



# ANNUAL REPORT

This is what FORWARD Belgium meant for you in 2019



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# INTRODUCTION

**Over the past year, extensive attention was paid to the digital revolution within the logistics sector, start-ups that would take over our jobs, the challenges of global warming and the responsibility of logistics companies in this, we debated at length about how to interest millennials in our sector, how to focus on flexible work and the profiles we need to ensure the future of our profession.**

FORWARD Belgium considers it a duty to provide you with these visions of the future, to inform you of potential opportunities and threats, and to help ensure that we continue to demonstrate our added value as a freight forwarding community.

We are proud to also offer a number of specific achievements to our members.

Two applications were developed, the FORWARD e-contract application and the Customs Compliance Tool.

looked at how we can involve students more closely in the reality of the business world.

We started up various projects with them related to on-the-job training within logistics management.

Also in terms of sustainability, we are proud to announce that a new group of forwarders launched a Lean & green programme, tailor-made to our sector, and specifically developed in house in collaboration with VIL.

We also thought about how we can interest young people to choose a job as forwarder. This is why a game was developed, i.e. 'the forwarder in game format'. Explaining to youngsters in simple terms how the logistics world works through a game is perfect.

Over the past year, we held various talks with Colleges of higher education and

As far as customs is concerned, we remain convinced that the collaboration agreement we concluded with customs is the only right direction for the future, but it takes time.

At the start of 2020 we will take the 1<sup>st</sup> concrete steps in this story.

Moreover, with the Strategic Goods Control Service we developed a best practice dual use tailor-made to forwarders, which can help members to make better risk assessments.



# INTERNAL ACTIVITIES

## FORWARD Belgium

VEA (Association for Forwarding, Logistics and Freight Interests in Antwerp) has been known as FORWARD Belgium since April 2019. The change was more than a simple change of name. The association admits forwarders, logistics service providers and customs representatives across Belgium.

The name FORWARD Belgium was chosen from an international perspective (Belgian Freight Forwarding Association) but also with a strong emphasis on the future of the profession of forwarder.

A new name also meant a new logo. Members of FORWARD Belgium can use this logo as a quality label.



## Incoming president

President Johan Proost's mandate is coming to an end towards the end of February 2020 after 6 years.

To ensure the succession and simplify the transition, Jef Hermans (Managing Director Portmade NV) was appointed 'incoming president' during the Board of Directors in December 2019.

He will be officially appointed after the general meeting towards the end of February 2020.



# CONTRACT

AGREEMENT made this \_\_\_\_\_  
between \_\_\_\_\_ day of \_\_\_\_\_

WITNESSETH: That in consideration  
performed on \_\_\_\_\_

## Legal QuickScan

FORWARD Belgium offers a free Legal QuickScan to its members, which examines the use of general terms and conditions, the legal status, customs, insurance policies, contracts, etc.

Companies wanting comprehensive coaching or training can get this at an interesting member's rate.

- ☒ **Legal QuickScan is free for members and is useful for both small or medium-sized enterprises and big companies**
- ☒ **Help drawing up contracts / general terms and conditions**
- ☒ **Free legal 1<sup>st</sup> line advice**
- ☒ **Claims handling**
- ☒ **In-house training**

## FORWARD Belgium committees

Various committees are active within FORWARD Belgium where members are able to discuss all kinds of current topics.

An overview of the different committees is available [here](#).



# EXTRA SUPPORT

## Applications

### *Customs Compliance Tool*

Following the collaboration agreement between FORWARD Belgium & AAD&A, FORWARD Belgium offers its members a compliance tool. We worked with an external provider for this and you receive a cloud-based solution at a favourable tariff.

FORWARD Belgium members who respect the agreement demonstrate they are acting in good faith and enjoy preferential treatment by the AAD&A. The aim of the compliance tool is to conduct user-friendly internal audits.

Download the flyer [here](#) for more information.

### *E-contracts*

A large number of contracts are concluded, general terms and conditions exchanged, powers of attorney and mandates signed between forwarders / customs representatives and their customers. Concluding and managing these contracts is a time-consuming and valuable process.

Moreover, the question is whether these contracts always have to be signed on paper to have legal force. A digital signature needs to meet specific terms and conditions to be legally valid.

This is why FORWARD Belgium had an application developed to strongly simplify contract management.

Download the flyer [here](#) for more information.



## Dual use - guidelines for Logistics Service Providers

To support the compliance efforts of logistics service providers, a best practice tailor-made to the logistics service provider was developed in consultation between FORWARD Belgium and the Strategic Goods Control Service.

This best practice comprises 4 information sheets. The use of these information sheets can help you to increase the level of compliance within your company and reduce the risk of involvement in case of incorrect usage of dual use.

Consulting and implementing these info sheets in your company using the link below is recommended:

<https://www.fdfa.be/nl/compliance-richtlijnen-voor-logistieke-dienstverleners>

## Standard forwarding- agreement

There is an increasing trend toward prevention and legal security in the logistics sector.

In view of the importance to have sufficient legal cover, FORWARD Belgium developed a model contract for forwarding activities. This standard contract can be used as a supplement to the General Belgian Forwarding Conditions.

This agreement can only be used by forwarders who, based on the General Belgian Forwarding Conditions, want to reach agreements with their clients in a model contract.

Interested members/companies can request the standard forwarding contract [from the secretariaat](#). The contract is available in Dutch, French and German.



# FILES

## A small selection ...

### Customs matters

#### ***Collaboration agreement FORWARD Belgium – AAD&A***

FORWARD Belgium, as customs representatives sector federation in Belgium, reached a collaboration agreement with the AAD&A in the form of a Best Practice. It is the first such agreement Customs has reached with a sector federation.

To contribute to the fight against illegal trade and to increase the level of knowledge and compliance among customs representatives, FORWARD Belgium developed best practice recommendations for its members.

- ⇒ Attention is paid to the process of drawing up customs declarations, screening clientele, internal audits and quality guarantees.
- ⇒ The professional expertise criterion is referred to.
- ⇒ FORWARD Belgium will provide improvement programmes, information sessions and training courses and use quick scans to guide members in applying the best practice.

Most customs representatives already have an AEO licence and largely meet the prescribed guidelines. This best practice can help AEO companies to continuously monitor and improve their processes.

AEO companies which are members of FORWARD Belgium, and have accepted this best practice and apply it in their day-to-day operations, will enjoy preferential treatment by the AAD&A.

This implies, among others, that the principle of good faith will be taken into account, whereby improvement programmes will be launched between the company and the AAD&A if errors are detected or problems are found. Fines are preferably only imposed if no improvements in compliance are observed within the company after an agreed period.

## ***Working visit Alexander De Croo***

On 13 March, there was a work meeting with minister of Finances De Croo. A number of specific customs themes that are crucial for the efficient handling of the goods flows were discussed.

Particular attention was requested for the technical problems with the IT systems, streamlining the control process and the disastrous consequences of the strict prosecution and sanctions policy for logistics operators.



## ***Higher customs fines***

Various customs representatives received higher fines of EUR 5,000 and 7,500 in cases where containers were not scanned.

In most cases this is beyond the customs representative's control and it is the result of an error in the communication process between the different logistics players.

Frequent consultation with the AAD&A has not led to any result. Together with some of its members, FORWARD Belgium has decided to dispute the legal basis for imposing these higher fines (in the export process) before the court.

## ***Direct representation***

We regularly notice that customs representatives have not yet switched to direct representation in cases where this is possible.

It seems that people in the export process often still work as indirect representatives. Due to the increased checks and risks (drugs, dual use, etc.) customs representatives are regularly confronted with criminal prosecutions and serious fines.

We have always underlined it is a wrong signal to compete as a sector based on liability. Switching to direct representation is a must.

We are aware that the switch will take some time but postponement is not an option and solidarity in our sector is the only solution!



## National AAD&A Forum

Various work groups are active within the National Forum. This is the consultation platform with customs where all kinds of themes are discussed. Several people from FORWARD Belgium preside over these work groups and in this way help to determine the agenda of the discussions.

Many FORWARD Belgium members are also active in the different work groups and in this way help to defend the interests of our sector.



## Brexit

2019 was the year of the Brexit and 2020 will be the year of the Brexit. Or not. FORWARD Belgium informs members regarding the latest evolutions, changes in customs procedures, FASFC, etc. via weekly updates.

To prepare for any Brexit scenario it is important companies are Brexit-proof on time. FORWARD Belgium issued a guideline for forwarders, customs representatives and logistics service providers to prepare for Brexit. The document wants to provide an overview of a number of relevant themes facing logistics service providers. Download the guideline [here](#).

FORWARD Belgium meticulously follows up the developments and put together a brochure "*Brexit: deal or no-deal? Forwarders help you on your way*". Download the brochure [hier](#).

## Lean & Green programme for logistics service providers

Two years ago, FORWARD Belgium, together with the VIL, launched a Lean & Green project for logistic service providers with the aim of putting the freight forwarder community on the international market as a provider of sustainable logistics solutions.

FORWARD Belgium wants to assist freight forwarders in accomplishing this and offers them the opportunity to reduce CO2 emissions by at least 20% in their transport and logistics activities within a period of 5 years.

The Lean & Green project for freight forwarders came about at FORWARD Belgium's request because there is a strong conviction that logistics service providers will increasingly have to demonstrate that sustainable logistics is high on their list of priorities.

It is specifically tailored to the needs of logistics service providers who organise the logistics chain without having to carry out the transport themselves at all times.

So far, the following FORWARD Belgium members have received



this Lean & Green Award: Ahlers Belgium, JAS Forwarding, Gosselin Logistics and Embassy Freight Services Europe.

Carga, Intertrans, Reuse, Universal Express and Ziegler now joined the 2<sup>nd</sup> Lean & Green programme which means they may take the Lean & Green Award home.

## Insurance mediation

Insurance mediation legislation was amended this year. Whereas forwarders used to be able to benefit from a possible exception in the form of a contract policy, this is no longer the case in the new legislation.

The new law lays down a number of criteria (expertise, recognition, training) which in practice are not feasible for most forwarders.

FORWARD Belgium drew up a note with conclusions we will submit to the competent authorities. We strongly advocate the preservation of the possibility for forwarders to offer their customers insurance policies.



## Container shipping and the quality of containers

Following the FIATA 'Best practice: Demurrage and detention in container shipping' a new 'Best practice' was drawn up regarding 'Container shipping and the quality of containers'.

Jens Roemer, president of the FORWARD Belgium Committee Sea and president of the FIATA Working Group Sea was instrumental in this again.

The 'best practice' can be downloaded [here](#).



### Demurrage & detention

Our members are regularly confronted with high demurrage/ detention costs charged by shipping companies. We advise them to not accept them under all circumstances. A number of recent rulings of the courts restricts the possibility of the shipping company in a number of cases to keep charging demurrage/ detention.

The Federal Maritime Committee in the USA published its final report regarding its investigation into the use of demurrage & detention. We now have to wait for a number of specific recommendations that may arise from the report. They may also have an impact on EU level.

## Misdeclaration dangerous goods

Following different incidents with vessels at sea as a result of the misdeclaration of dangerous cargo a number of shipping companies took a number of measures.

They refer to the high fines imposed for the misdeclaration of dangerous cargo in their communication.

In this context an article was published in the International Transport Journal of an interview with our president of the FORWARD Belgium Committee Sea transport (Jens Roemer), among others.

Read the article [here](#).



## Prevention of cybercrime

The flip side of the increasing impact of IT is that cybercrime is becoming more and more profitable and can also cause more and more damage. A relatively simple computer virus can soon result in a global economic problem costing millions of euros.

FIATA drew up the “*Prevention of cybercrime*” ‘best practice’.

The document can be downloaded [here](#).



## VAT code in line with European 'Quick Fixes'

The European Commission presented its "VAT Action plan" in 2016 with on the one hand the goal to modernise the current VAT rules, and to simplify and adapt them to the new forms of trade such as e-commerce. A number of "quick fixes" were also defined regarding intra-Community trade which in principle will come into force on 1 January 2020.

To bring the Belgian VAT-legislation in line with EU legislation (EU directive 2018/1910 and directive 2019/475) from 01/01/2020, an act was published in the Belgian Official Gazette of 13/11 to implement the "quick fixes" in the Belgian VAT code.

Belgian Royal decree no. 52 will also be amended with regard to the application of the VAT exemption as referred to in article 39 b of the VAT-Code (IC-delivery). For instance, in Belgian Royal Decree no. 52, the principles of the "destination document" as provided in VAT decision ET 129.460 of 01.07.2016 will be processed. In other words, the principles stay the same.

The simplifications relating to proof of transport in case of an IC-

delivery specified in EU regulation 2018/1912 will also be processed in new Belgian Royal Decree no. 52.

VAT-decision no. ET 124.303, better known as the "sector agreement global tax representation that was reached by FORWARD Belgium" in which the joint and several liability of the global representative acting under a global VAT number 796.5 for an IC-delivery is restricted, will be included in a circular which will be prepared by the administration about intra-Community trade in its entirety. In other words, the principles stay the same.



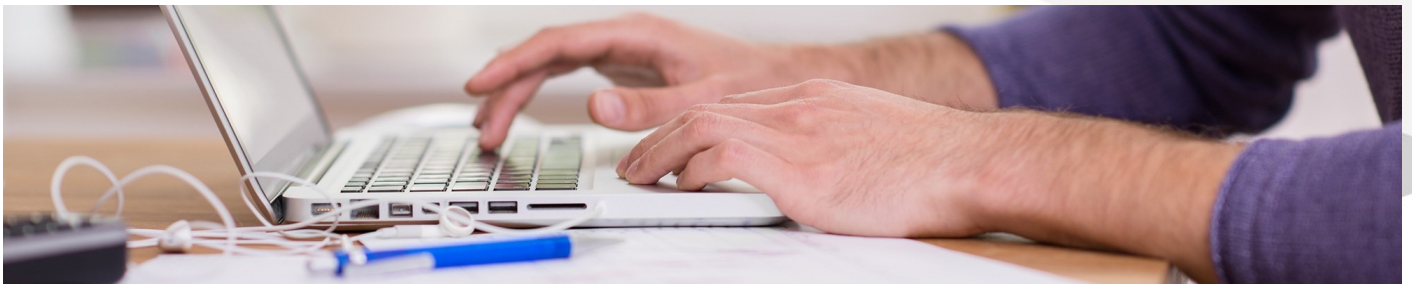
# EVENTS

## Information session 'Flexible working in the logistics & maritime sector'

Increasingly more companies allow their personnel to work from home. Studies show that the productivity and satisfaction of 'teleworkers' increases by 20% . If we want to keep our sector attractive for the new generations of young talent, we have to be open to flexible working. During this infor-

mation session we considered the opportunities of flexible working at forwarders and logistics companies.

The full newsletter with presentations can be downloaded [here](#).



## Intermodal Market Place & Mobility Event

The *"Intermodal Market Place & Mobility Event"*, a joint event organised by FORWARD Belgium and the Antwerp Port Authority, was held on 2 April.

The event began in the afternoon with a 'multimodal market place'. The second part of the programme started in the early evening and was all about multimodal transport.



## Incoterms® 2020

The 2020 Incoterms® were announced in the course of September and will come into force in January 2020.

FORWARD Belgium presided over the Belgian ICC Committee for the review of the Incoterms the past years and in doing so laid the foundation for the new version of the Incoterms.

On 18 September and 25 September FORWARD Belgium organised information sessions for the members about the Incoterms 2020.

# Incoterms® 2020 by the International Chamber of Commerce (ICC)

### Tarbel event

Following the new Tarbel application, FORWARD Belgium, in cooperation with the General Customs and Excise Administration organised an information session for its members on 3 October 2019.

The experts of the tariffs department discussed the Tarbel application at this session.

Click [here](#) for more information.

The presentation can be downloaded [here](#).



## **“Smart Logistics, games & tools” congress**

On Tuesday 19 November, FORWARD Belgium organised the ‘Smart logistics, games & tools’ congress at De Ark Antwerpen.

Participants were informed about various possibilities that ensure the freight forwarder community can continue to show its added value. The focus was on a number of specific achievements made by FORWARD Belgium over the past year.

The full newsletter with presentations can be downloaded [here](#).

## **8<sup>th</sup> FORWARD Belgium quiz**

On Thursday 10 October, the 8th FORWARD Belgium Quiz was organised by FORWARD Belgium and Young FORWARD Belgium. It is starting to become an annual tradition. Sixty teams signed up this year, an absolute record! Three hundred participants showed up to compete for the much coveted challenge cup.

In the end a team of Polytra NV won the challenge cup. Read the full newsletter [here](#).

You can watch the after movie [here](#).

## FORWARD Belgium Christmas Cruise

By tradition, the annual FORWARD Belgium Christmas event was held on Thursday 12 December. This year the 300 guests embarked on the Oceandiva Original, a futuristic ship that was moored at the beautiful Zaha Hadid Square.

After the reception, the guests were treated to a spectacular Splashing Drum Act by [Lucifers Slagwerk](#), which served as a great introduction for the president's speech .



It was Johan Proost's last FORWARD Belgium Christmas event as president. As a result, his speech consisted mainly of a brief review and words of praise for all the people and partners he worked with in recent years.

By way of thank you, an overview movie '6 year presidency Johan Proost' was shown to guests. You can watch the film [here](#).

Afterwards the guests were invited to enjoy a sumptuous "walking dinner" and the festivities continued.

Check out the complete photo report of this evening [here](#). You can watch the after movie of the Christmas Cruise [here](#).

# Young FORWARD Belgium

## Young FORWARD Belgium committee

### *New name and logo*

After VEA changed its name into FORWARD Belgium, it was time for the youth department to have a new name as well.

It was decided to change the name of the youth department to Young FORWARD Belgium.

The new name also meant a new logo .

Download the Young FORWARD Belgium brochure [here](#).



### *New management*

The FORWARD Belgium Board of Directors presented a new Young FORWARD Belgium management in September. Tia Meyvis (Ahlers Belgium NV) was appointed president of Young FORWARD Belgium. She will be assisted by two vice-presidents: Stijn Verbist (Bolloré Logistics Belgium nv) and Birgit Van Dyck (Vedrova NV). Read the full newsletter [here](#).



## L-EARN: vacancies for logistics students

Three years ago Young FORWARD Belgium decided to launch the “student workers database”. The aim of this initiative was to offer university and Colleges of higher education students with a logistics background the opportunity to carry out an interesting holiday job and thus become passionate about our sector.

Young FORWARD Belgium has now launched this database under a new name: “L-earn: vacancies for logistics students”.



Volg Young FORWARD  
Belgium nu ook via  
**Instagram**

<https://www.instagram.com/youngforwardbelgium/>

### Academies

#### *Together successful in change*

On Tuesday 26 March Young FORWARD Belgium organised its 8th Academy.

During this session [Kristien Rogier](#) broached the theme of “*Together successful in change*”. It looked at the impact of change on an individual, the motivation for change and the road towards it.



# SPÉCIALE BELGE

## ***Raise your Obama factor!***

On 18 June Young FORWARD Belgium organised the FORWARD Academy **“Raise your Obama factor!”** at Spéciale Belge Taproom with guest speaker **Luc Cipers**. Participants found out how to boost their very own Obama factor and be more charismatic. Discover their testimonials [here](#).

You can watch the after movie [here](#).

## ***Having to perform is a recipe for disaster***

On Tuesday 22 October Young FORWARD Belgium organised the FORWARD Academy. *“Having to perform is a recipe for disaster”* with guest speaker Jef Brouwers. This time the venue was the Chocolate Nation which was greatly appreciated by the guests.



YOUNG FORWARD BELGIUM



Check out the photos of the Young FORWARD Belgium Academies [on the Young FORWARD Belgium Facebook page](#).



## 1.000 party people at ViEstA!

Thursday 6 June was the evening the entire maritime / logistics sector has been looking forward to .... ViEstA!

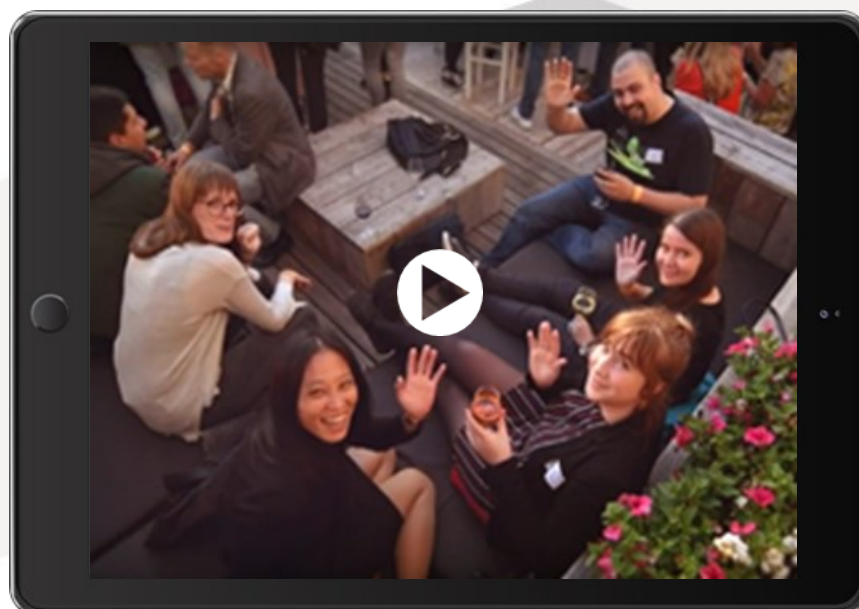
Bocadero, the ultimate location for the best after work party, was the venue again in 2019.

This is the 6th edition of ViEstA organised by the Young FORWARD Belgium committee. This year was a top edition with about a thousand participants

The weather was on our side: the dark clouds made way for clear skies. Young FORWARD Belgium treated everyone to delicious

street food'. DJs, [Papa Mojito](#) and [Halve Neuro](#), also proved very popular.

Relive the evening by watching the after movie [here](#) or check out the photos on [Young FORWARD Belgium's Facebook page](#).



## Active network events

### ***4th 'afterwork edition' cup***

On Friday 17 May 2019 Young FORWARD Belgium organised the 4<sup>th</sup> 'afterwork edition' Cup.

The fields of SV Groenendaal in Merksem were the backdrop of an exciting indoor football tournament.

The Altun Eagles (Altun Logistics NV) took home the challenge cup after an exciting final.

The legion of MSC Belgium supporters took receipt of the most enthusiastic team of supporters.



### **Start to golf**

On Wednesday 11 September Young FORWARD Belgium organised a golf initiation at golf club Beveren followed by a network drink.

The aim of this 'start to golf' was to offer a sporting network moment.

Check out the photos on the [Young FORWARD Belgium Facebook page](#).



# IN THE PRESS

## KMOinsider

**KMOinsider Magazine September 2019 issue**

- FORWARD Belgium looks after the interests of all forwarders
- FORWARD Belgium develops two handy tools

[Discover all about these tools in the September issue of KMOinsider magazine \(p. 42-43\)](#)



## FORWARD Newsletter

Two FORWARD Newsletter editions with interesting articles about what is happening in our sector were published in 2019.

The **10<sup>th</sup> edition** was published in the summer of 2019. You can consult it [here](#). Following the annual FORWARD Belgium Christmas event, the **11<sup>th</sup> edition** of the FORWARD news magazine was published. You can read the online version [here](#).



## Transport & Logistics dailies

During the Transport & Logistics trade fair (15-16-17 October 2019) the following articles appeared in the dailies:

- [FORWARD Belgium develops two tools for forwarders](#)
- [FORWARD Belgium looks after the interests of all forwarders](#)
- [Young FORWARD Belgium goes up a gear with new president](#)



**ANTWERP 2019**

# TRANSPORT & LOGISTICS

LET'S MOVE  
THE FUTURE FORWARD

# FORWARD AWARD

## The digitisation of the phytosanitary certificate of origin

Of the 16 theses submitted this year, it was decided to award the prize to Cédric Peeters for his Master's thesis *"The digitisation of the phytosanitary certificate of origin"*.

This Master's thesis was submitted to obtain a master-after-master degree in

maritime sciences at the University of Antwerp under the direction of Professor Dr. Christa Sys and chief executives Mr Jef Hermans and Mr John Kerkhof.



# INTERNATIONAL

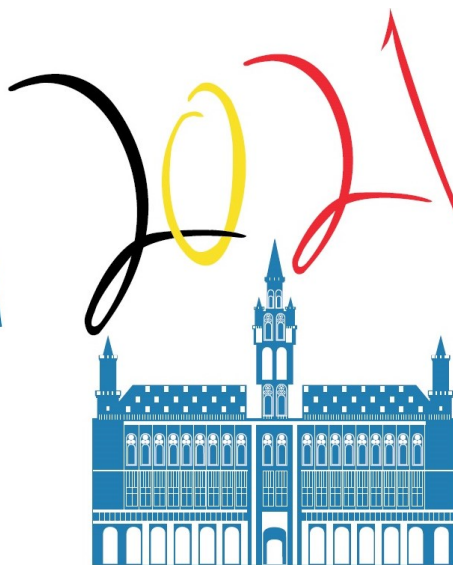
## FIATA

### *FIATA World Congress Cape Town*

FORWARD Belgium attended the FIATA congress in Cape Town from 1 to 5 October 2019.

Various international subjects relating to our community were discussed during the congress.





*The changing climate of logistics*

### ***FIATA World Congress 2021 Brussel***

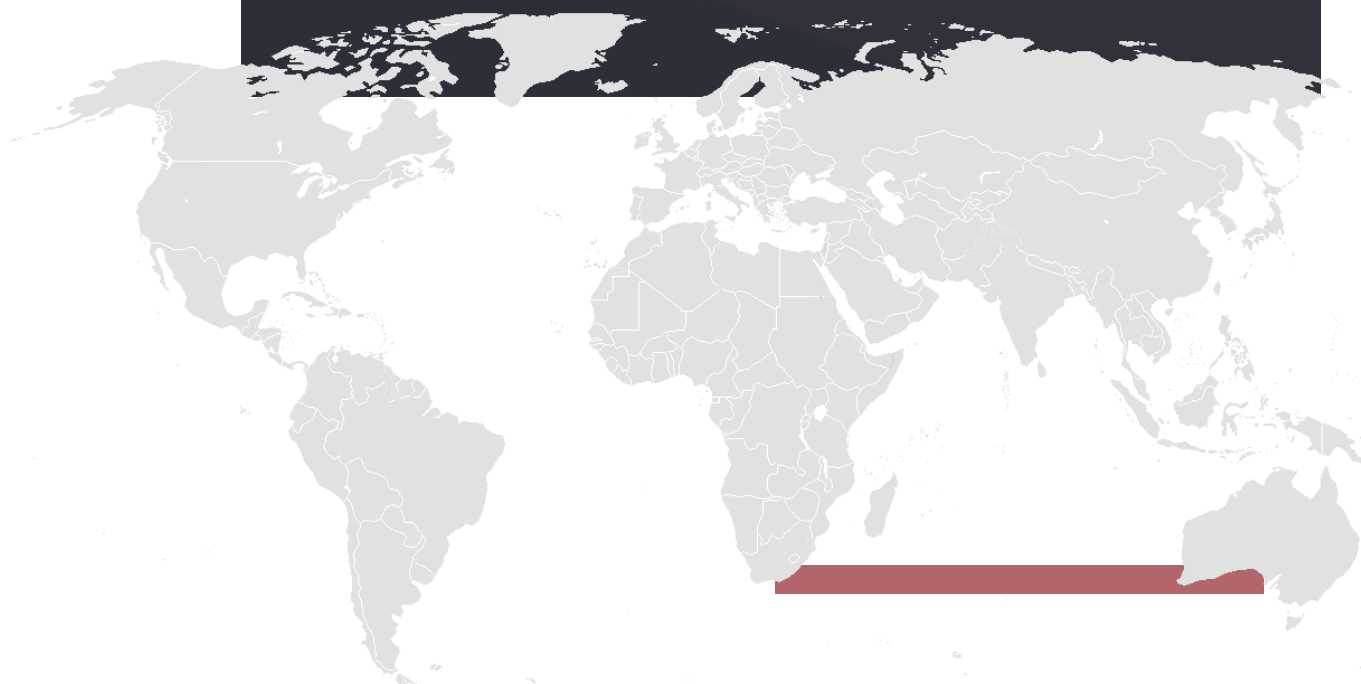
FORWARD Belgium has the honour of organising the 2021 FIATA WORLD Congress in Brussels. The congress will be held at the Square Convention Centre in the centre of Brussels.

Various evening events will be organised at the Comics Strip Museum and Autoworld in Brussels.

The preparations for the FIATA 2021 congress in Brussels are in full swing.

All ideas, input, potential sponsors may be passed on to the FORWARD Belgium secretariat.

Download the ***Partnership & Exhibition Brochure*** [here](#).



**INTERNATIONAL**



## CLECAT

FORWARD Belgium is represented in different work groups at European level and closely follows what is discussed on the European stage regarding our sector. Both in the field of Brexit, customs, sustainability, digitisation and transport, major steps were made that have a big impact on this sector.

An overview of all CLECAT priorities is available on <https://www.clecat.org/>



# CLECAT

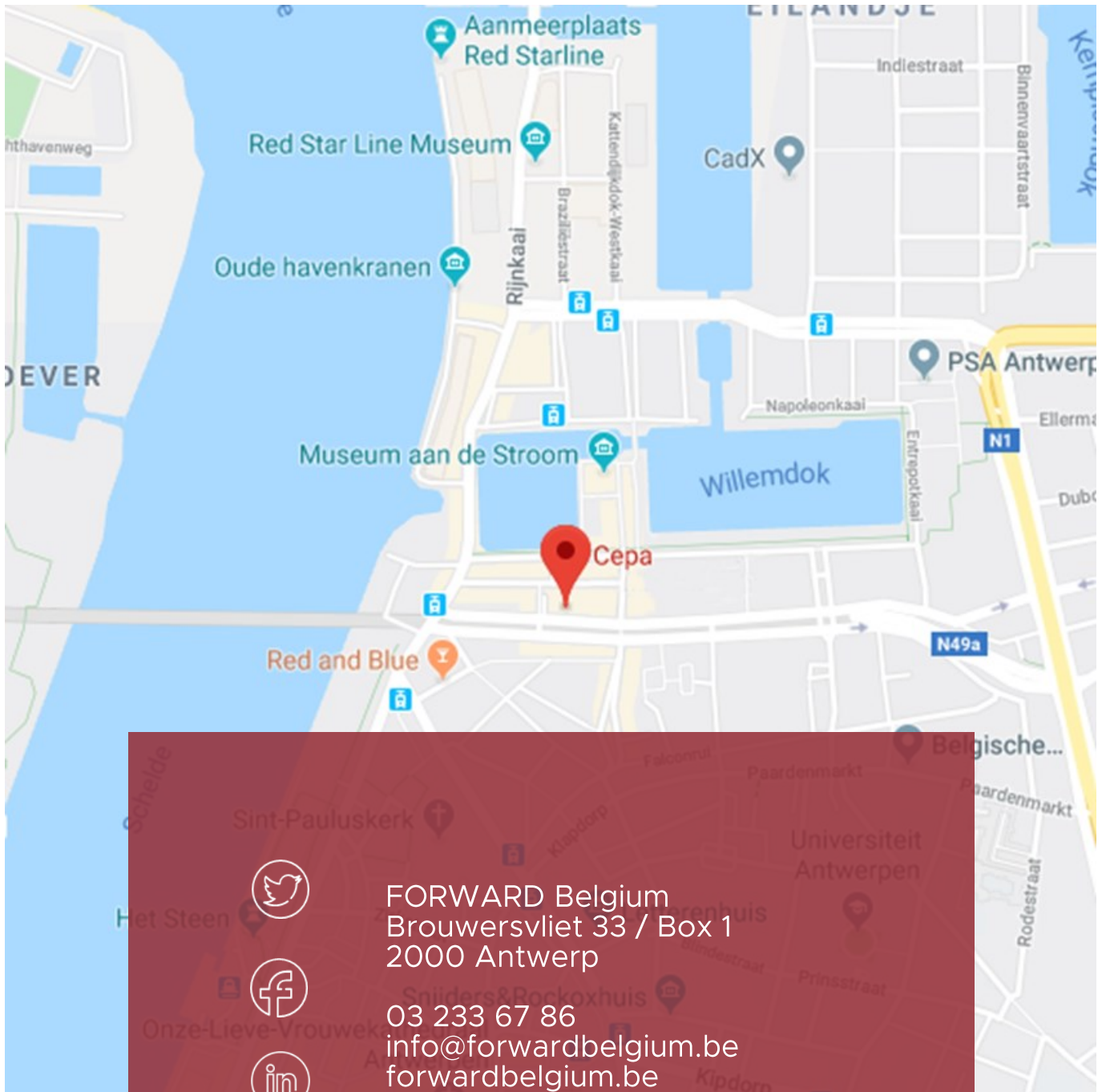
INTERNATIONAL





**The FORWARD  
Belgium secretariat  
wishes you a  
successful 2020!!**

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