

The logistics magazine

ZIEGLER®

onboard

Autumn 2022

Faster through customs with Ziegler



Sea-Air Service

Clever transport solution
for your LCL shipments

Dangerous goods: battery

Ziegler organises dangerous goods
transports worldwide

Training

Successful apprentices
at Ziegler

Welcome onboard

Dear readers



Customs is a bottleneck: exports as well as imports have to pass through here. Ziegler's significantly expanded customs service ensures that your shipments pass through customs easily and as quickly as possible. Our new issue of onboard is full of up-to-date info on customs clearance of shipments. I also hope you enjoy reading about the other logistics topics – from hazardous goods exports by air freight to the latest trends in e-bikes and our successful apprentices at Ziegler Switzerland and Germany.

Kind regards

Thorsten Witt, CEO
Switzerland, Germany

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Ziegler opens a customs competence centre

Customs and Ziegler fit like a glove. This is why Ziegler GmbH has opened a customs competence centre in Hamburg – the gateway to the world. The customs competence centre serves as a nationwide contact address for all business partners of Ziegler GmbH, but also for those who are interested in becoming a partner.

The contact persons there are Tobias Schmitz and Jonas Mopalami. The two colleagues go back a long time, having worked together since 2014. During this time, a solid friendship has developed among between these two work colleagues who complement each other perfectly. So there are several good reasons for us to interview them.



The entire Ziegler team in Hamburg, from right: Tobias Schmitz, Julia Scholze, Pascal Jacobs, Vivien Kirk, Kevin Sattler, Renate Friske, Jonas Mopalami missing: Nikola Prvanov, Markus Marquardt.

What do you expect from your job?

We are very pleased to be able to expand Ziegler's range of services. Varied work in which we can develop both professionally and personally is important to us.

What does the customs team offer that is new?

In addition to the traditional customs declarations, we now also offer training seminars at business partners' premises or at Ziegler's premises. The respective topics will be discussed by arrangement. Webinars are also possible. We also provide advice on all customs topics.

What excites you both personally about the work?

We particularly enjoy organising and conducting training seminars and consultation sessions. You get to know a lot of interesting people, and it's also a good networking experience.

Are there also partnerships?

We have already gained some experience here – for example, we work closely with the Hamburg Customs Academy (HZA) and TÜV Nord. Through the HZA

we provide, for example, the webinar Basiswissen Zollwert (basic knowledge of customs value). Of course we thereby have good connections to the industry experts and are always up to date. We would be pleased to receive many enquiries in this area in particular.

How and where can the customs team provide support?

We are also happy to assist with customs permit applications, including setting up an internal control system. Likewise, we support

clients in obtaining the status of "Authorised Economic Operator" (AEO).

Sounds like tangible benefits...?

AEO status signals reliability and is a mark of quality, a status with mutual recognition between Japan, USA, China and Switzerland for example.

When is AEO status necessary?

AEO status is mandatory for special customs authorisations, e.g. for central customs clearance, but also for the entry in the declarant's accounts with presentation exemption.

What special attention must be paid to customs clearance to ensure that everything runs smoothly for the clients?

The pricing of goods. This is also part of our service. It is also possible to completely take over the article master management of business partners. We have already gained extensive experience in this area as well. Pricing is a topic in itself; there are many special features to consider here. Experience counts above all, but of course also reading the notes and explanations. And, very important for clients and our

Ziegler Customs – some facts and client benefits

Services of Ziegler GmbH

- Consulting
- Customs declaration import and export – free circulation and all special procedures such as bonded warehouse and outward processing and export procedures
- Preparation of transit documents T1/T2
- Pricing
- Training – in-house or as a webinar
- Application for certificates of origin
- Document creation via Traces
- Z numbers/BHT numbers

Ziegler GmbH is among others

- authorised consignor
- authorised consignee
- authorised exporter

These authorisations allow for simplified and accelerated customs clearance. We are also happy to take over the storage of goods in a bonded warehouse.

Thanks to our experience, know-how and networking, we are always able to find the best possible solution for the clients.

collaboration: good preparation is everything!

Have you experienced anything very unusual over the years? (Tobias Schmitz laughs)

Yes, I was once facing legal proceedings regarding the pricing for fur slippers. However, the case was decided in my favour.



What makes customs so exciting

In the meantime, the customs team can no longer imagine anything else. The topic of customs is very extensive, but that also makes it very interesting.

You have to keep up with world events to stay up to date. It may be, for example, that preferences are withdrawn from countries because of human rights violations, or that new free trade agreements are ratified.

Good examples in recent years have been the trade war between the US and China and of course BREXIT. The world of customs is always on the move. The most recent example is the war in Ukraine. Export controls and sanctions list checks are becoming increasingly important.

Some legal certainty is also needed. Not only comprehensive knowledge of customs law is required; you should also be familiar with tax and excise law. You don't have to know everything, but you should know where to find all the information.

Customs know-how at Ziegler at the Hamburg location

Tobias Schmitz

- Thanks to customs training (middle-ranking customs officer), has good connections to customs offices
- Then worked as a customs declarant, air freight team leader/sea freight team leader and as a customs manager/customs representative
- Working for Ziegler as a customs officer since November 2021
- Hobbies: Cooking, gardening, climbing

Jonas Mopalami

- Qualified forwarding merchant
- In employment since 2014 and right away in a customs agency
- Working for Ziegler as a customs officer since March 2022
- Hobbies: Sports, especially basketball and socialising with friends



The two customs experts Tobias Schmitz, left, and Jonas Mopalami.

Contact

The two customs professionals will be happy to answer your questions, requests or requirements regarding customs in person:

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Customs service for the Ahr Valley

Flood disaster: Ziegler Switzerland takes over customs clearance for a donation project



Beautiful landscape, important wine-growing region: the Ahr Valley, but...

Help was needed here: Within a few hours, a flood devastated the Ahr Valley – including the sports fields that were located by the River Ahr. Football pitches like those of the SG Ahrtal football club were completely destroyed and were nothing but a muddy landscape. Following the motto “football helps football”, the enthusiastic footballer and coach Roland Paolucci from Basel organised a relief delivery together with the Embolo Foundation, in which he has been active for a long time.

Desolate and full of mud: the football pitch destroyed by the flood.



...the flood disaster destroyed houses, towns and livelihoods – and also sports facilities.

Transporter full of sportswear

This foundation provided two vans with 200 footballs, 1,000 jerseys, shorts and shin protectors, plus brand new football boots, leisure shoes, drinking bottles and sports bags with training clothes. The aim was to drive the donations from Basel to the Ahr. There was only one hurdle in the charitable aid convoy: customs duties and taxes for a delivery from Switzerland to Germany.





Happy: children and young athletes in the Ahr Valley with new sportswear.

Ziegler supports

But Roland Paolucci was a freight forwarder before he retired – more precisely: **key account manager and member of the executive board at Ziegler Switzerland**. The 74-year-old was thus also able to convince Ziegler that the customs department there in Pratteln should take over the entire customs clearance. Real professionals were needed here. After weeks of correspondence **between the head of customs Alexander Ehrensperger, customs declarant David Greiner and the responsible customs authorities**, the result was all the more gratifying: the aid delivery was duty and tax free.



Roland Paolucci (left) with six comrades-in-arms from the Embolo Foundation.

Gratitude and friendship

In February of this year, the time had come: the transporters and a team of seven from the Embolo Foundation arrived at the Ahr – where local residents and football fans were waiting for them. "It was a shock when we were on site and saw the devastated football pitch – it was just a field of mud," reports Roland Paolucci. "The gratitude of the local residents was huge and tears were shed." One thing is already clear: the contact and friendship that has developed between the footballers in the Ahr Valley and those in Basel will continue in the future.

Embolo Foundation

The Embolo Foundation was founded in November 2015 by Brael Embolo, Germaine Edoua, Jürg Leuthardt, Jeannette Paolucci and Marc Paolucci. The purpose of the charitable foundation is to support disadvantaged children and adults worldwide economically and socially, especially in Peru and Cameroon, as well as in Switzerland. The foundation contributes to improving their living

conditions as well as their education. In Switzerland, the foundation mainly supports refugee children, but also promotes international solidarity among the Swiss population.
www.embolofoundation.com



Batteries safely by air freight

Ziegler organises dangerous goods transports worldwide

Everyone knows about batteries and accumulators. But you need a lot of experience for the transport. Lithium-ion and lithium-metal batteries react with many substances, tend to overheat and can catch fire. Therefore, they are considered dangerous goods and are subject to strict legal requirements during transport. This often leads to uncertainty for exporters. This is where Ziegler's experienced team at Zurich Airport provides support with its in-depth specialist knowledge and expertise.

Export to Indonesia

Example of an export shipment to Indonesia: Departure of the cargo shipment at Zurich airport; arrival after about 48 hours on the runway of an airport in the Indonesian capital Jakarta. Contents of the airfreight shipment: high-quality machines for agriculture. These modern machines are equipped with lithium batteries. This makes exporting special and a consignor needs experience – or he benefits from the know-how of Ziegler's experts.

Complex specifications

No matter whether batteries are exported to Asia, Africa, America or within Europe: dangerous goods are still dangerous goods and declarations, classifications and labels must always comply with the specifications – and these are complex:

- Are only the individual batteries shipped?
- Are the batteries built into a machine or included with the machine?
- What is the wattage or lithium content of the battery?

Depending on the case, the consignment is either considered a fully regulated dangerous goods shipment with a dangerous goods declaration, or it can be dealt with under the simplified procedure according to Section II.



Declaration and classification

"The key to the smooth shipment of dangerous goods is the correct declaration and classification," says Beat Baumgartner, branch manager at Ziegler Airport in Zurich. "You also have to be up to date with the current IATA DGR regulations and those of the individual airlines. These vary from airline to airline and from country of destination to country of destination." Baumgartner



and his team Ziegler provides full support to exporters and importers for dangerous goods shipments. The dangerous goods experts are experienced in all dangerous goods classes, the corresponding safety data sheets and the IATA dangerous goods book – this applies to toxic and environmentally hazardous consignments as well as flammable goods.



Consignment suitable for dangerous goods

A dangerous goods shipment of batteries to Indonesia, for example, proceeds as follows:

- the producer and consignor make the declaration of the goods
- Ziegler checks the correct classification of dangerous goods using the Material Safety Data Sheet (MSDS).
- Ziegler checks which airline can be used for the shipment and books the consignment in accordance with the regulations.
- Ziegler checks the consignments at the airport: is the consignment correctly labelled, packaged and documented?
- If required, Ziegler places the correct labels on the consignment and also assists with packaging requirements.

Door-to-door transport

"Of course, we also offer door-to-door transport if a customer requests it," says Beat Baumgartner. "For exports and imports, our clients benefit from the fact that the Ziegler Group has a global presence – either with its own branch office or with well-established local logistics partners." This was also the case in Jakarta: the machines with the batteries were picked up on time at Jakarta Airport and delivered to the recipient.



Contact

Do you have questions about dangerous goods or air freight? Beat Baumgartner has the right answers and solutions for you:

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Beat Baumgartner, branch manager at Ziegler Airport in Zurich.



Bikes for individualists

Client portrait: Schalow & Kroh GmbH – pioneers in the online bicycle trade

Bicycles are in vogue. And the bicycle trade is in upheaval: Today, almost every second bicycle sold is an e-bike. In addition, more and more bicycles are being bought online. Schalow & Kroh GmbH in Wuppertal offers bicycles for individualists – 100% designed in Germany. Every year, the retailer ships tens of thousands of bicycles in Germany and throughout Europe. Ziegler is their logistics partner. Schalow & Kroh GmbH is managed by Julia Scholze in cooperation with Team Ziegler Hamburg. They organise as well as coordinate customs clearance and transport to the main warehouse. onboard spoke to managing director Thomas Kroh about the booming market.



How much has demand increased for you in recent months and years?

Sales of e-bikes doubled in the first quarter compared to the previous year. We will launch further models to increase the share of our e-bikes. We have been offering cargo bikes since 2021 and this segment is also increasingly in demand.

What makes your bikes so unique?

We build technically high-quality e-bikes/cargo bikes, but try to keep the prices low so that we can also reach people who don't have so much money. With the normal bikes, we focus on unusual designs and a good price-performance ratio.

Are there differences in logistics between normal bikes and e-bikes?

We send normal bicycles by parcel service, mostly as bulky goods. Children's bicycles are sometimes still sent as a normal parcel. E-bikes and cargo bikes, on the other hand, are delivered by freight forwarder.

What requirements do you have of a freight forwarder?

Here we want reliable, undamaged, cost-effective and fast deliveries.

What services does Ziegler provide for you?

Ziegler takes over the customs clearance/T1 preparation as well as the transport from the port to the main warehouse in Wuppertal.

What do you see as Ziegler's strength?

Very good and fast communication with our external warehouse regarding scheduling. In addition, Ziegler is always solution-oriented when it comes to problems with sea freight companies. We are very happy about the excellent support given to our company to keep us up to date with what is happening in the market.

Where is the trend for e-bikes and cargo bikes heading?

The motors and batteries are becoming smaller, more powerful and integrated into the frame, so that e-bikes can hardly be distinguished from normal bicycles.



Thomas Kroh, managing director
Schalow & Kroh GmbH.



Contact

www.ks-cycling.com



Combined Sea-Air Service

The clever transport solution for your LCL shipments

When it is important to transport a shipment quickly, but still as cost-effectively as possible, a combined sea-air service can be the best solution. By linking sea and air transport, you benefit from the respective advantage of both modes of transport, because combined transport is faster than pure sea transport and more cost-effective than pure air transport.

Sea-Air – faster than pure sea freight, cheaper than pure air freight.



Sea-Air
shortens transit
time from the
Far East
by 10-12 days to
ca. 15 days total
running time!

"Changeover" – e.g. Dubai

This service is particularly recommended for imports from China and the Far East to Europe. The cargo is first transported by sea, e.g. to Dubai, where it is quickly transferred to an aircraft by experienced teams and then flown to the destination country. Generally speaking: The closer the port of departure to the air hubs, the greater the reduction in transit time.

For example, freight can be transported from Shanghai to Dubai in about 14 days by ship, then loaded onto a plane in Dubai and flown to Frankfurt, Dusseldorf or Hamburg in a further 1-2 days. This results in a total transit time of ca. 15-16 days, which corresponds to a reduction in transit time of at least

10-12 days compared to pure sea freight.

Contact

For more information about combined transport and the individual development of the best transport solution for you, please contact our sales manager **Hans Edhofer**.
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Hans Edhofer: sales manager Sea and Air Freight Germany

Sea-Air Service from Ziegler

Sea-Air Transport is the optimal solution for saving money, time and emissions. Compared to conventional air freight, costs can be reduced by up

to 30 % through combined shipments. Compared to pure sea freight, the transit time is reduced by up to 75%, with up to 45% fewer CO₂ emissions.



New Ziegler branch in Tunisia

Ziegler is pleased to announce the establishment of a new Ziegler subsidiary in Radès, Tunisia. The branch is strategically located near the port facilities of Tunis – the gateway to the country and many other African countries.

With four departures per week, Ziegler Tunisia now offers its clients even better transport solutions between Europe and North Africa as well as within Tunisia and across the entire African continent. With a wide range of services, Ziegler Tunisia meets the most diverse transport and logistics requirements:

- Land transports (including temperature-controlled transports)
- Sea and air freight
- Door-to-door service
- Cross trade
- Customs clearance
- Transport insurance
- Warehousing
- Storage
- In-house logistics services

Special transport service between France and Tunisia

Ziegler operates its own transports between France and Tunisia. On this route we offer both FTL and LTL services with two departures per week.

"Tunisia's economy is strongly oriented towards Europe. Many European companies manufacture here. This makes the industry relatively diversified. Also in view of the Corona crisis, near-shoring could increasingly become an issue for the established location of Tunisia. In addition to its geographical proximity to Europe, the country's high level of education, competitive wages, good infrastructure and institutionalisation in a regional context are plus points."

Source: Africa Business Guide

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"Finding the optimal logistical solution"

Andreas Krotla: new branch manager at Ziegler Frankfurt/Kelsterbach

The logistics experts at Ziegler in Frankfurt/Kelsterbach can see the planes landing and taking off from their offices every day - that's how close the branch is to Germany's largest airport. Here, the teams organise exports and imports, air freight as well as sea freight and land transport. Andreas Krotla is the new branch manager. onboard asked him for an interview.

The current times and crises are a challenge for supply chains and global logistics. Where do you see Ziegler's strengths in these times?

I see Ziegler's strength, on the one hand, in its well-trained and skilled staff, and, on the other, in its flexibility to react quickly and competently to current circumstances.

How did you get into logistics?

I wanted to work in the world of commerce. And logistics and tax were mentioned to me as the fields that also offer good opportunities in the long term. As you can see today, this was a very far-sighted and correct recommendation. I think I have chosen the right field.



Andreas Krotla: experienced logistics expert with a passion for air freight.

What services are provided in Kelsterbach?

We provide all air, sea and land transport services. These are tailored to the wishes and requirements of our clients. We are also happy to provide advice to find the optimal logistics solution.

What does the perfect weekend look like for you privately?

Time for family, friends, dog and a good book – ideally a bit of everything.

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Successful: Apprenticeships

Five apprentices successfully passed their final exams at Ziegler Germany this year.



Thanks to his shortened training as a forwarding and logistics services clerk, Pascal Jacobs has been strengthening the Ziegler team in Hamburg

since February and successfully looks after his own regular client base there. In Eschweiler, Frederic Packbier completed his training as a warehouse specialist and now actively supports his colleagues in the warehouse. Also in Eschweiler, Nico Krakow completed his apprenticeship as a forwarding and logistics services clerk particularly successfully with a grade point average of 1.2. For this he was rewarded by the IHK Aachen with a scholarship within the framework of the "Begabtenförderung

berufliche Bildung" (promotion of especially talented students in vocational training).

Maximilian Eibel at Ziegler Koblenz also successfully passed the examinations to become a forwarding and logistics services clerk. He will leave Ziegler to begin higher education studies elsewhere.

At Ziegler Stuttgart, Dennis Riegel will in future look after his own regular import client base after successfully passing his exams to become forwarding and logistics services clerk. A highlight during Dennis' training were longer stays at Ziegler's Hamburg and Frankfurt branches, where he acquired additional knowledge in the export field of sea and air freight.



Dennis Riegel, Stuttgart



Pascal Jacobs, Hamburg

Find out more about our apprenticeships in 2023 at www.zieglergroup.com/de/career for Germany and at www.yousty.ch for Switzerland!

at Ziegler

We also congratulate three young forwarding clerks on completing their apprenticeship at Ziegler Switzerland.

The apprenticeships were marked by the coronavirus with all its consequences such as quarantine, home office, distance schooling and other associated restrictions and necessary adjustments. The young professionals mastered this difficult situation very well.

We are particularly pleased that all three will remain loyal to the Ziegler company and complement our teams. Ms Campinari has already proven her skills during her training period in the field of land transport Europe in the export department in Pratteln and will be a valuable support there. Mr Suter was able to familiarise himself with air freight in the final year of his apprenticeship and will continue to handle air freight shipments in St. Gallen and thus be our clients' contact person for this mode of transport. Mr Mertol is new to the finance department and will deepen his knowledge in accounting. We wish them all a good start in their professional careers and thank them for their loyalty and commitment.



From left to right:
Fatma Campinari, Marco Suter, Erenay Mertol.



What do you think they will receive from Ziegler for passing their exams?



Franziska Vosseler (head of training and further education at Ziegler CH/DE) and Daniel Peters (organisational and human resources developer CH/DE) are pleased with the apprentices at Ziegler Switzerland for completing their training.



Words of praise for the newly qualified forwarding agents from Franziska Vosseler



Installation of further bee hives at Ziegler Strasbourg

After the Ziegler branch in Laval in France produced its own Ziegler-branded honey and hives were set up on the roof of the Ziegler headquarters in Brussels, Ziegler Strasbourg is now also throwing itself into beekeeping. Under the leadership of Alexander Ende, manager of Route Inter at Ziegler, who

is himself a passionate beekeeper and maintains a dozen beehives, two hives have now been set up there. Each hive houses about 50,000 bees and can produce 10 to 15 kilos of honey per year.

The aim is that these projects "fertilise" corresponding initiatives in their Ziegler branches.

This is another step in Ziegler's transformation of its roofs and green spaces into refuges for biodiversity and well-being. In this way, the company is making a valuable contribution to UN Sustainable Development Goal 15 of Agenda 2030, which specifically includes the protection of natural resources on land.

With the Agenda 2030, which was adopted in 2015, the global community under the umbrella of the United Nations committed to 17 global goals for a better future. The guiding principle of Agenda 2030 is to enable people to live a decent life worldwide and at the same time to preserve the natural basis for life in the long term. This includes economic, ecological and social aspects. In this context, Agenda 2030 emphasises the shared responsibility of all stakeholders: politics, business, science, civil society – and every individual.

Further information on the UN Sustainable Development Goals can be found at www.un.org.



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Barbecue in front of the high rack

At Ziegler, logistics projects are implemented as a team. The different branches also work closely together. So it's sometimes nice to sit opposite each other in person. On 24 June 2022, the time had finally come again: after a two-year break owing to corona, the Ziegler branches in Switzerland celebrated their annual barbecue. Employees from the Pratteln, Ba-

sel, Dornach, Zurich and Vufflens branches gathered at the warehouse location in Dornach.

A rain shower changed the backdrop: the party-goers gathered in the logistics hall, sat, chatted, ate and drank in the middle of the imposing high-bay warehouse. There was fine food from the grill and

delicious food on the plate: French Merquez sausages, tomahawk and pork steaks, polofinos, various salads – and finally dessert, fruit tarts and Black Forest gâteau. All those present agreed: it was a successful party that will hopefully be repeated soon!

Ezgi Yilmaz und Markus Wenk

Anniversaries

15 years

Anne Geraldine Pilloud

Forwarding Agent / Deputy Branch Manager,
Geneva City, 1.6.2022

Jacqueline Seib

HR Assistant, Pratteln, 1.5.2022

10 years

Philippe Boeglin

Head of logistics centre Dornach, 1.1.2022

Salvatore Gangi

CFO Finance & Administration, Pratteln, 1.5.2022

5 years

Daniel Heiniger

Head of internal and external sales, Pratteln, 1.2.2022

Julia Urich

Clerk for project forwarding Crew4you, Pratteln, 1.2.2022



Congratulations and thank you for your loyalty to the company!

20 years

Angelika Middeldorf

Head of container management department, Eschweiler,
1.4.2022

10 years

Lara Daum

Clerk for pricing, Kelsterbach, 25.1.2022

Salvatore Brighina

Clerk for Spain/Portugal transportation, Eschweiler,
1.2.2022

5 years

Sascha Lederer

Clerk for warehouse logistics, Eschweiler, 1.3.2022

Daniel Schwarz

Clerk for England transport, Eschweiler, 15.5.2022



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