

# IN TRANZIT



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# Preface

The Transport & Logistic trade fair in Munich in June attracted a lot of visitors. Although it took place from 4th to 7th June, between Ascension Day and Whit Monday, attendance was very good. Logistics is ever-changing and we had the opportunity to welcome many existing and potential new suppliers and customers. Outside, the weather was summery and we certainly felt the effects inside.

In the first half of 2019, Brexit caused a lot of hectic activity. In February and March, volumes to be transported increased to very high levels. Throughout the supply chain, there was a lack of tractor units, drivers, tank containers and shipping tonnage. For weeks, the ferries were unable to meet demand, and a violent storm caused even more problems and cancellations for a few days. Unfortunately, this huge peak in demand for extra transport capacity was followed by a deep trough. In April and May, the additional supplies were first used in the production processes, which resulted in sharply reduced demand. On balance, this did not represent a winning situation for most companies, and in specific sectors in the UK, such as the automotive industry, there was a substantial fall in overall production.

Drivers and companies are having increasing problems in Europe in meeting the obligation to spend the 45-hour weekend rest period outside the cab. There are insufficient places for drivers to sleep and insufficient parking spaces for the trucks. In addition, leaving a loaded trailer unattended is an invitation to all kinds of unwanted activities by unknown persons. Worse still, the measure fails to recognise the level of comfort that a driver enjoys in his own truck. Many tractor units are fitted out with a spacious sleeping compartment and all sorts of extras to make the driver's stay while away from home as enjoyable as possible. The roomy cab and extra facilities are not only for use during the working week, but can also provide excellent accommodation during a mandatory weekend rest period. In this context, many employers think it is important to allow drivers to be at home over the weekends, but this cannot always be guaranteed.

However, an obligatory weekend rest period outside the cab is in no way a solution. Most drivers greatly prefer to stay in their own cab in a good car park with sufficient facilities.

All our hopes now rest on the politicians having a change of heart, both nationally and in Brussels.

In Europe, there is growing demand in many sectors. Nijman/Zetank, too, is growing in various sectors, but labour shortages continue to present a challenge and we are lucky in not having too many problems filling vacancies and are still managing to increase employment opportunities.

Spring is now behind us and summer is here. All of us at Nijman/Zetank wish you an enjoyable summer. <<



Kees van Noordt  
Managing director

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# Nijman/Zeetank UK silver jubilee

It hardly seems believable that 1st September 2018 signified 25 Years of Nijman/Zeetank as an entity but the association with Glass in the UK actually spans back to 1983, ten years earlier when the first floatliner trailers were introduced into the UK on lease to Pilkington.

[WWW.NIJMAN-ZEETANK.COM](http://WWW.NIJMAN-ZEETANK.COM)

The name of Nijman/Zeetank, and Nico Nijman beforehand, has always been synonymous with innovation and investment and from the late 60s glass was imported into Europort on OX stillages carrying the maximum possible sizes. Due to 4 metre height restrictions in most of Europe, it was necessary to use the lowest of low loader trailers

which Nijman/Zeetank had invested in and so the close association began.

## >> **Onwards and upwards from 1993**

To say that the changeover was momentous was an understatement and the birth of Nijman/Zeetank as we know it took place overnight. After months of

secret discussions and an intricate tendering process against some of the biggest names in UK haulage, Nijman/Zeetank was the successful bidder and the task of not only purchasing the whole of the Pilkington transport operation, trucks, drivers and all, was set into motion. This was no gradual changeover, it was a case of one day it





Canopy trailer.

was Pilkington and the following day it was Nijman/Zeetank, with all the administration, planning and maintenance facilities moving over to Washway Lane which has been our home for the last 25 years. There were teething problems, but considering the vast scope of the operation they were very relatively few. There were still other hauliers involved but on an ever decreasing basis and in 1999 we had taken on

100 percent of the UK glass operation.

#### **>> Consolidation and modernisation**

At the time of the takeover there were probably 25 different trailer types and a similar number of stillage types to cater for customer needs and different glass types and sizes but when examined closely there was no apparent need for most of them. It was at this point that

Nijman/Zeetank's true value came to the fore at the same time as this big improvement from the manufacturers of glass and the trailers, which has remained very similar ever since and the distribution process was largely automated thanks to the LE and LJ stillages but also most importantly the development of the Mark 3 floatliner.

From having to load stillages pack by pack, securing them manually and doing



the same at the customer, the stillages were loaded by the on-line stackers and then placed in a storage or despatch area by either glass handling truck or a fork truck.

And now the clever bit. The latest generation of floatliners can be lowered to ground level due to not only long travel air suspension but also a neck which can be raised or lowered; and then the icing on the cake...

a system of hydraulic clamps which hold the load safely in place. A totally safe and successful system of delivery which is as near to hands free as it is possible to get.

These days, floatliner trailers are commonplace but there was still a need to consolidate the smaller sizes which either went on bespoke stillages or in end caps. In conjunction with our customers we developed the canopy trailer which although basically conventional, ruled out the need for roping and sheeting and the eliminated some of the health and safety issues. This tried and tested method has hardly changed since the turn of the century and still plays a part in our operation.

We have also developed an extended floatliner trailer which can carry a mixture of float sizes and smaller sizes for customers who cannot accept full loads of one type of glass.

#### **>> Customer care and consultancy**

We have always worked closely with our customers to evolve different methods, pushing the boundaries of different types and sizes of glass which can be carried. We played an active part in introducing the floatliner system into Australia where different weight regulations provided certain challenges and did a similar consultancy in the USA but their large distances did not lend themselves to one way traffic. We work not only with the manufacturers but also their customers to ensure safe premises for unloading. We were the first glass operator in the United Kingdom to take advantage of the new 44 tonne allowance with not only a brand new fleet of three axle tractor units but trailers to suit.

#### **>> Reacting to change**

It is fair to say that we were closely linked to Pilkington UK, Nijman/Zee tank UK being their main domestic logistics supplier for building products in St Helens. Our fleet grew to some 75 vehicles and we were subcontracting a further 25 loads per day. These were the glory days where Pilkington were operating 4 float glass lines and 2 rolled lines. We were collecting and delivering to and from continental Europe, and had regular runs to Pilkington sites across the UK.

From 1999 the UK glass industry started to change dramatically, with the EC providing funds for Saint Gobain to open a glass manufacturing plant in Selby which was followed in 2003 by Guardian Industries opening a plant in Goole. In 2006 Pilkington was taken over by the Nippon Sheet Glass Company of Japan making it a truly global business.

In December 2008 the whole face of the glass business in the UK changed with the credit crisis which led to a recession. In 1999 there were 3 float plants in the UK, by 2003 there were 5 including the newly introduced Saint Gobain plant at Selby and Guardian Glass at Goole. By 2013 we were back to just 3.

#### **>> Looking to the future**

Having increased our business year on year since 1993 we were now faced with a global downturn the like of which had never been seen since before the Second World War. With 60 percent of our home market disappearing we reduced our fleet and looked at the whole business in a different light becoming much leaner as an organisa-

tion. Despite these cuts we have never compromised our basic standards, primarily health and safety, but followed closely by compliance and quality. In 2015 we purchased a brand new fleet of tractors and floatliners, and at a stroke the whole fleet was equipped to carry a full extra pack of glass equating to a 2.8 tonne increase. This was not easily achieved but by the expertise of our management team we achieved a solution, but still we search for further increases. These vehicles have given our customers a payload benefit of up to 10 percent, effectively taking 6 tractors off the road along with the environmental benefits. All our tractor units are to the Euro 6 emission standards, and as and when they become widely available, we intend to shift to alternative fuelled vehicles such as Liquefied Natural Gas to do our bit to help save the planet. In addition we have used our expertise to convert some floatliner trailers to transport huge concrete panels, and are also actively involved in deliveries using vehicle mounted fork trucks.

#### >> **Experts with liquids and gases**

As the second part of our name suggests, our organisation is divided into two specialist parts which could not be more different. Our prime operation in the UK is glass logistics but we also have our own fleet of tankcontainers which come into the UK from the continent. Up to 2002 the Zeetank operation was situated in our office in St Helens, but as the natural base for the incoming tanks is Hull, which is where we moved our operation. We have a small but dedicated team serving UK customers, and employing dedicated subcontractors

who have handled most of the work since 2002. From 2015 however, we have once again started to use our own vehicles on the Zeetank work, with 4 brand new Mercedes trucks with trailers proudly flying our flag. It is true to say that if it is liquid or gas and goes through a pipe, hot or cold, then we deliver it. One long association we have is with Arch Chemicals for whom we deliver the core product for preserving wood, a potent mixture of copper and arsenic. This is distributed to timber yards literally from John O'Groats to Land's End in part load quantities, being metered by the vehicle and the details transmitted from the cab to base using the most stringent safety techniques.

Our most recent development is our entry into Liquefied Natural Gas distribution which fits neatly into our specialisation portfolio. This is a system where natural gas, which cannot be delivered in pipelines, is transported in our tanks at -162 degrees centigrade in liquid phase. This reduces the volume by 600 times so making it a very economical means of delivery. Economical it may be but it is a very complex operation with dangers arising from low temperatures. So we have a dedicated team of drivers and staff running this project. We are at present working with two major LNG suppliers in the UK to develop the business alongside our continental operation delivering gas from St Petersburg to Marseille.

#### >> **On board computers: the future**

All of our trucks have been equipped from the beginning with on board computer systems handling our opera-



tional needs. We are fortunate in our company to have a dedicated IT expert who understands our needs and is able to talk to IT companies to provide us with the best solutions, working hopefully toward a truly paperless operation for both ourselves and our customers.





The complete fleet of floatliners can transport an extra glass packet.

### >> **Quality Health Safety and the Environment**

Nijman/Zeetank has been accredited to ISO 9001 since the beginning of our company, but recently has also gained ISO 14001 for environmental and OHSAS 18000 for health and safety. We have never used these standards as a means

to gain customers, but is our true reflection of our company's ethos. The most important is safety which starts before a driver even gets near the wheel of a truck. First and foremost our recruitment process involves an induction and training programme so that however

experienced the driver is, and whether he is permanent or agency, all are trained to the same standard for health and safety, compliance, environmental and customer service.

We always strive to be a modern company, but with old fashioned values

and this was recognised locally when in November 2018 we were presented with the St Helens award for Excellence in Logistics.

We work closely with our community being involved in many local initiatives and school projects and are an active member of the St Helens Chamber of Commerce.

**>> Our mission statement**

- Our aim is to create a safe working environment for our employees, customers and the public in all our activities, by improving attitude, increasing awareness and therefore reducing accidents.
- Improvements in driving technique will also serve to reduce fuel consumption and reduce the wear and tear of critical parts of our vehicles as well as

conserving our natural environment.

- By minimising risk, we intend to achieve a level of excellence brought about by the utilisation of best practices within the transport industry in general and our company in particular.

Here's to the next 25 years and beyond! <<



The fleet of tank containers in the UK can operate nationally and internationally.





The Nijman/ZeeTank stand had a 'bright and shining' look.

## Nijman/ZeeTank present at Transport & Logistic trade fair in Munich

Every two years the logistic industry presents innovative solutions and new products in the area of transport, transport equipment and IT and supply chain solutions at the largest logistic exhibition in Europe. This is the Transport & Logistic trade fair, which was held in Munich from 4 to 7 June.

Over 2000 exhibitors from over 60 countries were present and over 60,000 visitors were able to experience the knowledge and expertise of all the companies exhibiting at the fair. It is an exhibition which attracts visitors from all over the world.

Nijman/ZeeTank was exhibiting from its own booth in the same place as the

previous exhibition. The Nijman/ZeeTank look was bright and shining and our exhibition team was formed from representatives of all our European offices and were enthusiastic in presenting to our visitors what the company is really about.

Many customers, potential customers and suppliers visited our booth who have

an interest in our geographical network. A lot of useful information was exchanged about new developments in the areas of supply chain and logistics in various European countries.

We may conclude that the Transport Logistic 2019 was very successful. In the coming months we will be busy following up the meetings and action points. <<

# Training drivers should not be underestimated

If someone who has nothing to do with transport was asked what professions they would think of in relation to the need for continuous training, the answers would probably include ‘doctor’, ‘teacher’ or ‘lawyer’, but would rarely mention ‘truck driver’.

Our aim in this article is not to dwell on the inaccuracy of such observations, but rather to highlight the time that drivers have to regularly spend on further training. This is based on both legal requirements and on our training programme for drivers who transport fuels.

A good driver has to have very broad knowledge of, for example, road transport legislation, securing the load, and the rules on working hours and international transport. Very specialised knowledge is also needed for transporting special loads. Requirements change frequently in the world of transport and drivers must always be up-to-date and aware of any changes. As the saying goes, ignorance of the law is no defence: it does not exempt anyone from complying with the law. If a driver commits an offence, even unintentionally, he and the company he works for risk substantial fines.

As soon as a person has decided on the

profession of truck driver and has met formal legal requirements, he has to complete the appropriate course and obtain the category C+E driving licence, which includes semi-trailers and trailers. A C+E driving licence allows a person to drive trucks over 3.5 tonnes, including trailers. However, additional professional training – the basic qualification – is necessary for a driver to be able to work in the sector.

The goal of such a training course is to prepare drivers for transporting goods and to improve their competences in line with EU standards. The drivers learn road transport legislation, rational driving and the safety rules of road transport and that is not all. A professional driver is constantly learning and every five years, he is obliged to attend a training course.

Once he has the driving licence and has completed the course, a driver can begin working in the profession. However, if someone wishes to work for Nijman/Zeetank and wants to transport

fuels, he will first have to complete supplementary training. This is the basic course for drivers who transport hazardous substances – the ADR – including specialist training for the transport of products in tanks. He must also repeat this course every five years.

However, those are still not all the requirements that truck drivers have to meet.

At Nijman/Zeetank, a driver may not immediately get behind the steering wheel of one of our trucks after completing all the training courses. We also require three years of practical experience in trucks and one year of experience in transporting hazardous substances, as well as a good reference from previous employers. Only when all these requirements have been met a candidate can become a driver at our company and is he allowed to transport fuel for us.

There is a qualification interview to verify



colleagues. These 'senior drivers', whose tasks include training and assessing the new recruits, have a special place among our colleagues.

During training, the driver becomes familiar with the general way of working at Nijman/Zetank. The training covers labour regulations; specific labour rules for drivers, such as occupational risk and the rules governing driving and rest periods; driving techniques including defensive driving; also, detailed work procedures that apply to the customer. Knowledge of all these subjects is of course fine-tuned further during the practical training when new recruits work as second drivers.

All the training takes place under the supervision of our auditor, who is responsible for the region where the new driver will be working. After the training period and before the driver starts working independently, he has to take an "entrance" examination so that the company can determine whether he has sufficiently mastered all the necessary skills to be able to work independently.

This examination marks the end of the introduction and training period, but our role in the process of perfecting the driver's professionalism is not yet over. We know that the world of transport is constantly changing. Legal regulations, automotive technology, safety procedures and all other aspects of our work are continuously evolving. For this reason every training course that the driver attends at our company during the introductory period is repeated periodically. <<

whether those requirements have been fulfilled. At the interview, the candidate has the opportunity to present himself, while Nijman/Zetank can describe the job on offer. If we reach agreement, the candidate can be employed as a driver, after passing a medical examination.

There is a training programme available for each group of drivers, which is based on our experience and those of our customers, and which is actually created in cooperation with our customers. The goal is for every driver to be perfectly prepared to perform his tasks.

What is the procedure regarding the

training programme for drivers who transport fuels? As soon as a driver starts working for Nijman/Zetank, he is registered in our training schedule and he is given intensive training in work safety, driving techniques and contract requirements. Here, we use an e-learning platform, which does not replace traditional training, but complements it. That is why we have decided to use this modern digital form of training as well. As an introduction, we start with theoretical and practical training to prepare the new driver for working independently. A new driver starts as second driver and works for a month under the supervision of experienced





# The importance of a reliable business partner

Not only in Bruxelles, but also in many places in the UK there must have been heard a sigh of relief on the night of April 10th. Because for the nth time a possible hard Brexit was postponed by the EU. Many UK companies are facing a lot of interesting challenges when Britain is leaving the European Union without good agreements. One of them is Manchester based John Hogg Technical Solutions. Luckily enough, they have excellent logistical partners in continental Europe. One of them is Nijman/Zeetank in Spijkenisse.

We talk about the current challenges with Suzanne Alecrim, Customer Service & Logistics Manager at John Hogg. She is not only one of the first, but also one of the most important employees at John Hogg that has to deal with the forthcoming probable exit. Because Europe is one of the biggest markets for this world-wide active leading manufacturer of solvent soluble dyes and marker chemicals for the international petroleum industry. So they are not amused by the lack of thoroughness at Westminster. Suzanne Alecrim: "We produce markers for fuel used in off road situations, for tractors, combine harvesters, et cetera. This

marked diesel has a lower duty rate and is therefore cheaper than normal diesel. To avoid the use in normal cars this diesel is marked. We produce different dyes for all European countries to make sure that the fuel complies with the legislation in all the different countries. We sell our products all over the world, but Europe is our biggest market. We engage the service of Nijman/Zeetank to deliver our products in bulk, direct to the storage tanks of our customers."

## >> Dedicated logistics

The so-called dedicated logistics that Nijman/Zeetank delivers to John Hogg

includes the shipping and transportation of the dyes and markers produced in Manchester via Hull to Rotterdam then out of the depot in Spijkenisse to European countries like Belgium, France, Switzerland and Denmark. Suzanne Alecrim: "Nijman/Zeetank takes care of the whole logistic process with their own tanks, including the customs clearance in Switzerland and tank cleaning in Hull. Brexit or not: Nijman/Zeetank is prepared for whatever the new situation will be after the end of October. They are already used to the procedures for exporting to non-EU countries like Norway and Switzerland, so we do not

anticipate any issues here. In case of a hard Brexit the customs formalities will take some more time and we will need to work with our customers on extended lead-times just in case.” To be sure that everything will go as foreseen John Hogg has initiated establishing a Dutch Representative and warehouse in the Rotterdam area. Suzanne Alecrim: “Just to be sure that our clients on the continent don’t experience delays, no matter the outcome of the negotiations in Bruxelles or London. Not in vain do we call ourselves a trusted global partner. It’s not just what we do, but the way we do it that makes us different.” <<



Suzanne Alecrim: “It’s not for nothing that we call ourselves a reliable worldwide partner.”

## The John Hogg story

The story starts in 1890 in Belfast in Northern Ireland with the trade of flax. Through the years the company has developed into one of the world’s leading manufacturers of dyes and markers for the petroleum industry. Today John Hogg supplies technology-driven marking systems for governments and companies across the globe to protect the value of fuels and branded products against laundering, adulteration and other fraudulent activities. Marked fuels are in place all over the world, used to identify different types of fuel, either with different duty rates or specifications. The company delivers a broad and high quality dyes and markers portfolio that includes longstanding brands such as DYEGUARD® and SUDAN®. John Hogg has always been active in Europe as demonstrated

in the introduction of the Euromarker in 2002 and the leading role in helping to implement the new regulations. The company is also committed to REACH, the European Union legislation for the Registration, Evaluation and Authorisation of Chemicals. There are ongoing consultations with both suppliers and European customers to ensure continued compliance after Brexit. Suppliers are aware of their obligations under REACH, and they have assured that raw materials will continue to be available in the quality and quantity John Hogg needs. Even though the final REACH registration deadline has now passed, chemicals legislation is continually evolving and John Hogg will continue to ensure compliance, monitoring substances of interest for regulatory activities. <<

## Nijman/Zeetank takes health, safety, quality and the environment to a new level

A change of personnel in the role of Group HSQE Coordinator, along with the new ISO 45001 Standard, which gives the ability to audit all systems across the whole platform, gave a new direction for auditors within the company. In May 2019 an initiative was taken so that a team of auditors, consisting of 2 staff members from Nijman/Zeetank Holland and 1 staff member from the UK, underwent a day of intensive training given by our long standing ISO auditor.

Although none of our staff were strangers to auditing, the new standard gave some interesting challenges, provoking some serious but productive discussions among the team and opening their eyes to ways of asking general questions to get specific answers. All members of the team agreed that the whole exercise was extremely useful and going forward can now develop local teams who can carry out audits under their direction.

This training initiative is seen as an integral part in the future development of the company as we open new revenue streams where HSQE is always one of our main selling points. <<







Nijman/ZeeTank has again commissioned new LNG trailers.

## New LNG trailers

In the second half of 2018, Nijman/ZeeTank commissioned four new LNG trailers. The trailers have a working pressure of 7 bar and a capacity of 52,000 and 58,000 litres. Like the existing LNG containers, the new LNG trailers are equipped with a pump and a flow meter. The producer is once again the Belgian company Van Hool.

During the preparation of the specifications, particular attention was paid to the technical details and construction of the tanks, the insulation material and the safety features. Both the inner tank and the outer tank are made of stainless steel.

The insulation is made of a thin but very well-insulating multilayer material. The space between the inner and outer tank has a vacuum pressure of  $10 \cdot 10^{-4}$  mbars. The insulation and vacuum pressure give a holding time of 120 days when the tank is full. This means that if the tank is loaded with LNG of  $-162^{\circ}\text{C}$  (the pressure in the tank is then 0 bar), it takes 120 days before the tank pressure has risen to 7 bar. Good insulation is an important safety criterion.

The trailers are equipped with various ESDs (emergency stop devices). An ESD should ensure that if a problem occurs during unloading, the unloading process

is immediately halted in a safe manner. To connect the discharge hoses, you must open the valve of the instrument cabinet. As soon as the valve has been opened, the immobiliser is activated. This prevents driving with hoses connected.

During the construction of the trailers, a great deal of attention was paid to achieving the lowest possible weight in order to obtain the highest possible loading weight.

With these four new trailers, Nijman/ZeeTank now has a total of 11 LNG trailers in use. <<

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