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FIGURES

Not only a source for important information that actually benefits you, but also a source of entertainment, fun facts. In this edition of DAF in Action you will see figures on every page. For example, did you know how many trucks we build in our factory in Eindhoven? For how many kilometers a DAF is being developed? How many DAFs are driving around with Adaptive Cruise Control which increases comfort and safety? What is the maximum gross combination weight of a truck in Brazil? How many kilometers does the road network there consist of? How many drivers took part in our European Driver Challenge? And so I can continue for a while: how many passengers can the Nieuw Statendam cruise ship carry? And how many eggs, kilos of meat and fish do they eat every day? How many trucks (DAFs, of course) are needed to supply this majestic flagship of the Holland America Line?

All these and many more figures run like a thread through this edition of DAF in Action. Some nice to know, others especially interesting. Anyway: all equally impressive. And when added together, they testify to the power of DAF: a worldwide high-tech quality truck brand with

loyal customers, proud drivers and fantastic employees. That may sound immodest, but sometimes you can't get around the numbers...



Harry Wolters
President, DAF Trucks N.V.

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SAILING THROUGH IT



Think ‘heavy haulage’ and Williams Shipping probably isn’t the first name to spring to mind. But despite its origins in the marine sector, this is a company for which road transport in general and oversized loads in particular are very much at the heart of things.

Text: Andy Adams

Not many heavy haulage operations can boast a 125-year company history and even fewer still can claim to remaining family-run after such a long time. But Williams Shipping, based in Millbrook, Southampton, is a surprisingly varied and resilient firm that knows just how to succeed in a competitive market. Part of its resilience comes from operating across four key sectors – marine services, logistics, container hire and sales, and marine lubricants distribution.

It all began with the marine side in 1894, when 30-year old George Williams set up his own business, acquiring a pinnace (a small open boat used for rowing crews out to vessels) from the Royal Navy which he converted into a small sailing barge that could carry 20 tons of cargo.

Today, the company’s marine services operation is rather more complex, centring around vessel

charter (it has a fleet of more than 26 marine vessels and barges), crane hire and port services, and providing support for shipping lines, oil terminals, freight forwarders, ship’s agents, civil engineers and the energy sector.

“The marine operation has been there from day one,” confirms Jonathan Williams, managing director of logistics at the company, son of current chairman Eric, and one of the fifth generation in the family to be involved in the company.

NAVIGATING NEW WATERS

Everything else in the Williams Shipping operation has stemmed from its marine services, starting with the marine lubricants distribution division. Williams Shipping director Colin Williams, who is Jonathan’s uncle, says this side of the operation began at the beginning of the 1950s, when the firm won a contract to deliver ship’s stores to tankers berthed at Southampton.

“Frequently, those loads included marine lubricating oil, and eventually, Esso began putting its own contingency stocks in our warehouse,” he says. “Soon after, it asked us to manage its warehouse for it, so we took it over and developed the business from there.

“At that time, Esso had two refineries – one in Fawley, near Southampton, and the other in Milford Haven, in South Wales. For operational reasons, tankers en route to Fawley were frequently



diverted to South Wales,” he continues. “When they were, it meant the stores for the ships were in our Southampton warehouse, 200 miles from where they were needed! It was for this reason that Williams Shipping invested in a new lorry and journeys between the two refineries became a regular occurrence.”

“Additionally, we were being called upon to distribute marine lubricants by road, initially to local ports such as Portsmouth, Poole and Portland, and then further afield to Falmouth in the west or across to the Thames in the east.

“Inevitably other general haulage opportunities arose,” adds Colin. “Then my brother Eric joined the company in the late 1960s, and he had a real interest in developing the transport side. We started working for a company in Fawley called Monsanto Chemicals, moving low-density polyethylene, a by-product of the refining process in those days. We built up a relationship with them and they started offering us work direct. We soon had a fleet of about 12 trucks, in their livery, distributing these low-density polyethylene granules all over the UK. And before long, we started working for other companies, too, and that was the backbone of our haulage business.”

The haulage business suffered a setback when Monsanto announced in 1982 that it was closing the Fawley plant and the truck operation was scaled right back. It wasn’t to stay this way for long, however.

“During the 1980s, we took a bullish view and started to go out looking for other customers, which we were successful in finding. Then, as the business grew, we started doing out-of-gauge, heavy and difficult loads,” says Colin. “We recognised back then that the general road transport business was incredibly tight on margins, but saw that the margins we could achieve by buying trailers that could carry out-of-gauge loads were much higher, so we didn’t follow the crowd.”

Setting up the logistics division, which these days covers general, heavy, national and international haulage, as well as project moves, specialist trailer hire and storage services, ultimately led to the creation of the containers operation, too, explains Colin. “In 1993, we got a call



**We didn't
follow the
crowd**





SAILING THROUGH IT

from a road transport customer asking where they could source some 20ft and 40ft containers. My brother Eric offered to find some for them, and the business grew from there," he says. Today, operating under the name Willbox, this division has over 3,000 containers on hire as well as a healthy container sales operation.

Williams Shipping's heavy haulage operation centres around marine-related loads, naturally, but has also extended to other areas and includes substantial work for the oil, gas, highway and energy sectors, among others. On the morning of our interview with the company, for example, it had been moving a 30m-long wind turbine blade on its way to the Isle of Wight. Other recent contracts include shifting two 38m-long ship-to-shore walkways from one berth to another at the Port of Southampton, and moving a newly constructed, 30m-long road footbridge from Southampton to Chichester.

"A lot of the work we get is by referral from other transport companies who don't have the expertise, the drivers or the equipment for this kind of work. Often, we work for other transport companies who have much larger fleets than ours but not the specialist equipment," says Colin.

The latest addition to its heavy haulage fleet is an 8x4 tractor that can handle 150 tonnes

HANDLING THE HAULAGE

Needless to say, the company runs quite a number of vehicles to support these varied activities. Its 20-strong, all-DAF truck fleet includes two 26-tonne CF rigids that carry out marine lubricants distribution; two 32-tonne CF flatbed drawbar units with 47-tonne/metre HIAB cranes that are used mainly for the Willbox container operation; a three-axle XF tractor with another HIAB that is used with a 40ft trailer for larger cargoes; and nine three-axle 44-tonne XF's for general transport. The heavy haulage fleet, meanwhile, consists of six STGO XF's. Three of these are 6x2s rated at 65 tonnes; two are 6x4s plated for 80 tonnes; and the last, the latest addition to its heavy haulage fleet, is an 8x4 tractor that can handle 150 tonnes.



"We've been using DAF for many years," comments David Nightingale, operations manager in the logistics division. "The product is highly reliable, the support is good, and though we keep an eye on other manufacturers, we've never had any reason to change."

The firm's 20 drivers are certainly happy in them, Nightingale reports, especially those in the XFs, which all have Space or Super Space Cabs – a real blessing on nights out. By 2021, the whole fleet will be Super Space Cabs, says Jonathan.

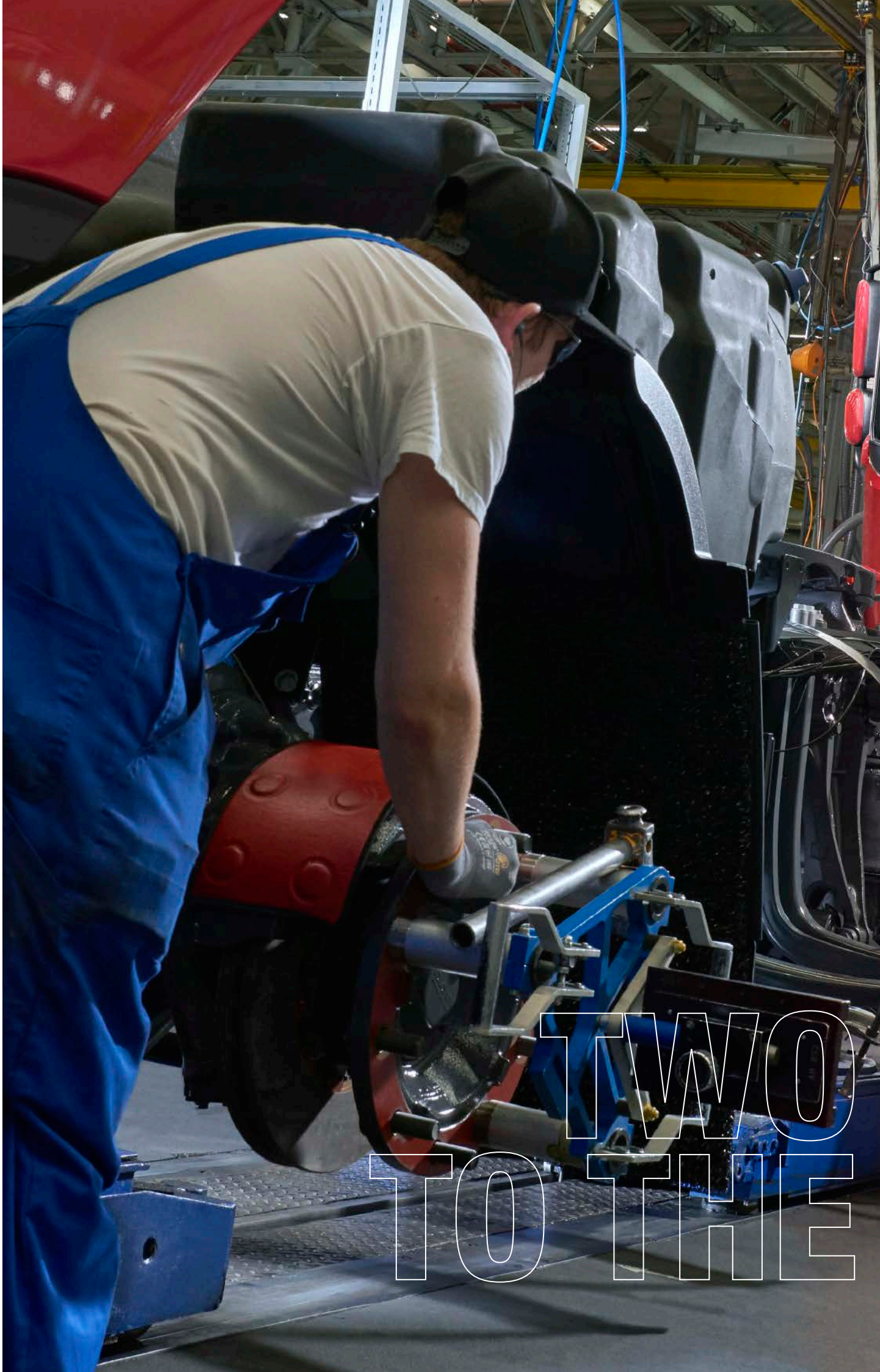
CARGO YARD BOOST

Around 50 per cent of the company's road transport activities are accounted for by the specialist haulage operation, which was given a particular boost by the opening a couple of years ago of a new cargo yard at Millbrook. "This is something that has really transformed the transport business," says Jonathan. "We take in out-of-gauge items from freight forwarders, lift those items off, collect flat racks [40ft long racks used in the shipping industry for abnormal loads] from the docks, lift the cargo onto the flat rack, use our team of lashers to lash it in place, then lift the loaded flat racks and deliver them back to the dock for loading onto ships. The cargo yard fits perfectly into our business. It combines the storage, the specialist haulage, and the marine expertise we have. It all just fits."

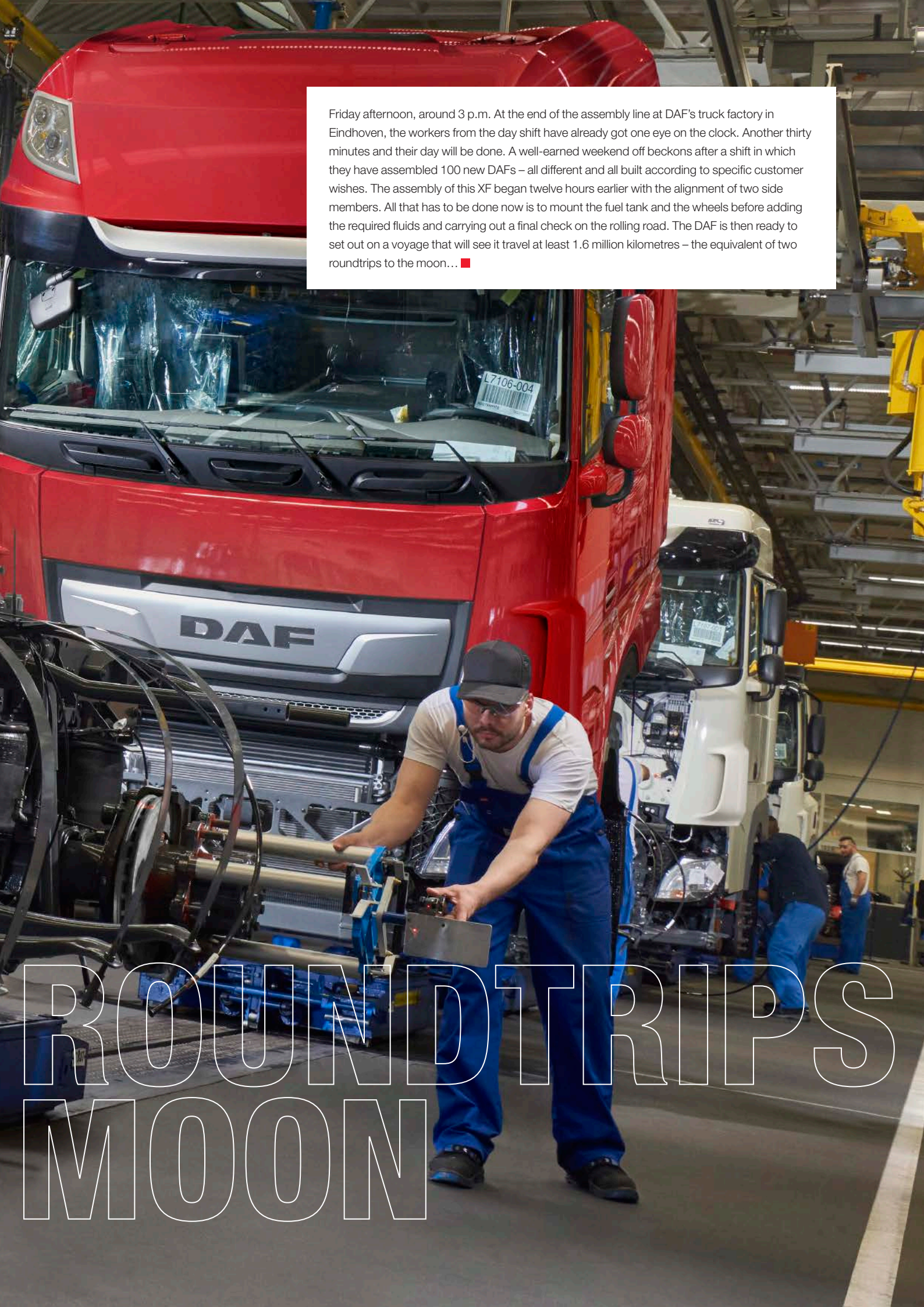
Most things, it seems, fit well at Williams Shipping. With all four of its divisions still experiencing organic growth, a loyal, long-term customer base, its growing range of interrelated services and a demonstrable willingness to invest in specialist transport kit to support its varied activities, this company looks set fair to cruise through at least another 125 years. ■

Often, we work for other transport companies who have much larger fleets than ours but not the specialist equipment





TWO
TO
TUNE



Friday afternoon, around 3 p.m. At the end of the assembly line at DAF's truck factory in Eindhoven, the workers from the day shift have already got one eye on the clock. Another thirty minutes and their day will be done. A well-earned weekend off beckons after a shift in which they have assembled 100 new DAFs – all different and all built according to specific customer wishes. The assembly of this XF began twelve hours earlier with the alignment of two side members. All that has to be done now is to mount the fuel tank and the wheels before adding the required fluids and carrying out a final check on the rolling road. The DAF is then ready to set out on a voyage that will see it travel at least 1.6 million kilometres – the equivalent of two roundtrips to the moon... ■

ROUNDTRIPS MOON



EYE-CATCHER

Trucks shape the public image of transport companies. So what effect does the colour of a truck have on public perception? Time to consult the experts.

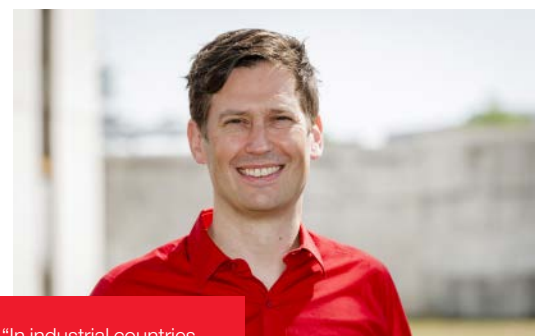
Drivers seem to have a preference for silver-grey, black and white. Over the past ten years more than three-quarters of all new cars were sold in these colours, according to a study carried out by the German car magazine *Auto Motor und Sport* earlier this year. Serious silver-grey, powerful black and affordable white owe their high-quality image partly to the mobile telephone with the famous apple logo. However, the colour that used to occupy top spot – blue – is currently experiencing a revival. 20 years ago, a market share of 25 per cent made blue the most popular car colour among buyers before the subsequent rise of less outspoken tints. By 2017, however, blue had recovered sufficiently to win back 10 per cent of the market. The colour is apparently associated with sympathy and friendliness, as well as suggesting far distant places and rolling landscapes. An ideal colour for a truck maybe? Yes, but it is not the only candidate.

SYMBOL OF LOVE

Red is well-known as a symbol of love, and energy and warmth, too. However, it is also a colour that is used as a warning sign. This has become almost a global standard thanks to the use of red to warn motorists to stop at traffic lights. “The colour green, on the other hand, tells you that everything is okay and that you can

carry on,” according to Christoph Witzel, a psychologist at the University of Giessen in Germany who studies the perception of colour. Green – which these days is regarded as an environment-friendly and healthy colour – used to be associated with poison and disease, while yellow is usually seen as a cheerful colour. Blue is not only a ‘chilly’ colour but is strongly linked with creativity, too. “Blue company logos radiate reliability and competence,” says Witzel.

A woman dressed in red clothes comes across as more attractive to men than a woman dressed in blue. Applying the same logic to the extensive bulk of a truck may seem a little out-of-sync here, but a red truck is often coupled with the idea of activity. No surprise then that red is the most popular colour among sports car manufacturers. “Men, in particular, associate the colour with aggression and dominance, both in themselves and in others,” according to Witzel. Footballers wearing red command more respect from their opponents and stand a greater chance of winning the game. And when red is combined with black the effect can be even stronger. There may be lots of things that can be explained by way of footballing analogy, but of more importance is the fact that elegance and an air of competence are highly prized virtues on our public roads these days.



“In industrial countries, blue is the most popular favourite colour”

Christoph Witzel, psychologist

FAVOURITE COLOUR

Culture also plays a major role in the way in which we experience colours. A certain colour can have a completely different significance in another country. Witzel carried out an international study of this phenomenon, the results of which showed that in industrial countries blue is the most popular favourite colour.



Just keeping up appearances?

No, the Glomb transport firm believes that their bright shade of purple also acts as a deterrent against thieves.



EYECATCHER

The indigenous tribes of Papua New Guinea, on the other hand, have a preference for shades of yellow and red. The colour red has a positive aura all over the world. It is associated with joy and happiness in China, a country where it has also acquired a more political significance in the 20th Century, and not only in China. An exception to the rule is Moscow's Red Square, where red is associated solely with beautiful. In fact, there used to be only one word for 'red' and 'beautiful' in Russian. The same applies to transport operators, whose fleet colours are rarely, if ever, used to make any kind of political statement.

SNAILS

The colourful world we have created outside of nature is a relatively recent phenomenon because bright colours used to be expensive to make and could only be afforded by royalty and the church. For example, the very stately colour of crimson came from snails that lived in the Mediterranean Sea and you needed 10,000 of them to make one gram of paint. And the colour blue was made from the precious mineral lazurite. This all changed with the rise of the chemical industry and today you can choose almost any colour you like for your car. In the early days of the automobile industry, car paint was oil-based and was applied using a brush in colours based on those used for horse-drawn coaches. Black, dark brown and dark green were very popular. Bright colours were difficult to make and very expensive. The invention of synthetic paint represented a huge step forward and cars began to become more colourful – bright orange, ocean blue, you name it – from the 1950s on.

FASHION

Colours don't change only because of the angle and intensity of light, they also follow fashion. In the decades after the unconventional 1970s, darker car colours



became more popular, but many transport operators decided to stick to their original fleet colours instead of following the trend. An operator's fleet is an important constant factor and one that transmits its own message about the company. One of the most popular messages is reliability. "Our trucks still carry the same colour that my father chose back in 1945", says Manfred Welz, manager at the Welz firm in Bruchsal, Germany. "It is our trademark and makes us instantly recognisable", he explains. Georg Wuttke is of the same opinion: "The green and red colours that we inherited from the Henschel firm in the 1970s convey the sense of reliability that we want our customers to feel", he says. The only change we have made is to add a little 'Elfenbein' or ivory, the colour used by German taxis. The striking colour combination has now become part of the firm's corporate identity. It doesn't always go so smoothly, however. Drivers at the Glomb Container transport



Psychologist Christoph Witzel studies the effect colour has on people in the laboratory at the University of Giessen in Germany.

firm in Bremerhaven **often experienced difficulty locating** their parked trucks. They obviously needed to stand out more and a coat of magenta eventually did the trick. In fact, the colour even acts as a deterrent against thieves, something that would not have been achieved with the colour red. Sometimes it pays to show one's colours. ■



Wuttke-Trans associates its green colour with vigour and 'go'.

And they are not the only transport firm that thinks this way; green is becoming more and more popular.



With its different shades of blue, transport operator Welz in Bruchsal, Germany, aims to communicate competence and reliability.



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GOODYEAR

MORE COMFORT AND SAFETY THANKS TO ACC

Text: Bert Roozendaal

More than 250,000 DAF drivers already know that Adaptive Cruise Control (ACC) makes life easier and safer because it has been fitted on almost all DAF models in Europe since 2015.

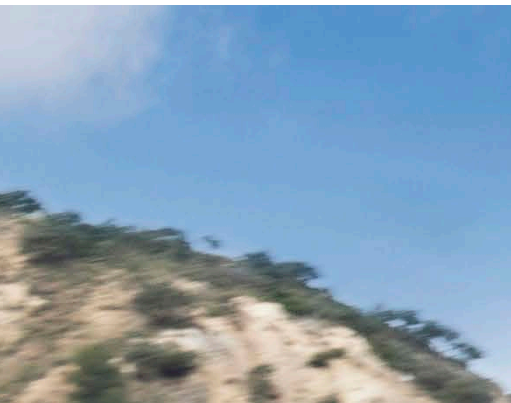
For most other brands of truck, the system only works in combination with a retarder. “With DAF, however, ACC works very well in combination with the exhaust brake, our MX engine brake and the wheel brakes,” according to project manager testing Raoul Wijnands. One of the reasons for this is the DAF MX Engine Brake. “The MX is one of the most powerful engine brakes on the market and it can provide optimal performance across a wide range of rpms. This is a major advantage when used in combination with ACC, because not every driver has a retarder at their disposal. Our aim is make optimal safety available to as many drivers as possible and to offer them more than just maximum comfort. When used properly, ACC contributes to both comfort and safety significantly.”

COMFORT AND SAFETY

Since 2015, the law requires almost every new truck to be fitted with an advanced automatic emergency brake system (AEBS). The truck’s radar continually scans the road ahead for dangerous situations. If, for whatever

“QUARTER OF A MILLION DAFS WITH ACC”





“ACC provides both comfort and extra safety”



reason, the driver fails to intervene on time or brake hard enough, the AEBS takes over. “The emergency brake system always exerts the maximum amount of braking power possible on the wheels,” explains Wijnands. “But whether this brings the truck to a complete stop on time or not depends to a large extent on external factors, such as the condition of the road. It goes without saying that you cannot brake as effectively on a slippery or worn-out road surface as you can on a newly-laid stretch of asphalt. The best way to use AEBS, therefore, is to ensure that you don’t need to activate it at all.” And that is precisely where ACC can be of great help to a driver. “Initially, Adaptive Cruise Control was introduced as a means of increasing the comfort level of drivers, with the added bonus of improved safety. It was basically the next step up from normal cruise control, where the driver had to eventually step on the brakes when approaching another vehicle. Now ACC does the job for you. And not only that. Our ACC is so good that it fully deserves the label of safety system as well. Today, over a quarter of a million of our trucks are fitted with ACC.”

CRUISE

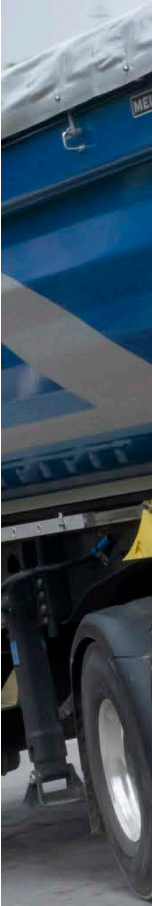
ACC allows the driver to set a fixed distance of 30 to 80 metres between his/her truck and the vehicle in front. “The truck is then not just driving on cruise control but also actively monitoring the distance between it and the next vehicle. If the vehicle in front begins to slow down, the ACC adjusts the distance almost imperceptibly. When the preceding vehicle accelerates, the distance between the two vehicles becomes greater, but if it suddenly slows down, the ACC reacts immediately, first by releasing the accelerator before activating the exhaust brake. If that does not suffice,

the ACC activates the MX Engine Brake and the wheel brakes as required. This happens in the case of a deceleration of up to 2m/sec², which is a considerable rate. Only when this appears insufficient, and the driver fails to intervene on time, does the AEBS take over. It deactivates the ACC and brings the truck to an emergency halt if required. In this way, the ACC complements the AEBS perfectly, because in most cases it will negate the need for the AEBS to be activated.”

CONFUSION

Nevertheless, there is still a lot of confusion concerning ACC. Many drivers think that they are required to use it because they might otherwise get into trouble with the law or the insurance company should they be involved in an accident. This is not true – use of the ACC is not required by law. The situation is not so clear, however, with regard to AEBS. In Germany there has been at least one case in which a judge laid the blame firmly on a driver who had caused a fatal accident after it turned out that he had purposely deactivated the truck’s AEBS system.

ACC makes an important contribution to driver comfort and safety, which explains DAF’s decision to fit the system as standard on the majority of its LF, CF and XF models in Europe. ■





More than

250.000

DAF drivers already know that
ACC makes life easier and safer

DAF IN BRAZIL

**“If it stays intact here,
it will stay intact anywhere”**

In many ways, Brazil is a land full of extremes: with a surface area of 8.5 million square kilometres and a population of 208 million, it is the fifth largest country in the world. The climate varies from pleasantly warm to very hot and humid. According to Google Maps, it takes 71 hours to drive from Boa Vista in the north of the country to Porto Alegre in the south, a distance of 5,259 kilometres. That is almost as far as the drive from Tromsø in the north of Norway to Gibraltar in the south of Spain, with one big difference: the European driver needs ‘only’ 55 hours, not 71, to cover that distance, primarily because of the excellent infrastructure and almost perfectly smooth roads. In Brazil currently, only 5.5% of the country’s 1.7 million kilometres of road is paved. In other words, road transport is still quite an adventurous activity in Brazil.

In 2012, DAF’s parent company, PACCAR, decided it was time to embark on that adventure by building a brand new factory in the southern city of Ponta Grossa where, two years later, the first DAF XF105 rolled off the production line. Today, the factory also produces the CF and LF, as well as PACCAR engines.

PATIENCE

Finding your place in the extremely competitive Brazilian market (where all European truck manufacturers are represented) requires perseverance – a lot of perseverance – but in Brazil, DAF is here to stay. Dealers are investing heavily in the dealer network (it is DAF policy to work with local entrepreneurs) and DAF has already been voted the most popular truck brand in Brazil three years in succession.

INTACT

There are a few important differences between a DAF produced in the Brazilian factory and a ‘European’ DAF. Which is entirely logical, given the road conditions described above and the fact that the maximum GCW for trucks in Brazil is no less than 91 tons. A Brazilian DAF, therefore, has a heavy duty chassis, suspension and axles. For DAF, Brazil sets the bar when it comes to developing indestructible vehicles. Not surprisingly, the quote “If it stays intact in Brazil, it will stay intact anywhere” is widely used in DAF’s Product Development department.



PREVENTATIVE ONLY

Someone who knows all about this is Daniel Begnini, director of 'Transportes Begnini' and proud owner of the first XF105 to be sold in Brazil. Five years later, the truck has clocked up an amazing 1,000,000 kilometres and still looks brand new. "It hasn't had one day of unplanned down time in all those years," according to its very satisfied owner, who now has more than 30 DAFs in his fleet of 90 trucks. "We have only had to carry out the recommended preventative maintenance and replace some spare parts every now and then. And during the warranty period we used only genuine DAF parts. We have since switched to universal parts from PACCAR's TRP programme, which are just as good in terms of quality." Begnini's trucks transport a wide range of goods throughout Brazil: from bulk goods, such as cattle feed, to cows and steel. "Like my colleagues in the road transport business, the country's poor roads, steep inclines and extreme conditions form the biggest challenges that we face every day," says Begnini. "Our decision in 2014 to go with DAF has proven to be a wise one. The brand has become a permanent fixture in my fleet and will remain so in the future." ■



HEAVY, HEAVIER, HEAVIEST

Sugarcane is one of the most important agricultural products in Brazil, and the annual sugarcane harvest is around 600 millions tons, a staggering amount. Even with a GCW of 91 tons, which is twice the weight permitted in Europe, trucks have to make eight million roundtrips each year to transport all that sugarcane from A to B. Another huge sector in Brazil is the timber industry. Brazil has seven million hectares of tree plantations and transport is carried out primarily on poor and unpaved roads. Trucks

literally have to fight their way through the forest to pick up their loads of timber, which makes this one of the most challenging truck-applications. To cater for these extreme market segments, DAF developed a special truck with a three-axle chassis ('FTT' in DAF language), plus a reinforced chassis and suspension, giving it an off-road GCW of 125 tons. For the sake of comparison: in Europe the standard weight is 44 tons. The trucks are available with either a CF or XF cab.

ON THE ROAD WITH PETER JACOBS, DAF DRIVER CHALLENGE CHAMPION 2019

From a very young age, Peter Jacobs (32) has had a passion both for trucks and for DAF. “My father still has an 38-year-old mobile crane with a DAF engine,” says the DAF Driver Challenge Champion 2019. “As a five-year-old kid I was completely fascinated by it.” His love for DAF obviously runs deep, because Peter has never taken part in a similar competition for other trucks before and has no plans to do so either.

Text: Erik Roosens

This year, the Belgian driver Peter Jacobs, won the DAF Driver Challenge Champion 2019 award at the international final on the Goodyear test circuit in Luxembourg. He beat 18 other candidates from all over Europe to the title. DAF's best European driver works for Alders Transport in Pelt, Belgium, where he drives a DAF XF 450 FTG in combination with a Faymonville inloader. One week after he claimed the title, we joined him out on the road.

Peter has been on the go since 3 a.m. and has already completed one journey on this Monday morning when I climb on board his truck at eight o'clock. At 5 a.m. he left his home in Oudsbergen, Limburg to drive to Haren near Brussels to deliver his load of 21 tons of concrete slabs. On the way back he stops at Prefaco in Neeroeteren to drop off the empty trailer and then drives on to Altaan in Dilsen-Stokkem to pick up the next load for Haren.

ECOSCORE

Behind the wheel Peter exudes an air of calm and that is confirmed by his 'Ecoscore', the display on the dashboard of the XF that monitors driver performance. Today it is showing a score of 91% and an average fuel consumption of 29.1 litres, which is very efficient for a combination with six axles that weighs 19 tons without a load. “The standard consumption rate for this combination is 32 litres,” Peter tells me. “I usually drive at around 85 to 86 km/h so as to save on fuel, except on those parts of the motorway where trucks are not allowed to overtake. In that case I drive a little faster to avoid holding up the traffic behind me. I like to let the DAF's cruise control do its job.”

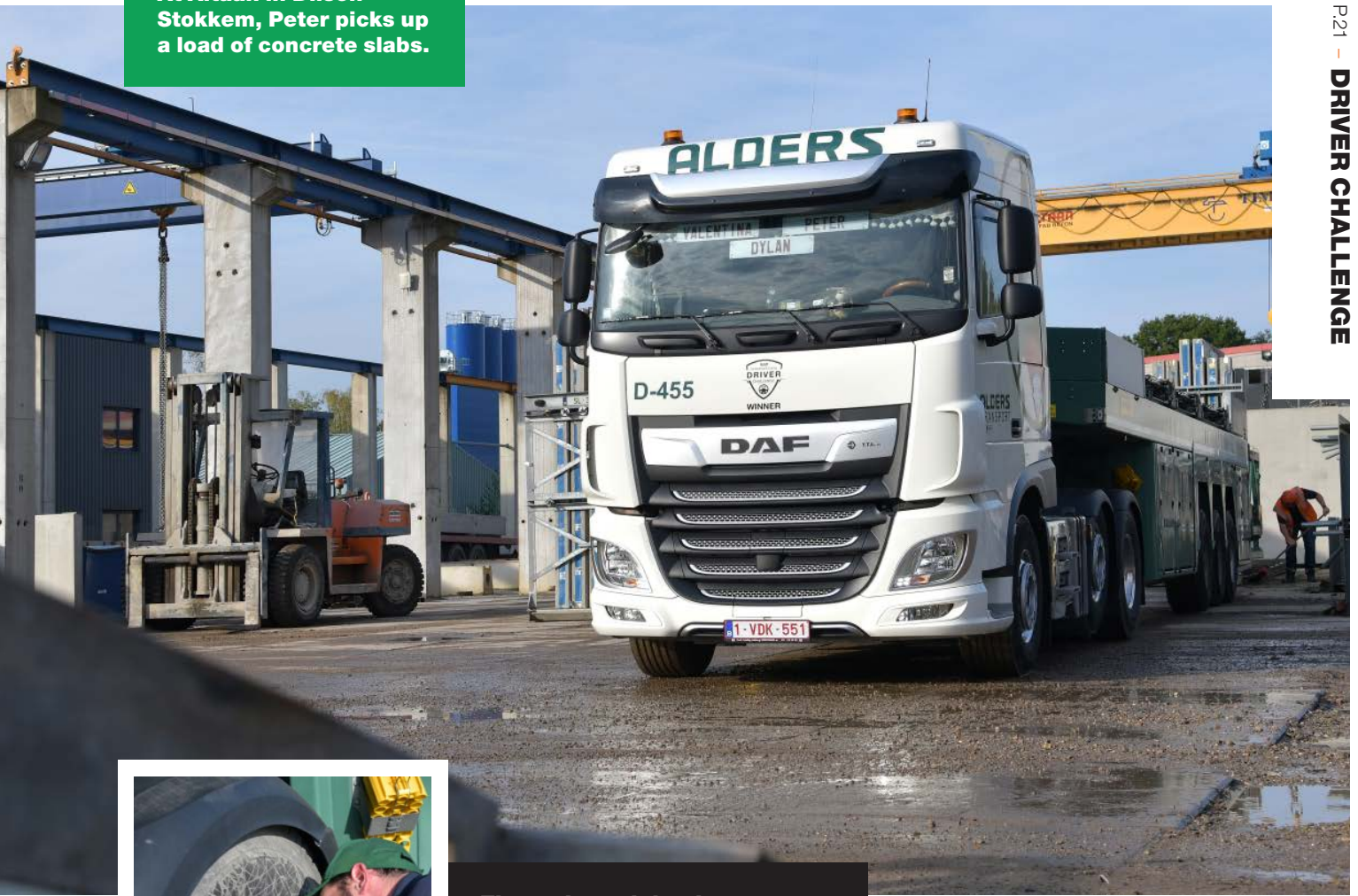
The numbers speak for themselves. Driving with Peter is a comfortable experience and you can see that he is in full control. He allows the truck to roll out slowly whenever he sees the lights go red or a roundabout looming in the distance. In short, the kind of driver that every transport company dreams of. Peter likes driving on the relatively quiet roads of the Belgian province of Limburg, but never shirks the challenge of driving into the heart of a busy city like Brussels.

The DAF Driver Challenge Champion 2019 is proud of his truck. The tanks and the rims are sparkling clean and they always get a quick rub of a cloth whenever Peter makes a stop. His love for DAF was born at a young age and has never waned since. “I have also driven other trucks,” he says. “But nothing beats a DAF in my book. It is a terrific truck that has everything a driver could ever need. The cab is spacious and has lots of storage space. The only thing I miss in my truck is a second bed where I could throw a wet jacket, for example, but our company has made a deliberate choice for trucks with one bed to keep the weight down.”

DOUBLE TRAILER

Peter looks back with great satisfaction on the DAF Driver Challenge, both the Belgian competition and the international final itself. Winning was an added bonus, he says, and one that he hadn't really been expecting. “There were a lot of very difficult manoeuvres with all kinds of vehicles, like a double trailer, a 6x4 tractor with a 2-axle tipper and a DAF FAW 8x4. Vehicles I don't normally get to drive.” So what's the secret to being a good driver? “You have to be committed to the job and know exactly what it requires,” says Peter. “You have to know your vehicle inside out and take other road users into consideration while driving. I've always loved driving. In fact, you could say I have turned my passion and hobby into my profession.” ■

At Altaan in Dilsen-Stokkem, Peter picks up a load of concrete slabs.



The tanks and the rims are sparkling clean and they always get a quick rub of a cloth whenever Peter makes a stop.



Peter being presented with first prize in Luxembourg by Harry Wolters, president of DAF Trucks N.V.

GUESTS SHOULD NEVER WANT FOR ANYTHING. EVER!

Text and photography: Bert Roozendaal







'GUESTS SHOULD NEVER WANT FOR ANYTHING. EVER!'

Head chef Ashley Duff (left) and his number two, Ding

Ever wondered how much food a large cruise ship needs every day? Or how it restocks and processes everything? We took a look behind the scenes during the restocking of the Nieuw Statendam, one of the flagships of the Holland America Line (HAL).

7.45 a.m. on a Sunday morning at the Passenger Terminal in the Port of Amsterdam. The view towards the striking skyline of Amsterdam Noord this morning has been replaced by a high wall of shining steel. The Nieuw Statendam, one of the most modern cruise ships in the HAL's 'Pinnacle' class is docked at the port. The majestic ship – 297 metres in length and 12 stories high – dominates the waters of the IJ. Passengers are having their breakfast in one of the huge restaurants on

deck 9. The international potpourri of guests strolls among the many and varied buffets where they can choose from readymade culinary delights or order directly from the staff. For some, this is the last day of their cruise and they will shortly be disembarking. For others, a day of sightseeing in Amsterdam and a few more days on board are still to be enjoyed. A wave of new passengers is also expected in the afternoon.

All of these globetrotters have one thing in common: they expect to be served food that is even better than what you would find in a

five-star restaurant. And they won't be disappointed. In the central galley, deep in the bowels of the ships, head chef Ashly Duff and his number two, Ding, are busy giving orders to their crew. They know not only how many guests they will have to feed before the next scheduled restocking but also exactly what their guests' individual dietary requirements are, including those based on religious restrictions. In theory, they have to be able to cater for 2,650 different diets. And that doesn't include the crew, another 1,036 mouths that have to be fed, too. They work closely together with Food and Beverage director, Julian Grumeza, when determining exactly what they need to stock to make all of the exquisite food they will be expected to serve. Grumeza also keeps tabs on the stock of beverages they will need to have on board until the next stop.

"All of the food is delivered fresh. We keep very little stock in the deep-freeze and that is kept for emergencies", explains the head chef, with no shortage of pride. "This ship is a floating hotel where food is transformed into cultural cuisine. The meals are one of the most important features of the entire cruise. The guests should never want for anything. Ever! Ding and I cook together with a team of 145 cooks around the clock because we also provide room service on board." The Nieuw Statendam has more than one galley, of course. One of the kitchens is dedicated entirely to vegetables, one to preparing meat, and another one busies itself solely with fish. The ship even has its own bakery where they make fresh bread, including croissants – a very labour-intensive process .

Outside on the quayside, the rows of pallets and wheelie bins full of provisions continue to

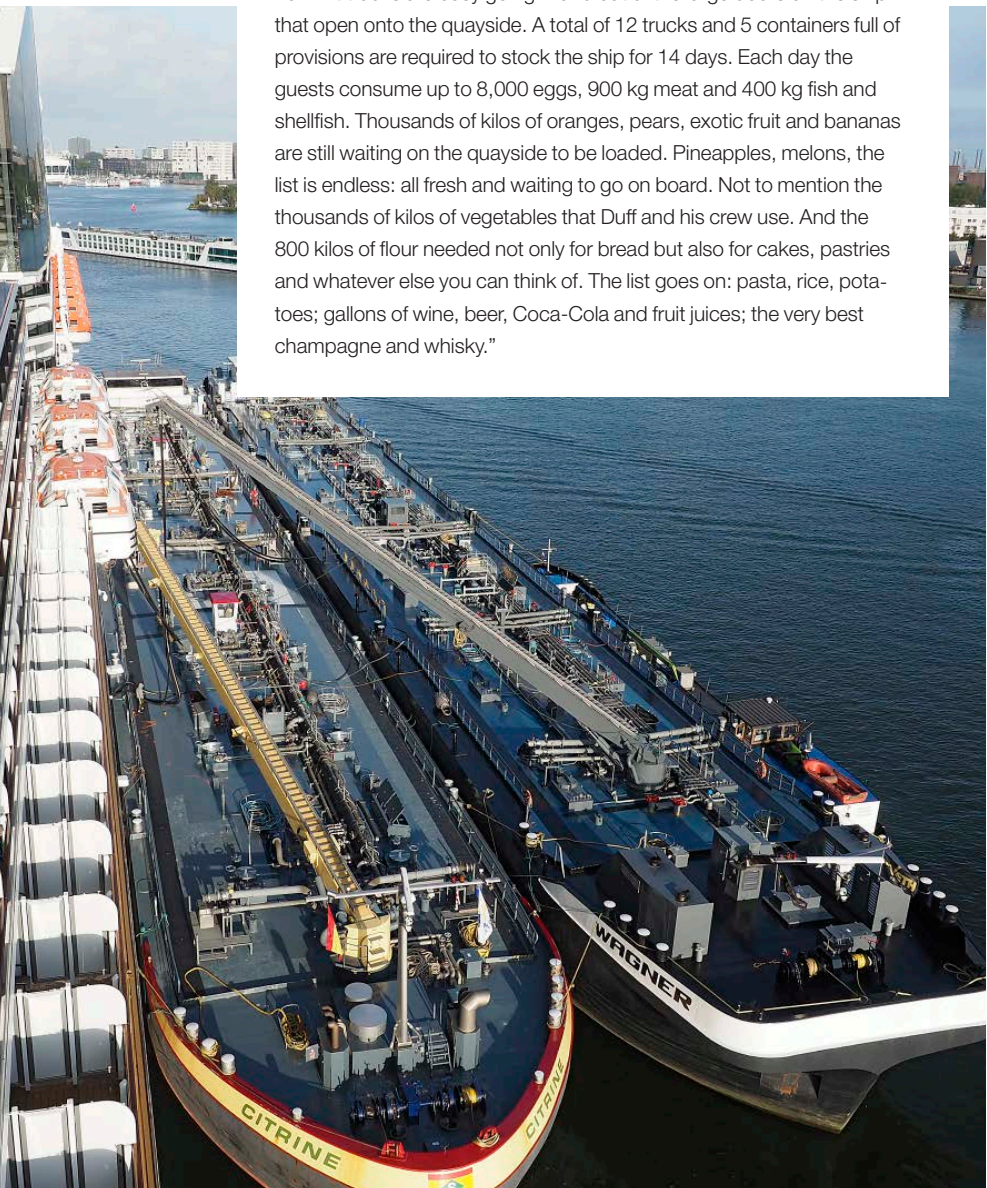
THIS SHIP IS A FLOATING HOTEL WHERE FOOD IS TRANSFORMED INTO CULTURAL CUISINE



grow. Security personnel check everything for explosives and drugs. And there is even more stuff waiting to be unloaded from the trucks. The rules for loading are simple: whenever a ship calls into port, it expects all stocks to be ready and waiting for them at the same moment. Exactly how long a truck driver has to wait to unload depends on the cargo and the specific loading bay on the ship, all of which is the responsibility of the loading master, who, in turn, has to answer to the ship's Provision Master, Pieter van Andel. His job is made even harder by the fact that some of the cargo is labelled using kilograms and litres and some in ounces and pints. You would also expect the ship's cargo to be tied down firmly. Standing in the middle of all the pallet trucks going to and fro, Pieter explains why this is not the case: "The ship is so big that it moves around very little while at sea. And we always sail around bad weather, too. After all, where's the fun in ploughing your way through a storm with 2,500 souls on board?"

WHERE'S THE FUN IN PLOUGHING YOUR WAY THROUGH A STORM WITH 2,500 SOULS ON BOARD?

Fork-lift trucks are busy going in and out of the large doors on the ship that open onto the quayside. A total of 12 trucks and 5 containers full of provisions are required to stock the ship for 14 days. Each day the guests consume up to 8,000 eggs, 900 kg meat and 400 kg fish and shellfish. Thousands of kilos of oranges, pears, exotic fruit and bananas are still waiting on the quayside to be loaded. Pineapples, melons, the list is endless: all fresh and waiting to go on board. Not to mention the thousands of kilos of vegetables that Duff and his crew use. And the 800 kilos of flour needed not only for bread but also for cakes, pastries and whatever else you can think of. The list goes on: pasta, rice, potatoes; gallons of wine, beer, Coca-Cola and fruit juices; the very best champagne and whisky."



Audrey de Vette, Director HZ Logistics



ABOUT H.Z. LOGISTICS

H.Z. Logistics is a logistics company that provides comprehensive international and intermodal road transport services in several different countries. H.Z. also has a separate unit for special transport services and is a leading player in the supply of ships.

350 trucks
mostly DAF

455 units
(semi)trailers

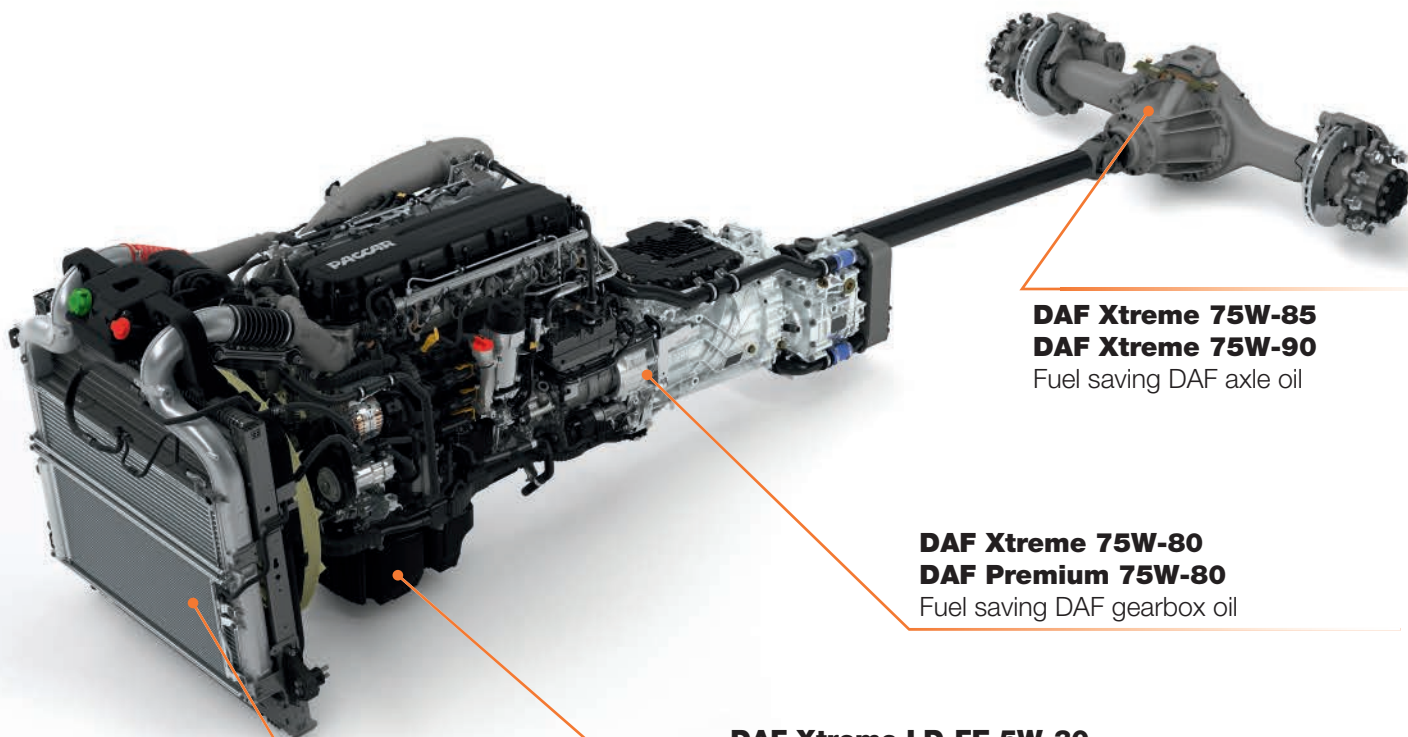
900 personnel

Head office in the Netherlands
Locations: UK, Romania, Poland and Austria



DAF lubricants - save money and time

The Premium and Xtreme ranges have all been designed, developed and tested for DAF Trucks by Chevron Lubricants, one of the largest producers of quality oils in the world. They have been designed with clear objectives. Save operators money and time by delivering optimised protection and performance for all moving parts of the driveline. Resulting in reduced fuel consumption, lower CO₂ emissions and extended drain intervals.



DAF Xtreme 75W-85
DAF Xtreme 75W-90
Fuel saving DAF axle oil

DAF Xtreme 75W-80
DAF Premium 75W-80
Fuel saving DAF gearbox oil

DAF Xtreme LD-FE 5W-30
DAF Xtreme LD-FE 10W-30
DAF Xtreme FE 10W-30
Fuel saving DAF engine oils

DAF Xtreme Longlife Coolant

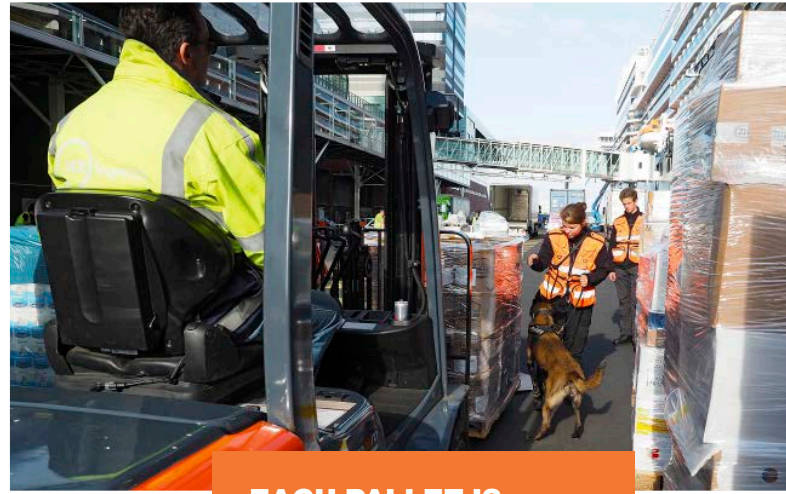




SUPPLYING CRUISE SHIPS

“What you are looking at here, in fact, is the end of a gigantic logistical chain,” explains Audrey de Vette, who, together with her brother, is owner and director of the Dutch transport company H.Z. Logistics in De Lier. The company takes care of all European cruise transport requirements for HAL. “This is Dutch logistics at its best and that’s something to be very proud of: a Dutch transporter with Dutch trucks, looking after all the needs of a global shipping company.” H.Z. Logistics ensures that everything a HAL cruise ship needs in terms of foodstuffs and hotel commodities is ready and waiting on the quayside the moment the ship docks. “It’s a lot more complicated than supplying a supermarket, for example. It is exacting and diverse and there is absolutely no room for error,” says Audrey. “It’s all about knowing precisely what HAL requires in terms of supplies. We have to make sure that the goods are delivered to the right port at exactly the right moment. The process involves lots of customs documentation, so there’s an awful lot of paperwork.” Most of the goods are from Europe. “But we also handle supplies from the USA”, explains Audrey. “Those goods arrive in containers that we then have to pick up and deliver.” H.Z. works together with the logistics firm Frigo in Breda for this specific purpose. “The suppliers send the majority of their goods to Frigo, where they are combined into loads that we can collect for transport. That said, responsibility for the goods lies on our shoulders because we have to ensure that each supplier delivers exactly what was ordered. Some goods come from Hamburg and Italy and we pick those up ourselves.”

For H.Z., this is seasonal work that runs from March until October, after which the cruise ships head off for sunnier climes. That doesn’t make the work any less hectic, however. “For example, we never know exactly how much capacity we need to reserve. All we really know is which ports we will need to deliver to and when. Those ports include Amsterdam, Rotterdam, Southampton and Civitavecchia, near Rome. HAL does give us an estimate of the kind of capacity they will need for the season, but the actual volumes depend ultimately on the ship’s occupancy rate and the kinds of guests on board. This changes from week to week, which really keeps us on our toes. And as head chef Duff says: guests should never want for anything. Ever.” ■



EACH PALLET IS CHECKED FOR DRUGS AND EXPLOSIVES



DELIVERY RELIABILITY IS OF THE UTMOST IMPORTANCE



**“RELIABLE LOGISTICS
AT THE LOWEST COSTS.”**

Jan Arnet, Group CEO Bertschi AG

**“I CAN RELY ON
THE TRUCKS
WHEN PLANNING.”**



Jan-Hendrik Bork,
planner at Bertschi

**“DAF TRUCKS
HAVE A LOW
VEHICLE WEIGHT.”**



Ueli Bruder,
head of the technical department

**“I LOVE DAF AND
WOULDN'T WANT TO
DRIVE ANYTHING ELSE”**



Berthold Winkler,
driver



Swiss-based Bertschi AG transports special chemical products around the world by road, water and rail. Lightweight and reliable vehicles are a must when transporting tank containers and bulk goods; in DAF, Bertschi has found the perfect partner. For many years, the majority of the vehicles in Bertschi's fleet—of which there are more than 1,100—have been DAF trucks.

With 1,100 trucks, 1,400 trailers and container chassis, and upwards of 35,000 containers for intermodal transport, Bertschi AG is a major player in the field of tank container and bulk transport. Jan Arnet, Group CEO of Bertschi AG: "Our customers expect safe and reliable logistics tailored to their needs at the lowest possible cost. We can deliver this by always opting for the right transport solution. Our preference is to use rail for longer distances, with trucks used for transport to and from the rail terminals."

"In our industry, delivery reliability is of the utmost importance", says Jan-Hendrik Bork, a planner at Bertschi who is responsible for transporting special chemical products. "I have only had positive experiences with DAF: We can count on the trucks. That level of certainty is a major advantage when planning transport."

Ueli Bruder is head of Bertschi's technical department in the Swiss town of Dürrenäsch: "A low vehicle weight is a prerequisite in tank container transport, because everything revolves around the payload. The reliability of the trucks is also crucial. Our DAF trucks meet those

conditions and we have found an extremely reliable partner in DAF. We order trucks from DAF to conform to our European ADR specification, then adapt them for the country where they will be used in our own workshops."

Low consumption means not only lower costs but also less CO₂ emissions, which fits seamlessly with Bertschi AG's philosophy. Ueli Bruder: "DAF has implemented a large number of innovative solutions to reduce fuel consumption, which have turned out to be highly beneficial in practice. By choosing the most appropriate transport solution, we save around 200,000 tonnes of CO₂ per year. For road transport, our Euro 6 DAF trucks provide huge benefits in terms of fuel consumption and CO₂ emissions."

The DAF trucks are not only popular with the management — they have also been very well received by the drivers. Driver Berthold Winkler: "And with its air suspended cab, the DAF is extremely comfortable. It is also nice and quiet. The truck runs very smoothly and serenely, and I find the handling to be superb. I love this DAF CF and I wouldn't want to drive anything else." ■



DAF TRUCKS OPENS NEW DEALERSHIP IN PARIS

DAF Trucks has opened new, state-of-the-art dealer premises north of Paris. The new DAF Trucks Paris site in Louvres is strategically located close to the leading logistics centers and along important national and international transport routes: by far the largest part of all national and international North-South transport from Scandinavia and the Benelux goes through this region .

“The new dealer DAF Trucks Paris Nord represents a major expansion of our professional dealer network in France,” says Richard Zink, member of the Board of Management of DAF Trucks and responsible for marketing and sales. “The site is strategically located north of the city and provides excellent service not only to DAF customers from the Paris region, but also to all carriers who pass by the city on their international routes. The opening of DAF Trucks Paris Nord is important to further enhance DAF’s success in France.”



NEARLY-NEW DAF FIRST CHOICE TRUCKS WITH FULL WARRANTY

Every First Choice used vehicle younger than four years is now supplied with a full manufacturer’s warranty as standard, with no mileage limit.

DAF First Choice is the quality label under which DAF offers nearly-new trucks. These DAF trucks are under five years old, have no more than 600,000 kilometres on the clock, look like new, and also have a fully documented service history. In addition, these First Choice Trucks have passed more than 200 checks to ensure they are in top technical condition and can deliver maximum reliability — leading to optimal uptime.

DAF First Choice Trucks that are under four years old now come with a 12-month full manufacturer’s warranty as standard, which, of course, also covers all factory options. First Choice Trucks between four and five years old are supplied with a 12-month warranty on the driveline.



CZECH AWARDS FOR DAF LF AND CF

DAF Trucks’ LF series has been crowned ‘TOP Light Truck of the Year’ in the Czech Republic. Operators and drivers identified the DAF LF as their favourite distribution truck thanks to its ‘excellent design, view and extraordinarily low operating costs’. In addition, the DAF CF Construction was awarded as the ‘TOP Construction Truck of the Year’ for its ‘robustness, high payloads and low operating costs’.



The TOP CZECH TRANSPORT 2019 Awards are an initiative from magazine TRANSPORT a LOGISTIKA CZ and the three Czech transport associations ČESMAD Bohemia, Svaz Spedice a Logistiky ČR en Česká Logistická Asociace. Michal Štengl, editor-in-chief of the TRANSPORT a LOGISTIKA magazine and chairman of the jury, said: “DAF has convinced customers that it builds the best tractors on the market. With the LF series and the CF Construction it proves its leading position in other segments as well.”

100,000TH NEW DAF CF AND XF

DAF Trucks in Eindhoven has recently seen the completion of the 100,000th new generation CF and XF truck to roll-off the production line. Never before in the company's history has a 100,000 series-run been reached so quickly. The 100,000th vehicle was delivered in celebratory fashion to Groep Gheys in Mol, Belgium. "We have a long history with DAF Trucks," stated co-owner Luc Gheys. "The first truck my father started using in the mid-sixties was a DAF coach that was converted into a removal truck."



From left to right: Gerhard Grünig, editor in chief of both TRUCKER and VerkehrsRundschau hands over the Green Truck Logistic Solutions Award to Heinrich Kerstgens, CEO of Contargo and Max Franz, representative of DAF Trucks Deutschland. Right: Jan Burgdorf, editor of TRUCKER and Verkehrs-Rundschau.



INNOVATIVE DAF CF ELECTRIC WINS GREEN TRUCK AWARD

The DAF CF Electric has been awarded Green Truck Logistics Solution 2019. On the eve of the Transport Logistic trade fair in Munich, Germany, the leading trade magazines VerkehrsRundschau and TRUCKER also honoured container hinterland logistics network Contargo for taking the first DAFs CF Electric into operation in Germany. These fully electric field test vehicles collect and deliver containers at the inland Port of Duisburg in Germany. The 'Green Truck Logistics Solution Award' is a prestigious accolade for the deployment of promising upcoming technologies for innovative, sustainable logistics around Europe.

The two fully electric DAF trucks for Rhenus' subsidiary Contargo are part of an extensive field test of multiple trucks in Europe and the first CFs Electric that are put into operation in Germany. The DAF CF Electric is a 100% electric 4x2 tractor unit developed for operations of up to 37 tonnes in urban areas, where single-axle or dual-axle trailers are the norm. The vehicle is based on the DAF CF, with a fully electric drive using VDL's E-Power technology. The core of its intelligent powertrain is a 210 kW electric motor powered by a lithium-ion battery pack with a current total capacity of 170 kWh. The CF Electric has a range of up to 100 kilometres, depending on the weight of its cargo, making it suitable for zero emissions high-volume transport in urban areas. The batteries have a 30-minute quick-charge feature while a full charge takes just one-and-a-half hours.

DAF CF PURE EXCELLENCE

Higher performance Higher payload



The DAF CF FAD represents a new level of excellence in construction transport. Improved drivelines deliver the power to cope with the most challenging terrain. Lightweight and adaptable chassis configurations significantly increase payload to suit the toughest driving conditions. Market-leading fuel efficiency reduces operating costs. And like all DAF trucks, the DAF CF FAD offers unmatched driver comfort and easy body installation. Contact your DAF dealer for the full story or visit www.daf.com.