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maskargo 🗗

When time is of the essence, it ceases to exist. Day or night, we keep business moving.



Airports

Limburg airport with an international allure

pag 12

Maastricht Aachen Airport

When you take the A2 in the direction of Belgium, you pass it. You can see the control tower, you can hear the airplane engines run and you drive past buildings on which the names of forwarding agents are displayed. Maastricht Aachen Airport runs as it has before. CargoHub Magazine spoke with Wiel Dohmen, Managing Director a.i. of Maastricht Aachen Airport, and with Gé Waeijen, Board strategist at the Province of Limburg.

Research

InHolland conducts a follow-up study to eLink

pag 18

InHolland

The cargo industry wants to achieve a more efficient and effective handling process at Schiphol. Therefore, the section Logistics and Economy of InHolland Haarlem conducts, commissioned by Air Cargo Netherlands (ACN), a six-month investigation of handling agents such as KLM Cargo, Menzies, AviaPartners, WFS, Skylink and Swissport at Schiphol. Central to the research is the use of eLink, a tool that allows for process optimization of export shipments at the airport. In this way, companies can increase the efficiency within the cargo industry by further digitalization.

Innovation

Cargo Claims: One year older, one year wiser

pag 20

CargoHub

Since the kick-off of Cargo Claims one year ago, we can now draw up the balance on how we have put our gained knowledge into practise. It is about time to go round our customers to gain feedback on their experience, we are happy to share this feedback with the readers of CargoHub Magazine.

Column

Chain digitalization and the freight forwarder

pag 31

Minerba

Chain integration through digital data exchange between the logistical parties. Schiphol does 'it' by using green fast lanes and the Port of Rotterdam does it, among others, with cargo information 2.0. A step ahead of these chain initiatives is the NLIP (Neutral Logistics Information Platform), an initiative that facilitates a platform which enables the communication between different national information systems in the field of logistics. But before the time comes....

Innovation

"A better quality due to a smarter collaboration"

pag 48

Schiphol SmartGate Cargo

On the 11th of November 2014, the first pile of the Joint Inspection Center (JIC) was set down. The JIC is part of the Schiphol SmartGate Cargo, a unique and innovative joint initiative of Customs, Amsterdam Airport Schiphol, industry organization Air Cargo Netherlands (ACN) and KLM Cargo.

ICT and Logistics

ICT and Logistics: two sides of the same coin

pag 66

Prof. Dr. Albert Veenstra

ICT and Logistics are inseparable. At least that is how I was raised in the years that I was a lecturer at the Faculty of Management of the Erasmus University Rotterdam, under the inspiring leadership of Professor Jo van Nunen. In logistics, good information, smart planning with the support of computers and a good recording of what has happened are the keys to success.



Remco Buurman of Holland International Distribution Council:

"We have a huge advantage over other countries with regard to innovative strength, knowledge and logistics"

And more

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Connectedness in logistics

With only a few days left before the publication of CargoHub Magazine number 4 and the prospect of a new year, we look back on how it all started.

In January 2013, a special edition of CargoHub Magazine was realized with the help of former editor Air freight Micha Ouwendijk. Although the support for a new magazine was very unclear after the publication of the first special edition, we decided to take the chance and to give it a sequel. It was a challenge to find the right shape and to win the trust in the market to create a stage together in which the connectedness of our cargo community could be expressed. Two years later, thanks to much help from concerned people and companies, we dare to say that Cargo-Hub Magazine now meets this need.

At the same time, we look back on the past year. Our industry was severely affected in different ways. Unfortunately we had to say goodbye to Mark de Jongh of ACN way too early, and also the crash of the MH17 will forever be engraved in everyone's memory. These events did not only leave behind deep scars, but have also shown that our industry is characterized by spring force and especially connectedness.

Thus it is the connectivity to which we want to contribute. We do this by offering you a magazine with which the sharing of knowledge is promoted and the promotion of our shared cargo identity is strengthened.

Therefore, we are particularly grateful for the support of concerned people and companies for the 4th edition of CargoHub Magazine that we hereby present to you with pride.

We hope you enjoy reading it and with you a healthy 2015!

Esther Kort-Boreas and Raoul Paul







Would you like to write the foreword for the next edition of CargoHub Magazine? Feel free to contact us for the possibilities (magazine@cargohub.nl).

The editors

Holland International Distribution Council: The Netherlands cross

border logistics matchmaker and promoter

The mission of Holland International Distribution Council (HIDC) can be summarised into one sentence: 'to promote and market the Netherlands abroad as a distribution country'. HIDC has existed for over 27 years. Remco Buurman has been at the helm since March 2014. CargoHub Magazine spoke with him about HIDC's mission and his dedication to further expand on the attractiveness of the Netherlands as a distribution country.

Text
Esther Kort-Boreas

Photography
NDL

Remco took up the post of General Director with all the necessary experience and knowledge regarding logistics and promotion of the Netherlands abroad. He had been Managing Director of the Rotterdam Investment Agency and Area Director, San Francisco, for The Netherlands Foreign Investment Agency (NFIA). He had also worked for several years as a consultant in the field of logistics.

"The Netherlands has so much to offer companies abroad. We have a huge advantage over other countries, for example, with regard to innovation, knowledge and logistics", Remco states. "HIDC wants to ensure that as many foreign companies' logistics activities as possible run via the Netherlands. We want to attract logistical activities to the Netherlands and show that the Netherlands has an excellent business climate."

Sharing knowledge and working together

HIDC currently has over 300 members from different backgrounds: from logistics service providers to ICT specialists and from governments to financial institutions. The field of logistics connects them to each other as well as the drive to promote the Dutch logistics sector abroad. All companies are united within HIDC, which represents the Netherlands abroad as 'Your logistics gateway to Europe'. The knowledge centre has



shifted to Dinalog, the Dutch Institute for Advanced Logistics, with whom there is close collaboration.

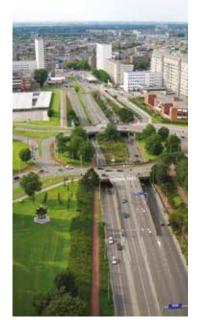
Lead by innovation, knowledge and logistics

Overseas promotion is high on the agenda as part of the Government's 'Top Sector' policy. Arthur van Dijk, Chairman of Transport and Logistics in the Netherlands (TLN), is the driver of the 'Platform for overseas promotion of logistics' (PBL). PBL selects programs which are implemented by NFIA, HIDC and Dinalog. HIDC does not have its own employees stationed abroad but maintains close ties with the NFIA representatives in different countries. They often have the first contact with companies that indicate an interest in the Netherlands.

New direction, dual-track policy

At HIDC, networking has traditionally been of great importance. The organisation excels in the establishment of connections between and with partners. This strength will be further





expanded and HIDC wants more than ever to be the link, a matchmaker, between diverse parties with similar targets. Furthermore, HIDC wants to take in-depth, sector focused and integrated action. This means that a particular segment will be chosen: as an example, life science & health. "Within that segment, we would formulate what we wish to achieve, what possibilities there are and what the Netherlands has to offer. We would look at this from the aspect of the whole chain, together with all partners in that chain, and then sell this proposition in pre-determined countries or to specific companies", Remco explains. "By collaborating in this way, the

Netherlands is improving efficiency. Sometimes acquisition projects work counter productively. This new sector-focused approach, however, will make this past history. This is the trend that we have both seen and agree with: all parties working together to reach a shared target."

Cooperating to achieve a shared goal

Approach

Whenever HIDC is approached by a foreign shipper with a specific logistical – question, HIDC determines which member could best respond to the query. HIDC has logistical profiles of all its members. These profiles contain information on what a company does, possible specialisation and other company specific information. Foreign shippers must complete a questionnaire providing information on subjects such as destinations covered, any specific requirements, volumes, values of goods, etc. HIDC makes a match based on their members' profiles. A shortlist of bestmatched companies are approached and are allowed to register interest, not always knowing which shipper is involved. In this way, about 100 deals are concluded each year.

Why should a company become a member of HIDC?

Remco summarises: "Membership of HIDC provides a company with concrete leads which can result in trade. We share knowledge about developments in the business climate and opportunities in different regions. Members are part of a network that strengthens them and connects them. We connect companies to foreign networks which could be difficult to access individually. HIDC has an overview of all parties which could be called a 'helicopter' view. I invite all readers of CargoHub Magazine to feel free to contact us for further information."



NDL/HIDC

Holland International Distribution Council Louis Pasteurlaan 6 2719 EE Zoetermeer Tel. +31 79-343 8110 www.ndl.nl



An old friend with a new look:

DGM Netherlands is back in business!

Anyone who has been in the cargo industry for a while has undoubtedly done business with DGM when it comes to processing and transporting of dangerous goods. After the Dutch branch left the DGM network, it was quickly evident from both within the market and the DGM network itself, that a new Dutch branch should be established. The office is now fully operational in Hoofddorp, a stone's throw from Schiphol. Since the beginning of December 2014, Rik Wormgoor - a dangerous goods man at heart – is at the helm of the operational department.

Text Esther Kort-Boreas

Photography Michel ter Wolbeek angerous Goods Management (DGM) is part of a worldwide franchise organisation with over 50 offices in 30 countries. What many may not know is that the DGM concept originated in the Netherlands. In 1987, the late Frank Pétillon saw an opportunity in the global approach to dangerous goods, which resulted in the first so-called E-Recognition in the Netherlands in 1988. Today, DGM still operates according to Frank's vision.

All modalities

"Our core business is not just the preparation of dangerous goods shipments for air cargo", Rik explains. "Obviously, we are also active in

other modes of transportation such as ocean freight and road transport, but also we advise on warehouse facilities design, permits, storage and transhipment. The last few years, we have seen a shift between different modalities and we have responded to these so-called modal shifts. The safe shipment of dangerous goods is not simply limited to air transportation. Dangerous goods need to be packed and documented expertly on board of ships and trucks as well", Rik points out. The Netherlands is not DGM's only field of activity, international shippers find their way to their global network as well.

International network with buying power

For 25 years DGM has been the market leader in the field of repacking, training and consultancy with regard to dangerous goods. With such an international network expertise is not limited only to the Dutch market, but the company also has knowledge about local regulations in other countries. Once each year, representatives from all their offices get together for a meeting. Additionally, there are multiple regional meetings during which information and knowledge are shared. All offices use the same insurance (Comprehensive General Liability Insurance) which is unique in this world.

First E-license in the Netherlands

Looking back, Rik explains that the first E-license in the Netherlands was handed to DGM by Neelie Smit-Kroes, former minister of Transport, Public Works and Water Management. Holders of this license are allowed to prepare dangerous goods for shipment and format all associated documents in the name of third parties. By doing this, they take over all responsibilities from the shipper or agent. Rik: "In contrast to holders of an A-license, who are solely allowed to prepare their dangerous goods for shipment, the holder of an E-license is allowed to take care of this on behalf of a third party. We are proud that DGM received the first E-license in the Netherlands. We incorporated the letter E in our logo for a reason." Companies with an E-license are regularly inspected by the Human Environment and Transport Inspectorate (ILT), the municipality and the fire department, which oversee compliance of statutory safety, environmental and aviation regulations. Tests verify whether a company meets all the conditions and whether licenses/accreditations may be retained (Editor: see the explanation of various licenses elsewhere in CargoHub Magazine).

Authority in the field of dangerous goods

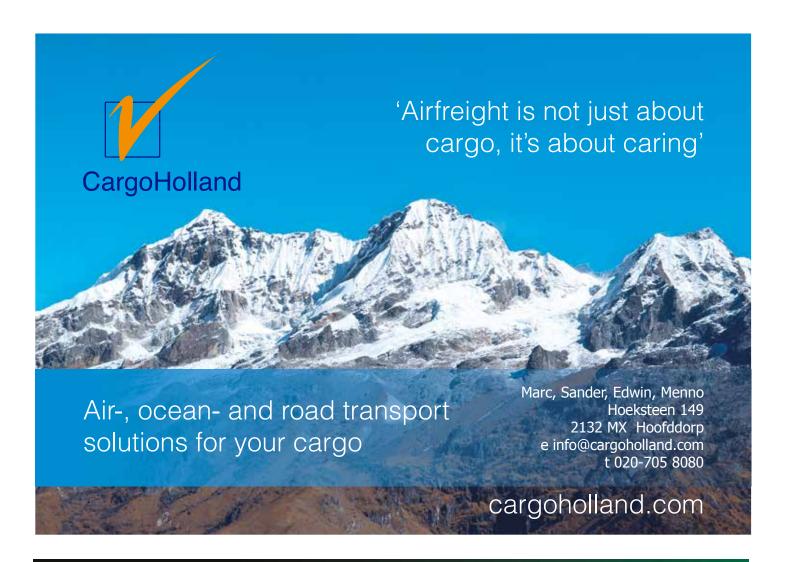
Sparring with IATA

How does DGM differ from other companies engaged in dangerous goods? "We are a sparring partner of the International Air Transport Association (IATA)", Rik states. DGM is renowned as an authority when it comes to the repacking, checking and documenting of dangerous goods shipments. There are no winners when shipments are delayed due to requirements not being met, but repacking and checking both take time. This is a sensitive process in the field of transportation, when normally everything happens in a hurry. "We work fast due to our experience and efficiency, but that speed is never at the expense of accuracy. As our knowledge is always up-to-date, your

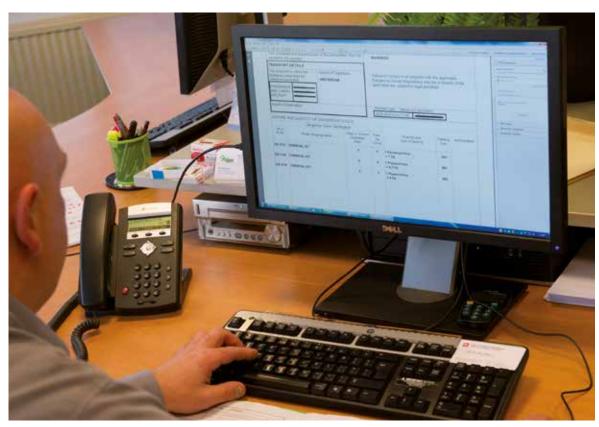












shipment is in good hands with our company."

Strong 'back office'

DGM Support is the overarching body that takes care of all overlapping issues for all offices worldwide; issues such as insurance, but also communication with, amongst others, IATA, ICAO and FIATA*. In addition, all offices work with the same software package developed by DGMs' own IT department. The aim is to unburden the customer by marketing their own expertise. This web-based software is more professional, more advanced and less error-prone than for example Excel- or Word templates used by many shippers. Rik explains: "IT covers the entire process, not only air cargo. Imagine how much damage a company's reputation could incur if something goes wrong with one of their shipments." In addition, every DGM branch office must comply with an in-house Safety & Quality Manual drawn up by DGM Support. DGM Support undertakes audit checks annually. In this way, knowledge and quality levels are safeguarded for every location. streamer

Knowledge and experience

Rik's colleagues are very pleased with his arrival. They praise his in-depth knowledge and his customer-oriented attitude. He focuses on solutions, thinks with customers, and due to his long experience, 'knows the ropes'. "Whether it is about repacking, documenting or complicated issues, Rik strengthens DGM's driven team in all areas".

DGM: Taking the danger out of dangerous goods

Inexhaustible services

DGM currently facilitates only inhouse training for customers. Shortly DGM will begin offering training courses with open enrolment to be held at their own training room. In addition, the company is working on setting up a web shop for supplies (packages, labels, manuals, personal protection equipment, etc.) which will be available for purchase online. "Our portfolio includes so much more than the services listed here", Rik concludes. "An overview can be found on our website, and companies can always contact us for more information."



* ICAO: International Civil Aviation Organization FIATA: The International Federation of Freight Forwarders Associations

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Maastricht Aachen Airport:

Limburg's Airport with International Allure



You pass it when you drive on the A2 towards Belgium. You see the air traffic control towers, hear the aircraft motors and drive past buildings displaying the names of the freight forwarders. Maastricht Aachen Airport is working again as usual. CargoHub Magazine spoke with Wiel Dohmen, Managing Director a.i. of Maastricht Aachen Airport and with Gé Waeijen, Management Strategist, Province of Limburg.

Text
Esther Kort-Boreas
Photography

ust after the turn of this century, Gé was involved with the project to privatise the airport. When in 2013 it became clear that the largest shareholder, Omniport, wanted out, Gé was approached to see if, because of his experience with the initial process, he would also lead this phase. In July 2014, after buying the shares back for the symbolic amount of one Euro, the Province of Limburg became the 100% owner of Maastricht Aachen Airport (MAA). The future of the Limburg Airport was thus secured. The costs of essential security and fire services are covered; annually 3 million Euros will be set aside. "The plan is that the airport's operations will once again be in private hands by the end of 2015 at the latest. To this end, a European procurement and bidding procedure will commence shortly allowing seriously interested parties to react", said Gé.

Wiel Dohmen, an aviation man in heart and soul, has been appointed by the Province on an interim basis to get everything on track. Wiel remarked that, with the takeover of the airport by the Province, market players see that the airport has a promising future and there is immediate interest to participate. "We have a wonderful airport with great potential. It is an inseparable part of the Limburg community with international allure", said Wiel who speaks passionately about MAA.

Cargo is the motor

MAA focuses on four key areas: passengers, cargo, general aviation and maintenance. Cargo is the motor which drives the airport but the other areas are just as important. "We are proud that Cargolux has been a customer for more than 16 years with flights from South America and Nairobi. Turkish Airlines started here in 1994 and flies daily to Istanbul. The stretch Amman-Maastricht is operated five times a week by Royal Jordanian".

State of the art facilities

MAA has excellent facilities to handle special cargo. There is a 750m²







warehouse with 32 stalls where 50 animals can be accommodated. "Qatar Airways and Volga-Dnepr regularly use our airport for charters with livestock", Wiel says. "We also have a warehouse with cooling facilities suitable for perishables and we are developing a GDP warehouse for pharmaceuticals". GDP stands for Good Distribution Practice and refers to the guidelines for the correct distribution of medicines and related products. From his office Wiel has a view of the runway. On the far side of the runway the airport is building a new 9.000 m2 warehouse which will have 12 loading docks.

Different to other airports

When it comes to speed of handling, no precious time is lost in unnecessary waiting or time-consuming procedures. "For example, flowers are in a truck on their way to their

final destination within 2 hours after landing. We also work with very short delivery times for export. If an aircraft departs at 6 a.m., the cargo may be delivered at 2 a.m. In four hours we can build 40 tonnes", said Wiel.

Another advantage is that MAA can organise customs clearance. Even before the cargo arrives, everything is in the system. There are short lines to the various authorities, including Customs. In addition, MAA coordinates the use of sniffer dogs and the X-ray machine. In this way MAA supports the forwarders who book shipments

on the airlines flying to the Limburg airport. Forwarders from day one were Panalpina, Air Express and Roadair (now Rhenus). Currently there are 15 agents at the airport. Import is mainly perishables and export general cargo. The charters mentioned earlier carry, amongst other things, livestock and oil equipment.

Future plans

"We want to put MAA back on the map; that is our ambition and objective for the coming year. We are investing in new warehouses and are visiting the head offices of airlines to raise their awareness of MAA. Our airport must once again have an allure that cannot be ignored", concludes Wiel.



Wiel Dohmen, Managing Director a.i. Maastricht Aachen Airport





Menzies dynamic in the air cargo market

Esther Kort-Boreas

Photography Michel ter Wolbeek Handling agent Menzies has expanded its customer portfolio with three major core business customers in the past 4 years. They welcomed Airbridge Cargo in October 2011, Emirates in January 2013 and a year later the other Middle Eastern carrier, Etihad. These are good examples showing that Menzies is 'on the move'. The additional airlines are not replacements; but expansion. In this way, Menzies has created a wider portfolio spread for a sound business operation. Jeroen Giling, Account Manager for Airbridge Cargo at Menzies, talks about the plans the handling agent is making for the future.

Moving innovatively into the future

enzies is innovating in different areas. We are, for example, developing the 'MilkRun' project. This project had been started once before, but without volume and no clear direction. It is innovative and flies under the flag of ACN. Once it is successful, other handling agents will participate. Menzies has now taken charge of this and is in control. "In my view, it is a good example of the way Menzies wants to move into the future", Jeroen states. In short, 'MilkRun' means the use of a vehicle that will drive past several addresses

(customers) to deliver import freight. This is more effective and cheaper than the traditional method in which every shipping agent picks up their own import freight at Menzies (i.e. many movements, low yield). The project also reduces the number of truck movements; so it is also very environmentally friendly.

Challenges for the future

Martinair Cargo has been a customer of Menzies for years and is one of their major customers. Martinair Cargo recently announced that they will be decreasing their fleet. This will be a challenge for Menzies in the long term.

One of the immediate consequences is the implication of the reduction in tonnage for the management of the company. Jeroen: "We see the future as a challenge but face it with confidence. Menzies will not sit back, waiting to see what will happen, but instead is pro-active, both internally and externally, in absorbing the reduction of tonnage. We are currently working on different scenarios for the future, with the direction of an established Taskforce. This Taskforce has to lead Menzies into a solid 2016. As previously announced, that will be the year in which the entire MD-11 Martinair Cargo fleet will be phased out."



Menzies' way

When asked how Menzies presents itself to customers, Jeroen responds: "Menzies has a vast customer-focused process. It is very wide ranging. Actually so wide-ranging that we can offer services that are not on our standard 'menu'. For instance, if a customer asks for statistical information that is not automatically available to us, we ensure that we provide the customer with the requested information. Our approach to customers is always very personal. This appeals to the airlines and is significant to customer satisfaction, which is constantly measured. We regularly sit down with our customers to share results. Both parties advise what went well in the previous period and also what needs attention. Only in this way can you reach a form of 'partnership' with your customer. Without wanting to sound lofty, but the relationship is

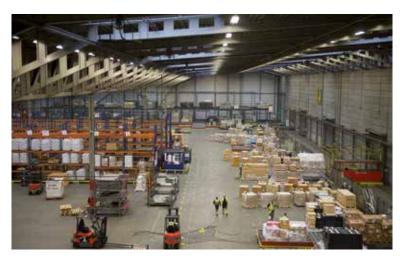
about balance and equality. If it is unbalanced, there is an 'underdog' situation. In our point of view, this is not a good starting point for stability and continuity of the relationship".

Handling...and more

The core business of Menzies is, and will always be, the handling for airlines. Nevertheless, the company is looking at activities outside this scope. Menzies offers, for example, services to freight forwarders such as the 'MilkRun' project. At the request of shippers, Menzies is looking into the question of how shippers may be further supported, for example, in the building of pallets for export cargo. The handling agent supports the 'E' projects in air cargo, such as e-Link and e-Cargo receipt, and supports the move to paperless processes. A step towards this is digitally sending

Moving confidently into the future

A lot will happen in 2015 for Menzies. The company intends to move to a new planning system. "In the context of challenges for the future: innovation in this area is necessary so that our processes can be more efficiently structured", Jeroen states. "We are moving towards focussing on a specific commodity: perishables. We are looking at energy saving initiatives as we are committed to our planet and environment. As I said before, a lot will happen within our company. But what will never change is our quality, our reliability and the partner relationship we have with our customers. The future is not a threat but rather a challenge we are willing to take on", he concludes.





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Twickelerveld sniffer dogs: 100% quality, 0% delays

As one of the oldest private detection companies specialising in the use of sniffer dogs, Twickelerveld European Detection Dog Service has an image to uphold. Here there are no long waiting times or delays, but rather super-fast and high-quality inspections of air cargo and ocean freight by using a wide range of specialised sniffer dogs. Why? "We do not want to sell sand for gold", founder Martin Lipsius explains. "Therefore we must have it 100% correct and prevent any delays to cargo."

Sandra Zuiderduin

Photography
Michel ter Wolbeek

n location of Aviapartner, for whom Twickelerveld European Detection Dog Service performs all inspections and detections, Martin greets me warmly. "What we do here?", the manager reacts immediately to my questioning look. "All handling of air cargo and ocean freight by using a wide variety of sniffer dogs. We provide national coverage from our headquarters at Schiphol and annexes in Eindhoven and Rotterdam. You could say that we safeguard order and safety in various facets of society."

Nowadays it is a piece of cake for him, but when Lipius started as an entrepreneur in 2005, it was far from easy. "Back then, it was unusual to use sniffer dogs in the private sector." But at this moment in time it is. What began with one sniffer dog and another dog specialized in detecting explosives, has expanded considerably over the years. Moreover, the company is now ISO-9001 and VCA certified. "We work now with 16

supervisors and 38 dogs, all with their own specialisation. Together, they are deployed to detect explosives, medicines, drugs, money and different odours such as tobacco."

'That freight simply has to fly'

Not security, but detection

And that is their expertise. Not security, but purely and simply detection using sniffer dogs and possibly a second proven control method such as an infrared camera or X-ray. "Because we focus only on detection, we are true experts in the field of detection. The supervisors, all of whom are former governmental officials, have high ethical standards, which makes it possible for them to 'read' their dogs better." This, in combination with regularly recurring team building, is important because each supervisor

has two dogs and the teams must work closely together.

Lipsius explains the reasoning behind this statement: "We must ensure and maintain continuity for our customers. We want to prevent cargo being delayed. For this reason, we have about seven supervisors stationed at Schiphol every 24 hours. We always try to think with our customers and their processes and it is therefore our challenge to handle this as well as possible to minimise delays. Good collaboration with the workplace means this is feasible and delays, both for normal as well as urgent shipments, are almost zero."

Fireworks, firearms and bomb inspections

Besides the usual bomb inspections during special events and suspicious packages, the 26 expert explosive sniffer dogs increasingly sniff around for firearms, ammunition and fireworks. "We are now more often pre-









sent at football matches where the dogs check people for fireworks." In addition, Twickelerveld is often seen as a guest on television shows such as Utopia, Domino D-Day, De Gouden Kooi and The Voice of Holland as well as checking the freight of cruise ships and during top meetings of Shell or Rabobank.

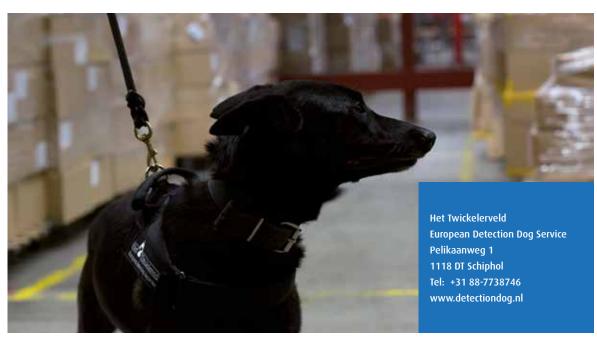
We want to prevent cargo delays

Checks for narcotics have really taken off. "We now have eight 'narcotics dogs' that are being regularly deployed during special events and in the hospitality sector, schools, the transport sector, during company checks and at prisons. Or we fly out to drilling rigs by helicopter in order to check for drugs there." There are also four dogs specialized in detecting tobacco, prohibited medicines such as illegal Viagra and even money tucked away in an old sock of a deceased family member.

International expansion

Well, with this amount of growth, quality and positivity, it is not surprising that Lipsius sees a bright future ahead. "We are currently busy with the building of kennels and our own training centre in Mijdrecht. To safeguard the quality of our services, we try to do as much of our training internally as possible." Expansion abroad is not excluded however.

"Belgium or Italy are the options we are currently investigating for the next year." When looking back on the past 9 years, Lipsius can be proud of where his company is today. "I never wanted to make concessions on the quality of the company and that is paying off now. Care for quality is therefore like a thread through the business. Quality is constantly monitored: samples, tests and re-tests, there are annual examinations, regular training and refresher courses, and sometimes even the resetting and re-education of dogs. Why? Because we want it to be 100% and with as few delays as possible. Whether it is a major customer or a small one, whatever their processes, they all share the same interest: that freight simply has to fly."



InHolland conducts a follow-up study to eLink

The cargo industry wants to achieve a more efficient and effective handling process at Schiphol. Air Cargo Netherlands (ACN) has commissioned the Logistics and Economy section of Hogeschool InHolland Haarlem to undertake a six-month investigation of handling agents such as KLM Cargo, Menzies, AviaPartner, WFS, Skylink and Swissport at Schiphol. Central to the research is the use of eLink, a tool that allows for the optimisation of processes for export shipments at the airport. With eLink companies in the air cargo sector can increase efficiency by further digitalisation.

Text Giovanni Douven

Photography

Link makes the delivery process easier, clearer and more predictable. It provides a 'real time' insight into the status of a shipment and assesses whether the shipment meets the conditions set by the authorities. In this way, eLink ensures the speeding up of processing, easing and reducing paper work in the handling of export cargo. The Schiphol cargo community and the international aviation industry want to be distinctive. eLink is going well and ever more parties are joining in. The participation rate was 6% at the beginning of 2014, but now it is already over 32%!

eLink, the research

ACN, Cargonaut, Schiphol Cargo, Schiphol Area Development Company SADC, SmartLoxs and InHolland all collaborate in the eLink project. The research is subsidised by the European Regional Development Fund. Students Daan Lute and Lennard Schaap are currently taking a look behind the scenes at AviaPartner. Students Lisa Jane Hoole and Corniels Wassenaar are studying the process at Swissport. The research takes place under the supervision of teacher/researcher Giovanni Douven, lecturer Don Ropes (Intellectual Capital) and student/project manager Justin de Vries. The InHolland team is actively supported by the handling agents, but also by Cargonaut and ACN.

The research will provide insight into the (financial) consequences of the introduction of eLink at Schiphol airport. InHolland has previously conducted research through desk research, field research and interviews with employees of all the parties involved. The first phase took place at KLM Cargo and Menzies World Cargo at Schiphol. The research is exclusively focused on the delivery process of export cargo at handling agents. First of all, the current situation of every handling agent is mapped as well as what they would like

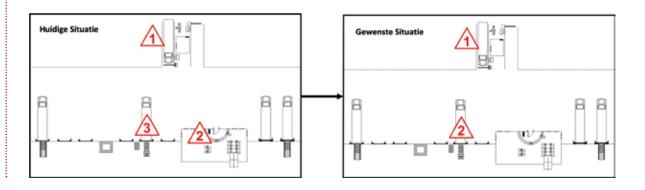
to achieve. The desired situation: a paperless delivery and doing away with physical counters.

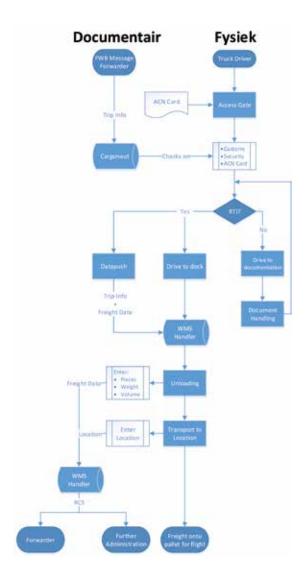
By comparing the current and desired situations, it became clear what the differences actually are between the two situations. From these differences, action points and recommendations emerge. Based on this, a calculation is made to give an example of the follow-up investments required in order to realise the desired situation.

Cargo delivered to the handling agent (goods flow) is always linked to documentation (information flow, whether or not in digital form). The documentation must be checked before the cargo can be unloaded. eLink provides a solution by performing these documentation checks 'under the surface'. The basic principle works well, but the industry has put forward ten points for improvement that are now being realised. The researchers first mapped the situation at Schiphol in order to gain an impression of the delivery of cargo shipments. The process has been analysed on the basis of documentation and physical flows. After the analysis of the process, an environmental analysis has been conducted from which a few issues emerged.

eLink, the desired situation

With eLink, it will be possible in the future that a driver arriving at the entrance gates is immediately directed to a warehouse. The most ideal situation will be as follows: when delivering export cargo, a driver arrives at the gate of one of the handling agents. He would scan his ACN pass through the SmartLoxs card reader. On the screen, the driver will see that he can either drive to a dock in order to unload his freight (Proceed to dock) or that he should report at the service desk because something is not yet quite right (Proceed to service desk). This registration process needs





The flow diagram of the documentation and physical process

to be set up in the optimal manner. A number of conditions will need to be met by the various parties within the cargo chain at Schiphol. These will include, amongst others, security requirements and Customs approval to actually export the goods (the so-called export conformity check). To realise this situation, a solid and ethical handling process is required. The data in eLink should be correct from the start of the chain. Preferably, the original data will be worked with in order to prevent unnecessary additional actions further down the chain. This means that the Warehouse Management System (WMS) should be permanently linked with the eLink system. A connection between both systems is necessary in order to timely identify and anticipate bottlenecks. Sufficient handling capacity in the warehouse will be important in order to ensure that everything runs smoothly.

eLink, an accelerated handling process

The handling process of goods can therefore be accelerated as the driver goes directly to the warehouse to unload his freight. This will reduce waiting time. This step in the process might have consequences for the organisation of work locations and the working methods at the documentation counter. InHolland advises setting up a plan to plot possible changes that might need to occur, to increase involvement in the eLink project and to keep employees informed. When

there is more insight into the delivery of export freight, a better and clearer delivery plan can be made. Improved awareness of the arrival times of trucks and more reliable information could result in an active unloading dock management for the handling agent. On the basis of a software system, a dock could automatically be allotted to the driver. With such a system, agents might get the possibility to reserve time slots. An additional advantage is the generation of management information. The system should generate data based on shipments and run times. The handling agent can use this information in order to show customers the time saving benefits (both the waiting period and the run time) of using eLink.

Finally, based on the action points and recommendations, an investment plan with sample calculations is drawn up. This plan could assist the handling agent during the further implementation of eLink in his business process.

The research team of InHolland looks as follows:



From left to right: Giovanni Douven, Lisa Jone Hoole, Justin de Vries, Corniels Wassenaar, Lennard Schaap and Don Ropes



Hier wordt geïnvesteerd in uw toekomst!

For more information, please contact Giovanni Douven, Professorship of Airport & Aviation, InHolland.

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Photography Michel ter Wolbeek

Cargo Claims: One year older, one year wiser

A year after the start up of Cargo Claims, we can draw up the balance of how we have put the knowledge we have gained into practice. It was also time to go back to our customers to seek feedback on their experience. We are happy to share this feedback with the readers of CargoHub Magazine.

January 2014 - One file for the entire supply chain

At the beginning of 2014 the worldwide Cargo Claims platform was introduced and launched in the Dutch market. In this phase the system provided a simple method for claims handling and offered a central overview on the claims process between local airlines (GSA's) and their head offices. By capturing all the claim data and communications with involved parties generated by the system, a snowball effect was created. Forwarders experienced the convenience of one centralised platform where all airline claims can be submitted, followed up and managed.

May 2014 - Freemium vs. Premium

To enable worldwide accessibility of the platform for any business within the air cargo chain (regardless of size), we offered an easily accessible Freemium model. A user with a Freemium account can benefit from this free service with limited basic functionalities, with the opportunity offered to process a claim from beginning to end. This also allowed shippers and consignees to make use of the system. The Premium model offered extensive functionalities and could be used by multiple users within one organisation. By offering those two models all parties in the entire air cargo chain on a worldwide basis could get involved in the one centralised platform, from which all claims can be submitted, followed and managed.

September 2014 - Integrated communication

As well as processing files, the platform also enables automatic capture of communications into a file. This integrated communication system allows the processing history to be recorded step-by-step, providing an overview and insight as to all the involved parties. Several procedures are being



automated to increase user-friendliness, for example, sending notifications.

December 2014 – Incident management

A handling agent has joined the platform on 1 December and has started recording cargo incidents with the related communications to airlines. By making these data available in the airline's account, an overview is provided on irregularities and the preliminary phase of a possible claim. This directly available information allows a quick service recovery to be achieved for handling agent and airline, in the case of irregularities like damage, loss or customs problems. Possession of this incident data provides the additional advantage of allowing root-cause analysis to take place and preventative measures can be undertaken in order to improve quality.

2015 - Next steps

This year will offer some milestones, including 'interconnecting of data' and deployment of other modalities (Ocean & Road). The addition of ACR technology (Advanced Character Recognition) will be of great added value; machine printed, hand printed or handwritten characters will be converted from a document to the platform, with main objective being to reduce manual data entry and increasing available infor-



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"Before, processing claims took a lot of time because we had to work with different systems. Now, we only use one system. Cargo Claims is not only very user-friendly, but also really professional, you deal directly with the right contacts. Saves a lot of time and therefore money."

Rudolph Visagie

Custom broker import department Kintetsu World Express

The ease of Cargo Claims!

"We experience Cargo Claims as very positive. In the year 2014, this was the ideal way to have a paperless claim file. The digital lines with the forwarders are short allowing us to quickly process and settle a claim.

Keesjan de Vries

Regional Manager (Benelux, Scandinavia & Finland) Malaysia Airlines

Claim management made easy

"With the introduction of the Cargo Claims-portal CargoHub finally closed this gap in the market. Clear overview, accessible for all involved parties (airline, forwarder and consignee), with all documentation and correspondence brought together: quite right!"

Frank van der Meer

Export Manager
VCK Logistics Airfreight BV



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e-freight, e-AWB ... What the "e" is going on?

freight is an IATA initiative aiming to replace paper documents by digital documents throughout the entire supply chain – including the shippers, forwarders, Custom agents, airlines, handling agents and consignees. In April 2012, Schiphol airport received an IATA 'Certificate of Achievement' for its efforts regarding the e-freight@nl project in 2011. I understand IATA's position wanting to have the entire chain communicating digitally. Avoiding double input reduces the amount of work and reduces mistakes. It saves time, that is crystal clear.

IATA wants to introduce e-freight in steps (pillars). Pillar 1 is the creation of as many e-routes as possible/mapping these e-routes. E-routes are routes through which Customs requirements can be processed digitally and where the authorities will not stand in the way of paperless shipments. Pillar 2 is the paperless transportation from airport to airport (messages for Master Airway bill, House Manifest, Consignment Security Declaration and the Flight Manifest).

At pillar 3, the entire process from shipper to consignee will be paperless. For this to be realised, many documents would need to be created as messages and sent between the various parties – for example, Commercial Invoice, Packing List, Certificate of Origin, etc. In total there are 20 documents defined by IATA.

So far, that is e-freight. IATA is now also talking about e-AWB and its goals. E-AWB is only pillar 2, so the paperless transport from airport to airport. The global goal is that 22% of the shipments will be e-AWB shipments. This means that 22% of the worldwide shipments need to be submitted with the messages mentioned for pillar 2. According to the last IATA e-AWB Buzz report, the average worldwide was 20.7% in October (a year ago this was only 10.5%). Amsterdam achieved a strong result of 20.9% in July and was ranked 6th in the Top 10 airports of origin with 23.7% in October. With this, Amsterdam is already above the goal of 22%!

Just to be sure: IATA is talking about e-AWB, not e-freight.

Together with my colleagues, we have been supplying software to shipping agents at Schiphol since the late 1980s. The first ever electronic airway bill (the Cargonaut 202 message) was already able to navigate the software quickly. How is it possible that now, 25 years later, we have made so little progress? In Amsterdam we met the e-AWB goal of

IATA for 2014, but why are we at only 23.7% after 25 years? The shipping agent has been able to send an electronic airway bill (FWB) for years with this software.

Whenever the airline receives the FWB electronically, it can report status messages (FSU) back to the software of the forwarder. This way, the status of a shipment will be updated (departed, arrived, handed over to agent, etc.) within the forwarder's system.

Of the 126 airlines that land at Schiphol (source: http://www.schiphol.nl/B2B/Cargo/FactsFigures/FAQGeneral.htm) 41 are able to receive the FWB message. Only 24 of the 41 are sending FSU messages. This implies that the real e-AWB shipment (the one without the paper airway bill) cannot be created for those airlines that are not connected and there are quite a lot of these at Schiphol. After all the attention paid to forwarders, the shipping software and the FWB version in the past few years, it is now time in my view to look at the airlines. We will be making a lot of progress when they start receiving FWB messages and sending FSU status messages. The avoidance of double input and the re-use of data will develop further.

Henk Boorsma

Riege Software International | E: henk.boorsma@riege.com Linkedin: nl.linkedin.com/in/henkboorsma



Text Henk Boorsma

Cargo Screeners:

New kid on the block in the world of security

In the spring of 2013, a new company set up at Schiphol as a screener of air cargo. The demand for screening for explosives and hazardous substances was booming due to stricter measures imposed by the government.

Esther Kort-Boreas Photography Michel ter Wolbeek



ieter van Dijk is one of the founders of Cargo Screeners. He started his career in the world of air cargo at Schiphol Express. Via a sales function at air cargo agent Röhling – where he also met his current business partner, Dennis te Nuijl - he started working for Dachser to set up an office at Schiphol. When visiting customers, conversation often turned to the legislative changes with respect to the safe shipment of air cargo. Reflecting on this together with Dennis, Pieter saw an opportunity. They resigned from Dachser and wrote their business plan at the time of the economic crisis. They firmly believed that their plan could be successful.

Persistence pays off

In their search for investors, Pieter and Dennis found that everyone was enthusiastic about their concept. Nevertheless, initially they were unable to arrange start-up capital. Thanks, however, to their determination and enthusiasm, they eventually

had outgrown its old location. Relying on our own strength, passion and enthusiasm

succeeded. "It is said that persistence

pays off and that was indeed the case

The growth the company experienced proves the success of their approach. Barely a year and a half after the start, Cargo Screeners was in need of a new location. The company moved to the Shannonweg, simply because it

for us. We believed in the viability

of our product and you need that in order to be able to convince the

market", Pieter states.

Multi-dimensional services

The services Cargo Screeners offers are all equally important to the company. "Even though we started off screening using an X-ray machine, the services that we added later are just as important", Pieter confirms. Cargo Screeners also offers cargo screening using EDD (Explosive Detection Dogs). This service is provided in collaboration with an existing EDD supplier. In this way, Cargo Screeners created a 'one stop shop' in the field of screen-

The third specialisation is Training & Consultancy, for which Ronald Havik is responsible. "I joined Cargo Screeners as there was increasing demand in the market for training courses", Ronald explains. "I took upon myself the task of writing the course material as well as applying for approvals. Due



to the ever increasing demand, our team has expanded further and now also includes Chris Kraima, our second instructor."

The market is big enough for multiple providers

Companies that are looking for training courses for Air Cargo Employees, Air Cargo Controllers and Safety Advisers Airfreight have found the right place. Cargo Screeners has its own training facilities at the Shannonweg. If required, 'in-house' courses can be arranged for customers. Cargo Screeners also operates as an external Safety Adviser Airfreight and can provide advice to companies wanting to be registered in the EU database. The continuing development of the company is also illustrated by the launch in late 2014 of an e-learning module offering refresher training at employee level.

Rolling up our sleeves

Cargo Screeners is a small organisation with a flat structure. Stefan Berkelaar is responsible for operations and operates on 'the inside' together with Dennis. Ronald takes care of the training courses, together with Chris, and Pieter is engaged with the commercial side of the company. However, this does not imply that he does not engage in screening activities in the warehouse. "We are a small company, everyone rolls up their sleeves".





Perceiving and seizing opportunities

The fact that Cargo Screeners placed an X-ray machine in the Swissport warehouse indicates how the company is constantly looking for new possibilities. "We spoke with the management and we could show them that considerable efficiency improvements would be made if a permanent X-ray machine was be placed in the Swissport warehouse. The Swissport management was immediately enthusiastic about our proposition", Pieter explains. Cargo Screeners also offers customers the possibility to directly deliver large batches of 'unknown cargo' at Swissport. This saves an extra stop and therefore saves both time and money.

Helping each other

Cargo Screeners respects what competitors have already achieved. Pieter says: "The market is big enough for multiple providers and it is good for customers to be able to choose with whom they wish to do business. We rely on our own strength, our passion and our enthusiasm. Our industry is one of helping each other do well. We might be a new player on the market, but our people are 'old hands'. Our customers tell us that our pricing is sharp and, even more important, that they appreciate our service."





Cargo Screeners welcomes your questions and remarks!
You can reach us at:
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1118 LA Schiphol
Tel: +31 20-405 5230
info@cargoscreeners.nl
www.cargoscreeners.nl

The first Freight Forwarding online solution specifically developed for working in the Cloud

Text CHAMP/iQPCC Photography CHAMP Cargosystems not only serves the major freight forwarders with communications within the air cargo community. By bringing their "Software as a Service" (Saas) solution Logitude onto the market, CHAMP is clearly moving in the direction of the small and medium size airfreight forwarders. Logitude makes seamless integration and electronic communication within the logistic community possible and affordable.







The "e-AWB"

he Logitude platform supports e-AWB and is fully integrated with CHAMP's "information and message distribution platform" -Traxon CargoHUB. It allows messages (FWB, FHL, FSU, etc.) from airlines to be received, but also an "online booking" (FVR-FVA, FFR-FFA, etc.) facility is now also part of the possibilities. If so required, it is possible to use Logitude exclusively for e-AWB, but with an "add-on" you can use the full Freight Forwarding functionalities. The e-AWB does not only end the use of the paper Airwaybill, but also brings considerable improvements and simplifies the entire air cargo process.

About Logitude

After developing and implementing freight forwarding software for hundreds of projects and for all kinds and sizes of companies for over a decade, we realised that a change was necessary to combine our knowledge with emerging Cloud and new internet technologies. The emergence

of Cloud computing enabled us to link forwarders, their customers and other logistical partners on the basis of a universal infrastructure. This is also "the" chance for small and medium forwarders to obtain the same IT possibilities as the big players at minimum cost and with an immediate availability. We enable our customers to apply a maximum efficiency and productivity within a global market. Even more important... Logitude helps its customers to generate more sales and to provide a better service to customers and partners. The Logitude team of dedicated professionals combines hundreds of years of experience in the international trade and logistics and is now more than ever committed to helping companies with the expansion and improvement of their successes.

Logitude Freight Forwarding solution offers you great benefits:

 You can be up and running within a few minutes – all you need is an internet connection.

- There is no need for a complex implementation or high initial costs.
- There is no need for the purchase of special hardware.
- You do not need IT support.
- New functions and existing functions are updated automatically, without additional costs.
- There is no need for specialised technical skills and knowledge.
- A rich library of useful video information and "how to" user documents are at your disposal.
- Our comprehensive solution is filled with many templates and wizards.
- "Do it yourself" customisation possibilities.
- Personal workspace with "to do" lists will help you prioritise tasks effectively and efficiently.
- Management dashboards will help you make better decisions.
- Functions help with collaboration with customers and sharing information with partners.
- A rich set of functionalities in order to manage and monitor the entire "life cycle" of shipments.

The Logitude solution

Whether you are a forwarder, a consolidator, a NVOCC in need of a complete solution or an import/export manager continuously following shipping activities, Logitude has the right solution for you.

The freight forwarding business has experienced a strong metamorphosis during the last ten years and the role of the forwarder has changed substantially. In today's broad global network, forwarders are increasingly seen as logistical service providers (LSP) and their customers demand

will profit from a powerful yet simple solution at an affordable price.

Applied technology

Logitude is the first "real" online freight forwarding software solution. It combines the power of Cloud computing with other modern and advanced techniques. Up until recently, freight forwarding transportation solutions were complex and involved initial high investments or IT support in order to realise necessary (or desired) adjustments as well as huge effort during the implementa-

necessary at the customers location – and low costs by using standard connectors. Avoid double data input by using our EDI possibilities.

Customs

By means of an interface with the customs software MCC of Maco, all customs declarations can efficiently be made in Logitude according to the new communication standard AGS of Dutch Customs.



faster deliveries and improved services at lower rates. The challenge is to stay in control in this fast-changing world while continuing to serve customers more efficiently and better. As a small or medium-sized forwarder, you cannot afford the cost of purchase of a state-of-the-art software solution and its implementation while keeping pace with the today's ever-changing environment.

- Logitude offers you a modern solution that makes use of the newest technology, is rich in functionality and is easy to use.
- Logitude enables you to have more focus on your services and to realise a better customer service this way. Logitude comprises the entire freight forwarding/ shipment life cycle:
 - From quotation and shipment processes to the invoice and collection of outstanding invoices.
 - From employees to sales and department managers.

Come on, choose us, work with us and every employee of your company

tion and Go-Live phase. Logitude changed all this dramatically with its pioneering online freight forwarding software solution. The Logitude solution is based on world level leading technologies, which offer excellent protection with a more than excellent availability, robust reliability, optimal performance and exceptional user friendliness – all this at a low cost, limited liability and risk.

EDI

By using Rapid Development tools, we are able to quickly realise linkages with the packages of third parties.
Our EDI tool also runs entirely in the Cloud, linkages with Customs solutions or accounting packages are easily achievable.

From IQPCC, we have a number of standardised linkages: among others with MCC (Customs software) and the accounting packages Exact Online, Exact Globe, Snelstart, Expert/M and Quickbooks. Advantages of our Cloud EDI solution in comparison to traditional methods for the exchange of electronic data are: no IT knowledge





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Mariët Zöllner of Globe Air Cargo holds the reins in her hands

1 horsepower in the fresh air

Text Esther Kort-Boreas

Photography
Justa van Bergen

hat is a good way to relax when you have a busy job, are on the road a lot, and also have a family? CargoHub Magazine asked Mariët Zöllner, Managing Director of GSA Globe Air Cargo at Schiphol.

Lightning career

Mariët started her career at Schiphol on the passenger side of the industry at GSA Jetlink. After a while, she transferred to the newly established Global Airline Services. There she also worked on the passenger side, but soon realised that she found cargo

more fun. She went on to sell cargo space at US Airways and Dragonair. Some ten years ago, she was asked to launch a subsidiary of the ECS Group in the Netherlands: Globe Air Cargo then opened its doors at Schiphol.

Seize opportunities with both hands Shortly after the start of Globe Air Cargo, the manager left and Mariët was given the opportunity. "The management in Paris gave me their trust and I seized the opportunity I was offered with both hands. Something appears on your path and you pull it towards you. And, of course, you need a bit of luck", she adds. This attitude is typical of Mariët, who believes that every human being is responsible for his or her own choices.

Deal with it as it happens

Suddenly, Mariët was at the helm of a growing GSA, a career move that arrived earlier than expected. The office expanded with new employees, her family was expanding and Globe Air Cargo added a new airline. "My personal growth went hand in hand with the growth of the office. That makes you think", Mariët laughs. "Well, not everything in life can be

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CARGOHUB



planned, you need to deal with it as it happens and that is what I did", Mariët states.

A woman in a man's world

Mariët likes working in a male-dominated industry. Due to her knowledge, experience and way of doing business, she commands respect from everyone around her. "Sometimes I have to show my muscles, but, in general, I feel like 'one of the guys' and actually I do not notice any difference in the way I am approached. I think that, when you know what you are talking about and you show initiative, it does not matter what you are but who you are."

Stated ambition

When asked about the ambitions of Globe Air Cargo, Mariët responds resolutely: "Locally, we want to be 'top of mind' with our business partners and customers when it is about our people and our services." An international ambition relates to the position of Globe Air Cargo Netherlands within the ECS Group. "Besides the more traditional idea of a GSA, we would like to expand the European gateway for the ECS Group. Call it 'building bridges' between the various continents via Amsterdam. Whereas up until now freight is delivered via Frankfurt, Paris and Amsterdam, we want all cargo streams to run through us and therefore Schiphol to become the gateway. The plans are already there and we are preparing for further development in 2015."

Relaxation

As a counterbalance to her busy job, Mariët regularly rides horses. Not in a riding school but out in the fresh air, mostly on the beach. "When I have had a busy day or week, horse riding is liberating. It is so far from everyday life that you feel as if you have entered a different world", Mariët says, who also likes to run in order to stay fit.

Culture is another of Mariët's passions, especially children's musicals and theatre. In the village where she



Attention

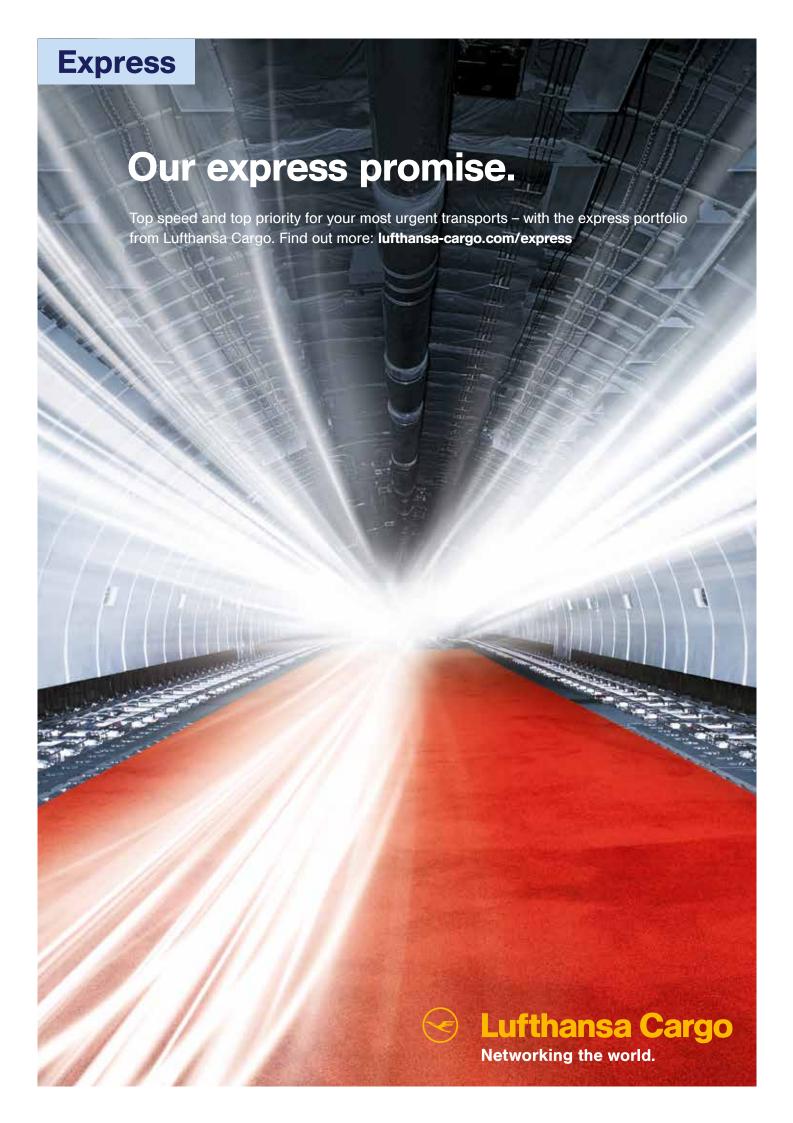
Attention to people is central to both Mariët and Globe Air Cargo. Not only is there attention for the management of their customers; the team behind it is just as important. In 2013, the first Christmas event was held, and a new tradition emerged. The

'I think that, when you know what you are talking about and you show initiative, it does not matter what you are but who you are'

lives, she has personally ensured that a group has been established where children are taught in the field of musicals and theatre. Here, too, her motto applied: to get something done, you need to take the initiative yourself. Mariët took the initiative, got other people enthusiastic and is very proud of the flourishing group that has now existed for two years.

second Christmas event took place recently; a crowded but cosy gettogether with agents and business partners. Mariët: "We are very happy with the support of our customers and it is great to be able to do something like this in return."





Chain digitalisation and the freight forwarder

Chain integration through digital data exchange between logistical parties. Schiphol does it by using green fast lanes and the Port of Rotterdam does it, among other ways, with cargo information 2.0. A step ahead for these chain initiatives is the NLIP (Neutral Logistics Information Platform), an initiative that facilitates a platform enabling communication between different national information systems in the logistics field. But before that happens....

high-quality network aiming to improve the competitiveness of the Dutch main ports. That is the abstract goal of an initiative such as this one. Specifically, this means saving both on travel and waiting time, better planning and therefore higher payloads. In addition, everything will be processed with dramatically reduced error sensitivity due to a one-time registration of transport data and the multiple use of these data. These benefits are what NLIP provides us. But at what cost? Indeed, there are still quite a few observations to be made from the perspective of the freight forwarder.

Projects promoting integration in the chain are usually, under the supervision of the government, thought up by industry associations, major shippers, knowledge centres, main ports, port communities and carriers.

But what role will be set aside for the party that has originally been working on integration: the freight forwarder? It seems that they might be the first victims of this trend and that they might be first in line for the chopping block in the small and medium business segment. In order to survive, this group will have to innovate and take on an indispensible role within the chain. However, depending upon logistical software providers and with little or no possibilities for investment in tailor-made technologies, this will be a hard task.

Also, the question arises as to whether the existing software houses are capable of keeping up with the speed of new technological developments. In many cases, they are dragging the ballast of the recession years with them, with little invested in product developments. Furthermore, the old technologies of yesteryear are underneath the newly developed user interfaces (GUI). Beyond these internal problems, other parties will start offering their own software with digital logistical functionalities aiming to promote chain digitalisation. The conventional logistical software provider is not a participant of the new digital platform and seems only to be able to connect in to it.



Few encouraging words, but nevertheless there are definitely chances for freight forwarders in these times. They must be open to new technologies without high investment costs, with easily scalable costs, which will make it possible for even the smallest entrepreneur to make a mark for himself, in short: the Cloud. If this barrier is overcome, investment can be about real added value, namely innovative software that takes on the new role of the freight forwarder as a spider in the digital web.



Marco Muis Letselschade-expert Relet

Industrial accident due to unsafe machine

Text Marco Muis n my previous article published in CargoHub Magazine,
I paid attention to the position of an employer in a situation where an employee is injured due to an accident in the workplace. This article expands on this. However,
I will now focus on a common cause of accidents in the workplace: namely an unsafe working machine. I will also provide information about the position of the victim in the case that this person gets injured, or dies, due to an unsafe working machine or a defective product, with which the victim is confronted outside of work.

With regard to the position of the employer/employee in case of injury/death due to an unsafe working machine, I can be brief. Namely it is the duty of the employer towards his employees to create safe conditions in the workplace. In other words: in the case of a machine not functioning properly and this causing an accident, it is sufficient for the injured employee to prove the liability of the accident itself, that it has led to an injury and that it emanated from a lack of duty of care on behalf of the employer.

The employer then has to show that the accident did not take place or that the alleged injury did not happen during the incident. Specifically focussing on the role of the machine that caused the injury, the employer needs to prove the following:

- The state of repair and that maintenance itself had been taken care of at the time of the incident. It could in no way have been assumed that the defect in the machine would occur and eventually lead to a dangerous situation for the employee.
- The relevant machine was at the time of the incident equipped with all safety accessories that came with the machine. The employer needs to be able to show that the employee was aware of the application of the safety measures and that compliance with these instructions was monitored.
- The relevant machine met all requirements at the time of the accident. Taking into account the actions that the concerned employee was undertaking at the time of the accident
- The employee used the machine in a manner completely different to that for which the device was created. It could then be proven that the accident could happen. The

employer would also need to prove that the employee could have known, from the safety and work instructions, that the machine could not be used in this specific way. And also that the safety measures and instructions lost their functionality if the device was knowingly used in a manner different from how it should be used.

Should the employer fail to be able to prove these points, then there is a failure in duty of care and the employer will be held liable for loss due to injury or loss due to death. Here, too, it is the case that, if the employer cannot prove that the employee caused the accident by intent or recklessness, one cannot absolved the employer of liability. In my previous article, I had already indicated that the possibility of absolving is rarely honoured by the court.

There is also a failure in the duty of care if the relevant machine is so outdated that, in line with current standards, the work is being carried out in a less safe manner. However, only if there is a more modern machine equipped with more safety measures which thereby gives rise to less risks in comparison to the old device in the workplace.

In summary, it can be stated that the employer is readily held liable whenever an industrial accident occurs due to a malfunctioning machine or by not applying the safety measures correctly during the use of the machine. Obviously there remains, after the payment of damages to the victim, a chance to seek redress with the producer of the malfunctioning machine.



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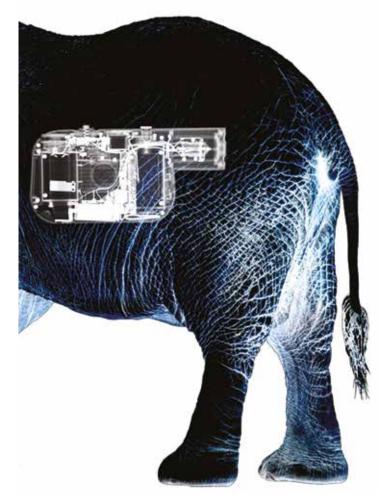
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Van Swieten Air Cargo: tailor-made trucking

Van Swieten is, in comparison to other companies in the trucking industry, a relatively young player at Schiphol. The company re-started about 6 years ago and now has over 200 trailers for both national and international transports.

eographically speaking, we are strong in transportation in West and Central Europe, but, of course, we can serve the rest of Europe as well", says Jeroen van Roij, General Manager of Van Swieten. "Our service is very wide and it is not easy to summarise. You could say that we can offer our customers airport-related transport in all its facets and with an excellent price/quality ratio".

TAPA certified and airfreight accredited company

As a newcomer at the start, Van Swieten was viewed with suspicion and was often called the 'cowboy' amongst the trucking companies. Nowadays Van Swieten is a mature, TAPA certified and recognised airfreight company. The drivers are all trained for 'air cargo' and ADR. In addition, the fleet is versatile and all trailers are ADR equipped.

Domestic network with high coverage

What few people know, is that Van Swieten has 50 vehicles driving throughout the Netherlands daily. "We have an intricate distribution network with high coverage from and to Schiphol", Peter van Eijsden, Account Manager, states. "Precisely because of that high coverage, we can not only offer very competitive rates, but also unburden the customer completely. Behind the scenes, the Operations department is working with an excellent planning system, 24 hours a day, 7 days a week. The customer van contact us at any time and we offer the service that is needed", Peter explains. This applies not only to domestic transport, but also to many transports abroad.

The customer a number? Never!

Flexibility is one of Van Swieten's strengths, according to Suzanne Visser, Account Manager. "Being prepared to think outside the box, we are capable of solving complex issues for a specific customer. In combination with the synergy of our basic network, we deliver customisation. The customer is definitely not a number to us and we will always get into conversation", Suzanne says. "What you often see happening is that companies work with standardised products. Customers are, based on few criteria, housed in one of those product groups. Van

Swieten reasons and works the other way around: every customer is unique and has, as it were, its own – customised – product", Suzanne states.

Van Swieten makes conscious choices with regard to the way they work and approach customers. The organisation is flat, so there are short lines between commerce and operations. Van Swieten is flexible and service oriented. Want to know more about what Van Swieten can do for you or are you currently looking for a competitive offer for your shipment? Please contact Suzanne Visser (Suzanne.visser@van-swieten.com).

Van Swieten Air Cargo Shannonweg 39 1118 LA Schiphol Tel: +31 20-7525 000 www.van-swieten.com Esther Kort-Boreas

Photography
Michel ter Wolbeek

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The importance of chain collaboration and connectivity

ABN AMRO, the bank with knowledge about logistics

It might sound somewhat strange: talking about chain collaboration and connectivity with ABN AMRO. CargoHub Magazine wanted to know more about this remarkable combination and spoke with Bart Banning, Sector Banker Transport and Logistics, and Dirk Bakker, Manager Business Schiphol Zuid of ABN AMRO.



Broad working field

ur working area is national and Schiphol is an important part of the municipality of Haarlemmermeer", Bart begins his story. "The connectivity of Schiphol with other airports around the world determines the growth potential of Schiphol. In itself, we see good growth rates and the overall image is positive, but Schiphol needs to keep moving. Due to the economic crisis, forwarding agents and shippers went searching for cheaper providers and other modalities. Ocean freight won ground from air cargo. Add the shift of freight from full freighters to belly freight to this and you can see that air cargo has a new dynamic."

Chain collaboration

From the perspective of ABN AMRO, cooperation WITHIN the chain is indispensable in order to reach optimisation OF the chain. The logistical chain does not end whenever freight arrives at Schiphol. The follow up transport is also an integral part of the process. Good hinterland connections should

therefore not be underestimated, as well as transparency in the sharing of chain-wide information.

Sector team Transport & Logistics

"It is a strategic choice of the bank to divide the account management into different sectors. Instead of knowing 'a little' about many sectors, we go into it in depth to know 'a lot' about some sectors", Dirk explains. "Precisely because we are well involved in the world of transport and logistics, we are able to be a better partner for clients. A lot of the knowledge that we possess emerges from our sector economists and sector bankers who are very familiar with the industry. In addition, knowledge is being shared within our regional sector meetings and we discuss current issues and developments through our private sector intranet. Account Managers have a portfolio in two sectors at the most, they therefore increase their level of knowledge."

Personal approach

Account Managers, with knowledge of issues of both the business and the

client, make the difference. The bank also views its relations with clients as connectivity, albeit in a different way. Naturally, ABN AMRO keep abreast of the times and also included social media in the strategy. "We have included communication through social media, but it will never take over in our interaction with a client. The personal, face-to-face contact, is and always will be the most important", Dirk states firmly.

Future plans

ABN AMRO will map prospects within the transport and logistics sector even further. The currently existing contact moments with the industry will be exploited further in order to meet clients. For example, Account Managers will be present at the annual New Year's party of Air Cargo Netherlands and they are represented in the Air Cargo Business Club Schiphol. "The sector teams started in the summer of 2014. The feeling that our approach works well is confirmed by positive reactions of both clients and prospects. We will carry on at full speed in 2015", Dirk concludes.

The sector page of ABN AMRO offers useful information for companies that are active in Transport & Logistics: https://insights.abnamro.nl/category/sectoren/transport-logistiek/

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Esther Kort-Boreas

Photography Michel ter Wolbeek



Is your workforce ready for the future? Sparring partner Randstad makes the business industry strategically agile

The era of placing only temporary staff and secondments is long gone. More than 50 years after the launch of the successful concept, Randstad employment agency has built up so much expertise that Randstad, organisation-wide, does far more. With the help of target group focus, analysis and anticipation of trends and developments, internally close cooperation and knowledge, talent and clients, Randstad today is a strong and strategic sparring partner for both large and small/medium sized companies. "Regardless of the requirements you have as a company, we will always find a solution."

Text Sandra Zuiderduin

Photography Michel ter Wolbeek

ow do I make my workforce more flexible, or how do I reorganise my company? What happens with my zero-hour contracts? What if an employee leaves employment sick, or is aging and physically cannot take on a heavy load? How should I deal with the new participation law? Just a few of the issues that employers are having to deal with right now, but for which there are no cut and dry answers. In these cases, companies can save a lot of time and money by visiting Randstad. Randstad approaches the labour market as a whole and can tie together knowledge, talent, experience and projects within the company.

"Not just employment and secondments, but thinking along with clients on a strategic level, thinking ahead, anticipating, for now and the future", Senior Account Manager Betty Heijmans explains. "We focus on optimal quality, quantity and flexibility. Especially with regard to small and medium-sized businesses, we are an ideal partner for various profiles (administrative, fork lift truck operators and truck drivers, logistics professionals and warehouse employees). We offer different services through which every company receives a tailor-made service. Think for example, besides temporaries and secondments, about ad-hoc staff for positions that need to

be filled at short notice. We can do the RECRUITMENT & SELECTION for permanent staff vacancies as well.

Heijmans illustrates her story with a tour through the office at Schiphol. "Annually we mediate approximately 1,000 candidates for companies in the area of Schiphol, Aalsmeer, Haarlemmermeer and Oude Meer. These can be for various functions on a range of levels for different industries. From logistical temporary workers to interim financial professionals, but also from trainees and students to older employees and long-term job seekers. To achieve this, we have divided our company into certain labels that are



focussed on a particular target audience, industry, or a specific problem. However, these are definitely not islands acting alone. They are rather groups between which there is a close cooperation. In this way, we can rise above the level of filling ad-hoc human needs and actually be a strategic sparring partner."

The Senior Account Manager walks to the closest desk and introduces the responsible manager. "We have, for example, a label that is specialised in mediating temporary workers for the TRANSPORT industry. This label focuses for example on the recruitment and employment of airport staff for ground handling and the supply of international and national (bus, truck and other)

drivers for various logistics companies. Our strength in this is that we have a pool of hundreds of candidates ready. Screened and educated, available 24/7. An additional advantage is our great accessibility, even after office hours. All good in the current world where there is a constantly growing need for flexibility, in this way we are perfectly equipped to respond very quickly."

We walk on to the PROFESSIONALS department, which focuses on mediating highly educated individuals to permanent and interim solutions and freelancers with at least two years of work experience. "Distinguishing this is the assessment that gives insight into capacities and competences, but also

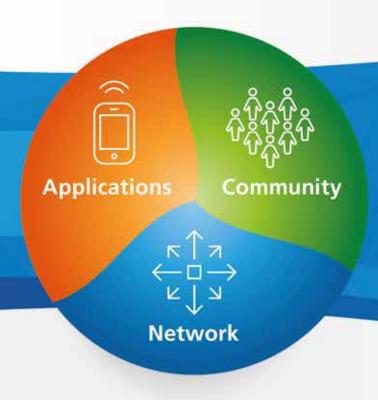
shows into which culture the candidate would function best. In this way, we can recruit even more precisely in order to get the right professional in the right place. Research shows that 70% of employees leave their job due to a mismatch with the culture. That is why, in our process, we look not only at the CV, but also at motivation and passion. This screening process always takes place first, so that we have the right professionals ready at the right time and we can thus act quickly."

A special role in this is assigned to the expertise of TRAINEES. "In other words: the recruitment and selection of highly educated talent. We do not only do this as a response to client demand, but we also anticipate for the future. We call it talent pooling: the creation of a pool of talented employees. Sometimes we employ people ourselves and second them at different companies. Sometimes we organize in-house traineeships: at various departments within one company. In this way talented trainees can gain experience and decide for themselves where they would like to work. We can pick out the best and bind these talents to us and to our companies. Companies do not have to invest themselves. In addition, we focus not only on the inflow but also on the flow-through. We do this, for example, by offering leadership programs to strategic talent."



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And then there is INHOUSE SERVICES, a label that focuses on hirers that have a structural need for large numbers of temporary staff with client specific features. "This need is often reliant on seasonal influences and fluctuations in workload, so it is dynamic. By using a tailor-made flex pool for the client, with which we can quickly upscale and downscale, we safeguard the required and necessary flexibility while maintaining quality at the lowest possible cost for our clients. We do this by initially carefully analysing the workload and setting up a specific flex pool on the basis of this analysis. In this way, we can ensure a 100% facility. We also take care of bonding and guidance, planning and remuneration of flex workers for our clients. We are fully supported digitally by our web portal "Mijn Randstad" which is linked to our planning system."

Another special spot at the office at Schiphol is reserved for HR SOLUTIONS. "This label focuses on outplacement, career counselling, reintegration, sustainable employability and participation. Everything from job to job." The recently closed partnership with NOC*NSF to promote jobs in the

sport industry, or the project 'Gold in the Workplace' to mediate (former) athletes into jobs besides their sports career, are good examples of projects that address important themes. "Or how about our discipline PAYROLL SOLUTIONS?", Heijmans recalls. "With this, we offer employers the interesting option to hand over the juridical side of zero-hour contracts."

Heijmans emphasises yet again that the different labels, which are all specialisations, are not working alone. "Our cooperation and exchange of knowledge, skills, candidates and clients mean that we are a major value addition for companies. Together we have an answer to every question. A good example of this is the project "GROUNDBREAKING'. This is an organisation-wide acquisition with all our clients to attempt to get a disadvantaged group of employees back into work within eight weeks. Or the work of our Manager Labour Market, who keeps a close eye on all developments. She has, for example, recently introduced the flex mortgage and helped over 1,200 youngsters find employment with the project 'Searching Youth'.

But also the department CONSULTANCY is constantly busy with the rapidly changing world of work. "Developments such as the aging population, declining birth rates and qualitative shortages are on many corporate agendas. We see a growing need at our clients for the mapping and keeping a view on the labour market. In addition, our own organisation also wishes to define these developments. With the experience of Randstad in the field of people and work as a foundation, Randstad Consultancy contributes to the optimisation of the efficiency of labour. We look at this from different perspectives such as strategic agility and the planning of workforce, capacity management and sustainable employability. Our consultancy processes are characterised by combining a managerial approach and an eye and ear for the employee and the organisation."

These are all good examples of how the mountain of knowledge and skills, collected in over 50 years of Randstad, are all tied together. "In this way, we can act as a strategic HR partner. It is all about strategically thinking along with your clients in the short and long term, and responding early to questions that are raised by employers. As a company, you can have good processes, but without the right people you are still nowhere. Therefore, we look further than only at the CV and job profile, and we do more than just filling the human need at the short term. We look at who will fit in best with the company and vice versa, at the developments that are at play within the company and within the industry and how we can respond to these. Our strength is that we can make companies strategically agile so that they can easily move on developments on the labour market."

nr randstad

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Guido de Vos

Air law lawyer at AKD lawyers and notaries

Credit risk taker or the security of a right of pledge

t is the most normal thing in the world for logistics service providers: first work, then the invoice. And still within the payment period, the accounts receivable increases significantly, especially when a good relation gets a little more time or a higher credit. By the time that a client's payment problems reach the surface, a bankruptcy is often unavoidable. Curators and the bank report themselves quickly and the wrangling about the goods in the warehouse can begin. It is essential to know then whether there is a possibility to have a right of pledge or a right of retention.

During negotiations about general terms and conditions, these rights often form an obstacle. With a bit of perseverance and creativity, it is often possible to negotiate a limited right of pledge and retention. When it is written down in the correct manner, these securities can be maintained for those situations in which the logistical 'Piet Krediet' needs them the most. Consider the case in which the client is declared bankrupt or the situation in which the accounts have increased to a level far above the agreed credit limit.

In practice, rights of pledge and retention prove their value time and time again. They are still excellent means in order to get outstanding invoices paid, even in the case of a bankruptcy of the client. It is, however, not a simple matter and when a forwarding agent wrongly claims a right of pledge, this can lead to liability. It is therefore good to pay some attention to what every service provider should know about rights of pledge and retention.

Terms and conditions

Service providers should note that both rights are agreed with the client. In practice, this means that the quotation, order confirmation or agreement should refer to a specific set of logistical terms. At least once, and preferably prior to the first assignment, the terms should be sent to the client. It is important to save the e-mail with which the quotation and terms and conditions are sent. A service provider should

be able to prove afterwards that the client received the terms and conditions.

There are also differences among these security rights. The law provides a limited right of pledge to logistical service providers. On the basis of this, a forwarding agent is allowed to keep a shipment until the moment that all costs of this specific shipment have been taken care of. All known logistical terms provide a contractual extension of this legal right of retention. On the grounds of this extended right of retention, a forwarding agent can withhold a shipment because of invoices that are related to previous assignments.

It is good to pay attention to what every service provider should know about rights of pledge and lien

However, this extended right of retention has two weaknesses. When the client is not the owner of a shipment, the service provider can often only call upon the legal right of retention towards the owner. In exchange for the delivery of the goods, the owner thus only pays the costs of the shipments that remain in the warehouse. In addition, a service provider can call upon its right of retention to retain goods, but he will not derive the right from it to sell these goods.

Heavy power of the right of pledge

The right of pledge does not suffer from these logistical term weaknesses. Whenever a right of pledge is established correctly, then the service provider can retain the goods until

Whenever a right of pledge is established correctly, then the service provider can retain the goods until such time that all outstanding costs are met



such time as all outstanding costs have been met. The right of pledge also gives the service provider the possibility to sell the goods under certain conditions, after which he can take care of outstanding invoices by using the revenue.

Since a right of pledge has such heavy powers, it is only established under strict conditions. In principle, every owner of goods can grand a right of pledge. However, there is an important exception to this principle. If the service provider is confident that the client is also the owner, then the right of pledge can always be established. This is of particular importance if it later eventuates that the client was not the owner. Also in this case, the service provider is protected.

Many forwarding agents have already made good use of relying on good faith in order to avoid a curator or owner. This is not usually easy nor without risk, because the circumstances of the case always determine whether good faith was present and whether there was an established right of pledge. In practice, there are some rules of thumb. A forwarding agent acting in commission of another logistical service provider is not able to assume in good faith that his client can establish a right of pledge. It is also difficult in the field of international purchase agreements. The forwarding agent often does not know whether the seller is still the owner, or that the ownership of the goods has already been transferred to the buyer.

When is ownership transferred?

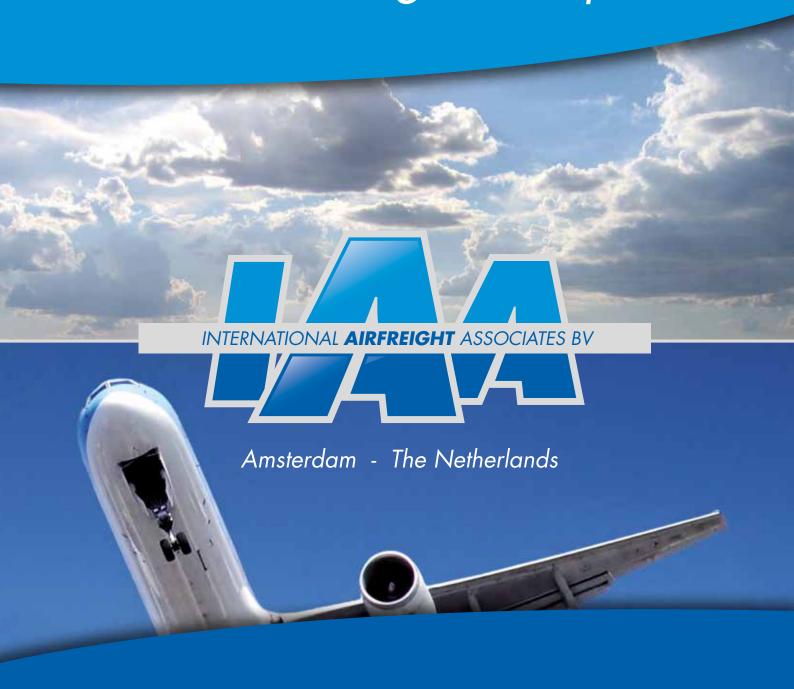
As a rule, forwarding agents are not expected to always investigate when ownership is transferred. For example, the Court of Rotterdam allowed a receiving agent to call upon a right of pledge with respect to goods that were sold under retention to its client. The forwarding agent in Rotterdam was allowed to, in this case, be confident that the purchase price would be met as usual, so that the client would become the owner at some point.

Recently, the Court of North-Holland also investigated the position of the shipping agent. In that case, goods were sold "ex works" by the client of the forwarding agent. The Court assumed that the buyer had become the owner, even before the goods came into the power of the agent. This forwarding agent was protected from the incompetence of its client. The agent namely did not know that the factory had already been sold. Also, the agent had no reason to doubt that the ownership would have been transferred to the buyer at the time of the retrieving of the goods.

Although the legal decision developed beneficially for forwarding agents, it remains difficult to review whether a right of pledge is established in a specific case. The right of pledge is nevertheless a very strong weapon during a bankruptcy of a client. Forwarding agents that pay sufficient attention to it in their contracts and get well-informed advice afterwards, can be at an advantage. You would rather not be an unprotected credit risk taker.

Reactions or more information? qdevos@akd.nl

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Security & Safety Filings; the current state of affairs

Global safety instructions for inbound and outbound freight are meant to make the supply chain safer by improving the information exchange between companies and government agencies. With this information, government systems are able to pre-screen freight for possible risks and take suitable action before the supply chain is put at risk. In recent years, there has been much more emphasis on the security aspect (risk/"bomb in the box") than on the safety aspect (legal but risky shipments/"Lithium batteries"). Screening is more and more modelled on risk assessment by accessing multiple data of a shipment, for instance, the shipper and the consignee.

ifferent countries have started initiatives to make the transport of goods safer, the most famous ones are AMS for the United States (which falls entirely under the US ACE from May 2015 onwards), ACI in Canada and ICS in Europe. The WCO (World Customs Organization) SAFE framework, in which these measures are described, has been accepted by 167 countries so eventually practically all countries will have to do a mandatory Security Pre-Registration.

All programs aim to make information available as early as possible so that shipments can be denied at the place of departure. At the moment, different times of reporting are used. For ocean freight shipments the reporting obligation is 24 hours before loading, while air cargo shipments have to be reported 4 hours before touchdown (and thus can already be underway). In order to be able to do the reports for air cargo before loading as well, the programs ACAS (United States) and PACT (Canada) have been launched. Besides the obligation that air cargo shipments need to be reported before loading, ACAS and PRECISE also address postal shipments. In practice, large numbers of packages and letters are being sent by postal services. At this moment, postal shipments are handled in a different manner to air cargo shipments, but with ACAS and PRECISE a Security Pre-Registration will be given for mail as well.

ACAS, PACT, PRECISE - status

ACAS, from the United States, has been functioning as a pilot program in which both express carriers, airlines and freight forwarders have participated since December 2010. It is expected that the regulation will be obligatory in 2016-2017. PACT is the initiative of the Canadian government and a pilot has started in February 2013 which will run until at least the end of March 2015. The risk assessment of parcels has not (yet) been included in PACT.

PRECISE is the security filing program of the European member states in which currently eight countries participate, as well as various (express) carriers and freight forwarders. Eight postal organisations are part of the initiative. The relevant legislation needs to be modified first, expected to be in 2016, before the initiative can be fully put into effect.



Security filings; there is still a way to go

Although different pilot programs have been launched in order to collect data as early as possible, a registration obligation for shipments before departing the airport will nevertheless still take some time. The legislation has not yet been designed in all cases. However sitting still is not an option, because there will be a registration obligation within a few years and it is important to be prepared for it.

Jos Nuijten VP Network Integration Strategy bij Descartes

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One logo for VCK Logistics companies

The VCK Group introduced a simplified corporate identity at the beginning of January. Its four logistics companies will be fully integrated under the shared logo VCK Logistics.

Micha Overdijk

Photography
Femke Koenen Photography

or customers, this simplification is recognisable with the stability that VCK has successfully pursued and promoted for decades. "This new step is not a break in style, it is a logical continuation of our developments in handling, transport, forwarding and logistical service provision," Managing Director Peter Loonen emphasises at the headquarters of VCK Group. "VCK started a hundred years ago with bundled port activities under Port Logistics. We have also been active within air cargo for 60 years. This originally developed from our shipbroker activities. Our latest addition is Supply Chain Solutions offering and enhancing often very sophisticated logistical services. After selling its cargo handling company Aero Groundservices at Schiphol a few years ago, the group decided to look to expand in a logistical industry that offered opportunities for us to distinguish ourselves as a company in services with particular added value. Within the Netherlands, this has resulted in the strategic acquisition of the specialised All In Logistics. We are able to offer a whole range of high-quality logistical services and the enhancement of high-tech products, devices and even complete infrastructures. Right up to the desk of

Air cargo and tailor-made logistical services are practically an extension

the customer."

of each other. General Manager Eric Aarsen of VCK Logistics Airfreight adds that Supply Chain Solutions addresses in detail the specific requirements of often very large industrial customer. "When forwarding air cargo, this is less the case," Aarsen says, "because you are doing business with a wide circle of customers, all with different requirements. Offering a tailored, competitively priced service to the right customer at the right time. That is what it is about in air cargo. The good thing about VCK is that we have successfully been making a difference for years. By delivering custom orders with quality, we are making the lives of customers easier. With the support of advanced IT systems, we delve below the surface in order to discover what the customer wants. It can be illustrated as: we do not deliver a standard coat, but rather a coat that is a perfect fit. This applies from general cargo to very complex freight. We offer the same customerfocused approach for the shipment of airfreight in specific market areas such as spare parts logistics, project logistics, pharmaceutical logistics and live animal logistics."

Fewer links at VCK Logistics Airfreight ensure that all freight can be shipped effectively and quickly to any destination in the world. "The best solution for the best rate," Aarsen emphasises. He is visibly satisfied with the observation that the VCK's team's accumulated experience and personal expertise are recognized and appreciated. Many companies have been customers of VCK Air Cargo Logistics for over thirty years. A mutual bond has developed due to the very low staff turnover at VCK Logistics. Finally, Aarsen indicates that the simplified corporate identity is also indicative of the streamlining of business processes within VCK. As an example, he mentions using IT solutions that can accurately record air cargo performance by measuring tangible quality aspects. "This, too, marks our eternal quest for more efficiency.

With our slogan, we summarise this constant aim concisely: *Simplifying Logistics.*"

www.vcklogistics.com

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Een duidelijk verhaal

De logistieke bedrijven van de VCK Group staan voor kwaliteit, transparantie, know-why en know-how.

Onze kracht zit in het vereenvoudigen van logistieke processen. Dat doen we voor luchtvracht, zeevracht, overslag, distributie, warehousing en in het bijzonder bij onze toegevoegde waarde diensten. Klanten kunnen bij ons op vaste gezichten rekenen.

Mensen met passie voor hun vak. Die persoonlijke nuance is de kracht waarin wij geloven en die we koesteren.

Dit alles is zo, en blijft zo.

De vereenvoudiging

Toch verandert er iets. Want als je vereenvoudiging voor je klanten nastreeft, moet je ook jezelf durven vereenvoudigen. Daarom hebben al onze logistieke bedrijven nu dezelfde naam: VCK Logistics. Drie namen veranderen daardoor: All-in Logistics wordt VCK Logistics Supply Chain Solutions, Scandia Terminal (Verenigd Cargadoorskantoor) en Waterland Terminal heten nu samen VCK Logistics Port Logistics.

Het nieuwe gezicht

Een vereenvoudiging in naam, maar ook een vereenvoudiging in beeld. Wij gaan verder onder één logo dat voor alle VCK Logistics-bedrijven gelijk is en staat voor wat wij voor klanten willen betekenen. Namelijk, tonen dat we één internationaal logistiek dienstverlener zijn en dat we altijd op zoek zijn naar vereenvoudiging en vernieuwing.



supply chain solutions
airfreight
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Simplifying logistics.

Schiphol SmartGate Cargo

"Smarter collaboration, better quality"

Text Esther Kort-Boreas

Photography Michel ter Wolbeek, SmartGate Cargo On 11 November 2014, the first pile of the new Joint Inspection Center (JIC) was driven into the ground. The JIC is part of Schiphol SmartGate Cargo, a unique and innovative joint initiative of Customs, Amsterdam Airport Schiphol, industry organisation Air Cargo Netherlands (ACN) and KLM Cargo. The driving of the first pile was shared by Mr P. Veld, Director General of the Netherlands Tax Authority, Mr J. Nijhuis, President & CEO Schiphol Group, Mr E. Varwijk, Director KLM and Mr I. Aris, Vice-President ACN.

here are countless benefits for both the cargo industry and government of Smartgate projects such as JIC. The projects aim to realise safer, faster, more efficient and cheaper cargo handling at Schiphol. All companies benefit from this and it contributes to reinforcing "BV Netherlands". In the multi-functional JIC building, Customs work together with enforcers and inspectorates such as the Human Environment and Transport Inspectorate (ILT), the Royal Military Police and the Netherlands Food and Consumer Product Safety Authority (NVWA) on a so-called 'one-stop-shop' model. The building, with a floor area of about 4,900 m²,

will be located at Schiphol Southeast. As far as possible, checks are undertaken during quieter moments in the logistics flow in order to achieve maximum time saving. This avoids the same box being subjected to multiple inspections at different times. At the JIC, which will be open 24/7, the goods can be checked in different ways.

ULD scan

ULDs (pallets, air pallets, containers) are easily put through the x-ray scan on a roller bed. At 'green', the cargo is safe and free. Whenever the scan shows 'red', further inspection is required. In this case, the cargo will

be further inspected at the JIC and the areas noted as being 'suspicious' will be checked.

"The JIC: faster and smarter, reliable and safe" (Erik Varwijk, KLM)

Analysis remote scans

Air freight companies are able to purchase x-ray machines that meet all Customs' quality requirements. Rhenus Logistics and Fast Forward Freight scan their cargo themselves,





with a Customs analyst watching in real time from the JIC (via displays). If cargo indicates 'red', then Customs will carry out an inspection at that specific company.

"Mainport Schiphol is, with SmartGate Cargo, sitting on a goldmine"

(Jos Nijhuis, Schiphol Group)

Analysis scans Customs x-ray machines

For companies that do not have their own scan, three x-ray machines will be placed at the JIC terrain, at the border of air- and landside. Trucks can be hitched to a loading dock and cargo that is to leave the EU can be scanned. A Customs employee analyses the scan via displays.



Mobile scans

Customs also has mobile scan vehicles. Based on the available data, a risk analysis is undertaken by Customs Control Centre (located in the Outlook building at Schiphol). This will determine which cargo, that is leaving the EU, needs to be scanned at the handler. The car drives to the concerned warehouse and the data from the scan are analysed in real time in the vehicle. In addition, Customs is able to quickly and efficiently scan an aircraft with the so-called Backscatter ZBV.

Types of goods

The scans focus on drugs, firearms and protected plant and animal species. For this latter group, JIC provides a separate quarantine area. Scanning of freight is only one of the control methods; Customs can perform a physical check if necessary, possibly with the help of dogs. The Customs dogs are trained to detect drugs and money.





The safety of the supply chain is also an important issue for the industry. At the entrance to handling agents' premises, Customs places detection gates through which trucks automatically drive whenever they enter the premises. When radiation is measured, the JIC central command post is notified immediately. If it is not explainable, specialists go to the location in order to manually examine the radiation. If the radiation is not within legal limits, or if it is not explainable on the basis of the freight information, then it is handed over to the ILT for further inspection.

"Historic moment in time: public-private collaboration in aviation" (Ivo Aris, ACN)

Training space

The JIC is equipped with a training area for its own staff. Here, practical lessons and theory go hand in hand. Customs officers learn how to perform a physical inspection, how to break down a pallet and how to inspect freight. They also learn how to analyse the images of a (remote) scan.

It is expected that the JIC will be ready in the second half of 2016.



For more information about the program: schiphol-smartgate.nl



Fast Forward Freight: ready for remote scanning

Photography Michel ter Wolbeek 2010: In the run-up to stricter regulations regarding "known versus unknown" shippers/agents, Fast Forward Freight took the initiative to make the freight "safe" by itself. They realised that the lead-time for time critical air cargo shipments would increase dramatically if external parties would have to perform safety scans. Fast Forward Freight preferred to keep that act in their own hands to avoid unnecessary disruption and delays to the cargo process. Within two years, they had invested in an advanced X-ray machine that could be placed in their own warehouse. Customers know that their freight will not be delayed and that costs will not increase.

Worldwide Customs affairs

t is a misconception to think this it is solely a Dutch affair. Customs authorities worldwide are united in the World Customs Organization (WCO) that deals with international law and regulations with regard to the (safe) despatch of freight. Fast Forward Freight sees the need for self-scanning rapidly coming closer. Smaller players will need to join

together and cooperate, otherwise they risk missing the boat and losing trade opportunities to companies that have their own scan.

Another misconception is that it is solely about air cargo. At Maasvlakte II, the scanning method applies as well. It is the same methodology for both airport and seaport. For Customs, the location of the scanning does not

actually matter. They can, independent of the location, analyse scans and that is very positive for the "BV Netherlands". Waiting times for inspections of containers are significantly shortened using these methods. Previously, it was possible that a container waited days for an inspection, now the aim is up to 24 hours. Foreign authorities are watching the Dutch approach with great interest.

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CARGOHUB







The Netherlands has, in several fields, been shown to be an innovator. It therefore goes way beyond only a rollout in the Netherlands and Dutch Customs. The world has become the playing field and flows are going to be faster and more efficient when all parties use the same methodology.

'Methodology for airport and seaport'

Fast Forward Freight expects an increasing demand for inspections. Consignees abroad want to receive shipment information earlier in the cargo process. Be aware: they want to have the information before the aircraft takes off. Parties abroad want to be able to judge in advance whether they want to receive the freight or not. If shipments do not comply, then the freight is denied abroad and the freight cannot depart. The stricter regulations are not only coming from Customs, but also from other authorities concerned with security.

Collaborating for safe cargo

As an X-ray machine is a costly investment, Fast Forward Freight therefore cooperated with a small number of other parties, namely Seko, QCS, Swift Marine and NCA. These companies not only share concerns on the safe despatch of shipments, but what particularly binds them is time critical freight. The commodities sent by these agents are, for example, phar-



maceuticals, biomedical products, aircraft parts and ship spares; all goods for which speed is required. The companies want to guarantee short delivery times with their own means. The cooperation and collaboration of these companies can therefore be seen as logical. It is all about optimisation for the customer. There has been collaboration in this project with Dael for the software (program Nexus Vertigo) and with L3 for the hardware.

Benefits

Owning a scan gives 100% flexibility, also during evenings, weekends and during peak periods. The scan is not only deployable in a Customs-technical way, but also for scans in the field of security (explosives). For this latter use, a separate screening is no longer necessary so the screening can be done faster and more efficiently. Screening by X-ray machine is possible for all freight. It reduces the necessity to open up packages for inspections; it accelerates the screen-

ing of consolidated shipments on skids and pallets whilst ensuring the highest level of security.

Fast Forward Freight put this process into motion a long time ago and is prepared for the future. For the company not disrupting the cargo process is the most important aspect and this can be achieved in this way.

Companies that can see the need for scanning in this manner can contact Fast Forward Freight for more information.

Tel: +31 20-500 0300 www.fastforwardfreight.com

Making cargo efficiently and less costly safe via remote screening





DAEL Security, specialist in security and detection by using x-ray, metal detection and ETD systems, ensures a safe world by employing these systems with support of smart IT solutions. DAEL is a distributor and service agent of L-3 Security & Detection Systems in the Benelux. Robert Bos, sales manager at DAEL, informs CargoHub Magazine about the remote screening method with the use of an x-ray machine.

Esther Kort-Boreas
Photography

DAEL Security

Remote screening, different approach

he focus of this way of screening is the interception of suspicious freight by Customs. Think, for example, about illegal goods, smuggled goods, drugs and explosives or firearms that do not match the consignment note. Customs maps risk profiles and takes a sample for inspection on the basis of this. What makes remote screening special, is the fact that the x-ray 'image' and the data of a scan can be analysed real time by trained Customs employees on a screen anywhere around the world. The actual screening can take place at any location. The physical scans and the analysis of the scans do not have to be carried out at the same place as long as the x-ray machine is equipped with the right hard- and software.



Nexus Vertigo

Particularly for this, DAEL Security developed a smart software tool named Nexus Vertigo. It is an application for real time remote x-ray screening and the analysis of the 'images' that is both innovative and simple. Nexus Vertigo automatically links the images of the CCTV camera (the shipment goes into the machine and comes out of it again), the 'image' of the x-ray and possible sound recordings in a casefile, together with the consignment note.

Besides, a shipment is screened from two sides inside the machine ('dual view'). Afterwards, all data is saved as one single file and uploaded to a secured server. The software tool makes it possible to download and analyse these security images with associated data on a L-3 ClearView workstation real time anywhere around the world. An important aspect is that the x-ray 'image' has the same characteristics as the original image. Then, the analyst can edit the 'image' so that it will become clear what is in the package.

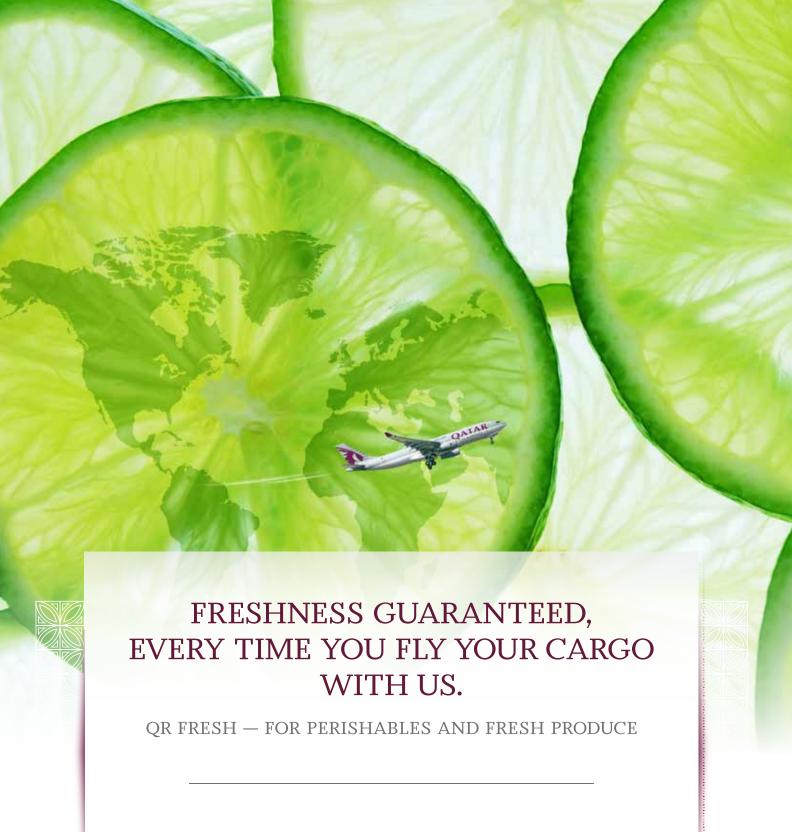
Benefits are numerous

The advantages of remote screening lie mainly in the field of time saving and efficiency. The logistical process no longer needs to be interrupted because of which delays are part of the past. There is also less risk of damage to shipments since the freight initially does not need to be opened. Moreover, people and means can be deployed more efficient, because, as a rule, one does not

need to go to the location where the shipment is being screened. Remote screening is not reserved to Customs or other government authorities; commercial (security) companies and major distribution centres are also able to benefit from this way of screening (air) cargo shipments, namely in the field of liability with regard to theft and transport damage. For more information, please feel free to contact Robert Bos. It would be his pleasure to discuss the advantages for your company with you.



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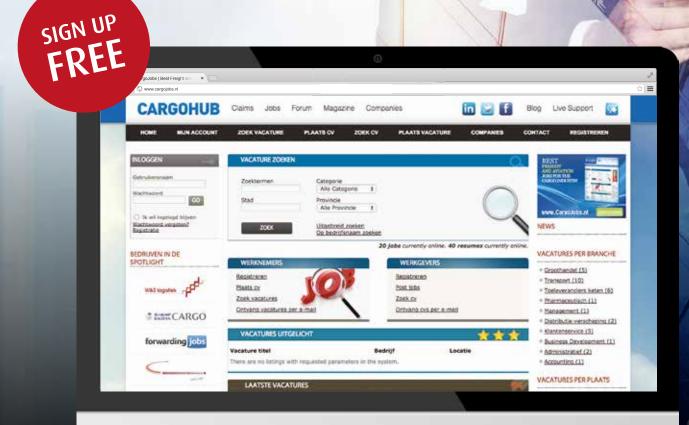


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For bookings and enquiries, contact us on qrfresh@qatarairways.com.qa or visit **qrcargo.com**









(1)

From utopia to reality

Smartloxs makes unhindered entrance inspection at Schiphol possible

The year is 2020...

A driver arrives at the handling agent with his truck. His pass and his vehicle are automatically scanned and recognised. On the display at the gate, the driver sees the number of the dock door that has been appointed to him. On the handler's terrain, the purpose of his visit is known. He does not need to pass by a desk to show papers of the shipment. All information is on his ACN pass and the details automatically appear on the computer screen of the handling agent. The handling agent knows well in advance how busy it will be and how many staff he will need to employ at what time and what dock he should appoint for loading and unloading. Predictability is the key!

ow are we going to achieve this predictability? "The solution is within reach", Guy Driebeek of Smartloxs says. "Various initiatives need to be linked together and the need has to be formulated clearly into one program."

Objective from the market

"The ultimate goal is that handling will be a predictable process for import and export. All relevant information regarding (the handling of) a shipment is known by the concerned chain parties. The technique has the potential, but the application of it is too slow", Guy states. "The members of ACN, united into the sector councils, would do well to formulate the goals clearly and to lay them down in a program with clear and quickly realisable projects. There has been no such approach until now. Due to a plurality of initiatives with different names, development has slowed down. Precisely because there is a well organised consultative culture at Schiphol, it should be possible to realise this", Guy says.

Services and products

Smartloxs develops and delivers products and services for logistics companies with the purpose of identifying vehicles, people and cargo automatically and quickly and to route them so that logistics processes can be speeded up. They call this Creating Green Lanes.



The ACN pass is the best-known product and is being used by 3,500 truckers who have to be at Schiphol regularly. For EU drivers, who deliver less frequently, there is the EU card. Drivers without a pass use their passport or driving licence through the ID scanner. All pass movements are scanned on site using the smart-VIEWER which provides insight into the information. Smart-VISITOR allows arrivals to be planned. In this way it is known who is where and when, and what route should be followed.

Challenge

"The processing time of handling can be shortened by predictability. I challenge the market parties at Schiphol to contribute ideas that can increase predictability and that can turn the utopian situation outlined in the introduction of this article into reality. Let us take small and manageable steps in order to reach the goal. After all, Rome and Paris were not built in one day. Smartloxs is so flexible that we can, by manner of speaking, implement process adjustments and changes directly at the moment the customers mentions it to us: practical, quick and results-oriented", Guy concludes.

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Text
Esther Kort-Boreas
Photography
Michel ter Wolbeek

Product of Dutch origin for the international aviation industry



Master Airport Equipment is an expert in the field of Cargo Handling Systems and Ground Support Equipment. The products of the company are used worldwide by cargo and passenger handling agents, forwarding agents, airlines and various other service providers at airports. CargoHub Magazine spoke with Arnold Bosch, founder and owner of Master Airport Equipment, in his beautiful office in the Betuwe. He started his company in Ede over 35 years ago. For several years, Master Airport Equipment has been located in its own modern building in rural Heteren.

Text Esther Kort-Boreas

Photography Michel ter Wolbeek, Master Airport Equipment

The world of CHS and GSE

aster Airport Equipment is active within two segments: Cargo Handling Systems (CHS) and Ground Support Equipment (GSE). CHS is used by handling agents and forwarders with the aim of processing ULDs as efficiently as possible. Customisation is important here, because a system for export has different specifications to an import system. There is also a difference between systems with regard to location: is it landside or airside? There are a lot more details important for the Master Airport Equipment team when advising a customer. In the field of GSE, Master Airport Equipment can provide its customers with passenger stairs, solar-powered or not, baggage trailers and pallets and container dollies. Naturally, all systems are

designed according to passenger safety requirements as well as the ergonomic requirements for the people working with them.

'Just as Dutch as tulips and mills'

Dutch product

The entire process, from the drawing board to the final product, is managed, controlled and checked by Master Airport Equipment. In contrast to other companies in the industry, Master Airport Equipment produces everything in the Netherlands. "That is not only good for us, but also for 'BV Netherlands'", Arnold says. "We provide jobs within the country

instead of outside the country. And, because we produce inside our own country, we export to our foreign customers in various countries within Europe, Asia and Africa. We are, in fact, just as Dutch as tulips and mills".

Stable company

Master Airport Equipment has been running for quite some years and is one of the oldest and most stable companies in the industry in the Netherlands. "We have had long-term relationships with most of our customers, and we may call ourselves their preferred supplier for some of them. Leading airlines and handling agents do business with us. Sometimes I say jokingly 'there is hardly a street at Schiphol where you will not find a Master Airport Equipment' system", Arnold says with a smile.



Strict quality controls are applied within the company. All products are critically and extensively tested before they are delivered to a customer.

'Being prepared for the future today'

Personal touch

Arnold and his sales team are often abroad visiting potential or existing customers. "You have to go to the customer instead of trying to convince parties to do business with you from behind your desk. Personal contact is very important in our world. When I talk with a customer and I can look him in the eye, his preferences, needs and requirements come to light. Only after this has been mapped out, can we commence the development phase. By the way, we have our own specialists not only for development



or engineering, but also for all the other stages of the process." Rely on your own strength Master Airport Equipment starts thinking from the functions and needs of the customer. Foremost in the solutions that the company provides are safety, flexibility, sustainability and ergonomics. As Master Airport Equipment manages everything itself, the customer benefits from creative solutions and quick delivery. Arnold: "We do what we promise and we always use our own strengths." Prepared for the future "It sounds like a cliché, but standing still is really moving backwards and that is why we are already busy with the inventory of the aspirations and needs of airports in say 10 years time.



today", Arnold states. "Obviously we want to grow, but then at our own pace. Technological development is very rapid and it is important to follow it closely. It makes us feel good if we can spar with a customer and proactively can show how we could apply these developments in a smart way for him."

Want to know more about the products and services of Master Airport Equipment? Please feel free to contact Arnold Bosch.





We want to be prepared for the future



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REST in Peace?

Part 2: Screening methods



The inspection of air cargo is something all International Airports have to deal with. For the industry, the inspection of air cargo and all the related regulation are hindering the fast switching and transporting of cargo. An obstacle that also costs a lot of money. The air cargo industry is, within the aviation industry, the only discipline that needs to pay the costs for the legally required inspections itself. Of course the inspection of air cargo cannot be objected when, with all the imposed restrictions, additional actions and additional costs the safety of air traffic is secured.



Text
Dick Meijaard
Photography
Michel ter Wolbeek

he question whether all these measures will lead to an increased safety within aviation is therefore crucial. Within the EU legislation only a few methods are allowed to inspect air cargo: explosive trace detection (ETD), explosive detection dogs (EDD), X-ray and metal detection. In CargoHub Magazine number 3 we discussed the severe limitations of using ETD, due to a recent policy change within the legislation of the Netherlands. Practically speaking, this method has become unusable for the inspection of larger amounts of freight within a logistically feasible time. Every package needs to be opened and because of this, ETD is only in a very limited number of cases a realistic inspection

When it comes to the use of the

recently added inspection method metal detection, we can be brief. As soon as the use of staples and nails is abolished within air freight shipping, we can seriously start to use this method. What remains are the X-ray equipment and EDD.

In this article, we limit ourselves to EDD. Two methods have been approved: the most famous and most traditional form of detecting: free running. This means that the sniffer dog is guided freely past the freight and checks whether he can find a smell of a familiar explosive substance by sniffing. The dog is brought to the smell.

In addition, there is a method where the smell is brought to the dog: Remote Explosive Scent Tracing, i.e. REST. The smell is extracted from the cargo through a filter and the filter is offered to the dog in order to assess whether there is a familiar pattern of a fragrance of a well-known explosive substance to be recognised. For this type of air cargo inspection we have to make some side notes. Firstly, it is crucial how well the air traces are collected. The argument with which the use of ETD gets a number of limitations from the government has mainly to do with this subject: the traces ETD uses would not sufficiently represent a shipment when you collect particles that are located on the outside of a shipment in combination with particles that are floating freely in the air. The shipment should be opened and one should also collect traces from inside (literally!) the box/ shipment. Collecting traces works

very different with REST. Through a filter, air is being extracted from for example the cargo compartment of a truck, the filter goes to the dog and within a few seconds the assessment has been made. Too good to be true? Officially speaking it is not, because the Dutch government allowed the use of this method in the Netherlands since 2013. Naturally only for certified teams, but it is allowed. Theoreti-

using any other appropriate method... such cargo cannot be flown in or from the UK. It may be shipped by sea or it may be sent by road to another EU state for screening using dogs: other EU states retain the capability to screen consignments using dogs."

Secondly the uniqueness of allowing REST in the Netherlands appears if we look at the screening of passengers, At first glance REST seems to offer a solution for an important amount of bottlenecks that the industry may face regarding mandatory inspections of air cargo. The method is fast, seems to create little disruption in the logistical process, there is no limit to 'size and shape' and, not unimportant for an industry that needs to take care of the costs of the inspections itself, it is a lot cheaper than the other allowed





cally speaking, we find ourselves in a unique position.

First of all by taking a look at our neighbouring countries: in Belgium the REST method is not allowed, in Germany is the EDD currently critically being evaluated and are both free running and REST not allowed. England recently shook up the community with the following statement: On Thursday June 5th 2014 at 2.30pm, the Department for Transport (DfT) issued a notice saying: "From 23.59... REST dogs cannot be used to screen air cargo in the UK until further notice. This applies to originating and any transfer cargo that is not subject to a current UK transfer cargo screening exemption." DfT further advised: "If cargo cannot be screened to the required standard

the hold and cabin luggage. In all surrounding International Airports REST was not allowed as a screening method to begin with. So internationally, policy makers seriously doubted this inspection method. To be fair, it should be mentioned that France, where this method was tested first, is the only country that allows the use of the method since the creation of the EU legislation.

Thirdly: what about the scientific substantiation of such an approach. Obviously, research has been done, even very thorough. In the spring of 2011, the Journal of ERW (Explosive Remnants of War and Mine Action) published the results of a 20 years on-going research program on the possibilities to detect remaining landmines with the use of the REST method, with the help of dogs and rats. The conclusion of this long-term research project is that, up until this moment, no effective method has been found to detect mines with REST (full report, published in November 2011 by the Geneva International Centre for Humanitarian Demining, available at www.cargosecurity.nl).

inspection methods. However, given the attitude of our neighbouring countries and the lack of a convincing scientific substantiation of the method, it is justified to ask the aforementioned question again, whether REST as an inspection method for air cargo will lead to the increased safety within the aviation industry.



Dick Meijaard is verbonden aan PMT Cargo Smartpoint. dmeijaard@cargosecurity.nl

Meer informatie: www.cargosecurity.nl

1994-2014: 20 years Kales Airline Services 'Service in every direction'

CargoHub Magazine congratulates Kales Airline Services with its 20th anniversary!

Text
Esther Kort-Boreas
Photography

What started with a single fax in an office the size of a broom cupboard in 1994, has grown over 20 years into a successful company with 36 offices in 28 countries. Without a contract in his pocket but with a vision that was ahead of its time, Peter Kales started as GSSA at Schiphol.

t first, Peter did everything himself: answering the telephone, booking cargo space, operations and invoicing. However, that did not last long as his company grew by leaps and bounds. Anno 2014, Kales is an internationally operating organisation with 180 employees worldwide.

In the context of their 20th anniversary, CargoHub Magazine speaks with Thom Bekker, Cargo Manager for the Netherlands. "Kales Airline Services is, and will always be, Peter's 'baby'. He is at the helm of his company, is aware of the day-to-day business and takes all decisions himself. In his view, the customer is at the centre and if there is anything to celebrate then he likes to do that with the customers who support him. The same goes for the 20th anniversary", Thom says. Employees of Kales absorb the customer-oriented mindset: Peter's passion, enthusiasm and drive are contagious. Opportunities are seen and seized, but always with respect for both other GSSA's as well as the customers.

"We never say no to the customer. 'It cannot be done does not exist' and so we will always look for a solution for customers with issues, whether they are complicated or not. We have short lines with the headquarters of the airlines we represent. Peter's role in this is huge: it is not only advisory, but goes much further and could even be termed directing", Thom states.

Once or twice a year, a worldwide marketing and sales meeting takes place. Thom tells us: "Peter considers it important that colleagues from different countries see each other in person and that not only serious issues are discussed, but rather that there is also space for relaxation.

According to Peter, the power of Kales as a whole is in that combination."

The 20th anniversary is, of course, being celebrated internally as well. Employees and former employees from here and abroad travelled to Noordwijk for dinner and a party. The evening ended spectacularly with fireworks on the beach. When asked how Kales views the future, Thom

responds in style: "We want to continue to provide the fireworks within the freight industry!"

Kales Airline Services' ambition is 'worldwide coverage'. Via the recently opened offices in Quito and Bombay, the Kales mentality is also anchored in South America and Asia. Within the foreseeable future even more offices will be opened. Due to that presence worldwide, Kales can live up to its slogan for its customers: Service in every direction!









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Coercion agreement, new legislation, company reorganisation Also important for you!

Almost every entrepreneur gets confronted with juridical or economic problems. He/she will ask the question: "How should I move forward with my business?" These are questions or problems that can best be solved with expert help. In the area of Schiphol, Levenbach & Gerritsen Advocaten is such an expert focusing on nationally and internationally oriented entrepreneurs.



ompanies in trouble, it is a sign of the times. Even though brighter spots are appearing on the economic horizon, a general observation is that large parts of the industry have not outgrown the effects of the economic crisis. Circumstances can force a company to enter into a debt settlement with creditors. Up until now, in practice, this is a difficult but not impossible process. Often, these end in a suspension or, worse, a bankruptcy. Reaching agreement with creditors cannot be forced outside a suspension or bankruptcy, even when the majority of the creditors have agreed upon such a debt settlement.

The current practice of reaching a debt settlement without suspension or bankruptcy often runs aground due to unreasonable positions of (often small) creditors that can stop a deal on a debt settlement. They cannot formally be forced to join in, with the exception of cases in which it appears that one has acted unlawfully. The Minister of Justice wants to make it possible to obligate creditors and shareholders to reach a deal about debt settlement whenever a large majority of the creditors is willing to do so (Coercion agreement). The undesirable consequences of the cancellation of a debt settlement lead to a sharp decline in company value, job losses, and creditors who might not get anything back in the case of a bankruptcy as, in almost all cases, this leads to complete liquidation with a huge loss of value.

Research has also shown that the bankruptcy of an, in itself, viable company occurs relatively often. During the drafting of the legal regulation, examples in the United States and Great Britain were assessed, both countries have regulations that make it possible for a judge to force unreasonable creditors to collaborate in a debt settlement. For this, a "quorum" (majority) of creditors is required. With this, deals may come into the picture that ask for the involvement of shareholders by extending the repayment terms, refunds in the form of shares rather than cash, or the issuance of new shares.

The quorum signifies that two-thirds of the debt should be for the debt settlement. Also, frequent agreements are now offered outside of suspension or bankruptcy, but practice shows us that it requires considerable efforts to convince unreasonable creditors such as tax authorities and institutions for employee insurances (such as the Dutch UWV). The upcom-

ing "Coercion agreement" outside of bankruptcy may soon provide a significantly improved tool.

If a company is in trouble now, and/or has problems with its bank or creditors, it is important not to wait for the new legislation that is expected to be passed by the Senate and the Lower House only during the course of 2015. Companies in trouble should act now in order to prevent an imminent bankruptcy from happening, and should thus try to reach a debt settlement deal now.

Levenbach & Gerritsen Advocaten are experienced bankruptcy lawyers, who know how to act; have a solid network in the field of financing; can provide expertise in the field of employment laws, and have negotiation experience.

If there are questions you would like to put to us, we offer an initial free intake interview. Additionally, questions regarding different areas of company law can also be put to us.

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Consequences violation of the law for transport of dangerous goods

Speed in transportation is one of the benefits of transport though the air. But before shipments are actually loaded into the aircraft, after all the actions that have to be performed, a lot can still go wrong. A lot of irregularities are detected at airports when it comes to shipments of dangerous goods, often caused by the speed that is required in the process.

Mistakes made by shipper, agent, handling agent and/or airline are irrevocably penalised during inspections. Here, it is often through ignorance. Missed conditions such as the lack of, among other things, labels, an emergency phone number or additionally required documents, cause problems during further transportation. Obviously these kinds of mistakes need to be corrected, but it is also good to realise that none of the parties involved in the chain benefit from not complying with the legal requirements.

In the Netherlands, the designated supervisor is the Human Environment and Transport Inspectorate (IL&T). This inspectorate monitors compliance with safety and environment laws and the regulations for aviation. The enforcers contribute to flight safety by checking the chain on required knowledge and procedures. In our system, the failure to meet the regulations is an economic offence. This means that a financial demand will be imposed of the amount of the envisaged savings plus a fine. In other countries, the penalties for violations are significantly different and can, in some cases, go up to millions of dollars.

Sometimes, inspectors from other countries are active at foreign airports and enter warehouses when undertaking an audit for their national airline. During these visits, the foreign auditors often discover irregularities but only after the shipment actually reaches the country of destination do they begin the legal claim process. The question is: does this contribute to flight safety if legal claims only commence after the flight has taken place? Enforcement is necessary, not only due to the fact that it is agreed by international treaty, but it can never be intended to be a structural source of income.

What could the solution be if worldwide more attention was paid to the shippers of dangerous goods. If the problems can be addressed at source so that involved service providers further down the chain experience less fear and obstacles in the process with these sorts of goods.

The multimodal document should be accepted for air transport meaning the actual shipper can be held responsible for the entire journey, for amongst other things, the classification and packaging. This document is the shipper's declaration that is acceptable for all modes of transportation, but, unfortunately, not yet by IATA. Often service providers have to draft transport documents for connecting road transport out of necessity, in which issues are declared of which they have absolutely no knowledge ...

Text Gilbert De Chauvigny De Blot

Photography Michel ter Wolbeek



Logistical agreements: more haste, less speed!

hen we were young (or maybe even later) we all heard wise words like these and were told to 'think before you speak'. Practice shows that maybe logistical service providers should hang these sorts of proverbs on their office walls

Over the years, forwarders have diversified their services and are now calling themselves logistical service providers. Besides the original activities of forwarding and transportation, they have started to store, sort, distribute and process. For manufacturers and traders, outsourcing is a high priority and logistical service providers make good use of this. It is not surprising that sometimes things can go wrong during these activities. However, if a project has major problems from the start and these are still not solved after a year, then both parties will start to get irritated. Over time matters escalate, which can lead to the contracts/lawyers being brought to the table.

A practical example is a producer of frozen consumable products who partly stores his goods himself and partly in an external warehouse. During a conversation with one of his forwarders, it eventuates that they are building a new warehouse with a large amount of space for pallets. This appeals to the producer as he could centralise his entire stock and distribution this way. He asks the forwarder to reserve 2,500 pallet places for him. In addition, they discuss distribution on demand to various customers. Furthermore, the forwarder might be able to undertake some repacking activities. Good, right?

Yet, the project ends in drama. It turns out that pallets contain various products and labels, let alone GS1 pallet labels and SSCC codes. Pre-notifications that can be handled individually by a warehouse management system are also missing. Furthermore, there are diverse goods with different

land codes. Repacking activities have to be adjusted. Apart from the question how these problems can be addressed and solved as quickly as possible, it is interesting to know how this could have happened.

It turns out that the parties were speaking different languages. As is often the case, the first contact often takes place between executives. It is agreed that they will do something and that it will happen in the short term. The people who will actually set up the operation, will probably know immediately that it will not work. It appears that parties often do not clearly communicate what they expect from each other and especially the customer does not know what is required. This is logical, because something like this does take time. The commitments have to be defined.

In short: take time to discuss matters with each other, question each other and define starting points. Set everything down in a solid logistical agreement, this can prevent a lot of fuss later and possible claims against a rental agreement instead of a logistical agreement. The various scribes of this unsurpassed magazine would be happy to help you with this ...

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Recognition in the air transport chain of dangerous goods

Different parties play a role in the chain of transporting dangerous goods by air such as the shipper of the goods, forwarding agents/cargo agents, ground handling agents and airlines. Ever since the 1980s, these parties have had to possess certification if the company is engaged in the transport, or arranging transport, of dangerous goods by air from the Netherlands. This obligation, in the context of safe transport, is independent of the security requirements (known shipper) that came into force after the attacks of 9/11 in 2001.



he system of recognition has existed for quite some time and resulted from article 6.55 of the Aviation Act and article 9 of the Decree on Transportation of Dangerous Goods by Air. These articles contain the obligation for recognition and the different types of recognition that the Netherlands Ministry of Infrastructure and Environment (I&M) can grant. The granting of recognition is delegated to the Human Environment and Transport Inspectorate (ILT) of the Ministry of Infrastructure and Environment.

The ILT/Aviation is located in Hoofddorp and can, if all requirements are met, grant the following recognition on behalf of the State Secretary of Infrastructure and Environment:

- A-recognition: a shipper who provides hazardous substances for transport by air cargo;
- B-recognition: a freight forwarder/cargo agent who is authorized to transport dangerous goods by air; (including the booking of a shipment with an airline and the drafting of an airwaybill);
- C-recognition: a ground handling agent who, on behalf of the airline, performs the compulsory acceptance checks and/or the loading and unloading of dangerous goods on board the aircraft on behalf of the airline;
- E-recognition: an organisation specialised in air cargo acting as shipper and packer of dangerous goods on behalf of third parties.

In practice, E-recognition holders prepare shipments for transportation for companies that are not in possession of an A-recognition and for companies whose shipments have to be repacked, for example, after having been rejected at Dutch airports.

In the ministerial regulation of recognition and the regulation recognition of training institutions and examinations, includes the requirements for recognition. Article 8 of the regulation of recognition states that a higher pass score must be achieved for E-recognition in comparison to the other recognition categories (90 points versus 70 points). In addition, Appendix B of the regulation of examinations states that the training requirements have to be more comprehensive for an E-recognition holder. They must be trained in chemistry and the legislation on transport modalities, such as road transport (ADR).

Until 1st January 2014, a D-recognition was required for airlines from outside the EU. Now, in line with EU operators, an AOC certificate will suffice duly endorsed for dangerous goods. The AOC is granted by the authorities of the country where the airline is registered. In the Netherlands, the designated authority is ILT/Aviation (CAA-NL: Civil Aviation Authority The Netherlands) in Hoofddorp.

In principle, recognition is provided for an indefinite period. However, the law provides ILT with the possibility of suspending the recognition or withdrawing it, if the legal requirements are not met. The ILT/Aviation undertakes periodic audits to check whether a recognition holder still meets these requirements.

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ICT and Logistics: two sides of the same coin

ICT and Logistics are inseparable. At least that is how I was raised in the years that I was a lecturer at the Faculty of Management of the Erasmus University Rotterdam under the inspiring leadership of Professor Jo van Nunen. In logistics, good information, smart planning supported by computers and good information management recording of what has happened are the keys to success.

Prof. Dr. Albert Veenstra Photography his is also recognized in the Top sector Logistics, with a separate program line that aims to build a neutral information infrastructure for the Dutch logistics sector. In the Ambition Document "Score to the Top" this is termed an open ICT infrastructure for the entire logistics sector. Important parts of that ICT infrastructure exist already, especially in the large logistic hubs like the port of Rotterdam and Schiphol. The so-called Port Community Systems Portbase and Cargonaut have been active there for years. But important components still do not exist.

The need for ICT within the logistics sector is broad and diverse. There is need for information exchange between businesses (B2B), between businesses and government (B2G) and between businesses and consumers (B2C). Let us start with the last one: more and more people are buying goods online, via web shops. Those products are delivered to people via couriers and the postal service but the information process could be much better. Now, people often do not know when their purchase will be delivered, so they are not at home and the delivery man has to come back. The logistics of home delivery are inefficient and a better

exchange of information between those delivering and the consumer will be required to improve efficiency.

In terms of communication with the government, many facilities already exist. Customs, for example, is entirely set up for digital communication. Other authorities are also switching over to the digital receipt of formal messages required for their supervisory role. I already mentioned the port community systems that exist in all major sea and airports. Within Europe, this has been standardised so that the various authorities all get their information via the same channel. This is the so-called Single Window development. For a successful introduction of single windows in Europe, many barriers still need to be overcome. I want to consider a specific challenge.

The challenge is that, at this moment in time, communication with the government is mainly one-way. The government demands a variety of information, but gives very little back in return. And that when knowing how far the government is in assessing, evaluating, and the status of the decision process, gives businesses insight into the

Data supply Application environment

Visualisation dashboards

Integral programming of research and innovatior

progression of their logistics processes. In the field of G2B communication, there is therefore a major challenge. There are however some positive developments to mention. Customs is working on a status message for containers, with which companies can gain insight into Customs assessments of shipments in containers, more or less in real time. This message should be available by the end of 2014.

And then communication between companies. There have been initiatives for the digital exchange of documents (orders, delivery notes, invoices) for years. But logistics companies especially need current information in order to see future bottlenecks. Facilities for the exchange of this kind of information hardly exist, with the exception for a few specific information sources. What exists, for example, is traffic information, which is currently available in real time through Google Maps or TomTom. However, this is static information that tells you where the traffic jam is now, but not where traffic jams will be in three hours time.

For two years, TNO has worked on a system with which container carriers' information could be pooled in order to assess at what time trucks should be in the port, and how many trucks should arrive at the same time. In this way, it is possible to determine the expected waiting time at a container terminal. If along side this, you could gain information about the routing at a container terminal – and this has been successful in the project – then you can quite reliably estimate the total turn-round time of trucks in the port even when those trucks are still driving near Gorinchem at that particular moment in time. I can see various comparable applications: at Schiphol; at large distribution centres and in cities.

In the logistics sector, there is a need for a basic infrastructure so that the information needs, as I have described above, can be achieved with applications. In my view, that infrastructure is in three parts.

First of all, it should be a facility in which public and private information can easily be made available to third parties. There is a lot of public information, but the way (mainly) governments disseminate it into the world it is completely unusable for companies. Besides, a facility is needed in which companies can disclose their data, but in such a way that they remain in control over whom, when and for what purpose, their data is being used. This can be done by using so-called Application Programmer's Interface (API) platforms on which companies can make their data available through an API (say, a standard data connector). They can easily turn

the data flow on or off themselves by means of a simple dashboard in the platform. That may also be conditional, for example, on the basis of payment. This technology already exists, but is hardly used in the logistics sector.

Secondly, an environment should be created where applications can be put. The time when everyone owned software on a local computer has passed. More and more software runs in the cloud. In addition, more and more applications are made in co-creation environments such as hackathons. Lastly, students and researchers create many solutions for complex problems that are still searching for applications. All this knowledge and skill must be unlocked in the information infrastructure for the logistics sector. There are one or two projects in the Netherlands that are laying down such a basis.

Thirdly, the information infrastructure consists of a toolbox with which various parties can analyse their data. This section consists of one or more configurable dashboards that help visualise data, results of applications or the performance of the various APIs. This technology also exists already, both in open source and in commercial application.

There are two main challenges. Firstly, this infrastructure must be developed within the framework for Top sector Logistics in the coming years. Money is not an immediate problem, but integral programming of what contributes to this infrastructure in the various projects is. A lot is happening, but we must continue to ensure that all initiatives interconnect.

The second challenge is an even bigger one. We have to build this infrastructure for the entire logistics sector within the Netherlands (and probably outside of that). This means that not only the front-runners but also the large volume of small and medium sized enterprises must be included. This is an assignment not only for the Top sector Logistics, and for Dinalog, but for all of us.

Vacancy guide

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We would like to meet with people who are interested in a nice job in a logistical		
Hef / Reachtruckchauffeurs	Labourlink	Schiphol
We would like to meet with people who are interested in a nice job in a logistical		
Expediteur/Export medewerker	Labourlink	Rotterdam en Schiphol
For our client in the areas of Rotterdam and Schiphol, we are looking for a forwarding agent/Export employee		
Ervaren Bouwers Luchtvracht	Labourlink	Schiphol
Luchtvracht Labourlink is doing well at Schiphol and we are very pleased with that. More and more		
Chauffeur C met ADR Tank	Labourlink	Schiphol
Are you a driver at heart and not afraid to get your hands dirty? And do you want to work in a dynamic environment		
Cargo medewerkers	Labourlink	Schiphol
Labour Link is a labour mediation and consulting firm that offers customized staffing solutions		
Administrator	Apex Logistics Europe	Schiphol-Rijk
We are looking for a well organized Administrator to join our rapidly expanding company. Apex Logistics International		
Customer Service-Chinese Speaking	Apex Logistics Europe	Schiphol-Rijk
We are looking for a dynamic, motivated Chinese Speaking Customer Service Representative to join our rapidly		
Magazijnmedewerker Dangerous Goods	WerkCentrale Nederland	Schiphol
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