

IN TRANZIT



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Preface

As you read this November edition of In Tranzit, we will be approaching the end of another financial year. How time flies! In Europe, the credit crisis is still having an impact on many sectors, particularly the construction industry and related business. The transport and logistic sector has not escaped either, unfortunately resulting in an increasing number of bankruptcies.

At Nijman/Zetank, turnover is at the same level as in 2011. Some variations are noticeable for certain activities, but through ongoing work from regular clients and new projects for existing and new clients, we have been able to maintain our business despite the general downturn on the European market. In this difficult economic situation, the slogan 'Without transport and logistics, everything stands still' is even more significant. In order to play our part, commitment is vital: 24/7, 365 days a year. And that's why we put this into practice for you, each and every day.

For all parties concerned in the industrial areas of Botlek and Europoort (Rotterdam) and Nijman/Zetank, quality and safety are high on the agenda. For this reason, Nijman/Zetank was asked by Veiligheidsregio Rotterdam-Rijnmond (VRR) whether 'practical exercises' could be held on the Spijkenisse site. Over four days, the fire service, police, the GHOR (the government organisation responsible for coordinating medical assistance in serious accidents and disasters) and DCMR (Environmental Department Rijnmond) tested communications and working practices. Employees from Nijman/Zetank also took part in the exercises - great actions to improve safety.

There are now a few signs that the economy is recovering slightly. New projects are planned with both existing and potential clients. We are proud to be your partner in these projects. And as always with Nijman/Zetank, this will be done with total dedication and focused on quality and safety. <<

Kees van Noordt

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Nijman/Zetank responds to new developments and far-reaching growth.

In Memoriam Grzegorz Kuczyński

The Nijman/Zetank Group had this month to deal with the sudden and tragic death of its Polish Director, Grzegorz Kuczyński, on Sunday 11 November 2012. Grzegorz was 44 years old and had worked at Nijman/Zetank in Poland since its start in 1995. Our deepest sympathies go out to Monika, their 2 daughters and all his family as they seek to come to terms with this tragic loss.

Grzegorz was an inspiration to all the Company's employees in Poland, possessing great personal charisma and a deep knowledge of all aspects of the business. He will be greatly missed by our staff throughout the Group, our customers and our suppliers who all came to respect and admire a most talented and approachable individual, who made a huge contribution to the success of Nijman/Zetank International Transport Sp. z o.o.



Nijman/Zeetank: the business partner of NSG Group

Since 26 June 1995, Nijman/Zeetank International Transport Sp. z o.o. has been closely involved in the Pilkington warehouses in Poland (the present NSG Group). During this partnership, the company has demonstrated its openness to new challenges and its total dedication to the client. Following the positive evaluation of the company's activities and the NSG Group's faith in our Company, all the services relating to the entire glass warehouse were outsourced to Nijman/Zeetank in 2000.

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Nijman/Zeetank is currently responsible for all activities related to glass processing:

- Collecting glass from the production line.
- Protecting glass during transport within the company.
- Storing loose glass on racks.
- Packing glass in wooden packaging.
- Loading and transporting packaged glass and loose glass.
- Transporting glass to the laminating and hardening department.
- Turning loose glass for packing in wood end caps.
- Sorting glass with pneumatic suckers.
- Full operation of the SAP computer system.
- Adapting the warehouse to the client's needs.



Nijman/Zeetank is responsible for all work associated with glass handling.

- Sorting waste material according to the NSG Group's environmental policy.
- Checking and maintaining all designated equipment.
- Own 24 hour maintenance of forklift trucks in the warehouse.

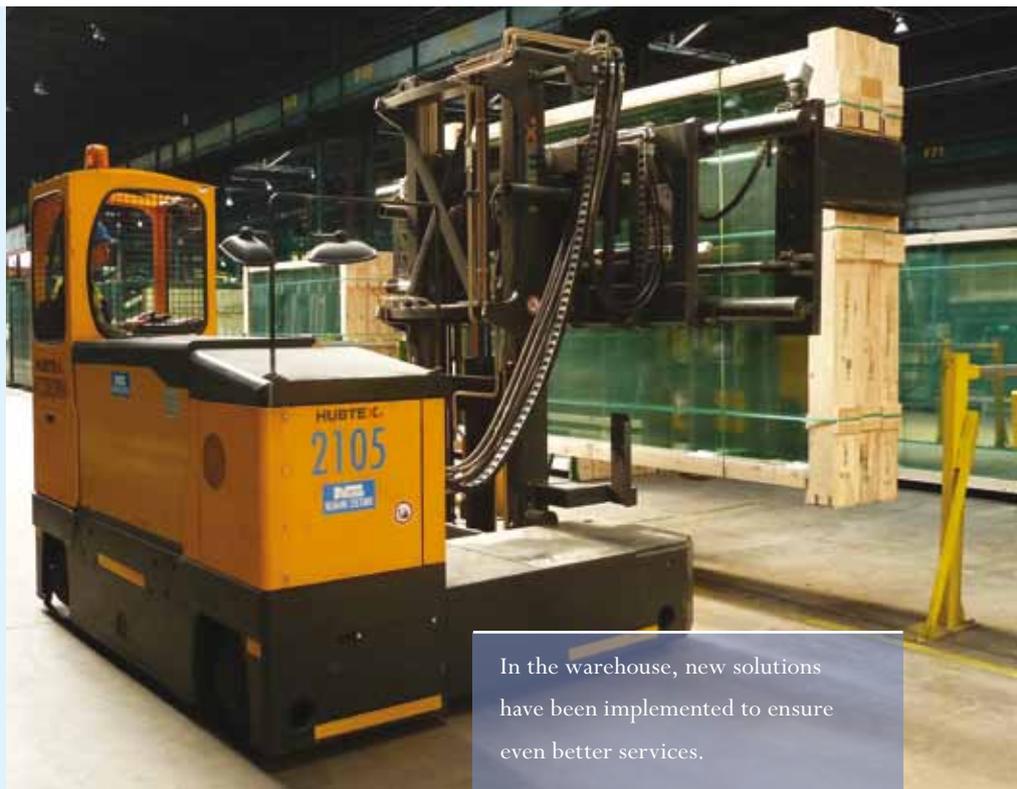
>> Nijman/Zeetank works with NSG Group in Poland

Since the start of these activities, new solutions have been implemented throughout the warehouse aimed at improving the efficiency and safety of the service provision. In 2009, Nijman/Zeetank and the NSG Group in Poland launched a three month project to develop a plan to improve safety.

Thanks to the phased, joint implementation of the project, it was possible to introduce several interesting technical innovations:

- A monitoring system for the whole warehouse was installed.
- Packages located near the warehouse door were protected from unexpected gusts of wind (project design and implementation by Nijman/Zeetank).
- The design and purchase of grabs with a lifting capacity of up to 4.5 tons.
- In the warehouse, a Safe Route was created to enable everyone to safely pass the glass in wooden packaging.
- A telescopic spreader was designed and put into operation to safely unload glass from containers.

Information provided by all the companies in the NSG Group worldwide provides the basis for constant modifications to the procedures for the safe handling of glass.



In the warehouse, new solutions have been implemented to ensure even better services.

Nijman/Zeetank uses the latest technical solutions to offer its employees the best possible working conditions. This includes specialised forklift trucks.

4-way sideloaders were designed so that they can transport three glass packages (weighing around 8 tons) at the same time. This virtually excludes the risk of accidents because the employee has minimal contact with the load. Every day, forklift trucks with a lifting capacity of 13.5 tons collect glass from the production line and transport it to the laminating and hardening department. A Glass-Frame-Transporter for the transport of A and L stillages are mainly used to collect glass from the production line and place shipments on innerloaders. These trucks can easily carry a load of 28 tons.

>> Nijman/Zeetank's modern warehouse

Since 2000, Nijman/Zeetank has also worked for the automotive glass sector.

Initially, its partnership with Pilkington Automotive Poland (PAP) involved the transport of glass within the company with a Glass-Frame-Transporter. However, this partnership developed into an elaborate process of storage and transport of unprocessed glass and WIP glass in combination with the complete operation of the SAP computer system. For the service to PAP, different types of equipment are currently being used for internal transport and four shifts work, 24 hours, seven days a week.

In 2010, PAP also outsourced the handling of all the packaging used in the production of automotive glass. On Nijman/Zeetank's site in Sandomierz, 2,000 m² are already being used for the storage and inspection of metal pallet boxes. Another 1,000 m² was added for the storage of packaging and incidental repairs to all kinds of PAP packaging. This was a huge challenge, because the speed of production and the quality of the products in the Pilkington Automotive Poland factory largely

depend on the quality of the packaging. Before the products start their journey, Nijman/Zeetank has 100 percent control over the internal logistic process in the factory of Pilkington Poland.

>> Quality of service at Nijman/Zeetank

Nijman/Zeetank organises regular training courses relating to safety and hygiene on the work floor, first aid and

fire safety. The Quality and Safety department at Nijman/Zeetank focuses on ensuring that participants obtain the skills they require for their work in order to safeguard the safety of themselves and their colleagues. Another basic component of the training courses is emergency response. The training courses are combined with practical exercises and finish with an exam. For Nijman/Zeetank, people are the most important factor. There are

currently 96 people working in the warehouses of Nijman/Zeetank Sandomierz. The team consists of highly qualified personnel who are trained to use any equipment in the warehouse. All employees at Nijman/Zeetank involved in providing services for the companies in the NSG Group in Poland are qualified to operate overhead cranes and forklift trucks. They also attend comprehensive training to equip them for working in any department of the warehouse. <<



Before the products start their journey, Nijman/Zeetank has 100 percent control over the internal logistic process in the factory of Pilkington Poland.

Merisol's one-stop solution

Long supply chains, a highly competitive marketplace and ever-increasing environmental demands call for a specialised transport service backed by in-depth understanding of customer needs.

Merisol, a joint venture between United States chemical firm Merichem and South African chemical and energy giant Sasol, makes the kind of products many of us will never have heard of but which are found in items we use every day.

The company's principal output comprises cresylic acids, important chemical building blocks used in the manufacture of products as diverse as sun cream, animal feed and electronic components like microchips. Produced in the parents' homelands countries, the acids are exported worldwide, with approximately 15 percent destined for Europe.

The man responsible for the flow of products to Merisol's customers across the Continent is European Sales and Logistics Manager, John Tombs. He explains the logistical challenges his organisation faces.

"We face stiff competition from local producers, so it's essential that we have an ultra-efficient supply chain with costs tightly controlled every step of the way



– otherwise we simply couldn't compete," he says. "It therefore goes without saying that we need a transport service which is highly attuned to our needs and capable of delivering the service levels we and our customers depend on day in, day out."

Nijman/Zeetank has been providing that service for the past 12 years, at which time Merisol was importing bulk product into Rotterdam.

"Nijman/Zeetank began with us by working on our Short Sea business, collecting from Rotterdam and delivering to the UK, for example," says John. "In doing so, they proved their worth in terms of reliability, safety, customer service and product knowledge; it was clear the service they provided extended far beyond transport alone.

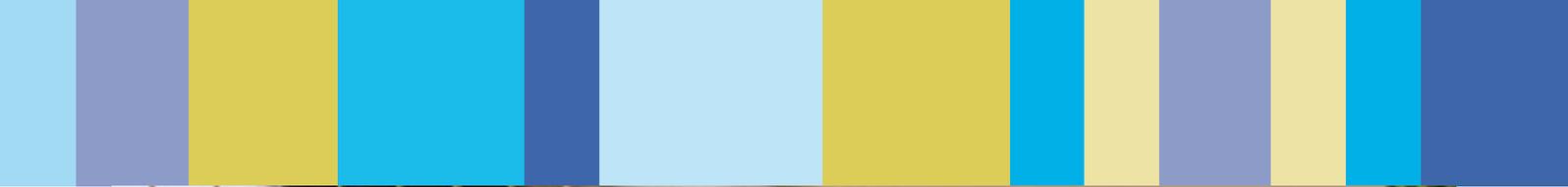
"Then our business model changed. We

moved from bulk parcels to importing product in 20-tonnes ISO containers. These containers are owned by the Deep Sea operators, who you would normally expect to use for onward transport locally.

"But we found Nijman/Zeetank was providing us with a better service. Whereas the Deep Sea people would subcontract work – thereby adding another link, and costs, to an already long supply chain – Nijman/Zeetank offered us a one-stop, dependable, cost-efficient option.

"As the relationship developed over the years, our operations became more integrated. Today, we have reached the point whereby we give Nijman/Zeetank a single-page order detailing the customer's requirements and the job is taken care of for us."

Besides moving loads from A to B, those customer requirements frequently include actions such as pre-heating product and delivering it within a tight delivery window at precisely the correct temperature.



John Tombs, European Sales and Logistics Manager, has heard from customers that Merisol's service is by far the best. "And that's largely thanks to Nijman/Zetank."

"In this business, you have to be able to do what you say you can do," says John. "You can't afford to have customers ringing up asking where their delivery is, or reporting that it's arrived too hot or too cold. Exceptional service every time is really crucial to us and our clients – I can't overstate the importance of that."

In parallel to its commercial needs, sustainability issues are also high on the agenda for Merisol today.

"Implicit within all our transport and logistics discussions nowadays is the will to reduce our carbon footprint," explains John. "Consequently, we put a great deal of effort into ensuring the impact of our operations upon the environment is minimised.

"In transportation terms, that means we look to make fewer, larger deliveries wherever possible, and this is another area where Nijman/Zetank plays a major part. By liaising directly with our customers, they look to combine orders in the pipeline, thus facilitating the use of multi-modal transport systems and reducing road miles.

"Another initiative we have worked on together is the re-use of tanks. Merisol retains a bulk storage facility in Antwerp and if we see a repeat order coming up within a few days, the tanks used for the initial delivery will be earmarked for re-use. This means there will be no need to clean them between deliveries, which saves on detergents and the miles covered transporting the tanks to and from the cleaning station. Once again,

we look to Nijman/Zetank to lead us here.

"In summary, Nijman/Zetank provides us with a comprehensive transport, logistics and environmental solution. It's a leading-edge service which sees them responsible for 600-700 European load movements per year, with distances ranging from local hops to long-haul journeys well in excess of 1,000 kilometres each way.

"As such, they play a vital role in Merisol's success today. Our customers repeatedly tell us that our service is truly second-to-none, for which we appreciate a great deal of credit has to be directed towards Nijman/Zetank." <<

Certification for a better environment

The activities of a transport company with its own maintenance service have a huge impact on the environment, the main culprits being emissions of combustion gases, noise nuisance and the production of hazardous and non-hazardous waste. At the same time, we value the environment very highly and want our children and grandchildren to inherit a clean planet.

Ever since the foundation of the company in Poland, the board of Nijman/Zeetank have been working hard to minimise the negative effects.

>> **Concrete measures**

These efforts translate into concrete measures:

- An environmental policy emphasising the board's commitment to continually improving the company, preventing environmental pollution and to safeguarding compliance with statutory requirements. This policy also creates a framework in which to establish environmental objectives; in other words, to limit the use of fuels and other sources (water, gas, electricity).
- A maintenance policy for equipment and materials based on the following philosophy: we only buy vehicles with engines which comply with the most

stringent emission standards. Periodic inspections of the vehicles are only carried out at qualified maintenance centres. A select type of tyres is used and these are treated in an appropriate way.

- A personnel policy which provides training for drivers with the emphasis on EcoDriving, and the most efficient way of using the vehicles.

These measures used to form the basis for establishing and complying with specific environmental objectives. Initially they were sufficient, but eventually Nijman/Zeetank had to conclude that this was probably not enough to be able to fulfil all its environmental targets.

>> **Effectiveness guaranteed**

For this reason, Nijman/Zeetank felt it was necessary to incorporate measures

relating to environmental protection in a structured management system and to integrate them in the existing quality control system that operates according to the ISO 9001 standard. This was the only way to guarantee the effectiveness of these measures.

Nijman/Zeetank decided to introduce, enforce and certify an environmental management system in compliance with ISO 14001:2004. In January 2012, after a period of preparation, the first certification phase was successfully completed. In June 2012, after a second certification audit, Nijman/Zeetank was awarded the ISO 14001:2004 certificate.

Nijman/Zeetank International Transport Sp. z o.o. is convinced that the implementation of this standard will enable it to achieve the basic objectives of its business activities through a sustainable approach to the environment. <<



Certificate of Registration

This is to certify that
Environmental Management System
 of

**NIJMAN ZEETANK INTERNATIONAL
 TRANSPORT SP. Z.O.O.**

Ul. Zarzekowice 18, 27-600 Sandomierz, Poland.

complies with the requirements of

ISO 14001:2004

This certificate is valid concerning all activities related to:

The Provision of International Road Transport, Distribution and Logistics Service For Hazardous and Non-Hazardous Products to Meet Customers Requirements. The Provision of a Specialised Warehousing and Distribution Service of Glass Products Utilizing Dedicated Innenladers. The Provision of a Road Tanker Container Facility Including Storage, Heating, Transfer and Distribution of Customers Bulk Liquid Products in IBC's and Portable Tanks. The Provision of a Specialist Distribution Service For Petro-Chemical Companies For International and Domestic Fuel Deliveries.

ANZSIC Code: F 4521, I 6110

July 09, 2012 July 08, 2015 E1046

Sedane

Date of issue Valid until* Certificate No. Managing Director/Director



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Website : www.tclcertifications.com E-mail : info@tclcertifications.com

Accreditation by Joint Accreditation System of Australia and New Zealand (Accreditation No. E35605081N)

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Version 1.06

Risk management vital for safety

Our Safety Management system in the UK enables us to manage our corporate Health and Safety in an efficient and effective way. Risk Management is a vital part of this system - business objectives are identified and operating procedures are established with these objectives in mind. The company's operating procedures always reflect its aim to operate in a manner that minimises the risk of injury, ill health or damage to property.

System monitoring and checks ensure that performance standards and specified objectives are met as far as possible. Active monitoring identifies any potential problems and enables them to be resolved before they result in any accident, ill health or injury. We also apply reactive monitoring in the event of such an incident and the matter is always fully investigated so that steps can be taken to prevent recurrences.

Key employees have been designated to undertake monitoring and checking activities and the necessary training and assessment is provided to those employees who require it.

We work in close cooperation with our customers and regular meetings are held to discuss safety issues openly from both sides and apply corrective actions where required. During quarterly

contract review meetings with customers, safety data is formally presented for analysis. We always try our utmost to meet our safety targets, but on the rare occasions that we fail to do so, the reasons and the corrective actions necessary to improve future performance are openly discussed with our customers. <<



This year, Nijman/Zeetank has invested in 70 new tank containers partially to replace old material.



Investment in new tank containers

Since May of this year, 70 new tank containers have been delivered. This investment partially serves to replace old material as well as providing a response to new developments and enabling Nijman/Zeetank to extend their activities.

The new tank containers consist of a series with a volume of 25 m³ and a series of containers with a volume of 30 m³ fitted with baffles and partial electrical heating.

All the tank containers are fitted with a handrail, a complete walkway, licence plating in compliance with the latest guidelines and are also 'bottom

operated'. That means that all connections and valves during unloading are operated from the ground; a driver no longer needs to climb on the tank container.

Nijman/Zeetank always strives to make optimal use of technical innovations in order to improve safety wherever possible.

Furthermore, a lot of attention is devoted to damage prevention and life extension.

Through its knowledge of transport flows and container use, combined with intensive consultation with the tank builder, Nijman/Zeetank has made further improvements in various areas. <<

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Imprint

Circulation

1000 copies

Next issue

The next issue will be published in
May 2013

Editors

Chantal Poldervaart and Daphne Boreel

Design

Studio Pompe van Meerdervoort,
Krimpen aan den IJssel

Layout

Dokkum communicatie, Brielle

Printer

Quadraat, Oud-Beijerland