

act NEWS

SPRING 1989



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BEN

EHCL

**Harrison
Line**

800 YEARS OF GROWTH...

The Port of Hamburg will celebrate its 800th birthday on May 7th, 1989, but it is not resting on its laurels as one of the largest and most efficient ports in Northern Europe and the world.

The Port is continuing to expand its already wide range of services to container and general cargo liner operations, which are used by more than 300 companies, offering over 600 sailings each month to many hundreds of destinations around the world.

ACT Member Lines use Hamburg as one of their regular ports of call — ACT(A) for shipments to and from Australia and New Zealand, Ben Line for its Far East trade, EHCL for cargo to and from Southern Africa and Harrison Line relies on Hamburg as a major port of call for its services to the Caribbean Islands and Central America.

An important factor in the continuing growth of the port is its geographical situation, ideally sited for the economy of



Work at the Port of Hamburg goes on round the clock, 365 days per year. The bright lights turn night into day and help maintain fast turnaround times for the vessels.



Containers to Australia / New Zealand are stacked at Waltershof Container Centre at the Port of Hamburg (photo at left), while at right ACT(A) cargo is discussed at the offices of Transatlas, ACT(A)'s agents in Germany, by (left to right) Susanne Sprengel, Monika Schramm, Capt. Uwe Messenbrink and Hendrik Hoosemans.



Central Europe, of the Federal Republic of Germany and of its highly industrialised neighbours to the North, East and South.

All these countries receive or ship a large proportion of their overseas consignments via Hamburg. This is mainly thanks to the Elbe, Germany's second largest river. Its wide, navigable lower reaches — one of the busiest waterways in the world — forms, as it were, an extension of the North Sea into the port's hinterland. Hamburg lies at the top end of this estuary funnel.

It was here in earlier centuries that the North-South European trade routes used to cross the river. Today, within sight of the port there are the modern rail and

autobahn routes which connect Scandinavia with Central and Western Europe.

With the Kiel Canal, which runs from the Elbe across Schleswig-Holstein to Kiel, Hamburg possesses a direct waterway to the Baltic and can justifiably call itself "the most westerly Baltic seaport".

The German Democratic Republic (GDR) and Czechoslovakia are also traditionally part of the port's catchment area. Czechoslovakia has always regarded Hamburg as "her" seaport and is one of the port's biggest transit partners. The Elbe is still the most economical transport route for a large proportion of Czech import and export goods.

The GDR now covers those areas whose economies before 1945 were most closely geared to Hamburg as a port. Owing to the political conditions since the

end of World War II, the partner relationship with the GDR and Czechoslovakia has become rather more complicated as

Our Cover

Partial view of the Port of Hamburg, showing the Waltershof Container Centre with an area of almost 2.5 million square metres. The quays are 3.3 kilometres in length with 16 berths for container ships, allowing up to 3,000 containers to be loaded and unloaded each day.

At the Port Office of Menzell & Co. Schiffsmakler, Ben Line's agents in Germany, inland transport and container movements are checked by (left to right) Ulrike Blum, Karsten Menzel and Christiani Kerl.



AND CONTINUING TO EXPAND

they are both members of a tightly-knit economic community with seaports of its own.

However, it says much for Hamburg's efficiency and competitiveness that, in spite of this, several million tonnes of transit goods are transported annually between its port and these two countries as well as Hungary.

Of the states which have a market economy, Austria is the most important partner of the port, but Switzerland is also well represented in the port, with a considerable quantity of goods for export and import passing through.

The Scandinavian countries continue to play an important part in transit traffic. Denmark, Norway, Sweden and Finland are in increasing measure using Hamburg for the transshipment of their seaborne goods on the way to and from other continents.



Checking an EHCL container at the Port of Hamburg are P. Martens (left), Assistant Manager, SAECs Trade, and O. Clasen, Line Manager, SAECs Trade, of Georg-Wilhelm Sanne, EHCL's agents in Germany.



Ben Line's "Benalder" alongside Burchardkai Container Terminal in the Port of Hamburg.

Partly responsible for this has been the introduction of the container and the expansion of ferry services, which have made the management of sea traffic much more flexible than before.

The development of the Port of Hamburg during the last 30 years can best be characterised by the continuous introduction of the most modern technology, innovations which have provided additional services for the benefit of customers and ensuring that the port remains highly competitive and efficient.

While the container aspect has played a vital role in the port of Hamburg's development, this major seaport has worked to ensure that it offers services for all kinds of cargo. It has also integrated with the economy of its hinterland through thousands of individual business partnerships as it has striven to increase and intensify co-operation between firms engaged in shipping and those engaged in cargo handling.

Container handling, which began on a relatively small scale in the second half of the 1960s, grew rapidly and by the mid-seventies became the dominant growth factor at the port. Today Hamburg has one of the largest container quaysides in the world, working round the clock, 365 days per year.

In 1988 it hit a new record, handling 1,621,615 TEUs, over 170,000 more TEUs than in 1987, and setting new records for total tonnage.

Port installations were 80 per cent destroyed during World War II and it has been through sheer determination and hard work that Hamburg has built itself up to its former position as one of world's leading ports. It took up the challenge and succeeded.

Today shippers can be sure of a competent, reliable and competitive service at a port which offers high quality service, fast handling and a truly professional approach, backed by 800 years of experience.



Pictured at left are members of staff of Georg-Wilhelm Sanne, agents for Harrison Line in Germany, (left to right) H. Kruse, CAROL Trade; K. Heuer, Director; J. Varel, Manager Logistics; D. Vogel, CAROL Line Manager; and P. Fritschen, Port Inspector. At right, Harrison Line business is discussed by (left to right) H. G. Sanne, Managing Director; M. Schumann, Chief Secretary; and K. Heuer, Director, of Georg-Wilhelm Sanne.

Discovering New Solutions

KOMA of Holland, one of the world leaders in specialised conservation technology for various food sectors, celebrated its 50th anniversary in 1988 and is looking forward to its next half century.

The Company prides itself on maintaining its reputation in conservation and has a programme of investing heavily in research and development and in the training and motivation of its employees, who are the driving force behind the Company and help ensure that it manufactures the highest quality products.

KOMA trains its own staff throughout the world and provides technical support for its products when they are delivered, both in the assembly process and after-sales service and advice. It is continually expanding back-up support for its clients and adapting products to customers' needs.

One of the reasons that the Company



A view of the pre-programmed automatically controlled plate working and processing line at KOMA's plant in Roermond in The Netherlands.



KOMA's equipment is practical, versatile, and easy to clean and maintain.

keeps its position as world leader is a constant commitment not only to providing the best equipment but also guaranteeing fast and punctual delivery. KOMA regularly calls on Ben Line, who are happy to help them meet their deadlines

for deliveries to the Far East.

KOMA has pioneered new technologies in various foodstuff sectors, always giving priority to the quality of its installations and the socio-economic aspects.

The technical evolution in conservation methods has been translated by KOMA into practical applications. The Company's equipment is versatile, simple to operate and easy to clean and maintain.

The socio-economic upheavals of the 1950s gave KOMA the incentive to develop revolutionary items of equipment for the storage of baking products at temperatures of -38° Centigrade or -20° Centigrade. The introduction of the "80/20" system — separate freezing and storage from a single power source — had enormous consequences for production methods and efficiency in the baking industry.

The 80/20 system was the breakthrough that led to KOMA consolidating its reputation and to its rapid growth in international terms. Today there are

more than 30,000 80/20 KOMA units operational worldwide, providing high technology with an exact capacity output.

Since then, the Company has introduced a number of important innovations and highly-specialised solutions to specific problems in the field of refrigeration technology.

The Company first started exporting in 1956 and KOMA's international business has expanded steadily since then. Its years of experience, technical know-how and expertise have contributed to its international success.



A world "first" for KOMA was the development of the full-service computer for remote monitoring and correction.

Today KOMA has wholly-owned subsidiaries in Belgium, Germany, France, Japan, Great Britain, Taiwan, Korea, Hong Kong, Malaysia and Italy.

At the beginning of the 1970s KOMA set about tackling the dough conditioning process. The Company has achieved remarkable results which have met with approval from both the small specialist independent and large industrial bakers and food producers around the globe.



Fully automatic dough conditioning equipment with KOMA's CDS computer-controlled dough controller within a German industrial bakery.

to Conservation Problems

Thanks in large measure to KOMA's conservation and conditioning methods, its customers' businesses have become financially more profitable and socially more tolerable.

All the Company's national and international production is concentrated in three modern well-equipped sites within the industrial zones of Roermond, The Netherlands, and from there all of its worldwide activities are co-ordinated.



Discussing shipments of KOMA equipment to the Far East are Mr. Piet Wehrens (left), Assistant Managing Director of KOMA, and Mr. Cees Verhoeven of Conva B.V., Ben Line's agents in The Netherlands.

The heavy investment in research and development has led to many innovations, including the Monocell microprocessor, which controls and monitors both the running of the operation and the prod-



Mr. J.M.M. Aarts, Managing Director of KOMA... "The world is our workplace".

ucts produced. This computerised control system has been hailed as another remarkable "first" for the Company.

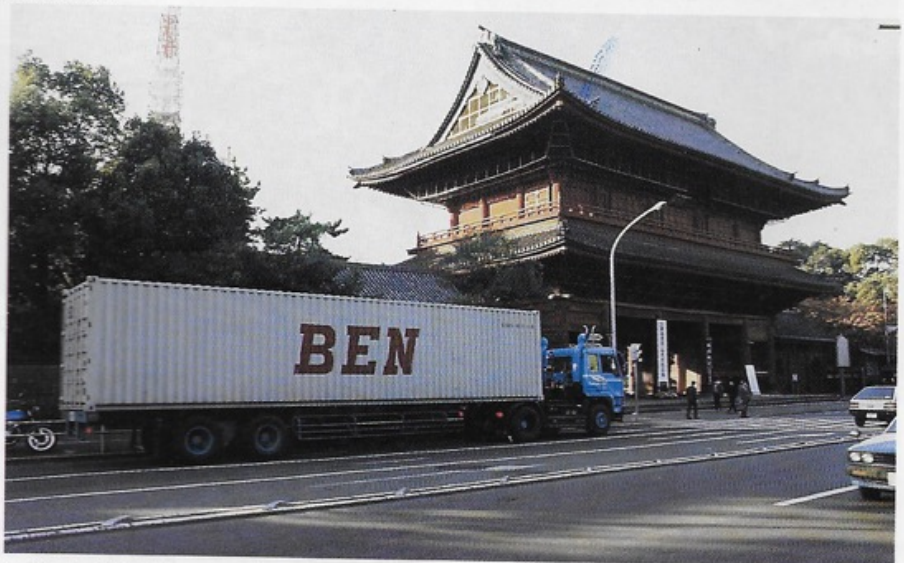
Looking to the future, the Managing Director of KOMA, Mr. J.M.M. Aarts, said, "We are regularly discovering new solutions to food conservation problems and will continue to assist the industry. Our motto is 'The world is our workplace' and we are looking forward to the next 50 years with confidence and pride."



A Ben Line container arriving at KOMA's premises in Roermond to load another shipment of equipment for the Far East.



Another piece of equipment for a bakery in Japan is carefully loaded into the Ben Line container.



A 40-foot Ben Line container arrives in Tokyo with a load of KOMA equipment, delivered safely and on time. An interesting picture showing the old and the new.

KEEPING THE WHEELS OF IN

Founded in the UK in 1874, Century Oils is today a worldwide company with a product range that includes over one thousand grades of lubricants, fire resistant fluids, production lubricants, greases, mineral recovery reagents and hygiene products.

The UK's largest independent industrial

develop products to meet their customers' existing and anticipated requirements.

ACT Group Lines have had a long association with Century Oils and are called on regularly to carry the Company's products safely to their destinations, including ACT(A) to Aus-

cially designed control systems to ensure repeatable precision.

Technical staff assist other company personnel to provide an extensive customer service, which includes plant equipment surveys, up-to-date information on product development and application, system monitoring, advice on health and safety and advice on the storage and disposal of the used product.

Meeting international manufacturers and military quality requirements worldwide places strict demands on suppliers and Century Oils Group plants and test centres around the world are approved by Governmental organisations such as NATO, European and US Military and the UK Ministry of Defence.

The Group's UK company was the first individually registered lubricant producer to be awarded the BS5750 certificate of quality assurance. Corporate approvals include, for example, British Coal and Ford Motor Company - Century is a Ford Q-101 preferred supplier.

Century has long been committed to environmental and community projects. The Company's new Group Headquarters is built on a site where coal was originally mined and where latterly steel was produced - the major part of the land was derelict. Because of old Victorian mine shafts the land was unstable, but a great deal of time and money was spent on filling in and making it safe.



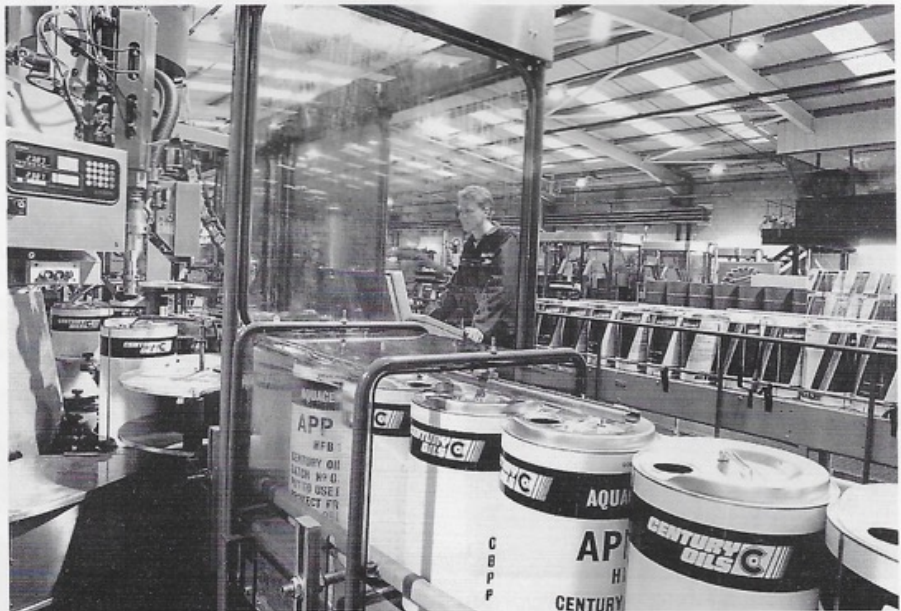
The latest state-of-the-art equipment is used by Century Oils for analysis, interpretation and the production of predictive condition monitoring reports for its customers.

lubricants company, Century has a highly skilled team of employees engaged in operating and manufacturing companies throughout Europe, Australasia, North and South America and Africa.

From their corporate headquarters in Stoke-on-Trent and the Company's Research and Engineering Services Centre in the UK, Century's international support team assist the Group's companies to broaden their market coverage and to



Customers use sampling kits provided by Century to take samples from machinery for analysis by Century's CENT system.



Partial view of the semi-automated Filling Line in Century's Processing Plant, which is monitored by highly skilled employees.

tralia and New Zealand.

From the very first moment, Century's technical experts make careful checks on incoming raw materials, ensuring the highest standards of quality control. Precise quality and productivity go hand in hand through the Company's design of automated processing plants using multi-functional process vessels, utilising spe-

The overall concept was the work of the same person who designed the Stoke-on-Trent Garden Festival and some wild life has already been returning to the grounds, including birds and foxes. In 1988 a pair of Little Ringed Plovers nested and bred in the grounds. These birds are very rare in Britain.

The Company has been a major sun-

DUSTRY RUNNING SMOOTHLY



Century's Headquarters and Communications Centre at Stoke-on-Trent, set in an award winning area of landscaping. Century has long been committed to environmental and community projects.

porter and sponsor of a brand new theatre in the round and continues to support it, as well as other local community



Samples are prepared by robots prior to detailed laboratory testing, as part of Century's Controlled ENGINEERING Tribological (CENT) concept which helps customers get more productivity from critical items of machinery.

events.

Throughout its 115-year history the Company has prided itself on developing new generations of lubricants which are backed by a service that can be depended on and which has responded to the evolution of machinery design. Century's technically based specialised products and services are continuously developing and the Company has a record of innovation and quality that helped the Group to expand around the globe.

A unique concept pioneered by Century

is the Controlled ENGINEERING Tribological Service (CENT) which helps customers get more productivity from critical items of machinery. Used to monitor programmes for preventive maintenance, the CENT service spots potential problems before they occur.

Just as in the case of medical examination by the analysis of blood samples from a patient, to judge the condition of concealed parts of the body, Century's advanced predictive condition monitoring service uses lubricant samples from machinery as the medium to extract data on the equipment's physical condition, allowing engineers to "see" inside machinery without stripping it down.

Samples of the lubricant in use are processed in high-tech diagnostic labora-

tories using robotics, automated test equipment and electronic data management systems to extract and compile results.

Findings are then compared with Century's precise and comprehensive metallurgy database of individual items of equipment and their component parts. Anomalies, which may predict failure or pin-point wear patterns to specific components are highlighted and presented to the customer graphically in status indication reports.

Century remains determined and committed to serving customers well on an individual basis and at the same time maintaining overall efficiency. The Company firmly believes it is setting standards for the 1990s.



A pallet load of Century Oil for shipment to Australia is inspected by Carole Butler (right), Export Supervisor of Century Oils, and Derek Estcourt, Assistant Sales Manager, Birmingham, of ACT(A).

ACTS ARE GREAT TIPPERS

ACT Services has taken delivery of new Renault 290 tipper units to replace older units in its tipper fleet. These power take up units are especially useful for certain types of cargo handled by ACT Member Lines.

One of the regular uses to which these new tippers will be put is delivery of containerloads of bales of raw rubber brought from the Far East by Ben Line to the Michelin tyre plant in Stoke-on-Trent and the Goodyear factory in Wolverhampton. At Michelin, up to eight containers, each with up to 20 tonnes of rubber, can be discharged daily at their factory.

These tipper units are ideal also for containerloads of scrap metal, scoured wool and minerals, such as bulk petalite, which is an ore used in the pottery industry. Both ACT(A) and EHCL make use of these tipper units.

Inspecting a containerload of bulk rubber which has been unloaded at the Michelin Tyre Factory at Stoke-on-Trent are (left to right) Tony Horne, Director of Killick Martin & Co. Ltd., Ben Line's principal UK agents; Alan Juggins, Supervisor, Raw Materials, of Michelin; and Dave Clark, Regional Manager-Birmingham, of ACT Services.



Congratulations

ACT Services has announced the restructuring of two key management functions.

Mr. Del Jenkins (centre) is to head up the newly combined Commercial and Operational functions as Operations Director and Mr. Alec Ross (right) has been appointed Head of Information Services with responsibility for Communication Systems, Computer Operations and Systems Development.

They are congratulated by ACT Services Managing Director Bill Campbell, who said, "It is hoped that these new structures will provide even better service to the company's customers. Mr. Ross' appointment emphasises the importance that ACT Services and the ACT Group place on the continuing development and use of information technology for the future."



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THREE HALVES MAKE TWO WHOLES

An interesting and novel idea which captured the imagination of visitors to the annual Motor Show held at the National Exhibition Centre in Birmingham, was sent to Taiwan for its Motor Show by Austin Rover.

A Rover 800 in three pieces was carried out to Taiwan and back by Ben Line. These three pieces were:

1. The front half of a Rover 800.
2. The rear half of a Saloon version.
3. The rear half of a Fastback version.

At the exhibitions, the three pieces were mounted on turn-tables and as the tables revolved, the audience would first see the vehicle in its Fastback version and after another revolution, they saw the vehicle in its Saloon version.

GREAT CARE

Immediately following the Motor Show in Birmingham the pieces were packed in a 40-foot container for shipment to Taiwan on Ben Line's "City of Edinburgh". The shipment had to be handled with



The turn-tables at the Birmingham and Taipei Motor Shows revolved to show the Rover 800 in its Saloon version and on the following turn, it was seen in its Fastback version. The Austin Rover stand attracted large numbers of visitors.

great care and tightly secured in place in the container.

The effect on audiences at the Taiwan Motor Show was as stunning as on those at the UK Motor Show, so Austin Rover decided to use the display at another exhibition which was held in London in February.

Austin Rover praised the ability of Ben Line to meet the tight schedules — any delay would have been catastrophic — and for their careful handling, fast transit time and the flexibility shown by the Line. Other ACT Member Lines have had a close association with Austin Rover over many years.



Partial view of the Austin Rover stand at the Motor Show in Birmingham (above) which won the Richardson Trophy for the best stand at the exhibition. Below, the stand being unloaded from a Ben Line Container for the Motor Show there.



Forwarder to Use EDI for Instructions

Major freight forwarder F.C. Wright will soon be transmitting their export shipping instructions electronically to Ben Line via ACT Services.

This follows a series of seminars held by Ben Line's principal UK agents, Killick Martin, to promote the use of Electronic Data Interchange (EDI). The first seminar was held at the National Exhibition Centre in Birmingham to coincide with the World Trade Services Week exhibition held at the NEC.

The major electronic network provider, INS, demonstrated their "Equator" software package which provides the format and communication for Data Interchange

for Shipping (DISH) messages at the seminar.

A further seminar was held in January at which 15 exporters who use Ben Line attended. Additionally, INS have been asked by several large shippers to demonstrate the "Equator" package at their offices as a result of the first seminar.

Bob Tookey, Director of Killicks, said, "I am delighted that exporters and freight forwarders alike see that EDI can ease the path of export by providing quicker and more accurate documentation. The ACT Lines and ourselves are committed to EDI as a way of offering customers a better service."



Hosts Mozambique's Ambassador

Ellerman Harrison Container Line recently invited Mozambique's first ever ambassador to the UK to visit the Port of Southampton to see one of the vessels that link his country with Europe.

EHCL, whose ties with Mozambique go back many years, showed His Excellency, Armando Alexandre Panguene, Ambassador of the People's Republic of Mozambique, around the "Nedlloyd Rotterdam", one of three ro-ro vessels operating in the Southern Africa Europe Container Service (SAECS) of which EHCL is a member.

SAECS provides the only scheduled liner service between Europe and Mozambique, calling at Maputo and Beira on a three weekly frequency.

The ambassador inspected the facilities provided at the Port of Southampton with T.I.M. UK, agents for Mocargo, one of the leading clearing and forwarding agents in Mozambique.

WELCOMED

The ambassador was welcomed aboard the "Nedlloyd Rotterdam" by its master, Captain Leen Lamers and shown around the vessel. He then visited the Head Office of ACT Services, EHCL's main agent, in Southampton.

John Hodgson, EHCL Trade Manager, said that he had been delighted at the interest shown by the ambassador, who had considerable knowledge of the trading links between the United Kingdom and Mozambique.

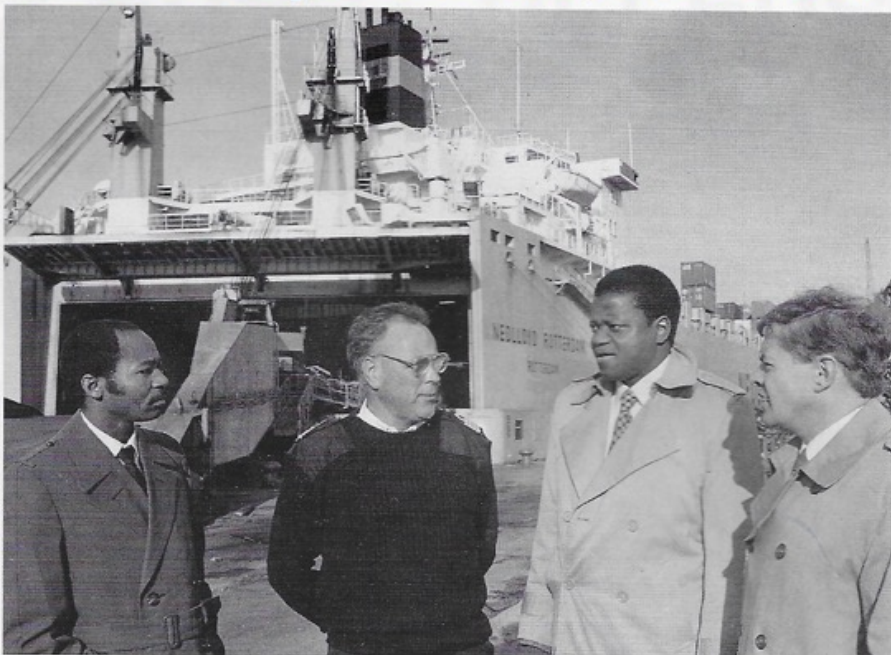
"There are signs of continued growth in the trade with Southern Africa and with Mozambique in particular," said Mr. Hodgson. "EHCL and SAECS have always recognised the importance of Mozambique, both as a trading partner with Europe and as a vital transshipment point for goods to and from Central Southern Africa," he declared.

ACT Group Lines Win Three Firsts

For the fourth consecutive year Harrison Line was voted Shipping Line of the Year to the Caribbean for 1988 in the annual poll organised by "British Shipper and Forwarder" magazine among its readers.

Cunard Ellerman scored two "firsts", coming top as favourite shipping line to the Middle East/Red Sea and to the Mediterranean/North Africa in the poll.

The photograph shows Leanda Ginger (bottom left), Advertisement Manager of "British Shipper and Forwarder", who made the presentations, with Mick Crews (bottom right), Agency Director of Cunard Ellerman; Dan Beckwith (top left), London Marketing Manager of Harrison Line; and Iain Kimberley, General Manager Marketing of Cunard Ellerman.



Pictured during the visit to Southampton are (left to right) Maximiano Maxilhaeia, Second Secretary; Captain Leen Lamers, master of the "Nedlloyd Rotterdam"; His Excellency Armando Alexandre Panguene, Ambassador of Mozambique; and John Hodgson, Trade Manager of EHCL.

U.S.A. Honours Crew of 'ACT 5'

The officers and crew of the "ACT 5" have received a singular honour for heroism, at the annual Admiral of the Ocean Sea Awards dinner held recently in New York. They were presented with the only International Brother of the Sea Award given for 1987.

When the "ACT 5" was enroute to Australia and New Zealand in June 1987, she received a distress call that the M.V. "Cumberland" had been abandoned and that 29 survivors were in lifeboats in strong winds and very high seas. The "ACT 5" raced 450 miles to the rescue, the story of which appeared in the Autumn 1987 issue of "ACT News".

The citation reads in part: "Captain James Calabrese and the crew of the



Captain James (Jack) Calabrese with the award for heroism.

'ACT 5' needed all their skill and daring to manage the transfer of the mariners to the deck of the giant ship. Once aboard, the survivors were cared for by crew members and the 10 cruise passengers aboard the 'ACT 5'."

The Master of the "ACT 5" at that time, Captain James (Jack) Calabrese, went to New York to receive the award, which was presented by the United Seamen's Service on behalf of the American maritime community.





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Australian Hovercraft for UK Ferry Service

A Hovercraft built in Australia arrived in Tilbury and is now being used on the ferry service between Southsea near Portsmouth and Ryde on the Isle of Wight.

The 35-tonne craft, which has been in service in Melbourne, Australia, was carried on the "ACT 7" by ACT(A) and unloaded at Tilbury's Northfleet Hope Container Terminal. She then travelled under her own power to Dover and then to Ryde, where she underwent a complete check-up and refit before going into regular service.

The Hovercraft, which was built under licence from the British Hovercraft Corporation, was bought in Australia by Hovertravel of the Isle of Wight as no new craft of a similar type was immediately available in the UK, according to Mr. Tony C. Smith, Director of Hovertravel.



After being offloaded from the "ACT 7" (above) the Hovercraft was gently lowered into the water and proceeded under its own power to Ryde, where it was put into service (below) between Ryde and Southsea near Portsmouth.

PROGRAMME

The vessel is to replace another Hovercraft which was sold by Hovertravel to a U.S. company, and which is now being used by the U.S. Navy in their training programme.

The new Hovercraft will be one of four on the Southsea-Ryde service and will be used in its current configuration with 81 seats, but will later be increased to carry 100 passengers.

The Hovercraft was built by North Queensland Engineers and Agents at their yard in Cairns, Queensland, and was operated by Hovertravel (Australia) on trips around Melbourne Bay. The craft's original name, "Courier", is being kept for the present.



Guest Speaker Given Bottle of Sheep Dip

Mr. Michael Johnson, Senior Trade Commissioner, Austrade, was guest speaker at the Annual Sales Conference held by ACT(A) recently and he spoke about the challenges and opportunities for export trade and investment between the two countries.

Austrade is a statutory authority which opened its doors in January 1986 to promote Australian exports and to facilitate investment in Australia.

In the photograph Michael Johnson (second from left) is presented with a bottle of Sheep Dip, an eight-year-old single malt Scotch whisky, by Peter Taylor (second from right), Marketing Manager of ACT(A), watched by David Briggs (left), General Manager-European Trade, and Jeff Stoddart, Commercial Manager and Continental Marketing Manager, of ACT(A).

