

SHIP2SHORE



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CEO COMMENT

The UK continues to be a vibrant maritime nation. Aside from a successful port sector, the UK is a key centre for ship-owning, ship management, ship-broking, finance, insurance and the myriad of other services upon which the maritime industry relies. We also have a sizeable Shipping Register. It has been reported that the whole maritime sector contributes £10 billion to the UK economy and employs 240,000 people.

It is the promotion of this maritime cluster that was behind the second, very successful, London International Shipping Week (LISW) held in September. The week started with a high-level round table discussion at 10 Downing Street which I was honoured to attend. Besides listening to views from senior Maritime sector representatives, the Government also used the occasion as a launch pad for its Maritime Growth Study report.

There are both challenges and opportunities for the sector. The UK, and London in particular, is an expensive place to do business, since the financial crisis, ship finance has largely disappeared from London and the UK Ship Register could be modernized to be more user friendly for customers.

Against that, the UK maritime cluster has a wide range and depth of expertise that supports its position as the world's leading maritime centre. It has been very successful at attracting inward investment, selling expertise abroad and drawing the world's shipowners to the UK.

The importance, and difficulty, of attracting talent to the industry was a key feature of the round table meeting. The need to promote an industry which is not well understood by, and out of fashion with, many young people, is also reflected in the Growth Study report.

Attracting the brightest talent is vital to improve standards as well as to grow and innovate. This is something we understand fully at Hutchison Ports and to which we are committed.

We are clear that the whole industry needs to do more to explain to young people the range of interesting and exciting careers there are within the sector. Securing the sharpest minds is vital to drive future growth and secure the success of the UK maritime sector in the long term.

The Maritime Growth Study is clear evidence of the UK Government's commitment to, and support for, the maritime sector. By showing strong leadership, the Government will help the industry to modernize, grow and thrive.

CLEMENCE CHENG
Chief Executive Officer

NEWS UPDATES



UASC MEGA-SHIP BARZAN DEBUTS AT FELIXSTOWE

The Port of Felixstowe is firmly established as the UK port of choice for the latest generation of mega-ships. By the end of August over 50 ships of 18,000 TEU capacity or greater had called at the port, many on their maiden calls.

United Arab Shipping Company's (UASC) largest vessel, the 18,800 teu Barzan, made its maiden call at the port in June.

The newest container ship in the UASC fleet arrived at the UK's largest container port from Port Kelang in Malaysia. The Barzan is deployed on UASC's AEC1 service between Asia and North Europe.

Commenting on its arrival, Lawrence Yam, Commercial Director of Hutchison Ports (UK), said:

"We are delighted to welcome the latest vessel in the UASC fleet to the Port of Felixstowe. Our

investment in new infrastructure, equipment, systems and people has ensured that we are the clear port of choice for the latest generation of mega vessels employed on the Asian trade.

"Our ability to handle these huge vessels will be further enhanced when the Berth 9 extension is completed at the end of the year. Beyond that we will continue to enhance facilities and improve still further levels of productivity. UASC's commitment to reducing environmental impact with this new class of LNG-ready vessels mirrors our own commitment to reduce emissions and the carbon footprint of our business."

The Barzan, named the world's most environmentally friendly ultra large container vessel, is the first of a series of six 18,800 teu vessels being acquired by UASC for the Asia – Europe trade. Barzan is also a part of the industry's first LNG-ready fleet. As well as maiden calls from UASC and Maersk, maiden calls have been made by, Kline, MSC, China Shipping, Yang Ming and Evergreen.





WHERE THERE'S SMOKE

Most of the port vehicles at London Thamesport are restricted to 20mph, the port's speed limit, so when the sound of racing engines and tyres squealing is accompanied by clouds of burning rubber at the port, it is clear that something out-of-the-ordinary is happening.

The mayhem was caused by filming for 'Ben Collins: Stunt Driver', a special film that finds racing driver Ben Collins, better known as "The Stig" from BBC's Top Gear, on a mission to source the perfect car for an epic, high octane, Hollywood style car chase.

An area of the port was cordoned off to allow Ben to race the specially modified and turbo-charged V8 Nissan Silva at speeds not normally allowed in a

port environment! The car is usually raced by Shane Lynch, ex-member of Boyzone, in the British Drift Championship.

The final result will be an action packed experience to hit the UK market in October with a launch in the U.S. and around the world, scheduled for later in the year.

MARCHEN MAERSK NAMED AT FELIXSTOWE

The 18,000 TEU mega ship, the Marchen Maersk, has been officially named in a ceremony at the Port of Felixstowe.

One of the biggest container ships in the world, the Triple-E class vessel is operated by Maersk Line on its Asia-Europe service.

Commenting on the event, Clemence Cheng, Chief Executive Officer of the Port of Felixstowe and Managing Director of HPH Europe division, said:

"Maersk Line has a long-term relationship with the Port of Felixstowe and we are honoured that the naming ceremony was held here. The Marchen Maersk is the 17th maiden call we have had by one of Maersk's Triple-E vessels this year. Maersk Line and HPH share a commitment to service excellence and, together, we offer UK importers and exporters the most competitive route to get goods to market."

Brian Godsafé, Managing Director of Maersk Line UK & Ireland, said:

"I'm delighted to host the naming ceremony of a Triple-E here in the UK, in the company of our customers and partners. The Triple-Es, with their



efficiency, economies of scale and environmental benefits, are an embodiment of our business. It is fitting that some of our customers, the lifeblood of our business, are able to be a part of such an event at the Port of Felixstowe, which is a key partner in the services we offer."

The naming ceremony was performed by Mrs Melanie Collins, wife of Adam Collins, Managing Director of PFE Express Limited, a leading

forwarding, logistics and supply chain management company based in Witham.

Maersk Line's Triple-E class set a new standard for vessel size on the Asia-Europe trade, the world's largest, when they were first introduced in 2013. They are 399 metres long, have a beam of 59 metres and a maximum draught of 16 metres..

LOGISTICS PARK MOVES A STEP CLOSER

Design work on the first phase of the new Port of Felixstowe Logistics Park has reached a milestone with the completion of the Phase 1 Masterplan.

The logistics park will provide a total of 1.4 million square feet of modern, purpose-built, warehousing.

Commenting on the development, Mark Seaman, Finance Director of Hutchison Ports (UK), said:

“The Port of Felixstowe Logistic Park represents a unique opportunity to secure bespoke build-to-suit warehouse facilities within the UK’s largest container port. With over 40% of all UK container traffic already coming through Felixstowe, and a choice of 90 liner shipping services connecting the UK with every major global market, the port is the obvious location for anyone seeking a port-centric distribution facility.”

The design of the Logistics Park allows for a number of flexible layout options on the 68-acre site with warehouses from 100,000 to 800,000 square feet. Mark Seaman added:

“There has been huge interest in the new logistics park. We are talking to a number of potential users from both the logistics and retail sectors who see the benefits of locating where the UK’s largest road haulage, rail freight and shipping interests combine.”



The initial plots at the Logistics Park are available immediately with further sites becoming available in 2016.

If you are interested in locating your logistics activities at the Port of Britain, contact Dominic Smith on 01394 604499 or simthdj@hpuk.co.uk.

PORT OF FELIXSTOWE TOP FOR CUSTOMER CARE

The Port walked away with the coveted Rail Freight Group 2015 Customer Care Award for its continued and sustained improvement in customer service.

The Award recognises the port’s commitment to delivering for its customers’ real needs by consistently making every effort to ensure continuity of service and minimum disruption to supply chains.

Commenting on the award, Clemence Cheng, Chief Executive Officer of the Port of Felixstowe and Managing Director of HPH Europe division, said:

“We are delighted to have been honoured with the prestigious Customer Care Award by the Rail Freight Group. We are constantly striving to improve the level of service we offer to all our customers and this award is a testament to the hard work of the dedicated employees in our rail team, working closely with our customers and Network Rail.”

In 2014 the prolonged Ipswich Yard track lengthening works caused an extended and unexpected period of disruption, posing many challenges for cargo owners, the port and freight operators. The award recognised the port’s response to the overrunning works and the interruptions



it caused to the fixed scheduling of trains on the network. By providing flexible and additional resources, which included enabling locomotives to refuel on port and responding to the daily changing demand of its customers the port managed to avert severe disruption to freight on the network. The amount of freight volume moved through the network did not suffer materially.

Rail volumes currently represent approximately

27% of the port’s domestic throughput and continues to grow. There are 62 services to and from the port each weekday, operated by DB Schenker, Freightliner Ltd and GB Railfreight. Direct connections are provided to Glasgow, Manchester, Liverpool, Leeds, Teesport, Birmingham, Doncaster, Tilbury, Selby, Hams Hall, Daventry, Wakefield, Ditton (Widnes), Burton, Scunthorpe, Birch Coppice and Bristol.

31ST DAILY RAIL SERVICE FOR FELIXSTOWE

The 31st daily rail freight service from the Port of Felixstowe commenced in September 2015. The new service is operated by GB Railfreight, their 7th daily service from the port. It runs between Felixstowe and Birch Coppice, Birmingham.

Commenting on the new service, Stephen Abraham, Chief Operating Officer of the Port of Felixstowe and Managing Director of HPH Europe division, said:

“As well as being the busiest container port in the UK, Felixstowe also operates the country’s biggest intermodal rail facility. In 2014 we handled close to 900,000 TEU by rail. This record volume was achieved by the investment we made in our newest terminal, the North Rail Terminal, and the dedicated employees in our rail team working closely with our customers and Network Rail to improve on our efficiency and the handling of longer trains. The 30+ wagon trains that run from there are the longest intermodal trains in the UK.

“Capacity at the North Rail Terminal is being further enhanced by two new Rail-Mounted Gantry Cranes. Together with the new service launched today, this investment further enhances the unique range and frequency of services available at Felixstowe giving port users greater choice and more opportunities to strip carbon from their supply chains.”

The new rail cranes at Felixstowe have been co-financed by the European Union Trans-European Transport Network (TEN-T) programme. They bring to nine the number of gantry cranes serving the port’s three rail terminals.

John Smith, Managing Director of GB Railfreight, added:

BOXRELOAD; CUTS COSTS, MILES AND CARBON

Hutchison Ports has launched a ground-breaking new web-based tool to allow road hauliers to reduce costs and cut emissions.

Boxreload helps trucking companies of all sizes to combine loads with the aim of replacing two journeys by two trucks, each with an empty leg, by one return journey with a single truck; a ‘boxreload’. Boxreload focuses on cooperation between trucking companies to share certain information and enable better planning.

Andy Barker, General Manager of Boxreload, explains:

“The beauty of Boxreload is that it allows both trucking companies to protect revenues and cut

“This is a really exciting day for us. We have worked extremely hard to identify opportunities to increase our capacity to and from the port. As a result, we now run the longest intermodal freight trains on the network with wagons that can accommodate 40ft containers.

“The winning of our 7th slot is an important milestone as it enables us to further expand our capacity, helping us to continue to meet the demand

from our customers and support the growth of the intermodal rail freight market and its potential to take freight off the roads.”

Regular rail services are also run from Felixstowe to Glasgow, Manchester, Liverpool, Leeds, Teesport, Birmingham, Doncaster, Tilbury, Selby, Hams Hall, Daventry, Wakefield, Ditton (Widnes), Burton, Scunthorpe and Bristol.



costs. The advantage increases the more trucking companies get involved as more and more opportunities to reduce costs can be identified.

“It is not just about reducing cost. Boxreload allows better utilisation of equipment, trucks and drivers, reduces road miles, minimises the environmental impact of transport and can help cut congestion. We launched the project with 12 companies and have signed up a further 31 since the launch.”

Boxreload was developed with the support of Erasmus University of Rotterdam and launched initially in the Benelux area. Andy Barker added:

“The concept behind Boxreload has been shown to work in Rotterdam. We are beginning to speak to UK hauliers and, if there is demand, will look at the possibility of launching it in the UK.”

Boxreload has been developed by the PARIS Optimal Transport Planning division of Hutchison Ports. PARIS has extensive experience delivering multimodal optimisation solutions for its clients which include some of the world’s largest shipping lines.

If you would like to learn more about how Boxreload could help you cut costs contact Andy Barker on 01223 531821 or andy.barker@parisoptimalplanning.com.

Boxreload
Powered by Paris technology

AN INSPECTOR CALLS . . .

How can we be sure that the vast variety of food products imported into the UK is safe for us to eat? How can this be checked without pushing time-sensitive foods past their use-by dates, without cross-contamination from nut products to 'free-from' foods, and to exceed even the tightest EU regulations without annoying everyone concerned?

The answer can be found at the Port of Felixstowe's 70 Shed Examination Facilities and the brand new Port Health offices located on site.

The Port of Felixstowe has invested £4 million in a major refurbishment of its examination facilities and additionally in providing the offices for Suffolk Coastal Port Health Authority, to ensure that together they deliver the very best, most efficient inspection processes of any UK port.

"Inspections were once hardly mentioned and considered very restrictive in the context of keeping the supply chain moving," says Rob Kirk, the Port of Felixstowe's Examination Facilities Manager. "Now inspections are understood by all to be vital in protecting public safety and have also become a key part of the commercial package the port offers, both in efficiency and product integrity – and our state-of-the-art inspection facilities are something to shout about!"

The changes at Felixstowe were prompted by upcoming EU legislation which will mean changes in the official control of food and feed, but the reality is that the port has gone far above and beyond the anticipated requirements.

"There are two sides of our work here," says Rob Kirk. "First, animal products: these are heavily legislated and strictly controlled. They have historically been examined in the approved Border Inspection Post (BIP) area. We have a cold store facility for refrigerated goods and ambient facilities for non-refrigerated, all regularly and positively audited by the EU. Second, non-animal: this has historically been examined in the approved Designated Point of Entry (DPE) area.

"However, EU legislation is going to bring together BIP and DPE under new Border Control Point (BCP) legislation. This means the same type of inspection facilities will be required for both animal and non-animal products." Felixstowe already had an area for non-animal products but the ever growing volume of products being imported through the port was putting pressure on space.

"So within our investment we have put in new facilities to handle non-animal products which give us enough space to fully turn out multiple containers in the right environment – with fully whitewashed walls, disinfecting mats, dedicated machinery and so on," says Rob Kirk.

"Essentially, it's a duplicating of our facilities for animal products – and to the highest specification, because the legislation is expected to allow the flexibility for products to be moved around within chambers, once they are cleaned, of course. We have built this new facility to the highest grade required for meat products, so we can be confident in future that we can be flexible with facilities according to the workload and product type."







On top of this, a replacement allergen examination area has been added. “We do have a lot of nut-based examinations here; we have always made sure they are done separately, as this is critical to the service we provide, but now we have improved the environment and machinery so that importers of these products can continue to be certain that we can handle these with no risk of cross-contamination whatsoever.”

Meanwhile, a dedicated chamber has been provided for dusty types of products such as chilli, curry, spice and other powders, which could get through a bag and create the risk of contamination of other products.

To give an idea of the scale of investment, 70 Shed covers a total 5,950 sq m. The original BIP and DPE food areas covered 1,130 sq m and the new extension covers 1,915 sq m, bringing the total food areas now available to 3,045 sq m, with another 120 sq m of new port management offices and meeting rooms.

But this is about more than space for the 70 Shed team. The investment has included 720 sq m of offices for the 55 people employed by Port Health. Previously they were based about a mile away – and on the other side of the port’s increasingly busy rail tracks. However, as Port Health is the authority that calls most of the examinations required, bringing them “on site” makes absolute sense in terms of time, communication and efficiency.

“This was an opportunity to build brand new offices for Port Health, designed and laid out to suit their needs,” says Rob Kirk. “They are still a separate business but communication will be a lot easier and their response times once we have prepared a container for their inspection will be much quicker. They

have their own meeting rooms where they can have training sessions and meet their customers – and we will work with them and use some of their facilities for joint training and meetings, etc.”

Port Health manager Richard Jacobs says: “Both we and the port can turn to customers and assure them that our inspection facilities are of an incredibly high standard – safe, clean and hygienic – to maintain the integrity of the food chain to the highest requirements of upcoming legislation.

“We have a very productive partnership with the Port of Felixstowe, and this is delivering best practice in terms of Port Health. Now our staff are next door to each other, we can get examinations done even more quickly. Being neighbours will also allow a closer understanding of each other’s business and that can only lead to even better efficiency and effectiveness in the future.”

He added: “We don’t want to create barriers to trade but we are required by law to carry out these inspections. Our goal is to minimise the impact and, thanks to our excellent working relationship with the port and these new facilities, it’s good news all round. The whole environment is very supportive to enable us to do our checks very efficiently and the result from our perspective is that this investment makes Felixstowe an attractive port to do business with.”

Across Europe, examinations are an essential part of ensuring good safety. Rob Kirk concludes: “We have the facilities, efficiency and speed to do these examinations quickly. Our customers can be confident that we are handling their products in the right area with no risk. The important thing is, we are ahead of the game. We are really proud of what we have got here.”



/// *We don't want to create barriers to trade but we are required by law to carry out these inspections."*

MEGA SHIPS NEED MEGA CRANES

We are all familiar with the term, mega ship, the 19,000 TEU leviathans which are quickly becoming a common sight at the world's leading container ports. Nowhere in the UK can these ships be seen as often as they are at the Port of Felixstowe which has played host to three world record-breaking mega ships this year alone.

Keeping pace with these mega ships is the evolution of the mega crane. There is no place more evolved than the Port of Felixstowe, which recently took delivery of three more mega cranes to operate on the its newly extended Berth 9.

It was the Ancient Greeks who first came up with the concept of the crane which back then was powered by men or beasts of burden. The Oxford Dictionary's definition of a crane is, "A large, tall machine used for moving heavy objects, typically by suspending them from a projecting arm or beam", the basic principle of how cranes operate has not changed in 2,500 years since the Ancient Greeks first invented it.

Technological advancements and usage of cranes have, on the other hand, changed dramatically. Today, cranes are at the cornerstone of the ports industry and although operated by man are most certainly not powered by them. The shipping industry has also been transformed by this very important invention of the Ancient Greeks. In the Middle Ages, harbour cranes were introduced to load and unload ships and to help with ship-building. Built in stone towers for extra strength and stability, these were the precursors to the modern day ship to shore cranes.

Skipping through the annals of history to the 20th century, cranes have undergone various mechanical empowerments, from hydraulics in the 18th and 19th centuries to their modern versions powered by combustion engines or electric motors and hydraulic systems to enable greater lifting capability. Since the emergence of modern inter-modal containerisation in the 1950s, advancement of crane technology has kept in line with transport strategies developed during the Second World War. In 1967 Felixstowe opened the first operational container terminal in the UK. Initially just one crane operated at what was then known as the New South Quay, with a second crane arriving in 1968. Nearly 50 years later the Port of Felixstowe operates 36 quayside cranes, 97 stacking cranes, 9 rail mounted gantry cranes and a whole host of other equipment to lift and move containers.







The latest cranes delivered to the port have very little in common with the earliest cranes other than they are both designed to perform the same simple function of moving something from one place to another.

Built by ZPMC of Shanghai, the first, and most obvious difference, is just the sheer scale of the latest gantry cranes. Towering above the quay, the new cranes stand 85 metres high to the top of the A-frame. With the boom up they are nearly 120 metres tall. To put that in context, the tower housing Big Ben is only 96 metres at its tip.

Vince Stagg, Quay Crane Instructor commented:

"I have been driving cranes for 18 years and in that time I have seen many changes; the new cranes are almost 10 metres taller than the first cranes I ever operated. I definitely feel safer now and more comfortable with improved safety and ergonomic features. The biggest improvement however in my view is the twin-pick and floating-picks facility which has improved productivity and assists the driver with fatigue."

Simon Piotrowski, Crane Driver added:

"I enjoy driving cranes and have seen a lot of changes over the years, even with the different range of cranes that we operate, the skill of the driver remains the same."

It is not all just about massive pieces of metal – even though there is 2,000 tonnes of it in a modern crane. The cranes are designed to handle the world's biggest container ships, and productivity is the name of the game. It is not just a matter of transferring containers from ship-to-shore, but doing so as efficiently as possible.

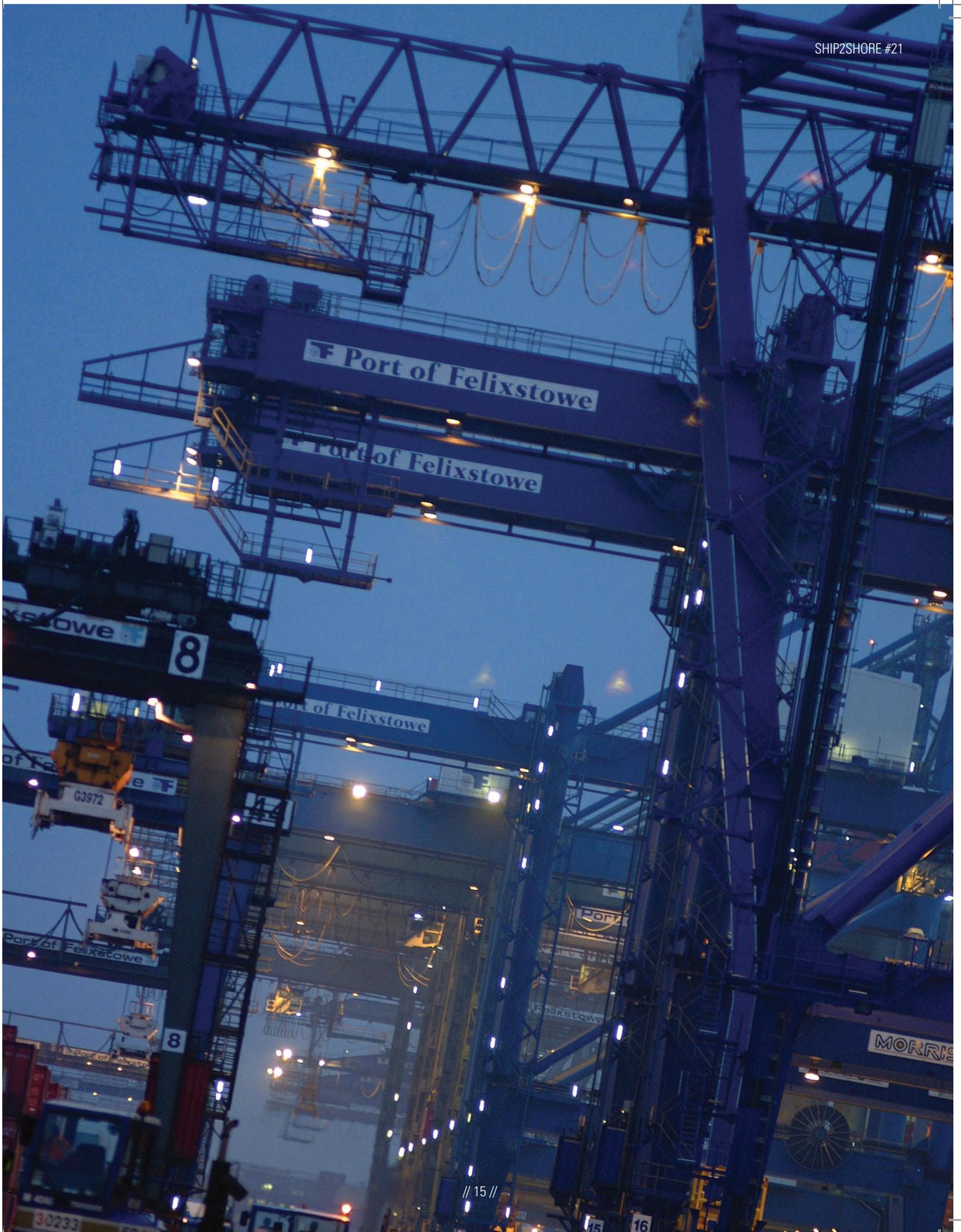
In the good-old-days that, relied solely on the skill of the crane driver. The level of skill has not diminished, far from it, but like a Formula 1 driver, the modern crane driver is helped by a number of driver aids designed to increase speed and control.

As Steve Griffiths, Head of Container Operations at the Port of Felixstowe, explains: "The Automatic Skew Control corrects any skew movement of the spreader caused by wind, vessel cell guides, or load imbalance, and a semi-automatic positioning system allows the crane operator to pre-select a ship discharge or loading operation from which the system will automatically calculate and position the crane with an optimised path and with anti-sway control."

The semi-automated feature means that the crane drives itself as it moves the container between ship and quay following the most efficient arc of movement. "Operating a modern container crane requires intense levels of concentration. The driver aids do exactly what it says on the can. They relieve some of the pressure on the drivers, helping them achieve the levels of productivity required by our customers." Griffiths explains.

The new cranes are not only able to twin-pick twenty-foot containers, but are also designed to tandem-lift forty-foot units, further increasing the number of moves achieved per hour.

The combination of the latest in container crane technology, and a team of highly skilled and experienced crane drivers, has enabled Felixstowe to achieve productivity rates of over 200 container moves per hour. Some of the highest rates achieved anywhere. Indeed, one major carrier recently ranked Felixstowe No.1 for productivity out of all the terminals it used in Europe.



ROLLING BACK THE YEARS:

Roll-on, roll-off celebrating half a century at Felixstowe

Some anniversaries are really worth celebrating – and half a century of ro-ro operations is one of them!

The Port of Felixstowe handled its first ro-ro service back in 1965. Fifty years later, in 2015, ro-ro volumes are stronger than ever, after three years of consistent and significant growth.

The first ro-ro vessel to call at Felixstowe was the 2,760 ton Gaelic Ferry; operated by Transport Ferry Service, the vessel loaded 34 trucks and about 80 BMC cars for the voyage to Rotterdam.

Today, DFDS Seaways operates three vessels daily on the Felixstowe-Rotterdam route, carrying up to 180 trailers in the 13.6-14 metre range per sailing. The service is expected to carry more than a quarter of a million freight units this year.

“Ro-ro operations were introduced at Felixstowe before we handled our first container and have continued, uninterrupted, ever since,” says Clemence Cheng, CEO of the Port of Felixstowe.

“Freight ferries remain hugely important for trade with Europe.”

The anniversary was celebrated this summer with a reception for guests and local dignitaries, followed by a visit to DFDS Seaway's *Suecia Seaways* at the Dooley Terminal. To mark the occasion, Clemence Cheng presented Mark Woodard, Agency Manager South UK for DFDS, with a framed copy of a DFDS advertisement from the port's 1965 handbook.

Back then, DFDS operated a weekly service out of Felixstowe to Copenhagen.

The services and names have evolved over the years, of course. Transport Ferry Service was the trading name of the Atlantic Steam Navigation Company (ASN); this company was acquired

in 1971 by the European Ferries group, which operated Townsend Thoresen ferries. Services continued under the Townsend Thoresen brand – and in 1976, European Ferries bought the port as well.

Both port and ferry company were later sold to P&O, and P&O European Ferries services continued out of Felixstowe until 2002.

DFDS's history at Felixstowe has different roots, linked to its purchase of Norfolk Line in 2010. Norfolk Line ferries started operating out of Felixstowe in January 1992, having moved from Great Yarmouth to enable the introduction of larger vessels.

Other ro-ro operators at Felixstowe have included Sealink, Tor Line, Fred. Olsen and Finanglia. At the same time, Felixstowe's sister port across the water, Harwich International, is also handling record volumes of ro-ro freight, on Stena's daily services between Harwich and the Hook of Holland.





Felixstowe and Harwich have always had an enviable location for handling daily ro-ro services – and their strategic importance has been highlighted by the well-publicised problems faced on the Dover-Calais route, thanks to strikes and protests at Calais and the ongoing situation of migrants trying to make their way into the UK. It's been well documented that hauliers are looking, and choosing, alternatives to the shortsea Dover-Calais route; Felixstowe and Harwich are front-runners here.

"A lot of operators are saying that the strikes and issues with migrants at Calais are causing too many problems, so they won't put all their eggs in one basket. Some of our customers are diverting some of their traffic to our services into Felixstowe," says Mark Woodard.

However, he says that DFDS Seaways had already been seeing remarkable growth on the route for the past three years.

In 2013, a total 195,412 units were carried on the route: that increased to 206,689 in 2014.

"And as at the end of June 2015, we had already carried 112,129 units. The second half of the year is traditionally busier than the first, so we are expecting in excess of a quarter of a million units in 2015," he says. "This increase is definitely import-driven."

In July, DFDS added a Friday evening sailing to the schedule, in response to demand; traditionally it had only operated two sailings on Friday, followed

by two on Saturday and one on Sunday. The route is served by the 180-unit *Suecia Seaways* and *Sealandia Seaways*, along with the *Anglia Seaways*, which takes 120 units. All the vessels take up to 12 freight drivers.

"The *Anglia Seaways* came on to the route recently to replace the *Flandria Seaways* – now we are looking at potentially replacing the vessel again, with a sister ship of the *Suecia* and *Sealandia*, so that we would have three 180-unit ships on the service," says Mark Woodard. "However, this depends on other movements elsewhere in the DFDS fleet.

"We have seen a significant and consistent increase in volumes over the past three years – our core customers are growing their volumes and we need more capacity to accommodate it all."

Up to a quarter of the volumes coming into Felixstowe are refrigerated trailers, carrying fresh produce, flowers and chocolates, for example. The DFDS vessels carry a high volume of goods destined for supermarkets, and the timing of the services is critical – for example, it's possible to take the early afternoon or evening sailings from the Netherlands and arrive in the UK in time to make early morning deliveries across the UK.

The arrivals into Felixstowe are timed at 03.30, 15.30 and 22.00; the vessels are discharged at the Dooley Terminal, and the trailers parked in rows ready for drivers to collect in a highly automated system.

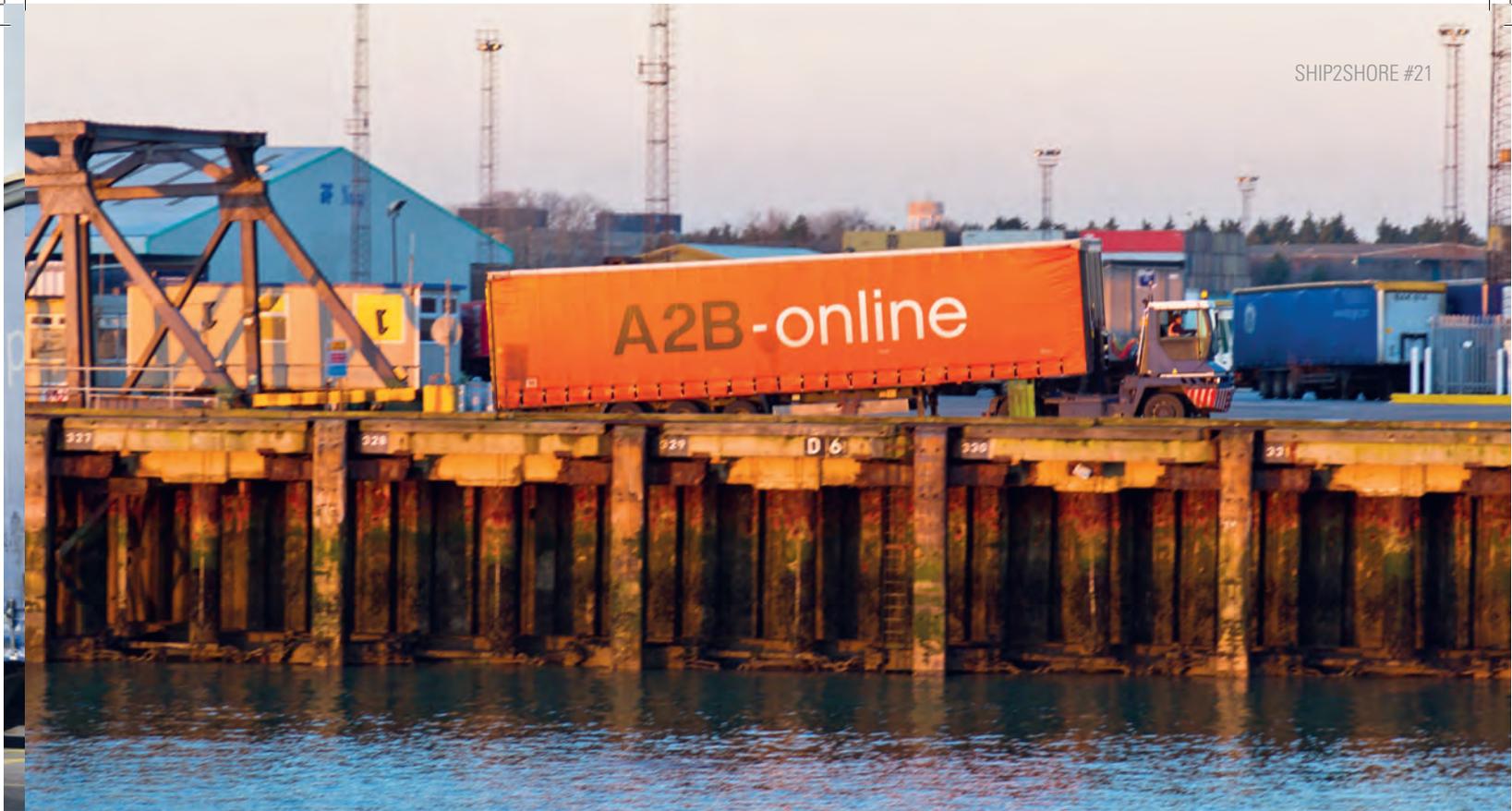
"A trailer can be off the vessel by 23.00 and on to the road at a relatively quiet time before any congestion, and into Manchester or Liverpool for an 06:00 to 08:00 delivery," says Mark Woodard. "Or it can be off the vessel by 04:30 and into London or Birmingham for similar times. The advantages of Felixstowe are clear: cargo can be straight out on to the A14.

"Having three sailings a day gives flexibility and choice. We offer ease of booking throughout the year, and an efficient operation in which our team works closely with the Port of Felixstowe stevedores.

"Our vessels can bring in up to 480 trailers a day, so a rapid turnround is very important in such a busy terminal."

Paul Davey, Head of Corporate Affairs for Hutchison Ports UK, says: "We were delighted to share our half-century celebrations with DFDS, whose North Sea service offers shippers a vital route for UK trade with the Netherlands and the rest of mainland Europe.

"It is becoming increasingly apparent that Felixstowe and Harwich are offering a viable alternative to the often troubled Dover-Calais route. Both ports have a strong tradition in handling ro-ro services and are seeing record volumes coming through."





LÁZARO CÁRDENAS

– Mexico's Largest Container Port

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The HPH network of port operations comprises 319 berths in 52 ports, spanning 26 countries throughout Asia, the Middle East, Africa, Europe, the Americas and Australasia. In this series of articles we will look in each issue at a different HPH port operation from around the globe.

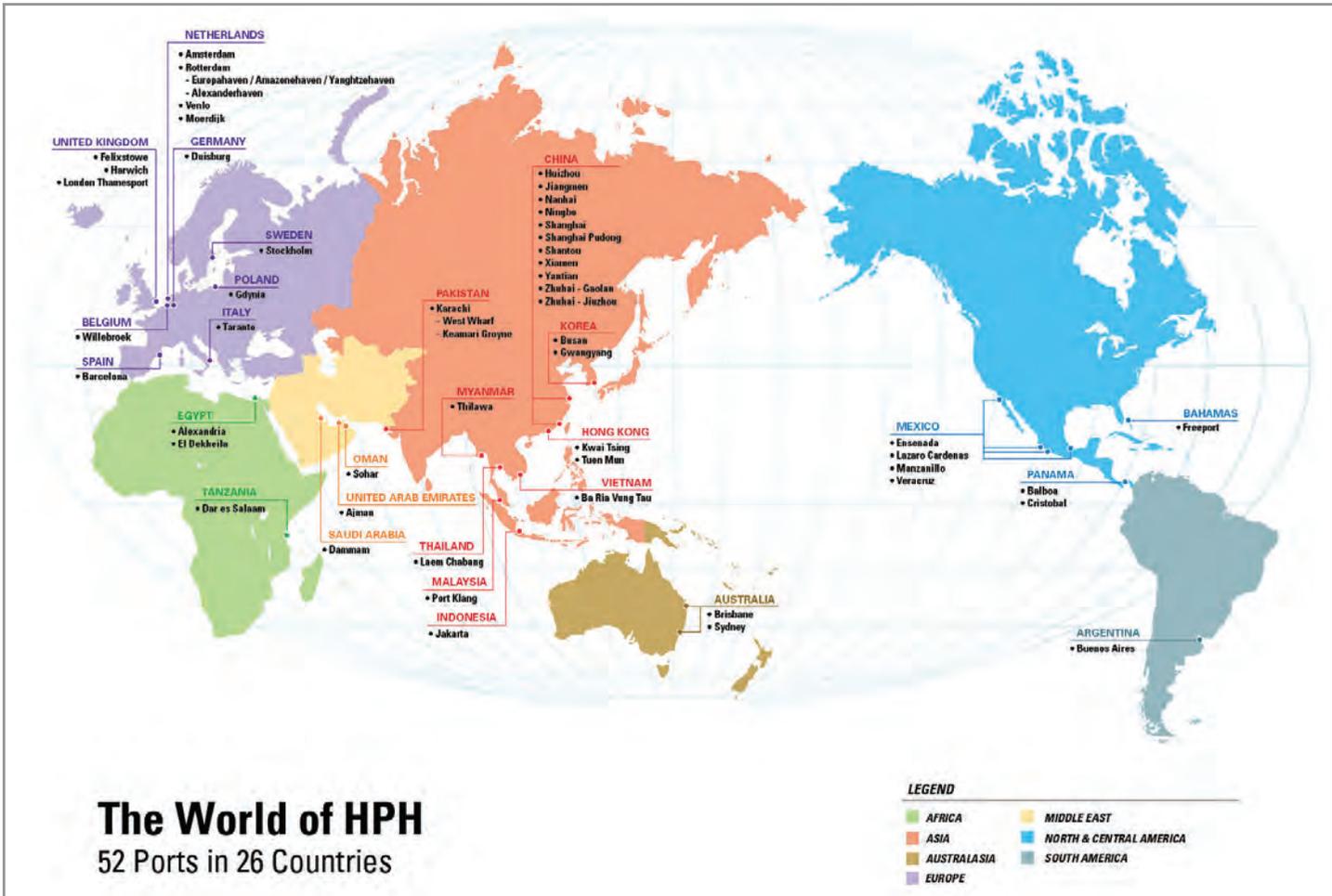
In Mexico the HPH group operates facilities at Veracruz, Manzanillo, Cove, Lázaro Cárdenas, Ensenada and Tula. Across all operations HPH Mexico offers a range of services including stevedoring, refrigerated container monitoring, storage and consolidation.

The largest of the Mexican port operations is Lázaro Cárdenas Port Terminal de Contenedores S.A. de C.V. (LCTPC), a container terminal located in the State of Michoacan, on the West coast of Mexico. The purpose-built facility first opened in November 2003.

Prior to HPH's involvement, no containers had been handled at the port of Lázaro Cárdenas since 1995. However, the agreement entered into by HPH allowed for the construction of a modern container terminal at the port.

This new container terminal was to be built in three phases. The first phase saw the development of 600 metres of deep-water quay supported by a





28-hectare container yard. It was equipped with four super post-panamax ship-to-shore gantry cranes and 12 yard cranes.

The second phase opened in September 2014, adding a further 330 metres of quay, seven more ship-to-shore gantry cranes and another 18 cranes to service the container yard.

As Alfredo Huesca Sánchez, General Manager of LCTPC, explains:

“All the systems and equipment at Lázaro Cárdenas is state-of-the-art which allows us to deliver levels of productivity that place us in the top rank of ports on the West Coast of the Americas. We are firmly established alongside ports such as Long Beach, Los Angeles and Balboa in Panama as a key gateway to the region.”

In just over a decade, the investment by HPH in the port of Lázaro Cárdenas has made LCTPC the largest container terminal in all Mexico, generating 1,200 direct jobs and nearly 11,000 indirectly.

The philosophy at LCTPC is to marry state-of-the-art equipment with its highly motivated workforce to deliver exceptional levels of customer service. In order to stay at the forefront of the industry over 82,000 man hours of training were delivered within the organisation last year.

The port management also work hard to ensure that a spirit of innovation is imbued in all who work there to ensure that the dedication of staff is supported with the latest in systems and technology. This approach has led to developments such as the development of online tools, connected to the

customs authority that provide customers with information in real-time on the operations of ships, containers loaded and discharged, payments, reports, as well as the ability to manage containers moved to the premises of the port authority.

The vision for Lázaro Cárdenas terminal was to offer a modern, highly-productive new gateway to serve the heart of the country. With 76 acres of operational area and warehouses, 11 super post panamax cranes, 28 RTG cranes, and 930 metres of quay dredged to a depth of 16 metres, that vision is now a reality.

For more information on LCTPC please contact the port on +52 (75) 3533 0500 or at contacto@lctpc.com.mx.

“All the systems and equipment at Lázaro Cárdenas is state-of-the-art.”



OPINION

BY JAYNE TWADDLE,
Head of International Logistics, Mothercare Group

Mothercare and the Early Learning Centre – two iconic brands that, for so many, are synonymous with children and parenting. Both brands have a reputation for quality, safety and innovation, providing reliable products for mothers, mothers-to-be, babies and young children.

Did you know that 80% of mums-to-be in the UK will visit a Mothercare store? Did you also know that one 40-ft container holds 18,000 of those essential baby sleepsuits? And did you know that 99% of the UK imports for Mothercare and ELC arrive by sea?

As the Mothercare Group, we import 7,000 teu into the UK each year, and the Port of Felixstowe is crucial to our logistics strategy. That's for two reasons – firstly, the port's wide choice of shipping connections, and secondly, the regular, daily rail services which run to and from Felixstowe and are at the heart of our supply chain.

To give you an idea of the complexity of Mothercare's supply chain, last year we moved freight from 24 different ports in Asia – the busiest among these being Shenzhen, Chennai, Ningbo, Shanghai and Qingdao, but others including Istanbul, Bangkok, Phnom Penh and Chittagong.

As Mothercare's Head of International Logistics, my responsibility is to ensure that all of these goods are safely transported from our supplier to the correct destination warehouse, whether that's

in the UK, Russia, the Middle East or elsewhere. Mothercare and ELC are active in more than 60 country markets around the world.

In the UK, our warehouse is ideally located less than half a mile from the Daventry International Rail Freight Terminal (DIRFT). Open 24 hours, the warehouse is part of a highly sophisticated supply chain for nappies, toys, clothing, car seats, high chairs, pushchairs, safety gates. ... It's a supply chain that must support new product launches, remain highly flexible in fashion-led areas and also ensure a reliable stream of our well-proven best-sellers.

The efficiency of the warehouse is all about scheduling and intake dates. It makes absolute sense for us to use rail – it is less expensive than road and more reliable. Even if a container arrives into port a day or two later than scheduled, we know there's a good chance of getting a rail slot, thanks to the regular, daily services on offer.

And there's another dimension here – information. We are operating a Customs Warehouse, which means we must know where each container is at any given time, whether on the train or in the terminal. Rail helps us to achieve that reliability and transparency.

At present, 70% of our volumes go out of Felixstowe by train. Road is sometimes the only option if we have a high number of containers on one ship and they don't fit into our fixed block bookings on rail.

What more could we want? That's easy – more rail services!

// did you know that 99% of the UK imports for Mothercare and ELC arrive by sea?"





TIM WRAY

GENERAL MANAGER – MULTIMODAL LOGISTICS LTD (MML)



- 1987: Moved to Felixstowe from Barnsley looking for work. Took a job as Dock Runner for a European Trailer Operator, and quickly moved on the transport desk operating trailers through Felixstowe and Hull.
- 1989: Joined Russel Davies Distribution in Felixstowe to operate a fleet of Rigid and curtain-sided vehicles on their first entry into the distribution sector.
- 1991-2005: Moved to the container sector within Russel Davies experiencing management roles in all areas of the business both operational and non-operational throughout acquisitions by both Securicor and then DHL.
- 2005: Moved to a large Felixstowe container haulage company, becoming Operations Director.
- 2013: Moved to Multimodal Logistics as General Manager.

Q&A

Q Describe your role at Multimodal Logistics:

A I have responsibility for all areas of operation within MML, which includes Freight Forwarding, Third party Logistics and Line Haul Operation. We operate a fleet of 28 own vehicles plus work with more than 40 haulage suppliers throughout the UK including rail operators.

Q What is the biggest challenge of your job?

A Developing our new third party Logistics and Freight Forwarding operation outside of the core business of line haulage.

Q What is most satisfying about your role?

A Initially, the implementation of the own vehicle operation which started with 5 vehicles in July 2013 to running 28 vehicles 2 years later and with further scope to increase these as the new departments continue to grow.

Q What do you like best about working at Multimodal Logistics:

A The variety of my day and the opportunity to travel. I enjoy the interaction with customers, colleagues, hauliers and suppliers. Each day provides a different challenge and seeing it all come together at the end of every day still gives me a 'buzz'.

Q Favourite film:

A Ronin – Robert De Nero

Q Ideal dinner guest:

A F1 team manager

Q Describe your best day at work:

A Seeing all the operations come together with new customers booking cargo movements and margin left at the end of the week.

Q First record bought:

A I am the Beat – The Move

Q Last CD bought:

A Guns and Roses – Chinese Democracy

Q Favourite book:

A I don't have one

Q Favourite meal:

A Spicy

Q Ideal holiday destination:

A Barbados

A DAY IN THE LIFE...

A typical day is very difficult to map out due to the variety of roles I cover, I spend a lot of time on the road starting early and finishing late. When I am in the office I spend a lot of time catching up with outstanding issues and meeting people I have not had the opportunity to see on my travels. When I am in the office my day could look something like this;

07:00

Start from home checking emails received overnight and making sure via the tracking system that all vehicles are out and running.

08:30

In the office before 0830, a debrief with operations about any problems they may have encountered (if any!) during that morning. Checking the post and prioritising the action plan for the day.

10:00

Meetings with internal, external customers and suppliers looking at how we are able to improve service and offer a better valued product.

11:00

Putting in place the plans and decisions taken.

12:30

Lunch.

13:30

Review of the transport operation over the morning and then our progress for the following day, especially new business gains.

15:00

Financial review of the company's performance, reviewing own vehicle figures including costs and margins, looking at fuel prices and resource levels for the coming weeks in consideration to vessel arrival dates and market capacity.

17:00

Processing of invoices and associated queries.

18:00

After completing an overview with the operations team, end the day and leave the office for home.



LOGISTICS PARK

Build-To-Suit Distribution Warehouses

1.4m sq.ft within the
Port of Felixstowe

For more information contact:
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Port of Felixstowe