Charting a course for the future

TRENDS IN SEA AND AIR FREIGHT

- XXL freight: Incineration plant on wheels
- SOLAS regulation: “Container Weighing” from 1 July 2016 onwards
- Visiting Oezden Satimis – Head of European Road Freight in Switzerland
DEAR READERS

Initial investigations in Switzerland have shown that the project can be implemented since the technical, environmental, geological and economic requirements have been met. Unmanned trucks would then transport standardised pallets in three-lane tunnels. This sounds utopian but it could easily become reality.

We at ZIEGLER are open to new technologies and innovative concepts. This is because innovation is our daily business. We try to find a customised solution for each project and to break new ground. The mode of transport is not critical here. Whether by lorry, rail, ship, air or soon possibly using transport systems in tunnels: the ZIEGLER teams organise trans-

ports of consignments and would like to see these take place by suitable modes of transportation in an environment-friendly manner.

You can depend on one thing with us: we are happy to break new ground for your transports. A visionary approach is certainly one of the tools of the trade of a freight forwarder and logistics company.

Kind regards

Thorsten Witt, CEO
Switzerland, Germany

Have you ever heard of “Cargo sous terrain”? Experts from industry and politics want to move goods shipments underground.

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The integration of the markets and globalisation demand innovation and new solutions – especially in the logistics sector.

The current market situation in the sea and air freight sectors in Europe is not exactly rosy. Saturated markets, the uncertainty of consumers and the tense situation in world politics are not beneficial for consumption.

New challenges
Prices have fallen in recent years due to the ever-increasing supply levels and the drop in demand.

In addition, more stringent rules such as the reduction of CO₂ emissions, more stringent guidelines for dangerous goods, new safety regulations for air freight or the relocation of production to new or other markets make daily work more complicated. Freight companies are constantly faced by new challenges. ZIEGLER faces up to them every day, and seeks and finds new ways forward.

More importance of overseas transports
The overseas transportation sector has greatly increased in importance at ZIEGLER over the past few years. Air and sea freight have become the most important forms of transportation for bringing consumer goods to the shop shelves over the past decades. The ocean transport sector has grown markedly over the past few years, has therefore constantly been extended and above all is adapted to the needs and wishes of the customers.

ZIEGLER Group focuses on the future
The ZIEGLER Group is reorganising the overseas transportation sector for its customers and charting the course for the future. This is carried out in close cooperation with managers in its approx. 120 branches worldwide.

Standardisation, optimisation of processes, new products, expansion of the network, a uniform appearance, sales and IT networking are the most important issues that ZIEGLER will tackle this year and thus aid further development in the fields of sea and air freight.

Further developing technologies
It is in the nature of things that technologies constantly advance. Generation Z (generation born after 1990) is active in the market – both as customers and as consumer. This group has grown up with social networks, state-of-the-art communication technologies, laptops, tablets and game consoles. We also want to take account of this new generation at ZIEGLER.
Completely monitoring the supply chain
ZIEGLER has laid down an important foundation stone, above all in the sector of supply chain management. ZIEGLER TRACK facilitates all monitoring and planning of procurement logistics.

Through the constant technical and further development of staff, ZIEGLER is able to offer its customers the best possible total package for their own requirements so they continue to feel their interests are being optimally looked after at ZIEGLER.

Text: Samuele Incognito
Head of Air- and Seafreight
Switzerland

GENERATION Z – THE DIGITAL GENERATION

Generation Z – these are the young people born after 1990 who are now entering the world of work. These young people make use of digital technology as if it were second nature: They have been familiar with the World Wide Web, MP3 layers, text messages and mobile telephones since childhood.

Small children play with their smart phones
Due to the fact that children come into contact with smart phones and tablets at a very early age, they undergo a development that is very different to that of past generations, which only became familiar with touch screens and touchpads later in life.

A well-networked start to working life
Unlike Generation Y that sought meaning in work, members of Generation Z want outwardly to represent something. They increasingly want to have successful careers and take on management positions. Networks are important to them. Generation Z is not driven by any subsequent material wealth but by the quest for recognition.
ZIEGLER AIR FREIGHT

ZIEGLER is present at all major European airports. Our mission is to process every consignment, from small parcels to complete airfreighting. Our customers benefit from our globally connected, exclusive agent network. The goal is to achieve rapid transit and customs clearance of consignments. We also reflect on transport concepts spanning the truck, rail, inland water and sea forms of transportation.

Our services
- Worldwide imports
- Worldwide exports
- Charter services
- Regular consolidated shipments
- SeaAir services via Dubai
- Express and courier services
- Hazardous goods
- National and international distribution
- Door-to-door service
- Customs clearance
- In-house AWBs
- On-board courier service
- Tracking and tracing

ZIEGLER SEA FREIGHT

ZIEGLER views itself as a powerful link between the customer’s procurement and sales markets. It profits from transparent handling of exports and imports from one source. We select the best loading option, the best sea route and the most suitable carrier for each consignment. We support our customers as an IATA agent with access to ultra-modern installations and innovative solutions.

Our services
- Presence at all the important European ports
- Partner of the best sea freight companies
- Worldwide imports/exports
- LCL: Regulated consolidated container transports
- FCL: full containers/special containers
- Break bulk, cross-trade
- Car & motorcycle logistics
- Project logistics
- Door-to-door service
- National and international distribution
- Customs warehouse and customs clearance
- Import and export documentation such as customs clearance, letters of credits, bills of lading, permits
- Goods insurance
- Tracking and tracing
- Deadline monitoring
Would you like something slightly bigger? In spring 2015 the ZIEGLER team in Kelsterbach received an order for the organisation of a very special consignment: Agraria Entre Rios commissioned ZIEGLER to transport a biomass incinerator with energy recovery capacity valued at € 7.35 million from various locations in Europe to Paranagua, Brazil. At the beginning of September the machine manufacturer informed ZIEGLER that the first two cargo units, with dimensions of 14.25 x 3.96 x 4.28 metres and each weighing 49 tonnes, would be ready for loading in Frydek, Czech Republic, from the end of September.

Road transport with special vehicles
The special dimensions of the two plants required transportation with two special vehicles from the Czech Republic to the Hamburg port. The plants had to be loaded under deck and transported via the quickest sea route. Moreover, special customs clearance regulations had to be taken into account for importing goods into Brazil.

After a processing time of three weeks for the road transport licences, work finally started on 5 October 2015: The two cargo units were loaded onto two low-loaders in the Czech Republic. Road transport went smoothly. Both lorries arrived at the CTB Hamburg terminal on 9 October. A good solution for the sea route was found with the Hamburg Süd (south) container shipping company.

By ship from Hamburg
On 12 October the container ship “CAP San Antonio” took on the two cargo units through a hatch prepared with six flat tracks and transported it intact to the Brazilian port of Paranagua. There they were directly unloaded onto two low-loaders on 19 October. Once the customs clearance had been performed, two cargo units arrived safe and sound in Entre Rios/Parana, Brazil.

Additional orders followed
ZIEGLER has now shipped an additional 30 x 40’ OT containers for the same client here. In February 2016, additional identical large cargo units were shipped to the customer’s satisfaction in the same way.

Text: Armin Kirberg

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FLAT RACK CONTAINERS: “ARTIFICIAL DECKS” – IDEAL FOR OVERSIZED CARGO

A flat rack is a container with two end walls but without side walls and a roof. It is used for cargo that exceeds the mass of ISO containers. The packages – crates in most cases – are secured on the flat rack.

The static load of 40’ flat rack containers amounts to 50,000 kg for the newer design, so flat-rack containers are often used as so-called “artificial decks” on full container ships to transport large and heavy machine parts.

The shipping company invoices surcharges for freight costs, and a fee is also charged for the use of flat racks itself; these charges are included in the freight rate.

Flat racks, open-top containers and refrigerated containers are also referred to as “special equipment” for which the freight costs are higher than those of standard containers. The empty flat racks are generally only available in the sea ports. They must be transferred at a charge for loading in the inland harbour.

(Source: Wikipedia)

FLAT RACK MASS

<table>
<thead>
<tr>
<th>Container Type</th>
<th>Internal Dimensions</th>
<th>Empty Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>20’-containers</td>
<td>5.94 x 2.40 x 2.27 m</td>
<td>2,560 kg</td>
</tr>
<tr>
<td>40’-containers</td>
<td>12.07 x 2.42 x 2.10 m</td>
<td>5,550 kg</td>
</tr>
</tbody>
</table>

An artificial deck of six flat rack containers.
The incinerators are lifted onto the artificial deck by crane.
A perfect fit: the first plant on the ship.
Well secured: both plants on the artificial deck.
What do the shooting star of Swiss football, Breel Embolo, and ZIEGLER have in common? At first sight, nothing. Except for: Roland Paolucci, Key Account Manager of ZIEGLER (Switzerland) AG. He has known Breel Embolo for a few years and also supported him in his personal development. As a result Breel was able to complete a commercial apprenticeship at the North West Switzerland Football Association, where Roland Paolucci is the president.

Breel Embolo, the 19-year-old centre forward of FC Basel, established a foundation for refugee children and socially disadvantaged people and launched his own charitable organisation. According to the commercial register, the foundation intends to support “children who are economically and socially disadvantaged” all over the world, “especially in Peru and Cameroon in addition to Switzerland”. In November 2015 the Embolo Foundation commissioned ZIEGLER to transport the first aid delivery to Cameroon. After weeks of collecting different products and storing the goods at the ZIEGLER Dornach logistics centre, relatives and friends loaded the goods donated into containers. When first viewing the quantity of goods, no-one would have thought there would be enough space for them in two containers. However, with a lot of imagination and commitment, the many volunteers really did manage to load the clothes, furniture, toys and many other useful things. Breel locked the two containers with a container seal before it embarked on the 30-day journey from Dornach/ SO to Douala, Cameroon.

In Cameroon, Germain Embolo, Breel’s mother, organised the customs clearance of the containers and ensured that the aid supplies were received by the right people, bringing much joy.

On 22 February 2016, the air cargo division of ZIEGLER Basel organised the transport of an additional consignment with more than 500 kg of aid supplies to Lima. Germaine Embolo and Jeannette Paolucci handed over the clothes, toys and many other surprises on the spot to children in orphanages.

ZIEGLER is delighted that it can contribute towards helping economically disadvantaged people with its expertise and its services.
SOLAS regulations for “container weighing” from 1 July 2016 onwards

SEA CONTAINERS MUST BE PLACED ON THE SCALES

The Maritime Safety Committee of the IMO (International Maritime Organization) took a decision in May 2014 to adapt the UN Convention on ship safety, SOLAS (Safety Of Life At Sea). It concerned the introduction of a globally applicable duty for compulsory weighing of sea containers before they are loaded on ocean-going vessels. They stated in justification of this more severe ruling that accidents on ships had occurred through imbalances due to the incorrect declarations of container weights.

With a view to the safety of the sea transports and the danger posed by incorrectly declared container weights, the MSC (Maritime Safety Committee) of the International Maritime Organization (IMO) introduced a new requirement: The new aspect means that the total gross weight of a container must be verified before it is loaded onto a ship, i.e. determined and verified. The new regulations come into force on 1 July 2016. From this time onwards, containers will not be loaded in the seaports without a verified total weight.

Two methods are recognised by the IMO for recording of the verified weight.

Method 1: Physical weighing of the loaded and sealed container with calibrated and certified equipment (external process). All loading parties are permitted to apply Method 1. A list of the weighing stations will be published by the associations at a later date.

Method 2 is prioritised (so-called SOLAS variant 2): this involves calculating the weight in a five-step process through addition, which provides the loader with the opportunity to add up the individual weights of the consignment, including the packaging and stowage material as well as the unladen weight of the container, and to forward it to the carrier. Physical weighing by the shipper or at the inland terminal is omitted in this method.

For more information:
Zentralverband der deutschen Seehafenbetriebe e.V. (Federation of German Seaport operators)
Email: info@zds-seehaefen.de
www.zds-seehaefen.de
www.swiss-shippers.ch
www.smno.ch

Transport safety: in future, weighing of the container will ensure that the cargo ship remains in balance.

How heavy is this container? In future, the weights must be determined before loading.
Visiting Oezden Satilmis – Head of European Roadfreight at ZIEGLER (Switzerland) AG since 1 January 2016

“FLEXIBLE AND SOLUTION-ORIENTED”

What do you look forward to in the morning when you think about your working day?
I am mainly thankful to God that I am healthy. I look forward to the challenge and the resulting solutions. A quote by the German poet Johann Wolfgang von Goethe inspires me “Even the stones in one’s path can be made into something beautiful.”

How important is teamwork?
Teamwork and team spirit are immensely important. A target can only be achieved together. Helpful staff that support each other, especially in stressful situations, is essential.

What are the major challenges of your position and how do you deal with them?
Professional competence, social skills and personality are the “key competencies” in my position. The major challenge is to make the right decision that benefits both the customer and the company. I am in favour of short decision paths, which means accepting challenges – drafting and implementing solutions.

What sets ZIEGLER apart from its competitors?
Our main goal is to have satisfied customers and partners. We offer a good service at competitive prices and are flexible and solution-oriented towards our customers and partners. Our apprentices are also something that makes us stand out. The apprentices enjoy a high quality of training and we guarantee that we have our own capable staff in the future. We want to make dynamic behaviour a part of everyday working lives, to do something that others do not do, through our own initiative, diligence and commitment.

ZIEGLER works very successfully. What is your recipe of success?
The basis of success involves constantly having the goal in mind with the right attitude towards work. ZIEGLER expects work of a high quality and that every employee bears the responsibility for his/her actions. It is also essential that working processes should be questioned and optimised.

Do you have any suggestions for your customers?
The market prices should be precisely examined, i.e. what do I receive for what price. It has to be an appropriate, competitive price that permits a good level of service and performance. Unfortunately the customers are often offered completely unrealistic prices in our industry. The quality of the services suffers due to this and the cooperation will then come to an end sooner or later.

What do you really enjoy doing in your private life?
In my private life I seek a balance from the demanding tasks I perform in my job. I do fitness training several times a week, spend a lot of time with my family and cultivate friendships. I like tasty food and a glass of good wine.

EXEMPLARY CAREER

Oezden Satilmis, who was born in 1981, successfully completed his three-year apprenticeship as a forwarding agent at the BLG Pratteln branch from 1998 until 2001. He started working as an agent and managed the Scandinavian and French shipments in August 2001.

In 2003 he assumed the operational management of the export shipments (Scandinavia, Benelux and England) and four years later became department manager of overland transports in North West Europe.

In January 2015 the management appointed him as the manager of the Pratteln branch and he has also been responsible for the European road of ZIEGLER (Switzerland) AG since 1 January 2016.

Oezden Satilmis is married and the father of a four-year-old son.
WAREHOUSE
LOGISTICS

Logistics as an outsourcing service is the motor of production and trade alongside the transport organisation. At the Basel site, ZIEGLER supports its customers throughout the supply chain with its logistics services. Warehouse 4 in Basel in the former goods station area of the Deutsche Bahn employs seven staff members. ZIEGLER stores most diverse products here – both fast- and slow-moving products – in shelving racks, bay or block warehouses. In the non-food sector, these include paints, lamps and paper. Food products form an area of industry focus and specialist expertise: rice, crisps, capers, artichokes, wine or various organic goods. For instance, a long-standing, trusting cooperation links ZIEGLER warehouse logistics with the ETHNO company (Winterthur) that specialises in importing Asian and Texmex food. The goods are picked and distributed all over Switzerland for the retail and wholesale sectors. “Our warehouses are temperature-controlled and meet the highest hygiene standards” emphasises Head of the Basel logistics center Joseph Berchtold.

ZIEGLER logistics services
■ 10,000 square metres over 4 floors  
■ Quality, storage and delivery control  
■ Sampling, tagging, labelling  
■ Packaging, displays  
■ Returns management, Stock-taking  
■ Open customs warehouse (OCW), customs clearance (ZIEGLER Pratteln)  
■ Storage of hazardous goods  
■ Picking orders p.a.: 9,000

Certificates
■ ISO 9001, 14001, 22000  
■ Swissmedic  
■ Bio, SQAS, AEO

Joseph Berchtold, Head of the Basel Logistics Centre.
LOADING 3,000 TONNES OF ALUMINIUM

The ZIEGLER/KARST branch on Fritz-Ludwig-Strasse in Koblenz has an idyllic location directly on the banks of the Rhine river. But the office also has a favourable location for a freight forwarding company. This is because the Rhine harbour is right next to the building and there is a rail connection for freight trains. Thanks to this outstanding location and the attractive local conditions, the Koblenz branch has now been awarded a particularly “weighty” order: 3,000 tonnes of aluminium bars had to be unloaded from ships and loaded onto Transwaggons.

Three barges transported the aluminium bars from Dunkirk in France to the Rhine harbour. There, six ZIEGLER staff members ensured that the bars were transferred from the barge to the freight train. Expert staff, called “slingers”, secured the bars inside the ship and hung them on the hook of the crane. Then the crane started to move, safely moving two bars onto the quay. The belts were detached and the forklift truck securely placed the bars on the wagon, whilst paying attention to their weight distribution. Every bar had to be secured in place so they could be safely transported. A total of 372 belts were necessary for this purpose. Just one and a half working days were required for each unloading of a barge. The loading results were very impressive: 51 Transwaggons then rolled onwards to Hungary.

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FLEXIBLE FREIGHT HANDLING

ZIEGLER/KARST Koblenz offers flexible ship unloading and freight handling

- From the barge to the train – and vice versa
- From the barge to the lorry – and vice versa
- From the lorry to the train – and vice versa

Interim storage directly at the harbour is also possible.
EH Batterien AG – in an interview with Roberto Castiglione

“ON-TIME DELIVERY FOR OUR CLIENTELE”

EH Batterien AG, Division Oerlikon-Leclanché Stationäre Batterien, is a subsidiary of EnerSys, the global market leader in the industrial energy storage field with more than 8,600 employees worldwide and customers from more than 100 countries. As a leading Swiss trading concern, EH Batterien AG, with its headquarters in Glattbrugg and a branch in Muttenz, supplies the Swiss market with stationary batteries, traction batteries, chargers and a wide range of services. Onboard spoke with Roberto Castiglione of EH Batterien AG about the collaboration with ZIEGLER.

Mr Castiglione, how did you become aware of ZIEGLER?
ZIEGLER has a good reputation in the market and especially in the transport sector. It attracts very high levels of awareness thanks to their quality and service.

Why did you choose ZIEGLER?
In just the same way as EH Batterien AG, ZIEGLER stands for high quality and impeccable service at a fair price. For these reasons we found it very easy to opt for the shipment handling with ZIEGLER.

In which areas does EH Batterien AG use ZIEGLER’s services?
Weekly import shipments from France and England, as well as monthly sea freight imports from the USA.

Which regions are the consignments sent to?
They are mainly important transactions due to the fact that we mainly supply the Swiss market. Nevertheless ZIEGLER also supports us with our very occasional export shipments to other European countries.

Are there any special logistical challenges?
The greatest challenges that we are currently confronted with are on the one hand the flexibility that is required as well as the rapid and on-time delivery for our demanding clientele. Our customers expect a high standard of service that we can fulfill at all times with ZIEGLER.

Thank you for this pleasant conversation. www.ehbatterien.ch
ZIEGLER in France

LARGE RANGE OF SERVICES

The two freight forwarding companies MOIROUD and ZIEGLER joined forces more than 40 years ago. Since 1 January 2016 all the branches of MOIROUD have traded under the name of ZIEGLER FRANCE. The goal was to streamline the organisation and thus improve the service of the branches.

All the administrative, sales and operational departments of MOIROUD were transferred from Paris to Wissous, not far from Paris Orly airport, to a new site that belongs to the company.

A lot of things have taken a turn for the better for MOIROUD customers: they maintain their usual contact whilst still enjoying the great range of services offered by the ZIEGLER group.

Viapass since 1 April 2016

HGV TOLL

On 1 April 2016 Belgium introduced a new electronic toll system (Viapass) for heavy goods vehicles. All heavy goods vehicles over 3.5 tonnes must be equipped with an onboard unit and registered with the toll operator. The new kilometre-based toll system replaces the Euro vignette, that was valid until 31 March 2016, and covers the route network for motorways and national roads in all three regions in Belgium, Wallonia, Flanders and Brussels. The amount of the toll is based on the gross vehicle weight, the emission category (Euro Class) of the HGV and the road category.

Information: www.viapass.be/de

New domicile for the Brussels branch

GROWTH OPPORTUNITIES

The ZIEGLER branch in Brussels has a new state-of-the-art headquarters. The staff there have been working in new offices in Neder-Over-Heembeek since 4 January 2016.

The property built in 2009 has more than 7,100 square metres of floor space in bonded areas and facilitates even more professional, customer-orientated services. This building offers promising growth opportunities, with space for more than 9,000 euro pallets. Its ideal location on the outskirts of the Brussels ring also facilitates easy entry for suppliers.

The ZIEGLER Bruxelles team is committed to a long-standing, close partnership with its customers.

The new address
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Taking a look at the high-bay warehouse

A lot of space for logistics: the new ZIEGLER branch in Brussels.
The EuroAirport Basel, Mulhouse, Freiburg is transnational in the truest sense of the word. People who head there from Basel cross the border to France – unknowingly. Air freight is of the greatest importance for a well-functioning economy. The EuroAirport is the only dual nationality airport in the world that also serves the needs of a tri-national region. It is located right on the border between Switzerland and France and 5 km away from Germany. Thus goods can be imported and exported for Switzerland and the EU region. Thanks to the good road links to the motorways in Switzerland, France and Germany, the goods are brought quickly and reliably to and from the customers (source: EuroAirport).

ZIEGLER Switzerland has several offices at the airports. This also includes the established team headed by Emanuel Rechsteiner. “As an IATA agent and with ultra-modern networking, we offer charter, full cargo or express services – from parcels to full loads – in conjunction with our other locations.” This is how the head of air freight summarises the range of services offered by the company. Door-to-door service, rapid transit and seamless customs clearance contribute towards customer satisfaction and customer loyalty to a considerable extent. Of course all the consignment statuses can be tracked online worldwide, using the sophisticated tracking and tracing system.
ZIEGLER Hamburg in new offices

WITH AN URBAN FLAIR

In the centre of Hamburg with a view of the harbour and surrounded by a great deal of urban flair – ZIEGLER Hamburg’s new domicile in the Erste Brunnenstrasse 1 since the beginning of this year.

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IATA Regulation

TRANSPORTATION OF LITHIUM BATTERIES

Due to increasing security concerns on the part of the airline industry, the IATA regulations for the transportation of lithium have been tightened. Logistics specialists and airlines have to implement these regulations much more strictly. The new regulations: a complete ban on the carriage of lithium-ion batteries (UN 3480) as cargo on passenger aircraft.

- Deletion of Part II of the packaging instructions 965/968.
- Restriction for lithium-ion batteries during carriage to a maximum of 30% of the state of charge/SoC.
- Cancellation of the permit to place packages containing lithium-ion batteries (UN 3480) prepared in accordance with Part II of the Packaging Instructions 965 and lithium metal batteries (UN 3090) prepared in accordance with Part II of the Packaging Instructions 968 into secondary packaging

Please note that the safe air transportation of such contents and the correct compliance with the IATA regulations are the legal responsibility of the consignor.

The following rules apply to airline passengers

<table>
<thead>
<tr>
<th>Number of watt hours (Wh) or lithium quantity</th>
<th>Examples</th>
<th>Configuration</th>
<th>Cabin luggage</th>
<th>Checked baggage</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 100 Wh (2 g)</td>
<td>Small lithium batteries, cells for mobile phones, cameras, watches, portable music playback devices and for most laptops, etc...</td>
<td>In the device</td>
<td>Yes</td>
<td>Yes, (but carrying in cabin luggage is recommended)</td>
</tr>
<tr>
<td></td>
<td>Spare parts</td>
<td>Yes, 20 parts per passenger</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>&gt; 100 to ≤ 160 Wh</td>
<td>Medium-sized lithium batteries and cells, including some extended life batteries for laptops and batteries for professional audio-visual applications.</td>
<td>In the device</td>
<td>Yes</td>
<td>Yes, (but carrying in cabin luggage is recommended)</td>
</tr>
<tr>
<td></td>
<td>Spare parts</td>
<td>Yes, 2 parts per passenger</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>&gt; 160 Wh</td>
<td>Large lithium batteries and cells that are mainly used in industry, e.g. in hybrid electric vehicles, electronic wheelchairs, etc...</td>
<td>Forbidden in any luggage</td>
<td>Must be declared as airfreight and transported in accordance with the IATA regulations for hazardous goods. For lithium-ion battery-powered wheelchairs or other similar mobility aids for passengers whose mobility is restricted (disability, age, broken leg), please contact the booking office of the airline.</td>
<td></td>
</tr>
</tbody>
</table>

The changes to the provisions for lithium batteries are valid as of 1 April 2016.
Your questions will be answered by: IATA Gefahrgut Service (IATA Hazardous Goods Service) dangood@iata.org.
24plus logistics network is a highly efficient cargo network with 65 system partners in Germany and Europe. The exchange of loading media has been bilaterally regulated between all participating freight forwarding companies since 1996. Each 24plus partner had to run a monthly pallet account and coordinate it with all the partners. Each partner organised the return of pallets and pallet cages independently, while paying high transportation costs and making use of expensive providers of packaging services. In addition, each freight forwarding company that has a lot of outgoing pallets required a large depot of euro pallets and pallet cages for servicing it customers. Angelika Middeldorf of ZIEGLER in Eschweiler has been monitoring the entire container management system for all European 24plus partners involved in the exchange of loading media since 2014 and determines the empties returns that are still outstanding after monthly consolidation (compensation shipments). This is the story of how this professional solution was achieved.

**BMS reduces the amount of time spent on the work**

In search of a uniform, simplified loading media system that all the partners can profit from, a working group was established at the 24plus headquarters in 2011 in which Angelika Middeldorf participated. The BMS, into which all the loading media data, from loading to delivery to the recipient, is directly entered via scanners, was created in cooperation with Eurolog AG. Separate pallet accounting is no longer required as a result of the BMS and thus a lot of time is saved.

**Coordination of 58 partners**

Since ZIEGLER Eschweiler joined the 24plus cooperative venture in 2001, Angelika Middeldorf has rebooked empties with a lot of partners, rather than physically collecting or releasing them – and thus freight costs are saved and the burden on warehouse personnel is reduced.

She contributes her experience with rebookings, in which six or more partners are involved in some cases, to the working group in the form of a matrix drafted by her. This served as the template for a computer programme that was rewritten by Eurolog AG by order of 24plus. This facilitates multiple rebookings with four partners and now serves as a basis for 58 partners in Germany, Austria, Holland and Belgium for the balancing of the books (consolidation).

**Punctual return of empties**

By taking into account the concerns of preferred partners and organising collections over short distances, the workload and the freight costs of the 24plus partners have been considerably reduced. Due to the fact that the time frames for releases or collections of empties have been contractually laid down, each partner with a lot of outgoing deliveries can accept the empties to which he is entitled at least 15 working days after the end-of-month accounts have been completed.

Partners as far apart as Rostock, Straubing or Salzburg who mainly receive goods and previously experienced problems with the collectors, benefit from this, as less floor space is required for the existing empties due to the regular releases of the empties there. The customer also derives benefits from this: the on-time return delivery of the empties loaded can be performed within a short space of time.
Antoine Litzler – retirement after 44 years of working commitment

ZIEGLER Pratteln

CLOSE TO THE CUSTOMERS AND NETWORKED WORLDWIDE

Pratteln, in the canton of Baselland, is a regional centre with leading industrial, commercial and traffic areas. The excellent transport links and the central location in the Northwest Switzerland region are attractive locational factors.

The geographic advantages had induced ZIEGLER (Switzerland) AG (then called BLG) to construct a branch in Pratteln’s industrial area. A total of 54 staff are employed here who stand out due to their high levels of expertise, flexibility and commitment. The main specialisation in Pratteln is in regular HGV scheduled services and well-developed niche activities such as package or specialist shipments. The accounting and customs departments should be mentioned in the same breath. These provide – in addition to EU customs clearances and fiscal representation – all other forms of customs clearance and additional related services. These in-house departments guarantee competence and customer orientation.

The services are rounded off by the partners: on the one hand by the sister companies within the ZIEGLER Group that operate globally with their headquarters in Brussels, on the other hand by carefully selected logistics companies that are integrated within the global network and supplement the group. The customer segments cover all industries from A to Z.

Antoine Litzler – retirement after 44 years of working commitment

ACCURATE AND RELIABLE

When Antoine Litzler started working in the Basel warehouse of ZIEGLER (Switzerland) AG (then still called BLG Basler Lagerhaus und Speditionsgesellschaft AG) on 1 January 1972, no-one used PCs or scanners. Antoine Litzler painstakingly had to record the incoming and outgoing goods manually.

Antoine Litzler was employed as a warehouse keeper. He always worked accurately and reliably and was thus promoted to the position of foreman. He inspected the consignments for his customers and ensured that the operational sequences were performed professionally and on time. He manoeuvred drawbars and counterbalanced trucks skilfully whilst being in possession of the appropriate driving licence.

On 29 January 2016 his colleagues took their leave of Antoine Litzler, raising their glasses to him as he entered his well-deserved retirement.

Text: Monique Pirkner Nowak

PRATTELN HEAD OFFICE: DEPARTMENTS MERGED

Decisions and resolutions on the part of the management of ZIEGLER (Switzerland) AG will be taken even more quickly in future:

The new heads of ocean transport operations and marketing and sales have moved into new offices at the company’s headquarters. The sea freight, marketing and sales, in-house sales department and the tender management departments are now also located at the company’s headquarters.

Sales / Sea Freight Department:
ZIEGLER (Schweiz) AG, Headquarters
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Switchboard Tel: +41 61 695 84 84
Samuele Incognito,
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Head of Marketing & Sales
Tel.: +41 61 695 84 90
Fax sales: +41 61 695 8499
Good advice for a business trip to Spain

THE SIESTA IS SACRED

You want to be successful in Spain! Then you should get used to a different pace of work. This is because the siesta is sacred to the Spaniards. Hence the working hours often extend into the evening.

Efficient work is highly valued in Spain. Hierarchies must be observed. Personal contacts are important. Spanish business people like to foster personal relationships with their business partners. Small talk takes up a corresponding amount of time. It even takes longer than the actual negotiations. Don’t be surprised if the tone of a Spanish conversation is sometimes a little rude. If they constantly interrupt their discussion partners, they don’t mean any harm – it demonstrates their interest in the other party. Discussions are loud and lively when they have a meal together. You may also move to another seat, but be careful not to get tipsy – it damages your reputation.

However, there are also some taboos. You should not discuss the Franco dictatorship and ETA if you can help it. Criticism of bullfighting is not always well received. You can create a good atmosphere if you talk about football, art and architecture or your own travel experiences in Spain.