

IN TRANZIT



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Preface

Things are looking up again for the logistics sector. The optimism in the market is improving slightly, at least as far as sales are concerned. Turnover is going up because of an increase in volumes, not because of higher prices. The tentative positive impressions from logistic service providers, and others too, are confirmed by various reports issued by banks and specialist research firms. Sales started to increase slightly towards the end of 2014 and, this spring too, that trend has also been noticeable.

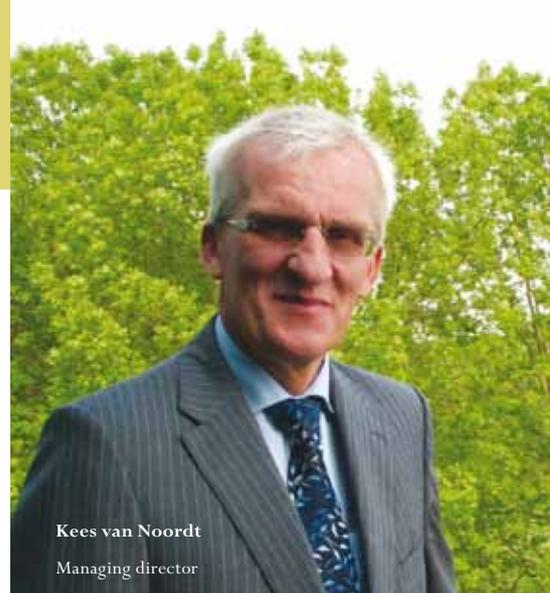
However, a key feature of this movement is that the growth in sales is happening as a result of higher volumes. Unfortunately, the growth is not as a result of higher prices. Selling prices are still under unprecedented strain, a situation that started in 2009 and which continues today. This pricing pressure is therefore a negative factor in the development of a healthy logistics sector. These negative influences are clearly discernible; in the years 2009 – 2014, there was a very high number of bankruptcies. In addition, during this period, financial results fell far below an acceptable level, the result being a worsening in the financial position of companies. Because of this, during this period any investments that were really needed were put on hold. As from mid-2014 and in to 2015, action was taken to catch up in terms of replacing logistics equipment.

However, the optimism mentioned above is extremely important in order to be able to implement the necessary improvements within the sector and on behalf of, and at, our clients.

However, within Europe developments are underway that do not support this economic upturn. Consider, for example, the introduction of the minimum wage for (among others) drivers who load or unload in Germany and who perform transport operations within Germany (the latter is provisionally 'on hold'). France has announced that it will be introducing a similar system towards the end of 2015. Is this a prelude to a European minimum wage?

These types of measures will involve a huge amount of administrative effort. An increase in administrative burden is contrary to the policy of the Juncker Commission. On the 1st November 2014, as Vice-President of the European Commission, the former Minister of Foreign Affairs of the Netherlands Dr F.C.G.M. (Frans) Timmermans was specifically tasked with 'better regulation' and 'sustainable development'. Introduction of the minimum wage in both Germany and France, and the accompanying administrative burden are absolutely not in line with the European aim for better regulation. Equally, this is not in line with the various systems that the different European countries use for levying road transport tolls. Levying tolls to use for the infrastructure is understandable and acceptable; however it is incomprehensible that each country applies its own system. The view of the driver inside the truck cab is obstructed by the many different lockers needed to handle road tolls in all the different countries, and more and more European countries are considering introducing tolls. EU Commissioner Frans Timmermans is faced with a hefty challenge!

Due to various market developments in recent years, Nijman/Zeetank has adopted a somewhat cautious stance in respect of investments. However, in 2014 and 2015 considerable investments are once again made in new logistics equipment in order to be able to meet current market demand. As has always been the case, filled with both optimism and confidence, all Nijman/Zeetank staff look forward to assisting you in any way they can. <<



Kees van Noordt
Managing director

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Director Michał Słuchocki: “at work, the customer is the boss”

Nijman/Zeetank International Logistic Group has been an active logistic Group for more than 50 years. The subsidiary in Sandomierz, Poland, was founded in early 1995, in parallel with the emerging production site Pilkington Sandoglass (the current Pilkington Polska). On the 1st of January 2015, Michał Słuchocki became the new director of Nijman/Zeetank in Poland.

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The company was built from the ground up. Initially, just six staff worked at the office. The current director, Michał Słuchocki, was one of those six. “I came to Nijman/Zeetank after having worked for steel construction company Mostostal Stalowa Wola for nine months”, said Michał. It was his first job after completing his education. “When I first went to the production site in Sandomierz, I saw the structures and racks that I had drawn at Mostostal. Our team was very young and inexperienced, but enthusiastic and ready to take on challenges.”

>> Rapid development

Since then, Nijman/Zeetank has undergone rapid development. “We started with 26 trucks in July 1995. The first deliveries of glass (eight transport consignments) started in week 27. Ultimately, over the course of 1995, we made 1,748 deliveries. At the end of that year, we purchased an additional twelve trucks, and another seven trucks the year after that. In 1996 we delivered around 4,669 consignments of glass from Sandomierz to customers in Poland



Michał Słuchocki: “Our customers have confidence in our service.”

and other places abroad. Forty-four percent of those consignments were delivered using innenladders.” In 2001, Nijman/Zeetank relocated to new premises, where the office, the workplace and parking area are still located today. Meanwhile, the company continued to grow and attracted new customers. In 1997, Nijman/Zeetank started a joint venture with BP. “We transported gas and, at a later stage, fuel too”, said the Director. In 1997, Nijman/Zeetank also started to deliver on behalf of Shell Polska. During these years, the number of consignments from Sandomierz increased further still. The best result

was achieved in 2006 when, in just one year, 5,922 loads were delivered. “Towards the end of 2006, for the first time we delivered LNG in cryogenic gas tankers from Russia to customers in Poland. This type of work is extremely specialised, for which highly trained drivers and properly prepared office staff are required. For every trip we make, our company has to ask for permission from the Russian authorities to carry out the actual transport. This process takes ten working days. For that reason, when planning the deliveries, at the very least a three-week time margin has to be taken into account.”

>> Unforeseen changes

However, life also brings along unforeseen changes, over which a company has no control. As a result of the credit crisis in 2008, Nijman/Zeetank had to undergo a reorganisation. Michał says: “Our fleet reduced in size by approximately 40% and we then proceeded with caution; other companies did that too. In 2011 we started to provide services to Statoil, with extremely technically

advanced equipment. In 2012 we lost a very important customer, but we believe that we may be able to re-establish a partnership with that same customer in the future. September 2012 saw us entering into a contract for a warehousing and production-logistics service for Pilkington Automotive Poland (PAP) in a new factory in Chmielów. We are very focussed on every aspect of those service activities in order to help our customer to succeed in the market.”

The likely future developments within the market are particularly interesting. Things still happen which a company is unable to change and which it cannot influence. For example, in Germany a new law has been in force since the 1st of January of this year which sets the minimum wage at € 8.50 per hour (the

so-called MiLoG). That also applies to foreign drivers who drive on German territory. France is planning to introduce the same policy, but at € 9.50 per hour. “Sooner or later this will have an impact on the level of transport costs. Over the past couple of years, many kilometres of new motorways have been constructed in Poland, which also means further development of the infrastructure, with parking areas, hotels, shops, fuel stations and logistics centres with storage locations. Loading, unloading and ‘just-in-time’ deliveries will become standard for every company whose adage is, ‘time is money’. That will have an effect on the development of new IT solutions for storage and transport. For example, it will be possible to schedule all activities related to the movement of goods even more accurately. Ultimately,

the IT solutions will generate cost savings”, said Michal.

>> The customer is the boss

Just before the end of last year, around the time that Michal’s promotion was announced to colleagues at the office, the new director gave a short speech. “One thing that I would like to reiterate is: ‘at work there is only one boss and that is our customer’. If we understand this simple statement, we will grasp the significance of it. Our customers have chosen us because they believe and are confident that we can give them the service and the quality at the level that they expect from a long-term partnership. That is what we are currently doing and that is what we will carry on doing.” <<

Transport Logistic Trade Fair 2015 Munich

This year, from the 5th to the 8th of May, the Transport Logistic Trade Fair took place in Munich; which is the largest logistics trade fair in Europe. Every two years, the logistics sector presents innovative solutions and products relating to transport, vehicles and software for the logistics chain.

The trade fair attracted more than 55,000 visitors from 124 countries and there were 2,050 exhibitors from 62 countries. These numbers show that the trade fair is continuing to grow every two years and that the increase in the number of international guests indicates just how important this trade fair is for the logistics sector.

Nijman/Zee-tank participated for the third time with its own stand, ensuring that the Nijman/Zee-tank brand was once again clearly visible to the many visitors. As well as the numerous planned appointments with our existing custo-

mers, we also welcomed many new visitors to our stand, including customers and potential customers but also (potential) suppliers whose services we may be able to deploy within our geographical network. We have exchanged information about possible new developments and we have become acquainted with many interesting people

and new business opportunities. We can conclude that our participation in the trade fair was once again a huge success. In the next few months, we will be taking a closer look at our new contacts and at the information gathered during the trade fair and will do our best to convert these opportunities into new business. <<



Nijman/Zee-tank was present for the third time at the trade fair in Munich.

Long-term partnerships allow Kemira and its partners to get to know each another better

Nijman/Zeetank and Kemira, located in the Botlek area in Rotterdam, have a relationship stretching back many years. Antti Heikkinen, Logistics sourcing manager, Bulk transports EMEA at Kemira, considers the transport company as a partner and is a great advocate of long-term partnerships. “The advantage is that a transport company gets to know Kemira very well over the years and, vice versa, we also get to know Nijman/Zeetank. So it’s a win-win situation where we both know each other’s strengths and weaknesses.” As far as Heikkinen is concerned, the partnership is going smoothly. “Nijman/Zeetank meets all the standards that we require of our partners.”

Nijman/Zeetank was the transporter of Cytec Industries, which sold a number of activities to Kemira Oy in 2006. This includes the production site in Rotterdam. Initially only the sales, but at a later stage, the full production too.

Kemira is an international chemical company which is divided into three main segments: water purification chemicals, paper chemicals, and chemicals for oil drilling. The head office is located in Helsinki, Finland. In Europe, Kemira operates in almost every country, but the main countries are the Netherlands, Germany, Spain and Italy. We also have branches in North and South America and in Asia. The main sales markets are Europe and North America. “But our objective is to increase sales significantly in Asia”, Antti adds.



Antti Heikkinen: “The partnership between Kemira and Nijman/Zeetank is running smoothly.”

Antti as the Logistics sourcing manager, Bulk transports EMEA, is responsible for procuring chemical transport services, i.e. road transport by tankers

and the intermodal transport by tank container. Antti is responsible for procuring transport services; managing the tendering process for the transport

originating from each country. Normally, the transport contracts are for a three-year period. For example, transport originating from Botlek are put out to tender every three years, “we find the most suitable partners and enter into a contract with them for three years”, said Antti.

>> Temperature-sensitive

Nijman/Zeetank is one of Kemira’s partners. Antti wishes to stress that point, “Kemira sees its transport companies more like partners than transporters. We’ve been working with Nijman/Zeetank for years. They know our needs. They know our products very well, which is extremely important for us. Some products are, for example, temperature-sensitive, others mustn’t be exposed to air. So Nijman/Zeetank know our company, our products and our customers and they know what sort of service the customers expect and what sort of service we need when the containers are loaded. Kemira aims to have the optimal number of local partners in each country. Our partners don’t have to be particularly large as we also deal with small companies. Nijman/Zeetank provides just what we need at Botlek, they have a high-quality transport fleet and an exceptionally flexible service.”

It is mainly the flexibility of Nijman/Zeetank that Antti is impressed with. He refers to the company’s own terminal in Spijkenisse, close to Botlek, “that proximity gives us flexibility; this allows us to expand our partnership with Nijman/Zeetank from just transport to them storing containers on our behalf. We have also contracted staff from Nijman/Zeetank for loading containers at Botlek, including the containers of other partners. We work with heat-sensitive products and it is therefore essential that they are delivered to the customer at the



right temperature. To this end, Nijman/Zeetank has containers that are steam-heated or heated by water circulation before delivery to the customer.”

>> Satisfied

Antti is very pleased with how the partnership is working. If the volumes grow, Nijman/Zeetank can respond flexibly, “and vice versa too”, says the Logistics sourcing manager. “If volumes decrease, jointly we will try to find a solution. I haven’t yet come across any problems with Nijman/Zeetank. Everything is going smoothly.”

Kemira has no plans for new production facilities. But Kemira has acquired the paper chemicals business of AkzoNobel. But Antti is not yet able to say how these additional activities will affect transport originating from Botlek, or from and to the Netherlands in general.

Cost efficiency is very important in everything that Kemira does. That also definitely applies to the transport services that are very essential for the Company. “It is important to get the right service at the right price. We are in competition with other chemical companies. The logistics spend is quite high in this type of company. But the price/quality ratio is important too. Our customers expect a certain service level, so in turn this means that we expect a certain service level from our partners.”

In the logistics chain, environmental values and efficiency are very important to Kemira. Antti believes that its partner transport companies must have modern fleets. “Even if we don’t stipulate these

requirements as such in our agreements, we take it that our partners’ fleets at the very least comply with the Euro 5 standard. It is important to us that our transport of hazardous substances is performed using modern trucks with low emissions. We also have emissions reporting within Kemira. We make sure that our partners, at the very least, have the basic environmental certificates, ISO 14001 and SQAS”.

>> Intermodal

Kemira operates globally. The products that are exported from Finland have to be transported by sea in the form of intermodal shipments. This means that the tank containers are transported by two different means of transport. In, for example, Krems in Austria, tank containers are filled and transported by truck to a German harbour, where the container is loaded onto a ship. Upon arrival, the container is then transported by road to the customer or the factory for further processing or to be delivered to the end customer, a paper factory or a water purification plant.

The percentage of intermodal transport is approximately 10 percent in terms of spend. “But in terms of volume, it’s much bigger. With large volumes being transported at once, it’s cost efficient, so the spend doesn’t tell the whole story”, said Antti.

Transporting large volumes within Europa and throughout the world requires good management of the entire process. Kemira uses the well-known, integrated automation system, SAP. “All transport-related transactions take place through SAP. But we do not have an EDI for managing individual transport orders or transferring orders from SAP directly in the transporter’s system. Not yet at least. We are currently working on that; it is an ongoing project. But I anticipate that we will start using this very soon.” <<

The European Directive on professional drivers regulates the compulsory continuing education for professional drivers within Europe. To offer the Member States the possibility of gradually introducing the continuing education program, differences have arisen in Europe as to when the drivers need to have Code 95 on their driving license. In Poland, the new legislation took effect in 2010, while it came into effect in the UK on 10th September 2014, and the new rules will apply in the Netherlands as from 10th September 2016.

Continuing education compulsory according to the EU Directive on professional drivers

The professional driver directive states that truck drivers may only retain their professional qualification if they follow continuing education. This European directive states what they must do to become and remain a professional driver. The directive applies to all professional drivers from the EU and to those who work in the EU. With the Code 95, marked on his driving license, a driver demonstrates that he is a skilled professional.

The compulsory continuing education should lead to safer European roads and thus fewer accidents, lower CO₂ emissions, and therefore a better environment and to a better image of the driving profession.

Professional drivers are obliged to follow at least 35 hours of continuing education every five years at a CCV-certified training institute, with at least seven hours of practical training. If the driver does not meet this requirement, he can no longer carry out his profession. Examples of these courses in the Netherlands are ADR, Securing Cargo [Lading Zekeren] and Digital Tachography; practical training courses include Driving Economically [Het



Nieuwe Rijden], BBS (Behaviour Based Safety), and Driving Optimisation and Damage Prevention.

After completing the compulsory continuing education, the driver can have the Code 95 validated on his driving license at the local municipality. This code is an annotation to the driving licence (with an expiry date) that is added behind a vehicle category. This code is a requirement in order to drive a vehicle professionally, which requires a C1 (E), C (E), D1 (E) or D (E) driving license. The code annotation is valid for five years.

The driver may only follow the continuing education in the country in which he lives or works. If he follows the continuing education abroad and wants to have this registered in the Netherlands, he must provide proof that he has taken part in a

course that meets the requirements of the directive at a certified training institute. The proof to be provided is a declaration from the authority or from the institute in the Member State where he followed the continuing education.

On 1st June 2015, the legislation that currently allows professional drivers, born before 1st July 1955, to be exempted from following continuing education will no longer apply in the Netherlands. This is necessary because the exemption contradicts the European Directive on Professional Drivers. For the drivers concerned, there are several ways of obtaining the code on their driving licence, with or without following continuing education. This is possible by extending their driving licence (early) or by changing their driving licence.

Continuing education in Poland already for the second time

In Poland, the implementation of Code 95 has been regulated by legislation. All professional drivers must, in addition to the special training, also submit a psychological and medical statement.

The new professional driver's driving license gives information on 'Limitations' under number 12. Legally, the annotation Code 95 with the expiry date must be stated for professional drivers. These changes have applied in Poland since 2010.

All professional drivers with a driving license for trucks (in Poland this is category C) or trucks with trailer (category C+E), issued before



31st December 1980, had to comply with the points mentioned above by 10th September 2010.

For all other drivers the following applies:

Training:	Old driving license issued:
10-09-2011	01-01-1981 - 31-12-1995
10-09-2012	01-01-1996 - 31-12-2000
10-09-2013	01-01-2001 - 31-12-2005
10-09-2014	01-01-2006 - 10-09-2009

The new driving license is valid for five years - the expiry date is stated on the driving license under number 12 'Limitations'. Drivers must have followed the 35 hours of training again and have requested a psychological and medical statement before the expiry date.

This means that the first group of drivers, who received a new driving license in 2010, must have this renewed this year according to the legal regulations.

Continuing education for Driver CPC offers advantages

Most people working in road transport know that, since 10 September 2014, lorry drivers in the UK must have a Certificate of Professional Competence (CPC) (Declaration of Professional Skills/ Code 95) to be allowed to continue to drive professionally.

It may seem like a coincidence that, in the year in which all drivers of Nijman/Zeetank UK gained their CPC certificate, an important milestone was also reached of more than 160,000 kilometres without incidents. Five years ago, that was 67,000 kilometres. This has mainly to do with the hard work done by everyone at Nijman/Zeetank UK.



The main aim of the Driver CPC is to have better trained drivers who are up to date with the legislation and for there to be fewer road traffic accidents, which should lead to improvements in road safety.

>> Continuing education

It seems a simple task, but to achieve it, 35 hours of continuing education must be followed every five years in order to

extend the professional skills declaration.

For starting drivers, the training is slightly different. In the UK, Nijman/Zeetank has concentrated entirely on its own current drivers.

The agency that organises the continuing education courses in the United Kingdom is the Joint Approvals Unit for Periodic Training (JAUPT). The continu-

ing education can be carried out in the following ways:

- Fully outsourced with the continuing education courses being offered at an external location by an external provider.
- Working with your own trainer and your own training location, but using course materials provided by an approved training institute.
- Setting up a continuing education programme of your own and presenting the courses for approval to JAAPT.

In the UK, Nijman/Zeetank has chosen the second option and has called in System Training. Driver trainer Jimmy McKeegan spent a week at System Training to acquire the required trainer's skills. The good thing about this system is that System Training offers all course materials in the same, approved format and in addition, deals with all the paper work, which can be rather time-consuming and troublesome. Jimmy McKeegan has more than forty years' experience in both the old and new styles of driving. Because of that, he is better able than anyone to teach the drivers from a realistic perspective and above all, is able to explain why some things, which were normal in the seventies and eighties, are no longer acceptable in today's transport world.

>> Appreciation

The training has been geared as much as possible to our own activities and needs, so as a result, the content is interesting for the drivers and relevant to what Nijman/Zeetank does. In addition, training at our own location means that the training courses can be coordinated to our own business needs. For example, quiet periods can be used, like at the end of the month, and class sizes can be varied from three, up to eight people. Another advantage is that the drivers can talk after the training course about

subjects they have to deal with on a daily basis.

Initially the drivers reacted rather negatively. They wondered why drivers, who have been doing this work all their life, need to follow a training course. It would be too easy to simply answer that the law requires it. Good continuing education not only brings with it many advantages for the Company, but it also gives the drivers recognition for their professionalism, in a sector that too often does not get the appreciation it deserves.

>> SAFED

In the context of reducing accidents, the first module was SAFED, Safe And Fuel Efficient Driving. The course also offers an annual test using a specially designated SAFED route. The results are compared to those immediately after the first session. The results are shown in a model that compares the fuel consumption prior to the training with the realised saving, expressed in fuel and money, over the twelve months afterwards. All drivers appeared to have considerably improved their driving style after the first

course and had been able to maintain that level. That results in a potential annual fuel saving of more than £1,000 per truck.

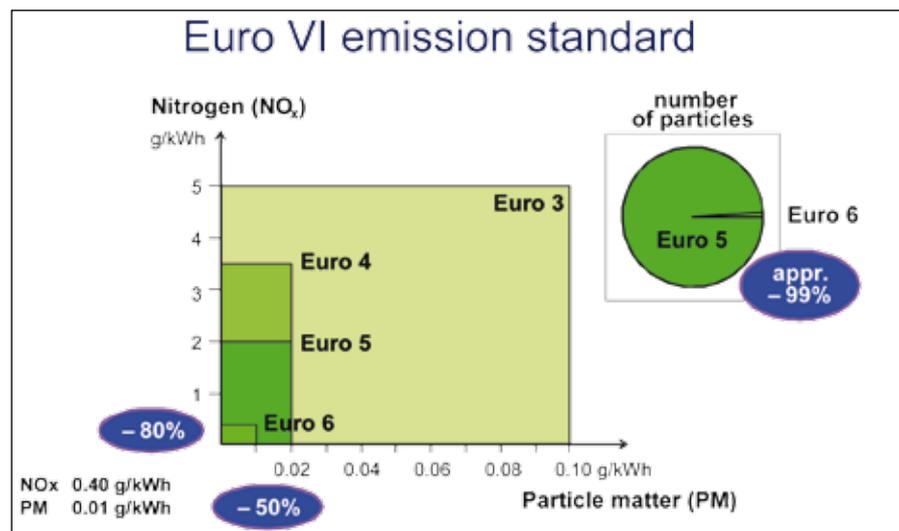
The other modules focused on the topics: tachographs and driving regulations, health and safety, customer care, vehicle checks, and loading and unloading. All of these are related to the driver's daily work. It has not only led to a reduction in the number of accidents and lower fuel consumption, it has also increased the already high levels of compliance with the driving hours legislation and the number of cases of personal injury is now lower than ever. Everything starts again from the beginning for the next period of continuing education in 2019. Nijman/Zeetank UK is looking to see whether new modules are needed in addition to the SAFED module, which are regarded as really necessary. For the moment, the UK has opted for a 7-hour module on traffic legislation and a module on vulnerable road users, a subject that is currently drawing a lot of attention in the United Kingdom. <<



Training on-site means that the training can be tailored to the own business.

Keeping your own storage tanks AdBlue quality is up to standard

Since 31st December 2013, all newly registered freight trucks are required to be fitted with a Euro 6 engine. Compared to the Euro 5 engine, this engine results in a very large reduction in certain emission values, such as 80% less NOx (nitric oxide), 50% less PM (particulate matter=fine particulars) and 72% less HC (hydrocarbon). As for soot particles, the reduction is 99%.



To achieve these effects, the engine is fitted with SCR (Selective Catalytic Reduction) which is an exhaust gas treatment technology. This technique requires the use of a special fluid, called AdBlue. AdBlue is necessary to achieve the reduction in NOx. The SCR catalytic converter is built into the exhaust system of the engine. Specific amounts of AdBlue are sprayed into the exhaust pipe ahead of the SCR catalytic converter. The heat of the exhaust breaks AdBlue down forming ammonia and CO₂. When the NOx reacts in the catalyst with the ammonia, the harmful NOx molecules are converted in the exhaust into harmless nitrogen and water. The truck manufacturers have spent many years and invested hundreds of

millions of Euro on developing this technology. Users notice this in the

purchase price of the trucks. Besides that, the daily use of high quality AdBlue is required for the catalytic converter to work correctly.

In 2014, Nijman/Zeetank in the Netherlands and Poland started using 40 tractor units with Euro 6 engines. This year tractor units with Euro 6 engines will replace almost the whole British fleet. To ensure that the AdBlue used is of the required high quality and, at the same time, to prevent the drivers having to fill up with AdBlue when on the road, AdBlue installations with storage tanks have been built in Spijkenisse, Sandozierz and in St. Helens. <<

A number of English trucks with Euro 6 engines.



Annual customer audit ensures exchange of best practice

It is a long time since transport was simply owning a truck, having a licence and the right trailer to transport the goods and, if all went well, everything was delivered in one piece and on time. Nowadays, road transport is one of the most heavily legally regulated and regimented commercial sectors in the world.

Every starter in this sector must meet a number of standard requirements in terms of financial solvency and he must have a good reputation as a driver and transport manager with a CPC (Certificate of Professional Competence). That is all before he even touches the wheel. In fact, this is only the beginning, because every professional company strives to continue to meet the various standards, such as ISO 9001 for quality, ISO 14000 for environment and OHSAS for health and safety.

The UK has the OPCOM Gold Standard

for best practice in road transport which covers everything in the field of health and safety. It also ensures that both the company and the drivers not only do the work as specified, but also that the company has the correct documentation to be able to demonstrate that it happens in practice.

Every year, our NSG partner carries out a customer audit at Nijman/Zeetank. Because Nijman/Zeetank meets all the set norms, a lot of administrative hassle is avoided, as the necessary documentation is already available. Being part of a company with global interests means that it focuses on matters such as the ethical approach; for example, whether the employer is offering equal opportunities and whether the policy documents to be able to demonstrate this are present. As you could imagine with a single uniform audit, the situation in the UK differs considerably from, for example, the situation in Vietnam.

Additionally, the environmental policy is reviewed in direct relation with the truck purchasing policy. In the case of Nijman/Zeetank, that is always a Euronorm, which is the most up-to-date possible. All of this takes place in a world where competitors are going out of their way to purchase the last of the old models to save money. As a result, Nijman/Zeetank has to be able to show that its truck suppliers have a sustainable recycling policy for trucks that are beyond their service life.

Nijman/Zeetank does not regard this audit as an obligation, but the way in which the audit is carried out, by a team who are familiar, means that Nijman/Zeetank can also use it as a way to compare best experiences and then filter them for both its own and the worldwide network of NSG.

It really is a win-win situation for all parties involved.

BP is satisfied about its results in 2014

On 22nd January, BP organised a meeting at the office in Krakow for transporters concerning HSSE issues. Nijman/Zeetank was represented by Robert Kawa, Sławomir Warchoń and, for the first time, Michał Słuchocki, the new director of Nijman/Zeetank in Poland.

The meeting related to a summary of the Annual Report 2014 and was organised by BP. The results for Nijman/Zeetank

were positive: no fuel 'crossover' and no traffic accidents.

BP indicated its satisfaction with the results achieved in 2014. For Nijman/Zeetank, the mission is to keep the results for 2015 just as positive as those for 2014.

BP has the following plans for 2015: it aims to carry out an update of the driver's manual by transporters, the

organisation of a training session for Master Drivers, and the preparation of a risk analysis for entering BP petrol stations (turning, reversing by trucks), participation in Safety Leader competitions, maintenance to the same standard of driver audits, and an update of the consignment note.

Although the 2014 results are positive, the transporters still have a lot of work to do. <<

Our offices



Nijman/Zeetank Internationale Transporten BV
Nijman/Zeetank Internationale Tanktransporten BV

Wattweg 2 - 3208 KH Spijkenisse
P.O. BOX 85 - 3200 AB Spijkenisse
The Netherlands
Tel.: +31 (0) 181 - 691 900
Fax: +31 (0) 181 - 691 919
info@nijman-zeetank.com



Nijman/Zeetank International Transport Ltd

Washway Lane Merseyside - St. Helens WA10 6PE
United Kingdom
Tel.: +44 (0) 1744 - 694000
Fax: +44 (0) 1744 - 616911
info@nijman-zeetank.com

Nijman/Zeetank Internationale Tanktransporten BV

Salvesen Way Freightliner Road - Hull HU3 4UQ
United Kingdom
Tel.: +44 (0) 1482 - 381481
Fax: +44 (0) 1482 - 381482
info@nijman-zeetank.com



Nijman/Zeetank International Transport Sp. z o.o.

ul. Zarzekowice 18 - 27-600 Sandomierz
Poland
Tel.: +48 (0) 15-8335100-103
Fax: +48 (0) 15-8335105
info@nijman-zeetank.com

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