



FERCAM

Dynamic logistics

Multichannel, green-logistics and innovation are radically changing the way we do things and understand the role of logistics



Editorial:

Logistics is becoming increasingly dynamic and innovative

The increased level of competitiveness and concurrency, as well as the geographical spread recorded in recent years between the production and marketing sites of many goods, require a complete review of the operational methods and management of logistics processes. For example, new sales channels (B2B and B2C), new fuel technologies (replacing traditional combustion engines) with hybrid or 100% electric solutions, autonomous vehicle driving solutions and new distribution channels for the management of the final mile with drones and autonomous distribution vehicles have entered and established themselves on the market. At the same time, the importance and sensitivity to environmental issues related to green logistics is growing, both



as a means of measuring the environmental impact generated by typical activities, and as a starting point for the introduction of innovative solutions and technologies.

In practice, the challenge for a logistics operator is no longer only linked to the ability to make transport costs and warehouse operations more efficient, but it is also essential to continuously review all logistics processes with a comprehensive view of issues including: the environment, stakeholders, technology, innovation, multi-channel sales, robotics, and IT solutions. The concept of 4.0 transport also makes use of increasingly advanced vehicles and infrastructure con-

nectivity and, of course, intermodality, in order to make the transportation of goods economically and environmentally sustainable. More and more multispecialized logistics operators such as FERCAM are establishing themselves on the market, able to provide services with high added value, fully respecting the environment, where consistency, reliability and safety throughout the service with customised solutions, guide the client when selecting their supplier. The world is changing and logistics must therefore keep pace.

Andrea Boninsegna
Marketing Manager

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Viewpoint

Logistics: the role of technological innovation in environmental protection

From long-distance transport on international routes, to local distribution, from reverse logistics to the promotion of intermodal road-rail services, from modern logistics centres to new packaging formulas for goods, sustainable logistics is a world involving many sectors of the economy. Combining respect for the environment with market requirements is a topical issue for FERCAM as a multispecialist logistics operator, with extremely interesting developments, also from the viewpoint of economic return.

The factors that have led to a greater use of transport resources

The factors that have led to a greater use of transport resources are the geographical expansion between the supply and final delivery locations of goods, the strong fragmentation and dispersment of deliveries, resulting from the explosion in the number of points to be served and e-commerce, a new sales channel that has seen small deliveries to individuals and companies rise. To improve and make distribution logistics more eco-sustainable, companies will have to rely more and more on well-organized logistics operators capable of managing multiple service needs and developing new models of

collaborative logistics (for greater saturation of the load capacity and simultaneous reduction of empty kilometres) thanks to the contribution of technologies currently available on the market. Regarding logistics buildings, the efforts made by logistics operators to make warehouse activities more environmentally sustainable are very evident, for example, the introduction of LED lighting systems, photovoltaic panels on roofs, the installation of geothermal systems and programmes for monitoring energy consumption.



First in Europe to order Tesla electric trucks

FERCAM is the first European logistics operator to secure the order for the Tesla Semi Truck, an electric truck with an 800 km range, whose deliveries will start in 2019. The Semi Truck promises exceptional performance, a maximum weight on the ground of 36 tons and is powered by four independent electric motors that drive the rear wheels.

FERCAM has always had a strong focus on environmental issues. It was one of the first companies to adopt intermodal road/rail transport to shift traffic from road to rail and thus reduce the environmental impact of its activities. By adopting electric trucks not only in urban areas, where they have been present for some time, but also for European transport, FERCAM intends to confirm its willingness to immediately adopt any available technology that improves the environmental impact of its services. In particularly sensitive areas, electric trucks can be an important component of global environmental protection.

What are the formulas to improve logistics activities and make them more environmentally sustainable?

Efficiency and innovation with low environmental impact in logistics centres, accompanied by greater implementation and promotion of innovative logistics projects, greater use of vehicles powered by alternative sources (hybrid, natural gas and electric), strengthening of intermodal services and introduction of best practices to improve the overall efficiency of the company supply chain. As a reflection point for the readers of WAYS magazine, I invite you carefully to read the following sentence: "Efficiency in the company can only be achieved when you have measured your activities well and calculated your environmental footprint."

Paolo Sartor
Logistics consultant

Environmental Report



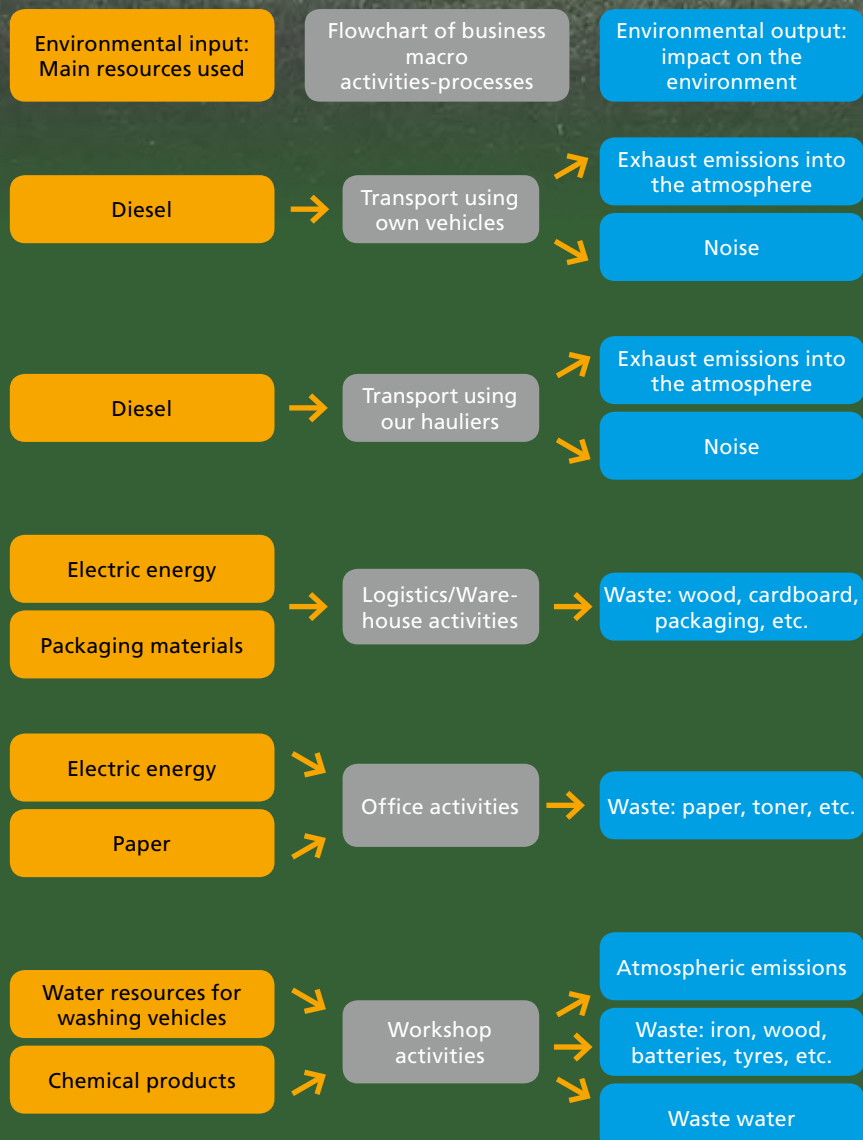
FERCAM has always paid attention to environmental issues in the organisation and management of its logistics and transport activities. Recently, the logistics operator published its first environmental report in order to document the management of its environmental issues. In this context, sustainable logistics is increasingly proving to be a lever for innovation in logistics service delivery processes and for being more competitive.

FERCAM has always paid the utmost attention to the issues of controlling and monitoring the environmental impact generated by its activities. In 1993, FERCAM already made a historical statement and certified its Quality System according to the international standard ISO 9001, maintaining and constantly improving it. In addition, since 2005 it has been implementing an environmental impact control programme for its activities, implementing and applying an Environmental Management System in compliance with ISO 14001 standard, integrated with the Quality Management System, to the Bolzano head office and branch. In 2016 FERCAM also implemented a management system for health and safety at work based on the OHSAS 18001 standard and obtained certification from the Bureau Veritas.

Environmental analysis

FERCAM analyses and verifies the impacts of the various environmental aspects related to its activities on an annual basis through an assessment procedure based on the company's own criteria and their importance. The graph shows the environmental analysis of business activities, identifying inputs and outputs connected to the company macroprocesses.

Environmental analysis of inputs/outputs of business activities



ENVIRONMENTAL REPORT

The report is available on the site of FERCAM SpA at the address:

<http://www.fercam.com/it/qualita-e-ambient>
(the data is up-to-date until the 31 December 2016).



Report Ambientale 2016

FERCAM

DATI AGGIORNATI AL 31/12/2016

FERCAM has won numerous awards and acknowledgements in the environmental field such as: the Enterprise Award for Innovation and the Good Energy Award.

Strategic environmental objectives

FERCAM implements the principles enshrined in its environmental policy by implementing initiatives aimed at achieving its strategic objectives, which are described below.

Application of internationally recognised environmental management systems

Reduction of environmental impacts through the application of the best available technologies

- constant renewal of the vehicle fleet
- monitoring / reducing empty kilometres and routes travelled
- development of intermodal transport solutions
- monitoring CO₂ emissions

Efficient use of energy, water and raw materials/use of renewable sources

- internal recycling of industrial water in the workshop
- adoption of technologies that reduce the consumption of raw materials (e.g. cardboard)
- interventions to promote energy efficiency (use of more efficient LED lamps)
- installation of photovoltaic systems in numerous logistics centres

Optimal waste management

- reduction of waste generation
- expert selection of disposal service providers
- initiation of recovery/recycling of waste where possible

Environmental disclosure to stakeholders

- publication of the environmental report
- development of sustainability report
- publication of environmental information through the website

Training and awareness raising of employees on environmental issues

- Ecodrive training for drivers
- publication of environmental issues through internal communication tools
- participation in environmental initiatives

Energy efficiency

The issue of energy efficiency is extremely important, both with reference to the adoption of technologies/plants that reduce consumption and with reference to energy saving. The latter is in fact a very powerful tool for reducing consumption of energy. Precisely in order to identify specific situations in which consumption can be better managed and reduced, FERCAM has carried out and continues to carry out specific analyses of the facilities in which it operates. The importance of this activity can be seen from the total surface area occupied by FERCAM warehouses operating in logistics and cross docking activities, which currently amounts to almost one million square metres. Overall, electricity consumption in 2015 stood at 10,900 MWh (partly supplied at low voltage and partly at medium voltage), of which about 10% was produced by photovoltaic and district heating systems. Since 2011, FERCAM has carried out numerous operations in terms of investment in renewable resources and energy efficiency.

Photovoltaic systems are present in the branches of Bolzano, Verona and Milan, with a total nominal power of 1,019.96 (kW). In terms of benefit on carbon dioxide emissions, these measures have saved almost 1,500 tons of CO₂ in the three years 2014 - 2016.



Electric vehicles

The race to E-Mobility

Electrifying part of the fleet of vehicles dedicated to the transport of goods will be an innovative and exciting choice that will be confronted with the training of employees in the management of warehouses, the use of power supply and vehicle maintenance.

At international level, we are witnessing an acceleration of the urbanization process: globally, in fact, the number of people who choose to live in urban areas is constantly growing, with a constant expansion of cities and an increase in the distribution of goods and waste collection. This means that the challenges of sustainable transport using zero-emission vehicles, such as electric vehicles, will be concentrated in urban areas.

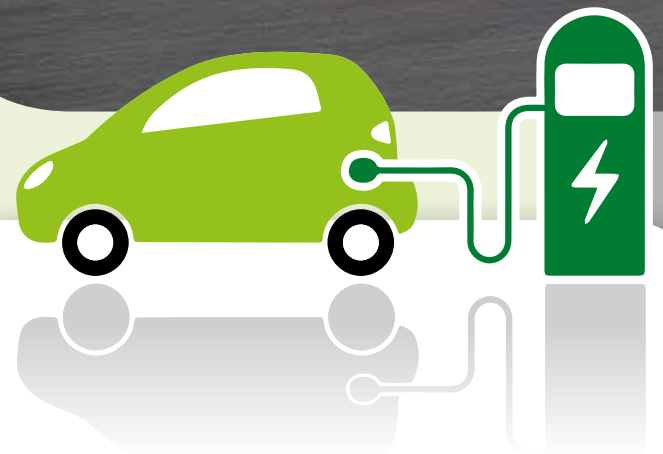
What will the requirements be for switching to electrical

The fascination of electric power continues to attract followers in the commercial and industrial vehicles sector and now all the main manufacturers have tried their hand at the race to promote less polluting vehicles. Precisely in order to prepare fleets for the major transition to electric vehicles, commercial and industrial vehicle manufacturers have developed applications that are proposed as suggestions when listing what the requirements for switching to electric should be in terms of depot management, power supply, maintenance and new employee skills. In addition, recommendations are provided for route optimization, vehicle configuration and charging

strategies. Electric vehicles In addition to the charging stations, the size of the depot will have to be adapted and safety aspects will have to be addressed when dealing with power supply, route planning and battery management issues. The availability of electricity should be proportionate to the number of electric vehicles and the recharging technology used. The technical competence and training of employees to carry out maintenance and repair work on electric vehicles will also be of fundamental importance.

The main critical issues

The ever-increasing demand for reduced emissions – particularly in metropolitan areas – has led to a strong interest from freight transport operators in using vehicles with particularly environmentally friendly traction systems. However, some critical issues still need to be overcome, linked to the current technological level of batteries and their disposal when depleted. The available batteries are heavy, bulky and subtract load capacity and volume. The technical solution to reduce battery charging times is also lacking, with the aim of reducing operating costs and making industrial and commercial vehicles even more attractive.



Starting from 2020 electric vehicles to be used in the centre of Oxford

The city famous for its prestigious historic university aims to become the first British city capable of achieving the zero emissions target. The city plan provides for the introduction of a total ban on petrol and diesel vehicles (without distinction between private cars, taxis and buses) in a central area limited to six roads by 2020 and in the whole city by 2035. Municipal institutions have already obtained a first £500,000 grant from the national government to build dozens of charging points for electric taxis and 800,000 more for electric private cars.



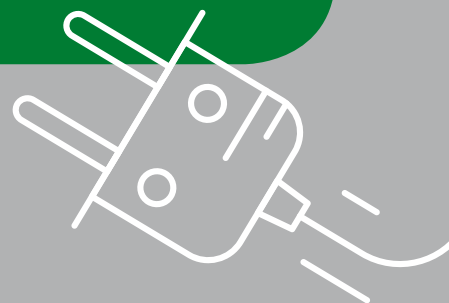
Some innovations from manufacturers

Daimler Mercedes-Benz has its road mapped out: the future of mobility will be played out in three lanes: electric vehicles, hybrid models and even combustion engines, but high-tech and highly efficient. This is the environmentally sustainable line that Daimler Mercedes-Benz intends to follow in its development and use of its vehicles, whether they are cars, commercial vehicles, buses or trucks. The idea is to bring forward different technologies, making them coexist and adapting them to the specific transport needs of the customer and vehicle models. But electricity seems to fascinate the German giant the most. Mercedes is developing projects for more than ten different electric vehicles in the various sectors that will be ready by 2022. The investment is colossal: more than 10 billion euros to expand the portfolio of EQ vehicles, the German manufacturer's electrified brand.

Going overseas, while Tesla's South African billionaire Elon Musk postpones the launch of the long-awaited electric truck known as "The Beast", it's now the turn of Aeos, an electric prototype of the well-known US diesel engine manufacturer Cummins. The performance is not as exciting as for "The Beast", since Aeos will only cover 160 km with electricity (powered by a 140 kWh lithium ion battery pack), and can then reach 480 km with the aid of a range extender diesel engine. Returning to talk about the Tesla semitruck from the photos it would seem to be more compact than similar vehicles and should have batteries in the range of 300 to 500 km, for urban use, but also on long-distance highways. The availability of a vehicle with these characteristics could open new possibilities in a sector that has always been monopolised by vehicles with combustion engines, which now with the advent of electric traction could be very advantageous in terms of cost savings and competitiveness of use.

Conclusions

Technological and cost developments, especially in batteries, will make commercial and industrial vehicles more accessible in the coming years. The impact of this transformation on the mobility of goods (especially in metropolitan areas, given the limited range of vehicles) and on the European manufacturing infrastructure will be strongly determined by infrastructure policies and manufacturers' industrial choices. Asian countries, and China in particular, are showing an extraordinary liveliness and propensity towards electricity that could determine in the medium to long term a competitive gap that Europe and the United States will struggle to close.



News from the world of FERCAM

Renewal of the Quality Certificate ISO 9001 for FERCAM

At the end of September and beginning of October, FERCAM renewed its ISO 9001 certification, moving to ISO 9001:2015. The new standard introduces the concept of risk based thinking applied to all business processes. The risk-based approach is in fact a preventive action. Risks are often considered only in the negative sense. This approach helps to identify opportunities for improvement. Risk-based thinking goes far beyond preventive actions because it involves analysing the context and processes to identify risks, take note of them and plan actions to eliminate

them or reduce the likelihood of them occurring.



New HQ for FERCAM Tunisia

Last July, in the presence of the Managing Director, Hannes Baumgartner, authorities, clients and collaborators, the new FERCAM Tunisia headquarters was inaugurated, located in the industrial area of Rades, near the port. Present in Tunisia since 2012 and, following the consolidation of traffic between the two shores of the Mediterranean and the expertise of personnel, FERCAM has managed in recent years to present itself as a highly reliable logistics operator in the connections between North Africa and Europe and beyond. FTL transport services are offered for full loads with 5 departures per week, LTL traffic to and from all over Europe - with fast courier delivery times, ATP controlled temperature freight transport with refrigerated semitrailers, shipping of containers to and from all international ports and logistics services for distribution and widespread collection throughout the Tunisian territory. In Italy, the FERCAM branch in Livorno – dedicated to this business - coordinates the activities of collection and delivery of goods in both directions of the Europa-Tunisia road network, with daily service from the ports of Genoa, Livorno, Civitavecchia, Salerno and Palermo. Its new headquarters has 7000 square meters of which 2000 square meters dedicated to warehouse for handling and management of goods in a customs environment. Customs advice, transport document management and control, and documentary credits are offered. To guarantee the goods managed by the Tunisian branch, the area is protected and monitored 24 hours a day and provides for monitoring of all vehicles entering and leaving the plant.



FERCAM expands in Serbia

The expansion in Europe continues unabated with the opening of a new subsidiary in Serbia, FERCAM DOO BEOGRAD. The new subsidiary is based in Belgrade and has been operational since 1 August 2017. The management was taken over by Marko Kambic, an experienced logistics manager who, with a staff of three new Serbian collaborators, which will be increased to 5 by the end of the year, manages all full and partial loads to and from Italy.

"We are very confident about the development of FERCAM Serbia, which, thanks to its experienced and local staff, is perfectly able to offer its clients tailor-made services that respect the country's specific characteristics", says Hansjörg Faller, FTL (Full Truck Load) Manager of FTL Freight Management for FERCAM SpA.

All the branches and subsidiaries of the FERCAM Group will be able to make use of the services offered by the newly established FERCAM BEOGRAD, creating added value and support for all those companies in Italy that see internationalisation as a further outlet for their services.

(for more details see Country Profile Serbia on pages 12 -13)



FERCAM Palermo: stronger presence and widespread service in Sicily



With its new branch in Palermo, FERCAM is strengthening its presence in Sicily, where it has been present for three decades in Catania. "With this new headquarters (and more) we optimize the last mile, ensuring greater proximity to our clients in the provinces of Palermo and Trapani, who are especially companies in the wine, food and oil industries that need to reach their national markets in a very short time as well as euronational" says Giuseppe

Rubini, operational manager of the Italian Distribution Department of FERCAM SpA. The new FERCAM facility in Palermo, operational since August 2017, is located in Carini (PA) and has a 10,000 sqm surface area as well as a warehouse of 3,500 sqm and 25 loading bays for easy loading / unloading of the same number of vehicles at the same time. The management was entrusted to Giacomo Mangano, a deep connoisseur of the island and who has a long experience

in the distribution sector. FERCAM Palermo will guarantee distribution in the provinces of Palermo and Trapani, being directly connected to the HUBs of Bologna, Piacenza, Naples and the Catania Branch; therefore, it will be available to its customers in Palermo and Trapani to optimise the supply chain. For Palermo the arrival of vehicles is expected in the early hours of the morning in order to ensure distribution on the same day of arrival.

FERCAM organises logistical bypass to overcome the Rastatt crisis in Germany

Due to the work required to restore the railway line in the Rhine Valley at Rastatt (near Karlsruhe), which lasted seven weeks (from 12 August to 2 October 2017), FERCAM offered an alternative solution with a logistical bypass. "We set up a special website (<http://update.fercam.com>) which was constantly updated during the period of the railway line's renewal, where in addition to news and general information on the situation, clients were also in contact with our staff of reference for domestic and foreign clients", says Managing Director of FERCAM Hannes Baumgartner.

All goods normally transported by train, for which the client was prepared to accept longer transit times, were transported on lines other than the Rhine Valley, or via Brenner, within the capacity limits. As an alternative for goods defined as "time critical" with tighter delivery times, so as not to stop production chains, for market supply or for pre-established departures of container ships in the Port of Rotterdam and/or Antwerp for further intercontinental forwarding, FERCAM used its fleet of vehicles as well as third party operators already at the service of the South Tyrolean logistics operator. "Thanks to our many years of experience in combining different production systems (intermodal and road) we were able to find satisfactory transport alternatives for Italian importers and exporters and therefore for the economy of our country", explains Baumgartner.



NEWS from the world of transport and logistics

The technological upgrades in logistics are the driving force for economic growth

According to data from a recent study conducted by the World Bank, over the last year, the countries with the best logistics performance have recorded higher economic growth, with an increase of 1% in GDP and 2% in trade, for the same per capita income. This means that a competitive logistics network has a significant impact on the national economic system. To achieve high levels of competitiveness, we must invest in the traceability of the process phases, which in turn allows a reduction in delivery times. It is not enough to just look at the activities close to the sales; the internationalization of logistics processes increases the complexity of the supply chain, so you need to focus on every single step. Hence the importance of digitizing processes and data.

Source: World Bank

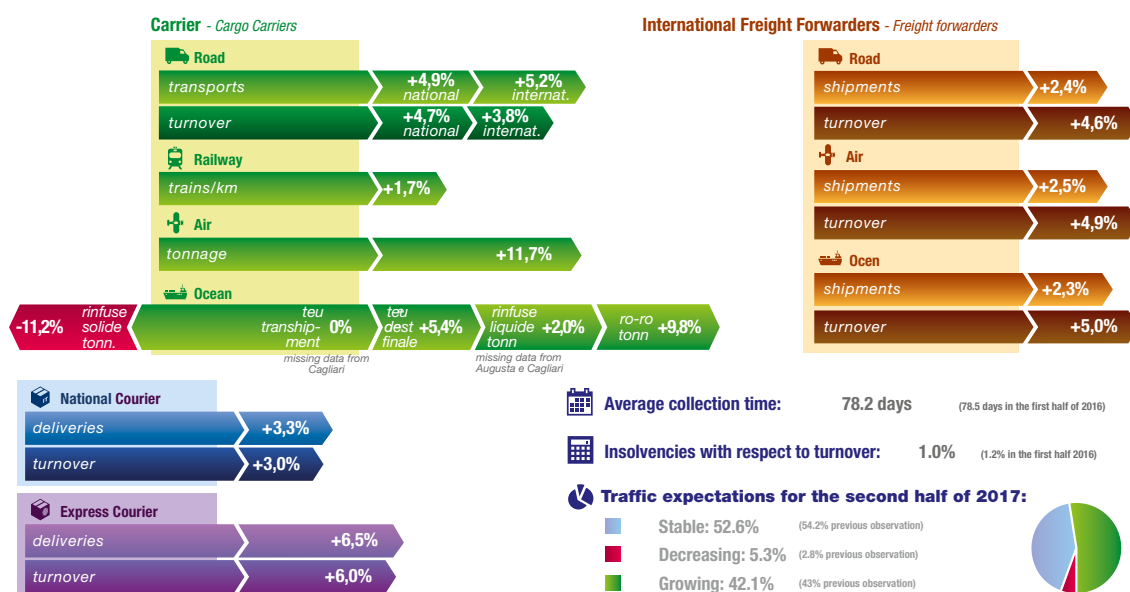


Freight transport: the data in the Confetra Economic and Financial Report relating to the first half of 2017

The Economic Note on Freight Transport by the Centro Studi Confetra (Confederazione Generale Italiana dei Trasporti e della Logistica) regarding traffic in the first half of 2017, if compared with the same period from 2016, shows clearly positive results. The only exception is the transport of dry bulk, which has seen a general decline in several ports (-11.2%). In general, the data shows that the recovery in the sector is consolidating and the crisis is now behind us. The expectations of most operators remain optimistic also for the next six months. For detailed information on traffic volumes and turnover trends by transport mode and sector, see the table below.

Traffic and Turnover

2



McKinsey consulting firm forecasts the development of the shipping sector in 2067

In 2067 the shipping sector will enter a completely new era, since new technologies will force all the players in the maritime distribution chain to become digitalized, otherwise they will go bankrupt; ships will have reached a size of up to 50,000 tonnes, spurred by an increase in containerized traffic, which will range from two to five times the size of today's. These are just some of the results of the new McKinsey and Company report which recently predicted the factors that will affect containerised shipping in 50 years' time. In the report McKinsey says that the extent to which the sector develops will depend on growth in emerging markets, changes in production readiness, dematerialisation of demand and uncertainties in geopolitics and politics. Digital processes such as the block chain, megadata and the Internet of Things are the new disruptors and the era of the fourth industrial revolution presents a future in which technologies such as artificial intelligence will dominate our distribution chains.

Contract Logistics Observatory: logistics on behalf of third parties is worth 80 billion Euro

The Contract Logistics sector, which is becoming increasingly green, digitalised as well as a comprehensive distribution network, confirmed its good health in 2017, with expected revenues of €80 billion and growth of 1.8% in real terms compared with the previous year, consolidating the positive trend of the last four years (+1.4% in 2016, +0.7% in 2015 and +1.4% in 2014).

A press release from the Contract Logistics Observatory of the Politecnico di Milano explains that the positive values are driven by the increase in freight traffic, the continuous increase in sales abroad and a decisive recovery in Gross Domestic Product.

Italy at the forefront: Uirnet launches anti-terrorism system for cities

Italy is at the forefront of the fight against terrorism and in the technology to protect urban centres from the risk of attacks perpetrated by launching vans and vehicles into crowds. Uirnet, a company of the Ministry of Transport, which for years has been involved in the supervision of dangerous goods and the optimization of distribution routes in urban centres, has developed a project at the forefront of the world for the control of the entrance gates to city centres, commercial vehicles and their drivers. The project, originally designed and drawn up to streamline the distribution of goods in cities, was selected by Parliament as a pilot project and will be tested in the cities of Palermo and Matera during events for European cities of culture. The system is based on a control loop that encloses the urban centres that will be equipped with intelligent access points, in a position to automatically identify the truck and who drives it. The system's strengths are, besides a low cost, a setting able to prevent the entry to those who may have terrorist intentions, and a form of information interface, also with facial recognition, between the various access points such as to trigger in real time the states of alert for unauthorized vehicles and unknown drivers.

Country Profile SERBIA

Serbia as an extension of the Italian business platform

Thanks to its geographical position in the middle of the Balkans, Serbia for the multispecialised logistics operator FERCAM is also playing an increasingly important role in access to the markets of Montenegro, Macedonia, Kosovo and the Republic of Bosnia and Herzegovina, as well as transport links to Germany and the United Kingdom and important opportunities in the Russian market.



Italy's proximity to Serbia, facilitated by excellent land and air connections, has represented and will continue to represent excellent opportunities for Italian companies to do business with

this country. Serbia, thanks to its position as a crossroads in the Balkans, has over time ensured excellent connections between Western and Eastern Europe. It should be noted that Serbia also

plays a strategic role in terms of exports to Russia, Belarus, Kazakhstan and Turkey, with which it maintains free trade agreements.

Booming and positive economic parameters

Starting in 2013, Italy has strengthened its commercial position, remaining until last year as the first commercial partner of Serbia. In 2016, Italy continued to grow in the value of exports, totalling 3.7 billion euros, and is for Serbia still the largest import-

er of vehicles, clothing, steel and footwear and the second largest exporter of vehicles, textiles and machinery. Our country ranks second in terms of total trade, just ahead of Germany. A positive feature recorded in 2016 was the improvement in our trade balance with Serbia due to a greater increase in our exports (1.792 billion euros, +3.5% in 2015) compared to imports (1.955 billion euros, +0.4% in 2015). The number of Italian companies that have invested in this territory has almost tripled in recent years - there are about 500 SMEs (small and medium-sized enterprises) with a turnover of 2.4 billion

Opportunities in the Russian market

The absence of customs barriers along with free trade agreements between Belgrade and Moscow greatly facilitates trade between these two countries. As Serbia is excluded from the Russian embargo on restrictions on imports of agri-food products of EU origin, food trade has also increased significantly since this provision of the Russian Federation came into force, resulting in increased refrigerated transport to Russia.

An improving economic position

The Serbian economy made good progress in 2016, when, as reported in the World Bank's Doing Business Report 2017, it rose from 54th to 47th among the 190 countries surveyed. Regarding the main macroeconomic indicators, in 2016 gross domestic product (GDP) grew by 2,7 %. According to estimates by the International Monetary Fund, GDP is expected to increase by 3% in 2017. Annual inflation stood at 1.6%. A further indicator of macroeconomic stability is the drastic reduction in the cost of capital, with the average interest rate falling from 9% to 4%.

euro - and within the framework of the privatization process initiated by the Serbian state, Italian companies are in second place in terms of the number of compa-

nies purchased. Business sectors in which Italian companies operate are: automotive and car-related industries, banking and insurance, textile and agriculture

with good prospects for expanding collaboration in the export of agricultural and food processing machinery. In addition, interest in the energy sector is increasing strongly, especially in wind, hydro, biomass and solar energy projects, which the Serbian authorities consider strategic for the economic development of the industry. Serbia recently ratified a cooperation agreement with Italy for the construction of hydroelectric power stations. Finally, Serbia has launched the EU accession process, which will lead to a greater opening of the market and make it easier for European companies to integrate into the economy of this country.

Infrastructure and construction

The construction and infrastructure sectors offer great opportunities, thanks to access to European and other countries' financing (for example, the Arab Emirates) which have granted loans at very low interest rates. The most interesting segments are certainly: rail and road transport, civil infrastructure, supplies of materials and building products that see some Italian companies actively participating in infrastructure construction projects.

Reasons for opening FERCAM Serbia

Hansjörg Faller, Head of Freight Management FTL (Full Truck Load) at FERCAM SpA, is very confident about the broad growth prospects of the new branch in Serbia. "Many of our historical customers in the European market appreciate our territorial proximity and having moved much of their production to Serbia, our goal is to offer them reliable transport services to and from Serbia and neighbouring countries such as Bosnia and Montenegro with our own fleet and with carriers from Eastern European countries. We currently offer our customers full and partial loads for general cargo and refrigerated goods, customs assistance and since November a new groupage line for Turkey. In the medium term, we plan to expand our service with the intermodal road/rail system as well".

Serbia in numbers:

Constitutional form: Parliamentary Republic of Serbia (the current President of Serbia is Aleksandar Vučić)
Surface area: 88,361 sq km.
Population: 7.057 million inhabitants (2016)
Life expectancy: 75.49 years (2015)
Population density: 93 inhabitants/km².
Capital: Belgrade
Largest cities (inhabitants): Belgrade (1,659,440), Novi Sad (388,490), Niš (260,237) and Kragujevac (179,417)
Language: Serbian
Religion: Christian - Orthodox
Bordering countries: Hungary, Romania, Bulgaria, Macedonia, Albania (through the disputed status territory of Kosovo) Montenegro, Bosnia and Herzegovina and Croatia.
Currency: Dinar (RSD)
Unemployment: 13.0 (%): (2016)
Public debt: 23.9 billion Euros (equal to 65.7 % of GDP) (2017)
GDP: 37.75 billion USD (2016)
GDP per capita: 5,348.29 USD (2016)



FERCAM in Serbia

Country Manager: Mr. Marko Kambic
Founded: 2017
HQ: Belgrade
Services: FTL (Full Truck Load) and LTL (Less Than Truck Load) and customs assistance
Personnel: 5 employees
Commercial sectors: automotive, furniture, textiles, packaging and domestic white goods
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Removals and Art

Gondrand going on

The "New Deal of GONDRAND" continues without stops and with utmost satisfaction in terms of the type, method of acquisition and importance of the contracts of the Moving Removals and Art division with an increasingly international presence. We also present the new Relocation service - operational from this year - which is becoming the key to entering new business sectors of the Removals and Art service.

Operational from this year, the the new "Relocation" service from Gondrand by FERCAM

The Relocation and Immigration service consists in providing 360° assistance to Italian and foreign professionals and their families when they intend to move to Italy or abroad. The aim is to facilitate the transfer of professionals and relieve them of a number of everyday tasks, allowing them to focus on work in the new destination country. The services offered range from searching for a rented house, to assisting with the enrolment of children in school, from orientation visits to the destination city to assistance on departure after the assignment. Alongside Relocation, Gondrand by FERCAM provides a service for the processing of immigration practices, aimed at both EU and non-EU citizens, such as obtaining work and residence permits, visas to/from Italy, obtaining a tax code, enrollment in the National Health System, opening a bank account and the possible conversion of their driving licence. The client portfolio for this particular service currently includes important multinational companies, such as: Loro Piana, Air France, Davide Campari and Salvatore Ferragamo.

International overseas removals

Gondrand by FERCAM offers overseas removal services using leading shipping and air companies, supported by a network of international correspondents associated with major trade associations such as FIDI and I.A.M. (International Association Movers) offering door to door services of the highest quality. "During the year - specifies Giuseppe Vantini, Director of Moving and Art Gondrand by FERCAM SpA - we have organized more than 100 overseas removals in and out, achieving high quality standards in the management and execution of the transfer. There are a lot of people who have used our services and given extremely positive feedback" - concludes Giuseppe Vantini. Moreover, for years it has been the official supplier of the two major Italian banking institutions, UniCredit Group and Intesa San Paolo, for which it manages removal services to and from all over the world..



Moving service for the 57th edition of the Venice Biennale Art Festival

The 57th International Art Exhibition, curated by Christine Macel and titled VIVA ARTE VIVA, is open to the public from Saturday 13 May to Sunday 26 November, at the Biennale Gardens and at the Arsenale and in the historic centre of Venice: 120 artists, 103 of whom will be present for the first time at the main exhibition, 86 National Attendances, a special project and 23 selected side events. The Fondazione della Biennale di Venezia has appointed the Removals and Art service of Gondrand by FERCAM SpA as the official agent for the local transport of the artworks exhibited at the 57th International Art Exhibition 2017 (coming from EU and non-EU countries including customs and fine arts operations on return from the exhibition).. The services contained in the tender specifications include logistical support - operational and consultancy services for the transport of materials and works of art, local transport operations to and from the places of arrival in Italy and the exhibition venues of the Biennale, and the processing of customs (and fine arts when required) related to the temporary importation of artworks and their subsequent re-exportation. The contract period is from 20 March to 31 January 2018.



The Lazio Museum Centre has entrusted Gondrand by FERCAM with some delicate work to move and to support the restorers in the offices of the Palazzo Venezia and the Castel Sant'Angelo

The Art Division has been selected by the Lazio Museum Centre to manage the handling, preparation, transport and packaging of some works of art in the two offices of the Palazzo Venezia and Castel Sant'Angelo. The works in question are mostly antique and delicate: ivories, antique desks, religious statues, iconography, tapestries, paintings, Samnite weapons and statues of various types and materials.

Gondrand will also be responsible for the preparation of the paintings in one of the exhibition halls in Castel Sant'Angelo and is offering additional internal handling services on the occasion by advertising a series of photographs of antique tapestries. The highly specialized staff from the Fine Art department of Gondrand by FERCAM supported the restorers during the delicate work necessary to detect defects and the general state of the works, to prepare the photographic works (after having secured the ancient floor on which it was necessary to operate). Gondrand by FERCAM will also be involved in the movement of some antique items at Palazzo Altieri, located in Oriolo Romano. "On this occasion, as on many others, I am extremely satisfied with the care, commitment and passion with which our Art Department and technical staff carry out their duties", Chiara Prisco - Fine Art Manager of Gondrand by FERCAM SpA points out.

Relocation of the General Management of Salesian Works to Rome

On the orders of the High Council of Salesians, it was decided to entrust the responsibility for their transfer to the Removals and Art Division of Gondrand by FERCAM because, as can be seen in the motivations for their choice, "only this operator has expressed the capacity and organization to carry out such a delicate task".

Via della Pisana - Rome; on an area of 45 hectares stands what for over 50 years has been the decision-making centre for the coordination of Salesian missions and the countless congregations connected to it. The headquarters in Via della Pisana is comparable in importance to our Presidency of the Council of Ministers; it is in essence the place where the evangelical actions of the Salesians are decided and what to do to help young people recover from the streets in every part of the world.

The phases of the delicate move

The Removals and Art Division of the Rome branch, after an inspection, presented a time schedule for the handling of 3500 cubic metres, and planned to transfer the historical archive of the Order of Salesians, with important manuscripts of San Giovanni Bosco, the historical photographic archive and the entire Library, for a total of over 350 pallets, to a Gondrand warehouse area. The move required about 40 consecutive days of work by men and vehicles from Via della Pisana to the new headquarters in Via Marsala (also in Rome), as well as distributed to other Salesian centers in Italy and abroad. The shipment of containers with school benches, church benches, hospital beds, sacred furnishings necessary to set up new missions and field hospitals in Rwanda in Kigali, in the Papuan interior of New Guinea (still inhabited largely by primitive tribes) and the Ivory Coast in Abidjan was organized.



The whole process was filmed and photographed during the many phases by Father Jacob; our staff and our trucks became part of the historical photographic archive of the Salesians.



"GONDRAND has entered the history of Salesian Works, we are part of them and a trace of the work we have done for them will remain forever" - Massimo Mari senior commercial department Gondrand by FERCAM SpA.

Training

Training as a means to create value

For a multispecialised logistics operator such as FERCAM, personnel training plays a strategic role as a lever to facilitate change and as a competitive factor capable of generating value for the client. In particular, for the logistics sector, the fundamental need is to have at its disposal specialised and continuously trained personnel to respond to the new and diversified requirements of the client.

In the face of an ever increasing level of complexity and speed of business, training for a logistics operator such as FERCAM represents a fundamental tool for developing and consolidating people's skills, in order to anticipate client needs or at least to be on the same wavelength as the new challenges imposed by the market. Professional training is a win-win tool, as the person can acquire knowledge, in all forms, knowing what to do or knowing what to be, and on the other hand the company and clients benefit from interaction with professionally motivated and trained staff. In the current international competitive environment, logistics and transport activities are becoming increasingly complex and strategically important due to their increased economic weight and the expansion of markets.

FERCAM's vision in the field of training

To meet the logistical needs of clients with high added value services, a multispecialist operator such as FERCAM needs highly qualified and motivated collaborators. The main trends that emerge today in the market for transport and logistics services - in the face of a general increase in competition - clearly indicate that winning is achieved by constantly improving the ability by which personnel can interact with and listen to potential clients.

FERCAM Days

In the area of training, FERCAM organises an event called "FERCAM Days" three times a year, aimed at all new recruits of FERCAM Italy. The three intensive informative and training days provide participants with an opportunity to get to know the company, its structure and organisation, as well as its key values and corporate culture in greater depth.

FERCAM attaches the utmost importance to the training of personnel, because in a logistics services company, being able to count on motivated and welltrained personnel is a prerequisite for meeting client needs.



Networking with technical schools and universities

FERCAM believes in having relationships with technical schools and universities in order to have highly qualified and specialised personnel for the variety of services offered by the different divisions of FERCAM to respond to the new and diversified needs of clients at operational, administrative and commercial levels. For this reason FERCAM is a partner and actively collaborates with numerous technical schools and universities, with the organisation of classroom presentations by managers, guided tours of branches and logistics centres and internships/training and educational internships at our offices in Italy and abroad.

We take stock with our Manager of Human Resources



We have listened to Roberto Flaim's point of view - the Human Resources Manager for FERCAM SpA.

How was the 2017 Training Plan for FERCAM organised and what have you programmed for 2018?

During the current year FERCAM has organised numerous training courses in management, sales, languages and IT aimed at developing and improving staff skills. In preparing the training activities for 2018, we decided to use a tool that would allow us to accurately and quickly understand the training needs of our employees. Through an online survey, every employee was asked to present their development needs and indicate the degree of priority in close relation to the needs of the specialist services offered by the various FERCAM divisions. In 2018, given the growing internationalisation of markets, we will organise targeted routes for customs-tax and information systems, to give just two examples.



The participants of FERCAM Days, held from 16 to 18 October in Bolzano at the headquarters of FERCAM SpA.

Railway logistics

2017 could be the turning point for rail freight

FERCAM, a family owned logistics company established in 1949, already bears in its name its intermodal calling; FERCAM is an acronym of Ferrovie (Railways) and Camion (Trucks) originating from the activity of transferring railway wagons to specialised road trailers from the railroad lines to the production sites. Over the years the company has become one of the largest operators in the sector and one of the pioneers of Italian railway intermodality.

The general conditions on a national and European level seem to be favourable today for the development of rail freight transport and for a major modal rebalancing with the road system - as requested by the European Union - for four reasons:: the presence of private cargo railway companies has been consolidated; the importance of the Mediterranean area has been strengthened; the Transport Market Regulatory Authority (A.R.T.) is fully operational and, finally, the 4th Railway Package for the complete interconnection and deregulation of services has been approved.

At the same time, the Ministry of Transport, with its "cura del ferro" (lit. "iron maintenance") - responding to the necessity to conform to European standards regarding TEN-T networks - has finally given priority to a series of infrastructural interventions, such as: the extension of the length of trains to 750 metres by 2019 (compared with 550 metres today); an increase in the maximum towable weight to 2000 tonnes by the end of 2017; the modification of the dimensions of railway tunnels by 2020/22; the use of high-speed network night-time jumps in 2018 for the combined transport of semi-trailers and the introduction of provisional drivers for traction units by the end of 2017.

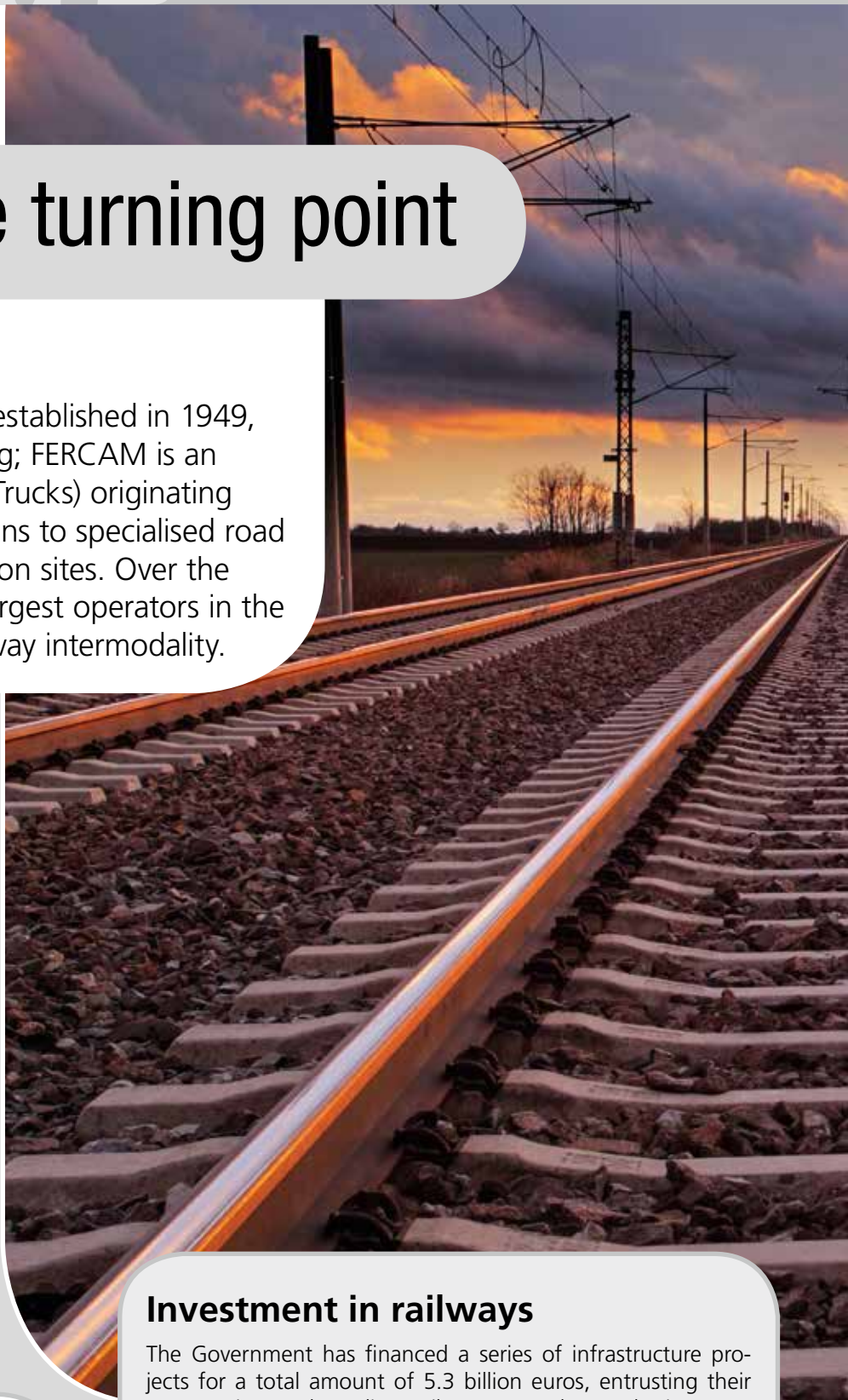
Keywords

"Cura del Ferro" - Italian railway policy

The "cura del ferro" which is strongly desired by the Minister of Infrastructure Graziano Delrio, in addition to strengthening rail transport as a whole, has the ambition to permanently link Italy to major European logistics circuits. Italian companies lose resources in logistic inefficiency, more than 12 billion a year. For this reason the government, in agreement with the State Railways, regions, cities and enterprises, is working to improve Italian logistics so that it functions as a single system. The transfer of intermodal loading units from road to rail is therefore a good starting point for making the national logistics system competitive. Further progress could be made by also using the high-speed/high capacity rail network for the organisation of freight trains.

Investment in railways

The Government has financed a series of infrastructure projects for a total amount of 5.3 billion euros, entrusting their construction to the Italian Railway Network. But the interventions planned by the Government do not end there. In fact, Brussels have financed and approved the railway bonus and a railway toll incentive for railway companies to anticipate the positive effects of infrastructure interventions. On paper, therefore, 2017 could be a turning point for a decisive relaunch of rail freight transport, to reduce the cost of rail transport and thus make intermodality more competitive. The Italian Ministry of Transport has set itself the target of increasing the current share of rail traffic by 50 % to 11-12 % by 2021. We should point out that intermodality in our country is the lowest in Europe, accounting for only 7 % of all goods transported using this method, compared with the European average of 18.7 %, 22.4 % in Germany, 35.5 % in Austria and as much as 70 % in Switzerland.



“ Over the years, other freight transport systems have increased their overall transport capacity, the train has never done so and now the conditions are in place to achieve this. ”

Paolo Sartor

Logistics consultant

Synergy with rubber

The development of rail freight transport is no longer linked - as it was until recently - to the economic trend of a country, but rather to the ability of rail operators to propose more competitive solutions in terms of costs and service compared to all road. In this general context, the development of intermodal road-rail traffic should be pursued together with road transport, i.e. in synergy with the major road haulage companies. For its complete development, intermodality must not only be thought of as a single market or product sector, but must become a productive system in the movement of goods that creates a competitive advantage for companies.

A green railway logistics project

The opening of the FERCAM logistics centre in Sassuolo in 2002 gave a significant boost to the development of combined transport, created with the aim of offering local ceramic producers an efficient service for the shipping and distribution of Italian tiles in Germany and the Benelux countries, offering the Sassuolo-based ceramic companies a service for collecting tiles from production plants, with subsequent storage and dispatch preparation according to a philosophy of optimising delivery times, as well as transport and distribution to importers of ceramics at building sites and DIY centres in Germany and the Benelux. An innovative and sustainable transport offer, and also competitive in terms of business costs; combined transport by railway transports the finished product to the markets of Northern Europe, while upon return the considerable load capacities are used to transport the raw materials needed for the production of ceramics and tiles, namely clay, kaolin and feldspar from the extraction areas. It is therefore a perfectly balanced transport. Optimum organisation of physical product workflows allows a reduction in stocks of raw materials and finished products. Following its success, the FERCAM Company Train was set up in 2008, six departures a week with a company locomotive connecting Verona Quadrante Europa with Cologne. FERCAM collects the tiles in the Sassuolo area and consolidates and transports them to Germany using mobile crates or containers; for the return journey, the mobile crates and containers load clay in the Frankfurt area for the Sassuolo ceramic producers.

FERCAM ("Ferrovia Camion" - translation, Railway Truck) has always organized transport solutions with the intermodal road-rail system; it organizes numerous Train Companies with daily direct lines to and from Northern Europe and also makes use of open services organized by intermodal operators on various international traffic routes. In 2014, the operator from Alto Adige, in order to further strengthen its position on the Intermodal market, took over the intermodal branch of the company SAE in Trento (with a turnover of approximately € 20 million) and during 2018 the operational integration within the FERCAM Group will be completed. The volume of intermodal transport with trailers managed by the Bolzano branch has also grown considerably and today FERCAM uses the road-rail system to manage over 40,000 consignments per year.

We keep your business in motion



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