

The logistics magazine

ZIEGLER

onboard

Spring/Summer 2020



SOUTH AFRICA

ZIEGLER creates
good connections

ZIEGLER UK

London's new
logistics hub

Premium koi

Customs service for
imports from Japan

Spare parts

Logistics for airlines
in Africa and Asia

Welcome *onboard*

Editorial



A global network with local expertise: in South Africa, it is currently becoming clear how successfully

we are establishing a logistics structure for our customers at ZIEGLER, an international forwarding company. We have branches in all major cities in the Republic which is home to the “Cape of Good Hope”. At the same time, the ZIEGLER Group connects the country to global markets and the many other ZIEGLER locations.

In this edition, you can find out more about this lovely country, which is full of zest for life and is located right in the south of Africa, from the perspective of logistics.

The coronavirus pandemic has had a significant impact on the manufacturing economy and trade. The ZIEGLER teams are doing everything they can to maintain the supply chains, transportation services and delivery dates.

We are there for you!

Thorsten Witt, CEO
Switzerland, Germany

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Securing the supply chains

COVID-19: ZIEGLER provides advice and support in the event of storage bottlenecks

The novel coronavirus is still presenting us all with major challenges, both from a health perspective and an economic perspective. The coronavirus pandemic has significantly slowed down the global economy as a result of the necessary restrictions. In these exceptional circumstances, our industry plays a key role in maintaining global supply chains.

Availability for customers

As experts in forwarding and logistics solutions, as well as customs matters, we were happy to take on this responsibility right away. In connection with this, it was and still is essential for us to protect our employees' health to the greatest extent possible and, at the same time, to maintain the availability to which our customers and suppliers are accustomed. Thanks to staggered shifts at the ZIEGLER branches, as well as the fast setup of a large number of workspaces in our employees' homes, we are still available to help you during our normal working hours. The recommendations of the health authorities are still strictly observed in all workplaces.

Dialogue with partners

Dialogue with our global partners takes place on an ongoing basis. Operation of our partners' usual business activities has been maintained under

special conditions, including in sectors affected to a significant extent by the pandemic. This means that we have been able to maintain the regular departure frequency for cross-border transport by land, by air and by sea.

Import/export of protective equipment and hygiene items

Do you require advice on importing or exporting items such as respiratory masks, disinfectants and other hygiene products due to the new regulations introduced by the customs authorities? Our employees, both on the operational side of the business and in sales, have learnt a lot about this new topic in a short space of time. Accordingly, we would be happy to provide you with advice.

ZIEGLER provides intermediate storage sites

Are you unable to deliver goods to your customers due to a temporary closure and has this led to storage bottlenecks for you? We would be happy to tell you about the options for using a ZIEGLER logistics centre as an intermediate storage site.

If you are interested in exploring this option or have any questions, the ZIEGLER branches look forward to hearing from you.

Logistics Power in South Africa



ZIEGLER South Africa: full service logistic provider with three border offices

ZIEGLER South Africa is a full-service logistics provider specialising in International Air, Ocean and Road Transport. Ziegler South Africa also offers a vast range of additional Supply Chain Services such as Warehousing, Distribution, Aerospace, Trade Finance and Fiscal Representation, to mention only a few. The differentiator: Offices on the borders of main exit points to SADC Countries.



Cape Town, one of the three capitals of South Africa.



Office and Team of ZIEGLER in Cape Town.

Road Border offices

What makes ZIEGLER South Africa unique to their competitors is that they are one of the only Multinational Brands with Road Border offices at the main entry points to SADC (**S**outhern **A**frican **D**evelopment **C**ommunity) countries. ZIEGLER South Africa has the required Bonds with South African customs allowing them to transit Cargo destined for Sub-Saharan Africa.

Leading in Aerospace Logistics

ZIEGLER South Africa has also established themselves as the continents leading Aerospace Logistics Service Provider and in September 2019 added the traffic of South African Airways to its already large basket of Aerospace clients. ZIEGLER Germany, Switzerland, Belgium, Netherlands, France and the United Kingdom feature highly in the provision of this service to South African Airways along with the cooperation with Pilot Freight in the United States. ZIEGLER South Africa looks forward to the integration of plans and systems alignment to improve collaboration between partners over time.

Logistics for a Solar Park

Environmental protection is important and ZIEGLER South Africa takes the concept of being a Green Company to the next level. In 2010 ZIEGLER South Africa provided logistics for the 71 Mega-Watt Solar Park in Kathu and now boast a 178 Kilo-Watt PV Solar System on their own warehouse at their head office in Johannesburg, this Solar System Provides the company with over 70% of their power. Over the last 10 years, ZIEGLER South Africa helped change the face of African Energy through arranging the logistics of over a 1 000 Mega-Watts of PV Panels.



Solar panels on the roof of the warehouse in Johannesburg.

Trade Finance Product

Another differentiator is ZIEGLER South Africa's Trade Finance Product. The focus of ZIEGLER South Africa was to design a Trade Finance product which supports growing South African import businesses. This trade finance model enables clients to increase their working capital without being encumbered by the normal securities required by commercial banks for similar transactions. The client who has an approved trade credit facility will enjoy in conjunction with a shipping credit facility the benefit of the trade finance model whereby ZIEGLER South Africa pays the foreign suppliers on behalf of the client and ships their products all on financed terms. Furthermore, by using ZIEGLER'S capital to pay foreign suppliers our clients are provided with extended payment terms not often offered or available from foreign suppliers. Our trade finance terms extend to as much as 120 days from the date payment is made to the overseas supplier. A further benefit is that we allow for a single invoice that encompasses the total freight and foreign purchase costs, one simple transaction with extended re-payment terms.

Cutting-edge software and systems

Technology is the language of ZIEGLER South Africa. The company has continually invested in cutting-edge software and systems, setting the pace in a fast-changing world. These technologies help realise greater efficiencies, driving costs down and enables quicker response times. The WebTracker System, known as MyZiegler allows tracking and management of inventory, real-time visibility of air and ocean cargo, as well as digital document storage and retrieval.

Honesty, Integrity, Accountability and Respect

The people of ZIEGLER South Africa is what makes the company stand out, the company culture is based



ZIEGLER office in Johannesburg.

on the ZIEGLER motto "Think Global, Act Local". At ZIEGLER South Africa, the team is encouraged to be innovative and entrepreneurial thereby making the world a smaller place for their customers. The company sees itself growing and shaking up the market in South Africa's dynamic and demanding economy through boundless ingenuity and product novelty. Honesty, Integrity, Accountability and Respect are traits Ziegler South Africa's team members unequivocally possess.

Awarded a level 2 BBBEE

The South African government encourages South African companies to adhere to their Broad-Based Black Economic Empowerment (BBBEE) policies, making it crucial for all companies in South Africa to be compliant in this regard. These policies were put into place to improve the country's growth, with the purpose of uplifting previously disadvantaged demographics. ZIEGLER South Africa is proud to be one of the few Multinational Brands in South Africa to have been awarded a level 2 BBBEE accreditation.



Investing in the youth

ZIEGLER South Africa believes in investing in the youth by giving them an opportunity to learn and gain experience to prepare them for working in the logistics industry. Ziegler South Africa's learners receive training from an Accredited Service Provider who offers Accredited Training Programs in the form of informative learnerships. These learners complete a Freight Forwarding and Customs Compliance exam after a 3-month learning simulation. They are then hosted at Ziegler South Africa's offices where they are exposed to everyday operations in various departments, after 6 months in the office environment they are tasked to prepare and present a proposal about the industry and business. Most of Ziegler South Africa's learners are either employed by Ziegler or are offered In-house opportunities at client sites.

Text: Sean Moore



Border offices

Beitbridge, Groblersbrug, Kopfontein

Servicing

Botswana, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Zambia, Zimbabwe

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ZIEGLER South Africa

175 Staff

7 Offices

8.000 m² own Warehouse

17.000 m² Contracted

45.000 shipments annually

24/7/365 Control Tower

25.000 Aerospace Shipments annually



London's new logistics hub

ZIEGLER UK is moving into its new headquarters, meaning that the company now has 17 locations

On 1 May 2020, ZIEGLER UK Ltd. officially opened its new, purpose-built headquarters with an interconnected logistics centre in the United Kingdom.

Close to the city centre

The premises provides the company with almost 9000 square metres of space. It consists of a three-storey office building and a modern warehouse facility, which measures 12.5 metres in height and features 17 loading gates. The large courtyard area, which measures over 50 metres in depth, offers parking for

more than 30 trailers. The site is located on the DP World Logistics Park, close to the newest deep water port in Great Britain at London Gateway in Essex, which is just 40 km away from the centre of London.

Sustainable building design

ZIEGLER is proud that the building is the first in the park to have achieved the "BREEAM OUTSTANDING" evaluation for complying with the most stringent requirements in the world in the field of sustainable construction.

From its London logistics centre, ZIEGLER UK will be able to offer its customers a range of value-added services, process import and export shipments, provide support with customs clearance processes and make the deconsolidation of goods easier, as well as provide a comprehensive supply chain service which meets the increasingly complex requirements of the global market.

The relocation constitutes a further expansion for ZIEGLER UK, which now has 17 locations in the United Kingdom and Ireland. It allows the company to offer a responsive and flexible local service for the entire supply chain.

Deep water port and rail connection

The new state-of-the-art building in the logistics park at DP World London Gateway offers an unri-

valled location since it is not only right by the ultra-modern deep water port and connected to the DP World rail network but is also very close to London, South East England and all major access roads. This facilitates the fast, global flow of goods, which helps our customers to reduce costs whilst also ensuring that the supply chain becomes more sustainable.

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The new ZIEGLER headquarters in the United Kingdom.

Incoterms® 2020



Maintain an overview of the most important changes

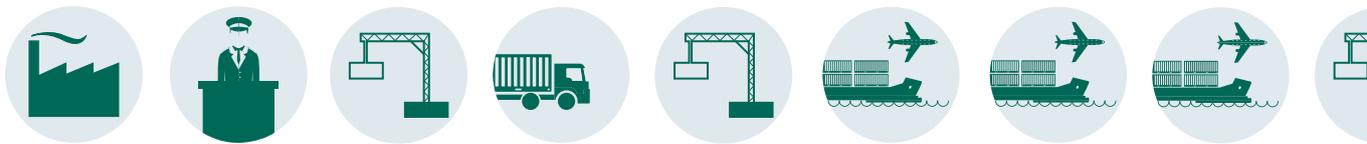
Incoterms® 2020 has eleven trade terms which regulate the obligations of the vendors and buyers when transporting goods, as well as the transfer of risk and the absorption of the various costs associated with transportation, for purchase contracts. Please find below the key changes from Incoterms® 2010:

DAT/DAP: “Terminal” changes to “Place”

DAT (Delivered At Terminal) has been replaced by DAP (Delivered At Place). Alternatively, DPU (Delivered at Place, Unloaded) can be used. “Terminal” has been extended to “Place”. With DAP, the goods are ready for unloading at the destination and DPU includes the unloading process.

INCOTERMS 2020 International Commercial Terms

Obligations of seller and buyer for overseas transport according to Incoterms



	Seller	Customs	Loading	Pre Transport	Loading Terminal	Port / Airport (Departure)	Main Transport	Port / Airport (Arrival)	Unloading Terminal
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Any mode of transport

EXW ex works	■	■	■	■	■	■	■	■	■
FCA free carrier	■	■	■	■ or another agreed place of delivery	■	■	■	■	■
CPT carriage paid to	■	■	■	■ or another agreed place of delivery	■	■	■	■	■ or another agreed place of delivery
CIP carriage and insurance paid to	■	■	■	■ or another agreed place of delivery	■	■	■	■	■ or another agreed place of delivery
DAP delivered at place	■	■	■	■	■	■	■	■	■
DPU delivered at place unloaded	■	■	■	■	■	■	■	■	■
DDP delivered duty paid	■	■	■	■	■	■	■	■	■

Only sea and inland waterway transport

FAS free alongside ship	■	■	■	■	■	■	■	■	■
FOB free on board	■	■	■	■	■	■	■	■	■
CFR cost and freight	■	■	■	■	■	■	■	■	■
CIF cost insurance and freight	■	■	■	■	■	■	■	■	■

costs seller
 risks seller
 costs buyer
 risks buyer
 insurance seller



Load air freight onto the plane more quickly

“Known consignor” meets “regulated agent”

If you have “known consignor” status, your shipments will be loaded onto the plane promptly at the airport without any additional security measures. ZIEGLER speeds up air freight too: the branches in Ratingen and Kelsterbach are recognised by the German Federal Aviation Administration (LBA) as a “regulated agent”. In connection with this, the locations meet all

the safety requirements set out by the LBA, which are necessary for ensuring full safety in the supply chain. This status simplifies and accelerates processing at the airport for the benefit of the exporter.

Are you interested in the “known consignor” status? We would be happy to help you with your application.

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Launching a career: global relocations

Graduate from uni and then get a job in a different city – ZIEGLER will manage the logistics of your move

With ZIEGLER Switzerland, graduates will have the right logistics service provider by their side. ZIEGLER transports books, furniture, clothing and much more safely and reliably to any loca-

tion in the world, ensuring that the goods take the fastest route through customs, of course.

“I take a small bag with me as hand luggage and ZIEGLER deals with the rest!”

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Keeping planes ready for take-off

Spare parts logistics for airlines in Africa and Asia

This is about safety and can quickly turn into an expensive drama: if a spare part for a plane is missing, then the plane can't take off. The spare part might be a special screw, the monitor on a passenger seat, a spare part in the engine or a tyre. A reliable logistics service provider is now required to get the components which are urgently required to the right place in next to no time. ZIEGLER Frankfurt/Kelsterbach provides this global spare parts logistics service for multiple airlines in Africa and Asia.

Creativity in the event of surprises

The ZIEGLER air freight experts organise shipments from more than 30 external suppliers for various airlines in Germany. This comprises up to 300 shipments a month. "We deal with surprises spontaneously and creatively," comments the team. In order to do so, they use all of the tools available in the air freight industry:

extremely urgent spare parts are flown to their destination using an on-board courier and others are flown using the express or standard mode.

Weekend service

Time is money: that's why ZIEGLER has introduced a weekend service for the airlines. The team can always be reached by telephone and by email and organises the transportation of spare parts so that the planes are ready for take-off again as soon as possible and remain safe.

Contact

ZIEGLER would be happy to manage your spare parts logistics for you too – simply get in touch with us:

Phone: +49 6107 308-11

A gem in the garden pond

Customs clearance for koi – the most expensive fish in the world

Koi have been collectible fish and mysterious creatures for a long time in Japan. The word “koi” comes from the Japanese word “nishikigoi”, which means “brocade carp”, so these fish are named after the silky, sophisticated fabric called brocade. Nowadays, koi are the most expensive fish in the world. Koi-Breeder is the leading Swiss company in the field of Japanese koi. It has over 5,000 m² of space, which it uses to create a world of experiences for pond fans. ZIEGLER in Zurich helps the koi experts import these exquisite fish and manages the customs clearance process in connection with these valuable animals. onboard spoke to Franz Keller, a buyer at Koi-Breeder, about his fascination with fish and how these animals are imported.



How koi became the must-have fish

The koi market has not always been as substantial as it is now in the history of Japan. Initially, koi were only seen as a food product. Few Japanese people had ever seen these brightly-coloured fish in real life so people often thought that koi were mythical creatures like dragons. The first farmed brightly-coloured koi were presented at an exhibition in Tokyo in 1914. The breeders cleverly decided to give the crown prince at the time and the subsequent Emperor Hirohito seven koi as a gift. This is generally recognised as the turning point for koi. There are a hundred subspecies of koi, such as Taisho Sanke (white with a black and red spotty pattern), Kohaku (white with a red pattern) or Asagi (red belly and fins with a blue to green back section). Nowadays, these brightly-coloured fish are famous all over the world and are a gem for any garden pond



Mr Keller, what appeals to you about koi?

These carp are unbelievably tame. They develop a connection with people: when I come to work in the mornings, all the carp gather together to welcome me. You can also swim with them. The koi have a calming effect, as well as being beautiful.

What factors determine the price and/or the exclusivity of these fish?

This depends on the breeding type, colour and size. Previously, these fish were a luxury and now anyone can afford them. Nevertheless, the costs for the infrastructure are high but we do provide various options here.

What makes Koi-Breeder stand out?

We are the leading provider of these fish in Switzerland. We have a wide range on offer for all customer groups. There is no major competition since we also operate as a wholesaler. Our employees in all positions within the company have received excellent training – they are our capital. In the summer, for example, we are allowed to swim with the fish during our lunch break.

Who selects your fish?

We have two experts who travel to Japan regularly. They visit two breeders there. We take a look at the requirements and the offers there. Then we get the fish we have selected by direct sales or via auctions. The particularly beautiful fish are generally for sale at auctions and they are very difficult to get.



Koi trade.

How do you import fish?

Once our experts have selected the fish, they are transferred to a different pond. The fish are then packaged for transportation to ensure that they can survive. Bags of water filled with plenty of oxygen are used for this purpose. The breeders place the fish in cardboard boxes and approve them for air freight shipment. Once the koi have arrived in Zurich, ZIEGLER Zurich manages the customs clearance process.

What steps are important here?

A care plan, veterinary documents and an import permit for large-scale import. The veterinary inspection office (Veterinäramt) is involved in the customs clearance process. Once the shipment has been declared, the fish are collected at the airport in Kloten. On arrival in Schinznach, an inspection is carried out to ascertain whether all the fish have survived. The fish are then taken to the quarantine facility.

Quarantine?

Yes, the fish could potentially have a virus which is life-threatening for them (KHV). Therefore, the fish need



koi-breeder.ch



to go into the quarantine pond for several weeks and be tested to establish whether they are infected. If the fish are infected, they need to be separated from the rest. Healthy fish go into the right pond and are sold.

How many fish does each import include?

That depends on the season: in the spring, we import 600 to 800 young, small fish per import and in the autumn, each import comprises 200 to 400 large fish.

Is data exchanged during the purchase process too?

As a general rule, we always work with the same breeders. When new fish are purchased, then they are recorded in our ERP system. You can use the ERP system to see a trend in the fish that are sold and coordinate procurement. Also, we microchip some fish so we can identify them correctly.

One final question: do the fish react to the weather at all?

Yes! The warmer it is, the more likely the fish are to be at the surface. They go further down in the winter and you don't see them as often. In the summer, on the other hand, they tend to swim at the surface of the water.

Interview: Jusufi Taulant

Getting koi through customs

- Koi-Breeder passes documents and flight data to ZIEGLER
- ZIEGLER contacts the airline to clarify when the shipment has been booked and when it will arrive in Zurich
- This information is passed on to Koi-Breeder so the customer is at the right place at the right time to collect the goods
- ZIEGLER informs the border vet in advance so they are available and present at the right time
- ZIEGLER prepares the custom clearance with a specialist customs agent
- The shipment is cleared when the animals have arrived and the border vet has been informed
- After approval by the customs authorities and the border vet, the shipment goes into the perishables area at Zurich Airport
- Koi-Breeder unloads the shipment promptly into the vehicle which is waiting

ZIEGLER Switzerland: Customs service

- Import and export customs clearance Switzerland
- Advice and support on technical customs matters (OZD permit etc.)
- Transit formalities for all European countries
- Online import and export goods clearance
- Carnet T.I.R.
- Open customs warehouse
- Fiscal representation option

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“I feel at home at ZIEGLER”

Markus Saleck: new Branch Manager
at ZIEGLER Frankfurt/Kelsterbach



Handing over the baton: Markus Saleck (left) replaced Armin Kirberg, who retired after decades as a successful freight forwarder at management level, in the role of Branch Manager for ZIEGLER in Frankfurt/Kelsterbach.

How did you get into logistics?

I started out in international land transport, then I first came into contact with air freight at a Frankfurt forwarding company. I worked at a larger forwarding company, for example as an air freight manager for Germany, as well as a regional manager for seven branches and the air freight gateway. After that, I managed a decentralised team in Europe. I provided support for global customers there, for example on complying with terms and loss ratios, as well as reducing transport costs. After two years, I became the manager of four German branches again, including the air freight gateway. I then gained experience with temperature-controlled transportation and at a removal company. But airports and normal forwarding are more my kind of thing. I feel very much at home at ZIEGLER now!

Do you prefer air freight?

I have an affinity with organisation in the field of transportation. I developed an interest in air freight through the companies I worked for. At ZIEGLER, however, I also rediscovered my passion for sea freight, which accounts for a significant proportion of our business.

Welcome: new additions to the team

Jennifer Kautza, Deputy Branch Manager in Hamburg since January 2020

Tobias Schroth, Business Development Manager and Deputy Branch Manager in Stuttgart/Filderstadt since January 2020

“It was great!”

Roland Paolucci worked for ZIEGLER Schweiz AG as a successful Key Account Manager for many years. The energetic 72-year-old, a dedicated football fan and football expert, has now retired. As a Management and Marketing Assistant, **Monique Pirkner-Nowak** pulled many strings at the ZIEGLER headquarters in Pratteln, including the onboard magazine. Armin Kirberg stands out thanks to his decades of experience in logistics. The Branch Manager at Frankfurt/Kelsterbach retired in February 2020 with fond memories of his time as an air freight expert. **We wish you all the best for this new phase of your lives!**



Dedicated to ZIEGLER in Switzerland for over 20 years:
Monique Pirkner-Nowak and Roland Paolucci.

ZIEGLER Sites

ZIEGLER Switzerland



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Lifetime achievement of a treasurer

Best wishes on your 100th birthday: Ernst Wenger speaks about his time at BLG/ZIEGLER



Birthday wishes: Ernst Wenger celebrated his 100th birthday and Helena Hoffmann visited him.

Ernst Wenger experienced the rapid development of the forwarding industry over the past century as a former treasurer at BLG and ZIEGLER Switzerland. For his 100th birthday, the jubilarian received a very special congratulatory visit from Helena Hoffman, former HR Director at BLG and ZIEGLER, and Daniel Peters, Organisational and Personnel Development Officer at ZIEGLER.

“I started out at BLG/ZIEGLER at Haltingerstrasse in Basel. Once the new building on Erlenstrasse was ready, I moved into my office right above the garage entrance, which had an excellent view of what was going on at the company. Since I was working there before the era of digitalisation and there were no computers in the department, maintaining the accounts with all the incoming and outgoing monies was a huge amount of work. I was still really picky about keeping a traditional cash book. I also paid out expenses and costs and had control of the receipts for our lunchtime canteen food at “Thomy und Frank” because my colleagues enjoyed using this canteen. My colleagues were always respectful with me. I was known as more of a “nervous” employee but I took my job very carefully and seriously.”

Anniversaries

25 years

Serge Flick

Dornach Logistics Centre
Employee, 1.3.2020

Armando Schneeberger

Branch Manager in Dietikon,
1.4.2020

20 years

Romuald Lutz

Import 2 Department Manager
in Pratteln, 1.5.2020

Joël Walter

Forwarding Employee at Air & Sea
Basel, 9.3.2020

15 years

Angelina Bellanova

Customs Declaration Officer in
Kreuzlingen, 1.6.2020

Agostino Passucci

Courier in Pratteln, 3.6.2020

15 years

Tanja Degenhardt

Branch Management Assis-
tant/Pricing in Kelsterbach,
1.3.2020

Monika Schneider

Secretary in Eschweiler, 15.6.2020

10 years

José Alarcon

Logistics Warehouse Employee in
Eschweiler, 1.6.2020

Alexander Gross

Sostrana in Bremen, 6.4.2020

Jens Müller

Manager Incoming/Outgoing
National Transport in Eschweiler,
4.5.2020

5 years

Dominique Herne

Accounting Clerk in Eschweiler,
1.5.2020

Yakub Kalayci

Warehouse Employee
in Eschweiler, 2.2.2020

Jens Tote

Sostrana in Bremen, 1.4.2020



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