

# ACROSS BORDERS

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FOR CUSTOMERS**



10 YEAR ANNIVERSARY – FREIGHT & TRADE ALLIANCE

**A STRONGER, MORE EFFICIENT, AND COLLABORATIVE BIOSECURITY SYSTEM –  
THE HON SENATOR MURRAY WATT**

REVIEW OF APSA CONFERENCE AND AGM

“KEEPING AUSTRALIA’S INTERNATIONAL TRADE MOVING”



Australian Peak Shippers  
Association Inc. (APSA)



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# ACROSS BORDERS

EDITION TWO 2022



## FTA CELEBRATES A DECADE OF ACHIEVEMENTS

This second edition of Across Borders for 2022 marks 10 years since the inception of Freight & Trade Alliance (FTA).

Importantly for over half of this time we have also been the contracted secretariat for the Australian Peak Shippers Association (APSA).

Thank you to all FTA and APSA members, committee of management representatives, sponsors and all who have actively contributed to what is now a highly respected and influential advocacy alliance. A special note of appreciation is also extended to our past and present team of professionals.

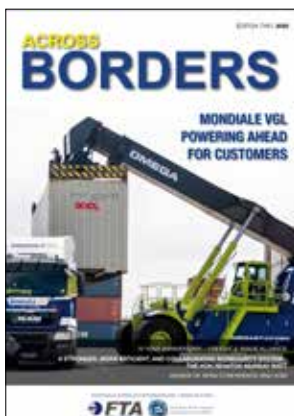
Collectively, we now have a tremendous platform to build on in the years ahead to maintain the spotlight on positive reforms including the need for urgent action across biosecurity, shipping, and landside logistics.

To that end, we are grateful to the Minister for Agriculture, Fisheries and Forestry, Senator the Hon Murray Watt and Dr. Chris Locke, Deputy Secretary Department of Agriculture Fisheries and Forestry for providing editorial contributions and a commitment for ongoing engagement to deliver much needed trade facilitation reforms.

The remainder of the year and into 2023 will see FTA and APSA continuing close collaboration with the Productivity Commission as they finalise their important review of Australia’s Maritime Logistics System to tackle unfair shipping practices that are resulting in flow-on inflationary pressures across the Australian economy.

We look forward to our engagement with the Federal Government to implement the commission’s recommendations to bring an end to the scourge of rapidly increasing Terminal Access Charges administered on the transport sector by stevedores and empty container parks, more reasonable container detention practices and an environment seeing foreign owned shipping lines operating without exemptions to Australian competition law.

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



Front cover –  
sponsored by Mondiale VGL

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Australian Peak Shippers Association Inc. (APSA)

# JOIN THE ALLIANCE

## 2023 Membership Benefits

**ADVOCACY** - Freight & Trade Alliance (FTA) and the Australian Peak Shippers Association (APSA) are the leading industry bodies representing the international trade and logistics sector. This is achieved by bringing together importers, exporters and logistics providers to form an influential advocacy body. Importantly, we also ensure that members are at the forefront of all emerging supply chain issues through our responsive operational support, professional development training, industry updates, commercial services and corporate events.

**REAL TIME SUPPORT** – FTA Premium Members have real-time access to our support services as an extension of your operational team – through our extensive network and access to key personnel across government and commerce, we can assist businesses with operational matters.

**LEGAL SUPPORT** – Providing legal counsel to FTA is Customs Global Trade Law (CGT Law) and Mills Oakley for APSA. FTA members are eligible to receive up to 30 minutes free legal support per issue from CGT Law.

**TERMS & CONDITIONS** – Exclusive to FTA members, for the one off payment of \$825 (incl GST) receive from CGT Law a clear, concise and legally robust set of trading terms and conditions

designed specifically for customs brokers and forwarders; a letter explaining the Terms & Conditions; a template credit application; a letter of authority; a credit application and guarantee; letter for use to customers introducing the new terms and conditions; ACCC Court Action Trading Terms Case; and updates to the documents due to legal developments (all proforma documents are provided in Word format).

**INSURANCE SUPPORT** – FTA Premium members receive free insurance review & support from Logical Insurance Brokers.

**WORKPLACE / HR CONSULTANCY** – FTA Premium Members receive hotline support via Employsure.

### CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

discounts apply to FTA members to attend our one-day conferences to assist customs brokers in meeting their annual licensing obligations. Each event provides participants with 24 CPD points. Additional topics can be completed online complimentary to attendance, to meet the required 30 CPD points for the licensing period of 1 April 2022 to 31 March 2023.

### CPD - BORDER COMPLIANCE PROGRAM EVENTS

Friday 5 May 2023 - Novotel Brighton Beach Hotel, Brighton Le-Sands  
Saturday 6 May 2023 - Novotel Brighton Beach Hotel, Brighton Le-Sands  
Friday 19 May 2023 - Hyatt Place, Essendon Fields  
Saturday 20 May 2023 - Hyatt Place, Essendon Fields  
Wednesday 14 June 2023 - Brisbane Airport Conference Centre



### ACROSS BORDERS MAGAZINE –

we supply members a FREE member magazine providing expert commentaries on emerging trade and government reforms (both in hard copy and electronically).

**ALERTS** – our webinars, podcasts, daily notices (some content password protected) and weekly report keep members at the cutting edge of operational matters, reforms and advocacy activity.

**SHIPPING REPORT** - regular updates and consolidated monthly reports

### EARLY BIRD REGISTRATION SPECIAL PACKAGE

Member Early Bird Registration provides you with a unique 30+ CPD points including Continued Biosecurity Competency (CBC) as prescribed by the Department of Agriculture, Fisheries & Forestry.

- attendance at one of the above listed CPD Border Compliance Program events – 24 CPD points
- complimentary access to mandatory Continued Biosecurity Competency (CBC) online via ComplianceNetFTA.com.au ; and
- complimentary access to a further 6 CPD points in Stream A via ComplianceNetFTA.com.au

**REGISTER NOW** at [www.ftalliance.com.au/upcoming-events](http://www.ftalliance.com.au/upcoming-events)



**NOTE:** The Department of Agriculture, Fisheries & Forestry reserves the right to add additional mandatory CBC sessions during the accreditation.

**ONLINE CPD / CBC** – we offer extensive material via ComplianceNetFTA with courses, resources and online assessment available at listed prices. FTA members are offered unlimited CPD and CBC content for \$165 (incl GST) per person per accreditation period (1 April to 31 March).

**APPROVED ARRANGEMENTS / DEPOT / RACA** – we have partnered with Andrew Christie Consulting to provide advocacy support to our Biosecurity Treatment Provider Reference Group (BTPRG).

AA, Depot and RACA application services available – price on application.

**WISETECH ACADEMY** –

FTA company member discounts apply for a wide range of high quality, cost effective courses provided by the WiseTech Academy, including:

- Approved Arrangement accredited training to manage onsite biosecurity risks.
- Section 77G Depot training to ensure all staff understand and meet licensing conditions.
- Safe Container Loading Practices and Chain of Responsibility

**As a Registered Training Organisation (RTO 45574), the WiseTech Academy provides:**

- TLIX0008 Comply with biosecurity border clearance (pre-requisite training for NCCC and AEPCOMM Approved Arrangements)
- TLI50816 Diploma of Customs Broking

**WOMEN IN LOGISTICS** – is an initiative to support and facilitate opportunities for networking and professional/personal development for women in the supply chain sector with all profits going to charity.



**BORDERWISE** –

FTA members receive a significant discount on the use of BorderWise – easy access to comprehensive customs reference materials used by trade professionals to correctly classify goods and meet regulatory requirements at the border for import and export declaration reporting.

**Note:** Member discounts are itemised at our ‘Featured Sponsor’ link available from the FTA home page at [www.FTAlliance.com.au](http://www.FTAlliance.com.au)

**BRANDING** – FTA provides members with access to its logo for use on stationery, email signatures & web sites.

**DIRECTORY** – FTA provides members’ details on a directory listing increasing access to new markets.

**FTA Premium Membership** is open to customs brokerages, freight forwarders, Section 77G Depots and Approved Arrangement premises.

- FTA’s Premium Membership rates are based on a scale of employees within a business / per ABN.
- Annual fee from time of subscription
- Membership pricing effective 1 January 2023 (includes GST)

Less than 10 employees \$924

Less than 30 employees \$1,353

Less than 50 employees \$1,754.50

Less than 100 employees \$2,156

More than 100 employees \$2,838

Further discounts are offered for online CPD / CBC registrations to businesses with six (6) or more registrations, with the option for an all-inclusive invoice for membership and training – price on application to [czalai@FTAlliance.com.au](mailto:czalai@FTAlliance.com.au)

**FTA Individual Membership:** \$297 (1 April to 31 March) - is available to any licensed customs broker whose company does not hold FTA Premium Membership providing access to all online CPD / CBC courses and member discounts (1) to attend our annual one-day conferences and (2) for the use of BorderWise Software.

**FTA Importer Membership & APSA Exporter Membership:** \$2,420 per annum

**Biosecurity Treatment Provider Reference Group (BTPRG) Membership:** \$2,200 per annum

**Affiliate Membership:** \$2,420 per annum - for businesses and regulatory bodies affiliated with the international trade sector. Included as Affiliate Members are transport operators, law firms, software providers and government agencies - a unique opportunity to join the growing alliance as a valued member of the Australian freight and trade community.

**Sponsorship** – as per our prospectus, FTA and APSA offer a wide range of online media and events which provide unique opportunities for entities wishing to engage with the freight and trade sectors.

**Membership forms are available at the JOIN THE ALLIANCE tab from the FTA website at [www.FTAlliance.com.au](http://www.FTAlliance.com.au)**

**For further detail, please contact us on 02 9975 1878 or [info@FTAlliance.com.au](mailto:info@FTAlliance.com.au)**





## “Working together to build a stronger, more efficient, and collaborative biosecurity system”

By The HON. SENATOR MURRAY WATT, Minister for Agriculture, Fisheries and Forestry

I am pleased to write this foreword as Australia’s new Minister for Agriculture, Fisheries and Forestry.

It’s a privilege to represent an industry that is on track to hit a record \$71 billion in agricultural exports this financial year alone.

Australia’s produce is prized around the world, and due to the hard work of our exporters, it can be enjoyed near and far.

The latest data from the Australian Bureau of Agricultural and Resource Economics and Sciences (ABARES) released this month, shows the nation’s exports are going strong, driven by crops. Australia’s cereal grain exports averaged 3.5 million tonnes per month in the first half of 2022, with shipments going to 63 countries. And the last harvest will still make major contributions to export value in 2022–23.

The value of cotton exports is also forecast to reach a record - \$7 billion this financial year. It’s now the third most valuable export commodity after wheat and beef.

It’s expected to be another strong year for crops thanks to favourable harvest conditions and tight global supply of cereals, driving up prices.

These numbers are welcomed and are a reflection of the hard work and long hours put in by the industry.

With the election of a new government comes the opportunity to forge new relationships and explore fresh ideas, and I look forward to working and consulting with all of you to ensure Australian exports thrive into the future. The Albanese Government is committed to proactively supporting the agriculture sector’s ambition to become a \$100 billion industry by 2030.

By diversifying, through programs like the Agricultural Trade and Market Access Cooperation (ATMAC) Program, we can expand trade in Australian agricultural, forestry and fisheries sectors into emerging export markets and export markets with high-growth potential.

This will also help the sector to weather volatile markets brought on by international factors, like the global pandemic and unrest in Ukraine.

Undoubtedly another of the challenges we collectively face is biosecurity.

With greater international trade comes greater risk of biosecurity threats on our doorstep, and we all have a role to play to ensure Australian exports are protected.

Thanks to our strict biosecurity conditions, and commitment at the borders, Australia remains free from many pests and diseases that are present in other countries. It’s what makes our exports so sought after. But we can’t rest on our laurels.

If an outbreak of foot and mouth disease, lumpy skin disease or African swine fever were to occur in Australia, the economic consequences for livestock production and exports would be severe.

An outbreak would jeopardise the export of many, if not all, livestock and livestock products, at least in the short-term.

That’s why I recently released Australia’s first ever National Biosecurity Strategy. This strategy represents agreement between federal, state and territory agriculture ministers, along with industry, to deliver a first-class and sustainable biosecurity system — something that our nation has lacked for too long. I am proud to see its release as an early priority of this new Government. The

strategy reflects our commitment to work together to build a stronger, more efficient, and collaborative biosecurity system.

Working with industry, both at, and beyond the border is one of my key focuses to protect our country from biosecurity risk.

I want to take this opportunity to reaffirm my commitment to you that as the Minister, I will listen—listen to farmers and producers, to industry, to the community and to the experts.

I look forward to meeting the coming challenges at your side.

“ *Thanks to our strict biosecurity conditions, and commitment at the borders, Australia remains free from many pests and diseases that are present in other countries. It’s what makes our exports so sought after. But we can’t rest on our laurels.* ”

# Our Ports and People – The Backbone of Australia

By OLGA HARRITON, APSA Chair / Global Logistics Manager - Manildra Group

It is no wonder that trade is the backbone of this great country – driving the growth of Australia, by sea and on land. Underpinning this ocean freight network are our ports and people. Every day, we say a silent thanks to all of you across the globe who have devoted yourselves to delivering essential goods where and when people need them.

Be it in logistics, administration, sales, quality assurance, management, manufacturing, agriculture, packaging, to customer service – trade touches every industry, and every Australian. Together we advocate for a strong and sustainable ocean freight supply chain, resulting in greater productivity, supply chain efficiency and job creation for our great nation and for future generations. A dynamic, fast paced, and evolving industry, APSA's motivation remains firmly on improving ocean freight, delivering real commercial value to businesses, strengthening industries, and creating jobs.

On an uplifting note, the APSA and FTA conference was held on 30 and 31 August 2022 in Wagga Wagga, New South Wales, after two years of hiatus. Led by Paul and Caroline Zalai, the APSA team put their shoulder to the wheel organising the conference because they knew the positive and resounding impact it would have. And we are already reaping the benefits of their vision and hard work.

As APSA Chair I was privileged to open the invaluable jam-packed conference with a range of panel discussions, the transportation panel was a personal highlight with regional rail services vital for access to the port. It was incredibly

insightful and valuable to hear from ACCC Deputy Chair Mr. Mick Keogh and Productivity Commission Commissioner Mr. Stephen King – their knowledge and understanding is second-to-none.

As members we connected on our mission to use our industry as a force for good – to build a stronger Australia. To leave the world better than we found it. To leave a positive impact on people and the planet.

It was a pleasure to connect with members from exporters, importers, businesses and logistics providers from across the country. Personally, it was a valuable opportunity to discuss challenges and opportunities in the industry, and the impact on businesses, communities, and jobs.

“ *The draft report follows an eight-month investigation into Australia's maritime industry, which has been severely disrupted for many years with exporters and importers pushed to breaking point.* ”



*Over the last four years, Freight & Trade Alliance (FTA) and the Australian Peak Shippers Association (APSA) have been privileged to engage direct with the British High Commission to discuss practical trade liberalisation measures. On 8 June 2022, the parties were again re-united, this time to celebrate Her Majesty's Platinum Jubilee at the National Arboretum in Canberra. Pictured: The British High Commissioner to Australia HE Vicki Treadell CMG MVO and Olga Harriton APSA Chair / Global Logistics Manager Manildra Group*



Your knowledge, advice, and connections were fundamental to the success of the conference, and ultimately in our fight for industry reforms to ocean freight legislation. It was a delight to also tour the Riverina Intermodal Freight & Logistics (RIFL) Hub, which when open will boost economic returns, productivity gains and job creation for Wagga Wagga and beyond.

I would also like to express my sincerest gratitude to all our generous sponsors, for their contribution and support, with a special mention to BSM Global as the event's major sponsor. I would also like to thank our strategic partner - Destination NSW for their financial support. It was fundamental in bringing the conference to the heart of the Riverina in New South Wales - Wagga Wagga – such a vibrant regional hub on the banks of the Murrumbidgee River.

On another note, thanks to APSA and industry's unrelenting advocacy, resilience, and tenacity, the Australian Productivity Commission's draft report into the future of Australia's maritime logistics systems has now been published. The proposals are among a raft of recommendations, with industry being encouraged to comment by mid-October after which the commission will make final recommendations to the federal government. The recommendations "turned the tide" to help restore and secure Australia's trade for all exporters and importers - large and small.

The draft report follows an eight-month investigation into Australia's maritime industry, which has been severely

disrupted for many years with exporters and importers pushed to breaking point.

We saw fully loaded ships idle off Port Botany for weeks because of port congestion, with unreasonable, lengthy, and substantial delays leaving exporters and importers paying the price. The recommendation that our major container ports should achieve turnaround times in line with the global average is common-sense and a relief for industry, crippled by cost increases and significant delays. After years of high detention and demurrage charges which have jeopardised the commercial viability of many importers and exporters, we welcome the commission's recommendation to end terminal operators levying "terminal access charges". Taking aim at contract terms, including detention fees, the commission noted that shipping contracts should not be exempt from provisions in Australia's competition law.

It's hard to imagine the world before COVID-19, yet we are deeply aware of how it has changed global logistics. As we navigate through these uncertain times, I have heard the word community a lot. It speaks to connections, support, and togetherness. In difficult times like these, our greatest supports are the people around us who care for each other and extend a hand when others need it most. There cannot be a more important time than now to be coming together to do all that we can to help one another, our families, our neighbours, and our communities.

Stay hopeful. Remain resolute.



Australian Peak Shippers Association Inc. (APSA)

## PORT RAIL LOGISTICS ON THE RIGHT TRACK

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FOR ENQUIRIES CONTACT:  
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GM PORTS DEVELOPMENT AND GOVT RELATIONS

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[sctlogistics.com.au](http://sctlogistics.com.au)





# FTA celebrates its 10 year anniversary

On 26 September 2012, Caroline and Paul Zalai co-founded Freight & Trade Alliance (FTA) with a vision to be the leading supply chain advocacy body representing Australia's import and export sectors.

## **2012 - trusted advisors, early believers, and an amazing co-founder**

David Hall (Hall & Melia Accountants) was appointed as the FTA accountant and importantly remains our business counsellor. James Cotis (Logical Insurance Brokers), John Law (Bennelong Legal) and Russell Wilkinson (now World Customs Portal) were early believers and provided encouragement and advice. Maryann Farrugia (Vixen Internet Solutions) refined the FTA branding and built the web site with the iconic logo which is now well recognised across commerce and government.

The first member being BCR Australia and Andrew Crawford came on board soon after as the Member Representative Border and Biosecurity in a voluntary capacity.

The first few months of the new venture were challenging and important learnings were achieved. FTA has since been built

“ *By this time, FTA had established itself as a highly reputable advocacy body with a seat at the table at all peak border, biosecurity and landside logistics forums* ”



on a lasting culture of a determination to succeed, and always being focused on achieving positive outcomes for members.

## **2013 – expanded partnerships and training focus**

Real Institute was a registered training organisation lead by co-owners Ross Robinson and Adam Cryer. FTA approached Ross and Adam and a strategic business arrangement was established with a common goal of building both entities.

Barbara Robb, based in Brisbane, joined us as FTA's first employee as Communications Support whilst David Scott and Michael Bennett volunteered to be Sea and Air Freight Member Representatives. All remain in these roles today which is a testament to the bond and passion shared by the team.

Caroline relinquished her full-time employment to solely focus on the running of FTA.

Russell Wiese (Customs & Global Trade Law – CGT Law) who has become a trusted and close confidant, commenced as legal counsel to members, significantly contributing to FTA training content, thought leadership contributions and support for advocacy activity.

Bryden Halloway (now at the Compliant Group, previously at Mondiale) introduced FTA to their CEO, Ray Meade, visiting from their New Zealand head office. Mondiale joined FTA as another important step for the growing FTA.

It is significant that in this edition of Across Borders where FTA is celebrating 10 years of business, BCR Australia is featured with their 130-year anniversary and Mondiale VGL is showcased on the front cover - a testament to the lasting relationships that have been built.

## **2014 – interstate growth, international freight forwarder and introducing importers**

The first of FTA's Continuing Professional Development (CPD) programs commenced for licensed customs brokers with face-to-face events held at the NICTA facility at Redfern, Sydney and the Holiday Inn at Melbourne Airport. The following year the training extended to the Novotel Brisbane Airport in a classroom setting. It was a humble beginning to what has since flourished to a regular turnout of 500+ at annual events. In more recent years has also expanded to include Perth.

A series of other major achievements took place with Chris Chalmers CEO Tomax Logistics and Tom Babic of ADM Global joining the Alliance



Whilst FTA had a strong initial following in Sydney, it was significant that two highly regarded Melbourne headquartered organisations would come onboard.

Woolworths became FTA's first importer member, with additional credibility gained when Geodis joined as the first international freight forwarder.

Then there was Fedex. Vic Regina said they would join the Alliance if an online platform was available for their customs brokers to complete their mandatory annual CPD training. This provided the confidence to invest in a training platform that has since seen hundreds of courses delivered to thousands of students.

## **2015 – welcoming a business partner and the creation of ‘Women in Logistics’**

Whilst involved with Real Institute, a young executive by the name of Travis Brooks-Garrett impressed and later joined FTA as a business partner, helping significantly with business development and sharing a “no fear” mentality.

One of Travis’ many legacies was the “E-commerce Reference Group (ECRG)” which today sees FTA representing e-Bay, Alibaba and Amazon.

By this time FTA had reached a level of stability, giving confidence to expand focus.

Caroline always had a passion to support women in the workplace, so it was a natural progression for FTA to create and lead the ‘Women in Logistics’ initiative.

Initially partnering with the Women in International Shipping and Trading Association (WISTA), WIL has in more



*Back L to R: Caroline Zalai, Travis Brooks-Garrett, Paul Blake  
Front L to R: Paul Zalai, Rob Coode*

recent years extended the partnership to include Next Leap Training and Wondering Women. Through the combined efforts of Caroline, Joyce Campbell and Lisa Tilsted, WIL support the ladies in our sector and continue to generate significant funds for deserving charity beneficiaries.

Caroline’s efforts were recognised by her peers with a nomination from WISTA and a Highly Commended recipient of the 2019 DCN Women in Shipping and Maritime Logistics Award.

## **2016 – strengthening our advocacy**

Travis evolved into a prominent campaigner as an industry advocate, a passionate presenter and demonstrated his skills as a talented writer.

Many fun times were enjoyed in the mix of hard work. Memorable stays in budget hotels in Canberra with Travis and Paul living primarily on a diet of coffee and vegemite on toast, essential dining before every important ministerial meeting.

By this time, FTA had established itself as a highly reputable advocacy body with a seat at the table at all peak border, biosecurity and landside logistics forums.

## **2017 – commencing the APSA Secretariat**

On 1 January 2017, FTA commenced a contracted role as the secretariat of the Australian Peak Shippers Association (APSA).

Credit is owed to Rob Coode, the Executive President at the time, and Paul Blake as Chair for providing this opportunity to represent many of Australia’s most prominent exporters and member-based peak commodity industry associations.

In parallel, FTA’s importer membership grew, including support from the entire Wesfarmers’ group of businesses.

The year also had a significant milestone when FTA formed a sponsorship arrangement with a world leading freight software provider, WiseTech Global.

Richard White, CEO and founder has been generous with his time, business advice and was instrumental in FTA becoming a product ‘partner’ offering BorderWise and later WiseTech Academy training to members at discounted prices.



## 2018 – increasing resources to address Biosecurity

Andrew Crawford moved from a voluntary role to an employee as our Head of Border and Biosecurity bringing a wealth of technical knowledge, new ideas and business experience.

At a similar time, Andrew Christie left the Department of Agriculture, Water & the Environment (now Department of Agriculture, Fisheries and Forestry) and started his own consulting business. FTA has worked closely with Andrew since this time and now contract his services as the Chair of the FTA “Biosecurity Treatment Provider Reference Group (BTPRG)”.

## 2019 - a changing of the guard

FTA was rapidly building and adding to our strength, John Park joined the growing team to support Western Australian members as the national Head of Business Operations. At a personal level, Paul had the privilege of working alongside John in various capacities for over 25 years and knew the tremendous value that he would add to our administrative and advocacy team.

Travis and Andrew moved on to take executive roles within our industry. Andrew remains with FTA, returning to the voluntary role as our current Member Representative on Border and Biosecurity.

Sue Danks joined the team on a contracted part-time basis as the Head of Customs and Regulatory Compliance, strengthening the team with extensive industry knowledge.

The latter stages of 2019 also saw the severe bushfires across Australia and the emergence of something called “Coronavirus” with authorities in China locking down communities and rapidly constructing quarantine hospitals. There was little idea of the global impacts on the supply chain that lay ahead.



Sue Danks



## 2020 – tackling the pandemic

With many challenges affecting our members quickly emerging, Clint Latta joined the team on a temporary part-time basis in parallel to ongoing ownership of Compliant Customs.

Coming highly recommended by industry peers, Sal Milici joined the team, based in Melbourne taking on the vacant and vitally important role as the Head of Border and Biosecurity.

When the impacts of the pandemic hit our shores in March 2022, the FTA team of experienced professionals immediately kicked into gear engaging with the Australian Taxation Office, Australian Border Force, Austrade / IFAM, Department of Infrastructure and governments (state and federal) actively advocating for and leading temporary relief and pragmatic operational measures.

## 2021 – an increased focus on international shipping and logistics

International shipping schedules were in disarray (including a blockage of the Suez Canal), record high freight rates, surcharges, empty container park congestion, domestic transport capabilities stretched to its limits, exorbitant container detention fees, lack of workers and border closures.

Tony Vinson commenced in a newly created role as Head of International Freight and Logistics. Based in Brisbane, Tony gave FTA extended geographical coverage which was particularly important at the time with ongoing state border closures.

After extensive engagement with Federal Ministers, FTA achieved an important outcome by year’s end with the Productivity Commission directed to conduct a review of Australia’s Maritime Logistics System.

## 2022 – a great foundation achieved to take FTA to new levels

A war in eastern Europe, tensions across the Taiwan Strait and global inflationary

pressures dominate news headlines as the world emerges from COVID-19 restrictions.

The high-level media coverage and recognition of the FTA advocacy since the beginning of the pandemic (often with film crews in the Zalai’s back yard) led to a continued increase in membership.

FTA online training and events continue to grow resulting in the appointment of Sally Beeton, based in Sydney in the newly created role of Member Support Services – Training.

As of 26 September 2022, 10 years to the day after business registration, FTA proudly represents 477 corporate businesses, trains more than 1400 students annually, provides support services to 7 peak industry associations and runs the Secretariat and advocacy for APSA.

The success to date has been achieved through the dedication to industry by its founders, an extraordinary team (past and present) and ongoing support from members, sponsors, and suppliers.

Whilst reflecting proudly on the first decade’s achievements, FTA remains focussed to build on this foundation. The FTA mission remains to provide first-class support and benefits to members in the years ahead to facilitate Australia’s international trade.



L to R: John Park, Paul Zalai, Caroline Zalai, Sal Milici, Tony Vinson





Australian Peak Shippers Association Inc. (APSA)



# APSA CONFERENCE WAGGA WAGGA NSW 30 & 31 AUGUST 2022

## EVENT REPORT APSA AGM & CONFERENCE 2022

Thank you to all of the event delegates, sponsors, panellists, and suppliers for contributing to the highly successful Australian Peak Shippers Association (APSA) Annual General Meeting (AGM) and Conference – the following is a snapshot of some of the many event highlights.



It was significant to note that most of the 205 delegates travelled from outside of Wagga Wagga, selling out available hotel accommodation and helping stimulate business in the region.

### RIVERINA INTERMODAL FREIGHT & LOGISTICS (RIFL) HUB

Importantly, with the support of sponsors City of Wagga Wagga, Regional Development Australia and Visy Logistics delegates also realised the enormous potential of establishing business centres and logistics operations in the region.

APSA Chair Olga Harriton was interviewed as a part of the event's extensive media coverage.



### DESTINATION WAGGA WAGGA

A special note of appreciation is extended to Destination NSW (strategic sponsor) and Rob Flemming (pictured) of BSM Global (major sponsor) for support of APSA in taking its AGM and Conference to Wagga Wagga, NSW on Tuesday 30 and Wednesday 31 August 2022.



## APSA ANNUAL GENERAL MEETING

The 32nd APSA AGM set the policy direction for the year ahead focussed on the need for a review of shipping competition, minimum service levels and notification periods, infrastructure investment, regulation of Terminal Access Charges, regulation of container detention practices (import and export), waterfront industrial relations reform and implementation of Biosecurity reform priorities.

Members were also privileged to have Cameron McKean (Executive Director) and Dylan Richards (Assistant Director | Competition Enforcement and Commercial Construction | Competition Division) from the Australian Competition and Consumer Commission (ACCC) lead a general discussion on compliance activity focussing on cartel and exclusive dealing provisions in the international shipping supply chain sector.

## ELECTION OF APSA BOARD

Importantly, the AGM and post event nominations has seen the election of a new board with Brian Thorpe stepping up in the vacant Vice Chair role, Michael Lamperd returning to the committee and the board welcoming Sarah Granger.

Committee of Management:

Chair: Olga Harriton (Global Logistics Manager – Manildra Group)

Vice-Chair: Brian Thorpe (International Shipping Manager - Visy Procurement)



Treasurer: Flaminio Dondina (General Manager Procurement - Casella Family Brands)

Billy Davies (Market Access Officer - Australian Meat Industry Council)

Sarah Granger (Transport & Logistics Manager - Fletcher International Exports)

Michael Lamperd (Logistics and Warehousing Manager - Norco Co-operative Limited)

Peter Morgan (CEO - Australian Council for Wool Exporters and Processors)

Brian Wright (Australian International Movers Association)

Secretariat: Paul Zalai (Director - Freight & Trade Alliance - FTA)

## WELCOME FUNCTION

Open fireplaces and a large contingent of delegates set the scene for a warm welcome at the exclusive Riverine Club. Thank you to the Committee 4 Wagga for contributing sponsorship towards this function.

## APSA CONFERENCE 2022



Following a 'Welcome to Country' from Aunty Cheryl Penrith, official opening from APSA Chair Olga Harriton and the regional Federal member address from the Hon. Michael McCormack, the day consisted of a series of panel-style sessions allowing interaction with delegates.

Overwhelmingly positive feedback was received on the quality and format of presentations that focussed on



Infrastructure (session sponsor Port of Melbourne), Ports & Shipping (sponsored by NSW Ports), Regulatory Reform (session sponsor Port of Newcastle) and Innovation (session sponsor Department of Agriculture, Fisheries and Forestry).



A special note of appreciation is extended to other event sponsors:

## GOLD SPONSORS:

Manildra Group, Certis Security, Containerchain, Transport for NSW, OneStop

## SILVER SPONSORS:

TT Club, Linx, Mediterranean Shipping Company, TradeWindow, SCT Logistics

## BRONZE SPONSORS:

Henning Harders, Compliant Business Processing, Ron Crouch Transport



# Talking... regional rail solutions

By LEE SCHMELICH, Country Manager, Australia – Visy Logistics

## Visy Logistics' Riverina Intermodal Freight and Logistics (RiFL)

project, is due to go operationally live later this year, providing a freight solution for Australia's eastern seaboard that is likely to grow the region, support jobs and bring positive sustainability outcomes.

### From a construction perspective, what does the RiFL project actually involve?

Based in Wagga Wagga, we have partnered with Wagga Wagga City Council to build and operate a rail hub and siding from the existing inland rail line, the Main Southern Railway. The siding is around two kilometres long and is constructed in a loop, which gives us the flexibility to send freight trains from the region north to Sydney or south to Melbourne. Alongside the siding, we're commissioning a terminal that's half a kilometre long.

You really need to see the project to appreciate its scale. For example, to build the siding over one million tonnes of dirt had to be moved. Surfacing the terminal has taken over one million

pavers – if you've ever paved anything in your backyard you'll appreciate that's a lot of pavers.

### How does the project support the region?

The project is funded by Wagga Wagga City Council, NSW Government and Visy, and is a significant investment in the future of the region. The council and government are committed to growing the region, and Visy supports that vision.

RiFL supports the region's ability to grow by making it attractive to producers, manufacturers and businesses to base themselves locally. This provides a more cost-effective operating model than a capital city base, and access to a rail solution makes it a viable option for businesses relying on imports and exports. The Riverina is a major export region and RiFL supports that focus by providing regional connectivity for exporters and importers.

When you think about regional growth generally, there's often a bit of a 'snowball' effect going on. You want to attract businesses to the region with lower operating costs, supported by the right infrastructure. You want to attract people to the region with building

and manufacturing jobs. And when more businesses and people come to a region, then you need more housing, infrastructure and logistics options. Growth reinforces further growth.

RiFL will help take trucks off the road – locally and along the Hume Highway – providing a cost efficient and sustainable transport solution via the rail hub. With ultimate capacity for trains each carrying a volume of containers that would ordinarily require up to 134 trucks to transport, RiFL not only takes pressure off local roads, but will likely provide greater opportunities for local businesses and support local jobs in the area.

### Who will use the RiFL terminal?

Visy Logistics will operate RiFL as an open access terminal. This means Visy will operate the terminal and provide logistics solutions and services to businesses in the Riverina region. Once RiFL is fully complete in October, we will offer a full-service logistics solution for local producers including warehousing at the RiFL terminal, terminal to port rail services, and global forwarding to export markets, opening up greater domestic and international opportunities for the region. Our aim is to develop solutions and services to further encourage business development in regional NSW.

RiFL will also provide a logistical hub for Visy's paper mill in Tumut, allowing us to transport pulp and fibre into Tumut, and paper out of Tumut to national and overseas markets. While we already do this, RiFL allows us to take greater advantage of rail, providing environmental and economic benefits.

### How does RiFL fit with Visy Logistics other offerings to customers?

We offer genuine end-to-end logistics capabilities. Visy Logistics was originally formed to serve Visy's internal logistics requirements. This means we have a natural and deep connection with what's important to the customer, and a strong understanding of the expectations and the importance of a well-run logistics process. We also know how critical it is to get goods, raw materials and machinery to their destinations on time, at the best cost possible, and in the most environmentally-friendly manner.

We are always looking for ways to safely streamline supply chain processes and innovate to create better value and more sustainable solutions for our customers - our RiFL hub partnership with the Wagga Wagga City Council and the NSW Government is a great example of this.

*Disclaimer: The views and opinions expressed in this interview are those of Visy.*



Lee Schmelich being interviewed by WIN News at the APSA Conference site tour of the Riverina Intermodal Freight & Logistics Hub



# Strengthening our supply chain

By The Hon SAM FARRAWAY MLC, Minister for Regional Transport and Roads - NSW

A thriving freight industry underpins the success of our entire economy, it keeps NSW globally competitive and more resilient to future challenges, which is why the NSW Government has invested and is continuing to invest in building the infrastructure that supports and strengthens our supply chain network.

There is no doubt that NSW has copped the brunt of some of the challenges our country has faced over the past few years, highlighting the real need to improve the state's freight connections so food, produce and raw materials can be transported more quickly and cost effectively, keeping businesses in business and families in reach of the goods they need.

That's why one of my first actions as Minister was to establish the NSW Freight Transport Advisory Council (FTAC) to bring the best minds from a wide cross-section of industry together as a single body to exchange views and engage in frank and robust discussions directly with government.

The wealth of industry leadership and experience on the Council will mean better outcomes for the freight and logistics sector, which supports more than 700,000 jobs and contributes \$66 billion to our economy.

While industry insight is critical to understanding the issues at hand and solving them, we also know as a government we have to build better and safer infrastructure that can handle the increased freight that is predicted to be transported around our state in the future.

One thing that is noticeable when you travel through NSW is the road works going on and the new highways, roads and bridges already delivered.

There are a lot of upgrades on our road network taking place right across metropolitan Sydney, better connecting key areas of growth including Port Botany



and the new Western Sydney Airport and Aerotropolis. Projects such as the Sydney Gateway and M12 Motorway, will change the way freight moves across the city.

We are also protecting land for a future freight rail link between the Western Parkland City and Port Botany. This Western Sydney Freight Line will allow for a future transport link and will benefit local communities and industry by supporting the direct movement of containers and bulk freight by rail across Greater Sydney. This will be invaluable, as more than 80 per cent of import containers from Port Botany have an origin or destination in the Western Parkland City.

In our regional areas, \$5.15 billion has been committed to upgrading the Princes Highway from Albion Park down to the Victorian border, \$1.7 billion has been committed to upgrading NSW's longest highway - the Newell, a total of \$12.4 billion has been spent on upgrading the Pacific Highway and recently I launched the early works of our newest major highway project- the Great Western Highway upgrade. Our investment into our highways is shaving off travel time and providing more direct routes for the trucking industry.

Moving on from highway upgrades on to our Government's successful Fixing

Country Roads program which has funded 320 projects to date that deliver roads and bridges with higher speed and load limits that can handle more freight on the local and regional road network opening up access for heavy vehicles from B-double trucks to road trains.

In the rail space, our \$400 million Fixing Country Rail program is unlocking the economic potential of regional NSW by funding projects that make journeys more efficient for freight trains transporting goods and produce from farms in the Riverina across NSW, Australia and overseas.

Lastly, our Government is also developing the Freight Community System to improve data sharing among all supply chain networks (air, road, rail and sea), giving operators greater visibility over freight movements in NSW to help them build more efficiency into their network.

The importance of the easy movement of freight involves a strong partnership between Government and industry especially during times of disruption, when communities rely on our cooperation, I look forward to continuing our partnership to deliver the best outcomes for the people of NSW.





# Rail freight investments and related ports reforms

By the HON MELISSA HORNE MP- Minister for Ports and Freight, Victoria

The pandemic caused previously unseen disruption to your industry.

- It caused labour shortages.
- It complicated cross-border travel.
- It turned business-as-usual on its head.
- It produced a level of chaos in local and global supply chains our generation has never seen.

But your industry won through.

Despite the enormous challenges the pandemic threw up and continues to throw up, you adapted - you kept shelves stocked and you maintained essential supplies.

You were a critical part of a supply chain that really delivered.

The Victorian Government recognises that.

Throughout the pandemic, the Victorian Government has continued to invest in the Victorian freight network.

Our investment blueprint for freight was drafted well before the pandemic, but we have remained true to its key directions and actions.

Victoria's freight plan ***Delivering the Goods*** is now in its fourth year of implementation.

Delivering the Goods has seen strong investment in the regional rail freight network and further progress in developing short-haul rail to move containers between the Port of Melbourne and metropolitan areas.

Work is well advanced on developing intermodal terminals at the Port of Melbourne, at Altona, Somerton and Dandenong South.

When it opens next year, the Port Rail Shuttle is expected to move between 10 and 20 per cent of the Port of Melbourne's container throughput, a figure expected to grow to nearly 30 per cent by 2050.

The Port Rail Shuttle will also reduce truck numbers in the inner city, remove congestion around the port and give your industry a more cost-effective way to get product to market.

To help this initiative even further, we're improving the interface between landside and harbourside operations.

That's one of the key aims of the Voluntary Port Performance Model.

All three stevedores have embraced the VPPM and the information it's generated has been concise and it's been helpful.

The VPPM is all about getting transparency into the relationship between the three stevedores and the freight industry.

It performs two really key functions.

- It governs how and when the stevedores notify port users of fee changes, and
- It delivers indicators on the performance of the landside container supply chain.

So far, the focus of the VPPM has been on the landside interface.

And it's done that well.

But we want the VPPM to do more.

We want the VPPM to incorporate data on other parts of the container freight supply chain.

That's why we've launched a trial of paperless truck entry to empty container parks.

This is a partnership with Container Transport Alliance Australia, and it's already seen a number of ECPs keen to participate.

We're confident this is a big step toward easing one of the main congestion points that have bedevilled the container supply chain for a number of years but really only became apparent during the pandemic.

The container storage working group the government set up during the pandemic identified ECPs as critical pinch points in the container supply chain.

Anything we can do to streamline access to ECPs will go a long way to easing the logjam.

We've also launched a guide that will further aid in managing congestion in the container supply chain.

The aim of the guide is to alert you as an industry to the signs of stress in the container supply chain and the potential actions you can take in response.

How we react to disruption in the supply chain is fundamental to managing freight growth in the coming decades.

I look forward to the evolution of this guide into a Voluntary Code of Practice in the future.

Earlier this year, the Victorian Government released the state's new commercial ports strategy, *Navigating our Port Futures*.

It commits the government to engage more closely with the Commonwealth in relation to the management of our ports.

We'll be advocating to the Commonwealth that it needs to play a greater role in overseeing the performance of the ports sector.



It needs to support the states by setting national standards and objectives which are monitored and reported against.

There is no cohesion in the current arrangements.

They are too splintered, too segmented.

As an example:

- The Commonwealth sets national policy governing the operation of international gateways.
- The states manage access and oversee operation of port assets.
- And local government has a role in the land-use planning.

We think we can do better than that.

We want the Commonwealth to take responsibility for an overarching strategy that guides each level of government in delivering their responsibilities.

We also want the Commonwealth to develop national performance benchmarks for the port sector and a more formalised forum between the Commonwealth and the states to provide a platform to work together and coordinate responses to port performance issues.

We think the Bureau of Infrastructure and Transport Research Economics' Waterline

Report and the ACCC's stevedore monitoring report can do more in setting targets for your sector.

Over the next five years, we'll be adding a marine safety code to each port's Safety and Environmental Management Plan so that we have an industry-wide marine safety standard for all state waters.

We'll also begin the process of establishing a non-exclusive licence scheme for towage and pilotage services at commercial ports which we'll begin implementing from next year.

Freight volumes in Victoria are expected to double in the next two decades.

Volumes through our commercial ports – particularly the Port of Melbourne – are expected to grow even faster.

One of the areas that you've identified that threatens that growth is a shortage of people who want to work in your industry.

That shortage has been particularly acute in Victoria, where we have the biggest freight industry and the highest number of registered heavy vehicles.

COVID-19 was the most immediate cause, but the pandemic was simply the tipping point for many industries that, for generations, have recruited from only half the Victorian workforce.

A historical failure to interest or attract women into careers in the transport and logistics sector has seen transport deprive itself of the talents of 50 per cent of the working population.

The Victorian Government is acting to correct that.

This year, we introduced the \$3 million Freight Industry Training for Jobseekers Project.

This initiative will provide 125 candidates – particularly women – with specialised training to become heavy vehicle drivers, forklift drivers and warehouse staff across the industry.

Once graduates complete at least two of these programs, they'll be ready to fill long-term positions with freight companies.

In this way, we can begin tackling what looms as potentially the biggest challenge to realising the enormous growth prospects in your industry.

How we as a state and you as an industry handle that challenge will have a big impact on our economic prosperity and the quality of life of the people of Victoria.

# Interview

## Saul Cannon, Chief Executive Officer – Port of Melbourne

Paul Zalai, Co-founder / Director at Freight & Trade Alliance (FTA) recently sat down with Saul Cannon, CEO at Port of Melbourne to discuss his appointment and what is happening at the Port.

### 1. Paul Zalai – Saul, you have been at the port for nearly a year, what attracted you to the role?

After 25 years of senior corporate roles at Toll Group, Asciano and Telstra, the opportunity to lead Australia's largest container and general cargo port was an opportunity I couldn't let pass me by. Ports are the critical gateways for trade in and out of Australia. If ports are

working well, more goods are moving, the economy is growing, and people have jobs. I genuinely feel that our strategies and the future impact that we can have as a port is so closely aligned with what is good for Victoria and beyond.

### 2. Paul Zalai - It's been another year of disruption and challenges, what are the key lessons from your time at PoM to date?

If we were to go back three years, who would have ever thought that supply chains would be on the front page of daily newspapers around the globe on a regular basis! The events of the last few years have shown us just how

interconnected and dependent we all are on each other - how impacts in one part of the world, or in one part of Australia, or to one particular player in



one particular market, can have major flow on impacts right across the end-to-end supply chain.

There has certainly been no shortage of unexpected events over recent years. It feels like there is always something that is impacting the efficiency, productivity and capacity of our supply chains. Whether it's COVID, industrial action, or natural disasters and extreme weather in parts of our country.

This experience over recent years and the realisation of just how connected we all are to each other, is one that I think we need to make sure we learn from. To me it demonstrates the need for all of us to work together and take a more holistic approach to what is good for the broader supply chain and our nation. In the long run, this will lead to outcomes that are good for all of us.

### 3. Paul Zalai - You have several projects on the go, what is the strategy behind these projects?

The strategy is underpinned by a need to keep our State and nation moving through our ports, and meeting the needs of our economy and community.

An important area where we need alignment across governments and industry is on infrastructure investment. What infrastructure investment is required, and when is it needed by. Today, the port is moving forward with a number of key strategic projects that form part of our Port Development Strategy.

Our Port Rail Transformation Project is under development, involving the



*PRTTP Under Construction*

development of a rail terminal adjacent to the container terminal at Swanson Dock East. This is on track to be completed by mid-2023, and it will support the Victorian Government's Port Rail Shuttle Network providing direct rail connections from the port to major freight hubs in Melbourne's north, west and south-east.

Our Webb Dock East Extension Project commenced this year, and will restore Webb Dock East to a two berth terminal, as it was designed to be. This project is also on track to complete around mid-next year.

Planning for our Swanson Dock West remediation project is well underway. This project will remediate the condition of the existing wharf structures to maintain minimum load requirements, and it also includes upgrades to existing bollards. It will be a multi-year project so we minimise the operational impacts on the terminal operator.

### 4. Paul Zalai - The Victorian Government's Commercial Ports Strategy – Navigating our Port

#### **Futures, was released recently. What does that mean for the Port of Melbourne?**

We welcome this comprehensive strategy which takes a holistic, Victoria-wide approach. It was particularly pleasing to see the Government's recognition for supporting the next tranche of container capacity at the Port of Melbourne, and the role Government has in working with the port on the land transport connections, including road and rail capacity to support this growth.

Supply chain infrastructure has long lead times, so we need to plan now for the longer-term future. For ports, that means addressing the trend in larger vessels and ensuring we have the capacity to meet trade demand. We are in the early stages of our Port Capacity Enhancement Program (PCEP). It is a significant potential infrastructure program, aimed at developing a Webb Dock North Container Terminal and creating a long-term future for Tasmanian Trade Terminals. Current container trade projections indicate that the Port will require additional capacity around 2030.

Our current focus is to engage with our stakeholders and to seek feedback on the key drivers of capacity. In September 2022 we published a more detailed stakeholder engagement presentation pack together with three detailed independent expert reports on Port Capacity, Ship Fleet Forecast, and Demand Forecast. The findings from these reports will inform a Cost Benefit Analysis. We will be going back out to our stakeholders again between December 2022 and March 2023 to seek feedback on the emerging findings from the CBA.

We recognise that large scale port development is a significant and important issue for everyone, and we need to get it right. We're committed to open engagement, and we take our stewardship obligations very seriously. It's about ensuring that we have the right infrastructure in the right place at the right time to deliver for Victoria and beyond.



*Webb Dock East Extension Project*



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# SALTA PROPERTIES CELEBRATES MILESTONE AT DANDENONG SOUTH INLAND PORT

Salta Properties has celebrated the completion of track laying for the rail connection from the Cranbourne line to the boundary of Salta's Dandenong South Inland Port site.

The connection, a \$28 million joint investment by the Victorian and Commonwealth Governments links the Dandenong South Inland Port to the Port of Melbourne's new \$125 million Port Rail Transformation Project, allowing port rail shuttles to run to and from Dandenong South to the Port of Melbourne up to five times per day.

Salta will invest a further \$150 million in land and construction costs to deliver the Dandenong South Inland Port which will extend the rail connection by a further 800m over two tracks directly into Salta's site.

The efficient transportation of containers between the Port of Melbourne and Dandenong South aims to deliver a wide range of social, environmental and commercial benefits to all Victorians by reducing greenhouse gas emissions, slashing truck movements on suburban and major roads and cutting the cost of landside container transport.

Salta Properties, Managing Director, Sam Tarascio said "this rail spur is a critical piece of infrastructure required to connect the Dandenong South Intermodal Terminal which forms part of the Victorian Port Rail Shuttle Network."

"Salta identified a unique opportunity to invest in a future-facing automated terminal that will support the expected growth of the Port of Melbourne, maintaining its status as the county's largest port by volume," Mr. Tarascio said.

Upon completion, the Dandenong South Inland Port will feature dedicated truck entry and exit points, a container stacking area capable of moving 560,000 TEU per annum, the ability to operate 24 hours a day using world class

automated terminal technology, and offer a safer working environment for users, setting a new benchmark in terminal innovation.

The terminal is situated within Salta's Nexus Dandenong South industrial estate which is a world-class estate offering a highly desirable location to tenants due to its connections to the city and the Port of Melbourne.

To date, Salta Properties has invested in excess of \$200 million into the industrial estate and will continue to invest to meet the requirements of industrial tenants. On completion the end value of the estate will exceed \$1.5 billion. Demand for prime industrial space has seen significant growth over the past two years and remains strong, partly due to the widely publicised impact of COVID-19 on supply chains.

The Nexus Dandenong South industrial estate is home to several major users, including Woolworths' \$215 million

Melbourne South Regional Distribution Centre, Bunnings Regional Distribution Centre, plus major logistics businesses, Mondiale VGL and Silk Contract Logistics. Capacity still exists within the Nexus industrial estate for additional tenants that could benefit from being located next to the intermodal terminal.

"We are excited about next stage of construction of Victoria's first Inland Port at our Dandenong South Estate, and the changes this will deliver to road safety, congestion, and transport costs to the Victorian industry," concluded Mr. Tarascio.

For more information visit [www.salta.com.au/projects/dandenong-south-intermodal-terminal/](http://www.salta.com.au/projects/dandenong-south-intermodal-terminal/)



(LtoR) Carmine Ciavarella, Deputy Program Director – Level Crossing Removal Project, Sam Tarascio – Managing Director, Salta Properties; The Hon Gabrielle Williams MP - Minister for Mental Health, Minister for Treaty and First Peoples, Sam Tarascio (Snr)- Founding Director, Salta Properties, Clarenzo Perna - Head of Logistics and Strategic Projects, Salta Properties, Andrew Newman - Director, Ports, Freight and Intermodal, Freight Victoria at Department of Transport



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**DP WORLD**

# Enhancing port supply chains by easing the toll of empty containers

By MARIKA CALFAS, Chief Executive Officer – NSW Ports



***Public interest in the movement of goods has never been greater. The critical importance of port supply chains in meeting the needs of businesses and consumers is now well accepted.***

Australia's ports are central to this – they are the beating heart of our economy and our key gateways to the world. Without ports, we would struggle to meet our everyday needs.

Port Botany, for its part, contributes \$10.7bn a year to NSW Gross State Product and supports more than 52,000 jobs. Due to its national significance, Port Botany has been purposefully developed over its more than 40 years to meet the ongoing trade growth needs of the state, through private and public investment.

At NSW Ports, we are committed to delivering initiatives that continue to improve the capacity, productivity and efficiency for our ports and port supply chains – to sustainably cater for the nation's growing trade needs.

In an import-dominant state such as NSW – where only four full containers are exported for every ten that arrive at our ports (the state's biggest export is empty containers) – this commitment is exemplified by the measures we are introducing to reduce empty container congestion.

Such congestion causes inefficiencies in movement and handling processes, substantial additional costs throughout the supply chain and safety issues.

NSW Ports is meeting this challenge by expanding empty container storage capacity at Port Botany – Australia's premier port, handling one-third of the nation's container volume – and implementing initiatives to encourage balanced two-way loading of vessels.

A new empty container park under construction at Port Botany, to be operated by transport and logistics provider MEDLOG, will deliver an additional 6000 TEU of empty container storage capacity.

The new facility, which is scheduled to open in 2023, will adopt the latest technology, including paperless processing, to make truck movements safer and more productive.

It will reduce the cost and time of handling containers, as trucks will be able to drop off empty containers and collect new arrivals without having to leave the port precinct.

The facility will also feature sustainability initiatives, such as rainwater harvesting and solar panels for power supply.

This extra empty container park in the Port Botany industrial precinct will enhance the capacity and productivity of the NSW supply chains on which we all rely.

It's just one of several measures that NSW Ports and our partners are delivering at the port to ensure the efficient and sustainable

movement of goods for people and businesses.

DP World Logistics recently demolished two warehouses, on the site adjoining their container terminal at Port Botany, to deliver new empty container storage capacity.

ACFS Port Logistics will reconfigure their empty container depots at Port Botany via consolidation of the e-depot sites, removal of two warehouses and site access enhancements to increase empty container storage capacity.

Separately, planning approval has been granted by the NSW Government for increased empty container stacking heights across Port Botany, adding extra storage capacity.

Collectively, these investments in enhancing the state's supply chains will increase the amount of permanent empty container storage capacity in Sydney by more than 16,500 TEU – a 26 per cent boost.

At the same time, our Empty Container Incentive Scheme (ECIS), introduced in 2021, has helped reduce empty container congestion in Sydney, by encouraging more balanced two-way vessel loading of full and empty containers. The scheme includes full exports in the calculations to ensure that it does not favour empty containers ahead of full exports.

Together, the ECIS and the delivery of additional empty container capacity at Port Botany, through initiatives such as MEDLOG's new empty container storage park, will ensure NSW Ports and our partners continue to meet the state's growing trade needs, while delivering an efficient and sustainable service to businesses and consumers.

As recent history has shown, our way of life is dependent on resilient supply chains. Enhancing empty container storage capacity and productivity benefits not only our industry but the whole nation.

***NSW Ports manages Australia's key trade gateways of Port Botany and Port Kembla***



# Port Botany – building sustainable supply chains

NSW Ports is committed to improving port capacity, efficiency and sustainability. Empty container storage and handling at Port Botany, Australia's Premier Port, is being enhanced through:

- Construction of a new empty container park, to be operated by **MEDLOG**, which will add 6,000 TEU of extra capacity
- Creation of more empty container storage capacity by **DP World Logistics**
- Additional empty container storage capacity and improved truck flows by **ACFS Port Logistics**
- Encouraging greater two-way loading of vessels through our **Empty Container Incentive Scheme**

Collectively, these investments will increase empty container storage capacity in Sydney by more than 16,500 TEU – a 26 per cent boost.



LEARN MORE





# How governance of our infrastructure can give us a global edge, and why we need to change.

By TRISTAN ANDERSON, Executive Advisor - GHD Advisory

The Governance and operations of our transport infrastructure has been in the spotlight lately, and indications are that we need to adapt how we manage and leverage the value of existing and future infrastructure.

The Productivity Commissions Maritime Logistics System<sup>1</sup> report released on the 9th of September was not an encouraging read by any means, and although there is a strong argument that the comparative metrics were not showing our ports in a fair light there is no doubt that there are significant challenges. The report ultimately focusses on labour issues which are impacting productivity however the common thread amongst the various deficiencies comes down to governance.<sup>2</sup> Both public and private ports in Australia, with the exception of just a few, have adopted a light-handed landlord model. This mantra is the guiding light at many of our ports and **given this hands-off approach we now find ourselves lacking the instruments to dig ourselves out from the unenviable position of being in the lower quartile of ports globally.**

At the recent Ports Australia conference in Brisbane, the global Technical Director for the International Association of Ports and Harbours (IAPH) referred to the potential obsolescence of the light handed landlord model and questioned if this was the governance approach we need to take us into the future .

Light handed 'custodian' type roles are fine in periods of stability and minimal change, however they prove ineffectual and unresponsive in times of volatility and disruption where leadership is required. It is true that our supply-chains performed relatively well during the pandemic, however indications are that this was more through hard graft than effective governance.

The dearth of port and transport infrastructure governance particularly at a federal level means this task has to sit with ports and port authorities. However, some will argue that if it isn't broken we don't need to fix it, and that's fair, and indeed that has been my view to date. Where this philosophy falls down however is when we need leadership to navigate us through periods of significant change.

## The need to rapidly decarbonise:

Our supply-chains need to decarbonise to remain competitive, this is not going to happen if we all sit back, it calls for clear and fearless leadership. Ports in particular have a leadership role to play, one which is inconducive to as light handed landlord approach. Maersk Line<sup>3</sup> have taken a strong leadership role and committed to renewable methanol powered vessels, they need over 20 million tonnes p.a. of methanol to get started, they cannot establish a global supply network themselves. The Port of Long Beach has led in terms of mandating the movement to high fuel efficiency vehicles and now the transition to EV's. Other ports offer and encourage shore power, and have ambitious rail mode share targets (some Canadian ports have a 100% rail mode share goal<sup>4</sup>). We are being left behind.

Australia's best supply-chain achievements have come about through radical collaboration and establishing strong proactive governance, the Hunter Valley Coal Chain and the iron ore supply-chain in the Pilbara is testament to this, and is world leading.

## Building infrastructure for the future energy market:

As global energy markets embark on the biggest structural realignment since the proliferation of fossil fuels it is becoming apparent that governments cannot rely on natural resource advantages alone to be successful. Future energy and emerging fuels will be able to be generated almost anywhere. The difference between the most

globally competitive energy generators and fuel producers will be how they best utilise common infrastructure, collectively manage emissions, and unlock circular economy and carbon capture opportunities.

Green washing and unrealised promises given at a planning stage often expose the lack of governance and accountability, the carbon capture issues at Chevron's Gorgon<sup>5</sup> project highlight the technical complexity but also the lack of any meaningful recourse.

## What can we do about it?

The good news is there are established standards (ISO 37000:2021<sup>6</sup>) and advanced methods such as 'gamification' which can bring stakeholders together to align objectives, discover areas of conflict, and develop governance approaches to best enable optimal productivity, competition, innovation, resilience and sustainability outcomes.

By allocating stakeholder personas to different groups and having them rotate through roles, a deep sense of empathy and understanding is created which is conducive to resolving conflict and enabling radical collaboration.

Ports and other infrastructure owners need to foster a culture of collective purpose and unite stakeholders around common goals. This is not to deny conflict, but to identify it and account for it. If we do this right, we will be winners in the global energy transition and improve supply-chain productivity and resilience.



1 <https://www.pc.gov.au/inquiries/current/maritime-logistics/draft>

2 <https://www.iaphworldports.org/n-iaph/wp-content/uploads/2022/07/2022-07-12-UNCTAD-Capt-Subra.pdf>

3 <https://www.maersk.com/news/articles/2022/03/10/maersk-engages-in-strategic-partnerships-to-scale-green-methanol-production>

4 Refers to Prince Rupert and Halifax

5 <https://www.boilingcold.com.au/times-up-on-gorgons-five-years-of-carbon-storage-failure/>

6 <https://www.iso.org/standard/65036.html>



# Real-time data critical to modern protection and compliance

By STEVE McSWEENEY, Strategic Account Director - Certis Security Australia

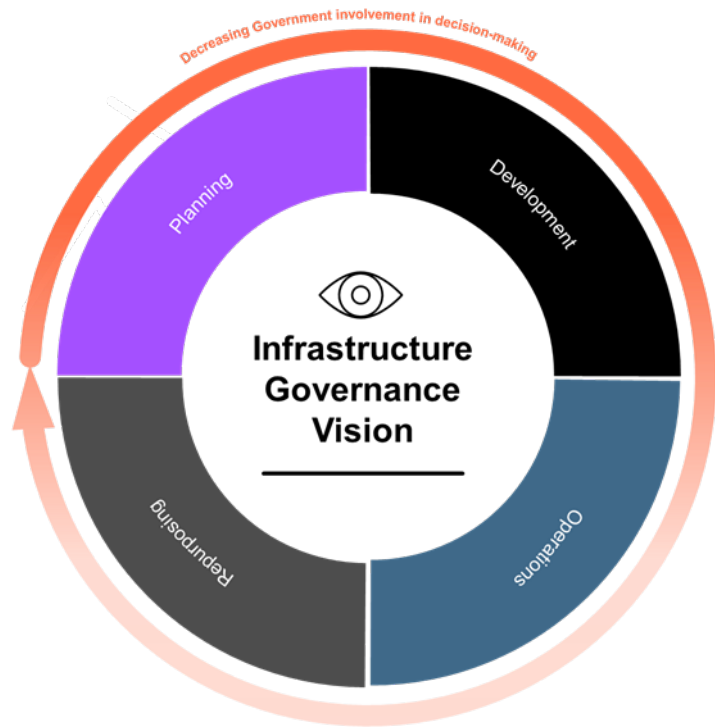
Once upon a time, security was nothing but a physical presence of guards who were responsible for ensuring appropriate behaviour, authorised access, compliance and more. Their role was entirely manual and was not augmented by technology because it simply didn't exist. In the transport and logistics sector, all it takes is a tired or inattentive guard toward the end of their shift allowing unauthorised entry to a restricted area potentially undermining supply chain security.

Fast forward to today and a physical presence is still evident and important, though it is much more subtle than what it once was. In recent years, we've seen a huge shift across the security industry—particularly in transport and logistics—with the integration of various pieces of technology including drones, motion detection, CCTV, automated access control and more.

While this shift towards an increased use of technology has undoubtedly come a long way, the industry must not stand still and should continue to innovate to protect Australia's transport and logistics sector. However, this innovation must not occur in isolation.

Certis Security Australia has spent many years working directly with customers to understand their needs and business structure, as there is no one-size fits all solutions. When innovating and implementing new technologies, it's imperative organisations ensure they fit into the wider technology suite that already exists and they complement existing infrastructure.

One-way organisations can (and should) do this is by investing in real time data analytics. By implementing the right systems, organisations can use the information



collected from existing infrastructure to get more intel about the way a site operates, which will allow them to identify any trends in security vulnerabilities and then develop proactive solutions. For example, by utilising analytics gathered by edge devices such as CCTV cameras and drones, a site may determine at what time of the day and what location people tend to breach the premises. With this information, parameters can be put in place to better safeguard the site, such as increase barriers or deploy static guards to ensure incidents don't continue to occur.

The key to getting the most from business data is ensuring the infrastructure is in place to glean insights. In many cases, various technologies operate independently, which means data sits in different places and makes it impossible to get a full picture. Having the right infrastructure in place provides valuable insights that can help inform operational decisions with clarity.

In addition to protecting a site, real time data is critical in organisational compliance as governments are increasingly placing legislation (e.g., Section 77G of the Customs Act) on security measures, ensuring detailed and accurate records are always maintained, particularly in the transport and logistics sector. It's vital that organisations have real time documentation of who is on the

premises, including what areas they have access to and whether they need to be accompanied by someone else.

In some instances, the government may audit organisations and request that they provide this information. Failure to provide the required information can result in harsh penalties, so it's vital this information is kept on hand. Data gathered from access & visitor management systems, corroborated with footage captured by drones and CCTV, ensures organisations have the evidence available to remain compliant. Incorporating technology into existing infrastructure also helps to ensure the safety of organisations and their security professionals, with drones and other edge devices improving on-site monitoring with footage capturing and thermal imaging capabilities, operated from a safe distance by professionals.

Innovation is not a choice, it's a must-do for the transport and logistics security industry. As government legislation increases and more pressure is placed on the industry to ensure it is securing sites as well as keeping records of real time information, the industry must continue to innovate and keep pace.



# Turning Disruption into Opportunity: Taking Control of Your Pallet Supply

By KATRYNA TANCRED, State Sales Manager – NSW | UBEECO Packaging Solutions

Just as domestic and global supply chains have been rocked by disruption, delay, and shortages, the pallet supply situation has been no exception. Pallet shortages have stopped production, delayed shipments, and negatively impacted revenue. Frustration over the lack of pool pallet availability recently reached a boiling point in one LinkedIn social media discussion. “I put an order in for 330 and we were issued 50 which will be ready on Monday,” one participant commented. “What a joke!”

For decades, the pallet was prefaced by descriptors such as “lowly” or “humble,” but those days now seem like ancient history. Over the last year, headlines such as **Australia tackles latest supply chain kink - missing pallets and Chronic pallet shortage adds to supply chain woes** have chronicled the importance of pallets. They have underscored the pain that pallet shortfalls have inflicted on Australian industry and consumers alike. But there is a better way forward for many supply chains, as outlined below.

Just as many companies are acting to reduce supply chain risk through strategies such as dual sourcing, they can also eliminate the risk of pallet shortages by taking control of their pallet supply. A pallet review by **UBEECO Packaging Solutions** can help identify options for improving pallet supply certainty and product protection while reducing costs in the process. Check this list. Chances are, you are a candidate to improve your pallet strategy.

## You would be better served by a non-standard pallet size

*Pallet poolers can offer you exactly the size of pallet that you need, as long as it is 1165 x 1165mm!* But is that the best fit for your shipping needs? In other parts of the world, such as the United States, the standard pallet size (48x40”) represents only 35% of total pallet production. The reason is simple. Custom pallets usually add more value.

For example, if your products regularly overhang the pallet (extend beyond the pallet’s footprint), then they are unduly exposed to damage. And if your pallets under hang the pallet (requiring less than the full deck), then you are

likely spending more on the pallet than needed in addition to wasting space in freight and storage. Pallets that under hang are also more difficult to stack and stabilise during transport.

Pool pallets are also designed to bear heavy loads and are often over-specified for many applications. A lighter pallet might make better sense for your use and save money in the process. Other modifications can help provide superior product protection; for example, adding a felt layer, pre-drilled holes, or scalloped boards.

## Pallets used for lengthy product storage

In applications that require long storage periods, including frozen foods, some refrigerated agricultural products, and curing cheese, paying a daily rental can be a waste of money. Those costs add up quickly. By purchasing custom-made pallets in conjunction with pallet transfer machinery (if required), you can specify the best pallet for your load and storage system. Once again, a custom solution can free you from the shackles of pool pallet availability and substantially reduce your total pallet cost.

## Intra-company pallet exchange

Depending upon the complexity of your supply chain, creating your own pool can be a winning approach. For example, if you are exchanging pallets within your own group or with a limited amount of trading partners, a closer look is warranted. One of UBEECO’s customers, an automotive parts retail chain, has done just that, utilizing an in-house pallet pool for its network that has saved it money and eliminated the threat of pallet supply failure.



UBEECO's team of industrial packaging designers work with the sales team to custom engineer the size and style of the pallet that best meets your needs, versus the one size fits all approach of pool pallets. Additionally, they can be branded to boost marketing and aid in pallet control.

**You haven't reviewed your pallet specification lately**

If you have a custom pallet specification that you haven't reviewed in years, the time to review your specification is now.

Products and processes change over time - new handling and storage equipment, acquisitions and mergers, changes to product packaging and new customers, for example.

Likewise, perhaps your production facilities have made informal changes over the years that have not been updated in the specification. A fresh review, including an onsite visit, can ensure that your pallet specification is still optimal - and allow for apples-to-apples bidding on your pallet needs.

Over the last year or more, pallets have gone from "humble" to crucial. While to some degree we are powerless to deal with supply chain disruption, it doesn't have to be that way with pallets. Custom pooling and non-standard pallet options can provide better value and supply certainty for many supply chains while eliminating daily rental fees and hefty lost equipment charges. At UBEECO ([www.ubeeeco.com.au](http://www.ubeeeco.com.au)), we can help you secure and optimise your pallet supply. Contact us today to find out more 1800 147 977.



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## Strengthening Australian wine exports



As Australia's wine exporters look to new horizons by diversifying their export footprint while maintaining and growing sales in existing markets, Austrade has partnered with Wine Australia to develop an innovative and comprehensive digital knowledge tool.

The Wine Export Ready Hub brings together information, templates and how-to guides to help wine producers understand the export process, find buyers and develop export plans.

Austrade CEO Xavier Simonet said the industry-first free digital hub will fuel Australia's wine exporters to go further, faster.

*"Australia produces some of the world's most sought-after wines, and the new Wine Export Ready Hub will help our producers get more product to consumers the world-over."*

*"This one-stop-shop, developed by Austrade and Wine Australia, will provide clear, comprehensive answers to wine producers' most pertinent export questions,"* Mr Simonet said.

Wine Australia Chief Executive Officer Dr Martin Cole said, *"With around 60 per cent of Australia's wine production exported each year, the profitability of the wine sector is strongly linked with exports. Many wine producers are developing strategies to intensify exports and to enter new markets, and we're delighted to launch the Wine Export Ready Hub in partnership with Austrade to support these activities."*

The Export Ready Hub complements Austrade and Wine Australia's existing suite of export resources including market insights, market entry programs and regulatory services, as well as a virtual platform to showcase Australian wines to international buyers, Australian Wine Connect.

While Australia's wine producers faced challenging trading conditions in recent years, the values of wine exports grew in 71 destinations in the year to March 2022, according to Wine Australia's latest Export Report. This includes Singapore, Hong Kong, Thailand, South Korea, Taiwan and Japan.

Australia produces around 4 per cent of the world's wine and is the fifth largest wine exporter. Australia is home to more than 6,000 grape growers and 2,000 wineries. Over 1000 exporters send more than 18,000 different wines to more than 100 destinations worldwide.

Since 2020, Austrade has scaled up its online and customised services to Australian agribusinesses, including running virtual marketing activities, market briefings and new initiatives such as Wine Export Ready Hub.

For more information on the Wine Export Ready Hub, visit [wineaustralia.com/exportready](https://wineaustralia.com/exportready)

## Information empowers Australia's exporters

It is no secret that Australia's food and agribusiness exporters continue to face challenges, with persistent supply chain issues affecting air and sea freight.

A confluence of global issues – including international conflicts, labour shortages and industrial action, with added complications presented by the pandemic – are placing increased pressure on supply chains and limiting freight options for Australian exporters.

But there are measures in place to help exporters plan and prepare, and to minimise the impact to their businesses.

The Export Supply Chain Service (ESCS) is a new initiative by the Australian Government to provide insights on complex supply chain and logistics issues to agribusiness, food and beverage exporters, government partners and other stakeholders.

The program aims to help industry navigate global supply chain challenges to build resilience and the ability to capitalise on opportunities that emerge as the global economy recovers.

Since launching in August 2022, the ESCS, administered by the Australian Trade and Investment Commission (Austrade), has gathered intelligence from dozens of experts, leveraging the know-how and experience of freight and logistics specialists and contacts to fully digest the full scope of current and emerging supply chain issues.

Overwhelmingly, unpredictability is the biggest reported concern for exporters, usurping concerns over costs.

Tackling these many challenges will require long-term, structural solutions across the sector and the results will take time to emerge.

The ESCS is encouraging Australian exporters to:

- **Stay informed.** In a rapidly changing environment, it is important to stay informed. Set up simple news alerts and subscribe to a variety of sector specific sources. For example, ESCS produces a fortnightly Supply Chain Snapshot, available on the ESCS webpage.
- **Strengthen relationships with Freight Forwarders.** Pre-pandemic, exporters could take a "hands off" approach, but as supply chains get more complex, so should relationships.
- **Be collaborative.** Work within sectors to demonstrate demand for certain legs / routes.
- **Expand your horizon.** Are there alternative markets you should be exploring? Are there alternative routes you can utilise.
- **Consider your contracts.** For example, be cautious of locking in long term contracts right now - in the short to medium term, pricing conditions for exporters look favourable for both air and sea freight.
- **Be pragmatic.** We know there is a shortage of 20ft containers in Australia, but an excess of 40ft options. Is it possible to change operations to use 40ft?

For more information on the Export Supply Chain Service (ESCS) and the latest air and sea freight developments, visit <https://www.austrade.gov.au/escs>



## One of our core businesses? The Pacific Islands

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### Who we are

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### Word from a team member

“Being in charge of the export FAK to the Pacific Islands is quite challenging. We close the container’s doors at the very last minute to make sure our client gets the **best transit time**. We pack where we operate, and operate where we pack, which simplifies the cargo and communication flow.”

Alexandre Zoghbi, LCL Export

For any bookings or enquiries: [au-sales@sifalogistics.com](mailto:au-sales@sifalogistics.com) | +61 (0)451 746 179



# A larger Menzies Aviation

By **BEAU PAINE**, Regional Vice President Cargo, OSEA | Menzies Aviation | Sydney

It has been a busy 2022 for Menzies Aviation, as our business was successfully acquired and delisted from the UK stock exchange. In August we announced that Agility had completed its acquisition of Menzies Aviation. Agility will combine Menzies Aviation with National Aviation Services (NAS) to create the largest aviation services provider in the world.

This marks a new era of opportunity for us to accelerate our growth by combining the best of both Menzies and NAS.

We are an industry powerhouse with 35,000 employees at 254 airports in 58 countries. Operating as Menzies Aviation, we are the largest aviation services provider in the world by number of countries and second largest by airports served.

The backing of our parent, Agility, means the new company has the capital to invest in talent, technology, infrastructure, equipment, expansion and sustainability leadership that are critical for our future success.

This deal is about accelerating growth. We will provide innovative solutions for growing and forward-thinking customers to help drive the recovery and shape the future of aviation. We want to grow, expand and innovate, all the while ensuring a consistent and safe service to our customers.

By combining the strengths and reach of Menzies and NAS, we intend to make Menzies Aviation the undisputed No.1 in aviation services.

We're delighted to welcome colleagues from NAS to the Menzies team and to work together to combine the best of both businesses. Together, we have a highly

skilled team that delivers the industry's best air cargo, fuel and ground services across six continents.

We have much in common, and also much we can learn from each other. We will combine the dynamism, performance-culture, and agility of NAS, with Menzies' industry-leading record of operational performance and focus on integrity, safety and security. Employees from both companies will benefit from more growth opportunities and diverse career paths in a larger and growing organisation.

In my previous article I mentioned our focus on cargo technology and innovation across Menzies' air cargo services and how efficient and effective technology is supporting the commercial growth plans of the business. Presently we are running parallel trials to evidence this focus.

Our Sydney team has installed a three-dimensional cargo assessment tool which captures accurate dimensions and images of cargo in real-time, and seamlessly integrates data into our existing warehouse management systems. This instant dimensioning allows for an uninterrupted workflow while digitising cargo acceptance at the warehouse. Bolstered with the ability to take a high-resolution photo of the shipment to enable verification of cargo on acceptance and support claims and traceability. The software has further benefits with the ability to use artificial intelligence that plans for optimal cargo space utilisation in seconds, while adhering to regulations and business constraints. The trial of this cargo solution will continue throughout 2022 with a view to add this technology as a mainstay to our key terminals throughout the region.

Meanwhile in Melbourne, we are working with a select group of freight forwarders to trial a slot booking process. Having an allocated retrieval time slot provides comfort and certainty, with an ability to plan resources and warehouse management, for both our teams and our customers. The trial commenced in August and initial feedback is positive. The true potential will be unlocked in the coming Christmas peak season.

Aligning with our sustainability strategy, we have also unveiled new document scanning solutions in Sydney and Melbourne. This cloud storage solution removes the need for printed flight files and can build a flight pack and transmit electronically rather than use the historical flight pouches. This process change is expected to save 250,000 pages of printing each year. We have also taken receipt of a new fleet of lithium-ion battery forklifts in Sydney and continue to invest in our facilities across the region. These initiatives are part of our All-In plan for a fair and sustainable future.

As well as being environmentally aware, our teams are also socially engaged and giving back to the community. The cerebral palsy fundraiser STEPtember is being supported by Menzies staff in Melbourne and Adelaide. Our teams have set individual goals of completing 10,000 steps per day – keeping active and focusing on wellbeing and teamwork and at the same time raising valuable proceeds to support lifechanging research, treatment and services to help people with cerebral palsy to live their best life. We are very proud of our people and their impact on the community and each other.





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## Mondiale VGL powering ahead for customers

The merger between Mondiale Freight Services in New Zealand and Visa Global Logistics in Australia brought together two highly experienced industry leaders in the freight forwarding and logistics sector.

18 months on, Mondiale VGL is now one of the top freight forwarders in Oceania by volume, and customers are experiencing the benefits.

Mondiale VGL offers a fully integrated door to door service including global freight forwarding, customs clearance, third party logistics warehousing, wharf transport, port logistics, supply chain logistics strategy and consultancy.

Employing more than 1500 staff globally, today the group handles more than 500,000 TEU and 21 million kilogrammes of air freight each year.

According to Ray Meade, Group Chief Executive Officer for Mondiale VGL, the business has come through the COVID-19 pandemic in good shape and is focused on expanding its service to customers through the increase of its global reach and scale through its merged entity.

“At the heart of our business is strong long-term relationships with our customers, carriers and our wider supply chain network built up over 40 years, Meade says.

“Our end-to-end supply chain model allows us to make agile decisions, driving excellence throughout our entire customer base”.

### Customer Solutions

“Our customers benefit from innovative, proprietary technology that provides uninterrupted inventory visibility across the entire supply chain, from origin to destination, in real time.

OneTrack is our freight management platform which is integrated with numerous live information feeds including Ocean Insights, 1-Stop, Flightstats, Manhattan and Mondiale VGL's GPS tracked transport fleet”.

“When moving the volumes we are handling for clients of sea and airfreight, it's important to have visibility for each customer immediately, and One Track provides that for us.”, he adds.

### A key focus on safety

Being a freight forwarder with a fleet of over 200 trucks and 500 trailers and multiple movements involving Forklift and Reach stackers, the group wanted to ensure the team have the right focus on safety.

“We are ensuring that safety is embedded across all facets of our business” Meade says.

“This includes investing in the physical separation of our team from mobile equipment, upgrading traffic management controls and implementing safety walks for our leadership team”.

Mondiale VGL also takes pride in the “Driving Life Safety Rules” safety programme launched across the organisation in early 2022.

The programme educates employees on the biggest risks to safety and equips them with the tools and controls to keep themselves, and each other, safe.

### Evolving transport strategy

Mondiale VGL systems and equipment are tailored to customer requirements, allowing for increased mass, and the ability to move more containers with less trucks – an important part of reducing sector impact on the environment.

Within the trucking fleet, a seven-year replacement program exists on Prime Movers ensuring the Mondiale VGL Fleet predominantly runs at the highest level of Euro Standards being Euro 6 which is the highest standard attainable currently.

All vehicles have Lane Departure Warning, Adaptive Cruise Control, Autonomous emergency Braking, Anti-Lock Braking Systems, and Electronic Stability Control to name just a few. The group is also looking to optimise the vehicle fleet with the introduction of electric vehicles where viable and looking to undertake feasibility trials in the use of hydrogen trucks.

Meade says the business is always focused on delivering industry best practice for customers.

“We have just sent both our National Transport and Fleet Managers to the World's largest transport, technology and sustainability show in Hannover, Germany. This was a great opportunity to understand what is next for our industry to ensure we are across new technology & equipment”.

The group also ensures representation in the advocacy space with Mondiale VGL senior executives committed to the Freight Transport Advisory Council (FTAC) and Port Transport Logistics Taskforce (PTLT). Additionally, they have recently partnered with Healthy Heads in Trucks and Sheds, a not-for-profit organisation supporting mental health across the sector.



Group Chief Executive Officer, Ray Meade, is a veteran of the industry with more than 30 years' sector experience and a deep network of global customer, carrier and supplier relationships.

His tenure at the company spans 13 years. Ray became CEO of Mondiale VGL following the merger in 2021 and prior to this, he held leadership roles at Mondiale Freight Services in both New Zealand and Australia.

Ray began his career working in military logistics for the New Zealand Army, before gaining experience at leading supply chain management and logistics companies DB Schenker, Emery Worldwide and Bolloré.

**MONDIALE VGL**



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## Data key to unlocking empty container congestion

By ANDREW SMITH, General Manager – Containerchain

Without a doubt, the pandemic highlighted our nation's reliance on an effective and efficient logistics supply chain – magnified by a combination of increased eCommerce demand coinciding with COVID-related labour shortages.

Even though the number of online purchases in Australia has normalised after accelerated eCommerce growth over the last two years, the number of online purchases in July 2022 is still 51% higher than July 2019<sup>1</sup>. And the construction industry is still suffering delayed deliveries of materials, parts, equipment, and supplies resulting in soaring material costs and project delays.

On the one hand, this pressure has helped the global logistics industry to embrace digitised and automated solutions to replace many manual paper-based processes. However, these solutions can only be truly effective when the appropriate and accurate data is input and shared by the stakeholders involved. Without it, limited information in landside logistics makes it hard to plan ahead resulting in empty container congestion that creates delays and adds costs impacting both importers and transporters. We are seeing the impact now, particularly in Sydney and Melbourne.

Transport NSW's 2020 NSW Empty Container Chain Study<sup>2</sup> estimates that inefficiencies in the NSW empty container supply chain result in additional costs of approximately AU\$49 million per year, impacting Sydney's competitiveness as a place to do business.



TYNE ACFS Fremantle container park was designed around efficiency

But it is avoidable – or at least, can be vastly improved through a combination of using current tools more effectively, digital processing, and a preparedness to change the current “way we do things”. The smooth flow of trucks and data are intrinsically linked. The physical flow of containers can be improved by better electronic data exchange and better use of the information exchange systems available.

Without real-time information of the performance and capability of container terminals, drivers rely on radio calls, text messages, and manual paperwork – all of which may be incomplete, out of date, or lack critical information. This means transporters cannot predict service delays resulting in unwanted idle time, unpredictable truck turnaround times, scheduling issues, and cost blowouts.

*“In Australia, the most efficient ports are those that share real-time data electronically across industry participants so that they can make informed decisions about bookings and collections in real-time. When shipping lines share live data with landside industry platforms, such as Containerchain, it enables visibility of exactly where the empty containers need to go to complete their journey,”*

said Andrew Smith, General Manager, Containerchain. “We are currently working with industry groups across Australia to encourage this best practice.”

The good news is that state governments are helping drive this change in recognition that efficient supply chain processes for imports and exports – including empty container management – is key to supporting businesses in their state. For example, Freight Victoria has established a Container Storage Working Group including a trial of paperless truck entry to empty container parks.

### The WA approach: Embrace Digitalisation

Fremantle is the busiest port in Western Australia and in February 2022 marked its largest monthly throughput of full containers in the port's history with a total of 60,284 TEU.<sup>3</sup>

ACFS Port Logistics is Australia's largest privately owned container logistics operator with one of Australia's largest and most efficient transport divisions. ACFS uses Containerchain to offer complete vehicle and container tracking ensuring clients maintain traceability and communication throughout the container journey from wharf to door.

<sup>1</sup> Australia Post: Inside Australian Online Shopping – eCommerce Update July 2022

<sup>2</sup> Transport for NSW: NSW Empty Container Study

<sup>3</sup> Media release: Fremantle Ports celebrates milestone container trade in February

## 3 steps to improvement

1. More carriers to share real-time data with landside industry platforms.
2. Container yards and transporters to embrace automated truck arrival processing using real-time mobile apps such as eGATE.
3. Create culture of data sharing across the industry so that all stakeholders benefit from digitised processes.

In Fremantle, ACFS took the opportunity of building its new container park on a greenfield site, to design the park around operational efficiency, such as paperless entry for trucks via the eGATE mobile app. *“In our business, time is of the essence. The primary motive for introducing eGATE was to reduce empty container stock being held up at the gatehouse and trucks queuing behind them. Ultimately, as eGATE allows trucks to bypass the gatehouse it speeds up truck movements within the yard and benefits transporters, exporters and indeed the entire supply chain that relies on the availability of empty containers. Without*

*eGATE, I estimate trucks would, on average, spend 30% more time in the yard,”* said David Anderson, Operations Manager at TYNE ACFS Port Fremantle.

### East coast unique challenges

There is no one-size-fits-all approach. New facilities like Fremantle can be designed around optimised traffic flow including a dedicated 'green lane' for drivers who using eGATE for automated entry. But many older container yards in Sydney and Melbourne, where land is scarce and expensive, have only single lane entries which can be easily bottlenecked.

*“Where it is not possible to physically add an extra lane that can be dedicated to automated paperless truck entry, the focus needs to be on moving all trucks through the gates quickly using the eGATE mobile app. Then, if they have an issue, move them into a bay where their issues can be addressed, rather than blocking the entry while the driver finds and passes papers to gate staff,”* explained Andrew Smith.

### Looking forward

The logistics industry is a complex ecosystem of stakeholders. Delays and frustrations caused by empty container delivery and storage issues could be greatly improved if shipping lines share their live data with the landside industry

platforms. This would allow container yards to make greater use of paperless entry solutions such as eGATE, enabling trucks to turnaround much faster and reduce bottlenecks. While this does require a cultural change to share such data, the digitised and automated solutions that it would enable, benefit the whole industry, our customers and the cities where we do business.

## CONTAINERCHAIN

### ABOUT THE ORGANISATION

Containerchain is trusted by the cargo shipping and landside logistics communities on three continents. Managing more than 20,000 container movements daily, the Containerchain platform and suite of products provide real-time paperless information exchange, automation of manual processes, proactive operational planning tools, total container movement visibility, and real-time synchronised connectivity across the supply chain. Containerchain is a part of the WiseTech Global group, a leading developer and provider of software solutions to the logistics execution industry globally. Enquiries: [www.containerchain.com](http://www.containerchain.com)

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idle time



**1.5**

more daily trips  
per truck



**30%**

less gate  
staff

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*Numbers provided are based on Containerchain averages*

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# Post COVID Employee Trends

By LEANNE LEWIS, Director – Insync Recruitment Group

The last three years have had a lasting impact on the future of work. It is imperative that Business Owners and HR Leaders evaluate the immediate and longer-term impact of these trends and the degree to which they will change strategic goals and plans.

These trends have a great impact on the employee experience, which is why you must change and respond to shifts in employee expectations.

## 1. Hybrid Work Becomes Mainstream

Employee expectations for Hybrid working conditions are here to stay. With 75% of hybrid workers agreeing their expectations for working flexibly have increased. Studies have shown that if an organisation were to go back to a fully on-site arrangement, it would risk losing up to 39% of its workforce. You must create a new, human-centric model for the hybrid environment by designing work around employee-driven flexibility.

## 2. Mental Health - Well Being

Traditional employee experience indicators, such as engagement surveys and turnover metrics, aren't showing



the whole picture — for example, measuring current experience or overall well-being — which impacts employee performance and intent to stay. Although many organisations made additional investments in well-being throughout the last three years, most employees are still not taking advantage of these offerings. You must deliver on well-being as part of your strategy to attract and retain talent.

## 3. Diversity Equity Inclusion - Outcomes Could Worsen

Hybrid and remote work does not guarantee all employees will experience the benefits of this change equally. This has the potential to worsen Diversity, Equity and Inclusion outcomes. For example, managers say on-site employees are more likely than remote workers to be promoted. Considering that women and employees from underrepresented groups are more likely to want to leverage flexible work, proximity bias becomes a recipe for inequity. To support all employees in a hybrid future, you must mitigate bias in performance and recruiting and support underrepresented talent.

## 4. Turnover Will Increase

Hybrid work has become a baseline expectation for most employees, and organisations are already seeing the effects. Turnover has significantly increased when employees are required to come back into the office full time, and 52% of employees say flexible work policies will affect the decision to stay at their organisation. Turnover will continue to increase because the emotional costs of leaving the organisation are lower when hybrid choices are available, and location is no longer a factor. To combat this, connect hybrid employees to the organisation's culture and invest in talent processes to expand employee networks.

## 5. Managers' Roles Are Changing

With fewer opportunities for spontaneous in-person interactions in the workplace, managers need to be more intentional in establishing and developing relationships with their team

members. The manager-employee relationship is critical in shaping the employee experience and connection to the organisation. Business owners need to provide managers with the proper tools to become human leaders and manage employees' career perceptions, well-being and connection to organisational culture.

## 6. Gen Z Wants In Person Work

Although the younger generation is comfortable with hybrid work (having finished their education and entered the workforce during the pandemic), the experience has left something to be desired. To Gen Z, remote work is about continuing connections built in person while maintaining a flexible schedule. Pay attention to Gen Z's expectations of the post pandemic world of work. The needs of these entry-level hires will impact decisions surrounding redesigned office spaces, in-office onboarding support and development opportunities.

In short:

- Ongoing changes in the way people work have permanently transformed employees' relationship with and expectations of work.
- Hybrid work could be a great opportunity or a great risk, particularly for diverse talent.
- These trends create an exciting opportunity for organisations to differentiate themselves as employers of choice.





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# Unwanted stowaways with a sting in the tale

In its continuing quest for a safer, more environmentally sensitised container supply chain, international freight insurance specialist, TT Club turns the microscope on the search for pests.

By PEREGRINE STORRS-FOX, Risk Management Director – TT Club



Invasive pests have proven devastating consequences for agriculture and the natural environment; the containerised pathway is being called upon to mitigate these impacts. TT Club recognises that all involved in intermodal cargo movements need to be aware of their responsibilities to tighten biosecurity. The increased recognition of the threat should underline the urgency in crafting effective and proportionate risk reduction measures that address the situation.

Concerns have been increasingly expressed over the last decade that global trade has facilitated the movement of invasive plant and animal species. Inevitably, there are numerous vectors by which this may happen, but maritime freight containers and their cargoes have come under scrutiny, not least due to their innate intermodality reaching far into hinterlands with relative ease and lack of inspection. Nevertheless, empirical data regarding the types and magnitude of pest risks associated directly from containers and their cargoes remains largely lacking.

As is often the case, it is not a lack of good materials on actions to address the issues, rather promoting understanding of how each individual involved from procurement, through packing and transport, all the way to local warehousing and distribution can play their part.

There are, of course, multiple sources of potential pest contamination through the intermodal supply chain. The condition of the structure of the “metal box” and its cleanliness are clearly important elements, both in relation to pest movement and basic protection of the cargo packed. However, there is also need to focus attention on the condition of the goods themselves.

Container flows are complex and may involve multiple border crossings, handovers of control and transport modes. There are many factors involved and the shipping company, which often operates the container, has little direct control over or access to containers except for when they are empty in depots; however, dispatch of an empty container from a container depot is not part of every trip – some containers are presented for packing immediately after discharging the previous cargo.

The most likely point of pest contamination is the packing point, over which shipping companies have no control. The shipper exerts such control, either directly or via contractual agreement with the packer. An intricate understanding of the interdependencies and mechanics of the supply chain is required to build effective, sustainable measures to mitigate the risks of transfer of invasive pests.

The initial step involves developing, improving and raising awareness of applicable standards and practices to reduce exposure, coupled with recognising the potential impact allowing pests unfettered access to the global supply chain can have. There are numerous sources of guidance available including the CTU Code<sup>1</sup> and the Joint Industry Guidelines for Cleaning of Containers<sup>2</sup> aimed to provide a practical and proportionate approach to mitigating this particular risk.

The Australian Government’s Department for Agriculture is more active than many national authorities in promoting container cleanliness with guidelines<sup>3</sup> that focus on seven key principles in preventing the spread of pests and invasive species.

**Inspect.** Visually inspect containers for pests and contaminants e.g., grain residue. Pay particular attention to the bottom rails, forklift pockets, twist lock fittings, internal surfaces, container tops and the underside and cross members.

**Clean.** Vacuum, sweep or pressure wash containers before loading goods to remove contaminants and pests. Avoid scraping containers across the ground when moving.

**Clean storage areas.** Keep storage areas clean. Store containers away from pest habitats or resident pest populations. Store containers on fully paved/sealed storage and handling areas. Use traps and other pest control methods to keep storage areas pest free.

**Pack clean goods.** Only pack containers with clean, contaminant-free goods. Store goods in a clean, enclosed area prior to loading. Keep the container doors closed prior to and after loading goods. Use clean handling equipment when packing goods.

**Keep away from lights.** Do not keep containers under bright lights as they attract insects that can infest goods and the container.

**Use good quality containers.** Use good quality containers to reduce the risk of pests sheltering in the cracks of floorboards.

**Avoid contaminated areas.** Avoid driving through areas that can contaminate the container e.g., waste water, manure and other animal faeces.

Contamination by invasive species is almost always accidental or careless; all parties being aware, responsible, taking the matter seriously, and engaging actively and constructively with national/regional initiatives is urgently required in order to avert both the risks and enhance biosecurity. TT has created a series of animations<sup>4</sup> to highlight key invasive pest contamination risks.

<sup>1</sup> <https://unece.org/transportintermodal-transport/imoilounece-code-practice-packing-cargo-transport-units-ctu-code>

<sup>2</sup> <https://www.containerownersassociation.com/technical-resource/industry-documents>

<sup>3</sup> <https://www.agriculture.gov.au/import/before/prepare/sea-container-cleaning-standards>

<sup>4</sup> <https://www.ttclub.com/news-and-resources/video-library?text=invasive+pests&date=all&sort=relevance#content-filter>



# Humble Beginnings

ACFS Port Logistics is a company whose story is one of humble beginnings, that of a two-man operation running out of Yerrick Road, Lakemba, Sydney to what today has become Australia's largest privately owned container logistics operator. A family owned and operated business, founded by Father and son, Terry and Arthur Tzaneros. With the vision of identifying opportunities and driving innovative solutions within the containerised supply chain, that disrupt the market.

ACFS's day-to-day operations involve Wharf Transport and Rail services, Full Container Depots, Warehousing (3PL, e-Commerce & FAK), Empty Container Depots and Rail Intermodal Operations nationally. Over the years, ACFS has evolved to be the largest privately owned Port Logistics Company in Australia employing over 1,800 hardworking employees with a footprint spanning over 1.5 million sqm across all major Ports and inland facilities.

However, before the success of ACFS Port Logistics, there was decades of blood, sweat and tears. Terry's experience in the industry dates back more than 40 years, at a time when Port Botany had just started being developed as a container Port. Back in the 1980s in Sydney, waterside to quayside trade happened at Darling Harbor and White Bay. Terry states that to describe the industry back then as challenging would be an understatement. Driving trucks was tough and the waterfront was another world.



Nonetheless, Terry knew how to lead and inspire people with hard work, backed by a strong work ethic and loyalty to staff that defines him.

Terry recalls Arthur as ten-year-old boy asking him if he could come to work during school holidays. Terry welcoming his son's initiative started Arthur under the watchful eye of his diesel mechanics in the truck maintenance workshop. According to Terry, that is where Arthur got his pedigree. Terry's direction to head mechanic Mark Perry who is still with the business today, was "work him hard, and make sure he gets dirty. Two showers Mark!" As a boy Arthur started changing truck tyres, painting rims, changing globes and then developed further into servicing trucks in order to ensure that the fleet was maintained and roadworthy at all times.

Arthur then was moved to working in the warehouses spending many school holidays working in containers as hot as an oven unpacking cartons, driving forklifts and labouring. Terry made sure there was no "free ride". After learning the fundamentals during his school years, post his schooling Terry progressed Arthur to the Fleet Office, where Arthur cut his teeth as an Allocator. Seen as one of the most difficult jobs in the business, Arthur thrived and began to progress through the departments and levels taking in all aspects of the business.

Fast forward to 2005 where Arthur started ACFS as a 28yr old, Arthur says there is no part of the business that he has not touched and or worked in. The level of ownership, drive and love for the business is what has led ACFS to where it is today, becoming a formidable partner and logistics supplier of the Australian economy, as essential services provider resulting in goods on shelves for all Australian families, that keeps the supply chain wheels of this great and prosperous nation in motion.

ACFS Port Logistics today continues to be hard at work implementing and executing the mission, vision and dream. Above all, ACFS is run and managed as a family business. Arthur states that "the values that guide our everyday actions are those that put us where we are today". The values that were passed down from Terry to Arthur taught him that the people in your business are the most important aspect. Similar to a sporting team, we need passionate people and camaraderie. Being innovative, taking pride in their work, working as hard as they can whilst managing their personal lives as well.



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**Sam Askin**  
CEO, OneStop

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**We are constantly enhancing our technology and risk management capabilities to ensure that you have the most state-of-the-art tools available at your fingertips.**

**While there is much excitement around our new look, it will be rolling out in stages so you may see a little of the old name here and there whilst we transition.**

**Wishing you all continued success and growth as we achieve together.**



## The Post-Pandemic Global Economy – Resurgent or Recession?

By PAUL BETTANY, Collinson FX

### Introduction

The post-pandemic global economy is facing titanic challenges socially, economically and GeoPolitically. The pandemic may be over, but if we take time to evaluate what is left, when the dust settles, there will be many never seen before challenges. The Western world is engaged in a fight for economic survival, as it engages in an unprecedented economic war with Russia, through extreme economic sanctions. The support by Western nations of the Ukraine in the Russian war is becoming extremely painful for these allied Countries as the sanctions deprive them of the cheap energy that Europe is heavily dependent upon. Gas/Electricity and Oil prices in Europe have increased by multiples, across the EU and UK, imposing a heavy cost on the citizenry and business. Russia has been a major supplier of energy and food to Europe and now the sudden withdrawal of these necessities of life, have led to extreme hardship.

### Inflation

The massive deficit/debt expenditure by Western Governments during the pandemic, have been funded by expanding the money supply, which has been extremely inflationary. Monetary Policy has added an extremely dangerous function to their purview, debt monetisation, which is effectively funding fiscal deficits through the Central Bank's purchases of Government debt. This has allowed Governments to

run massive and reckless deficits, without having to go to the market to sell said debt/bonds, allowing interest rates to remain artificially low. This has resulted in the ability to accumulate massive debt with manageable serviceability levels, due to controlled low interest rates. This subscription to 'modern monetary theory' was going along well, until it wasn't! Along came inflation. This was the 'party-pooper'.

Central Banks had not anticipated this blowout inflation and at first labelled the inevitable as 'transitory'. The raging inflation in Europe was only aggravated by the energy and food crises, which sent CPI numbers towards double figures. Rampant cost-of-living pressures put immense strain on citizens while business suffered massive and unsustainable input cost increases. Central Banks were forced to face reality and tighten monetary policy, which has led to rapidly increasing interest rates, only adding to cost-of-living pressures and business capital costs. This has been a major cause of falling disposable incomes, while wage rises are cancelled out by inflation, leading to an inflation spiral. This has led to a recession in Europe and the USA.

### Commodity Prices

Australia has fared much better than most Western economies, as they have been major beneficiaries of the steep rises in commodity prices. The sanctions, which have so terribly impacted Europe, have

been a blessing for commodity exporting countries, such as Australia. Australia's major exports such as Coal, Gas & Oil, Ore, Minerals and Agriculture, have all experienced huge increases in the post-pandemic market. The trade boom has been somewhat tempered by inflation and supply chain problems that remain today. The AUD has suffered against the US Dollar, but has been relatively stable against the EUR, as safety flows move to the 'reserve'.

### Conclusion

Australia has been a beneficiary of the huge rises in commodity prices, but the global pandemic has wreaked havoc on the fiscal and monetary state of the Country. Massive increases in fiscal deficit spending, has been largely funded through 'debt monetisation', compliments of the RBA. Fiscal and Monetary challenges remain key to the performance of the Australian economy, while inflation remains the greatest threat. The RBA is acting to get on top of this problem, through sharp interest rate rises, but needs to act on tightening monetary policy and contracting the Bank's inflationary balance sheet. The AUD remains under pressure (see chart), as the Federal Reserve continues to raise interest rates at unprecedented velocity, boosting the reserve. Short term hedging can protect business from the downside currency risks.



Australian Dollar Chart





# Optimal Solution to Staff Shortage

**One of the many challenges freight forwarders face today is the lack of talent.** Other than the increased freight costs and insufficient vessel space caused by the pandemic - high demand for goods leading to lesser shipping capacity and congestion of major ports – staff shortage tops the list. Global companies resort to offshoring as it's a viable way to remain competitive in a volatile industry dealing with supply chain issues.

OBP stays abreast of the market's competition and proactively listens to companies' pain points. While we have the honor of serving our clients coming from the top 10 global freight forwarders, we are committed to enabling the success of our SME clients as well.

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# “It has been a tough few years”

By BRETT CHARLTON, State Manager Tasmania – DSV Global Transport & Logistics

Greetings from the bottom of the planet. From our view down here the ships across Bass Strait are not missing a beat, although the beat is getting expensive with freight rates increasing between 7.4% and in some cases 14% as the Bass Strait private lines come to terms with the costs of doing business....and pass it on to the users. International shipping lines struggle to service the State with any regularity with equipment shortages and other issues that usually have a “you should pay the “Seawhatevergo” fee to maybe get some space” by-line to any communications. By the next time I pen an article the Spirits will have moved to Geelong with some businesses getting the heebee jeebies about the morning traffic into Melbourne – quite rightly I expect. It will be interesting to see the new world of freight entering the big island via Geelong and how that will evolve – evolve it will, it has too.



As part of the advisory panel for the National Freight Supply Chain Strategy, it has been interesting to discuss and review some significant projects over the last few months. Resilience has become the new cliché word and as much as I dislike cliches, I guess you would be hard pressed to find another word that describes our urgent need to find solutions against the “one in a hundred-year weather events” that seem to come around three times a year now. The panel were involved in commenting and advising on a paper addressing road and rail resilience, and whilst the deep dive into the sector was excellent, I was a little confused why the maritime sector was not included in this study from the outset. What was also obvious was that one person’s definition of what is “essential” can differ greatly to the others. The most obvious risks are floods and bushfires, however there were seven more “key risks” identified with a caveat that they are not the only risks in an ever-changing world - pandemics (obviously), work force issues and shocks to the global supply chain come as risks to our resilience and heading into the future we need to take these into consideration for our planning. Another project was the issue of workforce, with the panel writing a list of recommendations to the Minister to consider. Whilst these were needed to be said, I cannot help but think that every industry in every country is writing about the same potential solutions (education focus, improvement of image of industry, migration and diversity). If someone has something radical to suggest addressing the future of the workforce of our industry, I am all ears – I think this will be one of our biggest issues to deal with in the years to come.

I recently attended the first physical gathering of shipping and forwarding folk, since Armageddon, in Wagga Wagga NSW for the APSA Conference where I was presenting on behalf of the National Freight Supply Chain Strategy. The contemplations of the conference on the plane ride home and since are not so much from the presentations (as excellent as they were), but from the human-to-human moments where stories were told over a coffee or a beer (depending on the time of day).

Taking a line from the classic “Flame Trees” Chisel song “I’m happy just to sit here, round this table with old friends” that part could not be truer, but the next line to that verse goes “See which one of us can tell the biggest lies”, and that is where the reality of our world hit home. Gone were the statements of grandeur one expects from a gathering of like minds and, dare I say, champions of the industry – instead of the boasting of achievements like “I did this, and I did that”, the stories were filled with tales of tragedies of the last few years coupled with foreboding for the years ahead. Tired eyes reflecting a period that saw our industry and skills thrust into the public’s understanding (at last some may say). Dismay at the cost of moving cargo with failing global infrastructure constantly bombarded by event COVID, wedged ships and a workforce on the move coupled with what surely everyone now accepts as a planet going through a mood swing that raises rivers over rail and road and closes ports (regardless of your philosophical bend on how or why). It was a reality check that no matter what part of the industry you are in or what location you happen to be, it has been a tough few years and we aren’t out of the woods yet. Despite that, a determination of “getting it done” with a side of cynicism for some of the parts of the industry that are reporting quarterly “billions” resonated in the room and after all, “Who needs that sentimental bullshit anyway?”



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# Dealing with General Average Events

By JAMES COTIS, Principal – Logical Insurance Brokers

In recent times, we have noticed more instances of General Average (GA) events. These events can have substantial effects on cargo and shippers / consignees. *For the purpose of this article, we'll refer to shippers / consignees as cargo interests.*

We find that Freight Forwarders (Forwarders) and their cargo interests' customers are often unaware of the steps they should take when confronted with a GA situation.

This article is intended to assist Forwarders (and their cargo interests' customers) recognise and deal with GA events.

Firstly, it is important to understand the concept of General Average.

General Average is a legal principle of Maritime Law, whereby all parties involved in a particular voyage are required to proportionally share the losses resulting from a major loss or sacrifice of cargo. It is well recognised in all major shipping and trading jurisdictions.

Cargo interests are included, which means shippers / consignees are liable to contribute towards the losses of major incidents on vessels, such as:

- fires on board
- shifting of cargoes during heavy weather / storm at sea
- engine failure / mechanical breakdown

- ship stranding or grounding
- serious collision with another vessel / object
- a container stack collapse

The provision of GA clauses in Maritime Law are primarily to allow carriers / shipowners to take immediate intentional action at a time of real danger in order to save lives and property.

Carriers / shipowners do this safe in the knowledge that the losses and costs incurred as a result of their actions will be independently evaluated and all those who were part of the voyage will participate proportionally in the compensation.

There are numerous actions which can be undertaken relating to GA resulting in loss of property and additional expenses. The most common include:

- Jettison, discharge, storage and re-loading of cargo
- Loss of/damage to cargo due to the use of water/fire extinguishers
- Towing of ships that have had engine failure / mechanical breakdown
- Use of salvage services (any assistance received by a vessel or any other property in danger)
- Calling at a port of Refuge

**Generally, there are 4 conditions for GA to be recognised.**

**Sacrifice:**

It must be extraordinary and intentional, such as jettisoning cargo, resultant damage to the ship and its machinery to put out a fire, or re-floating a stranded/grounded vessel.

**Expenditure:**

It also must be extraordinary and intentional. Examples may include charges related to the use of tugs to re-float stranded/grounded ships, berthing, and storage costs incurred at a port of refuge.

**Peril:**

There must be a grave and substantial danger. For example, a ship might be sinking.

**Common Safety:**

Action must be taken for common safety and not just for part of the interest on board.

Where a GA event arises, the carrier/ shipowner will normally "declare GA" where they have the right to retain undamaged cargoes until the cargo interests have paid their share of the costs. The carrier/ shipowner will appoint a firm of GA Adjusters, who are experts in the complex area of law and practice of GA and marine cargo insurance. GA adjusters will collect the GA contributions and supporting documentation from all parties. The adjuster works out how much each party is liable to contribute by establishing the total value of the property rescued, the value of the sacrifices (e.g., jettisoned or damaged cargo) and any expenditure.

This process, unsurprisingly, takes a long time to resolve (typically two years, sometimes longer).

Clearly, cargo interests cannot wait 2 (or more) years to take possession of their undamaged cargoes.

Therefore, GA adjusters require each party interested in the voyage to provide either a GA Guarantee (usually from cargo insurers) or a GA Bond (usually from uninsured cargo interests) as security. These are effectively promises to pay whatever contribution is assessed.

This will ensure that payments will be received when the final contributions have been calculated.

The adjuster uses the carrier's records (usually the "ocean bills" or manifests) to identify from whom they should be demanding GA Guarantees / Bonds.

Generally, the documentation required by GA adjusters includes Bill(s) of Lading (front & reverse sides) Commercial Invoices, Packing Lists & Ocean/Sea Freight Invoices, plus copies of the relevant cargo insurance policy certificates where applicable.

To assist the parties understand the requirements, many GA adjusters produce flyers and guides, plus arrange convenient upload lodgement portals for documents & payments specific to each GA event.

Therefore, where Forwarders become aware of a GA event declaration which may impact their cargo interest customers, we suggest that:

- Cargo interests should be immediately referred to their cargo insurers who will assist them manage GA declarations. Generally, cargo insurers cover the costs of GA contributions and will take over the detailed work of arranging required documentation and appropriate guarantees with GA adjusters.
- Where cargo interests do not hold cargo insurance, they should contact the GA adjuster to arrange the relevant



documentation and GA security, usually a cash bond, to satisfy the GA adjuster.

When the GA adjuster is satisfied that the relevant security and documentation has been received in good order, they will approve the release of the cargo relevant to that cargo interest.

Where Forwarders issue House Bills of Lading (HBLs) they usually appear as the shipper on the carriers' ocean bills/manifests and therefore the GA adjuster will typically send correspondence to the forwarder demanding a guarantee or bond in respect of the cargo. The correspondence will normally give brief details of the incident and will ask for a declaration of the value of the "Forwarder's" cargo and also request that they sign relevant documentation.

*Should this situation arise, Forwarders should not sign GA Bond or GA Guarantee forms.*

In these instances, Forwarders should immediately advise the relevant cargo interests and send them copies of the correspondence they have received from the GA adjuster, explaining that they have responsibility for the GA contributions, and encourage the cargo interests to contact their cargo insurers without delay. As noted above, if the cargo is uninsured, the various

documents will need to be provided to the GA adjuster, including evidence of the cargo value and that a cash deposit has been remitted to the designated trust account.

Where there is any indication that cargo may have been damaged / lost as a result of the GA event, Forwarders must advise the cargo interests accordingly and request that they immediately contact their cargo insurers, seeking cargo insurer's advice.

There may be circumstances where the Forwarder may be liable to sign the GA bond, such as where freight was payable at destination. We recommend that forwarders contact their specialist liability insurers who may provide cover for the security/contribution in these instances, however, Forwarders would need to recover the contribution from their customers under the HBL prior to releasing the cargo. We would also suggest obtaining appropriate legal advice prior to agreeing to sign any documentation or release of cargo.

We understand that sometimes there are delicate and sensitive commercial aspects at play between Forwarders and cargo interests, however, at no stage should Forwarders admit liability. Furthermore, Forwarders must make it very clear to cargo interests that unless an appropriate guarantee or bond and other supporting

documentation is received and accepted by the GA adjuster, they will not be able to collect their cargoes.

Forwarders can assist cargo interests by providing certain documentation in support of the GA adjuster's requests, including Bills of Lading, commercial invoices or other documentation to substantiate the value of the goods, and freight invoices.

If in any doubt, we suggest that Forwarders contact their specialist liability insurers who should be able to provide initial advice/guidance.

#### What are the key takeaways?

- GA contributions and associated costs are usually the responsibility of cargo interests;
- Where they are insured, cargo interests must be encouraged to immediately report GA events to their cargo insurers;
- Forwarders must not admit liability or sign GA guarantee or bond forms without obtaining appropriate legal advice;
- Forwarders can assist cargo interests by providing copies of shipping and other documentation where appropriate;
- If in any doubt, Forwarders should seek specialist advice to assist them.

*Disclaimer: This article is 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.*

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## Mills Oakley has settled Australia's first insurer class action

By MAURICE LYNCH, Partner and LORNA ANDERSON, Lawyer – Mills Oakley

The Federal Court of Australia has handed down a judgment in the first Court approved class action commenced by insurers. This is the first known judgment in a class action where all members of the closed class were subrogated insurers who did not have any litigation funding. However, the case has ramifications for the transport, logistics and freight forwarder sectors as well as those involved in imports and exports, particularly if they have suffered losses arising from one particular incident or by the conduct of a particular party.

### Background

The class action was commenced in January 2021, by subrogated insurers of cargo owners who suffered losses following a significant container stow collapse on board MV "APL England" during voyage from Ningbo, China to Melbourne, Australia in May 2020.

### Mediation & Settlement

At a Court ordered mediation, the 14 parties to the proceedings resolved the various claims, cross-claims. The settlement sum agreed upon, equated to 88 per cent of group members total loss or on the respondents' view, the settlement amount was more than the

quantum of the total losses. Novel factors for this class action:

1. none of the settlement amount was to be paid to group members. Instead, the settlement sum would be paid to the eight subrogated insurers, pro-rated in accordance with the group members' respective claims who had previously indemnified under goods in transit or other cargo policies;
2. the settlement agreement was to be executed by the Insurers and the respondents, and not the group members; and
3. the legal costs of the Applicants were not being met by any deduction from the settlement amount to be distributed, rather, the legal costs were met separately by the insurers.

### Court Approval of Settlement

While the parties had informally agreed to settle the class action, it was necessary to obtain court approval for the parties proposed settlement pursuant to s 33V(1) of the Federal Court Act 1976 (Cth).

To obtain court approval, it was necessary to establish the proposed settlement was fair and reasonable having regard to the interests of the group members as a whole.

The Court was satisfied that the settlement agreement was fair and reasonable as:

1. it did not purport to bind the Applicants;

2. it allowed the deduction of legal costs; and the settlement amount was pro-rated in accordance with the group members' respective claims.

In pursuing the recovery as a class action versus 100 various proceedings, we were able to efficiently settle all claims together at minimum cost to enhance insurers access to justice.

### Implications for future market recoveries

*Freight Forwarders, Transport & Logistics Companies and Insurers*

There are various benefits of class actions for freight forwarders, transport and logistic companies and insurers as a whole, not just in cargo recoveries, given:

- class action costs are low and can be divided between numerous group members;
- there is an ability to pool multiple claims and create a class, which provides an opportunity to seek relief for small amounts of money;
- consequently, recoveries will be more efficient, uniform and pro-rated in accordance with each insureds or company's losses

*Owners & Carriers*

The class action demonstrates the importance of ensuring a vessel is seaworthy and properly securing cargo with appropriate lashings and supporting structures to prevent a stow collapse.



If a stow collapse does occur, it provides various cargo interests a common event to jointly pursue a class action against owners and/or carriers for loss or damage to cargo.

#### Legal Practitioners

Class actions can be commenced where there has been a common event that causes loss to multiple businesses or insureds who are insured by different insurers.

The class action regime allows companies or subrogated insurers to aggregate multiple claims but keep costs to a minimum. This is achieved through the class action mechanism which allows

the determination of common questions on liability and quantum for one lead class applicant which are binding on the respondents in so far as the common questions impact all class members.

This means there does not need to be multiple liability or quantum trials, which will save significant costs and increase net recoveries. Class actions also avoid the risk of inconsistent factual findings in various judgments.

Commencing a class action allows a de-facto separation of legal issues, which puts increased pressure on defendants as a trial can be run on liability, with quantum assessed at a later stage

Commencing a class action also preserves potential rights when not all claimants are known as any limitation period that applies to the claim of a group member is suspended (ss 33ZE of the Federal Court Act).



## Looming cyber security legislation changes set to impact Australia's corporate sector

Meta-description: Times are changing in cyber security as legal issues become more important heading into 2023.



# Cyber Security Law is Changing – Are You Ready?

By JONATHAN SHARROCK, Chief Executive Officer – Cyber Citadel

### Three, two, one... Happy New Year!

At least, that's how we hope your business will greet the new January. It might seem a long way off, but the countdown is well underway to update your cyber security policies to **comply with new legislation**. Failing to do so could leave you with fines, loss of industry accreditation, clients switching service providers, and in some cases, government agencies commandeering your IT department to deal with a breach themselves. We guarantee you will wish you had carried out your new year's resolutions on cyber security last year.

Governments and industrial regulators across the world have been ramping up their **cyber security legislation**. In part this is in response to increased vulnerabilities resulting from changing work patterns driven by COVID and the ever-increasing complexity of supply chains. It is also due to the **increased intelligence and diversity of cyberattacks**.

In addition, the war in Ukraine has governments waking up to the new battlefield – one found in digital space. Multiple attacks on the Ukrainian power grid, in particular, have resulted in extra pressure

being placed on companies involved with critical infrastructure or operating Systems of National Significance (SONS).

### Cyber Security Legislation in Australia

Nowhere has this legislative leap been more exemplified than in Australia, which now has some of the strictest cyber security laws of any nation. In 2022 alone, two major bills were proposed in parliament, aimed at addressing critical infrastructure and the logistics and transport sectors. One of these, the **Security Legislation Amendment (Critical Infrastructure Protection)**, or **SLACIP Act** has now been passed and **came into**



**effect in April.** It is an amendment to the Security of Critical Infrastructure (SOCI) Act of 2018 and introduces new obligations for entities to create and maintain a robust critical infrastructure and risk management program, as well as enhanced cyber security for SONS.

## The Key Dates

The new SLACIP Act has three major measures, and the Cyber and Infrastructure Security Centre (CISC) is progressing the implementation of each of them.

The first is **cyber security incident reporting**, and the date for compliance with this was the **8th of July 2022**. The second obligation is **critical asset register reporting**, which applies mostly to critical infrastructure and SONS. This came into effect on the **8th of October 2022**.

Finally, entities will need to implement and comply with a **critical infrastructure risk management program, as well as implement enhanced cyber security standards** based on a recognised framework such as the Essential 8 or NIST. The compliance date for this phase will very likely be in January 2023.

## Ensuring Cyber Security Compliance with the ASD

The simplest way to ensure compliance with the Australian Signals Directorate (ASD) and new cyber security legislation is

to follow the **Australian Cyber Security Centre (ACSC) Essential 8**. The Essential 8 covers application control, patching, macro configuration, privilege restriction, authentication, and data back-up. The framework is a great basis from which to build good cyber security practice, and the ACSC has designed a maturity model which informs businesses of the level of compliance they require based on their vulnerability, data sensitivity, and attack implications.

We recommend taking some Essential 8 components further. Implementing a **Principle of Least Privilege**, where the level of access granted never exceeds the minimum level required for a user to do their job, is one example. The CISC agrees, recently undertaking an assessment of the risk posed by trusted insiders, who abuse their privileged position.

## Implementing a Cyber Security Incident Response Plan

In addition to prevention, all businesses need to be prepared to deal with an attack. It really is a case of 'when' and not 'if'.

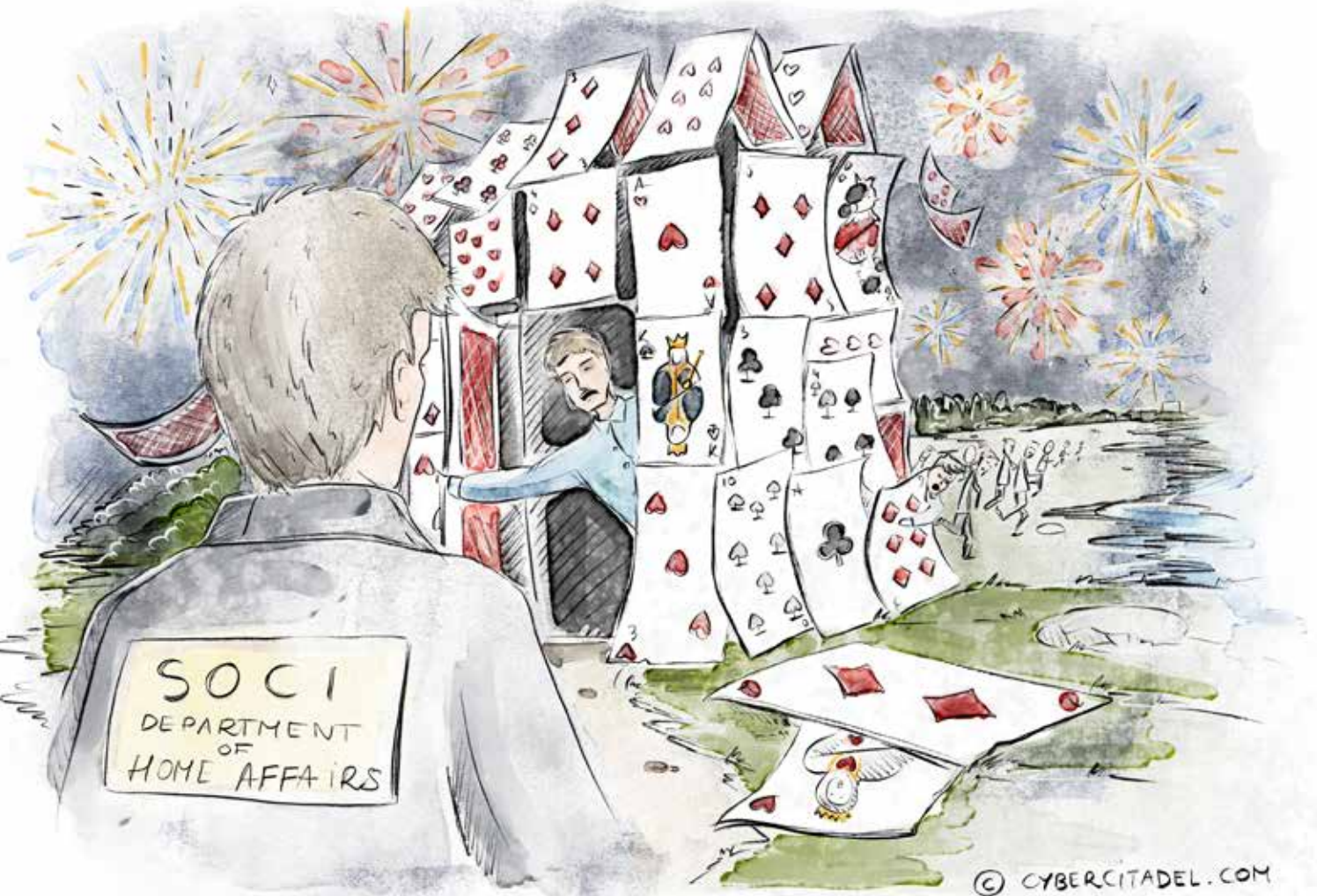
The best way to do this is to construct a clear but detailed **Incident Response Plan (IRP)**. IRPs are critical for managing a security breach and should prepare for all eventualities: containing the infiltration, dealing with ransomware negotiation, even publicity fallout.

If you are based in critical infrastructure, or manage SONS, then check out the new AESCSF Scheme aimed at protecting the Australian Energy and Fuels sectors. This scheme is a more comprehensive framework for the implementation of industry cyber standards tailored to critical infrastructure.

Vulnerable and high-risk sectors should **seriously consider using a Managed Security Service Provider (MSSP)**. Such services provide your company with continuous digital network monitoring, and this not only gives you the best vantage point to fight cybercrime but is irrefutable proof to any regulator (or insurer) that you are doing all you can to mitigate cyber risk.

Importantly, when it comes to the new legislation, businesses need to obtain reports of findings from cyber security investigations and generate evidence of compliance. Writing up a comprehensive IRP, providing reports from Vulnerability and Penetration Tests (VAPTs), and showing evidence of active improvement based on such reports are good ways of displaying the competence new legislation demands. In addition, a clear display of solid procedures for dealing with incidents can avoid government interference in your operations.

Act now, before it's too late. And celebrate the New Year without reservation!





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AJ Smith, TradeWindow CEO

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*TradeWindow Freight has great features that add efficiency to our business, this saves our staff time and enhances the customer service experience. For example, we can now process 12 jobs per hour, instead of what used to be four per hour.*

*We've also been able to use the software in a way that is most efficient for our customers, and we've been able to expand its use across all aspects of our business.*



— **Bob Wallace,**  
Managing Director, Wallace International

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# Interview

## LA CHANG, Chief Executive Officer – TGL

Paul Zalai, Co-founder / Director at Freight & Trade Alliance (FTA) recently sat down with La Chang, CEO at TGL to get his thoughts on the freight forwarding industry.



La Chang (CEO TGL) Julie Tran (Operations Manager TGL) and Paul Zalai (FTA)

### 1. Paul Zalai - What is the most important thing you want the users of freight forwarding services to know that they don't already know.

Just because you always do something the same way does not mean it is the right way. Freight forwarding is all about process, and frankly most of these processes have not changed or evolved. Most of us simply follow how we have been taught and carry on that process without question or critical thinking. In most of my previous experiences in various freight forwarding environments, I have seen actions being taken simply because that is how it's always been done, without any consideration of alternate ways. It doesn't translate well when something goes wrong because people quickly become unstuck in finding solutions. Often these workplaces will have highly segmented processes that solely focus on transactional quantity without accountability. This reality then gets passed on to the customers who accept it as the norm. And then we, the freight forwarders, wonder why the market we serve treats us with such contempt.

### 2. Paul Zalai - As someone who's been pushing the boundaries of the logistics industry, what do you consider to be key elements and challenges for the logistics industry?

It has always been about people, and while we talk about automation, AI, blockchain, and all the other GREAT but not yet REALISTIC nor practical ideas, PEOPLE remain the KEY for our industry. It is also the LACK of quality people that seek to join our industry that has held this industry back. Don't get me wrong, I have met and worked alongside many intelligent people. However, our industry simply hasn't been cohesive nor smart enough to have the pulling power of quality talent other critical industries command.

### 3. Paul Zalai - What is the future of logistics, and how does TGL fit in the freight forwarding landscape?

This is a massive question and one that keeps me up at night. Our industry will be heading to a future automated through AI, Robotics and Blockchain. There are a lot of big names in our industry that have already

built such technology in varying degrees to run their operations smoother and more efficiently, and these advances don't come cheap. So, this is what keeps me up at night! Because even with a great future tech idea, huge investments are required, and an SME like TGL won't have the luxury of resources compared with our multinational colleagues. The traditional freight forwarder and its DNA have always been risk-averse regarding investing money into experimental developments. The most significant risk has always been the expansion of physical assets, offices, and HR. Often there is very little left for anything else. But the world is changing fast, and having multiple offices and sales is no longer the key to survival; it is the building of meaningful technology. So, whether you are a small or large company, if you don't focus on the tech, you will be largely redundant within 10 years. I profoundly believe that the role of a freight forwarder will evolve to a completely different capacity from what we are known for today. In short, we all need to evolve or die.

### 4. Paul Zalai - What role is TGL taking to reshape and modernise the supply chain industry?

At TGL, one of our core values has always been about improving how our industry is perceived by the markets we serve. We do this every day by delivering essential service to our customers.

In addition, we believe that skilful promotion of our industry (and not just ourselves) is the only way we can attract better talent. This is the only way we can hope for our industry to not only move with the times but lead the markets in innovation and future development. Our approach can be described as grassroots, whereby we reach out to different educators such as local and international universities, TAFE, and other bodies to promote our industry. We don't sell TGL but instead, we present our industry by focusing on what it means to be in logistics and the daily outcomes of our labour. We talk with students who often have never thought about logistics. We also offer internships in our business so they can also get first-hand experience of what it means to be in logistics. We hope through our unique approach to logistics processes with the modern and fun working environment we have worked hard to create, these young folks can see how critical our industry is whilst enjoying it. At TGL, we never dumb down our people by keeping them in a cubical doing one function for years. Instead, we encourage critical thinking through empowerment, as the success of our people is the true essence of TGL and will lead to the betterment of our industry.



# Rally for Cancer Research

By PETER THORBURN, Peter Thorburn & Associates



(Peter Thorburn back row far right)

Back in 2020, prior to when COVID raised its ugly head and sent global economies spiralling down out of control a friend, Rob in Port Macquarie, asked me to think about doing a Rally to raise money for Cancer Research.

Having, like many of us, experienced Cancer diagnosis with friends and family, the decision was a no brainer. So, we applied to enter the Spring Rally, cars must be worth under \$1000, which was to go from Mackay to Darwin across the Gulf.

A great client and mate offered a Ford ute that had been rusting away in front of his house for \$50 (the right price). So, a tow truck to Caringbah and restoration commences.

Local tire guy came up with wheels and tires that were huge, a bull bar from Maitland for \$50 and a canopy for \$100 from Narellan. Some parts from a mate at Repco and a lot of hard labour

Then a change came to the original Mackay to Darwin route (which would still go ahead) as they planned an additional epic trip from Hay to Adelaide in March.

The generosity of our sponsors, especially **Chris O'Brien's Lifeshouse Hospital**, has been overwhelming, our rally alone raised some \$2.3 million dollars which now totals some \$30 million raised over 10 years.

The rally started on 26th March in Hay, with an untested sub \$1000 vehicle. First day we were off to Silverton, then next day off to Camron Corner via Dog Fence. Now there are some Ionics out this way, and this is why James picked this rally route. Strzelecki, Oodnadatta were just some of



the highlight tracks on my bucket list that I was tackling in an old rattler! Arkaroola in the Flinders Ranges provided totally different scenery from the deserts we had experienced so far. Setting up camp was always a treat to ensure the swags were zipped up so no Taipans crawled in.

Onto William Creek via Lake Eyre. The William Creeks iconic pub sits beside the airport and down the road is home to Lake Eyre Yacht Club which is 100KM from the nearest water when it turns up.

Next day off to Kingoonya via different coloured sands and deserts with hills starting to come back into the landscape. Onto to Kimba (halfway point east to west across Australia). With all cars under \$1000 you can imagine many fell by the wayside, my spare fuel pump was passed onto a Boatmobile so they could continue on their way. Onto Whyalla and Iron Knob and other places of interest but the end was near, and we had hit bitumen roads at least

Last day and we arrive in Adelaide, right in time for peak hour, with another 180 vehicles covered in dust. It was over and I had joined the Rally Family and made many new friends along the way. **To our surprise, and delight, we were in the top 5 fund raisers and thanks to friends, family, clients, and sponsors we raised around \$25K.**





(David Crampton – 2nd from right in front row)

## Bathurst 12hr Race

David Crampton's career in freight spans 40 years. Today he is CEO of Vantage Freight Services and a founding partner of Vantage Vietnam, which this year celebrated its 20th year.

Outside of work, he shows no sign of slowing down, as owner-driver of a KTM X-Bow GT2, 300kmph weapon! Over 10 years David has competed in over 95 races, with 16 podium positions and 3 wins.

He tells us how he got started:

From the age of five, my father would take me to Warwick Farm and Oran Park to watch motorsport.

At 15, I got a job as a labourer and saved money for my first go kart, which started my six-year stint in kart racing. In the first year of racing super karts, I won 'Rookie of the year'.

At 19, I started working for Vantage Customs and my love for racing was still strong, but at the age of 21 my racing

career came to a pause when I started a family. However, the ambition to drive never left me.

In 2012, I was in a position to purchase my first prototype race car, which was a UK built radical race car, a two-seater open cockpit mid-engine sports race car. Over the next six years I raced in Radical Cup, competed in 70 races and had 8 podium finishes - it's a tough sport!!

My career steered towards GT racing, when in 2018 I was introduced to Justin McMillan, owner of M Motorsport. Justin gave me a test drive of the brand new KTM X-Bow GT4 and also his GT3 Lamborghini at a test day on Philip Island. That same year, he made me an offer to compete in his team alongside him at the Bathurst 12-hour race in the KTM X-Bow GT4.

As a gruelling endurance race with pro and amateur drivers, this was a huge step up. We had one test session with team mates Caitlin Wood, Tim Macrow and Justin McMillan at Philip Island before we headed to Mount Panorama. That year an impact with a wall left the car a near write-



off, but I knew I'd be back. In 2019 I had a second attempt, which also ended before the race finished.

Later that year I was invited by Hans Reiter who designed the X-Bow for KTM, to come to Salzburg Ring in Austria, home of Niki Lauda to test drive the GT2 prototype. It was an amazing experience and shortly after I put my order in for a KTM X-Bow GT2 5-cylinder 2.5 litre turbo charged 600 horsepower beast. In May 2022 M Motorsport and I took the car to Bathurst for another attempt.

This year we had good preparation, having raced the GT2 for its first race in Australia at the Sydney Super GT 4 hr race earlier in the year. With team mate Trent Harrison we finished 1st in class and 3rd outright.

Our driver line up for the 12-hour marathon was a team of four: Trent Harrison, Dale Wood, Glen Wood and myself. The team had a solid performance throughout practice and qualifying. We qualified 1st in class and 12th outright which was a great start for the M-Motorsport team.

On Sunday morning race day at 5.15am, Glen Wood started the race in the darkness, doing an amazing stint holding



our position. As rain started, it was time to hand over to his brother Dale Wood. This was to be an extremely treacherous stint for all the teams as not only was the track wet, but low fog had also set in. Just

prior the officials calling for the safety car due to several accidents and nearly zero visibility, Dale lost control and had a minor brush with the wall over the top of the mountain.

Unfortunately, although only minor damage, we did not have a crucial spare part which could only be sourced from Austria, to continue the race, and we packed up for the day.

M-Motorsport has now repaired the KTM GT2 ready to finish this year with a race at Sandown, followed by the Bathurst International in November.

This will be the perfect prep for the Bathurst 12 hr in February 2023!!!

## BCR Celebrating 130 Years

On 28 February 1892, **130 years ago**, a young man of 18 years of age named **Frank Cridland** started his first day as a self-employed carter in Sydney, Australia.

The day did not go as planned, with both horse and cart taking an unexpected dive into Darling Harbour. Frank could also not envisage that **130 years later**, the company he founded would be trading as BCR, one of Australia's most respected and trusted international freight forwarding, customs, and contract logistics companies. The C in BCR stands for Cridland.

Like Frank's first day, the freight industry and supply chains are unpredictable and subject to extraordinary external pressures. BCR has provided continuous service to our customers through the great depression, world wars, recessions, good times, and pandemics. One common thread runs through this extraordinary history. The people behind the company, who strive to deliver excellence for BCR's customers, have made this company enduring.

From Frank Cridland to Ray Katte, Andrew Crawford to Rob Hunter, Tony Larkin to Manny Perez, and modern-day greats like Hella Leighton and Berry Gokoolpasadh, BCR has always been represented by passionate people who are experts in their profession

We are humbled and proud of our history and our excellent customer base. It's our customers who make us a better company.

Whilst it's satisfying, and in some cases, a legal requirement to hold various licences and accreditations, it's our customers who make us the company we are today. In an imperfect world, our customers remain

loyal, hold us accountable, and trust that BCR always acts in their best interest. We welcome and serve our new customers the same way we do those who've been with us for 50 years or more.

We have a modern mantra that "in everything we do, we stop and ask ourselves, how does this impact our customer".

**The more things change,  
the more they stay the same.**

**CELEBRATING  
130 YEARS!**

**BCR**



## Introducing the new WISTA Australia President and Chair, Monika Lemajic MIMarEST, MNI.

Monika held the WISTA Australia International Communications Officer role for the last two years and has now moved into the role of Chair. Monika loves everything Maritime, which can be seen in her 14 years straight of Maritime studies. She focused her studies on Naval Architecture, Maritime Sciences and finally completing her Exec MBA in Shipping and Logistics (the Blue MBA) in Copenhagen in 2019, her final dissertation explored the belief of capitalising on Corporate Social Responsibilities to retain competitive advantage. Monika received a student of the Year Award by the Global Association of MBAs for her dissertation and has also ranked twice on the [allaboutshipping.co.uk](http://allaboutshipping.co.uk) Top 100 Women in Maritime, her highest ranking being number 13.

Monika now spends her time upskilling in leadership and asset management, she enjoys process improvement initiatives that focus on human design decision making and behavioural asset management. On a professional level, Monika has worked in the Ship Repair

and sustainment industry since she was 19. She spent the majority of her career working at Garden Island Dockyard as Dock Naval Architect Technical and Assistant Dockmaster, where she then went on to work in operational strategy and project management. Monika is now the Senior Manager Maritime Assets for Transport for NSW, holding an extensive portfolio of assets across the state in Aids to Navigation, Coastal Infrastructure, Fleet and Wharves. Monika also has a passion for education, upskilling, social justice and strives to think about community impact in her decision making.

The background to this inspirational woman and career, is a story of fighting a male-dominated industry for the right and respect to just be, to be herself, to be a woman, to be educated and to be safe. After many years of feeling alone and like no one understood what she was going through, Monika joined WISTA. In doing so, Monika found a safe place where she could have a voice and opinions, where she wasn't judged, only supported.

Monika sees WISTA as a vessel for growth and learning where she can be the voice for all the women experiencing her discomfort, doubt, and duress in the industry. Monika aims to support the growth of women, be the lighthouse in uncertain waters and the homeport for those dealing with adversity, channelling her energy to make other people's lives easier and take steps towards equality for all.

With all of that energy, education, and experience, as WISTA Australia President, Monika is not afraid to have the difficult conversations that the industry needs to hear, is not afraid to speak up and definitely not afraid to choose right over easy. Monika will lead WISTA AU with honesty and courage to support members to be the best version of themselves, and to expand WISTA as a safe place for any person who identifies as a woman.



**WISTA WA celebrated the inaugural International Day for Women in Maritime** collaboratively with the Department of Transport, Western Australia, and PIANC (World Association for Waterborne Transport Infrastructure) on 18 May 2022. Attendees heard from a fantastic panel of Nicole Lockwood, Carol Shannon and Kathryn Davies who spoke of their careers as women in maritime, sharing amazing, inspiring stories. Celebrations continued with a cruise on the Swan River with sponsors, Captain Cook Cruises, where we discussed why International Day for Women in Maritime is important, and the value of our allies.



*International Day for Women in Maritime*

**WISTA WA members and friends gathered for an interesting engagement panel discussion on marine cargo insurance claims.** We were grateful to have the generous contribution of three women experienced in marine insurance, Jo Robinson-Smith, Kerry Woonings, and Laura Dabrowski. Attendees walked away with a better understanding of mitigating loss during container cargo transport, helpful advice to manage future claims, and a few laughs after hearing humorous tales of carriage gone wrong!





**WISTA Australia hosted its inaugural WISTA Australia Leadership Course**, for which 12 members from all around the country (including Port Hedland, Perth, Brisbane, Port Kembla and Sydney) met in Melbourne for a full day course. The focus of the course this year was on visibility, as one of the most important factors for career advancement and setting a vision for each members' future and leadership goals (whether in their personal or professional lives). The course was a great opportunity for the participants to develop their skills and create a support network for their career and business advancement moving forward.

## Women in Logistics (WIL)



It is poignant with the recent death of Queen Elizabeth II, that we recognise the value and impact female representation can have in senior roles. The Queen showed dignity, courage and compassion – traits of a great leader. The synergy to our industry is that the Queen also lead and shined in an area dominated by male leaders from around the world. It highlights even more that we must continue to raise the ceiling and lift the floor and bring female leaders forward and provide them with opportunities to excel.

At our recent Australian Peak Shippers Association Conference in Wagga Wagga, it was quite evident on how much work is still needed in this area with low female representation both in our panel discussions and attendance. I encourage industry to extend and support attendance at industry events and conferences to ladies within your organisations. The current shortfall in the workforce can also be aided with greater female participation.

As an ongoing positive initiative to bring ladies in our industry together, FTA hosted the Women in Logistics Sundowner Charity Networking event on Friday 13 May at the St George Motor Boat Club. The room was buzzing with 121

ladies and gentlemen from all sectors of the supply chain including shipping lines, stevedores, customs brokers, freight forwarders, transport operators, importers, exporters and technology providers. The positive theme of the night was "Building Community". The night was timely for everyone to re-connect, share insights and network.

Sam Askin, CEO, 1-Stop Connections provided an insightful keynote address on the importance of a flexible workplace. Sam said, "organisations benefit when providing a better work life balance by bringing the "human" element into the workplace which ultimately achieves greater work outcomes and job satisfaction". Sam also discussed the important role companies play in providing opportunity for future female leaders to thrive, learn and develop.

The last couple of years were extremely challenging for all sectors of the supply chain. Many factors such as increased costs, decreased shipping and airfreight capacity, an increase in volumes due to high demand for goods, border closures and staff shortages due to illness have added to the pressure on the supply chain.

This has made it difficult sometimes to meet clients' expectations and has created a challenging work environment for all. Added to this was the personal pressures of isolation, home schooling and working from home, creating a stressful juggling act for all and particularly women.

Building community also extends beyond our logistics industry. We proudly donated all profits to the Waves of Wellness Foundation to support mental health programs and Bayside Women's Shelter. Just under \$10,000 was raised with FTA matching this amount and we were delighted to have raised \$20K in total.

Waves of Wellness was able to undertake 2 x 8-week mental health programs for 12 people. Joel Pilgrim, founder explained that the knock-on effect will reach many families and the wider community for years to come. Bayside Women's Shelter used the funds to provide a Counsellor for 10 weeks for all those at the shelter. Sallianne Faulkner, General Manager said, "The guiding principles for our work are 'built on trust', 'supported with kindness' and 'empowered with dignity', the amazing generosity of your community allows us to build on this work, thank you so much"

A special note of appreciation to event sponsors 1-Stop Connections, ACFS, Maersk, Logixboard, Insync Recruitment Group, DP World and Novotel Sydney Brighton Beach.

**OneStop. LOGIXBOARD**





# Making our national biosecurity system stronger and more resilient

By CHRIS LOCKE, Deputy Secretary Biosecurity and Compliance – Department of Agriculture, Fisheries and Forestry

Since taking the reins from former Deputy Secretary Andrew Tongue in July this year, I have become acutely aware of the protection our national biosecurity system provides Australia and the reliance many businesses, farmers and communities place on that protection.

“ *These are just a few of the initiatives aimed at improving how we manage biosecurity risk and minimise delays to assessment and inspection services. During the 2022–23 financial year, the department will fund a wide range of exciting and innovative projects, many in collaboration with the business sector, universities, and research institutions.* ”

That is why we have been working hard to build a stronger, more resilient system, particularly with significant biosecurity threats such as foot-and-mouth disease (FMD) and lumpy skin disease (LSD) on our doorstep. We are also dealing with the ongoing effects of COVID-19, significant increases in cargo arrivals and evolving supply chain complexities. This is posing additional biosecurity risks for Australia, making the task of keeping harmful pests and diseases out of the country harder.

I recognise that some importers are experiencing delays in getting their goods through the border, compounded by current shipping and logistics disruptions (and associated costs), and workforce shortages.

While delays are not all driven by biosecurity, there are things we can do better. We are currently reallocating resources to assist with inspection and booking functions; offering to conduct inspections outside standard business hours; simplifying import requirements; and working with industry to free up capacity and streamline border processes. There is much more to do, but some key initiatives are listed below.

### Green Lanes

We have been working with several importers to test if their supply chain controls could be leveraged to manage biosecurity risk. We are now looking to convert the promising trial results into a trust-based ‘green lane’ program for highly compliant importers and make it available more broadly before the end of the year.

The program will be a gamechanger as it will reduce departmental intervention and provide time/cost savings for participating businesses, and speed

to market for their goods. It will also provide wider benefits for industry by increasing efficiency at the border and reducing congestion at overloaded ports.

### Biosecurity Portal

The Biosecurity Portal has now been rolled out nationally and provides a 24/7 online portal for importers, brokers and approved arrangement providers to book, cancel and view inspection bookings online. They can also check the status of their appointments at any time in a centralised location and access directions information.

Clients using the portal will experience a smoother process in managing and tracking import inspection requests through the department. We have also implemented a back-end system to ensure suitably qualified staff are matched to the inspection activity, maximising officer utilisation and minimising travel time. This will increase the number of inspections able to be conducted each day and reduce inspection wait times.



*Biosecurity Portal – general image of the portal webpage’*



*Rural tailgate (RTG) inspection – being undertaken by an approved biosecurity industry participant*

**Class 19 Approved Arrangements**

The utilisation rate of class 19, non-commodity for containerised cargo (NCCC) and automatic entry processing for commodities (AEPCOMM), has risen from 44.9% in 2021 to 47.02% this calendar year (to 1 September 2022) for eligible full import declarations (FIDs).

Whilst by design the utilisation rate will never reach one hundred percent, the department is investigating opportunities for growth, including consideration of approaches to enable commodities on other department schemes to be included as part of class 19, structural impediments to uptake, as well as identifying additional commodities that may be suitable.

As part of this work, the department has been working with third-party cargo logistic software developers to identify opportunities for a more seamless interaction between systems.

**Rural Tailgate Inspections**

Industry can now apply for a Class 14.4 Approved Arrangement which allows accredited persons at approved sites to conduct inspections on certain container types destined for unpack in a rural destination. This will provide greater flexibility in how these sites operate, lessening the reliance on departmental officer availability. Depending on industry take up rate, this could save around 6,800 inspection hours a year, enabling our officers to focus their inspection efforts elsewhere.

**Trials of New Detection Technology**

We continue to explore innovative technologies across all pathways to better manage biosecurity risk. One of these is High Throughput Sequencing (HTS), a breakthrough rapid molecular technology that will greatly improve our ability to detect and identify exotic pests and pathogens using a single plant test.

A pilot adoption of HTS will commence in December 2022 at the department’s Post-Entry Quarantine (PEQ) facility in Mickleham, Victoria, where high-risk plant imports are kept in quarantine. Once fully adopted, it is anticipated that HTS will reduce quarantine times, improving biosecurity outcomes and streamlining access to compliant imported propagatable material.

**Biosecurity Training**

In July we established a professional biosecurity training centre in association with Charles Sturt University. The centre is helping boost our frontline capability, delivering specialist programs to our staff, with a flexible schedule to enable quick responses to new biosecurity threats and challenges. The department has also begun engaging with industry to identify key challenges and training opportunities, with programs expected to be available for industry in 2023.

**Longer Term Reforms**

Over the longer term we are also continuing to work across government on ways to simplify trade requirements and make it easier for traders to interact with border agencies. This includes the provision of clear, transparent, consistent and proportional import conditions; better advice on how importers can comply

with the rules; and reducing unnecessary regulation and cost.

**Next Steps**

These are just a few of the initiatives aimed at improving how we manage biosecurity risk and minimise delays to assessment and inspection services. During the 2022–23 financial year, the department will fund a wide range of exciting and innovative projects, many in collaboration with the business sector, universities, and research institutions.

In the interim, there are things we can do now to ease the congestion. For industry, these include moving to virtual label visual inspections for surveillance foods, working to lower the risk profile by ensuring cargo compliance, applying for arrangements (such as the Class 14.4 AA) that will enable them to perform low risk activities rather than wait for a biosecurity officer, using the Biosecurity Portal, and booking inspections beyond 3pm on weekdays and on weekends where possible.

For our part, the department has recently established a taskforce to identify greater surge capacity to address inspection delays and other service-related issues. The taskforce is currently engaging with industry on solutions, and I thank all those who have already shared their ideas with the team.

I look forward to sharing the results of these initiatives as they progress.



*High Throughput Sequencing (HTS) - montage of an infected plant, plating in the lab, gel image and a bit of a sequence on the termina*





Australian Government  
Department of Agriculture,  
Fisheries and Forestry

## Biosecurity Treatment Provider Reference Group

By JOHN PARK, Head of Business Operations | Secretary of BTPRG

On 1 July 2020, Freight & Trade Alliance (FTA), Australia's leading representative body for the international supply chain sector representing members' interests via the Department of Agriculture Cargo Consultative Committee (DCCC) and providing strategic advice to the Minister for Agriculture on matters relevant to Australia's biosecurity system as a selected industry representative on the Biosecurity Futures panel, established the Biosecurity Treatment Provider Reference Group (BTPRG) which is open to members who are onshore biosecurity treatment providers (Approved Arrangements: 12.1 Methyl Bromide Fumigation, 12.2 Sulfuryl Fluoride Fumigation and 12.3 Heat Treatment).

FTA partnered with Andrew Christie (Andrew Christie Consulting), an ex-

Department of Agriculture executive and now Australia's premier biosecurity consultant, to chair the BTPRG with technical support from Sal Milici, FTA's Head of Border and Biosecurity

Over the past 2 years interactions by the group with the Department of Agriculture, Fisheries and Forestry (the department) have allowed members to engage on all aspects of their Approved Arrangement conditions and treatment guidelines. These discussions have enabled members to provide operational commentary on both current activities and future changes.

*"Working with the FTA's **Biosecurity Treatment Providers' Reference Group (BTPRG)** has provided the department with access to a range of industry viewpoints that have been helpful in shaping regulatory policy for*

*biosecurity fumigations. In particular, the industry knowledge contributed by BTPRG members has been valuable in ensuring that practicality is one of the key considerations in the development of requirements."*

**Nick Small**

A/g Principal Director, Approved Arrangements Program  
Department of Agriculture, Fisheries and Forestry

The support and activities of the BTPRG members are a necessary link in the understanding by both industry and the department of the operational and policy requirements of protecting our borders and communities. FTA thanks the members for their support and the department for their open engagement.



Price & Speed's Baker St Banksmeadow site is a purpose-built facility for all things biosecurity, we hold a range of A.A. classes so can undertake most of your Biosecurity needs and have recently been approved to offer 14.4 Rural Tailgate inspections by in-house staff. Our dedicated yard for FCL fumigations at 7 Coal Pier Rd Banksmeadow will also assist to meet biosecurity expectations for the coming season.

We are extremely happy with the work the BTPRG have done in engaging the department with the 12.1 and 12.2 fumigators. For Price & Speed this has led to clear expectations from the department and reduced non-compliance at audit



**Burlwoods Heat Treatment**, Australia's longest established Department of Agriculture approved heat treatment provider, value our association with and participation in the BTPRG through the Freight Trade Alliance. A long-needed voice for all treatment providers.

Burlwoods Heat Treatment offer fast turnaround on all dry, moist and BMSB heat treatment services. From single cartons to full container loads, from unpack and inspection, treatment and release no job is too big or too small.

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**Luckens** are proud to be part of the BTPRG working with the Department, the FTA and our peers to provide practical feedback on Biosecurity treatments and methodologies. Luckens is Western Australia's most experienced and versatile Biosecurity Treatment Provider and the only manned depot, offering a drive through tailgate service and completing Quarantine Inspections without waiting for a booking

Phone: 08 6595 0800 Email: michael@luckens.com.au



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**Control Equipment Pty Ltd** has been supplying and servicing the Fumigation industry as far back as 1977 and has a large customer base throughout Australia and New Zealand. The range of detectors offered covers all areas of the fumigation industry including Dosing, leak checking, clearance, and personal safety. Our newest product the Fumigation Mate adds automation and reporting functionality to our already industry proven technology. With the ability to measure the 4 most common fumigants (CH3Br, SO2F2, C2N2 & PH3) and 3 sample ports, the Fumigation Mate allows an operator to measure fumigations and generate reports automatically. Phone 07 3481 9000



**TriCal Australia** specialises in the supply of Fumigation Services for Quarantine, supplies Fumigants, Fumigant Applications, and Safety Equipment as well as the Tools required to Monitor Fumigation Treatments to ensure compliance with the DAFF Methodologies for Import and BMSB Treatments.

TriCal Australia imports both Profume and Methyl Bromide Fumigants for use against BMSB.

[www.trical.com.au](http://www.trical.com.au) [www.strikefumigants.com](http://www.strikefumigants.com)



**EcoFum** provides an around the clock fumigation service, with safety and the protection of our agriculture industry in mind. We operate 2 crews daily, giving our customer the ability to optimise the allocated fumigation space in their yard, be it weekdays, weekends or out of scope projects.

EcoFum ensure your containers are fumigated in accordance with DAWE legislation and pallets stamped as per the AWPCS standards. Customers have access to all the fumigation records through our B.I.E.R portal free of charge.

We provide Methyl Bromide Fumigation (MB), Sulfur Fluoride (SF) as well as AWPCS timber treatment and stamping.

## MONDIALE VGL

**Mondiale VGL** delivers a fully integrated logistics solution which includes onshore treatment across all our sites nationally to manage biosecurity risks. We welcome the opportunity to work and collaborate with the Department of Agriculture, Fisheries and Forestry (DAFF) through our involvement in the BTPRG. We are continuously looking at ways to innovate and engage with the department and our treatment provider to develop solutions which ensure our clients maintain high compliance outcomes for their biosecurity management

## LOG FUMIGATION

Commercial & Domestic Pest Services



**Log Fumigation** performed the largest BMSB Fumigation to date, Non-Agriculture (Break Bulk) tarped 10, 500 Cubic meters, 12 container straddles in early January 2022. When it comes to break bulk, we've got you covered for all your fumigation needs - contact Keith Coughlan: 0403388697 [info@logfumigation.com.au](mailto:info@logfumigation.com.au)



# BorderWise: Taking the complexity out of compliance

Compliance at the border is an ever-changing and complex exercise and as any trade professional knows, it is important to get it right. Penalties for incorrect reporting and non-compliance can be severe and impact your bottom line.



From ongoing factory disruptions in key export markets to labor strikes, constrained capacity, and year-end holiday shipping pressures, customs professionals are still having to navigate a number of pressing supply chain challenges.

BorderWise is a web-based product that brings together a range of cross-border content and data – including law and regulation, Tariffs, and duty rates – whilst delivering unique advanced search functionality for importers, exporters, customs brokers, legal experts and other trade professionals.

In a single window, it provides an integrated Tariff Nomenclature for each country, to ensure measures are easy to find and are fulfilled. You can search and bookmark thousands of global customs publications, including tariff classifications, legislation, prohibitions and restrictions, Dual Use Goods and Munitions Lists, CITES, Prohibited Imports and Exports, and Dumping commodities.

The libraries contain Free Trade agreements in full text, their specific Rules of Origins, Product Specific Rules and Certificate of Origin or Declaration of Origin requirements, so you can do all your due diligence checks before you import or export.

### **Comprehensive and reliable information at your fingertips**

To avoid delays at the border and meet customer expectations amid complicated border requirements, trade professionals must make decisions and increase their output faster than ever before.

Keeping up with ever-changing cross-border requirements and regulations from Customs and other partner Government Agencies – such as Biosecurity – when declaring goods for import or export purpose from a single country is complex, time consuming and requires knowledge of the numerous measures and laws that apply.

For many trade professionals and legal experts, BorderWise is their daily go-to for the information they need to do their job with speed, quality and accuracy. It gives them peace of mind and the ability to focus more on their core business and customers.

### **Increase visibility and manage your BorderWise licenses**

The BorderWise User Management Portal empowers organisation administrators to view and manage your cross-company usage quickly and easily.

The User Management Portal has a range of useful features, including:

1. An intelligent dashboard with the information you need at your fingertips on licenses and usage, including a log of system activity.
2. A simple user menu to keep track of BorderWise licenses across your company, and filter by active, inactive and administration users.
3. Easy access rights management, enabling you to disable or deactivate an account when someone leaves your company or moves into a different role.

### **Global rollout continues**

BorderWise's libraries deliver the complete collection of the World Customs Organisation's Harmonised Commodity Coding System publications, including the Explanatory notes, Compendium of Classification Opinions and Alphabetical Index.

Our growing libraries include cross-border content and data covering Australia, Canada, the European Union, Ireland, New Zealand, Singapore, South Africa, United Kingdom and United States.

### **BorderWise editions**

BorderWise has three editions to choose from to suit your needs – Single Window, Single Window Plus Pro Pack and Global Entries – featuring thousands of trade related legal books, documents and resources.

Fully integrated into CargoWise, it can be used by existing customers to significantly enhance their productivity in declaration reporting.

### **Special FTA members offer**

Many FTA members have taken up our special BorderWise offer, benefiting from WiseTech Global's commitment to continually innovate and build the best trade ecosystems for global logistics. For more details on this special offer, visit [FTAlliance.com.au](http://FTAlliance.com.au).

Avoid the risk of penalties, costly delays or reputation loss. Let BorderWise navigate the complex world of border compliance and customs reporting for you.

Special Offer for  
FTA Members:  
**Access  
BorderWise\***  
now for **FREE!**

## Avoid costly penalties with BorderWise real-time compliance

As trade professionals, you face immense pressure to make decisions quickly, keep costs low, and take on more work. At the same time you want to avoid hefty penalties and under- or overpaying duties and taxes.

BorderWise is a powerful search engine with a comprehensive technical library, putting all the information at your fingertips so you can make timely, informed decisions.

Visit [www.borderwise.com](http://www.borderwise.com) to learn more about this comprehensive tool.

## Importer of Record – should you offer this service ?

By RUSSELL WIESE, Director – CGT Law



With the rise of ecommerce there has been an increase in demand for logistics companies to act as an Australian Importer of Record (**IOR**). There are the obvious risks relating to the payment of customs duty. However, duty is just the tip of the iceberg. It is important for any IOR to appreciate the full range of risks before taking on this roll.

### What is an Importer of Record?

An IOR is an entity that declares for customs purposes that it is the importer of goods. A supplier may look to use an IOR where it does not conduct business in Australia and/or does not understand Australian import requirements. The IOR will generally not use the goods in Australia. Often the goods will be placed in a distribution centre and used to fulfil online orders placed by consumers.

Foreign companies do not need to use an IOR in Australia. Non-residents can act as an IOR. Given this, it is always important to understand why a foreign supplier wants to appoint an IOR.

### Product Liability

As an IOR you are not the supplier of the goods to the Australian consumer. However, for product liability purposes you are very likely to be treated as the manufacturer. Consumer products in Australia come with guarantees that cannot be excluded, such as the goods being of acceptable quality. Normally a consumer will make a claim against the retailer. However, where the goods are imported and the manufacturer does not have a place of business in Australia, the consumer can make a claim against the importer.

As an IOR you need to consider the risk that the products will be the subject of a significant product liability claim, and if so, will the online supplier meet those claims. If your customer was an established reputable company, you may feel confident that the company would meet any claim. However, if the online supplier has few assets and no established reputation, they may simply ignore the claims.

This will make it more likely that the Australian consumer will make a claim against the Australian importer. You will have rights against your customer, the online supplier, but how easy will it be to enforce those rights.

It is recommended that any IOR obtain product liability insurance.

### GST and Customs Duty

As the IOR, you will be liable for any taxes payable on the importation of the goods. Generally, this risk can be managed as you can require payment of the duty and GST prior to clearance of the goods. However, care needs to be taken where a concession is claimed at the time of import to reduce the duty. Are you confident that the use of the concession will hold up to an ABF audit?

The biggest risk arises from a post importation audit. An audit could include goods imported 4 years ago and by the time you receive the ABF demand for payment, it is unlikely your customer will be interested in making payment.

It is also important to appreciate that GST on goods imported by an IOR generally cannot be claimed as a credit by either the IOR or any other entity. The ATO view is that importing goods for the supply by another entity does not entitle the IOR to a credit. A credit may be available if the IOR acts as a resident agent – but there are hurdles that have to be jumped through before this is an option.

Accounting advice should be sought, but the general position is that an IOR should ensure that its fees cover the GST payable.

### Regulated products

Many products have licensing, labelling and other regulatory requirements for which the IOR is responsible. For example, there are strict requirements on the importation of industrial chemicals, which can include

consumer products such as cosmetics, fragrances and printing products. These goods can only be imported by a registered importer who is required to meet annual reporting requirements.

Other examples include the restrictions applying to other products such as therapeutic goods (TGA), televisions and computers (NTPRS), refrigerators and freezers (ozone gas regulation), gardening equipment with petrol motors (product emission rules) and electrical products requiring certification.

This is not to mention goods that are prohibited imports, such as goods containing asbestos.

A failure of the importer to hold the appropriate registration or licence can result in fines and/or the seizure of goods. If detected on the first import the fines may not be significant. However, an outcome can be financially crippling if non-compliance is only discovered after a long period of importation.

Our experience is that regulatory authorities will focus their attention on the IOR and that it will be no excuse that the importer is performing an administrative role.

### Managing risk

The first part of managing the risk is to be aware of the risk. Fully understand the product range and the associated risks. It is also important to understand the overseas supplier's attitude to compliance and financial ability to meet a claim. In short, if you are not prepared to undertake appropriate due diligence, you should not act as an IOR.

If you decide to take on the risk, we recommend putting in place a formal agreement with your customers. That agreement should include warranties regarding compliance with the law, accuracy of goods descriptions and indemnities in your favour. However, it is also important to have a mechanism to enforce these rights. For instance, to ensure claims regarding the goods are accurate, you need a right to open and inspect goods and/or undertake quality assurance activities.

An indemnity is useless if the client has no assets. An option is to obtain a guarantee for liabilities that arise under the agreement.

The decision to be an IOR should not be taken on lightly. If you do wish to offer this service, only do so with trusted suppliers in respect of low-risk goods and after obtaining legal advice.





# Licensed depots and warehouses are a key focus of the ABF –

## Are you ready?

CGT Law has noticed a sharp increase in ABF audits and infringement notices regarding breach of depot conditions, cargo reporting and movement of goods under customs control. The ABF has also publicised its cancellation of a major Sydney depot. The message is clear, if you want to operate a licensed depot or warehouse you must achieve a high level of compliance.

Don't wait for a suspension or cancellation notice from the ABF – the best strategy is to respond clearly and fully to any identified claim of non-compliance

**If you have experienced a negative ABF audit or are concerned about your depot or warehouse compliance, don't hesitate to contact us. As with all areas of customs law, FTA members receive 45 minutes complementary advice.**

### Customs and Global Trade law has helped clients:

- understand their obligations as a license holder
- implement internal quality assurance programs
- review depot and warehouse standard operating procedures
- respond to notices of an intention to suspend or revoke a license
- seek withdrawals of infringement notices
- resolve disputes regarding cargo reporting
- draft warehouse and 3PL terms and conditions



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## Overcoming freight & logistics security challenges

By STEVE McSWEENEY, Strategic Account Director - Certis Security Australia

COVID-19 has significantly impacted the freight & logistics security industry. Security personnel are playing larger roles in securing our supply chains, from authorising access to improving processes or supporting in day-to-day operations.

Last month, Certis Security Australia hosted an industry roundtable, bringing together Australian Border Force Assistant Commissioner, Erin Dale, Freight & Trade Alliance Director, Paul Zalai, and industry leaders to discuss the challenges faced by organisations today, and how to tackle them.

We've recently seen a perfect storm of rising costs, labour shortages and increased demand plaguing several industries, including security. It's clear something needs to be done to address these issues, although how we do that is not always clear. Businesses can always invest more into additional equipment, resources, and processes to address

labour shortages. However, it's not fair to expect organisations to wear the burden of cost unless there is a clear commercial advantage. Organisations must look at getting the most out of their existing resources and infrastructure while integrating electronics and data to augment their workforce.

There are avenues the freight & logistics industry can and should consider.

### **Business Process Re-engineering of Operations (BPRO®) to improve safety and efficiency**

Certis Security Australia's BPRO® framework helps customers manage change and disruption effectively, from national utility companies to large open precincts where physical security must correlate with technology to maintain operational efficiency.

Our partners at a bonded warehouse facility in Sydney had a few initiatives in place to secure and manage their facility but they operated in silos. Certis Security Australia designed a solution that would:

- Integrate security systems into one platform for enhanced situational awareness
- Automate capturing of crucial information, including license plate data, container numbers and driver IDs, and a live record of who, what, how and when
- Allow zero-contact, facial recognition-based access to truck drivers, validated against a licence, to grant access at any time of the day, reducing the need for 24/7 presence at entry/exit points

### **Getting the most from data**

The pandemic rapidly accelerated digital transformation across all businesses, meaning organisations are gathering more data than ever. Getting the most out of this data will enable businesses to

work smarter, not harder, but first they must establish infrastructure to glean insights.

In many cases, technologies operate and store data independently of each other. Having the right infrastructure in place also helps to address two of the biggest challenges with data:

- **Big data** - Australia generates 2.5 quintillion bytes of data per day, so there's simply too much data to try and manually process and glean insights from. If organisations aren't introducing technology to help with this process, they're rendering much of what they collect useless, and ultimately a liability due to data privacy and protection legislation
- **Catching critical alerts** - There is a fear that relying on technology will lead to critical alerts being missed. However, AI systems are forever learning and will continue to improve and develop in accuracy as they are used, and more data is collected.

By implementing modern technologies and infrastructure to help manage and glean real-time insights from data, organisations have the potential to revolutionise their entire approach to security. Real-time data insights can revolutionise security by enabling organisations to predict issues or incidents, and put preventative measures in place, becoming more proactive in their overall approach to security.

Compliance and modernisation challenges will continue to plague the freight and logistics industry, and Certis Security Australia is looking forward to working with more industry leaders to meet these challenges.

For more information on how we can help you, please get in touch with Steve McSweeney – [steve\\_mcsweeney@certisgroup.com](mailto:steve_mcsweeney@certisgroup.com)



Ying Loong Lee, Managing Director of Security Business - Certis presenting to attendees

# CARGO HOLDS AND FCL STORAGE CONCESSIONS

The Australian Border Force (ABF) and the Department of Agriculture, Fisheries and Forestry (DAFF) have regulatory provisions to HOLD cargo before release as free goods into Australian commerce.

The ABF use a series of profiles to target high risk consignments. A common occurrence of a HOLD relates to when an importer changes service provider (customs brokerage). In circumstances where cargo is subject to a Border or Biosecurity HOLD, delays to cargo release may result in expensive storage and /or empty container dehire (return) detention penalties.

A level of financial relief exists in a Full Container Load (FCL) sea freight environment when cargo is subject to the ABF Container Examination Facility (CEF) processing. In prescribed circumstances, stevedores are obliged to waive storage charges.

While Freight & Trade Alliance (FTA) continues to advocate for fairer operational conditions for importers, it is important to note this same level of financial concession does NOT

currently extend to:

- any consignment subject to a Biosecurity HOLD;
- air cargo consignment subject to a Border HOLD;



• Less than full Container Load (LCL) consignment subject to Border HOLD; or

• FCL container detention penalties for the late dehire (return of empty containers).

## FCL BORDER HOLDS

The following advice outlines Container Examination Facility (CEF) related processes and statutory reporting obligations.

The CEF utilises scanning technology to enable the ABF to fulfil its border protection role.

The ABF has stated approximately 90% of FCL containers selected for examination are x-rayed, released within 30 minutes and immediately returned to the stevedore.

The remaining 10% may incur some form of delay as they are selected for more detailed physical examination.

EXISTENCE OF FINANCIAL CONCESSION	FCL	LCL	AIR
STORAGE CAUSED BY A BORDER HOLD	YES	NO	NO
STORAGE CAUSED BY A BIOSECURITY HOLD	NO	NO	NO
CONTAINER DETENTION CAUSED BY BORDER OR BIOSECURITY HOLD	NO	N/A	N/A



NOTE: due to the sensitive nature of these processes, FTA staff cannot make enquiries to the ABF on your behalf in terms of the status of your cargo.

To minimise associated costs incurred for delayed release of cargo, it is essential that importers supply timely and accurate import data, permits and documentation to customs brokers in order to meet statutory requirements.

## LEGISLATIVE REQUIREMENT FOR TIMELY DECLARATIONS

The ABF require cargo report data from shipping lines and freight forwarders to be provided 48 hours prior to arrival at the first Australian port (Sec 64AB Customs Act).

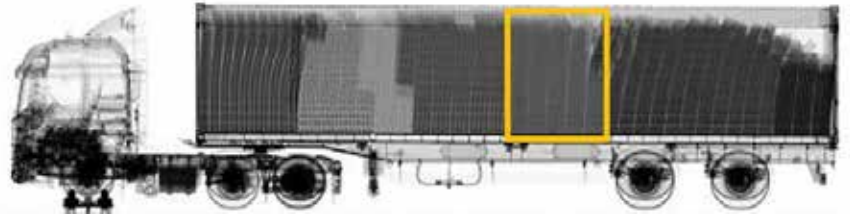
Post the October 2005 Integrated Cargo System (ICS) implementation, Customs and Border Protection, now ABF, have increasingly focussed on import declarations as an important source of data to complete their border risk assessment in identifying illegal activity.

This resulted in the release of Australian Customs Notice (ACN) 2011/58 highlighting the importance of early lodgement of import declarations.

## STORAGE

Commercial penalties apply in the form of stevedore storage charges in circumstances when "late" import declarations or cargo reports are lodged and consignments have been selected for CEF assessment.

If a container is subject to further ABF CEF assessment, storage fees are administered by stevedores despite the fact the container may not be physically unavailable for collection.



To be eligible for the extended storage arrangements, two criteria must exist:

1. the cargo report must be provided to the ABF in line with statutory provisions outlined above; AND
2. in accordance with recommendations outlined in Australian Customs Notice No 2022/38,

the Import Declaration has to be lodged at least 24 hours prior to the vessel arrival at the port of discharge.

## ADELAIDE, DARWIN, LAUNCESTON, TOWNSVILLE AND NEWCASTLE

Assuming the above reporting / declaration requirements have been satisfied, containers selected for CEF intervention will receive existing storage arrangements (a minimum of three days) from when they are returned from the CEF.

## MELBOURNE, BRISBANE AND FREMANTLE

Assuming the above reporting / declaration requirements have been satisfied, containers selected for CEF intervention will receive 24 hours free storage from when they are returned from the CEF.

## SYDNEY

Clause 17 of the Port Botany Landside Improvement Strategy (PBLIS) Mandatory Standards states that stevedores must provide free storage for the day the container is returned from the CEF and for the next two days after that.

Again, these extended storage arrangements are contingent on the above reporting / declaration requirements being satisfied.

## LATE TARGETING BY THE ABF

On occasions and no matter whether statutory reporting requirements have been met, the ABF may change the status of a container after it has received a "clear" status.

Please note, in these circumstances ABF will not compensate the importer for storage charges or container detention charges administered by stevedores and shipping lines.

To best assist in the logistics process and where the late change of status occurs 24 hours or more after the lodgement of all required risk assessment documentation, arrangements are in place to contact the customs broker.

## COMPLAINTS, ENQUIRIES AND FEEDBACK

Under section 34 of the Customs Act, the ABF is not liable for any loss or damage to any goods which are subject to customs control except by the neglect or wilful act of some officer.

Complaints, enquiries, and feedback can be referred to the Department of Home Affairs Global Feedback Unit.

The ABF welcomes compliments, complaints and suggestions from our clients and industry.

Feedback informs business improvement opportunities and further enhances the quality of our services.

You can provide feedback through the Department of Home Affairs Global Feedback Unit

by:

- Post – Send us your feedback by post to: Department of Home Affairs

GPO Box 241  
MELBOURNE VIC 3001  
AUSTRALIA

- Online – Give feedback using the online form located at: <https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions>

When providing feedback related to sea cargo, all available shipping and cargo information should be included.



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- Established in February 2017.
- 100% Australian owned subsidiary of The Compliant Group.
- Currently provide 200+ staff working for 22 companies from five different countries.
- 24/7 service delivery available.

### CONTACT US

#### COMPLIANT BUSINESS PROCESSING

p: +61 2 9525 9500 | m: +61 407 280 155  
e: [sales@compliantbusinessprocessing.com](mailto:sales@compliantbusinessprocessing.com)  
w: [www.compliantbusinessprocessing.com](http://www.compliantbusinessprocessing.com)  
a: Level 1, 29 Kiora Road, Miranda, NSW 2228

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# SPONSORS

The Australian Peak Shippers Association (APSA) and Freight & Trade Alliance (FTA) would like to acknowledge the following sponsors for their ongoing support of the Alliance.



To find out more about advertising in Across Borders or how to become an APSA / FTA sponsor, please refer to [www.FTAlliance.com.au](http://www.FTAlliance.com.au) or contact us at [info@FTAlliance.com.au](mailto:info@FTAlliance.com.au)



# What's on...

# Calendar

## of events 2023



Freight & Trade Alliance (FTA) is accredited by the Department of Agriculture, Fisheries and Forestry (DAFF) (to deliver CBC training) and by the Australian Border Force (to deliver licensed customs broker CPD training) allowing members to receive high quality, practical, cost effective and flexible solutions.

**Further details and to book your place at FTA & APSA events go to [www.FTAlliance.com.au/Upcoming-Events](http://www.FTAlliance.com.au/Upcoming-Events)**

### CONTINUED BIOSECURITY COMPETENCY (CBC)

In order to maintain your accreditation for the class 19.1 NCCC and class 19.2 AEPCOMM approved arrangements, accredited persons must complete the continued biosecurity competency (CBC) sessions stipulated by the department in a given CBC period

(1 April to 31 March) by the due date.

Failure to comply with CBC requirements will result in suspension or cancellation of your accreditation. Additionally, it may result in sanctions against the biosecurity industry participant.

### 2023-2024 CUSTOMS BROKER LICENSING PERIOD

Member Early Bird Registration (closes 1 month prior to the event) at a cost \$330 (incl GST) - **REGISTRATION NOW OPEN**

- Member Rate - \$385 (incl GST)
- Non Member Rate - \$495 (incl GST)
- Student Rate - \$99 (incl GST)

Registration to a face-to-face session provides you with 30+ CPD points and your CBC as a part of one registration as follows

- attendance at one of the listed CPD Border Compliance Program events - 24 CPD points complimentary access to the Mandatory Continued Biosecurity Competency (CBC) Activity(s) for Class 19.1 Non-commodity for containerised cargo clearance (NCCC) and Class 19.2 Automatic entry processing for commodities (AEPCOMM) assessment via [www.ComplianceNetFTA.com.au](http://www.ComplianceNetFTA.com.au) as prescribed by the Department:

- complimentary online access to additional 6 CPD points in Stream A via [www.ComplianceNetFTA.com.au](http://www.ComplianceNetFTA.com.au)

### 2023 - 2024 CPD BORDER COMPLIANCE PROGRAM MARK YOUR DIARIES!

#### SYDNEY

Friday, 5 May 2023 & repeated  
Saturday, 6 May 2023

Novotel Brighton Beach Hotel, Brighton Le-Sands

#### MELBOURNE

Friday, 19 May 2023 & repeated  
Saturday, 20 May 2023

Hyatt Place, Essendon Fields

#### BRISBANE

Wednesday, 14 June 2023

Brisbane Airport Convention Centre, Brisbane Airport

#### PERTH

Saturday, 24 June 2023  
Hyatt Regency, Perth

### ONLINE TRAINING

FTA offer practical online training at [www.ComplianceNetFTA.com.au](http://www.ComplianceNetFTA.com.au) with resources and online assessment available at listed prices. Members are offered unlimited Continuing Professional Development (CPD) and Continued Biosecurity Competency (CBC) training for \$150 (excl GST) per person per accreditation period (1 April to 31 March). Further discounts are offered to businesses with multiple purchases with the option for an all inclusive invoice for FTA Premium Membership and CPD / CBC training - price on application to [czalai@FTAlliance.com.au](mailto:czalai@FTAlliance.com.au)

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