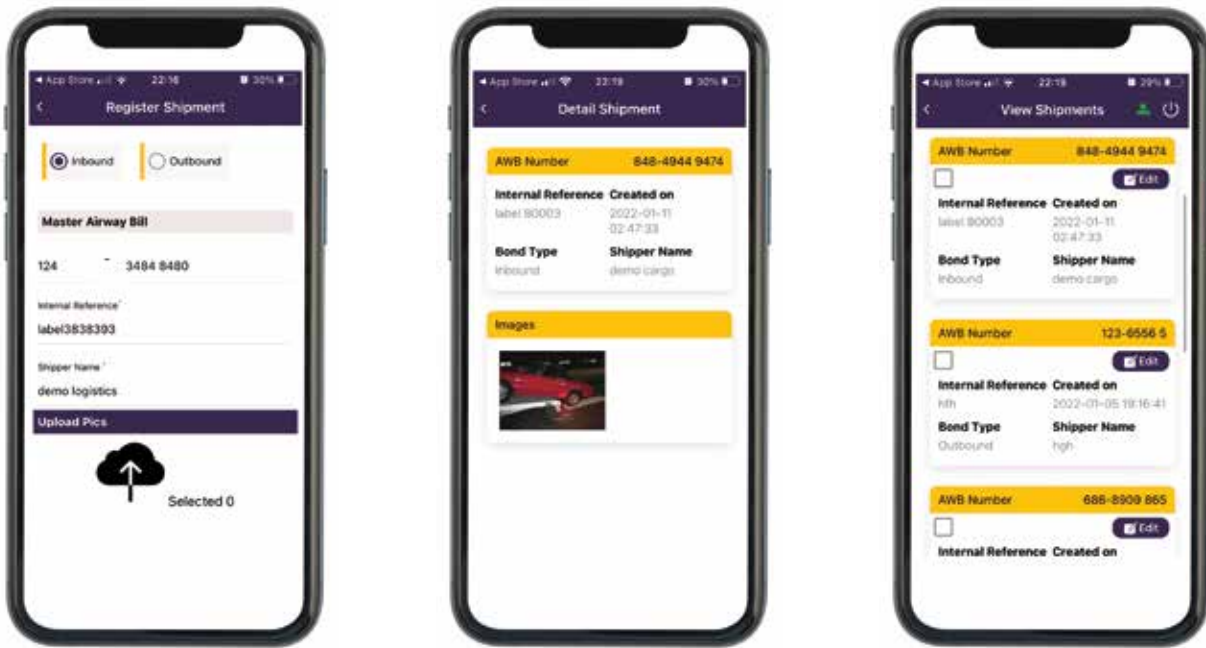
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# Cargo Snapshot App improves efficiency, quality and customer service

In the last edition of Cargo Magazine handling agent Menzies World Cargo and AirBridgeCargo Airlines at Schiphol shared their experience with the damage reporting app which is part of the Cargo Claims Loss Prevention Program (CCLP). Now, with the introduction of the cargo snapshot app within the CCLP program, forwarders too have better control over quality. We spoke with Danny Arendse, Quality Manager, Fast Forward Freight, Schiphol.

Text **Esther Kort-Boreas**

**“T**he digital transformation of the air cargo chain is in full swing”, Danny begins. “It is an unstoppable development which Fast Forward Freight, of course, welcomes. In air cargo everything revolves around speed. If we can speed up processes - without any loss in quality - we increase our efficiency. From that perspective, we were eager to work on the CCLP pilot for forwarders developed by CargoHub.”

“Fast Forward Freight uses the cargo snapshot app for internal reporting of damage to shipments”, Danny continues. “Up until now, the process for establishing damage and then documenting it had been time-consuming and cumbersome. In the old process, upon receiving a report about damage, someone from the operations section had to walk to the warehouse to inspect the shipment. In the very large warehouse we have in our new company building it could take up to 15 minutes for someone to make their way there. The employee would take

a photograph of the damage, send the photograph to his own email address and then, once back in the office, he would have to work out to which section everything should be forwarded. The relevant section receiving the information then had to correctly file the photograph. Very cumbersome and all incredibly time-consuming.”

“In the new process the cargo snapshot app offers our drivers, upon loading and unloading and whilst still at the handling agent, the possibility to directly report initial damage with a photograph and short text. Their colleagues at the office see this report come in and can very quickly process the shipment’s information and the damage report and enter it all into a comprehensive dashboard. The app is user friendly, looks professional and polished and, as the reporting includes our logo, we can also use this to



From left to right: Sander Roos, Mischa de Jong en Danny Arendse.

inform our customers. In this way the cargo snapshot app contributes to customer service.”

Danny: “As mentioned, it is still in the pilot phase. Work is being undertaken on updates. The next step will be creating a link with our own ERP system. The reference would then be immediately recognised by our system and therefore deliver the highest level of efficiency.”

Fast Forward Freight has 17 offices worldwide and five of these have their own warehouses. The applica-

tion can be used by the whole group which has many advantages. If, for instance, a claim must be sent to an airline, everyone – from whichever office – can access the correct photographs and explanatory notes. The aim is to couple the app with the CCLP claims module in order that a pre-claim can be sent automatically and thus achieve even greater efficiency.

To the question as to why Fast Forward Freight took part in the pilot, Danny replied: “Modifications to, or new developments in, operational

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““Modifications to, or new developments in, operational processes should not be thought up from behind a desk: you have to go to the work floor where everything actually happens. There you see where the weak points are and where the most profit can be achieved”.

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processes should not be thought up from behind a desk: you have to go to the work floor where everything actually happens. There you see where the weak points are and where the most profit can be achieved. Input from the field is very valuable for the developers and therefore we, as a company, wanted to contribute to this. The basic functionalities of the app are just the beginning. By having modules and systems, as it were, working together, we shall be able to work more efficiently and thus our customer service will be even better”, Danny concludes.

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### More information

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# The Airport as marketplace

A couple of months ago reporting of fierce competition raging between the handling agents at Schiphol caught my eye. The unions were holding discussions about the way in which competition is negatively affecting working conditions. Recently, via the Dutch Safety Board, the long-standing discussion concerning the safety awareness of parties active at Schiphol cranked up once more and a link was made with the competitive relationships between, amongst others, the handling agents. Other reports have pointed to pressure on the quality of the service provision of Schiphol as airport.

Text **Albert Veenstra**

**I**t is clear that this is a protracted issue. A quick search finds similar reports from 2017, 2015, 2010.

What is more interesting is that this is certainly not typically a 'Schiphol problem'. Tension also exists between competitive and collective interests, such as performance, at major sea ports. And what is perhaps more relevant: there too, the important players are often globally operating companies so local problems in just one sea port or airport are not easy to tackle.

Economic science can offer some insight into these issues. Port economists point directly to the fact that transport hubs, such as airports, consist of a market superintendent, or a port authority, and commercial players offering all sorts of services. The port authority must create conditions allowing the service providers to work effectively and safely. Competition is part of this, but the degree of competition can be promoted or restricted by the port authority. The latter with an eye to the greater

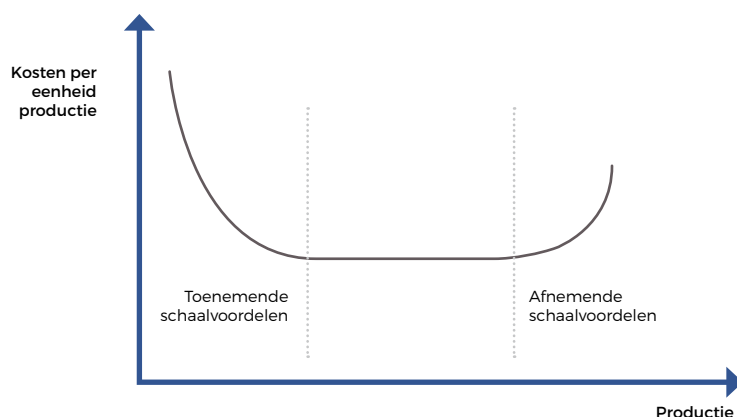
objective, namely the efficient performance of the hub as a whole.

Schiphol does this, for example, by issuing licences for handling agents. A licence is an entrance ticket to Schiphol's handling market. Schiphol does not let just any company in. At the moment there are a (considerable) handful of licenced handling agents. There is limited dynamism: the small group of companies is relatively stable, although last year Schiphol issued a new licence to ground handler Viggo, which is active

at Eindhoven Airport. Viggo therefore worked hard throughout 2021 recruiting for positions at Schiphol. Everyone agrees that the number of handling agents at Schiphol is relatively high compared to other airports.

If there is fierce competition between handling agents – whereby labour conditions, safety and performance are put under pressure – then there is something amiss with the competitive balance. The size of the market and the service provision capacity of all companies together are mismatched.

Economic science has a concept for this called the Minimum Efficient Scale. This answers the question: what is the smallest volume of economic activity for a company to be able to offer a competitive price? The instrument to determine the minimum scale is the long-term average







Albert Veenstra

cost curve. This curve has a sort of bath tub shape, where the minimum scale is the flat area in the middle (see graph).

This concept shows that it is undesirable for too many large companies to be together in a too small market.

In this case the companies are on the left-hand side of the graph. These companies tend to keep developing more activities in order that they can lower their average costs. Companies that are in a relatively protected market, such as those at Schiphol, then compete very fiercely with each other or with other parties in the chain.

The fact that the major players are almost all part of international concerns making agreements with their customers on a global scale, contributes to local handling agents going into battle particularly with their

chain partners. This is facilitated by the inadequate regulatory framework within which airlines, handling agents and forwarders work with each other (and this is not very different in the sea ports). The demarcation between the roles and responsibility of the handling agent and the importing forwarder is unclear, whereas there is much interaction between the two parties. It is therefore not surprising that this interaction has been a real headache for years.

Of course, over the years possible solutions have been conceived, studied, applied, failed, retried, etc. A few of these initiatives appear now to be delivering really positive effects: digital pre-notification, digital nomination. But there are also new threats. Just as with maritime shipping, the role of forwarders is under pressure from two sides. From the major transporters' side more and more

pressure is being placed to develop relationships with customers. I am really concerned about the position of the smaller, local forwarders. While the major international forwarders still have considerable buying power to throw into the scale with shipping companies and airlines, the smaller forwarders are at the mercy of the vagaries of the market. On the other side, digitalisation seems now to be making a real impact on the forwarders' world. The recent announcement that scale-up digital forwarder Shyp-ple has taken over logistical service provider Milestone points to growth and financial capital in this market being on the side of the digital players. They can certainly use the forwarders' valuable market knowledge. They buy this knowledge via takeovers.

All these problems. Are there also solutions? I do not think that there are really definitive solutions. I do think that sensible policies help to ensure the situation does not worsen. The digitalisation initiatives in the cargo market at Schiphol are positive. However, I am less enthusiastic about Schiphol's market and licencing policy. Under the current circumstances, issuing more handling agency licences is not a good idea. Rather Schiphol should either expand the market or bring the number of handling agents more in balance with the size of the handling market at Schiphol. Easier said than done, but to map both the size of the handling market and the capacity of the handling agents, would seem to me both sensible and urgent.

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Albert Veenstra is Professor Trade and Logistics at the Rotterdam School of Management and Program Manager at UPT BV of the Erasmus University, Rotterdam. He focuses on study and education in the international transport and sea- and airports.

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# Air Cargo post Covid

“Technology and automation are critical for success”

**Glyn Hughes**  
Director General TIACA

**A**s 2021 drew to a close we looked back on 22 months of a Covid impacted world. Family and social interactions, business operations, end of year celebrations were all still far from what we would consider normal and with complex travel restrictions in place around the globe, traditional international air operations are still heavily disrupted.

The subsequent consequence for air cargo means the situation of demand far outstripping capacity continues to persist. Despite the Covid scenario, the global economy remains robust with extremely strong consumer spending in most developed economies. This fueled strong double-digit growth in ecommerce demand with all major online shopping events again setting new records and this strong demand could be seen in most air cargo sectors.

Strong demand with less capacity placed considerable stress on supply chain management with many aspects experiencing significant challenges. Many facilities were running at near or even in some cases beyond optimal capacity and we even saw temporary embargoes to allow backlogs to be cleared.

The maritime sector also experienced many similar challenges and the consequence of supply chain disruptions resulted in historically low inventory levels, placing pressure on the global inflationary outlook.

So, as we look ahead to how the 2022 scene looks, we can see some familiar themes remaining: Capacity will continue to rely heavily on freighter operations, with freighter conversions and new deliveries expected to remain buoyant. Demand will continue to be strong, with Covid vaccine boosters and continued growth in personalized healthcare adding new demand. Global production remains very positive with the OECD forecasting 4.5% growth in global GDP for the upcoming year.

Unfortunately, we can still expect workforce challenges as quarantine, restrictive work practices and challenges in people movement all impacting the supply chain workforce. The shortages experienced in truck drivers can also be expected to remain.

With these and other challenges no doubt waiting over the horizon the industry must embrace the full array of innovative technology and automation solutions that are available. As efficient, optimized and transformed processes and practices are the only way we can handle more with less.

Over the past 22 months the industry has turned more and more to technology to address issues being faced. Physical document handovers were replaced with digital data transfers and the fluid capacity situation resulted in dynamic pricing increases which necessitated multi-channel digital distribution networks. With this backdrop, IATA's ONE Record project gained momentum as pilot programs expanded and a more holistic approach to supply chain digitalization saw multi modal focused industry groups looking at interoperable standards.

These are just a few of the issues which arose and required the industry to respond with innovative solutions. For many issues, technology became the answer and we can confidently project that enhanced digitalization and automation will accelerate in the post covid area.

The following are just a few areas where we can anticipate further adoption and utilization to enhance industry efficiency and service quality delivery:

- Capacity utilization and commercial processes; The tariff distribution, booking, capacity interrogations, claims management and customer management activities must embrace industry APIs and system to system communications to



Glyn Hughes

maximize efficient operations and interactions.

- Operational intelligence; With the increasing volumes of specialized cargo being moved it is critical that enhanced data sharing be embraced in order to ensure all partners are prepared for the special handling requirements throughout the chain. This will include interactive devices and AI adoption to implement preemptive solutions designed around ensuring shipment integrity. AI based disruption management tools will also be a key feature to maintain shipment commitments.
- Border management; Air Cargo provides value when moving through the supply chain and points of stagnation can become obstacles

which ultimately create inefficiency and dilute value as facilities must be built to cater for maximum volumes stored rather than efficient movement of volumes through the system. Pre cleared, pre notified, document exchange and efficient safety and security compliance monitoring, target assessment and segregation will be critical. Supporting this will need efficient delivery and collection tools to avoid access obstacles and blockages.

- Customer engagement; With the world of ecommerce growing at over 20% annually, competing with the immediate emotional gratification of instore purchasing the ecommerce industry seeks faster and more interactive customer com-

munication as standard operating procedures. With smaller shipment sizes and greatly increased volumes, new challenges have arisen. Technology based automation solutions ranging from fully automated pick / pack and ship to aggregation and consolidation to delivery, drop offs and collections are being implemented. All requiring full customer transparency throughout the journey.

- Staff and health protection; Covid challenged the industry to reduce and limit the number of physical transfers that occurred. Aircraft, GSE and facility sanitization solutions were implemented and physical document handovers were replaced where possible with electronic document exchange. We now need to move this even further forward with enhanced data exchange. Wet signatures were replaced where possible with e-signatures and we must retain these advancements post covid.

These are just a few areas where industry responses to Covid induced challenges were overcome and we need to accelerate adoption in these and other areas for the industry to flourish going forward.

Another area that was impacted was how we work as individuals, as teams and as organizations. With home working becoming the norm it facilitated new methods of team engagement and forced new practices to be developed. The work / private life balance added a new dimension and many gained additional hours during the day as the commute became a distant memory. Technology and automation can no longer be looked at as luxury items to be invested in periodically, rather they must be viewed as critical component of an efficient organization most able to adapt with agile and customer centric solutions responding to evolving market demands.

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# An industry outlook from a Small and Mid-size forwarder and consolidator perspective

The pandemic has caused considerable damage to various industries worldwide with the global supply chain seriously disrupted due to airfreight capacity shortage arising from international lockdowns and passenger flights suspensions. The airline industry has been struggling with a full reopening and getting passenger aircraft back in the air, given the current challenges, while the freight forwarding services industry is questioned by shippers for not being able to source space and confirm transit time and rates.

Editor **Christos Spyrou**

**A**ir cargo has been playing a vital role in contributing to the operating financial targets of flights in the air, and the need to start preparing for the post COVID-19 period is imperative. Air cargo counts over 30-40% of total revenue for some airlines, and hopefully we will see airlines paying more attention on air cargo as a product the years to come.

International air cargo capacity will remain low at least for the next 1-2 years, as the pandemic has forced airlines to plan their passenger network expansion strategy very conservative compared with 2019, by eliminating possible financial risks, and despite an increase of 'Freighters' (once economies open those aircraft will return to the passenger market) or Passenger-to-Freighter converted capacity, the belly and overall capacity the next 2 years will remain lower than 2019, resulting to unstable and high rates, and to ad-hoc only capacity and pricing procurement models, while many carriers will cancel traditional BSA and CPA contracts.

More concerns are the increase of eCommerce which is estimated 30% of air cargo presently, and the new ban of passenger-to-cargo flights services in China by 2020 which may further tighten air capacity, and push up air freight rates. Rumors say that new regulations which will take effect from January 2022, also prohibit cabin seats to be removed to increase cargo space. Airlines that have removed or are readjusting cabin layouts to fit more cargo are required to restore aircraft to their original configuration. Market watchers said the move is mainly due to transport safety, in a bid to "ensure the safety of cargo flights," but it will hurt the air cargo transport capacity, and further push up the cargo prices, given the limited market for anti-epidemic-related items combined with rising fuel costs.

Small and mid-size (SME) forwarders and consolidators represent over 45% of the global airfreight volumes, and during



Christos Spyrou

the recent months have increased their share, as they are the winners versus the global logistics providers. The traditional airfreight forwarder has been transformed to an efficient space broker, capable to find uplift solutions via different airports and procure space in combination with several carriers. Global forwarders are not efficient enough to operate out of their SOPs while airlines are canceling BSAs and not offering steady schedules. They are not flexible enough to make fast operational and last-minute financial decisions, and offer similar uplift solutions to their clients as the SMEs can.

The air cargo market is and will remain very fragmented due to the presence of shippers, forwarders, consolidators, brokers, GSAs and airlines, which makes it very difficult for the supply chain to adopt during crisis or big market changes. We will witness an increased focus on freight consolidation to reduce the cost of air freight, resulting in market concentration for forwarders and consolidators, followed by faster marker technology adoption aiming to reduce operating costs.

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Christos Spyrou  
 CEO & Founder Neutral Air Partner  
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# Nobody has a magic crystal ball to look into the future

**N**o one could have predicted this pandemic, nor the capacity shortages and rate increases in the last months. The only certainty we have is that there will be a continuous uncertainty.

Unemployment levels in most developed countries are very low. The covid crisis has functioned as a double-edged sword. People could spend less on travel, which obviously lead to the belly capacity reduction. But the disposable income is also higher which resulted in more demand, especially on e-commerce. This 'perfect storm' of reduced capacity and increased demand has caused shipping and air cargo rates to be at record levels.

Add to that the labour shortages of drivers and warehouse personnel and capacity was even more constraint. Overall energy prices, higher transport costs, and higher wages have increased the inflation levels. Strangely enough interest rates have stayed quite low, but the question is for how long.

In my opinion 2022 will be similar to 2021. There probably will be a lot of volatility and capacity will remain constraint and demand levels will be high. As soon as consumers can spend more money on travel and eating out, inflation levels will decrease. If inflation will increase further, this could potentially lead to a slow down.

Anyone with freighter capacity basically will continue to have a license to print money. Demand for qualified personnel will continue to be high, further putting pressure on wages. Long haul business travel will probably continue to be less than pre covid levels, while shorter leisure travel will continue to improve. The question will be if travel remains restricted, how many airlines, who rely on long haul (business) travel,

will be able to survive without being bailed out or getting even more debt. This could potentially lead to even further capacity reductions.

Airlines traditionally have the aircraft capacity, but in 2022 the share of freighters operated by e-commerce companies, forwarders and even shipping lines will most likely increase. As some acquisitions have shown, when profits soar of certain companies, there likely will be more consolidation as well. Much needed digitization and automation will continue to be implemented, but we should not forget the importance of skilled manpower. The shortage of labour will even further boost automation, but will also continue to cause inflation and supply chain disruptions.

As Darwin said: "It is not the strongest but the most adaptable that will survive." Also, in 2022 agility will be key. Most likely airlines will continue to outsource more to GSSA's, in order to remain flexible with all the changing market conditions and because there still will be pressure from board level to keep (labour) costs down.

The opportunity for the GSSA's is to completely unburden the airline in a very cost effective and efficient way and to align operational cargo management support and expertise from a partnership perspective. The combination of the willingness to take more commitments on capacity, use real time market intelligence with state-of-the-art digital solutions to increase efficiency in operational areas and booking processes, will contribute to more profitability for airlines.

Sebastiaan Scholte  
CEO Kales group

# Strategic Goods

## Decision and the role of the handling agent



Forwarding, or allowing the forwarding of, goods listed on the EU Common Military List without a licence has, in recent years, led to several convictions on the part of the forwarder, airline and handling agent.

One could say that it is self-evident that, if a party is active in the transport chain, that party must be aware that any specific formalities have been completed by the time this party

takes active part in their section of the transport process, but this is not always the case.

Nonetheless, if a party is indeed involved in the transport process

and identifies that a required licence is not available then this is seen as being a criminal offence with fines of up to Euro 80,000 not being exceptional. Whether there was deliberate intent is deemed irrelevant when it comes to a conviction.

### Knowledge and intent

In several cases, the public prosecutor argued that intentionality was involved as the handling agent was

## Article 5 Decision Strategic Goods / Article 3 Implementing Rules Strategic Goods

'A licence for military goods is to be applied for by the competent person, or by the person who will complete the customs formalities on his behalf or, if no customs formalities are to be undertaken, by the person who will transport the goods'.

aware, or could have been aware, of the nature of the goods and therefore should have ascertained if the required licences were present. Upon accepting a shipment, the handling agent however only has the information as cited in the transport agreement between the shipper and the airline, the air waybill, and does not have the underlying information from which it could be ascertained that the goods are on the EU Common Military List. This is different for the (customs) agent who generally undertakes customs formalities for the shipper. As crucial information is generally missing at the time that the handling agent accepts goods, it is therefore, in practice, almost an impossible task for the handling agent to recognise military goods. Nevertheless, in recent years handling agents have been subjected to high fines for the

The identification within the logistical chain of the relevant parties on the grounds of the current legislation is not always clear to "everyone"

export (or intention to export) of goods without the required licence.

Who is responsible for applying for a licence?

In recent years in addition to the (customs) agents and airlines, handling agents and general sales agents have also been held liable by Customs as a consequence of not having met the required licensing obligations. However, after many years of discussion on the role of the handling agent within the existing legislation and following the acquittal of a General Sales Agent (GSA) in an appeal before the Amsterdam Court, there now appears to be some clarity.

### Explanation of the terms

Legally, the designated competent person would be the person who, as owner, has the right to decide about the goods. This should not be confused with a party who has the goods under his management at the time that an offence is identified. In practice this applies to the shipper and it is the customs agent who performs the customs formalities on behalf of the shipper. Here too the legislation can easily be misinterpreted by claiming that the handling agent may also be designated as being co-responsible as it is the handling agent who, within the transport chain, completes customs formalities relating to customs storage or, for example, the formalities to complete the customs transit procedure. Last but not least, who transports the goods? The identification within the logistical chain of the relevant parties on the grounds of the current legislation is not always clear to "everyone".

In any event, on the basis of recent jurisprudence, it has become clear that a GSA is not the transporter of goods. The GSA acts as a sales agent for the airline and is not the party physically transporting the goods.

Also, in December 2021, it was revealed that the national Customs office and the POSS team (Team Precursors, Origin, Strategic Goods,



Raoul Paul

Sanction Legislation) have revised their position with respect to customs formalities being performed by a handling agent under the framework of the Decision Strategic Goods. The consequence of this is that various warnings issued to handling agents regarding breaches of the legislation have now been revoked. The handling agent acts as an auxiliary to the transporter and is not the party performing customs formalities on behalf of the competent person.

### More information

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# Cross Border Compliance

Mike de Wolff, independent compliance consultant

Cross border compliance is the complex system whereby governments oversee and uphold statutory provisions and monitor that the logistics chain is compliant. Not only in the Netherlands and the EU, but worldwide. It should be noted, however, that not all government services hold the same view when it comes to cross border compliance. There are countries that still take the view that “checking is better than trusting”. Luckily, they form the minority and they too are slowly heading towards the view that compliance will play an increasingly important role.

**T**he ultimate goal of cross border compliance is that cross border traffic be conducted as efficiently and effectively as possible. This means minimal logistical disruption and minimising, as far as is possible, the risk of incidents, together with efficient government monitoring and cost savings.

## What is compliant behaviour?

Meeting the legislation and regulations applying to the appropriate section of the chain. In order to both attain and maintain this, you - as a link in the chain - must be in control of your own processes and procedures. You must always be alert to changes in statutory provisions, the

execution of your processes and procedures and possible risks in respect to compliance. As a link in the chain you are dependent upon the compliant, or non-compliant, behaviour of other links of the chain.

It is possible to obtain “declarations” of compliant behaviour from the government. Think here, for instance, of the AEO authorisation from Customs (EU), Advanced Certified Enterprise (Customs, China) or regulated agent and known consignor for air cargo security. In particular, through Mutual Recognition, the AEO authorisation is increasingly being recognised worldwide. However, in order to be able to obtain such a declaration, you

have to be in full control of your own processes and procedures.

Being compliant offers benefits that reduce the costs of conducting business. Think here, for example, of fewer checks, lower guarantees, less logistical disruption, etc.

## Cooperation within the chain

Dependency on other sections of the chain is a risk. Therefore, there has to be as much cooperation as possible within the chain; not only as commercial parties in the logistics chain, but also with and between governments. Examples of the latter are: Netherlands Customs carrying out supervisory functions for certain other government services, Trusted Trade Lane projects between customs organisations (such as the EU's Safe & Secure Trade Lane project) and international cooperation both in the EU as well as in the bilateral context.

As we work in an information community, the accurate recording of all information relating to shipment dossiers is essential. This data is not only essential in order to be able to show that you are in control but, if you want to optimise your cross border compliance, then you will have to share this data with relevant parties. In the most optimal form, data is available from suppliers (sales), financial data (payments), logistics and government (declarations/statements). The data (or parts of the data) would be made available to relevant parties in the chain. So, for example, in the future, the data from an export customs declaration from the country of origin could be re-used for the import declaration in the country of destination.

It is increasingly important for the (international) government to receive



shipment information at the earliest possible stadium. This information is used not only for risk analysis so that, before the arrival of the goods, it can already be determined which consignments should be checked, but also in order to be better able to facilitate companies that are compliant. This facilitation ensures that, in terms of government oversight, your logistics are more predictable, reliable and economical. This, of course, puts your company in a better competitive position compared to that of the companies that are not facilitated.

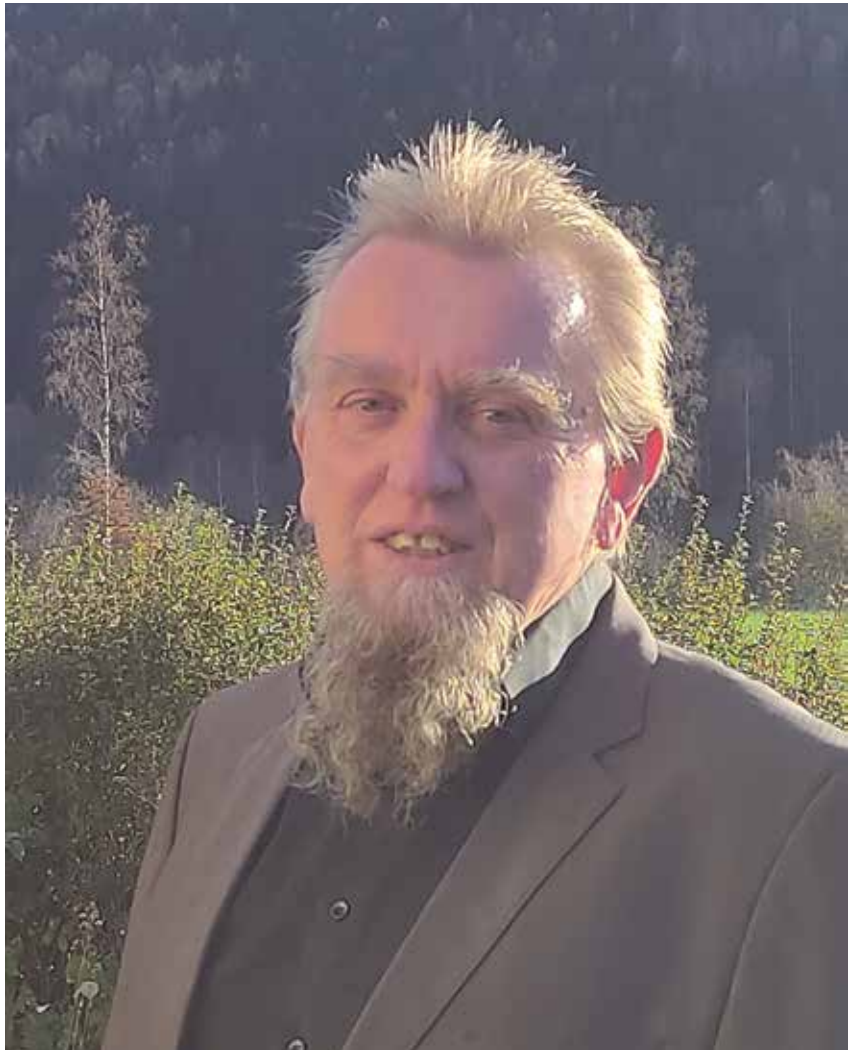
### Opportunities for cross border compliance

At the moment, in particular in the area of data exchange, there are opportunities to improve cross border compliance. Think, for example, of the customs organisations' Trusted Trade Lane projects or initiatives from commercial parties to exchange data to optimise cross border facility, such as the CDM project. In particular with the latter this cuts two ways; by using an optimised platform you are not only better in control but you can also use this with the government, for example, to be able to show your compliance and control and therefore possibly also make planning for both commercial parties and the government more efficient and effective. Think, for example, of capacity planning and control planning.

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Goal of Cross  
Border Compliance:  
efficient and effective  
execution of cross  
border traffic

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Mike de Wolff

It should also be possible, on a voluntary basis, to share non-mandatory data (or, possibly, at an earlier stage prior to the obligation arising) with government authorities in order that the movement of goods can be more effectively facilitated. The government service would stipulate strict requirements for this wherein compliant behaviour and being in control would be very important. This voluntary supply of data could, for instance, be an agreement between an exporter and the government in the country of destination or a government project between countries, where the commercial partner is a voluntary participant in that particular project. As there are still government authorities in this world that have little confidence in commercial data, it would be really useful if the government of the country of origin

was in a position to validate the supplied data or if the data regarding clearance by the government of the country of origin could be used to validate the supplied data. This facilitation, for example, could be a 'fast lane' for the processing of your declarations in the country of destination and for clearing goods before, or upon the moment of arrival, in the country of destination.

# Screening air cargo: research into security screening is necessary

The screening of air cargo remains an issue pre-occupying the aviation sector. After a start-up phase when explosive trace detection (ETD) and metal detection dominated, a second, more developed phase has presented itself. Now, the two most popular screening methods within the EU are explosive detection dogs (EDD) and the X-ray machine.

Tekst **Dick Meijaard**  
Photography **PMT**

**E**TD, the most accurate screening method, has receded into the background. This method is frequently used in laboratories to identify substances. EU regulations have been amended in such a way with regard to the use of ETD that in practice it is hardly used now for screening air cargo. The major advantage of ETD (i.e., not only reporting the presence of a detected substance but identifying the substance found) has been lost due to the requirement to take samples of a substance from both outside and inside the consignment. Shipments must therefore be opened for screening and ETD can only be used for (second opinion) screening of individual consignments. Due to the obligation of having to open consignments and take samples from the inside, processing speed is too slow and ETD has therefore lost its applicability within air cargo.

As far as metal detection as a screening method is concerned, we can be brief; as soon as staples and metal strands are no longer used by the packaging industries, metal detection will most certainly have a great future ahead of it.

Both have advantages as well as disadvantages and, as EU Regulation 2015/1998 indicates in Article 6.2.1.1: when cargo or mail is subject to secu-

rity screening, means or methods are to be used which make it possible with the highest likelihood to detect forbidden objects whilst taking the nature of the shipment into account. In the case of a car engine this would be detection dogs and in the case of a box of vacuum-packed smoked sausages then X-ray would be used.

Yet, ever more restrictions are being applied to both methods. This forms a serious threat for the air cargo industry. For passenger and baggage screening the government makes both direct and indirect financial options available for the procurement of state-of-the-art equipment. Examples are the deployment of the body and security scanner and the use of self-learning intelligent software for X-ray apparatus. Research is also being funded, a recent example being the use of EDD for passengers. However, from the very beginning, the air cargo sector has had to fend for itself. That is, procure equipment themselves, discover for themselves which method in each situation has the greatest probability of detecting forbidden objects. This also explains the differences in the development of legislation for the passenger and cargo sectors.

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We have arrived at  
the (fully-fledged)  
methods of security  
screening: EDD and  
X-ray

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### Steel drums

The cargo sector and progressive understanding in relation to legislation are closely interrelated with each other. This applies nationally as well as internationally. The most recent example of this “progressive understanding” is the security screening of steel drums\* offered as air cargo. In Germany and France, the view was quickly acknowledged that steel drums could be sealed airtight. The conclusion, therefore, that EDD could not be used as a screening method seemed justified. This view was not universally shared throughout Europe. It took quite some time before the Netherlands recognised it and in November 2019 the EDD screening method was forbidden for steel drums. It took until 1 January 2022 for Belgium to forbid screening steel drums with EDD. Firstly, at the very least, it is remarkable that it took so many years to come to a uniform view throughout Europe regarding the use of a particular screening method. The expectation is that, at a European level, more directive guidelines will be issued, so that what is forbidden in one country is not allowed in another. This is not about differences in interpretation or the often-repeated statement that every country may have stricter rules but never less strict. We are talking here about the security of civil aviation which, in my opinion, should be based on scientifically proven facts.

EU Regulation 2015/1998 appears to agree with this view and continues in Article 6.2.1.1 that equipment or methods used must meet a standard satisfactorily high to reasonably guarantee that no forbidden objects are hidden in the shipment. Obviously, very great differences may exist between national governments with regard to these standards. Quite apart from the fact that, as every country apparently follows a different time track to get to the truth, the way these truths are ascertained remains unclear.

### Milk powder

Let's leave the steel drums for what they are and focus on milk powder.



Milk powder is hygroscopic, that is milk powder absorbs and attracts moisture. There is an adequate solution for the storage and transport of milk powder and that is that it be vacuum packed. The government guideline was quickly taken: it is forbidden to screen milk powder with EDD. But, if we delve deeper into the matter, it does not appear to be quite so simple. We all know those little packets of milk powder, ready for use and containing the correct amount for one cup of coffee. All these little packets are packed into non-airtight boxes and the boxes then loaded onto pallets and presented for export by

air. The only airtight packaging in the pallet is therefore that tiny bag or stick of coffee milk. Such a small package could never contain a self-made explosive. If forbidden objects are contained in such a consignment, they are not packed airtight in with the milk powder. Forbidden objects could, of course, be hidden between the boxes or packets of milk powder. There is no justification to assume that screening with EDD would deliver less reliable results than screening with an X-ray. Obviously, this narrative is not all about 1 kg or 1.5 kg cans of milk powder being offered on an airtight pallet for air cargo transport.



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The legislation could here at least be more nuanced because, in this way, a screening method is being excluded for a product, milk powder, while the problem lies with the amount packaged.

### Back to the steel drums

From 1 January 2022 the last refuge for EDD screening of steel drums has been closed leaving only X-ray as screening method. Obviously, as the saying goes 'many roads lead to Rome' by, for example, making the shipper a 'Known Consignor', or exporting the cargo by sea. Often, however, option 1 is not possible if the export product is an incidental product or produced for export on a proportionately small scale by the sender. Even more frequently option

2 is not a solution. If time is a critical factor then ocean freight is not an alternative. This means that serious investment will be necessary to undertake the research required to establish the penetrative capacity of X-ray apparatus whilst not negatively influencing processing speed. As indicated earlier, we run into the constraint here that the air cargo sector itself will have to investigate and pay for solutions for the screening of air cargo.

PMT has invested in a 320 KeV X-ray, currently the most powerful X-ray in use in private hands. But every X-ray has its limitations and the thickness of the liquid to be screened in the steel drum and (to a far lesser degree) the thickness of the walls of

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The expectation is that, at a European level, more directive guidelines will be issued, so that what is forbidden in one country is not allowed in another.

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the drum determine which drums can or cannot be screened. More powerful models such as a 450 KeV or the Mega-electron-Volt applications within the high energy range, at the moment work too slowly to be seen as a good alternative for the air cargo sector. Twenty pallets per hour is not a throughput speed that would enthuse our sector. Then there are, of course, the high investment costs for such equipment which would have to be born by the sector. There is an urgent need for scientific research into the development of affordable alternatives for the screening of air cargo. And, furthermore, it will be necessary that the regulations are underpinned with the results of this investigation. The known consignor and ocean freight are not the solutions with which we can confidently start the new year.

One thing is certain: 2022 is going to be a challenging year!



\* In this article steel drums refers to airtight packed drums. The terms steel and drums are not synonymous with 'airtight packed' and this is a major source of confusion. To name a few prevailing views: cardboard drums may be EDD screened, steel drums with a cap may be EDD screened, plastic drums may be EDD screened, IBC's may be EDD screened, plastic jerrycans may not be EDD screened, etc. In all these cases it is the wish that brought about the assertion rather than knowledge about the method of packaging.

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### More information



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# Submit cargo claims on time and to the correct party

The Montreal Convention regulates carriers' liability in international aviation. According to the Montreal Convention the carrier has a so-called 'Obligation of Result'. For this reason, the carrier should deliver goods without delay and in the same condition as when the goods were accepted.

the Unification of Certain Rules for International Carriage by Air, Montreal, 28 May 1999.

The most common problems in claim handling are that claims are not submitted on time and not always with the correct party. This can lead to most unfortunate consequences if it actually comes to recovering costs from the airline. The airline will immediately refuse the claim in these circumstances as the claim had not been submitted on time and/or not submitted to the correct party.

In the case of damage, the addressee must file a complaint with the carrier immediately upon discovery of the damage or, at the latest, within seven



**F**or the period that the goods are in the air carrier's possession for their transport, the carrier is liable for damage and for losses due to delay. The air carrier shall not be liable for any consequen-

tial damage. In order to be able to make a claim for compensation it is important that this damage or loss is registered in a timely manner with the airline. The prescribed time limits are laid down in the Convention for

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The most common problems in claim handling are that claims are not submitted on time and not always with the correct party.

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## Periods for submitting claims

|                        |  |
|------------------------|--|
| <b>Damaged baggage</b> | : immediately upon discovery, at the latest 7 days       |
| <b>Damaged cargo</b>   | : immediately upon discovery, at the latest 14 days      |
| <b>Delayed baggage</b> | : at the latest 21 days after having been made available |
| <b>Delayed cargo:</b>  | : at the latest 21 days after having been made available |

days for baggage and within 14 days for cargo goods calculated from the date of taking receipt of the goods. In the case of delay, the complaint must be registered within, at the latest, 21 days calculated from the day upon which the baggage or goods became available. Each complaint must be submitted in writing and either handed over or sent within the prescribed periods. In the absence of a complaint within the prescribed period, any legal claim against the carrier is inadmissible except in the case of fraud.

To whom should the complaint be submitted? To the carrier involved in the contract of carriage.

By whom should be the complaint be filed? By the shipper or consignee and anyone with a letter of authorization/subrogation to file a claim on behalf of the forementioned parties.

As the Montreal Convention makes clear, it is important that a complaint be submitted to the carrier in time. In practice, however, it still occurs that

the handling agent or another service provider is notified instead of the carrier because it is suspected that the damage occurred with one of these parties. However, in order to safeguard rights, it is to be recommended that, at all times, a claim be submitted to the carrier. Recovering losses from a party outside of the transport agreement only has a chance of succeeding if it can be proven that the damage resulted from a wrongful act. This could be with intent, or having knowledge that this action could lead to damage, but in virtually every case, this is not easy to prove.

## More information

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# PMT Aviation and Special Cargo: “Back together again”

Joining forces for Air Transport of Dangerous Goods Course – starting weekly on [dgtraining.nl](http://dgtraining.nl)!



Never having to wait for the start of the new Air Transport of Dangerous Goods course, but begin immediately! PMT Aviation and Special Cargo College have joined forces for this course. This has many advantages: students can start immediately, lecturers develop new training programs together focusing on competence-based learning and the course has nationwide coverage.

**W**hy would you work alone if you can combine your expertise? That was what Special Cargo College and PMT Aviation were thinking when they decided to jointly offer the Air Transport of Dangerous Goods course. “We want to make it as easy as possible for our customers”, Erik den Dikken explains. He is Director of Special Cargo College, a training institute providing all courses and training in the field of dangerous goods and aviation security. “Everybody involved in the air transport of dangerous goods has to have the correct training certificates. This also applies to any new employees you take on. You want them to take the course as soon as possible and not to have to wait for up to three months. By joining forces with PMT Aviation we can achieve this.”

Offering the Air Transport of Dangerous Goods course more frequently is not the only advantage the new

collaboration has brought. “By working together more intensively the quality of courses has improved”, Dick Meijaard adds. He is Director of PMT Aviation, an all-round training

institute with respect to dangerous goods and a company specialising in security services on and around airports. “On a daily basis our lecturers are immersed in the legislation and regulations applying to the air transport of dangerous goods and changes linked to these. That is quite different to someone who has to give a course only once every three months. It is a daily task for our tutors. Moreover, both companies are certified as IATA Accredited Schools. This means we







comply with the strictest demands with respect to education. Together, the quality of our education can be increased even further.”

### E-learning

Whoever passes the Air Transport of Dangerous Goods course receives a certificate valid for two years. After that, a refresher course has to be followed. “In preparation for the refresher course all participants receive an e-learning package we have developed ourselves”, Erik explains. “We have an e-learning specialist on our staff. He knows exactly how to prepare participants interactively for the material in the refresher course. This is ideal as, in this way, they always arrive well-prepared.”

### Competence-based learning

With effect from 1 January 2023 the Air Transport of Dangerous Goods course will have to be competence-based. This is an IATA obligation. “A great development,” Dick adds. “With modular education you are only trained for what you actually need. You follow the modules that apply to you and your duties. Our collaboration with Special Cargo College means we can prepare for this education. Tutors can develop modules for

their specialist areas. We exchange and share this knowledge. Together we are better able to facilitate this new form of learning.”

### Back together again

The cooperation between Special Cargo College and PMT Aviation is not new. In the early years the two also worked together. This was until they were both large enough to go their own ways. “You could say that we are now coming back together again” Erik says. “But, actually, we never lost sight of one another. On the contrary, this was impossible. Our office overlooks the PMT Aviation office. We couldn’t get around that.”

The corona crisis gave their collaboration a boost. “You mark time in such a crisis”, Erik explains. “You consider what is going well but also which processes could be more efficient or easier. This collaboration is a good example of that. We and PMT Aviation do more or less the same; so why not go forward together?!”

Nationwide coverage  
Together Special Cargo College and PMT Aviation provide nationwide coverage as regards their training locations. “Special Cargo College has

branches at Schiphol, in Veenendaal, Spijkenisse, Den Helder and Venlo”, Dick Meijaard advises. “We have great locations at Schiphol and in Eindhoven. Thus, nationwide cover. Furthermore, the Air Transport of Dangerous Goods course can also be given in-company. From Groningen to Maastricht; our tutors will go anywhere. It does not matter where your company is located; we will ensure that your employees are well-trained.”

### Weekly starts

As a customer what more could you ask for: the Air Transport of Dangerous Goods course starting every week, training offered throughout the Netherlands and a professional teaching team. Which trainer can compete with this?

Our course calendar showing the Air Transport of Dangerous Goods courses being offered jointly can be found at [www.dgtraining.nl](http://www.dgtraining.nl)

More information on all the other courses offered by PMT and SCS can be found on the well-known websites of PMT Aviation and Special Cargo College.

### More information



[www.pmt-aviation.com](http://www.pmt-aviation.com)



[www.specialcargo.nl](http://www.specialcargo.nl)

# Major collaborative project CDM@Airports commences around Schiphol

Inholland University of Applied Sciences and a broad consortium of public and private organisations have received a subsidy from Topsector Logistiek for the CDM@Airports project. The project's objective is to improve cooperation in landside air cargo operations at airports. In order to be able to achieve this, the project partners will try to discover ways of exchanging logistical data so that the logistical process at airports becomes more efficient and effective. This will be undertaken from three different angles: collaborative decision making (CDM), sustainability and data-driven logistics. As coordinator, Inholland is establishing a Living Lab to develop design-oriented solutions together with companies, researchers and students.

Tekst **Dr. Donald Ropes, Dr. Han van Kleef, Dr.ir. Richard de Jong, Drs. Tamara Schoon, Ir. Amora Amir and Drs. Giovanni Douven** Research Group Learning and Development in Organisations, Business Research Centre, Inholland University of Applied Sciences

## History

**T**he basis for the CDM@airports project was laid in January 2020 when Inholland and Cargohub began the project Trucking-CDM 1.0. In that year six definition studies were carried out with five partners with the aim of improving digital cooperation between airlines (AirBridgeCargo Airlines), handling agents (dnata and Menzies), truckers (Wallenborn) and forwarder (Fast Forward Freight). In 2021 Trucking-CDM 1.0 was successfully followed by TruckingCDM 2.0. Even more parties became involved in the TruckingCDM 2.0 project and new digital products were developed for the IT platform TruckingCDM. Inholland University of Applied Sciences then applied for a subsidy from Topsector Logistiek. In

the next phase and has become even more wide-ranging.

Collaboration partners in a study environment with Digital Twin All partners will collaborate in a so-called Living Lab wherein business, researchers and students will all deliver valuable contributions towards dealing with structural logistical problems at airports. The collaborative business partners mirror all parties active in the core landside operations processes at airports. Logistical service providers will also add their expertise in order

the autumn of 2021 a two-year subsidy was granted. The project, renamed 'CDM@airports', has therefore entered



that experiments will be in accordance with the latest standards and the most modern means. From the knowledge institutions, several of Inholland's study areas are involved as well as five research lectorates.

The studies will all deal with several current topics mostly based on requests from business. Alongside these, primarily system-based cross-company subjects will be researched.

The different topics will be introduced into the Living Lab where they will be addressed by all relevant parties. A special mention should be made here of the 'digital twin' to the IT platform TruckingCDM which has been developed to allow new ideas and insights around logistical questions to be tried out. Following a successful test result in the 'digital twin', these can be implemented directly into the 'real' TruckingCDM platform.

### Research

The central research question for which we will try to find an answer in the Living Lab is as follows:

How can joint decision-making and heightened system value between air cargo stakeholders for an optimally sustainable operation landside at (European) airports be realised by

neutral management supported by a digital information platform TruckingCDM?

Three key subjects (Collaborative Decision Making, Sustainability and Data-driven Logistics) have been distilled from this core research question. These are clarified further below.

### CDM (Collaborative Decision Making)

To ensure a network is successful, partners have to agree on a management structure that limits the risk of opportunism and both coordinates and stimulates collaborative processes (such as knowledge sharing). Efficient network coordination, with the help of governance structures, is therefore crucial to realising knowledge sharing. Knowledge sharing is essential for collaborative innovative processes. Inter-organisational governance structures can be subdivided into three types: transactional, relational and institutional. The first type of governance is based on contracts, rules and formal procedures. Relational governance is based on trust and social capital, while institutional governance is dependent upon an external unit actively managing the network. This raises important questions such as which type of governance structure would be the most

effective in eliminating improper behaviour (such as opportunism)? Which type would ensure a reduction in transaction costs and which would increase mutual returns? Is there one governance structure that achieves all three aspects? Or should there be a configuration of various governance structures?

Governance in supply chains is a complex question. In situations where several chains cross, such as sea ports, airports or 'logistical hotspots', the complexity of the logistical system is greater than that of a 'normal' supply chain. One of the effects of this complexity is reduced performance of the logistical system. Coordination of the various streams of the various supply chains can improve the performance of the whole logistical system and, at the same time, be mutually beneficial to the individual companies involved. Little is known about knowledge sharing and innovation in this sort of multi-stakeholder logistical network. In the Living Lab we will be undertaking research into this.

### Sustainability

As its second objective the project needs to offer participating companies levers in order that they can contribute to sustainable development. Attention is then directed to the ecological, economic and social aspects of sustainable development.

With regard to ecological and social aspects, research will be undertaken as to how CO<sub>2</sub> emissions from transport could be reduced to prevent further climate change. The questions that have to be answered are: what are the most influential factors for CO<sub>2</sub> emission? What coordination mechanisms already exist in the chains? And what data is required and available?

The economic aspect of sustainable development will be covered by research into investment, costs and revenue from measures to reduce CO<sub>2</sub> emissions; by methods to internalise the external costs of climate change; and into appropriate business mod-



Multidisciplinary setting for research (five lectorates) and education (multiple study areas)







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Living Lab CDM@airports: building trust for learning, working and innovating together in air cargo hubs



els. The result of this research will be a management plan whereby CO<sub>2</sub> emissions can be reduced.

### Data Driven Logistics

An IT platform like TruckingCDM is an important innovation within a logistical hub for the improvement of operational performance and sustainability: by making this possible through higher speeds, improved timeliness, better use of capacity and more administrative efficiency in operational processes and also by facilitating new services.

Digitalisation supports improved planning with functionalities for (deployment) planning, real time visibility, contingency management and measuring performance. Operational details are voluntarily and securely shared within the IT platform and are available for other systems. This valuable information will play an important role in steering air cargo operations in terms of operational efficiency and new business models.

The diversity of large and small companies within a logistical hub is a complicating factor. They are active in separate logistical chains and with varying competence in the area of digitalisation. An IT platform can capitalize on this by positioning itself as 'planning support as a service'; accessible and with functionality, data and services within the platform. Critical mass is important for

this so sufficient parties will need to participate. Accessibility is therefore an important pre-condition.

The data driven logistical research will direct itself at the above. What smart planning functionality is required? What data exchange, and on the basis of which standards, will add (additional) value and contribute to accessibility, security and scalability? How can this information be garnered efficiently and securely and analysed? How can this be connected over and across the companies and stored? And how can this all be developed 'as a service' for all the companies within the hub?

### Learning community

As mentioned earlier the parties involved in the CDM@airports project will start to work together in an Inholland Living Lab of the Business, Finance, Law and TOI (Technology, design and computer science) domains.

A Living Lab is the ideal environment in which all stakeholders are able to tinker with the answers to the project's various research questions and to make the results available to third parties. The participants will be on top of the newest innovations (or indeed, they are themselves part of them), it is a breeding ground for new logistical talent and makes 'life-long development' possible for the current workforce.

The development of a learning community has various phases. In the beginning participants will work on an individual research question, but as the learning community develops more and more collaborative working will be undertaken. To stimulate this, broadly organic development, this spring is all about setting down the structure for the Living Lab. The most important element is trust. We shall build on this together by first allowing the students to settle into their (graduate) internship companies. Subsequently we will motivate them to get to know the other companies (and their related issues) by organising mutual exchange activities. This could be problem-solving meetings about each other's research or company visits. At the same time, together with all stakeholders, we will be commencing with the establishment and implementation of the joint learning agenda in an offline/online structure. Subjects such as knowledge management, internationalisation, trans-disciplinary cooperation, (big) data management, data analysis and solution testing in the digital twin and themes specific to the logistical sector will, via meetings, expert sessions and field trips, be covered extensively.

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# Transporting lithium batteries is risky for aviation

There are risks involved in transporting lithium batteries. They are dangerous goods for which special rules apply for transport especially by air. At various symposia including the IATA Lithium Symposium and the IATA CEIV LIBA certification program, it was perhaps correctly stated: it is not a question of whether it will go wrong at some point, but when!

Text and photography **ILT**

## The Human Environment and Transport Inspectorate's approach

Inspector Rob Bussing of ILT advises: "Partly on the basis of an accident in the United Arab Emirates in 2010 an international regulation was formulated which means that lithium batteries are now classified as dangerous goods. Nevertheless, in 2019 the ILT had to deal with two cases of lithium batteries burning in postal packages. Advice was received of two spontaneous fires in e-commerce shipments. These incidents were immediately linked

to loose lithium batteries having been transported incorrectly by air. We call this the undeclared sending of goods. Such consignments are not recognised as being dangerous goods. ILT Inspectors of Dangerous Goods Air Cargo established that web-shops were regularly sending lithium batteries by mail. The result of this being that the carrier is unaware he is transporting dangerous substances."

### Not in the air

Rob Bussing continues: "The batteries spontaneously caught fire in a warehouse at Schiphol and at a PostNL sorting centre shortly after a flight. Luckily not whilst in the aircraft oth-

erwise the consequences would have been far more serious. After these incidents, the ILT started the "Safe and Sustainable Schiphol" program and along with colleague Inspectors of Dangerous Goods undertook a specific study into the extent of the risks of lithium batteries."

### E-commerce shipments

Rob: "During our inspections the focus lay on e-commerce shipments. Web-shops in Asia frequently sent dangerous goods by mail even when this was not allowed. It was not just a few batteries; there were whole aircraft pallets full. The usual processing for such a violation is that the sender is held responsible for the whole consignment. This time, however, we chose a different approach. We approached the airline concerned regarding their responsibility under the legislation. Subsequently the airline had to advise us what they were going to do to prevent similar violations in the future."

According to Rob this 'new' approach has led to a good outcome. "The airlines tasked their ground handlers in Hong Kong to undertake 100% scan checks as an acceptance check for e-commerce goods. Since March 2021 we have identified hardly any infringements. Of course, as an Inspectorate, we must remain vigilant. But, with an eye to further tightening of the legislation for the carriage of loose lithium batteries in the future, our approach has been a significant step in the right direction. The expectation is that far fewer infringements will take place."

### Enhancing safety

To increase the safety of transporting lithium batteries improvements are in the making. Special fire-retardant and



Rob Bussing





fire-resistant aircraft containers and fire-resistant bags are being developed. Also, developments are progressing with fire extinguishers although these, as yet, are not being applied to aircraft.

The latest development is that of a change to the legislation. IATA has determined that, from 1 January 2022 (with a transitional period to 1 April 2022), loose lithium (ion and metal)

batteries may no longer be sent under Section II (simplified regime). This means that loose lithium batteries may only be transported as dangerous goods with all the necessary requirements for packing, marking, labelling and documentation. This has an extra consequence for the Netherlands namely that anyone sending loose lithium batteries from the Netherlands will have to be in possession of certification allowing them to offer dangerous goods for air transport.

All the measures being taken assist in limiting the risks of transporting lithium batteries by air whereby the overall risk will reduce.

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## Why lithium batteries are dangerous for air transport

If lithium batteries (metal or ion) are used incorrectly, become damaged, are incorrectly packed, overcharged, faulty or of an inferior design, they can overheat and ignite.

The greatest danger with lithium-ion batteries is that a self-sustaining chemical process can occur where the lithium reacts violently with other materials in the battery. These reactions cause a lot of heat to be released whereby a cell can ignite. Escaping gases can lead to explosions. This process is often termed thermal runaway. Thermal runaway can also occur by overcharging the battery, charging it too quickly or by a short circuit.

In addition to this, lithium-ion batteries – unlike other sorts of batteries – contain a flammable electrolyte that escapes if the temperature in a cell becomes too hot. This electrolyte catches fire easily whereby the same process then occurs in neighbouring cells. This can culminate in a fire escalating in more and more cells in the battery which can then spread to other batteries in the consignment. Lithium-metal batteries generate both electrical and chemical hazards and, in a fire, they have different properties to lithium-ion batteries. Tests have proven that halon, the extinguisher most frequently used in aircraft, is not effective in putting out a fire when lithium-metal batteries are involved. Fire-fighting systems on board cannot or hardly ever extinguish lithium-ion fires, whereby the risk exists that an aircraft could crash due to a fire on board.

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## More information

[www.ilent.nl](http://www.ilent.nl)

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# The EU and its trading relationships with the US, Canada and Mercosur

The European Union is continually in dialogue with trading nations tackling barriers to trade. One way of eliminating trade barriers is to enter into a free trade agreement. Besides promoting trade and eliminating obstacles to trade, trade agreements with other countries are also used to further the European Union's green and sustainability ambitions.

**Tekst Mr Jefke Daems, Tax Lawyer  
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**T**hese days a trade agreement can no longer be disassociated from the sustainability targets to which the European Union has committed itself. This trend can be seen in recently concluded trade agreements, such as that with Canada. In this piece I shall briefly outline the state of play with regard to the EU's trading relationships with the United States, Canada and the Mercosur countries.

## EU – United States

The European Union and the United States are important trading partners for each other. The importance both parties share for the removal of trade barriers was not always evident during President Trump's term. Former President Trump's approach of America First with, at its nadir, the United States' withdrawal from the Paris Agreement, made it difficult to reach any compromise with the United States. Partially due to this, the Transatlantic Trade and Invest-

ment Partnership (TTIP) negotiations were abruptly terminated. As a consequence of the absence of a trade agreement "third country" import duties still apply. In the meantime, the efforts of EU Commission President Von der Leyen and President Biden are bringing the parties closer together. This reconciliation is reflected in the new trans-Atlantic agenda and more concretely in three recent developments:

During the EU-US summit in Brussels on 15 June 2021 agreements were reached on a cooperative framework for large civil aircraft that resulted in obstructive trade measures effected by both sides having been deferred for five years. The dispute between the European Union and the United States with respect to Airbus/Boeing before the WTO's Dispute Settlement Body has not yet been resolved but the negative effects of this conflict have been limited as far as this is possible.

Furthermore, during this EU-US summit in Brussels, a trade and technology council (TTC) was established consisting of 10 working groups with

the aim of broadening and strengthening the trading relationship between the EU and the US. Think here, for instance, of cooperation in areas such as technology for sustainable developments and export controls.

With effect from 1 January 2022 the import levy imposed by the United States on steel and aluminium will be scrapped. As a consequence, there is scope to be able to tackle the worldwide problem of overcapacity in the sector.

## EU – Canada

The trading relationship between the EU and Canada was shaped with the partial entry into force of the Comprehensive Economic and Trade Agreement (CETA) on 21 September 2017. Since then companies and consumers have been able, amongst other things, to take advantage of the abolition or lowering of customs tariffs and improved access to the market for service providers and investors. Preferential tariff treatment may be claimed if products are of Canadian or European origin.

The fact that the CETA Treaty has not yet come into full effect is due, in particular, to concerns about the compatibility of the dispute settlement mechanism with EU Primary Law. The Court of Justice decided on 30 April 2019 that the dispute settlement mechanism does not contravene EU Primary Law.



Jefke Daems

Nevertheless, not all EU countries are convinced. The Netherlands, for instance, has not yet ratified the CETA treaty. It would be a reasonably unique situation should the First Chamber of Parliament decide not to ratify the CETA treaty. It is unclear what would then happen. Previously, former European Commissioner Malmström had, during an interview with RTL Z, indicated that the European Union would not go back to the drawing board but he did not want to be drawn on a possible solution.

#### **EU – MERCOSUR**

Finally, I shall deal with the European relationship with the Southern Common Market (Mercado Común del Sur or Mercosur for short) comprising Argentina, Brazil, Paraguay and Uruguay. At the moment there are only a few draft in-principle agreements despite negotiations having

commenced in 2000. Just as with the United States, import tariffs for third countries still apply to the Mercosur countries.

The conceptual free trade agreement styled on 1 July 2019 is seen by many as a breakthrough. However, concerns about deforestation in Brazil and dissatisfaction with Brazilian President Bolsonaro's strategy towards this threaten the possibility that negotiations might fall into a similar impasse as that with the United States under President Trump. The European Union cannot afford to make too many commitments or accept risks that could have negative consequences for the climate.

Recently a sustainability impact assessment took place and on 28 October 2021 the Dutch government made its contribution with short

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These days a trade agreement can no longer be disassociated from the sustainability targets to which the European Union has committed itself

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and longer-term agreements with the Mercosur countries that could contribute to achieving sustainability targets. Furthermore, the cabinet indicated that it did not wish to anticipate a decision on the EU-Mercosur agreement until the definitive texts have been presented to the Council for decision.

#### **Conclusion**

As (modern) European Union free trade agreements in addition to, for example, aiming to reduce import duties, also contain a chapter or paragraph dedicated to sustainability objectives (for instance, in the area of animal welfare and climate), in my opinion it will not get any easier to conclude new free trade agreements.

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Koppert Biological Systems uses the BigMile SaaS platform to calculate various scenarios for CO<sub>2</sub> emissions



# Koppert Biological Systems reduces CO<sub>2</sub>-emissions air cargo

For shippers like Koppert Biological Systems, reducing air cargo emissions is a major challenge. Generally, most shippers have good reason to transport by air freight. Koppert Biological Systems is looking for solutions by using alternate fuels, different packaging and by moving activities closer to their markets.

Text and photography **BigMile**

Over the past 20 years air cargo tonnage in the Netherlands has grown significantly. In 2020 airlines carried 1.58 million tonnes of goods from and to the Netherlands. Although the Covid pandemic has had a major impact on passenger flow, it is anticipated that air cargo volumes, both in the Netherlands and worldwide, will continue to grow in coming decades. Thus, bringing about a reduction in total CO<sub>2</sub> emissions generated by air cargo is a real challenge.

## Alternate fuels

There are a number of possibilities to have the CO<sub>2</sub> emissions generated by air cargo decrease. The solution will have to be sought in adapting energy sources, for example, by flying electrically, by using alternate or sus-

tainable fuels, such as biofuels, or by making blending of aircraft fuel with sustainable fuel compulsory.

The influence that shippers have on adapting the energy source or the use of alternative fuel is, however, limited. Being the customer, they do not have their own fleet of aircraft. For this reason, Koppert Biological Systems, a producer of sustainable solutions for the cultivation of edible crops and ornamental plants, is participating in the KLM Corporate Sustainable Aviation Fuel (SAF) Program (previously known as the KLM Corporate BioFuel Program). "In this way, at least some of our flights are carried out using sustainable aircraft fuel", says Jan van de Erve, Transportation Manager at Koppert Biological Systems.

SAF is produced from renewable resources and is a sustainable alternative for fossil fuels. It is simply mixed

with traditional aircraft fuel and is suitable for all aircraft engines with no effect on operational processes. In this way emissions could be reduced by at least 75% as compared to fossil fuel and thus SAF contributes to a circular economy. SAF is, however, not yet widely available. Currently SAF accounts for less than 0.1% of the ±300 million tonnes of aircraft fuel used by commercial airlines.

## Pollinators and pest control

Another method is by a reduction in scale (volume, mass, distance), for example, by limiting long-haul flights which use the most energy. This is also not easy. Logistics providers after all have clear reasons for transporting by air freight.

Koppert Biological Systems farms insects and mites; the natural enemies of greenhouse pests such as white fly and spider mites. The company also farms bees on a large scale: nature's pollinators for crops and particularly useful for tomato cultivation.

Koppert packs the natural predators into bottles and small boxes which

are then placed in cool boxes containing the correct number of cooling elements. Complete populations of bees (1 queen plus 50 workers and young bees) are farmed in cardboard boxes and then delivered complete with food (sugar water and pollen) so that the horticulturist has nothing to worry about when the bees' nests are placed in with his crops.

"We have a wonderful 'green' product. Instead of chemical pesticides we use natural resources to keep crops healthy and free of disease and pests", Van de Erve says. "The bees and insects are transported to more than 90 countries. We are dependent to a large extent upon air cargo particularly as we have to transport our products to various customers outside Europe."

## What is BigMile?

BigMile is a calculation and analytic platform allowing logistical service providers and shippers to optimise the multimodal transport-related CO<sub>2</sub> emissions of their transport and then report on this per customer, per logistical provider, per shipment or per region. The SaaS platform is suited to companies with regional or urban coverage as well as globally operating multinationals using different transport modalities. At present there are more than 200 users of BigMile, including companies such as BSH, Ceva, DHL, Driscoll's, DPD, PostNL, Koppert and Ricoh.

Koppert is also studying different ways of packaging. In May 2021 it introduced a 100% recyclable cool box for the transport of biological solutions. This environmentally friendly cool box has been designed especially for transport over long distances guaranteeing customers fresh, high quality products at the destination.

reducing and whether we will reach our target of a 50% reduction in CO<sub>2</sub> by 2030."

In the face of the huge challenge of making air cargo more sustainable, it is inevitable that all shippers will have to contribute to the climate goals of the Netherlands government.



Jan van de Erve, Transportation Manager, Koppert Biological Systems

## Relocating activities and alternate packaging

In 2019 Koppert began a major sustainability project. Van de Erve participates in the project group "Transport and Mobility" looking at ways of making transportation more sustainable. Within this framework Koppert studied the possibilities of decentralisation. "In doing so, we are considering partially moving some activities closer to our major markets", Van de Erve advises.

Van de Erve: "The dimensions of our sustainable box have been optimised to the cargo space in air transportation. It may not have the greatest impact on reducing CO<sub>2</sub> emissions but it certainly contributes towards this."

## Scenarios in calculating CO<sub>2</sub> emissions

Koppert uses the BigMile SaaS platform to calculate various CO<sub>2</sub> emission scenarios. "The variations give us insight into how our emissions are

This begins with insight into current CO<sub>2</sub> emissions and thus establishing the potential for improvement.

## More information

[www.bigmile.eu](http://www.bigmile.eu)

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Text and photography **Portbase**

Over the past twenty years, Portbase has developed PCS, and now it is the key information exchange system for Dutch port logistics chains. The addition of Platform Solutions is another big step forward. Van der Wolf: “Technological developments are making it easier to share data and develop new applications. Parties have an increasing need for data. Data platforms are shooting up. We have followed that trend. Instead of each separate port company having to invest, we at Portbase provide these logistics for the whole community. It is much more efficient. Our community consists of more than 5.000 companies with 20.000 users bundling a lot of data. We firmly believe that sharing more data will make port logistics chains faster, more efficient, better and greener. We want to help our ports be the smartest in Europe.”

## New Platform Solutions Portbase: everyone can do more with data

The introduction of Platform Solutions, means that Portbase adds a new dimension to its service provision via the Port Community System (PCS). CEO Iwan van der Wolf: “In addition to our existing support for the core processes of the ports, companies and governments can now create their own communities within PCS in a simple and secure manner. In a very user-friendly way, they can share additional data with new target groups or receive such data. Platform Solutions makes doing more with data possible for everyone in the logistics chain.”



### Building on proven infrastructure

Van der Wolf explains how the new Platform Solutions fits into PCS. "The bottom layer of our PCS is the infrastructure with generic components including data storage and data conversion, means for authorization and authentication, security, agreements on standards to be used (iShare), etc. On top of this infrastructure, we have built 'Port Solutions' over the past twenty years. These are the services that everyone knows Portbase for, services that support all the core processes in port logistics. Right next to these Port Solutions we have now positioned Platform Solutions. Through the Portbase infrastructure, companies and government bodies can develop their own (data) services and create communities for sharing extra data. This will be data that is valuable to specific target groups."

### Access to the large Portbase community

An important advantage for companies and governments that use Platform Solutions is access to the large Portbase community. Van der Wolf: "Through Platform Solutions, a company or government body can simply ask specific community members for permission to reuse their PCS

'In plaats van dat iedereen in de havenlogistiek apart moet gaan investeren, doen wij dit vanuit Portbase in één keer voor de gehele community. Dat is veel efficiënter'

data for smart new solutions. Once agreed, this can be quickly effected. It is a matter of flipping a switch. No one needs to invest in separate connections. Please note! All data in PCS is the property of the members. The barriers to reuse will be lowered, but permission is always required; security must be guaranteed. Conversely, a data provider can also gain direct access to the Portbase community

through Platform Solutions in order to promote its services. After all, the ultimate goal is to make everyone's work smarter, more efficient, more secure, more sustainable and/or cheaper."

### Marketplace

To further encourage data sharing, Portbase will make a separate Marketplace within PCS. Van der Wolf: "Here, the data services for the core processes from Port Solutions are available. Also, from the Platform Solutions other providers can ask attention for their own data. This marketplace, which will become available in the course of 2022, is an important part of the added value we will offer parties. The large size of our community provides immediate scale."

### From large to small, your own community

Van der Wolf emphasizes that everyone, from large to small, can start their own community through the Platform Solutions and share data. "Portbase will provide the environment and the basic components and will take care of security, etc. It is up to the parties themselves to then set up that environment and shape it." "The introduction of Platform Solutions is to take data sharing in logistics to the next level," Van der Wolf concludes. "In this new ecosystem we will have to discover a lot together. The aim is not to replace Port Solutions but strengthen existing services. I am convinced of the added value of the Platform Solutions for the community to do more with data and to innovate. Portbase will put a lot of energy into accelerating the sharing of data in logistics via this new route. Anyone is welcome to start using our Platform Solutions!"

### More information

[www.portbase.com/platformsolutions/](http://www.portbase.com/platformsolutions/)

This article has been published on [www.portbase.com](http://www.portbase.com) (November 2021)

Iwan van der Wolf

# Reading between the lines – Rutte IV

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**R**utte IV has been sworn in and the question now is during this Cabinet period what will the concrete policy plans be with respect to air cargo.

We all still remember the Aviation Policy Memorandum 2020-2050 issued in the spring of 2020: it was non-specific and we had to read between the lines to glean the contours of a new aviation policy. Furthermore, the Minister certainly had to exercise restraint due to the corona crisis having just broken out.

The Rutte IV coalition agreement is, if this is possible, even less specific than the Aviation Policy Memorandum. Stronger still: the words 'air cargo' are not mentioned. Nothing about the impact corona has had on aviation, nothing about the international rediscovery of full freighters and the record number of flights, nor about many airlines investing in brand new aircraft.

The coalition agreement does, however, say something about aviation in general, but this is then immediately followed by the measures to be applied to the sector in the context of achieving climate targets. The Cabinet notes, in general, that due to Schiphol airport, the Netherlands has excellent connections with the rest of the world. The Cabinet emphasises that Schiphol ensures, both directly and indirectly, a great deal of employment. And, also partly due to Schiphol, the Netherlands is an interesting location for internationally operating businesses. And, the Cabinet writes, we want to retain that strong hub function. But immediately thereafter to indicate that attention must be given to the negative effects of aviation which, according to the Cabinet, requires "an integral solution offering certainty and perspective for both the hub function of Schiphol and the environment around the airport". The Cabinet will take a decision on this in 2022 and in so doing will "include the opening of Lelystad airport as well as looking at low-level flight routes". The aviation sector can therefore count on a substantial flight ticket tax (400 million per annum target) and on aircraft fuel becoming

more sustainable. It will become compulsory to mix biofuel and the production of synthetic fuel will be stimulated. The Cabinet supports European plans for the introduction of a tax on kerosene.

So much now for the Coalition agreement; later we will see if it is in line with the Aviation Policy Memorandum and, by reading between the lines, try to glean the future aviation policy.

But first something about aircraft fuel sustainability.

What the coalition agreement does not indicate is that much has happened in the EU context in this area. The magic words are 'Sustainable Aviation Fuel' (SAF), liquid fuel with no or significantly lower CO2 emissions than currently used kerosene. SAF is to be added to kerosene up to specified maximum levels as an additive.

Essentially there are three variants of which hydrogen is seen as the aircraft fuel of the future. However, far in the future as hydrogen has three times the volume of kerosene and therefore will not fit into the fuel



Frans Vreede

tanks of current aircraft. Models for hydrogen-powered aircraft are on the drawing board but it is estimated that realisation will take 30 years. The second variant is biofuel based on recyclable waste products. According to experts, mixing biofuel could generate a serious reduction in CO<sub>2</sub> emissions in existing jet engines. The third variant is synthetic fuel made from CO<sub>2</sub> existing in the atmosphere and hydrogen. Green electricity is used in the production thus the name e-fuel. This could totally replace kerosene but initially would also be used as an additive. Apparently, it is very expensive indeed.

The focus therefore lies with biofuel and last summer the European Commission announced that, from 2025, the use of biofuel as an additive to kerosene will become compulsory. European fuel suppliers and airports will have to ensure that SAF is added to the fuel being supplied and airlines will have to purchase this fuel. The first five years SAF will be 5% and every five years thereafter the percentage will be increased, up to 63% in 2050.

The plans for e-fuel are less ambitious: E-fuel will have to be added

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from 2030 starting with 0.7% and increasing every five years to 28% in 2050. In 2050 91% of kerosene will have been replaced by biofuel or e-fuel. The EU is at the forefront with this measure. The question is what the rest of the world will do? And, of course, the question also arises, how the payment circuit will work? I suspect that a 'Decarbonisation Surcharge' will quickly see the light of day – on top of the ticket tax, kerosene tax and other levies.

If I now try to align the Coalition agreement ('Agreement') with the Aviation Policy Memorandum ('Memorandum') and, by reading between the lines, I venture the following assumptions:

- The Agreement makes, for the first time, a distinction between holiday flights (4%) and the budget airlines (17%): these being the Easyjets, Vuelings, etc.
- A year later, the Agreement antici-







pates a decision on the opening of Lelystad airport in 2022.

- In view of the forecast for the number of Lelystad flights the Agreement seems to indicate – whilst utilising this distinction in the Memorandum – that, in anticipation of a decision in 2022 on the opening of Lelystad to gradually move holiday flights there.
- If I listen to the various circuits, this will be accompanied by a few court cases.
- Due to corona, we have recognised that full freighters make a substantial contribution to Schiphol's network function, directly and indirectly ensuring much employment and therefore contributing in part to the strong hub function that the Cabinet wants to retain.
- Some voices are even calling for full freighter operations to be labelled as vital infrastructure – considering the transport of essential products in uncertain times, such as during a pandemic, climate-related floods and

Essentially there are three variants of which hydrogen is seen as the aircraft fuel of the future. However, far in the future as hydrogen has three times the volume of kerosene and therefore will not fit into the fuel tanks of current aircraft.

natural disasters, or as a result of geopolitical developments. But full freighters also offer the business world and consumers the security of a constant flow of goods in the international value chain. Consider here computer chips, spare parts for industry, the explosive growth in e-commerce, etc.

- It appears therefore that freighter operations are an integral part of the Cabinet's policy, side by side with the other transport segments contributing to Schiphol's hub function.

However, at the same time, even after Lelystad opens, many full freighters will not be able to meet the EU Slot Regulations for obtaining and retaining slots.

It is essential therefore that the slots for full freighters – we are talking here of 3.5%-4% of all slots – be guaranteed. And thus we come back to the much discussed separate slot pool for full freighters which could be taken up in the Capacity Declaration set by Schiphol twice each year. The Minister can intervene in the Capacity Declaration but, from the Agreement, we can infer that this intervention would be contrary to – albeit implied – policy.

Here too, court cases should be expected – and, as far as I am concerned – Schiphol can face them with confidence.

We will see!

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