

# IN TRANZIT



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# Preface

Last year saw an increase in the number of accidents in the EU and some countries even saw a 20% increase. This rise is a logical consequence of a growing economy. More kilometres are being driven on roads that are becoming increasingly busier. Another cause is the shortage of drivers in the job market, placing greater pressure on our schedules when carrying out planned jobs. There is often a tendency to allow inexperienced drivers to immediately drive routes unaccompanied. In 2017, using its own trucks (approximately 195), Nijman/Zeetank drove more than 20 million kilometres. A figure to express the number of incidences of damage per truck is 'frequency of the number of incidences of damage caused by driver error per truck'. Records of the largest truck insurer in the Netherlands show that the frequency per truck of all vehicles they insure is 0.45. At Nijman/Zeetank, the frequency is 0.06. That is, fortunately, a good result, although the target is still zero accidents. According to insurance companies, the use of a smartphone behind the wheel is an important contributor to the increase in the number of accidents. This not only applies to truck drivers, but definitely also fellow road users of delivery vehicles and passenger cars who make phone calls or use apps whilst driving. The use of an OBC (On Board Computer) to send instructions to the driver and to receive loading and unloading details, plus legislation prohibiting the use of mobile phones whilst driving, significantly reduces the risk of an accident. Research has shown that human error plays a part in 90% of accidents involving trucks.

As well as the driver, the roadworthiness of trucks and trailers is of paramount importance. All EU member states have been asked to improve road worthiness testing of trucks and trailers and to increase the frequency of testing. The maximum permitted weight and the dimensions of vehicles should also undergo more intensive monitoring. Overloading and violation of the rules on driving times, breaks and rest periods lead to major economic loss. This distorts the market and results in unfair competition for those companies that do follow the rules. Fraud involving the tachograph is also a common offence. Fortunately, State Inspection Services in various countries work together to attempt to tackle and ultimately significantly reduce this illegal behaviour. The exchange of information and data between the regulatory authorities of various EU countries can help in the fight against these illegal activities.

This may give the impression that the transport and logistics sector is not particularly professional. However, to the contrary, as well as Nijman/Zeetank there are many fellow companies that are equally committed to quality.

The staff at Nijman/Zeetank are therefore proud that quality management - a way of thinking and working to achieve continuous improvement - is embedded within the organisation. Also important is the fact that we have a culture where, if necessary, we can call one another to account if it is felt that quality does not meet the required standard. <<



Kees van Noordt  
Managing director

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Particularly where there are no natural gas pipelines.



# The Nijman/Zeetank sales team

## Logistics is a people business

The different business units of Nijman/Zeetank have individual sales teams, which specialise in selling the activities specific to a particular business unit. In this article we would like to introduce our sales team for the Chemical Logistics business unit. Marketing and sales for the Chemical Logistics unit are coordinated centrally from our head office in Spijkenisse. The sales team is managed by Kees in 't Veld, who is responsible for sales strategies. He and three sales managers form the European sales team.

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

Nijman/Zeetank believes that logistics is a people business, where our team, along with our customers, focus on finding the optimum logistics solution for the transportation of products. The sales managers are supported by our internal sales team.

Within the company's main markets, Nijman/Zeetank believes in a local approach and our business development managers are therefore based in the

countries of our main markets. For the UK and Ireland your local sales contact is Claire Baitson, for Germany, Austria and Switzerland it is Ralf Schünemann and for Poland it is Marcin Kyc. Kees in 't Veld is responsible for the Benelux, and ultimately for all customers in the geographical area in which our services are offered.

Our people are motivated and empowered. They create logistics solutions for

our customers, in order to develop our position in the chemical logistic market in Europe. In close cooperation with the Nijman/Zeetank operational team, we constantly endeavour to improve our services and find creative and better solutions for our customers. If you would like to learn more about how Nijman/Zeetank can be of service to you, please contact our sales team.



l-r: Kees in 't Veld, Marcin Kyc, Claire Baitson, Arjan van Noordt (internal sales) and Ralf Schünemann.

**>> Kees in 't Veld**

Kees has worked in the chemical logistics industry since 1988. After completing his study in logistics, he commenced his career in road tanker transport, where he was responsible for project management and, at a later

stage, operations. As Kees liked to focus on commercial challenges, in 1998 he joined Nijman/ZeeTank as Business Development Manager. Since then, he has contributed to the growth of the chemical logistics business for Nijman/ZeeTank in Europe.

Since 2007, as Commercial Manager, he has been responsible for our commercial activities and sales team.

Should you have any questions, Kees can be contacted at: [c.intveld@nijman-zeetank.com](mailto:c.intveld@nijman-zeetank.com) or on +31 (0) 181 - 691 939.

### >> **Claire Baitson**

Claire has extensive experience in the transport industry. She joined Nijman/Zeetank in 2002 in the position of Business Development Manager for the UK and Irish Chemical industry and other bulk liquid markets. Over the years, Claire has contributed to the development of Nijman/Zeetank in the UK and Ireland and, as she states, she has been fortunate enough to be part of a company in which her skills are pivotal. In her work at Nijman/Zeetank, she enjoys the challenges presented by the market and likes creating solutions for our customers.

If your company is located in the UK or Ireland and you have any questions relating to logistics, please contact Claire at: [c.baitson@nijman-zeetank.com](mailto:c.baitson@nijman-zeetank.com) or on +44 (0) 1482 - 381483.

### >> **Ralf Schünemann**

Ralf started his career in sales by joining one of today's largest chemical distribution companies, responsible for the product management of a group of nitrogens and odorants. Later on, his responsibilities included the market research and implementation of the new product "AdBlue" and its supply chain. These experiences finally led him to focus on logistics in the chemical industry and he joined one of the world's largest Logistic Service Providers, where he had the opportunity to build up the sales and marketing activities for the Supply Chain Logistics Department, which was a niche sector at that time. In 2015 he joined Nijman/Zeetank as Business Development Manager, responsible for our German-speaking partners in Europe. You can reach Ralf at: [r.schuenemann@nijman-zeetank.com](mailto:r.schuenemann@nijman-zeetank.com) or on +49 (0) 2137 4099720.



### >> **Marcin Kyc**

Marcin has worked in the field of transport and logistics for more than 13 years. He started working at grass roots level, gaining experience along the way. Having originally worked as a layperson, he worked his way up the ranks into management positions in companies with extensive transport profiles and he gained extensive operational and commercial experience. Marcin joined Nijman/Zeetank in January 2018. Although the chemical industry is new to him, he is confident that, with his experience and positive attitude, he will be able to meet the challenges presented and offer excellent logistic solutions to our Polish chemical customers. He is looking forward to meeting new custom-

ers in this market. If your company is based in Poland or Eastern Europe and you have any questions relating to logistics, please contact Marcin at: [m.kyc@nijman-zeetank.pl](mailto:m.kyc@nijman-zeetank.pl) or on +48 15-8335184. <<

## Solar power supplies two-thirds of total electricity consumption

In late December 2016, the company installed an 824-solar panel array on the roof of the warehouse in Spijkenisse. You will have read more about this in an earlier version of In Transit. Now, one year on, Nijman/Zeetank can reflect on the installation's successful initial period. The panels generated more than 186 MWh of solar power, which is two-thirds of the company's overall electricity consumption. This means that Nijman/Zeetank has reduced CO<sub>2</sub> emissions at the Spijkenisse site by more than 80 tonnes. This is a fantastic result which is also reflected directly in our carbon footprint.

May 2017 saw the peak in output; during this month more than 27 MWh was generated. We found that the generation of the installation would have to be curbed, which was due to the main fuse of the electricity connection; an upgrade of the connection will allow even more electricity to be generated. However, reinforcement of the main connection also involves higher fixed costs. The decision was therefore made to return the seven inverters that convert direct current (DC) to alternating current (AC) to the installation through two cables instead of a single cable. This allows the cables to be fused individually, with a higher current. We therefore anticipate that in 2018 the output will exceed 186 MWh.

During the initial year, the supplier monitored the installation carefully; there were a few severe autumn storms in late 2017, but these did not cause contraction of the roof-mounted frame. The PV installation experienced very few technical defects. Partly because of the



parallel connection of the panels, it is possible to see at detailed level when the panels are malfunctioning. Both the installer and Nijman/Zeetank are kept informed by email of any defects, meaning a defective inverter will be flagged quickly. During the storms in January of this year, it very quickly became evident that one panel had become dislodged, but a graphic display on the supplier's portal allowed the dislodged panel to be immediately identified. This saves a lot of work searching for a defect, especially since there are 824 panels in total. This also

enables very specific inspections or maintenance work to be performed. This does not have a negative effect on the performance guarantee and it reduces the operational costs. In this particular case, the panel was undamaged and had not damaged the other panels - there was simply a loose connection. Nonetheless, we continue to look for ways to save energy so that the total amount of electricity that we generate is more in line with our total energy consumption. Examples of this are energy-efficient lighting and tools. Savings can also be achieved through the way in which energy is used; charging batteries during the daytime uses the energy that is generated instead of this being sent to the grid, whilst at night electricity would have had to be purchased. This change in mindset will continue to be implemented this year in order to make optimum use of the yield from the installation and the investment. <<

## New ISO 9001 standard improves risk control and creates opportunities

In January 2018, the management system of Nijman/Zeetank Poland underwent another audit. The exacting examiner was once again the auditor from Transpacific Certifications Ltd. The audit revealed that Nijman/Zeetank is fully compliant with the three certified standards: ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007. Very understandably, we felt a touch of pride when we were informed of the result.

In due course, the ISO 9001:2008 standard will cease to exist; however this definitely does not mean that we will be distancing ourselves from a quality management system. This simply means that the standard laid down in 2008 will no longer apply as from September of this year. Effectively this means that we will have to have completed the replacement certification by that time and must comply with the requirements of the new ISO 9001 standard.

### >> **What does the new standard mean?**

The long-awaited new version of the ISO 9001 standard was launched in September 2015 (hence the name ISO 9001:2015). The modifications made to the standard were not cursory, but actually quite radical. Because of the scope of the changes, we had to implement a number of significant changes to be able to retain our certified quality management system. The changes would not have been possible

without a thorough analysis of the new regulations. Implementation of the necessary changes required extensive analysis and discussion of the new requirements and the requirements of the new standard emphasise the need for senior management to very actively contribute to risk management, to create a vision and for there to be a context for the company.

One major change as a result of the new ISO 9001 standard is risk-based thinking. Henceforth, risk will be seen as a whole and no longer as one element of the system. A risk-based approach makes it easier to identify and weigh up threats and to monitor the entire system. We are not only talking about risks; the new approach also enables us to look at opportunities.

### >> **Risks and opportunities**

In the context of the new standard, risk signifies uncertainty, whether we can achieve our goal. Or, whether we are

certain that we can continue to deliver our services to our customers - uninterrupted and in line with their expectations - and that we can keep them satisfied. In that context, the term 'opportunities' means exceeding expectations and defined goals. Opportunities can arise under certain circumstances, such as when winning new customers, offering new services, reducing the amount of waste, improving productivity and opening up new markets.

The next requirement of the new ISO 9001 standard is defining the context of Nijman/Zeetank and appointing the parties that are of importance to our quality management. Their needs and expectations can be used as the basis for the new quality management system. This information is required to create the cornerstones of the quality management system: the scope of the system, the processes, the policy, the quality targets, the risk and the opportunities. To be able to determine the context of

## New ISO 9001 standard improves risk control and creates opportunities

our company, all interested parties and their requirements have to be mentioned. It is a combination of internal and external factors that can have an impact on establishing the objectives. Because those factors can change for various reasons, we regularly review them. We also have to determine which of those factors can have a positive or negative impact on achieving our goals.

The standard requires that all of the aforementioned tasks, that are vitally important for our new quality management system, are carried out in proportion to their potential effect on our business.

The question that remains is whether everything that we have done is enough to achieve our goal, i.e. to obtain the ISO 9001:2015 certificate. We hope so, but we will not know the answer to that until the next audit. <<

## BP Poland:

# Quality thanks to trust

BP is a pioneer in modern solutions in Poland's fuel trade. The high quality experienced by customers is a result of continual improvement, including the transport sector.

BP entered the Polish market quite late on; most competitors were already there. In 1991, BP started as a trading company in oil for vehicles and industry. BP's first fuelling station opened in 1995 in the city of Gliwice. Over the years, the company has successfully invested in LPG and asphalt production. BP currently mainly focuses on the sale of petrol and diesel fuels and the management of fuelling stations. BP also sells lubricating oil, mainly under the name Castrol, and fuel for aircrafts, such as Lotos-Air BP, a

joint-venture.

"In order to be able to gain a foothold in the dynamic market of a country that is in the process of integrating into the European Union, we have opted for fast investments and high quality. By applying Western standards to the quality of fuels and customer service, we have set an example to other companies", says Bogdan Kucharski, European Logistic Director at BP.

"BP always looks for the most innovative solutions in every area: equipment, the





Roman Chudo and Bogdan Kucharski reiterate unanimously the importance of transport for the safety and quality of the BP fuelling station services.

management of a fuelling station, collaboration with employees, transport”, emphasises Roman Chudo, Regional Director for Poland, the Czech Republic and Austria. “When implementing new solutions, we like to use Polish companies”. Over the past 25 years, BP has invested 1.5 billion dollars in Poland. “More than 4,000 people work at our fuelling stations and our headquarters and more than a thousand people work at our partner companies. We have 550 fuelling

stations and each year 20 to 30 new fuelling stations are added to the list.”

**>> Not only fuel**

“We own approximately 300 of those fuelling stations and the rest are managed by our partners”, states Bogdan. “As well as conventional fuel, we also offer ‘Ultimate’ which is a premium fuel. In addition, since 2017 we have sold fuel with ACTIVE technology. Of course, we still sell regular LPG. Just one of the ways in which we attract new customers

is with our Routex fuel card. A visit to our fuelling stations is increasingly being seen as an opportunity to eat, shop, add call credit, collect a parcel from a dispenser, or even buy fresh flowers. Customers expect fast service and a large selection.” “We are increasingly expanding the products we have on offer. For example, at the fuelling stations, we also sell fresh products, such as bread baked from our on-site bakeries. We have also entered into a partnership with the supermarket

chain Piotr i Paweł. We already have broad experience with this, as in Great Britain we work with Marks & Spencer, in Germany with Rewe, and in the Netherlands with Albert Heijn. These partnerships are adapted to the local markets. In Warsaw, Krakow and Poznan, the first Piotri i Paweł-to-go stores are already in operation,” says Bogdan. Clients appreciate coffee offered at the fuelling stations for a long time. The Wild Bean Cafe range is being extended by new types of coffee and cold and hot refreshments, such as breakfast or a hot meal at motorway fuelling stations. From the early days, BP has invested in car washes. “We therefore also have one of the largest networks of automatic car washes in Poland. We also pioneered the construction of contactless manual car washes. These are particularly popular amongst people who want to maintain their vehicles very carefully, such as owners of vintage cars.”

In 2000, BP was one of the first oil companies in Poland to start a loyalty programme: BP Partner Club. Participants could win prizes or donate their points to a good cause. “We currently operate an elaborate loyalty scheme to draw in customers - Payback. Customers can also support good causes through this scheme.”

The Polish fuel market is still in its early stages; over time there will be even more cars. In terms of the quantities carried, the carriers that operate in Poland come out top in Europe. “Poland is a transit country. More and more motorways and major roads are being built, driver handling is improving and, at the same time, the ‘grey area’ of the fuel trade is shrinking”, Bogdan emphasises. “These positive developments are reflected in our results. The turnover and - very importantly - our market share are growing steadily.”

### >> **Work ethic**

“More fuelling stations also means a greater need for transport”, says Roman. “Since October 2017 we have worked with just one transport-company and have complete confidence in them. At that time, we entered into a long-term partnership with Nijman/Zeetank.” In Poland, BP has worked with Nijman/Zeetank since 1997, apart from a break from 2006-2010. From 2010 until 2017, this company was one of two carriers with which BP worked. However, currently BP works exclusively with Nijman/Zeetank.

“Amongst our transport partners Nijman/Zeetank was a true forerunner in terms of safety”, says Roman. “Every aspect of the partnership always went very smoothly. All Nijman/Zeetank staff are committed to the company. The drivers and the managers have the same work ethic: productivity without compromising quality or safety, respect for the rules and for the environment. These values apply to both BP and Nijman/Zeetank.”

“We are the only company in the Polish market that offers training in safe driving, which includes practical training where a roll-over is simulated (roll-over training). This training takes place at a practice course in Berlin or Vienna. This allows drivers to experience what happens if the tanker overturns”, Bogdan tells us.

Since 2015, BP has offered a comprehensive safety programme to carriers of heavy loads. The programme consists of a number of modules: attentiveness, careful preparation for work and travel, vehicle equipment, driver handling, overall management of the relationship with the transport partner, including communication and reporting. Later on the programme was extended with modules for fuelling station safety:

manoeuvring, what to do in the event of mixing/overflow of fuel, procedures and personal safety. A new element is safety in the event of a raid or terrorist attack. The driver can also use this knowledge to be able to act effectively if faced by intoxicated people, spontaneous ‘helpers’ or pushy people. “We make our people aware, provide them with modern technology and offer them clear rules. Those are our three cornerstones for safety and quality at work”, says Roman.

### >> **Electricity and gas?**

“There is a growing demand for energy. New energy resources are emerging, but oil-based fuels still play an important role and in the future that role will become more important still”, Bogdan believes “Up until 2015 we focussed on our financial affairs and safety standards, but now is the time to invest heavily throughout the world. We operate in Mexico, India and Indonesia, and we are experiencing growth in China. In Poland, Spain and Turkey, BP is constructing new fuelling stations. We want to take part in the electrification of transport and are looking at alternative fuels, such as LNG.”

Roman summarises: “Nijman/Zeetank, our only transport partner in Poland, is evolving with us. As a company, it offers safety and quality which is expressed in productivity and flexibility. The Nijman/Zeetank drivers who are responsible for our transportation represent BP and they are doing an excellent job of that.” <<



Nijman/Zeetank has commissioned four new LNG transport trailers.

## The use of LNG is on the increase

For many years, LNG (Liquefied Natural Gas) has been used in manufacturing processes in a factory setting or for the heating of factory buildings, particularly in countries where there are no closed pipeline networks for natural gas transport. For some years LNG has also been used as fuel in inland navigation, maritime shipping and in the road transport sector.

Noxious substance emissions when LNG is used in engines are lower than in diesel engines. The reduction in particulate matter is 95%, in nitrogen oxide 80%, and in carbon dioxide 20%. In addition, engines that use LNG as fuel are quieter.

This year three truck manufacturers

(Iveco, Scania and Volvo) started to supply trucks fitted with LNG engines, which have sufficient power to be used both nationally and internationally. Trucks fitted with LNG engines are more expensive to buy and, at the end of their service life, have a lower residual value. Depending on the country, LNG fuel may be a little cheaper to buy than diesel and because of that, over the truck's entire life cycle, the total operating costs can be quite variable. In addition, the empty weight of a truck with an LNG engine is a little higher, which means a lower carrying capacity. For certain transport routes, this additional weight is, however, not detrimental and trucks fitted with LNG engines are perfect for these routes.

Especially in France, Spain and Italy, truck manufacturers anticipate there will be a greater demand for trucks fitted with LNG engines because of the favourable tax rules that are in force.

Nijman/Zeetank has been involved in the transportation of LNG since 2006. This started in Poland and, since 2013, Nijman/Zeetank has also transported LNG within Western Europe from Spijkenisse. To be able to meet the growing demand, last year four new LNG transport trailers were commissioned; these trailers will be delivered in the coming months. There will be more information about these trailers in the next edition of In Transit. <<

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