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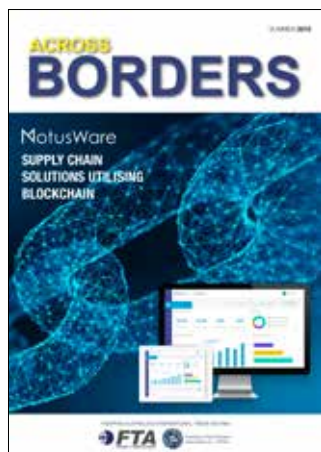
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Contents

- 2 Trusted Traders gaining a competitive edge on the world stage
- 4 What is the Motus Ware story
- 6 ACCC sets the scene for state governments to act on Terminal Handling Charges
- 8 Louder voice for Australian shippers
- 10 Hamburg Süd. A brand apart.
- 12 Interview - Ian Doherty, Executive Manager Customer & Strategic Development, Port of Newcastle
- 14 Fuel for thought
- 17 Managing transition – Tasmania's emerging challenges and opportunities
- 18 General Average – Oh So Misunderstood!
- 20 Menzies Aviation Cargo Security Screening
- 22 Interview - Ian Fletcher, Director XLI Global Air & Ocean
- 25 Data is the New Oil: How Big Data is Transforming Logistics
- 26 Are you an Employer of Choice?
- 28 FTA and Logical launch new insurance services
- 28 Detailed credit worthiness checks often lead to high quality customer relationships
- 29 Trade, travel and travelling traumas
- 30 The OBP Difference
- 32 Containerchain Rolls Out Platform Advancements for Container Supply Chain Synchronisation and Connectivity on the Landside
- 34 The Economy and the impact on Foreign Exchange Markets
- 36 Does A Four Day Work Week Make Good Business Sense?
- 37 Interview - Alison Cusack, Australia President, Women's International Shipping and Trading Association – WISTA
- 39 Congratulations Jeanine Drummond, Harbourmaster - Newcastle
- 39 WISTA Oaks Day
- 39 Women in Logistics - Speaking with Influence Workshops
- 40 Closing the Gap – automation can help
- 42 ACFS raises the e-commerce bar with its new facility in Eastern Creek
- 44 Interview - DSH Global Logistics celebrates 25 years of service
- 46 What we can look forward to in an Australia – European Union free trade agreement
- 48 The TPP to begin in 2018 – But are there any real benefits?
- 50 Border and Biosecurity update – FTA perspective
- 53 A busy program of biosecurity activities and collaboration this holiday season
- 56 Biosecurity - where does the future lie?
- 58 The number one error made on import declarations – the valuation date
- 60 Know Your Data, Know Your Exposure
- 62 Inaugural Care-Factor Charity Night 2018



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SUMMER 2018



Advocating for logistics and regulatory reform

As highlighted in the Chairman's report, the Australian Peak Shippers Association (APSA) and Freight & Trade Alliance (FTA) continue to focus on what is clearly an unacceptable imposition of Infrastructure Surcharges. We have been working tirelessly to address this issue and we commend the Australian Competition and Consumer Commission (ACCC) for their latest stevedore monitoring report and the Victorian government for taking a lead by announcing a review of port related costs.

Andrew Crawford, our Head of Border and Biosecurity, and Tony Nikro have been outstanding in supporting members through the significant challenges posed by the current Brown Marmorated Stink Bug season. We look forward to close engagement with all stakeholders as a part of a post implementation review to examine how to best manage this significant Biosecurity risk in future seasons whilst ensuring effective facilitation of import trade.

On a personal note, Caroline (Zalai) and I would also like to take this opportunity to congratulate fellow FTA Director and APSA Secretariat, Travis Books-Garrett, on his appointment to the Board of the Global Shippers Forum (GSF). This appointment ensures that FTA/APSA members' interests will stay at the forefront of future international trade developments.

We trust that you enjoy reading in more detail about the above developments and our other key advocacy focus areas in this Summer edition of Across Borders. Finally, on behalf of the FTA/APSA team, we would like to wish you and your families a safe and merry Christmas and we look forward to partnering with you again in 2019.

By PAUL ZALAI, Co-founder and Director,
Freight & Trade Alliance (FTA)

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68 Brooker Avenue
Beacon Hill NSW 2100

T: 02 99751878
E: info@FTAlliance.com.au

www.FTAlliance.com.au

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Siren Design Studio
T: 0412 103 569
E: info@sirendesignstudio.com.au

For advertising rates please contact
Paul Zalai on 0408 280 123



Trusted Traders gaining a competitive edge on the world stage



By SENATOR LINDA REYNOLDS CSC,
Assistant Minister for Home Affairs

Freight & Trade Alliance (FTA) and the Australian Peak Shippers' Association (APSA) play an important role in protecting the interests of Australia's cargo owners and shippers, as well as bringing together importers, exporters and industry groups. Collectively FTA and APSA remain at the forefront of all emerging supply chain issues, and I believe it demonstrates what can be achieved through collaboration between the Australian Government, industry and our international trading partners.

Australia has a proud history as a trading nation. My Government initiated the Australian Trusted Trader program to manage the increasing volumes and greater complexities Australian businesses were facing within the international supply chain. Australian Trusted Trader allows us to preserve that legacy and propels us into a future of new economic opportunities.

Australian Trusted Trader has fundamentally changed the way we work with our international trading partners in managing the movement of goods across our border. Our strong relationships with our international trading partners has meant we've been able to develop a number of Mutual Recognition Arrangements (MRAs), providing Trusted Traders with unprecedented access to trade facilitation benefits and increasing their access to global markets.

Trusted Traders now have access to seven MRAs, streamlining the clearance of goods at the border with Canada, the People's Republic of China, Hong Kong, Taiwan, the Republic of Korea, New Zealand, and Singapore.

I am excited to see negotiations are underway for additional MRAs with the United States, Japan and Thailand, with more countries to follow.

MRAs are a fantastic advantage of the Australian Trusted Trader program, which we predict will provide a benefit of around \$2.8 billion to industry between 2015–2025.

The program has also experienced significant growth in the last year with the number of accredited Trusted Traders now over 250, with more businesses currently progressing through

the validation process. It's great to see the program growing at such a fast pace.

Recently, I was fortunate enough to present some newly accredited Trusted Traders with accreditation globes and welcome them to the program. Among them were Kmart Australia and Pandora Jewellery. These new businesses join the likes of other international businesses such as Apple, IKEA and Louis Vuitton.

Hong Leow from Kmart Australia Limited said, "Kmart is thrilled to be an Australian Trusted Trader. As a fast moving, high volume business, this will help with productivity and faster processing times at the border. Fewer interventions will mean our stock will be able to be more readily available on shelves for our customers across Australia."

David Blamires, the Logistics Operations Manager-Pacific Region for Pandora Jewellery, said they were most looking forward to faster customs processing and getting their new ranges into stores quicker.

"I know that being a Trusted Trader means that if a cargo examination is required, we will receive priority processing," Mr Blamires said.

Alex Menta, the Regional Customs Manager from GM Holden has been a Trusted Trader since the program was piloted in 2015.

"For organisations that are consumer centric and where time is critical, it's assuring to know you are going to receive your containers on time – that itself is a massive benefit," Mr Menta said.

While we can celebrate the economic benefits Australian Trusted Trader provides to businesses, the program is also vital to the Government's approach to facilitate trade enforcement. Working in partnership with Trusted Traders allows the Australian Border Force (ABF) to develop a better understanding of how secure and compliant businesses undertake international trade.

This means the ABF can focus their efforts on targeting high-risk, unknown or illegitimate traders.

I am pleased to see the program supporting the ABF and continuing to contribute to keeping Australia's border safe and secure.



Assistant Minister for Home Affairs, Linda Reynolds CSC with 12 newly accredited Trusted Traders

Australian Trusted Trader Testimonial – Aqualuma

Since 2005, Gold Coast-based lighting company Aqualuma have been leading the marine industry with LED lighting technology for the world's top motoryachts, superyachts and marinas. Since becoming an Australian Trusted Trader in late 2017, Directors Carl and Grant Amor have expressed how becoming accredited has helped their business' reputation.

"I think the reputation of being a Trusted Trader, that is backed by a body like Australian Border Force, tells people we can be trusted, and from that point of view the program is a sensational thing," said Grant Amor.

Aqualuma deals with a lot of blue chip companies around the world, so becoming a Trusted Trader was an obvious next step for the company as it speeds up the process of getting their products across the border without any delays.



Aqualuma Directors Carl and Grant Amor with Australian Border Force Officer Angelica Nudo-Fountain outside Aqualuma Headquarters

Carl Amor says that since becoming Trusted Traders, large companies have specifically chosen Aqualuma over other companies as a result of their Australian Trusted Trader accreditation status. Evidently, the Australian Trusted Trader logo is quickly gaining traction

in Australia and internationally, as a mark of trust.

"It's very easy to endorse your own company—but when you get an endorsement like this—it's invaluable," said Carl Amor.



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What is the MotusWare story

By SIMON BORG, CEO and founder Motus Ware

Motus Ware Pty Ltd was founded in August 2018 in Melbourne. Although a recent start for the business, we have been working on a process patent in the Blockchain space for the past 12 months. Having now moved to patent pending, we have started to develop our first product based on this patent called Rapid Release.

Our founders are all supply chain professionals having experience across a broad spectrum of disciplines in the industry. This experience and expertise will allow us to bring to market technology that delivers on the promised gains this technology has to offer.

MotusWare product is being designed to work within current systems and bring to market plug and play benefits of Blockchain. Our goal is to offer the least resistance to adoption, offering our clients the power of blockchain technology without the complete re-build of their system that generally goes with it.

Our view on Blockchain and general discussion on new and emerging technologies.

Aside from building a usable application, we believe we should also assist industry to break down some of the hype around the new tech coming into supply chains globally. In my role as Group CEO of Navia Logistics, we have invested heavily into technology for quite some time now. From this experience I have a firm view that none of this will "disrupt our industry". It is quite simply part of the natural evolution of things.

All you need to do is look at history to see that everything evolves. Humankind will always innovate simply as part of who we are. Should we call this disruption or simply humans doing what they always do?

Blockchain will not be the "Golden Hammer" that fixes everything. We see the technology as just one tool that can deliver effective gains, but it also has limitations that are better addressed by using other technologies.

Putting my freight forwarder hat on, my recommendation to the industry is to first understand what your business needs.

Ask yourself what you want to achieve and why? Keep the focus tight and don't get sidetracked with the technology noise. Don't allow yourself to be in a situation where you are simply following a trend because it's a hot button topic.

What is Rapid Release?

Rapid Release is the first product under development by Motus Ware. The culmination of 12 months of planning and preparation, we have already commenced development and have been able to create transactions in a Blockchain.

Rapid Release will allow stakeholders to easily manage cross-border tax obligations using a simple drag and drop function. The process is milestone-based and allows for completely transparent end to end control.

The payment management side of the business will be handled by Veem headquartered out of San Francisco. Veem is the only global payments processor built for small businesses. Their unique multi-rail technology finds safe, frictionless, and cost-effective paths for international transfers to over 96 countries.

We expect to have Beta testing commencing in December 2018, which will show how simple and effective the technology can manage a cumbersome task.

What's next?

The way we have designed Rapid Release allows us to keep the core code as a base functionality that will easily allow additional applications to be built around it.

On that front, we are working on a new patent which will encompass a readable secure container seal to feed data into a Blockchain. At this stage, we can't go too far into the detail however our intent is to create a preventive measure for container tampering, whilst also adding various payment, customs, and documentation functionality.

We are also actively seeking additional industry stakeholders as partners to test and deploy live product.

If you would like to know more about our work in this area or if you would like to participate in our pilot, please email me at simon@motusware.com.au



Simon Borg (third from left) and team - Kathy, Gian, Brendan, Tanim and Larissa



“There is no doubt in my mind that from a reputation point of view, ATT is invaluable”

Grant Amor
Director Aqualuma

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ACCC sets the scene for state governments to act on Terminal Handling Charges

By PAUL BLAKE, Chairman, Australian Peak Shippers Association

The much-anticipated Australian Competition and Consumer Commission (ACCC) Container Stevedoring Monitoring Report 2017/18 was released on 30 October 2018 against a backdrop of the announcement of further significant increases in Terminal Access Fees by DP World Australia to take effect on 1 January 2019.

In my report for the Spring edition of Across Borders I wound the clock back to the late 1990s to set the scene around the evolution of the Terminal Handling Charge (THC). Shipping lines imposed the THC as a “transparency tool” for cargo owners to understand how well (or badly) the stevedoring industry was functioning at that time.

The THC has been with us for 30 years and until 2015 was the conduit for the passing on of increases (never decreases) of stevedoring costs, by shipping lines to cargo owners/shippers,



Travis Brooks-Garrett (FTA/APSA) welcoming attendees – seated L to R, Peter Morgan (CEO, Australian Council of Wool Exporters & Processors), Andrew Wallace (Senior Advisor Office of the Hon. Michael McCormack MP), Dominic Dillon (Cargill), Dr Steven Kennedy (Secretary of the Department of Infrastructure, Regional Development and Cities), Paul Blake (Chairman, APSA), Pip Spence (Deputy Secretary of the Department of Infrastructure, Regional Development and Cities)

based on the historical 80/20 formula (a formula originated by the shipping industry) developed in Australia and shared with the global market!!

The THC was and presumably still is the cost paid by the shipping line of 80% of the FULL stevedoring service provided by the stevedore, that is the receipt/delivery of the container, movement to/from the pad and laydown, sequencing for loading/unloading, movement to/from the pad to the ship-side, lift-on/off the vessel and administration services (planning/clerical/management).

Shippers (exporters and importers) have been (and remain) excluded from any negotiation between stevedores and shipping lines in the provision of stevedoring services as these agreements have been held to be confidential between the stevedores and shipping lines. As such, shippers are unable to clearly ascertain if the THCs

being levied are “fair and reasonable” and not being used as a revenue-enhancing exercise by the lines, unable to be audited by their customers.

The Australian Peak Shippers Association (APSA) challenges the notion of confidentiality of these agreements back in 2005. If not for the dissolution of the particular Shipping Conference during the ACCC investigation, there may have been a case that, for shipping lines to avoid a breach of Part X, they would have been compelled to share the commercial details of their arrangements with stevedores.

It was therefore with much interest that I read the ACCC’s 2017/18 stevedoring report and noted the subtle but extremely interesting change in the language being used in this report, versus the 2016/17 version.



Rod Sims (Chairman ACCC) and Paul Blake (Chairman APSA)



Event Sponsor, Anthony Jones (CEO, Linx Cargo Care Group) – seated L to R, Kurt Wilkinson (Fletcher International Exports), Olga Harriton (Manildra Group), Eimear McDonagh (Namoi Cotton/ Australian Cotton Shippers Association)

In the 2016/17 report the revenue of stevedoring was identified thus:

“Revenue per TEU, a proxy for price, continued to fall across the industry in 2016-17. Total revenue fell 2.0 per cent to \$169.7 per TEU, while stevedoring revenue fell 4.5 per cent to \$138.8 per TEU. This has continued a very consistent trend which now sees unit stevedoring revenue at a level which is about a quarter less than a decade ago in real terms.”

In the 2017/18 report we have a significant change in the language being used to describe stevedoring revenue: we are introduced to the concept of “Quayside revenue and Landside revenue”.

Indeed, the report identifies that the former fell 8.5% to \$195.60 and the latter increased by 30.7% to \$63.30 for a total revenue per TEU of \$258.90.

Does this mean that the 2016/17 numbers were incorrect or does it mean that stevedoring rates have increased \$89.20 per TEU?

While there needs to be some clarification of the numbers, the clear intent of the stevedoring and shipping industry is for not only market recognition of the not-so-subtle change in the commercial model, to split out the quayside and landside costs, but also that the “Quayside cost” will be squeezed to deliver lower prices to the shipping industry and increased competitiveness for the stevedore. This is to the detriment of the landside cost and shippers.

Clearly the shipping and stevedoring industry believes that this arrangement will be unchallengeable, under the historical confidential agreement arrangements I referenced earlier in the report.

APSA has received no advice from any shipping line that THCs will be reduced in line with findings of the ACCC report. In fact, there have been increases in THCs

advised by lines in 2018 on the basis that stevedoring rates have increased.

How is this so?

The ACCC report clearly identifies that stevedoring rates have been falling for some years yet Australian cargo owners have seen none of the benefit of this change in the “transparent tool” imposed by the lines.

It is now time for an in-depth review of the commercial structure of the over-port model and APSA fully supports the Victorian Government’s recent announcement of an investigation of infrastructure levies as they impact in Victoria.

We encourage all State Governments to do likewise.

What is paramount is that any inquiry has wide-ranging terms of reference so that the complete end-to-end commercial model can be laid bare and the inconsistencies which allow the current unchecked gouging to proliferate are understood; steps must then be taken to change oversight and management of the port interface.

The stevedoring and the shipping industry have been and continue to be disingenuous towards Australian cargo owners and the Australian public, through their manipulation of the current legal framework and refusal to pass on the benefits of stevedoring reform and productivity improvements.

Nothing could demonstrate this more succinctly than the fact that of the 8.1 million TEU which passed through Australian ports in the period of the ACCC review, 1.9 million TEU or 23.45% were not charged an infrastructure fee!

These containers are “empty repositioning” and as the movement of empty stock is a component of the confidential agreements between the stevedores and the shipping lines, they are exempt from an infrastructure levy. Another free kick for the shipping industry.

The question is why?

On a final note, we would also like to express our sincere appreciation to the Linx Cargo Care Group who generously sponsored our corporate dinner at the Hyatt Hotel Canberra on 9 October 2018. Anthony Jones, CEO, Linx Cargo Care Group provided an overview of their diverse operations with a focus on solutions supporting our regional exporters. We were also privileged to receive an address and genuine engagement from Dr Steven Kennedy, Secretary of the Department of Infrastructure, Regional Development and Cities, Ministerial advisors and senior departmental representatives providing an important opportunity to further support our advocacy relating to transport, port costs and trade initiatives.



Keynote address Dr Steven Kennedy (Secretary of the Department of Infrastructure, Regional Development and Cities)



Louder voice for Australian shippers

Australia's importers and exporters now have a stronger voice in international trade following the election of Travis Brooks-Garrett to the Board of the Global Shippers Forum (GSF).

The London-based GSF, originating in 1996 and formally incorporated as a non-governmental organisation in 2011, is the peak body for leading national and regional trade and transport organisations in Asia, Europe, North and South America, Africa and Australasia.

Mr Brooks-Garrett is the Secretariat and a Board member of the Australian Peak Shippers Association (APSA), designated by the Federal Minister of Infrastructure and Transport to protect the interests of Australian exporters in respect to international liner

shipping services. APSA members include Australia's largest containerised exporters by volume.

He is also a director of Freight & Trade Alliance (FTA), the advocacy body representing approximately 70% of the country's inbound containerised trade, including major importers and logistics service providers.

"While my election to the Board is a personal honour it's far more important that Australia, a nation so utterly dependent on international trade and the efficient transport that facilitates

it, now sits on a global body dedicated to influencing regulatory developments impacting on international freight transport and the policy decisions of governments and international organisations as they affect shippers and receivers of freight," Mr Brooks-Garrett said.

"APSA and FTA co-hosted the GSF's annual general meeting and very successful global conference in Melbourne in May this year – a first for the Southern Hemisphere – and I believe international members were able to see first-hand Australian importers' and exporters' support for our effective, persistent and committed efforts on shippers' behalf."



Travis Brooks-Garrett

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GSF Director and Secretary General James Hookham said the other directors of the Forum welcomed the support of the Australian Peak Shippers Association in nominating Travis to serve on the GSF Board.

"Travis' in-depth knowledge of trade procedures and understanding of the shipping markets will greatly assist the Board in setting the direction and strategy of GSF to achieve the outcomes sought by its members," Mr Hookham said. "We look forward to working with him."

"On a day-to-day basis GSF is lobbying, educating and influencing government and inter-government organisations on an expanding range of regulatory and trade issues affecting shippers, and in doing so raising the profile of shippers and their interests." Mr Brooks-Garrett said.

"I am confident we in Australia can and will make a substantial contribution to GSF's work and, at the same time, reap the benefits of their drive and momentum."

The appointment is for a three-year term.

What results has GSF achieved for shippers?

Here are some recent examples of successes GSF has secured for shippers:



Travis Brooks-Garrett, FTA / APSA (back row second from left) - representing the GSF as a guest of the Director-General of Chinese Customs in Shenzhen for the U.N. IPPC Sea Container Taskforce Meeting – November 2018

- The abolition of liner conferences and price fixing and capacity agreements in all trades to and from Europe.
- Persuaded the ILO/IMO not to introduce new regulations increasing shippers' responsibilities for the safe stowage of containers throughout the whole supply chain in favour of enhanced guidelines in the promotion of training and best practice.
- Influenced the outcome of the recent INCOTERMS revision by the International Chamber of Commerce.

What is GSF campaigning for?

GSF is campaigning on the issues that most affect shippers, including competitive

and efficient shipping markets by all modes to improve the performance of shippers' logistics and supply chains. We are therefore campaigning for:

- Regulatory reform in ocean transportation in Asia and North America.
- Market based voluntary environmental efficiency measures to mitigate the impacts of shipping and transport emissions and greenhouse gases (GHGs).
- Mutual recognition of global security regimes through ICAO and WCO to enhance existing global security arrangements and facilitate international trade.

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Hamburg Süd's reliable, dedicated services link Australia with Europe and the Mediterranean; North, South and Central America; Mexico and the Caribbean; Asia; South Africa; New Zealand; and the Pacific Islands. Many of the company's services are interconnecting and our global intermodal network is second-to-none.

The quality of our equipment and cargo care – including monitored end-to-end cold chain integrity and produce-specific atmosphere control – sets the industry standard. With our in-house Global Reefer Competence Team providing premium support for our perishable cargo customers, we rank among the top five reefer container carriers worldwide.

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- Ocean transportation services
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 - Highly competitive transit times
 - Convenient, coordinated transshipment services
- Intermodal coordination
 - Secure intermodal links (coastal/road/rail)
 - Real-time online track-and-trace facilities

Hamburg Süd pursues a multi-channel e-Commerce strategy designed to support the electronic shipment process flow, allowing our customers to select their preferred path. Our advanced supply chain management services – including accurate, real-time cargo tracking-and-tracing – are delivered via our own e-Portal and mobile website; external multi-carrier portals such as INTTRA; and robust, bilateral EDI connections.

Our sustainability commitment is defined as *"seeking to reconcile economic efficiency, environmental protection and social responsibility based on stable economic development."* Supported by our Compliance Management System, the company's processes also reflect the importance that we place on our industry-related legal obligations and guidelines. This includes rigorous Quality Management effected according to the highest ISO and ISM standards.

Hamburg Süd is the embodiment of a modern, sophisticated ocean transportation and logistics operator – and our offering is unique. We combine all the benefits that only powerful resources can provide – global strength, stability and technological leadership – with the agility, ingenuity and responsiveness that are the hallmarks of a specialised, high-performance service support provider and cutting-edge solutions expert. Excellence – it's our commitment, and it's what our brand stands for.



A friend in the business. Hamburg Süd.

We learned a long time ago that above all, customers need a friend. Someone with the personal concern needed to take extra care, and who delights in pleasing you. That kind of relationship is built up over a long time. It requires dedicated personnel on the part of the carrier – and commitment from the shipper too. (Trust works both ways). Hamburg Süd treasures that kind of relationship. How about you?



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Interview

Ian Doherty, Executive Manager Customer & Strategic Development, Port of Newcastle

As a part of a series of updates on developments at the Port of Newcastle, Paul Zalai, Director FTA, speaks with Ian Doherty



1. PAUL ZALAI - The Port of Newcastle is shortly to publish a Port Master Plan. What is the Port of Newcastle's long term vision?

Our vision is to become Australia's first-choice East Coast port. The privatisation of the port has changed the way we view ourselves as a business, and part of that is recognising we need to be focussed on the entire supply chain and how we can best work with customers and stakeholders to free up capacity and lower costs. The port is already able to accommodate a diverse trade base and we want to partner with customers and stakeholders to grow and diversify in sustainable, profitable and innovative ways.

We have ambitious plans for the future of freight in regional NSW and the shortly to be released Port Master Plan will be a key

part of our ongoing conversations with our customers and industry partners to 2040.

2. PAUL ZALAI - What are the key projects and development opportunities identified in the Port Master Plan?

The projects highlighted in the Port Master Plan include the Newcastle Container Terminal, the Newcastle Bulk Terminal, an automotive and Ro-Ro hub and the Maritime Precinct in Carrington. We are

“ Our vision is to become Australia's first-choice East Coast port. ”

also planning for the continuation and growth of our major bulk trades, including coal, fuel, fertiliser, wheat and mineral concentrates.

3. PAUL ZALAI - Aside from the Port Master Plan initiatives, how else is the Port looking to grow and diversify trade?

Diversification means different things to different people. There is a suite of key strategic development opportunities currently underway that support both our short- and long-term plans. Having said that, while our eye is on the future, we need to ensure we provide best-in-class service delivery to our existing clients.

We are in the process finalising the development of a General Cargo Hub with a focus on making Newcastle the East Coast's port of choice for steel and general cargo handling, with improved berth availability and the best in cargo care.

The Newcastle Bulk Terminal is a \$33 million investment by Port of Newcastle into bulk handling equipment that will be unlike any other Australian port. The Newcastle Bulk Terminal will feature best practice in safety and environmental management, while also driving efficiency and maximising trade growth. The old unloaders are currently being dismantled and the new unloaders are due to arrive in late 2019.

Thinking long term and the future disruption of the traditional automotive supply chains, we are currently investigating the establishment of a specialised niche automotive and oversized Ro-Ro facility on our Mayfield site.

4. PAUL ZALAI - Australian freight is predicted the double in the next 20-years. How will the Port accommodate the predicted increase in trade?

Port of Newcastle has developed a number of trade growth scenarios which can be accommodated without the need for substantial public investment or additional infrastructure.

Newcastle already has a significant competitive advantage as an underutilised major deep-water seaport. A legacy of the old BHP Steelworks and our current coal industry infrastructure is that we already have direct connectivity to the national rail and heavy vehicle road system that is also underutilised. As a global gateway to regional and northern NSW, we are ready to go.

5. PAUL ZALAI - What does a container port at Newcastle mean to the people and businesses of the Hunter?

The opportunities presented by a Newcastle Container Terminal are far

broader than Newcastle and the Hunter. It would unlock economic opportunities in regional NSW and the northern areas of the State. It would grow and diversify the Hunter's economy, boosting jobs and business opportunities across the region.

We are proud to be the world's largest coal port but are also realistic about coal's prospects in decades to come. It's important to think long term and that's why we are committed to pushing for the development of a container terminal now to support the future diversification and growth of the Hunter's economy.

6. PAUL ZALAI - Australian trade is import-driven. I have a lot of members who are exporters who see enormous potential in a container port at Newcastle, but does the business case stack up on imports?

Currently, 27% of New South Wales' total imports are already destined for the Port's catchment area. This is driven by the population's demand retail, manufactured products and consumable goods. As the population of regional NSW grows, so will demand for containerised imports.

The availability of portside land for new import warehousing and distribution is another area where we can reduce double handling, avoid congestion issues and overall provide what we feel is an incredibly competitive supply chain for import across NSW.

7. PAUL ZALAI - Do you think a container terminal at Newcastle affects the proposed investments and planning associated with Port Kembla?

One of the points we have made is that this is a not zero-sum game. We are not trying to take a container terminal from Port Kembla or Port Botany, which together with the Port of Newcastle could provide a competitive and efficient freight network for Australian businesses. Our interest, and the wider public interest, is to have the opportunity for a level playing field to unlock productivity-enhancing competition.

PORT MASTER PLAN 2040

Port of Newcastle is the global gateway for NSW and will soon be releasing its Port Master Plan 2040.

The Port has an ambitious plan for the future of freight in regional NSW and the Master Plan will be a key part of our conversation with customers and the wider logistics industry into the future.

Find out more

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Port of
Newcastle

Fuel for thought

The introduction of new marine air pollution regulations at the beginning of 2020 is aimed at cutting noxious sulphur oxide emissions by 85% but the shipping industry is conflicted over how best to meet their obligations, as **Dale Crisp*** reports.

The International Maritime Organisation, a United Nations body, has voluntarily adopted a policy of cutting air pollution from ships' engines by 85% and since 2005 has been gradually reducing the discharge of sulphur oxides (SOx) allowable under the MARPOL convention. From 1 January 2020 the level will be cut to 0.50% m/m (mass by mass), from 3.50% m/m.

Rather belatedly, it seems, most of the maritime world is only just coming to terms with the implications and consequences of IMO 2020 and this may explain why little has been done by the industry to raise awareness amongst customers.

Yet the IMO 2020 Low Sulphur Fuel changes are global, mandatory and unavoidable – and the cost will inevitably flow from sea freight right through the supply chain.

The background to this is that most ships use heavy fuel oil (HFO), which is essentially the 'rubbish' that remains after crude oil has been refined into petrol, diesel, avgas, etc. It's dirty stuff and burning it creates toxic emissions.

A study on the human health impacts of SOx emissions from ships, submitted to IMO's Marine Environment Protection Committee in 2016 by Finland, estimated that by not reducing the SOx limit for ships from 2020, the air pollution from ships would contribute to more than 570,000 additional premature deaths worldwide between 2020-2025.

Shipowners and operators have two main ways of meeting the 2020 SOx requirement while continuing to trade existing ships. They can continue to use HFO, but this requires the installation of exhaust filters called scrubbers, at a price of around US\$1 million per vessel. Or they can use low sulphur fuel (LSF) which is both considerably more expensive than HFO and in short supply.

A third way is to introduce a completely new power system, based on relatively cleaner and greener fuels such as ethanol, methanol or, more popularly, liquefied natural gas (LNG, use of which means a massive reduction in greenhouse gas pollution: CO2 is cut by 30%, NOx by 95%, particulate matter also by 95%, and SOx is virtually completely eliminated).

“ Low Sulphur Fuel changes are global, mandatory and unavoidable – and the cost will inevitably flow from sea freight right through the supply chain. ”



Failure to reduce sulphur emissions could cost hundreds of thousands of lives, a study found.

While it is possible to convert existing ships to use of these fuels the economics favour suitably-equipped newbuildings allowing extra costs to be amortised over the life of the ships.

Thus, looking to the long-term, Australia's SeaRoad Group equipped its end-2016 Bass Strait ro-ro Searoad Mersey II to operate from the outset on LNG (although due to equipment supply problems the vessel presently uses marine diesel). Toll Shipping's two new freight ro-ros (2019) and TT Line's two new ro-paxes (2021), all destined for the Bass Strait trade, will also be 'LNG ready'.

Elsewhere a new class of bulk carrier now being delivered from Chinese yards to Finland's ESL Shipping is claimed to be the world's most eco-friendly: powered by LNG but also able to operate 100% CO₂-emission free on biogas. The flipside is the cost - €60 million – compared to a typical handysize bulker price of US\$25 million (€22 million).

Whichever way shipowners and operators choose to meet the new requirements, "going green" comes at a cost and this will have to be fairly shared.

Some owners are placing multiple bets.

For example, French container giant CMA CGM, parent of Australia's ANL, is fitting scrubbers to a proportion of its boxboat fleet but others will operate on LSF. At the same time, it currently has under construction in China nine 24,000 TEU container ships which will be LNG-powered.

Germany's Hapag-Lloyd "inherited" a number of LNG-ready ultra-large container ships when it merged with United Arab Shipping Company last year, but is only now taking tentative steps to activate just one of the 17, saying there is "still a lot of uncertainty" about supply. Only one of the carrier's operating fleet will have a scrubber installed next year – and that only as a trial.

Global number two Mediterranean Shipping Co has committed to installing scrubbers on 120 of its 520 owned or long-term chartered ships whereas number one, Maersk Line, like Hapag-Lloyd, has announced only limited trials.

For shipowners, "fitting a scrubber" is a simple term that disguises a host of challenges.

Quite apart from the cost, there are a large number of technical and other considerations: Open loop, closed loop or hybrid? Individual scrubber for each engine/boiler or combined system? Is sufficient room available and/in an appropriate location for the scrubber unit,



In Australia, Bass Strait shipping operators are opting for LNG as the low-pollution fuel of choice.

and for storage of the scrubbing residue (which cannot be incinerated aboard and must be disposed of ashore)?

If the ship is one built since 1 January 2016 (when Tier III NO_x reduction requirements were applied) can the scrubber be integrated with the existing selective catalytic reduction/exhaust gas recirculation system? Can existing exhaust piping be used? Will the weight of the scrubber exceed 2% of the vessel's lightweight, requiring expensive tonnage re-certification and recalculation of centre of gravity/stability?

More crucially, is the ship too old to justify the price of installation? Some fear as realisation of the costs and practicalities dawns many shipowners, across all categories, will walk away – causing a massive potential shortage of seaborne capacity.

One of the crucial questions all shipowners are grappling with is that of sufficient, reliable supply of their preferred fuel choice.

When it comes to LNG, use of the fuel requires new and separate infrastructure in the form of shore storage facilities, bunkering vessels, on-board tanks and conversion equipment and so on. Shipboard use has yet to reach critical mass, meaning that not only are capital costs high but there are only a limited number of ports where supplies are available – and a defined number of suppliers.

CMA CGM's solution to this is a partnership with fellow French company Total, which will ensure LNG availability in major European ports and elsewhere. Key ports at either ends of major trade lanes are scrambling to offer supplies and appropriate facilities but it seems certain there will be limited options for shipowners for several years to come.

Then we come to a similar chicken-and-

egg situation for LSF. Shipowners may wish to switch fuels but is there sufficient quantity to meet demand and is it in the right places? And at what price? For the producers, should they commit to expensive refinery upgrades and in what centres? Will the price of LSF fall as demand rises, and, conversely, will the use of HFO slide if the demand for scrubbers reverses or, as some believe, their longevity comes into question?

The next question – and the most important as far as shippers are concerned – is that of cost recovery.

To re-iterate, the new regulations are global and mandatory, as of 1 January 2020. As already noted, several crowded marine environments are already operating under more stringent air pollution restrictions, including Emissions Control Areas in northern Europe and North America. More recently, as from 1 October this year, China introduced new regulations governing the key ports of Shanghai and Ningbo.

From late September 2018 major container lines, led by Maersk, began announcing mechanisms and methods proposed for 2020 LSF cost-mitigation. So far, these have largely lacked detail and transparency and, globally, shippers have sought full justification – especially as carriers plan to introduce these new surcharges a year early (1 January 2019) to "assist in transition".

Those in the bulk trades perhaps face the biggest challenges. Many ships are either too small or too old to justify retrofitting. Whereas container trades are dominated by large and powerful players, with the ability to spread investments over large fleets and recover costs directly from customers (of which more later!) there are literally thousands of small operators in the wet and dry bulk business.

Even the big bulk players are hedging their bets, with some opting to fit



scrubbers to vessels under long term contracts or those in larger size ranges, such as ultramaxs and above. But there are reports major customers are already seeking "freight benefits" from scrubber-equipped vessels, whereas the owners want to recoup the installation cost.

In some cases, cargo interests, especially agribusinesses, have agreed to co-invest in or underwrite scrubber installations in preferred owners' bulk carrier fleets to ensure continuity of unrestricted capacity to trade worldwide.

Under a somewhat similar arrangement – and one that perhaps illustrates bottom-line costs – South Korea's HMM (formerly known as Hyundai Merchant Marine) will pay Greek shipowner Capital Product Partners an additional US\$4,900 in daily hire to cover scrubber installation on each of five 5000 TEU containerships; this translates to an additional US\$9 million per ship in 'scrubber premium' over the course of charters that run until 2025.

The Australian Peak Shippers Association (APSA) and the Freight & Trade Alliance (FTA) are urging members to seek information from their shipping/service providers about just how costs will be

recovered and burdens shared. This is a complex and potentially fraught issue that will require careful and vigilant monitoring, as outlined elsewhere in this publication. A recent study by industry analysts Drewry found that 56% of respondents do not believe that the current methods of fuel cost recovery are "sufficiently fair and transparent".

Meanwhile, the overwhelming issue for the industry is its practical ability to meet the 2020 deadline.

Informed estimates are that, at best, only 5% of the world's merchant fleet (c. 4,000 of 94,000) can /will have scrubbers installed by then – meaning, with the exception of those fitted for alternative fuels, the vast majority of ships will have to use LSF to be compliant.

The IMO has, so far, resolutely resisted all attempts to delay, defer or diffuse the implementation of the tighter sulphur cap despite the counter-efforts of several major countries, most notably the Trump-led United States. The policy was comprehensively re-affirmed in early November.

The estimated total cost of IMO 2020 to shipping is in the order of US\$60 billion,

with the container sector accounting for \$15 billion of that. Nevertheless, the industry maintains it is the right thing to do.

But shippers and traders, importers and exporters, freight forwarders and supply chain members take note right now: you will pay a share, one way or another.



**Shipping writer Dale Crisp also provides FTA/APSA with communication and content advice.*



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Managing transition – Tasmania's emerging challenges and opportunities

By BRETT CHARLTON, Chairman, Tasmanian Logistics Committee

I have a theory that I have been considering for some time.

I have voiced it on occasion to some clever folk in our industry and they have nodded sagely at my ramblings - although I do not discount the fact that they could be just being polite, I am taking the position that they are of the same mind.

My theory is that we are in a period of transition. I believe that this transition (and of course we are always in a state of transition - I know that) is the grey area between the old school method of human networks and reliance on knowledge to facilitate an outcome as opposed to reliance on a pre-determined and steadfast process to be the driver of the outcome. Whilst in a perfect world the processes are what makes for a seamless outcome (think landing a probe on an asteroid hurtling through space), it would appear that some of the processes are flawed (think an exploding rocket carrying supplies to the space station).

My main concern is that the ability for human knowledge and networks to remedy a situation is eroding as a generation is coming through being fed the "follow the process" doctrine. How many times have you heard the line "Unfortunately the system does not allow for me to do that". At the moment, at least in my age group, there is a grid of people around the world that can step in and assist in applying a common-sense outcome to some issues, but again - this is becoming more and more difficult to navigate as the reigns of corporate, compliance and accountability strangle the productivity of industry.

Don't get me wrong though - I can see the benefits of process and if it is set up right the first time then the landing of a probe on an asteroid can be extremely satisfying.... but at the moment I expect that there would be demurrage and detention charges automatically being sent to alien enterprises dot com because someone didn't log the landing date correctly and no matter how many times they try to communicate with the earth NASA accounts department to fix the issue, the automatic reply stating how important their communication is with

planet earth is being met with an alien sigh somewhere in the universe.

Tasmania is thriving at the moment.

It is truly the best place to live on planet earth (me...biased...surely you jest). That said, we have some challenges coming up and those reading this article need to be on top of their logistics game for the next three to four months.

As most would already know, the tonnage over Bass Strait is getting an injection of confidence from Toll's with two new vessels being deployed to the trade and increasing the capacity of Bass Strait considerably. When these vessels arrive and begin their operations, Tasmania will be sitting in a very enviable position of having ample capacity for the next ten years at least (especially post the Searoad investment of one vessel and the advice of a second vessel pending coupled with the announcement of two new TT Line vessels) - anyone looking for a successful coastal shipping story?

That said however, works at Webb Dock and Burnie wharf are being undertaken to accommodate the increased size of the vessels and presently traders are experiencing capacity issues due to the

ability to carry current volumes through the reduced wharf operational footprint (some say the capacity is down approx. 25% presently). This is suggested to ease as we get closer to that mythical time of year where everything becomes urgent (bloody Santa), but in January there will be a need to move operations from the current location in Burnie (for Tolls) for a period of three weeks (suggested) and it has not been advised as yet as to how this will work (suggestions of redeployment to Devonport for night operations, Bell Bay and also alternative berthing in Burnie have been rumoured).

January will be a tough gig for traders and logistics operators alike in Tasmania and with a booming tourism and agricultural world, this peak season challenge should be on the minds of most (of course, I am very happy to be wrong - but suggest planning for the worst at this stage).

Finally, we look forward to again working with the Australian Peak Shippers Association (APSA) and Freight & Trade Alliance (FTA) in hosting the 2019 Tasmanian Freight & Logistics Forum - details are soon to be released - a great way to visit the best place on earth and stay at the cutting edge of logistics reform.



Delegates at the 2018 Tasmanian Freight & Logistics Forum



General Average – Oh So Misunderstood!

By CHRIS DENT, Director, TT Club

While the concept of General Average (GA) is widely recognised and as old as maritime transport itself, it is also a commonly misunderstood process. This principle of maritime law governs the process by which all stakeholders in a particular voyage share losses resulting from actions taken in an emergency. Incidents that might be fresh in the reader's mind are the *YM Efficiency* container stack collapse in Botany Bay last June and the *APL Los Angeles*, grounded in Fuzhou (China) in September with Australian interest cargo on-board.

More seriously and on a global scale, the tragic casualty of Maersk *Honam* has been well reported; the sad fact that damaging container accidents are all too frequent, and the consequences far-reaching. It is timely therefore, particularly for the understanding of shippers and freight forwarders, to explain the dynamics of, and risks associated with General Average.

Here, TT Club, as the leading international transport and logistics insurer, does just that.

A GA event is defined in the internationally agreed convention known as the York-Antwerp Rules as "when, and only when, any extraordinary sacrifice or expenditure is intentionally and reasonably made or incurred for the common safety for the purpose of preserving from peril the property involved in a *common maritime adventure*". All container ship voyages are classed as a common maritime adventure. A GA *sacrifice* might be jettisoning cargo to enable a grounded ship to refloat. Employment of salvage tugs where the ship suffers an engine breakdown could also be GA *expenditure*.

Whilst the combined cargo value will often proportionally hold greater value than the ship itself, it is the Master technically who generally declares GA; inevitably, the Master is the one trying to minimise the peril that is threatening the maritime adventure.

Consequently, once GA is declared, the ship interests appoint the "Average Adjuster", who thereafter operates independently and on behalf of all parties. The Adjuster will compile the total value of the allowable sacrifice and expenditure, and establish the total value of the assets of all the interested parties that has been saved. Such assets include not just the ship and cargo, but also bunkers and stores, as well as containers and related equipment.

Contributory values are calculated against the net value of all the assets at the termination of the voyage. The GA contributions from each stakeholder together provide sufficient funds to

cover the total value of the sacrifice or expenditure. This process, inevitably, takes a long time, typically several years.

In order to ensure that payment will be received, the Adjuster requires each party interested in the voyage, including all owners of the cargo, to provide a GA bond as security. Since this is done at the outset, before the full value of the sacrifice and expenditure is known, the Adjuster will necessarily estimate. A GA bond is a promise to pay whatever contribution is assessed, backed up by a GA guarantee from a bank or insurance company. Alongside this, the Adjuster will request landed values of carrying equipment, and Bills of Lading as well as commercial invoices detailing CIF¹ values for cargo in order to work out the contributions for all interested parties.

GA bond and guarantee documentation is distributed by the Adjuster to all known interested parties. Where a freight forwarder/NVOC² is identified on the ocean Bill of Lading, it is likely that this documentation, effectively intended for cargo interests, will be received by the forwarder; it should be sent on to the cargo interests at the earliest opportunity. It is recommended a proof of postage/ email receipt is retained, in the event of future dispute. Commercially, it can prove beneficial for the forwarder/NVOC to maintain close contact with the cargo customers to ensure the requirements are understood, and the necessary documentation completed and returned.

Of course, the client of the freight forwarder/NVOC may no longer be the cargo owner, under the terms of the sale contract, and therefore the documents will need passing on to his customer – the buyer or consignee.

Where the cargo is insured, standard marine policies should cover the costs of GA contributions and the insurer will take over dealing with the Adjuster. Where a consignment is uninsured or the Adjuster is uncertain about the security being



presented, a contributory cash deposit will be requested. Such cash deposits are held in escrow – no disbursements can be made from the account without the written consent of the Average Adjuster. This serves as a stark reminder for cargo interests to ensure that adequate cargo insurance is in place to cover any given shipment.

Without being concerned here about places of refuge for the ship or the logistics of on-carriage of the cargo to the contracted destination port, only cargo and equipment for which GA bonds and guarantees have been received will be released; the terms of a Bill of Lading permit the carrier to hold a lien over all cargo until satisfactory security has been submitted.

For groupage/LCL³ movements, where a mix of several cargo interests are required to submit documentation covering the same container, the freight forwarder/NVOC needs to exercise care. Until all cargo is secured, the container will not be released. The forwarder must work with the Adjuster to identify outstanding guarantees; this not just ensures that all cargo interests fulfil their obligations in a timely fashion but also protects commercial relationships. Some freight forwarder/NVOC insurers may be willing to provide guarantees in these circumstances, facilitating the release of the



Congratulations to TT Club awarded Highly Commended at the 2018 DGN Awards Night for Supply Chain Innovation & Technology Award **Photo:** Chris Dent & Rhys Richards

remainder of the cargo, on an undertaking that the unsecured cargo is similarly held under the terms of the NVOC Bill of Lading.

The Adjuster will ultimately conclude the calculations and formally issue the General Average Statement to all interested parties against their respective GA Bonds and Guarantees. All parties are legally obliged to pay the adjustment accordingly, thus concluding the process.

In the 21st century, where cargo ships are capable of carrying in excess of 21,000 TEU,

some argue for the replacement of GA as overly complex and disruptive. Nevertheless, GA currently exists – stakeholders and cargo owners need to understand it in order to manage the situation and set realistic expectations, including giving advice on insurance cover, particularly for cargo all risks.

¹ Cost, insurance & freight

² Non-vessel operating carrier

³ Less than container load

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Menzies Aviation Cargo Security Screening

During November 2018, Beau Paine, Regional Vice President Cargo, Menzies Aviation (Australia) outlined the following detail on their approach to complying with the 100% Enhanced Air Cargo Examination (EACE) requirement.

Air Cargo security is a significant pillar of our business and our primary objective is to ensure compliant and effective security measures, using best in class equipment and suitably trained operators to ensure cargo is safe and clear for air travel.

EACE requires air cargo that is uplifted onto an outbound international aircraft from Australia, to either be examined at piece-level by a Regulated Air Cargo Agent (RACA) under an EACE Notice, or be received from a Known Consignor through their approved, secure origination procedures. In both cases, cargo must travel under a valid cargo security declaration (CSD).

Menzies Aviation's Australian Cargo Terminals are currently EACE approved and are further enhancing our CTO's to better enable the requirement that from 1 March 2019, all outbound international air cargo will be subject to the Enhanced Air Cargo Examination program. Our facilities will provide primary (dual view x-ray and electronic metal detection) and secondary (explosive trace detection) security screening equipment to ensure compliance and

The Menzies Aviation screening equipment for each location will be:

Station	Primary Screening		Secondary Screening
	Xray	Electronic Metal Detection (EMD) (Suitable for Perishable cargo)	Explosive Trace Detection (ETD)
SYD	3 x Plt size xray	1 x plt size EMD	YES
MEL	2 x Plt size xray	1 x plt size EMD	YES
ADL	1 x Plt size xray	N/A	YES
PER	1 x Plt size xray / 1 x Carton size xray	1 x plt size EMD	YES
BNE	2 x Plt size xray	N/A	YES
OOL	1 x Plt size xray / 1 x Carton size xray	N/A	YES
CNS	1 x Plt size xray	1 x Carton size EMD	YES

1. Plt size means screening device can accommodate a chep size pallet of cargo at 160cm tall (Lower deck cargo)
2. For plt size Perishable cargo presented for EMD. The plt and cargo must be free from metal (nails/staples) and we encourage the use plastic plts to ensure cargo does not need to be deconsolidated.

suitable screening solutions to accommodate Australian air cargo exports.

We have made a decision to further invest in screening equipment to service the air cargo industry and encourage all exporters to review the new requirements and potential impact on their business. A large volume of export

air cargo is lodged at our CTO's as unitised, pre-packed cargo – if this method of cargo lodgement is required or preferred post 1 March 2019, this cargo will need to either be pre-examined by an off airport RACA or originate from a Known Consignor – in both cases accompanied by a valid Cargo Security Declaration.

The Known Consignor program is one of our international freight & logistics service offerings to the Australian industry.

RAB Consulting will become an extension of your international freight forwarding business, assisting to guide your exporter clients through the changing requirements of export security compliance to gain Known Consignor accreditation.

Contact Robert Brown on 0409 719 511 or email Rabconsulting203@gmail.com



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Interview

Ian Fletcher, Director XLI Global Air & Ocean

Paul Zalai, Director FTA, speaks to Ian Fletcher, Director
XLI Global Air & Ocean

1. PAUL ZALAI - Can you tell me a little about XLI's background?

We commenced in 2003, primarily as an air freight operator in WA and due to not being able to obtain the desired service from local operators, opened our own air and ocean bond stores and local PUD / trucking to complement our consolidation services.

Now we would be described primarily as an air and ocean freight wholesaler and depot operator however we are a little more diverse than that.

We give our customers a viable alternative in the smaller markets to some of the more well known national and global wholesalers, whilst adding value with additional services.

Since commencement we have managed to sustain double digit growth every year.

2. PAUL ZALAI - What makes you different to your competitors?

We have specifically targeted the non-volume markets of Australia, Perth, Adelaide and Brisbane.

Our biggest point of difference is that we have a full vertical integration across both air and ocean wholesale, from our depots to scheduled consolidations both air and sea, air breakbulk/CFS and local delivery gives us a competitive advantage over many of our competitors, as does a combined air/sea depot in the 3 minor ports of Australia. We don't outsource our CFS operations or PUD.

Contrary to many of our wholesale competitors, we believe in controlling 100% of our service offering inhouse, as that is the only way to be able to deliver superior service and importantly flexibility. Service is everything, especially in a service-oriented industry.

Our overseas agents include some of the largest and best air and ocean consolidators in their respective markets.

I also consider our staff to be a competitive advantage. We have all long serving experienced personnel and don't seem to lose staff like many other companies. Long term, experienced employees with a great attitude makes all the difference in a competitive industry.

3. PAUL ZALAI - Where do you see the industry moving with changes on Export Security?

The increase in security is not before time. Australia has trailed the rest of the world for a long time now. Sure it will be an inconvenience being perhaps the largest change to export freight in the last 30 years.

A lot of agents don't realise how much this is going to impact their operations. Investment in facilities / infrastructure as well as IT and training is imperative to keep a competitive advantage. We are well progressed and have our equipment fully operational in W.A.

Not only are the CTO's going to become

backlogged, there is going to be a lot of freight they won't screen, as it's not presented at piece level (mixed commodity pallets) or is too dense to X-Ray and needs to be opened with the agent present, which isn't particularly practical.

It won't make sense to be running small scale screening operations, as the compliance, cost and ongoing staffing demands will make this unviable. This will result in several larger security screening operators, much like the US market.

XLI has been preparing for this and have already added resources and are currently training many staff as well as adding dedicated security personnel.

4. PAUL ZALAI - What will XLI do to remain competitive in the market.

We will continue to innovate and invest in IT, personnel and equipment.

We've developed quite a niche in air/sea products using Singapore as a transit hub ex Europe or US for main-deck cargo, where we move it into our own groupage boxes, then unpack in our own depots and deliver on our own trucks. Brisbane has become quite a transshipment point for sea to air feeding the pacific islands and New Zealand and with combined air/sea depots and our own FCL trucks, this is easy to achieve inhouse and guarantee an outcome for the clients.

We have over 15,000 sqm across our 3 sites and this enables us to take on large scale project work, whether that be breaking down a full 747F of band equipment overnight, handling over 100,000 ecommerce shipments in a week or any of the other many out of the box requests we receive on a daily basis.





Are you ready for RACA export screening ex Perth and Brisbane?

From the 1st March 2019, all air cargo departing from Australia will be subject to 100% piece level screening.

XLI Perth and GAO Brisbane now have the capabilities to handle all your export air cargo screening needs.

Screening

As an off airport RACA our screening service can offer a number of advantages for you and your clients:

- Pricing – Rates for screening and airport transfer will offer you a competitive advantage over CTO options.
- Build up of Non Homogenised cargo after screening – you will not be able to lodge a mixed pallet of goods after the 1st of March 2019 at any CTO unless the goods have been screened.
- Express cargo drop off - skip the queue and drop your cargo with no waiting time.
- Later cut offs – able to screen and lodge your cargo quicker than CTO cut offs.
- Many value add options for packing and loading of your cargo post screening such

as; Palletising to plastic and ISPM15, strapping, shrink wrapping, ULD/Screen/Build/Lodge.

- Solutions for Project, Time Sensitive and Event Cargo. After the 1st of March 2019 ALL CARGO will be subject to export screening no matter how urgent.
- Screening only - we will also offer a screening only option to allow you to lodge your own cargo at the CTO post Screening (conditions will apply & must be an AACA).

We have invested in the equipment and training and we are ready to handle export screening of your cargo.

CTO's have already advised industry they do not have the capability to handle 100% of the export screening from 1st March. We can expect extended CTO cut off times possibly longer than the current USA 6 hours.

Export handling

As a Neutral handling agent we can offer you all aspects of cargo handling for your export air cargo:

- ULD Screen/Build/Lodge.
- Full IATA Agent - we can offer you wholesale export rates on all carriers.
- Handling only – We can operate as your cargo depot, fast turn around on cargo check in, print your IATA AWB's and labels and lodge.
- Heavy lift – forklift capabilities up to 8000kg Perth & 16000kg Brisbane.
- Airport Transfer – Large Fleet of vehicles, multiple enclosed tautliners, 4 x PMC capacity rollerbed semi – loading your cargo is never an issue.

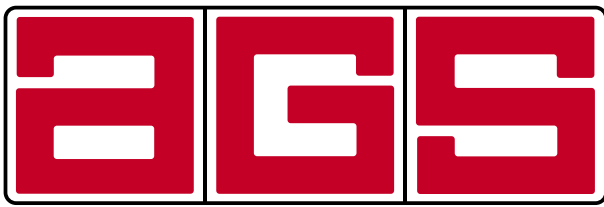


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World Transport



AGS WORLD TRANSPORT NEUTRAL SCREENING FACILITIES

We are pleased to advise that AGS World Transport as a Wholesale freight and facility provider have made the investment in Brisbane, Melbourne and Sydney and will be adding the required primary and secondary screening equipment in order to service the freight forwarding industry and our customers with the upcoming changes in Air Cargo Screening regulations.

These facilities will be fully staffed and operational prior to the 1st March 2019 deadline.

We will be offering a variety of products to suit your needs in these facilities.

Products

Screening and Lodgement – AGS AWB/IATA

- AGS to receive cargo booked on AGS AWB/IATA
- 100%-piece level screening of cargo using primary screening via X-ray & secondary screening via ETD

(Explosive Trace Detection)

- Deliver to CTO as screened cargo (loose or unitised)

Screening and Lodgement – Agents own AWB/IATA

- AGS to receive cargo booked on Agents own AWB/IATA
- 100%-piece level Screening of cargo using primary screening via X-ray & secondary screening via ETD (Explosive Trace Detection)
- Deliver to CTO as screened cargo (loose or unitised)

Screening and collection by AACA

- AGS to receive cargo
- 100%-piece level Screening of cargo using primary screening via X-ray & secondary screening via ETD (Explosive Trace Detection)
- Cargo collected by agents nominated AACA transport provider.

The OFF-AIRPORT SCREENING will complement our existing Air Freight service offerings

- Export handling
- Breakbulk Handling both Loose and Unitised
- Regular Consolidations both Import and Export
- Collection of export cargo if and as required

AGS World Transport is a Neutral NVOCC providing wholesale LCL, FCL, Air Freight & Handling facilities to the Freight Forwarding industry with 104 direct import sea consolidations per week and 52 export consolidation offer you the most direct coverage possible.

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Melbourne

36-38 Trade Park Drive
Tullamarine, VIC, 3043
Tel: + 61 3 8554 7500

Brisbane

3/218 Fison Avenue West
Eagle Farm, QLD, 4009
Tel: + 61 7 3632 4300

Fremantle

Unit 2, 43B Sustainable Avenue
Bibra Lake, WA, 6163
Tel: + 61 8 9335 3778

Adelaide

4 Martin Street
Gillman, SA, 5013
Tel: + 61 8 8240 1500

Data is the New Oil: How Big Data is Transforming Logistics

The phrase “data is the new oil” has entered the world of freight logistics to suggest a commodity without which the industry grinds to a halt. That’s certainly one interpretation – many sectors of industry would become redundant if data stopped flowing. But there has always been data, and to understand the impact of the phrase, it needs to be put into context.

The quote is attributed to UK data scientist Clive Humby in 2006. Michael Palmer, of the Association of National Advertisers, later expanded on it:

“Data is just like crude. It’s valuable, but if unrefined it cannot really be used. It has to be changed into gas, plastic, chemicals, etc to create a valuable entity that drives profitable activity; so, must data be broken down, analysed for it to have value.”

Big data vs lots of data

The importance of big data to freight has grown over the last decade. However, some people – while acknowledging there’s more data around – have failed to realise there’s a difference between “lots of data” and “big data”.

The former is a relic of a time when data was a commodity companies sourced from accounting records. Having ‘lots of data’ meant a company could answer questions like:

“How much fuel did our fleet consume last quarter?” or “How much does it cost us to send freight from A to B?”

This type of data is called “look back information”. It was used to solve problems like:

“We’re using more fuel for the fleet than we did last quarter? Let’s get rid of a few vehicles to reduce our costs to what they used to be.”

The effect of making a decision like that, based on that level of data will be obvious to anyone who has worked in a company with a complex infrastructure. The results will be arguments over which vehicles should be culled, from which divisions and why. The process of settling on a solution that satisfies everyone, often results in a compromise solution because there’s not enough information about where the fuel increase is coming from, at what times of the day and under what circumstances.

In freight logistics, there are similar problems. For example, a shipping company may be experiencing delays when freight is sent via a particular forwarder. No one can identify the problem, until it’s discovered that the office in question doesn’t have a rate sheet for that freight type.

Time is being wasted because the office is recalculating forwarding charges based on outdated rates which are not matching the invoice figures issued by the shipping company.

In both these cases, referring to ‘look back information’ will not help cut fuel costs or make a freight route more efficient. To do that, a company must have access to big data.

Big data and the Internet of Things

We’ve established that there’s a difference between lots of data and big data. But what’s driving big data that makes it more valuable? What makes data ‘the new oil’?

The answer is the Internet of Things (IoT). This refers to the transformation of the internet from a network of information fed into it from external sources, to a network that gathers information from its own sensors. An array

of sensors can be attached to animate and inanimate objects then wirelessly connected to the internet and the end user. Cows can be tracked through GPS-enabled ear tags; the speed of a power turbine can be monitored; the location of a shipping container known with pin-point accuracy.

The advantage of the IoT is that the data is being updated in real time. No more guessing where a container is, if it left Shanghai two days ago – a quick check of its unique chip-powered tag will show exactly where it is, what its temperature is, and even how fast the ship is moving. It’s as if the container is phoning home.

The 1-Stop platform solution

The place where the big data “oil” receives its refining is just as crucial as any oil refinery. It is the hub of any IoT solution because it enables the data gathered and networked by the IoT to be processed into meaningful information. After that, decisions can be made automatically by the system, or by management.

1-Stop Connections view to be the platform of platforms fits in well with the ‘data is the new oil’ because it connects your existing freight software and links it to 1-Stop’s IoT framework.

The advantages of being connected to a platform that’s in turn connected to so much data are savings in time and money. What that adds up to are better results for your bottom line.

It’s time to start refining your company’s data oil into an ongoing source of enrichment by taking the next step with 1-Stop. To find out more about our vision read more here.

1-Stop is a globally recognised leader in innovating and delivering integrated solutions to increase productivity for the Port Community. 1-Stop is committed to working collaboratively with all members of the community to deliver efficiency gains for everyone.

ENQUIRIES

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Are you an Employer of Choice?

By LEANNE LEWIS, Director, Insync Personnel



I find myself more and more these days talking to candidates about working for an “Employer of Choice”.

Every organisation, big or small, wants

to be known as and referred to as an Employer of Choice. Many claim they are, however in reality few can be considered as such.

15 years ago, when I commenced within the recruitment industry, the candidate market was a very different place. We would have an abundance of candidates for our clients to choose from for most roles, but now due to a variety of factors, you could be searching for that perfect candidate for several months.

In simple terms, an Employer of Choice is an organisation that is a great place to work. If companies don't genuinely act to become an Employer of Choice, then quality employees will simply vote with their feet and move on to a competitor who offers them exactly what they have been looking for.

Candidates have a reputation in the industry and so do you!

The essence of becoming an Employer of Choice is the quality of the employment relationship. Employers of choice such as Google have created a culture that is based on a new employment relationship. It is more collaborative and open than the old “them and us” relationship we have all witnessed and probably been, or are still currently part of. This new employment relationship is based on the changing needs and interests of employees and organisations.

Research has defined eight values of this new relationship between Employer and Employee.

An advertisement for Insync Personnel. The background is a photograph of a large white cargo plane on a tarmac, viewed from the front. In the top left corner is the Insync Personnel logo with the tagline "Our people. Your future." In the center, a dark grey rectangular box contains the text "YOUR PARTNER IN TRANSPORT & LOGISTICS RECRUITMENT" in white capital letters. In the bottom right corner, the website "www.insyncpersonnel.com.au" is displayed in white.

insync personnel
Our people. Your future.

YOUR PARTNER IN TRANSPORT & LOGISTICS RECRUITMENT

www.insyncpersonnel.com.au

The table to the right summarises this relationship:

The industry as a whole needs to reflect on how we can become an **Industry of Choice!**

I also believe we are in a candidate short market because of a loss of skills that have never been replaced.

There are no prerequisites for candidates to have tertiary qualifications to enter into our industry which is a distinct advantage over a number of competing industries. What we need are candidates that have the want to learn and drive to succeed which no employer can train - the opportunities are endless!

This is where the Employer of Choice must come in and offer the above to ensure that we not only attract, and most importantly RETAIN our skilled industry candidates both as an industry and employer.

Shared value	Employee mindset	Employer mindset
Flexible deployment	<i>Willingness</i> to work in a variety of organisational roles and settings.	<i>Encourage</i> employees to work in other organisational roles.
Customer focus	<i>Serve</i> the customer before your manager.	<i>Provide</i> information, skills and incentives to focus externally.
Performance Focus	<i>Focus</i> on what you do, not where you work.	<i>Link</i> rewards and benefits with performance rather than organisational dependency.
Project-based work	<i>Accept</i> yourself as a project-based worker rather than a function-based employee.	<i>Structuring</i> work around projects rather than organisational functions.
Human spirit and work	<i>Valuing</i> work that is meaningful.	<i>Provide</i> work (wherever possible) that is meaningful.
Commitment	<i>Commit</i> to assisting the organisational achieve its outcomes.	<i>Commit</i> to assisting employees to achieve their personal objectives.
Learning and development	<i>Commit</i> to lifelong learning.	<i>Enter</i> into a partnership for employee development.
Open information	<i>Willing</i> to show enterprise and initiative.	<i>Providing</i> employees with access to a wide range of information.

Making your next Freight or Clearance move?

Think Logical(ly)

Logistics is a risky game but luckily, Logical Insurance Brokers is on your team. We specialise in providing insurance advice for freight forwarders, customs brokers, and transport operators.

Steady your hand; protect your business against freight and clearance liabilities.

Call James on 02 9328 3322
or email jamesc@logicalinsurance.com.au.



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www.logicalinsurance.com.au/logistics





FTA and Logical launch new insurance services

James Cotis and the team at Logical Insurance Brokers provide specialist risk management and insurance solutions to the logistics industry. Freight and Trade Alliance (FTA) appointed Logical as its

insurance advisor at inception in 2012. James is also a regular commentator and presenter at FTA professional development events.

If you would like more information about

how a carefully constructed insurance program can help protect your business, please feel free to contact James on 02 9328-3322, email jcotis@FTAlliance.com.au or visit the Logical Insurance Brokers website at www.logicalinsurance.com.au/logistics.

The following two articles have been prepared by James outlining new service offerings.

DETAILED CREDIT WORTHINESS CHECKS OFTEN LEAD TO HIGH QUALITY CUSTOMER RELATIONSHIPS

There is no doubt that the heightened competition for freight forwarders to keep their customers and attract new ones has led many to offer upfront payments for disbursements such as Duties and Goods & Services Tax on behalf of their customers. Competition pressure has intensified with customers demanding and obtaining credit terms for these disbursements, which results in a substantial percentage of forwarder's capital tied up as accounts receivable.

Although there is no way to completely prepare for or predict the future, non-payment of invoices remains one of the biggest ongoing fears for forwarders. Fortunately (or unfortunately) they aren't alone, with 80% of ultra-long overdue invoices that are greater than 120 days considered to be uncollectable*. Forwarders can usually manage some smaller bad debts via a bad debt reserve or self-insurance, however, that does not replace monies lost. What would be the impact if a forwarder's largest customer suddenly become insolvent? It could be catastrophic.

That's why it is so important for forwarders

to forge quality relationships with their customers. Equally important is to maintain robust credit risk management and assessment processes, including detailed and periodic credit checks and above all, never make assumptions about a customer's continuing credit worthiness. When a forwarder's cash-flow is contingent on their customers paying on time, forwarders need to know who they can afford to extend credit to and who they should be asking for alternative payment methods. Further, regular monitoring of customers credit dependability is vitally important. By obtaining timely and accurate credit decisions, forwarders can capitalise on the right opportunities at the right time.

Consideration should be given to Trade Credit Insurance as part of an overall credit risk mitigation strategy. Trade Credit Insurance protects accounts receivable from losses due to credit risks such as insolvency or protracted default, putting cash back into their hands following loss from an insured event. This gives forwarders piece of mind to be able to safely trade with their existing customers and expand into new markets knowing that either increased or additional lines of credit they offer can be insured.

To help make trading safer for forwarders, Logical Insurance Brokers and FTA have partnered with specialist Trade Credit

insurer, Coface, to offer a unique Credit Opinion service. This service draws on Coface's global expertise and in-depth analysis and evaluation process undertaken when assessing customer credit worthiness for their policy holders. Whilst there can never be any guarantees, this service can provide an additional layer of ongoing confidence about a potential or existing customer's financial position.

The Credit Opinion service is reasonably priced and simple and easy to use. Forwarders only pay for those customers requiring an opinion and the monitoring service means forwarders will be notified when their customer's risk profile changes.

You can find out more about and access the service at www.fta.coface.com.au/

*Source: Coface Global Debt Collection



About Coface

Coface, a world-leading credit insurer, offers 50,000 companies around the globe solutions to protect them against the risk of financial default of their clients, both on their domestic and export markets.

TRADE, TRAVEL and TRAVELLING TRAUMAS

Given Australia's somewhat isolated geographic location in the world we are reliant upon international trade to help keep our economy stable and expanding.

That means many people within the logistics industry spend a significant portion of their hectic business schedules travelling to overseas destinations such as the Pacific Islands, Asia, Europe, North America and South America visiting their customers, suppliers and agents and may even tack on some leisure travel whilst they are away.

Claims can and do arise when travelling, and over the years we have managed many on behalf of our clients including cancelled flights and travel delays, medical expenses due to illness or injury, loss or stolen luggage, cash, credit cards and theft of travel documents.

Travellers may be surprised to learn that some travel insurance policies issued by groups like travel agents, on line service providers and credit cards may not be adequate for their needs. Therefore, we encourage readers to find out about the coverage available within their current travel insurance policies and one of the best ways to do that is by having a conversation with insurance advisers to ensure good quality travel insurance is in place. The time spent understanding the coverage on offer will be particularly valuable should a traveller be placed in the unfortunate position of having an incident giving rise to a claim whilst travelling.

We know that typical claims processes with traditional insurance companies can take many weeks to settle.

Given these slow claims experiences, Logical Insurance Brokers and FTA has partnered with TravelCard Travel Insurance to offer Corporate Travel Insurance.

Thankfully, TravelCard has transformed the travel insurance claims process to 3 simple steps (called Real-Time

assistance). TravelCard issue travellers with MasterCards at the time they take out a Travel Insurance policy. Travellers take the Mastercard with them on their holiday/trip. Should a claimable event occur, travellers simply contact TravelCard who top up the MasterCard with funds and travellers use the card to pay service providers at the time the expense is incurred. The process usually takes minutes. This revolutionary process means travellers avoid situations where they would otherwise find themselves significantly out of pocket for upfront expenses such as purchasing clothing and personal items when luggage goes missing, hospital and medical bills in an emergency or flight cancellations to name a few. The claims process avoids mountains of paperwork.

TravelCard also operates a 24/7 helpline which provides assistance to travellers in locating appropriate medical and other support appropriate for the circumstances (even English-speaking Doctors, where necessary). For example, TravelCard's Real-Time assistance means travellers who have delayed or missing luggage on arrival at their destination will have almost immediate access to funds to purchase necessary emergency items using the TravelCard by withdrawing cash at any ATM whilst still in the airport, thereby taking the stress out of the situation.

When an unexpected illness or injury arises, TravelCard's Real-Time assistance is there to help travellers arrange and pay medical bills whilst still travelling.

In another first, we have arranged with TravelCard to offer staff of FTA members Business Class for Employees Travel Insurance, which accesses corporate style benefits for staff leisure travel.

This also includes the real-time claims assistance program.

To find out more about Corporate Travel insurance refer to

www.logicalinsurance.com.au/corporate-travel

To find out more about Business Class for Employees Travel Insurance, refer to www.logicalinsurance.com.au/business-class-for-employees-travel-insurance/



About TravelCard

TravelCard as part of a global network with well over 1 million travel insurance card holders worldwide.

Disclaimer: The articles on page 28 and 29 are designed to provide helpful general guidance on some key issues relevant to this topic. It should not be relied on as legal advice. It does not cover everything that may be relevant to you and does not take into account your particular circumstances. It is only current as at the date of release. You must ensure that you seek appropriate professional advice in relation to this topic as well as to the currency, accuracy and relevance of this material for you.



The OBP Difference

In today's globalised business climate, the survival and success of many companies largely depend on their efficiency and ability to adapt to changes and new realities. We can no longer just rely on traditional business models as there have been significant changes in the way we conduct ourselves over the past few years. What was thought of as unusual then has slowly been accepted as common practice. Whether we like it or not, outsourcing is a business solution that has been around for some time now and will continue to do so in the foreseeable future due to the significant benefits it can provide when implemented properly. That and coupled with advancement in digital communication has given birth to *offshoring*, the next step in the line of outsourced services.

For years, the Philippines has been a prime destination of *offshored* services because of several key advantages. The biggest of these is probably the availability of desired workforce who are not only sufficiently skilled but also dedicated to work. Factor in the significantly lower labor cost and government support, BPO in the Philippines has gone from an obscure and shadowy industry to one of the most dynamic and fastest growing sectors that is able to attract some of the best talents in the country.

Enter **Offshore Business Processing (OBP)**, a company that has established itself as a leader in shared services for forwarders and logistics companies around the globe in a short period of time. Founded from scratch in 2013, we have since partnered with over a hundred companies from different industries around the world supporting them in their various operational needs. As diverse as we want our client portfolio to be, our main market is in logistics and forwarding, which we will still continue to strengthen and develop. Surprisingly, our success has even inspired others, including former partners to do the same, a feat that we take as a compliment rather than a challenge.

At OBP we take pride in providing the best service we can to our clients. We take your best interest at heart to make sure that you achieve success in your respective lines of business. No, this isn't just lip service. Here's why:

a. As an independent service provider with no affiliation to any freight or customs companies, we have no conflict of interest with any of our clients. You can be assured that your data and information will not only be safe but also secured.



Maryann Farrugia (Managing Director, OBP) at the head of the table with team members

b. Not only do we undertake your tasks but we also take time to review your productivity to make sure you are getting your investment's worth. We have Lean and 6 Six Sigma consultants who will help you further improve your processes and increase your efficiency.

c. We have a dedicated team of experts who will train and develop your staff to be competent in their respective tasks. In fact, we have over three hundred CargoWise Consultants ready to help each and every one of our clients.

d. We have a support team who will look after your staff to make sure they are not only productive but also well taken care of.

Moreover, our Managing Director, Maryann Farrugia who many of you would know, has over 30 years freight forwarding experience and has worked with many forwarders all over the world helping them maximise their business potential.

These and many more are what got us to where we are today. There are a few companies out there who offer similar service as we do but none have so far come close when it comes to providing value added services that are included when you decide to partner with us. So if you are looking to grow your business, lower your costs or just make your business more efficient like so many others have, give us a call on +613 9975 7040 or email our sales team at sales@offshorebusinessprocessing.com



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WHY CHOOSE **OBP** AS YOUR OFFSHORE PARTNER?



There is no conflict of interest. We are not a customs broker or a freight forwarder therefore your client information is safe with us.



We are the largest BPO that specialises in freight forwarding and logistics with over 100 clients around the world.



We are partners with companies such as Telstra, Microsoft, and OrangeLime Consulting to ensure we can deliver you the best service possible.



We aren't just about replacing your local staff with staff in the Philippines. We offer consulting services to help you streamline your processes and then we look at what can be offshored.

Mostly, because we are good at what we do!

Call or email us for more information on how we can help you.

sales@offshorebusinessprocessing.com
www.offshorebusinessprocessing.com

Containerchain Rolls Out Platform Advancements for Container Supply Chain Synchronisation and Connectivity on the Landside

The company's new and improved truck appointment system for container terminals, container depot management system, live-tracking capability for shippers and cargo owners, and fully-featured transport management system for road transporters are bringing the latest process automation technology to the landside container logistics sector.

Founder, innovator, and CEO of productivity platform Containerchain, Tony Paldano, has been creating software solutions for the container logistics sector for more than twenty years. Since designing his first ERP solution in 1998, Paldano has witnessed enormous change in the industry, as port communities and landside logistics providers grapple with the challenges and opportunities of rapid technological transformation. From basic process management systems that helped to revolutionise back office functions to sophisticated platform economies sharing real-time data on a container's whereabouts to everyone across the supply chain, Containerchain has been at the forefront of this technological innovation at every step.

Capping off a year of significant growth that has seen the company expand into the United States, Germany, Belgium, France and the Netherlands as well as pick up new business in Malaysia, Singapore, Australia and New Zealand, Containerchain has also been hard at work building and releasing powerful new updates across several of its core solutions, including its market-leading truck appointment system for container terminals **Notifications**, container depot management solution, **CDMS**; integrated transport management system, **TRIP**; as well as launching **Live** - a real-time tracking solution for cargo owners, and carriers.

"Our tech teams and engineers continuously analyse the evolving needs of the container logistics industry, designing and building out new features and capabilities that help them create more value with a lot less effort. Our Notifications and CDMS for instance, is now completely integrated into our wider platform offering, providing flexible and connected features entirely designed to deliver optimal transport of containers across each node in the landside. The updates include track-and-trace capability via the new

Live products to BCOs, which is receiving significant interest from major shippers" Mr. Paldano said.

COO Chris Collins points to the special nature of Containerchain's technological approach as a defining factor in the company's success. "The container logistics community - especially on the landside - has struggled to maintain profitability and even viability over the last decade because their legacy process management systems are siloed and don't speak to each other, or they haven't worked out how to use the data that their business is already generating to proactively manage. Containerchain overcomes that by sharing real-time container movement data across a common platform, allowing all connected stakeholders - whether it be the shipping line or the cargo owner or the road transporter or the container facility - to synchronise their operations and run more efficiently as a result," Mr. Collins said.

Collins says that each customer solution - Notifications, CDMS, TRIP, Live, among others - is specifically designed to improve the efficiency and productivity of the industry vertical for which it is created, yet is also a component part in a larger platform ecosystem that connects the port and landside communities. "True to Tony's original process management vision, our solutions help businesses to process digital documentation, automate their billing and charging, and dynamically manage inventory as well as vehicles and equipment. But when you have a container facility connected to a transport company that's connected to a shipping line that's connected to a BCO, you experience a network effect where all of these efficiencies add up to an industry that gets a lot more done with a lot less effort. We call this unlocking the hidden potential of landside connectivity," Mr. Collins said.

For more information on Containerchain solutions visit www.containerchain.com



Tony Paldano, CEO Containerchain

Unlocking value across the container logistics supply chain



Transport inefficiencies that start at the terminal gate have a flow-on effect right across the container logistics supply chain, trapping value and depressing profitability for all involved.

But it doesn't have to be this way.

Connecting the community of container depots and terminals, cargo owners, shipping lines, and road transporters, Containerchain solutions support synchronised communication and operational predictability.

Features include automated paperless processing, real-time information exchange, container tracking visibility and business analytics for more proactive planning. The result is lowered cost of operations and improved profitability for one of the world's most essential industries.

Unlock more value from your business today. Visit containerchain.com or request a no obligation demonstration at sales@containerchain.com

CONTAINERCHAIN

containerchain.com

The Economy and the impact on Foreign Exchange Markets

By PAUL BETTANY, Collinson FX

Introduction

Markets have experienced tumultuous trading in October, which is often the case in this volatile trading month and has often been the time of historical realignment. US equity markets have traded up to record highs, supported by a strong US growth story and corporate earnings. The US GDP growth has led to rising interest rates, as the Federal Reserves aggressively tightens monetary policy, which has triggered a sell-off in share markets. The rise in interest rates has spot-lighted the cost of funding and debt servicing costs. It also opens up alternate opportunities to investors.

Global Share Markets

The trigger for global share market corrections may well have been interest rate rises, but then opened the wider conversation about debt and other risks to global markets. The Chinese share market has undergone a crises, bludgeoned by the evolving Sino-US

trade war. The Chinese Government has resisted surrender on the trade front, so far, to the Trump administration. They have launched stimulatory economic and monetary policies, but to no avail, as the share market has lost 30% of it's value. It appears that they are delaying negotiating a settlement in an attempt to gain some advantage and/or leverage. They have targeted trade sanctions on US exports, designed to target political allies of Trump and the Republicans in the Mid-term elections.

European markets have enjoyed the global growth environment and have indicated they will end their stimulative monetary policies, QE, by the end of the calendar year. The historically low interest rates enjoyed by EU members will continue to support heavily indebted states. The European equity markets have been impacted by corrections in Asia and the USA. The EU has experienced their own budget crises, with Italy refusing to accept continued

financial austerity, instead expanding deficit and debt in their latest budget. This is in direct violation of the European Commission rules, who have warned and threatened the populist Government with heavy fines, but to no avail. This is a threat to the very Union itself, as other member States (France is considering ending austerity in favour of expanded deficit spending), following the precedence. The crises surrounding "Brexit" continues and negatively impacts both the UK and Europe.

Australian markets have followed global equities lower and have wound up in "technical correction" territory. The Australian economy has been progressing well, but has been directly impacted by the Sino/US trade war, as a major supplier of commodities to Chinese factories. This has fed directly in to destabilising the currency. The other influences surrounding the Australian economy and currency, is the housing market correction and household

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FX:AUDUSD, D 0.70861 ▼ -0.00188 [-0.26%] O:0.71049 H:0.71068 L:0.70726 C:0.70861



debt. The “housing bubble” has been undergoing its own realignment, as house prices have been falling, exposing inflated household debt levels. This is a serious problem, as equity levels fall, debt servicing becomes a question. Throw in rising interest rates and you have the makings of a full-blown consumer debt crisis.

Currency Moves and Central Banks

The inexorable rise of the USD has driven all currencies lower. US monetary policy has been hawkish, with a determination to return to a normalised policy, driving rates higher. The EUR has fallen below 1.1400, reflecting the contrast between their economy and the US. ECB monetary policy is in a completely different economic cycle to the US, where the Fed has been aggressively raising rates, while the ECB is only now looking to end “QE”. The major influence on the GBP has been the “Brexit” decision, which has driven the currency to 1.2800, with still no exit deal agreed.

The enactment of Brexit comes in March 2019, although an agreement with the EU is yet to be reached, bringing uncertainty and volatility. An accord and “Brexit” will be a major boon to the currency, though a weakened EU, will adversely effect the troubled single currency.

The AUD has experienced a collapse in the current calendar year, falling from 0.8100 to below 0.7100, as a direct result of the bull-run in the US Dollar and uncertainty over China/US trade.

The Australian economy is severely trade dependent and has suffered directly from the uncertainty. The Trump administration has advocated bi-lateral trade policy and re-negotiated global agreements accordingly. The EU has come to the table and NAFTA has been expunged and genetically modified in the form of “USMCA”. The Canadians have come to the party realising the folly of resistance.

The US remains the dominant market economy in the world and thus, negotiates from a position of strength. The Chinese will acquiesce, as the trade war escalates and negatively impacts the domestic Chinese economy. The numbers speak for themselves, China exports over \$500 Billion to the US (pa), while importing only around \$130 Billion(pa). The ongoing trade

war threatens Australian exports and thus adds to the problem of the rising reserve. The collapse in the AUD enhances export numbers, but raises the cost of imports, adding serious cost of living pressures. This, in combination with slow wage growth and high debt levels, directly impacts the consumer and has wide ranging political repercussions.

The RBA is now in a similar position to the ECB and is experiencing the nasty repercussions of negative interest rate differentials. US interest rates now offer a premium to Australian rates. This is a historic aberration, departing from the economic orthodoxy of interest rates reflecting risk. The US is much lower “risk” than Australia and yet offers a premium interest rate return? This will directly impact the currency and has done so far this year, with the currency plummeting 10 cents!

The RBA is caught between a rock and a hard place. It cannot cut interest rates, as it would further undermine a seriously challenged currency, but raising rates would impact the economy’s growth prospects.

Looking Forward and Market Risks

The major risks to the EU and the UK are the “Brexit” negotiations and the impact on a fragile European Union. Brexit is scheduled for March 2019 and an agreement is yet to be reached? This ensures uncertainty and markets hate this. It will continue to negatively impact both the EUR and the GBP. Added to the instability is the looming budget crises, as Italy has abandoned previously agreed to budget austerity and proposed expanding spending, deficit and debt. This deliberately breaches European Commission rules, setting a precedent, that other States may follow. The EC has threatened the recalcitrant Italian with massive fines, but the Italians have thumbed their collective noses and threatened to pay the fines in 10 cent pieces!

Emerging markets, in the form of Brazil, Argentina, Turkey etc., also pose significant risk to international markets. National debt levels are overwhelming their economic stability and destabilising their currencies. International bodies such as IMF and the World Bank are working towards solutions but fundamental issues remain. Too much deficit spending and overwhelming debt!

US China trade wars have escalated, with rising tariffs on more and more traded goods, ramping up the pressure on China. The Chinese economy is suffering, with the share markets losing up to 30% of their value. The Chinese Government have attempted to support the economy through economic and monetary, emergency measures, but the economy is in crises. This is the single biggest threat to the trade exposed Australian economy and has been reflected in the collapse in the currency. The AUD has lost more than 10 cents this year!

Failing share markets and rising interest rates have also brought into question the parlous state of the Australian consumer, overloaded with household debt, while equity falls with the house prices.

The risks to the GBP and EUR are to the downside in the short term, as is the case, with the AUD.

Therefore the cross rate divergence may not be so great. The risk of these currencies to the USD is considerable and mitigation is essential. Any FX exposure should be managed using freely available FX tools. FX Risk management through FX cash flow analysis should be employed and advice sought.

Collinson Forex provides foreign exchange support to Freight & Trade Alliance (FTA) and Australian Peak Shippers Association (APSA) members – for foreign exchange advice and services, please contact Paul Bettany on paul@collinsonfx.com or mobile 0406 744 923


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Does A Four Day Work Week Make Good Business Sense?

By JESS VAN DER WALT, Talent Manager, Employsure

Working four days but getting paid for your regular five day week. Sounds like a dream, right? Well for some lucky employees in New Zealand, it's just become a reality.

Estate and trust planning firm Perpetual Guardian has introduced a permanent four day work week for its 240 staff after an initial trial delivered some surprising results.

Spanning a six week period across March and April, the trial showed that staff were happier, more efficient and more productive when working a four day work week. Stress declined from 45% to 38%, work-life balance improved from 54% to 78% and commitment to the company rose from 68% to 88%. Across the entire workforce all staff reported greater engagement with their work. And the best part? There was no decline in productivity. In fact, job performance was maintained over four days.

The trial was so successful that in November Perpetual Guardian's four day work week became permanent. When speaking to CNN, the company's CEO Andrew Barnes said the initiative had proved a powerful motivator for staff, and the results were just too good to ignore.

"What happens is you get a motivated, energised, stimulated, loyal work force. I have ended up with statistics that indicate my staff are fiercely proud of the company they work for because it gives a damn."

It raises some interesting questions about the nature of staff productivity, and the things that really drive staff engagement, retention and happiness.

How It Worked

Each team within Perpetual Guardian had a month to prepare, using the time to ensure effective productivity measures were in place. Their objective was to make sure the usual amount of work could be completed without affecting performance or client experience.

Researchers from the University of Auckland and Auckland University of Technology were brought in to measure and report on the results.

"The first challenge for the company was that

not everybody does the same work across a varied workplace. It is not a production line making widgets, where productivity can be measured easily," said Professor Jarrod Harr, one of the researchers who monitored the initial trial.

"Their solution was to ask teams (and their managers) to detail what they actually did in their job and how they might do it over four days instead of five. This involved organising coverage within teams so that they could still meet deadlines and maintain performance and productivity.

"In practice, the four-day week meant employees within a team all had a day off each week, but that this day moved from Monday to Friday across the trial period."

With significant improvements in productivity, engagement, satisfaction and health, the trial was considered an overwhelming success. It has become the basis for a four day work week and is a permanent feature of Perpetual Guardian's working culture.

"The quantitative data speaks convincingly of the benefits of the trial. Supervisors noted their teams were able to maintain their regular job performance and improve customer service, while employees noted enhanced job satisfaction and work-life balance and less stress. To me, the data strongly supports the benefits for the psychological and physical wellbeing of workers – and the performance gains for employers."

Why It Worked

A day off each week without sacrificing pay or entitlements would be a reasonable motivator for most employees. But it's not why this initiative worked. Staff didn't suddenly work harder or faster, instead they became more efficient.

"Often there are lots of small inefficiencies which never get addressed in a company because they are just really too small for someone to focus their time on," Barnes said in an interview following the trial. "Now, because there was a prize – namely to have a day off – all of those little things got addressed or got identified."

The sudden reduction in working hours forced employees to think of innovative and practical solutions to common issues that hamper productivity. More hours don't necessarily equate to more accomplished work – instead it can be an invitation for extraneous tasks, meetings and projects that don't offer much value to the overall operations of the business. A four day work week helped employees to reprioritise their tasks and where to spend their limited time. Andrew Barnes probably summed it up best:

"How do we create a 21st century workplace able to give staff a more balanced life, without changing client experience or profitability for the worse? What if we change the way we think about productivity, no longer associating it with hours worked?"

"For us, this is about our company getting improved productivity from greater workplace efficiencies. The productivity measures set and monitored by our leadership teams confirmed we achieved this. Importantly, the researchers ascertained that our staff's wellbeing and engagement also improved through the trial. There's no downside for us in going ahead with this."

These are interesting questions. And while the answers won't be the same for every workplace, Perpetual Guardian's example can help us rethink the ways we can engage, motivate and retain our staff.

About Employsure

Emloysure is Australia's largest provider of workplace relations and health and safety advice, servicing more than 21,000 small business clients nation-wide. Employsure consultants conduct 1,500 face-to-face meetings per week, and its advice team handles 267,000 calls every year. Consultants and representatives travel over 3.2 million kilometres each year to visit businesses across Australia.

As a part of a partnership arrangement, Employsure provide support to all Freight & Trade Alliance (FTA) and Australian Peak Shipper Association (APSA) members with complimentary access to workplace relations expertise via their dedicated Employer Advice line - phone 1300 651 415 (quote ERA0017).

Emloysure currently also support many FTA members with tailored solutions for Fair Work compliance including unique workplace documents, a proactive approach to workplace disputes and insurance services. For a referral to Employsure or testimonials from other FTA members, please email info@FTAlliance.com.au or visit www.emloysure.com.au



Interview

Alison Cusack, Australia President, Women's International Shipping and Trading Association – WISTA

Caroline Zalai, Director FTA speaks to Alison Cusack, Principal Lawyer, Cusack & Co, in her new role as the WISTA Australia President.

1. CAROLINE ZALAI - How did you become involved in WISTA.

Founding WISTA Australia President Danella Wilmshurst mentioned WISTA in a coffee meeting I had with her back when I was working at ANL. As soon as I knew there was a "Women in Shipping" style organisation I wanted in.

Luckily for me, the WISTA AGM that year was in Melbourne and I offered to join as a general committee member.

Around 6 months later I stepped up into the WISTA VIC state rep role. From there I liaised with VICT and ANL to become Silver sponsors, ramped up the WISTA VIC membership base and when our then WISTA VP moved overseas I stepped up into that role.

This year in August I was honoured to be elected as WISTA Australia President.

2. CAROLINE ZALAI - What is your vision for WISTA?

My vision for WISTA is to empower, network and connect.

We have a fabulous committee of 14 women who all bring such varied perspectives and ideas to the table. With their help we are able to form a well-rounded view of the various challenges

and opportunities that are available to women in shipping and trading.

It's my aim to use my role as WISTA President to empower as many women (and men!) to support the advancement of women in their chosen fields within shipping and trading. As part of this, I hope WISTA will become the pre-eminent networking organisation in Australia in this field to not only connect like-minded women, but for those men looking to source speakers for conferences, to source answers to global problems, by having a depth of knowledge in our WISTA network to make that happen.

3. CAROLINE ZALAI - What inspired you to become a lawyer?

Weirdly enough I fell into law. I was studying engineering before I shifted across to a business degree. As a last minute thought I added in law to my application to make my business degree more impressive. I'd never studied any legal subjects and it was based purely on my love of reading that I thought I'd make it through.

Up until my first law subject I was planning a career in business. My first law subject was Contracts. I walked out of that first lecture knowing the 5 elements of a contract and thought – Wow! This is so practical. Imagine what else I'm going to learn? From there I was hooked.

4. CAROLINE ZALAI - What influenced you to undertake Shipping Law?

I didn't know that "Shipping Law" was even a thing. I was doing a lot of mooting (fake law court) competitions and one



competition which I got selected for was the International Maritime Law Arbitration Moot ("IMLAM"). This moot is run internationally from Murdoch University under Kate Lewin's watchful eye. I was tasked with mostly the procedural work but I had one substantive piece to learn – general average. I found general average the most fascinating topic as I'm yet to find it replicated elsewhere – the idea that we're all in this together and my loss can exceed my "investment". It's thanks to the IMLAM competition that I found myself in shipping.



5. CAROLINE ZALAI - What are the challenges for women in the industry and how do you think these can be addressed?

The biggest challenge for recruiting and retaining women in the industry is the persistent perception that it is a “bloke’s” world. Whilst the industry is rapidly improving in its inclusion of women, it still has some wider re-branding to undertake for the population at large (like the much maligned “it’s bad luck to have a women on board”).

This is where “you can’t be what you can’t see” message is vital. The more women who rise through the ranks, and are seen at the top level, the more rapidly we will see women join the industry.

Recruiting and retaining women in the industry is vital for our industry’s future. At present, only 2% of seafarers are women (and 94% of those are in the passenger ferries and cruise industry). There is currently a shortage of seafarers globally. ITF predicts that if there is no course correction, by 2025 we are looking at a workforce shortage of 147,500. If we are shutting out up to 50% of the potential workforce, we’re not going to solve this issue.

The more we talk about this global challenge of “women in shipping” the more ideas will emerge. Just because one idea to get more women into the industry hasn’t succeeded, doesn’t mean that it never will. Edison tested over 6000 different substances before coming up with the right one for his lightbulb

(although hopefully it doesn’t come to that many trials!).

6. CAROLINE ZALAI - Is education and training for women important in career development?

Education and training is critical for women in career development.

One specific training area is public speaking. Anecdotally I’ve found that women who lack confidence and skills in public speaking, are less likely to:

- Take on speaking roles (on panels at conferences etc)
- More critically - speak up in meetings.

This means that whilst you have intelligent women in the room, their voices are not being heard. Their perspectives are not taken on board and the net result is that you are not maximising the talent and skills in the room.

7. CAROLINE ZALAI - How can business assist in achieving diversity within the workplace?

The biggest way businesses can assist is in their own backyard by reviewing their company for institutional internal barriers.

Through a variety of factors from history or tradition there can be internal barriers to a women’s success in a company. These barriers may be hidden unconsciously behind “the way we’ve always done things”.

I would urge business to critically review their business for these barriers and with

a fresh eye, determine whether or not these barriers still make sense today.

Port of Auckland recently (or not so recently) undertook this review when they determined less than 5% of their workforce was female (which was when they were doing mandatory gender reporting).

They determined that all operations roles were sourced from their lashing crew. Except their crane drivers didn’t need to be sourced from their lashing crew, it was just the way things were always done. So they devised a new entry testing method for their applicants, based on depth perception and lateral swing movement. They asked their current workforce to encourage their daughters, sisters, nieces etc to apply for these roles.

By removing this internal barrier, they increased crane moves per hour from 22 to 41, decreased training hours from anywhere between 350 – 650 to 125 hours and their female participation is up to around 23%.

Whilst there was a lot of work done by POAL management the critical shift was eliminating this one institutional internal barrier.

Additionally, business can sponsor associations like WISTA. This sponsorship money enables WISTA to support the ladies within our industry to run fantastic events at subsidised (or zero) cost to our members.

We would like to recognise and thank the following WISTA Sponsors and association partners:

Platinum Sponsor	Australian Border Force
Gold Sponsor	DP World
Silver Sponsor	ANL Victorian International Container Terminal (VICT) Fremantle Ports Mediterranean Shipping Lines
2018 WISTA Mentor Program Sponsor	Freight & Trade Alliance (FTA)
Association Partners	Australasian Supply Chain Institute (ASCI) Freight & Trade Alliance (FTA)



Congratulations Jeanine Drummond, Harbourmaster - Newcastle

Congratulations to Jeanine Drummond the winner of the inaugural Women in Shipping & Maritime Logistics Award at the 2018 DCN Awards.



WISTA Oaks Day

WISTA Victoria hosted their end of year celebrations for members and sponsors at the Victorian Spring Racing Carnival on Oaks Day (which is traditionally referred to as "Ladies Day"). Major sponsor Insync Personnel were in attendance from both their Sydney and Melbourne offices (along with their guests) and sponsor Pro Pallet (Professional Pallet Management) had representatives from their existing Brisbane office and their new Melbourne office. We had 30 women in attendance ranging from lawyers, marine insurers, freight forwarders, shippers and stevedores. The normally fickle Melbourne weather thankfully co-operated and whilst no one came up big on their punts, an enjoyable networking day was had by all. Thanks for our event sponsors and guests who attended. Stay tuned for WISTA Oaks Day 2019!



*Alison Cusack, Cusack & Co, Jeanine Drummond,
Harbourmaster – Newcastle, Caroline Zalai,
Freight & Trade Alliance*



ProPallet
Professional Pallet Management



Women in Logistics - Speaking with Influence Workshops

Following on from the Women in Logistics Forum and due to popular demand Freight & Trade Alliance (FTA) collaborated with Diana Tapp, CEO - World Class Teams to provide "Speaking with Influence" workshops in Sydney and Melbourne.

Diana is a first class facilitator and trainer and the audiences were riveted by her engaging presentation. The art of communication and speaking with influence is critical for - sharing ideas and influencing others during team meetings; presenting to clients with confidence and impact; and presenting to your Leadership Team or Board.

Diana discussed how to prepare a standout presentation which includes compelling content and personality; overcoming nerves; how to look confident and welcome question time. All those that attended the workshop were encouraged to embrace speaking opportunities



within their workplace. Diana explained "Presenting: It doesn't matter if you like it, it matters that you can do it! So practise the techniques and skills and you'll be able to do it!" Thank you to the amazing and eloquent Diane Tapp and all those that attended the workshops.

**Diana can be contacted at
diana.tapp@worldclassteams.com.au**



CLOSING THE GAP

– automation can help

Automation streamlines processes, delivers consistent results for customers and creates a much safer working environment for employees. Victoria International Container Terminal (VICT) is the first fully automated container terminal in Australia and delivers the extra capacity and longevity required to support continued trade growth in the Port of Melbourne.

Traditionally, stevedoring has been a male dominated industry, but the automation used at VICT is changing that status quo and delivering a more diverse workforce. Undeniably, the transport and logistics sector has a gender imbalance with women making up just 16 percent of the workforce, but VICT is working hard to change that by working with industry groups such

as Wayfinder to inform young females about job opportunities. Currently, 55% of VICT's managers are women, which is encouraging to see females in leadership positions.

A diverse workplace gives access to a greater range of talent, which not only benefits an organisation's culture but has a proven uplift on its bottom line. This is because staff have access to an array of opportunities and resources, and can contribute their different perspectives and talents to collectively improve the organisation. Shifting the goal posts and creating more highly skilled jobs breaks down traditional barriers to entry for women in stevedoring. Now the automation removes the physically demanding roles and opens up all roles to everyone, regardless of gender.

However, this is only half the battle. Being able to offer women the same role is one thing but hiring and promoting women is another. Companies need to support equality and commit to gender diversity as a business priority. Recently McKinsey & Co. published a report, *Women in the Workplace*, stating "Women are three times more likely than men to think their gender has played a role in their missing out on a raise, promotion, or other chance to get ahead despite earning more bachelor degrees and asking for promotions." So it's not just about opening up opportunities for women to enter the workplace, it's about harnessing and seeing their talents and actively supporting equal career progressions.

While barriers to entry have been reduced for women at VICT, the broader industry needs to overcome unconscious bias. Gender should not be an issue and no one should ever be told "it's not a woman's job". The new opportunities VICT presents see

women in all areas of the business. In traditional operations, heavy manual jobs were usually fulfilled by males. With the high level of automation at VICT, this is no longer the case. STS Automation Controller now sit in an office and control the Ship-to-Shore cranes 1.2km away from the wharf. The technology and systems in place breaks down the traditional stevedoring roles and creates a more diverse workplace.

To make progress we need to branch away from traditional attitudes. To be inclusive we need to offer opportunities to an array of people. We must adapt and be prepared to change the status quo, to be sympathetic to differing needs. This means offering a workplace that ensures hiring and promotions are fair, where senior leaders and managers are champions of diversity and support an inclusive and respectful culture with flexible working hours and working patterns.

The Australian Comedian, Hannah Gadsby, whose popularity skyrocketed from her stand up show on Netflix, *Nanette* explains, "Diversity is strength. Difference is a teacher. Fear difference, you learn nothing." So let's use this sentiment as an industry and move from strength to strength by supporting diversity. There is great potential for everyone within the logistics and supply chain industry, regardless of gender, because it is an industry with longevity and with so much opportunity. By offering the same roles to both genders and by actively supporting initiatives to encourage more women into the industry, we will all benefit!



VICT's STS Automation Controller, in the office 1.2 kilometres away from ship-to-shore cranes





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Container Terminal**
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ACFS raises the e-commerce bar with its new facility in Eastern Creek



Calibre Estate in Eastern Creek will be the new location of ACFS' new e-commerce & 3PL facility. ACFS Port Logistics on behalf of its subsidiary ACFS e-Solutions has signed a deal with Mirvac for the new Warehouse in Eastern Creek.

With a vision to meet the growing and complex demands of Australia's e-commerce business, ACFS e-Solutions will transform this warehouse into a technology hub that will drive efficiency and speed to market. General Manager ACFS e-Solutions, Natalie Wallace says "we are delighted to develop a Western Sydney hub in Eastern Creek that optimises solutions for customers in a fast, efficient and dynamic form."

The 20,680sqm warehouse strategically located in Sydney's growing logistics mecca, will have five docks, substantial office space and allow for the unpack / pack of approx. 100 TEU+ on a per day basis, in addition to having capacity for 800 TEU of container rated

hardstand. "It is the right facility that compliments ACFS' vertically integrated businesses, from road, rail, warehouse to e-commerce solutions. ACFS is removing the risk from doing business in a complex e-commerce environment," said Arthur Tzaneros, CEO ACFS Port Logistics.

The future site which will be ready for operations in February 2019, is the critical link in meeting the demands of Sydney's growing e-commerce and transport requirements; it will drive speed to market, allow for greater flexibility and enable customers to think dynamically when considering e-commerce and 3PL Logistics.

ACFS e-Solutions is a business unit within ACFS Port Logistics, a wholly owned Australian company that is continually striving for excellence. Privately owned, ACFS Port Logistics has facilities located at all major Ports across the Eastern Seaboard, Adelaide and Perth. Providing the Australian market with transport / rail, depot, warehousing, and empty park solutions. A multi-modal service provider to

industry, Mr Tzaneros says "ACFS e-Solutions compliments the variety of service provisions to market, and this new site gives customers confidence and closes the loop for distribution and customer excellence."

"It is our job to remove the risk and complexity with doing business in an e-commerce world, with the added benefit of a multi-modal transport network; our customers now have a one stop shop for e-commerce, warehousing, transport and rail," says Mr Tzaneros.

Background

ACFS Port Logistics is Australia's largest privately owned container logistics company, moving over 750,000 TEU of fully laden containers annually across its national facilities in Melbourne, Sydney, Brisbane, Adelaide and Perth.

With a focus on maximising its logistic solutions, ACFS Port Logistics runs in excess of 300 Trucks, and 1,200 Trailers which include higher productivity vehicles. All transport modes aim to maximise delivery efficiencies across the ACFS "3 pillar policy" maximising TEU, weight, & cube.

Employing over 1,200 people and growing each year, ACFS Port Logistics offers 24 hour Empty Park facilities supporting shipping lines, delivering an end to end solution.



DANGEROUS GOODS

Freight & Trade Alliance (FTA) has partnered with Future Force to provide a suite of DG training options plus a method for members to ensure that regulatory compliance of their staff is maintained.

Future Force will take the worry out of your compliance concerns through the following approach:

- By maintaining a register of your staffs' DG certifications and renewal times
- Notifying staff and management of the upcoming certification requirement months in advance of expiry
- Automatically booking them on to one of our certified courses prior to any expiry dates
- Accepting bookings for new staff
- Providing the relevant CASA approved certificate
- Providing regular status reports to management
- Provide regular bulletins, updates on any regulatory or compliance issues

It is important to note that DG qualifications last only 2 years.

If it expires before you renew, CASA insists that you complete the initial 'Acceptance' course again, instead of the shorter 'Re-certification' course.

There are **NO EXTENSIONS** allowed.

FURTHER INFORMATION

Future Force will ensure you do not make this time consuming and costly error - for further detail contact Future Force at futureforce.com.au/contact-us or FTA Upcoming Events at ftalliance.com.au/upcoming-events



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Interview

DSH Global Logistics celebrates 25 years of service

Paul Zalai, Director FTA speaks to Dominic Harrington, Managing Director, DSH Global Logistics

1. PAUL ZALAI – what inspired you to start your own business?

I had been a Licenced Customs Agent (that's what we were called; I actually prefer it over being a 'Broker' which sounds more like an insurance salesman rather than an indirect tax practitioner) since 1988 and had been employed by the same company for 8 years. I really felt that I had something more to do in my career than being an employee only.

I was quite dejected when denied an opportunity to buy into the business and immediately thought about changing jobs but then questioned how this would improve my predicament. I went home to my wife and basically said that I wanted to start my own Customs Agency or Brokerage as it is now called.

I guess that Sue knew how determined I can be and said "Dom, if that's what you want to do, I'll support you". Sue fell pregnant with our second child a few months later and I have no doubt that our growing family was a further catalyst to drive us to succeed in this venture.

2. PAUL ZALAI – what was your service offering when it all began in 1993?

The name that we chose for the business was D & S Harrington Pty Ltd which represented both Dominic and Sue Harrington. We decided on having Harrington in the name as it was how I was recognised in the industry

and when I went on sales calls, I would be instantly recognised as an owner or at least related to the owner, this seemed to have a greater impact than when I did sales at my previous job.

We offered the standard customs clearance services which included Quarantine clearance and delivery services. At my previous job I had been a Tariff and Trade Consultant, so we also offered customs consultancy services. In fact, in the first 12 months of business it was the Consultancy Services which really kept us going.

Sue is an accountant and would do the accounts at night or over the weekend and I would begin work at around 6 am and finish around 10 pm most nights.

3. PAUL ZALAI – how and why did the business evolve?

When Optional Port Lodgement of customs entries began, we were able to offer a truly national customs clearance service from our Sydney office. In 1996 we chose to move from an office only environment to an office / warehouse configuration which we leased with some friends who had begun their own freight forwarding company. In 1998 a friend of mine who owned a trucking company struck financial difficulty so I purchased two trucks from the Liquidator and began operations as a carrier.

The customs brokerage side of the business

was growing quite well so in 1999 we decided to purchase our own office and warehouse in St Peters. This was rather a modest warehouse of around 85 square metres, but it was ours and it gave us security of tenancy as well as a financial asset to help build our business.

We began our international freight forwarding operation in 2003 as it was clear that in order to grow, the company had to diversify into other areas of logistics. I began travelling extensively to establish a reliable network of overseas agents who had good relationships with shipping and airline companies. That allowed us to develop a reliable international freight forwarding operation. I should say that we also had some great assistance with local co-loaders who we still continue to do business with today.

As time went on people would refer to our company as D & S. In fact we even started to call ourselves D & S. It probably had to do with the interesting fact that many companies in this industry have three letters in their company name, take DHL or UPS as an example. This led us to change the branding of our company to DSH Global Logistics which really reflects what we are in our present form.

In 2013 we achieved IATA Accreditation meaning that we could now offer a great export product to the market. This was the catalyst for us to purchase a new warehouse in Padstow with 1000 square metres of racked warehouse in 2014.

Now when you go from an 85 square metres warehouse to 1000 square metre one there is a whole lot of extra space that needs to be filled or utilised. The additional space allowed us to offer a new range of services such as, pack / unpack of containers, storage etc. In 2015 / 2016 we obtained a customs 77G Depot Licence and became accredited as a Quarantine Approved Premise.

Currently in 2018 at our 25th business year we are able to offer the full range of International Logistic Services such as customs clearance, freight forwarding air and sea, project cargo, FCL pack/unpack, storage and distribution, Quarantine services etc.

4. PAUL ZALAI – what do you attribute as contributing factors to the longevity of your business?

Sue has always been actively involved in the business as our accountant which has contributed immensely to our success, having the right financial advice and guidance is crucial to any business.

Our clients have been very loyal to us and many have travelled the road with us from day one. We really appreciate this loyalty.

Having great employees who create a wonderful team environment which in turn goes to develop a fantastic customer service and 'can do' attitude. Our longest serving employee has been with us for 20 years and many are 10+.



I would have to say that developing a worldwide network of reliable agents allowing us to move freight both by sea and air from anywhere in the world is a key factor of competing with the larger organisations.

I believe in honesty and integrity in a business as I do in life in general. Clients and employees alike can see how a business is run and they will find out soon enough if a business is worth supporting.

5. PAUL ZALAI - What are ongoing challenges and emerging opportunities?

The emergence of E-Commerce certainly presents a challenge to the logistics industry. The average person now has an expectation of 'buy today and receive tomorrow'. We are even faced with 'buy today and deliver today'! How does this translate into our sea or air freight shipments? We are all aware of the "faster, cheaper" requirements of many companies.

This does however present an opportunity to those in the logistics industry who are able to tackle E-Commerce successfully, such as FBA (Fulfillment by Amazon) shipments.

Controlling your debtors in an uncertain financial environment is another challenge all businesses are facing. As the business environment in the logistics industry is so competitive we need to keep one eye

on our sales strategy and one eye on our disbursements. Customs brokerages are all too well aware of how much money is spent on a daily basis in paying duties and GST to the Australian Border Force so we can move our client's cargo off the wharf or airport.

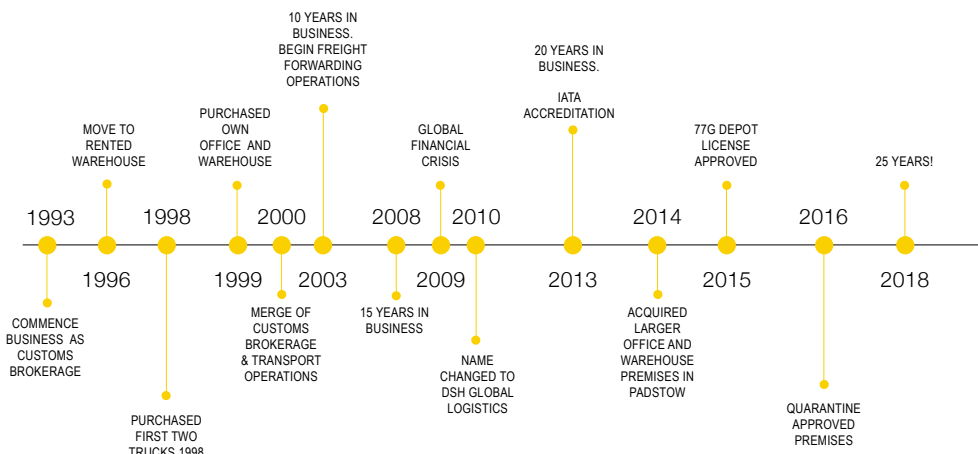
6. PAUL ZALAI – while you now manage a diverse business, customs brokerage remains at the core of your service delivery. Do you see an ongoing role for customs brokers in a world of ongoing change?

Most certainly. I have been hearing about the demise of the customs broker since the day I

became licensed.

Today's customs broker has been tasked the responsibility for more than declaring the correct Tariff Items and Duty Rates. He/she is an expert in the import/export requirements of food items, motor vehicles, animal and plant products, the list seems endless.

Given the tough penalties that apply to customs brokers and brokerages I cannot see regulatory authorities changing the situation any time soon. Think of the cost to the Government of hiring all the additional staff required to do what we are now doing and to perform as efficiently and accurately.



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www.dshglobal.com.au





AUSTRALIA – EUROPEAN UNION

FREE TRADE AGREEMENT

What we can look forward to in an Australia – European Union free trade agreement

By the Department of Foreign Affairs and Trade

A free trade agreement with the European Union (EU) will open the door to a market of half a billion consumers and a GDP of US\$17.3 trillion (AUD22.6 trillion) - making it one of Australia's biggest trade agreements.

The Australian Government is seeking a comprehensive and ambitious Free Trade Agreement (FTA) with the EU, to bring us even closer together, and create an unparalleled 21st century agreement.

Australia and the EU have a long-standing and fruitful bilateral relationship and see eye to eye on many modern-day trade and economic challenges. We cooperate to promote international prosperity in the

World Trade Organization and the G20, and share a strong commitment to open markets and global trade rules.

The EU sits at the apex of world trade in terms of its economic weight, along with China and the United States, operating as a single market constituting half a billion consumers and yielding a combined GDP of over \$22 trillion. With economic powerhouses Germany, France and Italy

among its ranks, it accounts for over a third of world exports, a large portion of which are tightly interwoven into global value chains.

Combined, the EU is our only trade partner that is a 'top three' market right across exports, imports, and both inbound and outbound investment.

Australia has a lot to offer the EU. A commitment to trade and economic liberalisation, and the fortune of physical proximity to Asia, are powering an unbroken stretch of economic growth now longer than a quarter of a century. Australia is one of the world's fastest growing advanced economies.

The network of FTAs Australia has in place, under negotiation or in prospect, provide a level of certainty for our trading relations, at a time when certainty is at a premium. Australia's bilateral and regional FTAs are creating openings in new and existing markets, and allowing trade to flourish on more favourable terms than before.

The Australian Government's ambitious trade agenda has taken a step forward with Australia's ratification of the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (TPP-11) on 31 October. This landmark Agreement, which spans the Americas and Asia, will enter into force on 30 December 2018, with immediate tariff cuts for Australian exporters.

This and our other agreements with China, Japan, Korea and the Association of Southeast Asian Nations (ASEAN), serve to emphasise Australia's credentials as a constructive and reliable trading partner, and enhance the appeal of striking a deal with us. An Australia-EU FTA will spread the benefits of this extensive network to European companies, when they trade with, or invest in, Australia.

An Australia-EU FTA will attract new investment and create jobs as European businesses look to Australia as a gateway to Asia. As our largest foreign investor, EU businesses have a substantial presence and account for over a third of jobs currently provided by foreign-owned firms in Australia.

Closer trade and economic ties with the EU will create a launching pad for closer economic integration. Australian exporters possess strengths in growth sectors such as education and financial services, medical research and technology – all of which will experience high existing and future demand in Europe.

Our FTA objectives

Although the strength of the trade relationship might seem to suggest otherwise, Australian exports have not received an upgrade in market access into the EU for more than 20 years.

Australian products face high tariffs, while some competing goods from third countries have duty-free access. Exports across a

range of Australian agricultural commodities, including beef, sheep meat, sugar, cheese and rice are significantly constrained by tariffs or quotas.

The Australian Government is seeking a modern agreement that promotes trade in goods through new tariff commitments, strong national treatment obligations and provisions prohibiting export duties. Australia has a track record of negotiating substantive and balanced outcomes on agriculture such as with the TPP-11 and the Japan-Australia Economic Partnership Agreement.

The EU is our second-largest services export market and we are focused on providing incentives to expand trade by locking-in access and creating opportunities in sectors of key commercial interest, including education, financial and professional services. We are striving to establish digital trade commitments which strike a balance between facilitating modern services trade and ensuring appropriate protections in the online environment.

We are also seeking improved access to the EU's government procurement markets worth more than €300 billion per year (AUD 441 billion) for Australian goods and services suppliers on the basis of clear and transparent rules for tendering.

We are negotiating rules of origin that reflect modern-day trade and how we wish to shape it into the future. We are seeking simplified, more transparent rules that are aligned with modern production processes and compatible with diverse commercial transport arrangements. Our goal is to facilitate the integration of Australian producers into value chains originating in Europe.

We are seeking to incorporate provisions on customs and trade facilitation that build upon existing disciplines and commitments under the WTO Agreement on Trade Facilitation. These include simplified border clearance procedures and improved business certainty, including with respect to advance rulings, temporary admission and perishable goods.

Consultations

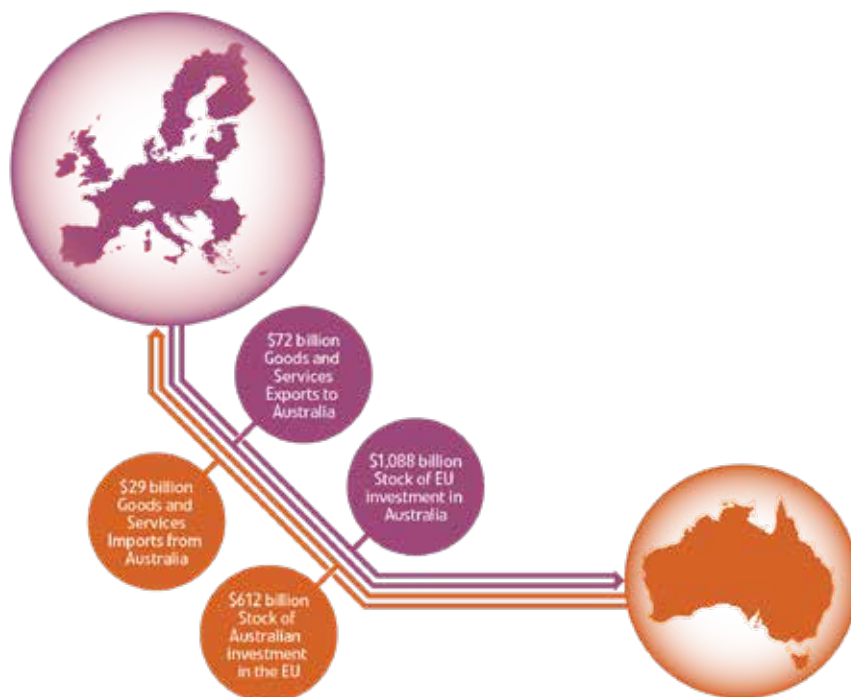
Would you like to join the growing number of individuals, businesses and chambers of commerce that have provided detailed input on the Australia-EU FTA?

The Department of Foreign Affairs and Trade welcomes submissions on the potential opportunities and impacts of the Australia-EU FTA. Stakeholders are invited to comment on the commercial, economic, regional and other impacts that could be expected to arise from the FTA, and issues such as specific market access challenges in doing business with the EU or EU member states.

More information on the submissions process can be found on the Australia-EU FTA webpage at www.dfat.gov.au. Submissions can be lodged at any time by email to: a-eufta@dfat.gov.au

More information

We are keen to ensure industry is kept as up-to-date as possible on developments in negotiations. More information on Australia's objectives, and the outcomes of each negotiation round, are available at www.dfat.gov.au. Businesses – particularly SMEs – who have interests in the EU, and would like to support our advocacy on the Australia-EU FTA, are invited to email trade@dfat.gov.au.



The TPP to begin in 2018 – But are there any real benefits?

By RUSSELL WIESE, Principal, Hunt & Hunt Lawyers



The Trans-Pacific Partnership (**TPP**) will begin on 30 December 2018 after Australia became the 6th country to ratify and officially adopt the agreement. The free trade agreement (**FTA**) gets off to a flying start with one round of tariff cuts on implementation and a second round occurring on 1 January 2019.

This FTA is a major reply to the protectionist trade policies of the US and also offers major benefits for Australian investors and service providers. However, given Australia already has FTAs with many TPP members, traders in goods need to ask whether the TPP brings any real benefit. When assessing this question, the answer depends on whether you are an importer or exporter, and secondly, whether you assess the TPP as it exists today or you judge it on its potential.

What is the TPP

The TPP is a comprehensive FTA between Australia and 10 other countries being, Japan, Canada, Mexico, New Zealand, Singapore, Peru, Chile, Vietnam, Malaysia and Brunei. It reduces customs tariffs on a range of goods, but also has comprehensive trade liberalisation provisions concerning trade in services, investment, the environment and labour laws.

Initially, the benefits of the TPP will only extend to Australian trade with Japan, Canada, Mexico, New Zealand and Singapore. This is because the other TPP members have not yet passed domestic legislation ratifying the agreement. It is expected that Vietnam will be the next original TPP member country to ratify the agreement. This may occur prior to the 30 December start date.

Importantly, the TPP is seen as an agreement that can broadly set the rules of Pacific trade and is designed to encourage new countries to join.

What are the benefits

While Australia already has FTAs with 7 of the 10 other countries, the TPP will still bring immediate additional benefits. This is because the TPP improves on

some of the outcomes achieved under our existing FTAs or makes obtaining those benefits easier.

The immediate benefits for most importers are not significant. This is because Australia does not impose high import tariffs. However, the TPP will allow most Canadian and Mexican products to enter Australia duty free, producing a saving of 5%.

Examples of the benefits for exporters are:

- Increased access to the substantial Canadian and Mexican markets;
- Significantly improved access to the Japanese agriculture market;
- Once ratified, generally improved access to Peru;
- Slightly improved access to Vietnam and Malaysia (once ratified by those countries)

There are thousands of different outcomes depending on the particular product. Exporters need to be speaking to their trade advisors to find out the new duty rates for their products.

Examples of benefits

- tariffs on beef to Japan reduced to 9% within 15 years (under the Australia - Japan FTA duty on beef only dropped to 19.5%)
- immediate elimination of the 26.5% tariffs on of beef to Canada
- immediate elimination of the Mexican 20% tariff on certain offal
- immediate elimination of the Mexican 20% tariff on pork
- new quotas for Australian rice exported to Japan (6,000 tonnes per year)

- elimination of tariffs on Australian wine exported to Canada, Malaysia, Vietnam and Mexico over 15 years
- Canadian tariffs of up to 8% on certain iron, steel and aluminium products immediately eliminated
- tariffs of 67% on wheat exported to Mexico removed over 10 years

Australia's current trade in goods with Canada and Mexico is relatively small. Combined the countries account for less than 4% of Australian trade. However, the TPP can divert future trade to these countries. Some of the duty savings on exports are greater than 10% and this can be enough to make Australian exports competitive. Further, it is important to remember that the TPP comes at a time when the US is attempting to make trade with Canada and Mexico more difficult. At best, the future of US trade policy is unpredictable. In this environment, Australia's trade friendly Government may present a safer option in the long term. This combined with lower tariffs may act to greatly increase trade between these countries.

The future

The TPP is an agreement that business' need to build into their long term strategy. While the current benefits will work for some traders, the future potential cannot be ignored. The countries that have expressed an interest in the TPP include the UK, Taiwan, Indonesian, the Philippines, Thailand and South Korea. The future of international trade is uncertain. However, for those countries that are looking to pursue an open trade agenda, the TPP will be a welcome home.

It is not unrealistic to think that in 5 years' time, the TPP could include at least 15 members and be something which companies build supply chains around.

Any downsides?

From a trade perspective, the main downside of the TPP is that Australia will lose some of its competitive advantage in key agricultural markets. For instance, prior to the TPP commencing, Australia had a huge tariff benefit over Canada and New Zealand when exporting agricultural goods to the massive Japanese market. Australia had obtained this benefit by reason of having a bilateral FTA with Japan. Australia will compete with Canada and New Zealand in respect of a range of

agricultural goods and under the TPP, all 3 countries are on level footing.

However, a unique benefit of the US withdrawing from the TPP, is that Australia still has a massive advantage over the US when competing for Japanese sales. For this reason, studies have found that the TPP without the US will have greater economic benefit for Australia than if the US remained in the agreement. This outcome is possible because Australia already has an FTA with the US and trade with the US would not have significantly improved under a US inclusive TPP.

How to use it?

If you are an exporter, you use the TPP to help your overseas clients import the goods at a lower duty rate. Like most FTA's, under the TPP you will need to provide a certificate of origin. However, unlike other FTAs, the certificates of origin under the TPP couldn't be easier. There is no set form, the document can be electronic and can be created by the producer, exporter or even the importer. This flexibility will increase the ease of using the TPP and for some exporters, reduce the costs.

This ease of use may mean that some exporters will use the TPP for trade that is currently covered by other FTAs, such as the ASEAN FTA, which require Government issued certificates of origin.

However, the simplicity of the TPP could be its greatest risk for some traders. The benefits of the TPP only apply if the goods satisfy the rules of origin. These are the rules that determine whether a good has sufficient connection to the TPP countries to qualify. In a self-assessment system, the exporter takes a big risk unless it fully understands how rules of origin work. This risk can be managed, but it firstly needs to be recognised.

It will also be crucial to ensure that the certificate of origin that you use complies with the minimum requirements of the TPP. A failure to meet one of the 9 mandatory requirements could mean that certificate of origin is invalid and the benefits of the TPP cannot be claimed.

If you are planning on using the TPP you need to ensure you are aware of all of the certificate of origin data requirements. We recommend either using a template created by a trade professional or having your own documents reviewed by a trade professional.

One last technical point for Canadian and Mexican goods

The TPP does not require direct shipment. However, if goods are shipped via a country that is not a party to the TPP, they must remain under customs control. This is standard for FTAs. However, it poses a special risk with goods from Canada and Mexico. The US is famously not a member of the TPP. If Canadian or Mexican goods find their way into US distribution centres before export to Australia, the TPP is unlikely to apply. Australian importers are encouraged to make sure that goods have not been cleared into the US before making their way to Australia.

The TPP is an exciting opportunity and represents a reduction in the red tape associated with other FTAs. However, that lack of red tape does not mean there is no legal risk. The same obligations remain, however, it is for the traders to fully self-assess compliance with those obligations. This will mean that the need to work with specialist trade advisors and customs brokers will be heightened.

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Border and Biosecurity update – FTA perspective

By ANDREW CRAWFORD, Head of Border and Biosecurity, FTA

Department of Agriculture and Water Resources

Brown Marmorated Sink Bug (BMSB)

Most would agree, this season has been a challenging one around BMSB, one where we have led the advocacy and information dissemination of amendments as they have come to hand.

A high-level summary of the 2018/2019 season to date includes:

- an increase in the number of “Target Risk Countries”;
- the announcement of “Emerging Risk Countries”;
- major detentions of BMSB including the m.v. Triumph V1820 and the m.v. Titus V0836;
- significant processing and inspection delays;
- inadequate planning around onshore treatment providers;
- less than perfect Information and Technology (IT) solutions; and
- very little flexibility in policy afforded to industry and their customers.

Whilst we support 100 percent what the department is doing to keep BMSB and other such pests out, we continue to question the planning, foresight and solutions that were deployed. That said, the dedication and passion of

the officers and the team within DAWR cannot be questioned. There is a serious responsibility around our Biosecurity status and many have gone above and beyond to assist industry where possible.

FTA have volunteered to be part of the 2018/2019 post season review and continue our advocacy for an independent enquiry to be undertaken.

We remain available to assist members through this trying time.

Biosecurity 2025 and Beyond

This initiative is progressing well. As reported in the Spring edition of Across Borders, it involves industry and relevant subject matter experts within government working together in a co-design change process. The focus is on exploring innovative technologies and approaches, using the flexibility afforded by the new Biosecurity Act 2015 to work smarter.

The first piece of work is centred on Approved Arrangements (AAs) in the multi-commodity freight forwarder and cargo terminal operator sectors. The activities for this group extends across imports, exports and imported food, and three key pieces of legislation. This led in some cases to businesses receiving multiple visits, audits and invoices from different areas of the department.

The initiative continues to progress ideas generated from an April 2018 co-design workshop with industry representatives, including the FTA. These include:

- defining the risks associated with having different requirements for import and export arrangements;

- harmonising requirements across arrangements and reducing duplication, with an aim of streamlining audit/assurance processes (for example, establishing one audit to cover all departmental requirements, such as a facility audit that covers both import and export requirements); and

- piloting a role within a multi-commodity freight forwarder/cargo terminal operator that will serve as a relationship manager/ point of contact between the facility operator and the department (this relationship will make it easier for the facility operator to obtain and understand information from the department and will help the department to better understand the operator's business).

FTA will continue to support the department with this initiative and identifying the next areas of reform. We will provide further updates to industry as this work progresses.

AEPCOMM for BMSB Webinar

On 29 October 2018 the department held a live webinar on the use of Automatic Entry Processing for Commodities (AEPCOMM) approved arrangement to clear BMSB high risk goods. The webinar was well attended by industry with a good level of engagement. The webinar was recorded with questions raised have been incorporated in to a set of Frequently Asked Questions (FAQs). These are all available on the AEP reform webpage www.agriculture.gov.au/aep

Key messages for importers and customs brokers are:

- BMSB high risk goods are available for assessment and clearance through AEPCOMM;
- BMSB seasonal measures 2018-2019 are in the process of being updated in to BICON (in the interim an assessment guide has been developed to assist brokers AEPCOMM lodgements);
- goods not subject to BMSB measures are to be assessed as per standard procedures using BICON and AEPCOMM codes REL, INS and FUM where applicable;
- when a designated BMSB AEI has been entered for offshore treatment, goods are not subject to BMSB measures and the standard AEPCOMM codes in BICON are required;
- AEPCOMM outcomes have been created for goods that are exempt from BMSB measures (e.g. shipped on board prior to 1 September) and goods that require treatment for BMSB (Methyl bromide fumigation 16gm3 12hr 15C) on arrival;
- the assessment guide contains a comprehensive list of the scope of AEPCOMM for BMSB high risk goods and flow diagrams to determine whether a suitable AEPCOMM pathway exists for your consignment; and
- goods classified under the newly created BMSB high risk commodity group will be verified in accordance with the Approved Arrangement General Policies and start on the Probation verification rate.

All information is available on the AEP reform webpage www.agriculture.gov.au/aep and additional support is available through AEPsupport@agriculture.gov.au

Australian Border Force (ABF) and the Department of Home Affairs

Compliance Update

There are a couple of items to bring to our members' attention in the compliance

space. Firstly, Plum Wines and other Fortified Beverages

On 22 October 2018, ABF published the below information on their website highlighting the need for our members to review their classifications and Tariff List Files (TLF's) on a regular basis.

The other compliance update is more generic but certainly reinforces my understanding on the ABF and members can expect an increased focus on licencing holistically. Whether it be Sec 79 Warehouses, Sec 77G Depots, 71E underbond movements and all cargo subject to ABF controls:

- access on premises, whether it is visitors, contractors, departed and recruited

staff within licenced premises where records must be continually updated to ensure accuracy;

- Integrated Cargo System (ICS) access, we must remind our members digital certificates and access are not to be shared as this compromises the intelligence of the ABF.

In my opinion, the ABF will continue their strong focus on Operation Sovereign Borders and criminal activities at the border. Whether that be illegal and illicit substances but also trade goods compliance. With the implementation of the Australian Trusted Trader, the ABF must ensure those accredited are actively managing the risk from their end.

Businesses slugged more than \$1.25 million over misclassified imports

Two Sydney-based beverage importers will be forced to pay more than \$1.25 million in penalties and recovered Duty and GST following an investigation by the Australian Border Force (ABF) into the undervaluation of imported plum wines and other fortified beverages.

The investigation by the ABF's Compliance Audits Unit commenced in June this year after a number of imports of beverages fortified with Soju liquor came to the attention of ABF officers.

The ABF targeted 23 imports over a four year period.

It was identified the company had classified the goods as fermented beverages which are duty free, but should have declared them under a different classification that is subject to customs duty.

The company was ordered to pay the outstanding duty and GST totalling \$721,311. They were also fined more than \$19,000.

Further investigations identified a second company involved in a similar practice. The ABF audited further consignments, imported over a four year period.

They were ordered to pay outstanding duty and GST totalling \$505,069. They were also fined almost \$11,000.

Both importers have accepted the findings and implemented changes to their business practices to ensure correct duty payment in future.

ABF Acting Assistant Commissioner for Port Operations Command, Claire Rees, said the penalties were a timely reminder for businesses to ensure they are correctly classifying their imports.

"As Australia's customs service, the ABF plays a leading role in trade enforcement to ensure the correct amount of duty and GST are paid on imported goods," Acting Assistant Commissioner Rees said.

"Had these two cases not been identified, the Australian economy and ultimately Australian taxpayers would have missed out on more than a million dollars in revenue."

"ABF officers work diligently to ensure importers comply with reporting and revenue collection requirements to ensure a level playing field for business."

Trade enforcement is one of ABF's key operational priorities.

Border and Biosecurity update – FTA perspective continued...

Australian Trusted Trader

In my opinion, the program has some very solid benefits. Whether you are an importer, exporter or service provider, I seriously recommend you review the detail below and reassess your position if you are yet to apply.

Whilst there are some minimum conditions and restrictions, the application process and validation process has been fine tuned. ABF Officers are more experienced, the application process simplified and yet the outcome and integrity of a secure supply chain remains intact.

At time of writing this article, there are over 230 accredited businesses on the program.

It is important to note that once you are

part of the program, that you remain up to date and have input into any new benefits and or reforms developed through this initiative.

The ABF are well equipped to handle new enquiries, so if you are seriously considering this then I suggest you go to their website for contact details and the latest information.
<https://www.abf.gov.au/about-us/what-we-do/trustedtrader>

Overview

Australian Trusted Trader accreditation is a mark of distinction. It signals that we have independently assessed and accredited your business against World Customs Organization standards.

As an Australian Trusted Trader, you can access benefits to save your business time and money.

What you get

Account manager

Your account manager will work with you to improve your compliance with border requirements and resolve border clearance issues.

Priority processing

You will receive priority processing through the National Trade Advice Centre and the National Refunds Intervention. This includes advance rulings in relation to tariffs, valuation and origin, advance ruling reviews, duty drawback claims, and refund and remission applications for customs import duty.

Priority treatment of goods at the border

As a Trusted Trader, we see your business as low risk and give you priority treatment at the border. This means faster customs processing and fewer interventions. If a cargo examination is required, you will receive priority processing.

Imports from Australian Trusted Traders are seen as low risk and undergo fewer checks when they arrive. For any issues experienced at the border, such as goods held for examinations, you can contact your account manager to ensure your goods receive priority treatment.

A seat at the table and exclusive invitations

Receive a seat at the table to work in partnership with us on initiatives related to your industry. You will also be invited to exclusive events for Australian Trusted Traders.

Use of logo

Trusted Traders have use of the Australian Trusted Trader logo. This logo is recognised internationally and gives others confidence in your business. The Australian Trusted Trader (ATT) logo builds confidence in Australian traders, and the security of their supply chain.

Mutual Recognition Arrangements

A number of countries recognise Australian Trusted Trader status under Mutual Recognition Arrangements. Trusted Trader exporters will receive trade facilitation benefits at the border of our partner countries, providing faster access to international markets.

Data reports

You can request monthly reporting on all goods imported or exported under your Australian Business Number. This can help you manage your data, and reduce the risk of fraud.

Simpler TSS visa process

If you want to offer work to a skilled person from overseas, your Trusted Trader accreditation will make this process simpler. You will receive priority processing through a streamlined process to become an accredited sponsor under the Temporary Skilled Shortage (subclass 482) visa.

Easier access to APEC Business Travel Card

Your Trusted Trader status makes the process of applying for an APEC Business Travel Card (ABTC) easier. An ABTC allows you to visit certain countries in the Asia-Pacific region without applying for separate visas.

Consolidated cargo clearance

Trusted Traders benefit from less red tape when importing consolidated cargo. You, or your licensed customs broker, can lodge a single import declaration for consignments covered by multiple cargo reports for all sea and air cargo types, paying only a single Import Processing Charge (IPC).

Australian Government partnerships

The Australian Government is progressing reforms to foster legitimate trade and provide Australian businesses with a seamless border experience.

Australian Trusted Trader works in partnership with the Known Consignor initiative. Known Consignor affects businesses that need to meet the United States of America air cargo requirements.

Duty Deferral

Duty Deferral allows eligible Trusted Traders who defer Goods and Services Tax (GST) to defer the payment of duty, on most goods, to a consolidated monthly payment. A single invoice will be generated and sent electronically to the business and can be automatically deducted from your nominated bank account. This benefit assists Trusted Traders through increased cash flow and a reduction in administrative processes.

Australian Trusted Trader (ATT) Origin Advance Ruling

Australian Trusted Trader (ATT) Origin Advance Ruling, allows Trusted Trader importers to apply for a single advance ruling for goods under multiple tariff classifications and consignments, enabling use of a Declaration of Origin.



A busy program of biosecurity activities and collaboration this holiday season

By LYN O'CONNELL, Deputy Secretary,
Department of Agriculture and Water Resources

The summer holidays are just around the corner.

This means a break from work for many Australians to enjoy festivities with family and friends, but December and January is one of the busiest times of the year for the department's biosecurity officers.

During this period, our officers will process about 4.1 million passengers arriving at Australia's international airports. They will also assess more than 82,000 cargo consignments and over 30 million letters and parcels for biosecurity risk.

Next year is shaping to be very big for the department, and I look forward to sharing ways you can be involved when we design and implement changes across our business.

In this edition, we'll update you on how we're strengthening imported food requirements and our infringement notice scheme—key tools in safeguarding our food supply and deterring non-compliance.

We will also introduce you to our new Chief Environmental Biosecurity Officer.

Our biosecurity operations must respond flexibly to scientific intelligence about biosecurity risk to effectively manage the risk of exotic pests and diseases.

That's why we've made some important changes to our systems and policies, and have worked with industry to manage biosecurity risks such as those currently posed by brown marmorated stink bugs (BMSB).

There's also an update on the *Biosecurity 2025 and Beyond* initiative on page 50. Future editions will include updates on *Future Traveller*, *Cargo and Mail initiatives*.

Strengthening imported food requirements and cutting red tape for those doing the right thing

The *Imported Food Control Act 1992* has been amended, strengthening food safety requirements to better protect the health of consumers, while reducing the regulatory burden for compliant food importers. The amendments to the act:

- require a food safety management certificate for food where at-border testing alone is insufficient to provide assurance of food safety
 - foods to be covered will be listed in the Imported Food Control Order—we will consult with importers before foods are listed
- require all importers to retain traceability records one step forward and one step backward along the food supply chain
- establish differentiated enforcement provisions to enable noncompliant behaviour to be addressed more readily

- broaden Australia's emergency powers to allow food to be held at the border for up to 28 days where there is uncertainty about the safety of a particular food

- provide capacity to monitor and manage new and emerging imported food risks through the application of a variable rate of inspection or inspection and analysis for up to six months

- enable recognition of an exporting country's food safety regulatory system where there is equivalence with Australia's food safety system. Food imported from these countries will be subject to a reduced rate of inspection.

The amendments will come into effect during the next 12 months and we will notify industry ahead of any changes.

Further information is at www.agriculture.gov.au/food-reform.

Breaching biosecurity can now result in additional fines under expanded infringement notice scheme

When the *Biosecurity Act 2015* came into effect in June 2016, it introduced a framework of modern regulatory tools to manage compliance. This includes an Infringement Notice Scheme, which includes 52 types of infringement provisions.

Infringement notices provide an administrative alternative to prosecution; and are typically used for low-level offences and contraventions.



Some can be issued at first points of entry, such as airports and seaports. Some relate to cargo and ballast water. Others can be used across the biosecurity continuum (onshore, at the border and offshore). Previous provisions under the Quarantine Act related primarily to criminal offences in the air passenger environment.

More information is at www.agriculture.gov.au/infringement-notice-scheme.

The department is using infringement notices more broadly across all 52 infringement provisions, and in particular as a sanction for contraventions of the *Illegal Logging Prohibition Act 2012*.

Anyone who operates along any import pathway, such as importers, customs brokers, freight forwarders, logistics service providers, may receive a notice if they contravene one of the 52 provisions.

Importers should also be aware of illegal logging due diligence compliance requirements. The department has published steps to guide importers about

how to set up and use a due diligence system to undertake a risk assessment under Australia's illegal logging laws.

More information is available at www.agriculture.gov.au/due-diligence.

New Chief Environmental Biosecurity Officer shines spotlight on environmental biosecurity

Earlier this year, the Australian Government announced it would establish a new Chief Environmental Biosecurity Officer (CEBO) to enhance Australia's capability to provide national leadership on environmental biosecurity.

Ian Thompson was recently appointed as the inaugural Australian CEBO. He has extensive experience in this area and has the strong networks and relationships required to make it a success.

The CEBO will be the Australian Government's primary adviser on all matters relating to Australia's environmental biosecurity risks.

Ian hopes the role will ensure a more strategic and transparent approach to national environmental biosecurity preparedness and investment.

The department will continue to:

- conduct risk analyses, including import risk analyses, so that goods and people arriving in Australia do not pose an unacceptable biosecurity risk
- provide inspection and certification services to facilitate the safe movement of people, goods and conveyances into and out of Australia
- partner with state and territory governments, industry and communities to manage pest and disease outbreaks that threaten Australia's environment
- collaborate with the Department of the Environment and Energy, including the Threatened Species Commissioner, to develop and implement policies and programs that protect the environment.

For more information visit www.agriculture.gov.au/cebo



IT'S STINKBUG SEASON

ATTENTION FREIGHT FORWARDERS & CUSTOMS BROKERS

Price and Speed has fumigation capabilities to process FCL fumigation within **24 hours!***

LCL / Airfreight fumigations running day and night.

*Fumigation service available 24 hours Sunday to Friday. Saturday is open from 6:00 to 15:00. Times may vary depending on demand. Please call customer service to provide you with an exact timeframe and create a booking.



Working together to minimise disruptions this brown marmorated stink bug season

To minimise the risk of vessel and cargo clearance delays associated with BMSB, industry is strongly encouraged to:

- have target high-risk goods treated by an approved offshore provider prior to arrival into Australia
- lodge Cargo reports and Full Import Declarations accurately and as early as possible
- ensure that all documents required to assess a consignment are submitted in the first instance and are in line with relevant import conditions, and import documentary requirements
- regardless of the expected assessment outcome, nominate a valid Approved Arrangement (AA) inspection location, preferably with the AA registration number and name, to avoid additional processing delays

- for containerised cargo, ensure treatment certificates include all treatment details, including AQIS Entity Identifier and the container number.

Brokers are encouraged to use AEPCOMM to process eligible goods and shipping lines to avoid transporting non-compliant goods to Australia, where possible. Find out more at www.agriculture.gov.au/aep.

Find out more about the measures themselves at www.agriculture.gov.au/bmsb.

This webpage includes detailed information on target countries and goods, treatment options and standards, and answers to commonly asked questions.

We have also developed a new arrangement class to support onshore fumigations using sulfuryl fluoride.

The arrangement is largely similar to the existing methyl bromide fumigation approved arrangement, with the

exception of its reference to, and reliance upon the sulfuryl fluoride fumigation method.

The new approved arrangement is available to industry to undertake onshore treatments of cargo during the 2018–19 BMSB season.

More information is at www.agriculture.gov.au/requirements-class12.



Quarantine Treatment Services Victoria Pty Ltd (QTSV) is at the forefront of quarantine heat treatment, approved to treat for Brown Marmorated Stink Bug for both 20FCL and 40FCL.

QTSV is a Department of Agriculture and Water Resources Approved Arrangement (AA) premise providing both dry and moist heat treatment on goods that are imported into Australia.

Our service is provided by qualified and trained operators, knowledgeable in all aspects of the quarantine process.

The QTSV site is based in Lara, between the Ports of Melbourne and Geelong. The facility has the capacity to accommodate several containers and road vehicles.

Our services also include:

- Grain packing and bagging
- Onsite Authorised Officer (AO)
- 5000 tonne silo capacity
- 80 tonne, 26 meter weighbridge
- Container unloading/loading
- Freight to and from the Melbourne Port

For any enquiries please contact us at QTSV:

Tom: 0402 560 946 or tom@qtsv.com.au

Phil: 0409 207 133 or phil@qtsv.com.au

55 Mill Rd Lara 3212 Victoria

www.qtsv.com.au

• HEAT TREATMENT • GRAIN STORAGE AND PACKAGING



BIOSECURITY - WHERE DOES THE FUTURE LIE?

By ANDREW CHRISTIE, Director, Andrew Christie Consulting

The risks posed at our border appear to be increasing year on year. Brown Marmorated Stink Bug (BMSB) and Fire Ants are the most recent to have reached our shores, causing varying degrees of increased biosecurity intervention.

Increasing import cargo numbers and the speed in which these imports can arrive on our shores, means that the risk of a pest or disease being introduced into our environment is becoming more and more probable.

It is fair to say, that this likelihood, of new pest or disease introduction, is placing increased pressure on both the department; those charged with managing biosecurity risk, and us as an industry.

So, is it time to pose the question; what can we do to support the Department of Agriculture and Water Resources in the management of biosecurity risk?

The department has a long standing export model which allows industry (through formalised processes of verified assurance) to act in the capacity of an Authorised Officer (AO) and undertake specific export inspection

activities. The use of Authorised Officers (AO's) within the export industry has demonstrated significant measurable benefits for both the department (in freeing up valuable resources) and industry (increasing flexibility in inspection activities and at a reduced cost).

It should be noted, that the AO role is one of strict guidelines and procedures with regular demonstrations of assurance required. This is confirmed though evidence based training and assessment as well as audit processes. Becoming an AO is by no means a "fixer of all problems" however is there potential for this construct to work in the import cargo space?

In discussing the possibility or potential of applying an AO model to selected areas of imported cargo, we must consider first that the role of both defining and managing biosecurity into the future lies with the department. That said, as industry, we need to be ready to demonstrate our preparedness to take on these activities and provide the required assurance that we can do so, to the required standard.

So what does this look like? Firstly, key to demonstrating your ability to perform an activity (currently undertaken by the department) is

the capability of your staff to do so. This may mean training, assessment and the provision of evidence against the standards set out by the department.

This potentially also means having available mechanisms for reporting activities to the department pertaining to inspections, interception of risk material, treatment results and a plethora of other information (as deemed necessary by the department).

Whilst the above mentioned requirements may seem daunting, the possible benefits are significant. In a nutshell, greater flexibility to inspect goods and move imported cargo could see a substantial cost savings across the import continuum.

There may appear to be sound argument for the implementation of an AO model across identified areas of imported cargo, however this is reliant on both the department's readiness (and this is dependant on both internal and external factors) but also the readiness of industry to take on the challenge of meeting the requirements to actively and efficiently manage risk on behalf of the department.



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The number one error made on import declarations – the valuation date

By RUSSELL WIESE, Principal, Hunt & Hunt Lawyers

The number one error detected on import declarations by the Australian Border Force (ABF) in 2107 – 2018 was incorrect valuation date. To put this in context, there were more valuation date errors detected than the combined number of tariff classification, use of tariff concession orders and invoice term errors combined. However, this is not a case of customs brokers suddenly deciding to ignore the need to report the correct valuation date, rather, the ABF has changed how it measures compliance. This is causing headaches for customs brokers, clients and exporters. Frustratingly, there is no strong economic or security reason driving the increased compliance approach.

Which date is the correct valuation date?

The valuation date is determined by the date of export. This would be easy if the export date was the date the aircraft or boat left the country of export. However, the Customs Act effectively states that for containerised goods, the date of export is the date the goods left the place where they were packed in the container (Packing Location). This will most often be the manufacturer's premises or a consolidation facility. Depending on the logistic arrangements, there may be significant time between the container leaving the Packing Location and the date it sets sail on a vessel bound for Australia.

Customs brokers have often relied on information contained on the bill of lading to determine the date of export. While this may show the date of loading of the container or day of departure of the vessel, it will not of course state where the container was packed, or the date the container left that place.

The ABF has recently taken the approach that it will only accept the date of departure of the vessel where attempts have been made by the customs broker/importer to determine the date of departure from the Packing Location. At a minimum, this will require either the customs broker or the importer to actually ask the supplier what date the container left the Packing Location.

It is not an international requirement to document where a container was packed

or the date it departed that place. As such, many exporters will not be recording this information in a way that is easily accessed by Australian importers. The information will usually only be obtained following an additional inquiry being made by the customs broker or importer.

This creates an extra job and paperwork in the supply chain. This is an unwelcome burden at a time when time pressures on customs brokers are increasing and there is intense pressure to reduce the costs of international trade.

Does this need to be a compliance focus area for the ABF

The ABF cannot rewrite the Australian legislation and declare the date of export as being the date the vessel set sail. However, it can choose the legislation requirements on which it will focus. In choosing to focus on export date, it is important to identify what is the policy concern. It is hard to see how the date of export could determine any level of security risk.

However, there is a minor revenue issue. The date of export is used to determine the date for currency conversion for invoices that are in a foreign currency. There is a theoretical risk that the export date could be manipulated to produce a lower Australian dollar customs value. By the time the goods reach Australia an importer will know if the exchange rate was more favourable on the date the vessel departed or the date the container left the Packing Location. The ability to

produce a material revenue difference will realistically only occur where each of the following occurs:

1. the invoice price is in a volatile currency;
2. there is a reasonable time difference between the real date of export and the date the vessel departed; and
3. either the goods are subject to high levels of duty (such as dumping duty) or it is an extremely high invoice.

For goods that are duty free there would obviously be no customs duty impact. Even for goods with a 5% duty rate, the currency movement would need to be at levels that are extremely rare for the duty impact to be material.

Unless there is evidence of the date of export being manipulated to avoid customs duty, there does not appear to be a revenue justification for the heightened levels of compliance activity.

What can the ABF do?

The Customs Act says that ABF must use the date the goods departed their place of export (where the container was packed), where the ABF is satisfied of that date. As such, the date of departure from the Packing Location should be the ABF preferred starting point. This seems to be the intent of the legislation. However, it is not a compulsory requirement that this date be used. If that date is not available, the ABF can use another date at its election.

The ABF has discretion as to when it will or will not be satisfied as to the use of a particular export date. At this stage the ABF requires customs brokers to make unsuccessful inquiries before that customs broker can use the date of export of the vessel. However, the ABF could have stated that a customs broker can use the date of export of the vessel unless it knows the date of departure from the Packing Location. Under this approach the customs broker could not have ignored a known date of departure

from the Packing Location, but at the same time, he or she would not have been required to try track down the date the truck carrying the container left the Packing Location.

Put differently, the ABF approach could be, the date of export will be the date the vessel departed unless you can satisfy us of the correctness of an earlier date.

Legislative change

The ABF is in an awkward position because of the Australian legislation. It prescribes a date of export for containerised goods which is very hard, and sometimes impossible, for the importer to determine.

There doesn't seem to be any reason why the legislation could not be changed to make the date of export the date the vessel or aircraft carrying the goods departed the port of loading. Most people would think of this as an export date, rather than the date the goods left the domestic location where the container was packed.

Under WTO rules a country may choose either the date of import or the date of export as the date for currency conversion. It is arguable that by

choosing a date prior to export of the goods, Australia has not complied with this WTO requirement. Rather, Australia converts currency at the date the goods commence their journey to the place of export.

It would seem easier for the ABF, importers and customs brokers if the Customs Act was amended to make the date of export the date the goods carrying the vessel left of the port of loading. This approach would also mean Australia is more fully complying with the valuation commitments it made when joining the WTO.

Practical issues

Customs brokers need to inform their clients of the need to try find out the date the goods left the Packing Location. Clients may have no interest in this issue. However, they should be made aware that a failure to at least inquire may lead to:

1. an infringement notice;
2. delays in clearing the goods while the customs broker makes attempts to obtain the information; and
3. the need to amend the import declaration.

Some clients will have the ability to track the movement of the consignment online or will have received a notification when the goods were dispatched. Supplying this information can become habit once its importance is realised. The ABF will expect you to at least ask.

While it may seem that the ABF is being overly pedantic about this issue, we recommend that customs brokers take it seriously. In our view, the general approach of the ABF is correct at law. If it can be determined, the date of export is the date that containerised goods left the Packing Location. If the ABF is technically correct, it will not help your client to argue that they are applying the law in a way that impedes trade.

It is also the case that the ABF is identifying a lot of errors. If the errors persist, the ABF is likely to do one of three things, change its compliance approach, seek legislative change or start issuing infringement notices.

Out of the 3 options, the issuing of infringement notices may seem the most appealing for a Government looking to raise revenue in times of falling duty rates and a rising global climate of protectionism.



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Know Your Data, Know Your Exposure

By SHARNI KNOX, Director, Compliant Trade Consultancy

I am a self-confessed data nerd, I love everything about data – the story it tells, the excitement of uncovering new opportunities or potential challenges and most importantly the value created. But let's face it, it's not the best conversation starter and in no time at all I see the all too familiar gaze and I know that I have lost them. But I get it, not everyone shares my enthusiasm, the thought of rows, columns and endless information can be overwhelming!

But the importance of data cannot be down played, it is central to almost all decisions we make in business, whether that be understanding our clients, the market in which we operate, our vulnerabilities and opportunities.

As a Customs Consultant I see day in day out, the impact that data plays on the international supply chain and for trade compliance. It is widely accepted that we operate in an ever changing highly dynamic environment characterised by detailed and onerous regulatory burden and considerable administrative penalties for breaches of customs related laws that with Corporate Multiplier aspect can often exceed the duty underpayment. As a consequence, the accuracy and integrity of the declaration information of businesses should be a major priority. To this end, the recent case of two Sydney-based beverage importers forced to pay more than \$1.25 million over misclassified plum wines and other fortified beverages should serve as a timely reminder. This is not a stand-alone case.

Identifying any potential risk exposure can initially be achieved through data analytics. From a trade compliance perspective, the process generally involves obtaining raw data and examining it, to identify any patterns and/or inconsistencies and pinpoint performance. The review of data not only mitigates potential vulnerabilities, which

can lead to financial penalties for both the company involved and potentially the end-customer, as well as reputational damage and loss of customers, but may also assist to identify retrospective duty refund claims and go-forward duty saving opportunities.

It is important that a review of data be done at regular intervals, with the results captured and filtered through the organisation to better understand past actions and help guide future behaviour. It further provides a level of comfort about the quality of information held in the system. This can also be important for accredited Australian Trusted Traders to ensure customs compliance obligations mandated via the legal agreement are maintained.

Carly Fiorina, former executive President and Chair of Hewlett-Packard Co, sums it up nicely with the following quote: "the goal is to turn data into information, and information into insight".

Through data analysis we are able to answer some of the following questions:

- What is our duty and/or financial exposure. This can be broken down by any number of parameters including country of origin, supplier and goods type.
- Where errors have been identified, are they one off or repetitive? The latter could indicate a skill shortage and the need for further training.
- What is the quantity of errors and the potential financial impact.
- In what areas are duty savings being achieved and what is the value of such savings.
- Are we utilising free trade and tariff concession orders to its maximum potential, or are there further opportunities?

Available in the market today is a suite of data analytic tools including Tableau and Microsoft Power BI which take a lot of the manual work out of filtering and sorting data to identify, in very little time and with minimal effort, high level opportunities and areas of potential exposure. Both also offer interactive visualisation of data with multiple dashboards and report functions being available.

Personally, I still use Microsoft Excel quite frequently and, while there is an argument that the software is archaic, the ease of use, acceptance of large amounts of data and availability is appealing to me. However, as a cautionary note, the results obtained are heavily reliant on the competency of the analyst.

The extraction of data files can be obtained from most clearance software into excel format, however data fields are often limited, and more than one report may be required to gain the full breadth of information needed to conduct a thorough analysis. More detailed data can be requested direct from the Cargo Operations System Support, Border Systems and Programme Management Branch, Australian Border Force via email: gstreport@abf.gov.au. While there is a small fee of \$66 excluding GST per ABN request of data, this is generally waived for Australian Trusted Traders.

Whilst this article touches very lightly on the "how to" of data analytics, I trust the importance of businesses knowing their declaration data integrity and to understand any associated exposure and risk has not been lost. The quality of data held is a business responsibility and the stakes have never been higher. Accordingly, a positive approach to data compliance, backed by an understanding of the regulatory framework and any changes, is necessary to ensure businesses continue to add value and minimise any compliance action.

Contact:

E: sharni@complianttradeconsultancy.com.au
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SHARNI KNOX
Mobile: +61 401 194 055

www.compliantcustoms.com.au

COMPLIANT TRADE CONSULTANCY
Unit 3 / 10 Northumberland Road,
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PO Box 2962, Taren Point NSW 2229
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Inaugural Care-Factor

Charity Night 2018

About Care-Factor

On the 14th Sept 2018 the Inaugural Care-Factor event was held at Dalton House, Darling Island in Sydney. The event was attended by close to 200 people and raised **\$24,767.35** for CanTeen through raffles, donation and live auctions.

Care-Factor started as an idea over a beer and discussions of how so often we talk about making a difference but don't actually take steps to put it into action. The team decided to create a fun industry evening that allowed people to make a difference in the lives of others.

In his closing remarks of the evening, Compliant Customs director Clint Latta said, speaking about organising the event, "I'll probably go home tonight and say it's been the best day of work I've done all year".

OrangeLime Consulting managing director Shane D'Aprile said they were committed to making an event that was not just about "having a night out", but bringing the industry together for a great cause. "Including partners and spouses gave the event a different feel from traditional

work/industry events, which we think added to the fun and warmth of the event".

Thank you to all those who supported Care-Factor and helped change a life.

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SYDNEY (8.30am to 4.30pm)
Tues 9 April 2019 – Novotel, Brighton Le Sands

BRISBANE (8.30am to 4.30pm)
Thurs 2 May 2019 – Novotel, Brisbane Airport

MELBOURNE (8.30am to 4.30pm)
Wed 19 June 2019 – Hyatt Place, Essendon Fields

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