



# WELCOME

by Bob Puri

**It is my great pleasure to welcome you to the next edition of Hawk i. May I start by thanking everyone for the great feedback we received following our last issue. We were extremely pleased with how it was received and can only hope you all enjoy this issue as much!**

A great deal has been happening here at Hawk over the last few months, the most significant and exciting has been our office move! Don't worry, we have not flown too far from our nest but we have settled into our own purpose built modern building near Heathrow. The move has allowed us to implement even greater levels of security for our clients' cargo and facilitates us the freedom to apply our own very stringent security systems. Colin Stewart is our Loss Prevention Manager dedicated to keeping your cargo safe under our wings. In this issue he talks about how important security is to us at Hawk and details the measures we take to apply the very tightest security possible.



We also introduce you in this issue to Lee Spendlove of SAS Logistics. SAS are our 'people on the ground' within the Hawk Group. As we appreciate how important it is to be able to provide a one stop logistics solution, SAS take over once the cargo is UK side. Lee tells us about how SAS fit within the group and of the new development as a partner in UK pallets. You will notice a common theme as you



learn about the incredible lengths SAS go to in order to ensure safety and security is their top priority.

The Far East has always been extremely important to the continued development of our business and an important partner in this process has been and continues to be Fans Trans International Ltd. In this issue we spotlight them and help you learn more about their role and function. In future issues we will explore in more detail the developing role of China in today's international freight market place.

With all the latest from Dubai and news of an exciting link with i-mate I hope you enjoy reading some good news for a change!

We do as always welcome your comments, feedback or requests for subjects to cover in future issues. You can contact the editor Helen Riley at helen@peachmarkeing.co.uk.

Many thanks and I look forward to sending you our next issue in the new year.

Bob Puri

## STOP PRESS! STOP PRESS! STOP PRESS!

As we go to press we have just received our TAPA accreditation and we are pleased to report Hawk have been awarded Class A status. There are just 170 Class A facilities world wide and we are very proud to be one of them.

To be awarded Class A means we offer the VERY HIGHEST LEVEL OF SECURITY awarded against the very highest criteria. TAPA stands for the Transported Asset Protection Association and is a unique forum uniting global manufacturers, freight carriers, law enforcement agencies and other stakeholders with the common aim of fighting supply chain crime.

It is the aim of TAPA to effect the reduction of losses in the manufacture, transportation and distribution of high value and theft attractive products worldwide and the association is totally focused on achieving this aim. Members benefit from a programme of training programmes and practical activities along with state of the art systems and security advice. Being close to and respected by law enforcement organisations across the globe ensures TAPA is at the very forefront on the fight against international freight crime.

## STOP PRESS! STOP PRESS! STOP PRESS!

# Let the BOYS SORT IT



**We know that providing a complete logistics service from origin to destination is extremely important to our clients. In order to ensure consistency in service levels for the whole journey, we have within the group SAS Logistics for delivery on the ground.**

SAS, as its name implies, is focused on security. With professional drivers fully trained in advanced defensive and evasive driving techniques our customers are safe in the knowledge that their cargo is receiving the very highest level of security attention whilst in our care.

Once Hawk in the UK have successfully and securely brought your cargo into the country, final delivery to your door is handed to SAS to ensure it is door to door secure.

In addition to providing this service to Hawk & their clients, SAS are able to offer many more 'stand alone' services.

### SAFE AND SECURE LOGISTICS

We can promise not just same delivery here within the shores of the UK but across Europe too. We ensure we have a fast responsive collection service that can get to you sooner to get your cargo on its way.

Our fleet of dedicated vehicles includes Specialist Air Ride and temperature controlled options so whatever the cargo – we will be able to move it.

Theft and hijacking is a reality in this day and age, no more so than in the area of land transport. SAS have taken steps to ensure risk is minimised by fitting satellite tracking systems, GSM telephones and radios in every vehicle. The central control centre at SAS constantly monitors all consignments and should

any van deviate from the planned route the local police will be instantly alerted and instructed to intervene. As we are on the road morning, noon and night, the centre is also manned 24 hours a day 7 days a week providing consistent and continual support to our fleet on the road.

The remote satellite tracking we talked about has the added feature of remote locking allowing personnel at the centre to lock vehicles on the road keeping our driving crews safe and your cargo secure. With all this, plus anti-hijacking systems we feel our fleet is one of the most secure available.

Don't feel that speed is always sacrificed when sending cargo over land as opposed to air. When delivering to Europe we can record airfreight- beating transit times giving all the convenience of land pick up accompanied with the speed you need.

### UK PALLETS

SAS are also proud to announce an association with UK Pallets, the leading national pallet network that provides total UK coverage for time definite delivery of palletised consignments. Lee Spendlove of SAS said 'Being part of the UK Pallets network fits with our overall commitment to excellence in customer service. We know that partners in the network are all logistics and distribution professionals and we can deliver all the benefits of a national organisation whilst ensuring our own personal service levels are maintained.' He goes on to say 'We are all looking forward to the challenge and feel it is a natural fit for our core business'.

The UK Pallets Franchise also covers Europe and Ireland

### WHO CARES WINS

Or in our case, delivers. SAS will take care to ensure your deadlines are met, that your vulnerable and valuable goods are delivered safely and that your promises to your customers are kept.

We care because we know that your reputation can rely on our ability to deliver your promises.



*We will be keeping you up-to date with developments at SAS over the coming issues of Hawk i but if in the meantime you would like to find out more please contact Lee on 0800 180 41 17 or your normal Hawk contact.*

# APPOINTS Hawk Freight Services

**i-mate™, the global specialist in Microsoft® Windows Mobile® devices and software applications, has appointed Hawk Freight Services FZE as their logistics services partner with effect from 1st August 2007.**

In order to serve i-mate™ and meet their expectations, HFS has secured additional warehouse facilities in the Dubai Airport Free Zone.

This facility has been designed around the needs of i-mate™ and will function as a dedicated distribution centre.

HFS has been in the forefront of innovative supply chain solutions to the Telecom industry in Dubai since its inception in 2003 and this latest service agreement with yet another prestigious brand, further enhances our position in the market.

We at HFS are proud to be associated with i-mate™ and are excited by the opportunities that lay ahead.



## SPOTLIGHT ON

## FANS TRANS

**Hawk's links with the Far East stretch back to 1987 when the company was formed and it is this special relationship that has contributed to the continued growth and development of Hawk over the years.**

Fans Trans International Ltd is our key partner in this region and here we are proud to profile the Company, its history and services that contribute so much to world trade.

Fans Trans was created in 1998 and grew from the ashes of AWT. The key founders are Ken Hui and Colman Kam. Hawk provided backing for the development of the Company from inception, clear in the knowledge that the integrity and professionalism of the founders was unquestionable and the business model one that was sure to be successful.

In 1998 the principle office was in Hong Kong, gateway to the Far East. However, today, with the increasing importance of other cities within China as international shipping centres Fans Trans has spread its wings much further, with a wide and diverse network of 15 strategically placed offices across China. In addition there are 14 further locations in South East Asia with many more in North America, Central America, South America and of course Europe. A total of 66 key locations make up the Fans Trans network ensuring they offer a truly one-stop global service supporting the entire supply chain delivering strong reliable and efficient logistics support. It truly is a total package.

Fans Trans have a business philosophy focused on the principles of honesty, integrity and complete dedication to customer service. Providing a solid and consistent service right through the global supply chain between sellers, buyers, shipping lines, airlines and any third party logistics providers is dependant on an inherent ability to nurture and effectively manage business relationships. By taking ownership of the communication strategy all involved benefit from efficiency and focus from business partners and agents to customers and official offices.

### DIVERSE SERVICE

It was vital to ensure customers had a one stop solution and did not have the hassle associated with dealing with a number of contact points along the supply chain. Fans Trans therefore developed a diverse range of services including;

- **International Sea, Sea-Air and air Freight Handling**
- **Warehousing, Third Party Logistics and Fulfillment**
- **Buyer's consolidation; Door to Door & G.O.H. Handling**
- **Customer supports for export/import documentation, taxation formalities; Custom clearance and export/import declaration**
- **Domestics and Transshipment Services IN/OUT China**

What can you say?

When asked, Paul Harding, Director at Hawk has this to say;

'Fans Trans have excellent relationships with airlines and shipping lines ensuring it is our clients cargo with space allocation throughout the peak season, traditionally a time when space is at an absolute premium. Regular communication ensures service levels are consistently high and we are very much looking forward to celebrating our 10 year anniversary next year and to a continued business relationship in the years to come.'

### MISSION STATEMENT

Our team is committed to delivering exceptional, personalised, flexible, integrated global logistics solutions. We understand our clients' global logistics needs and through continuous improvement, anticipate and satisfy these needs for the future. We forge strategic partnerships, pursue emerging international markets, forecast international business trends and develop innovative, accountable, efficient technologies.

For more information on Fans Trans International Ltd visit [www.fanstrans.com](http://www.fanstrans.com) and look out in the next issue of Hawk i for a more in depth look at China and its trading position in today's international cargo world.

# Safely Under Our WINGS

Here at Hawk, we are very proud of the fact that we employ a Loss Prevention Manager within the group to ensure that our customers receive the very highest level of security for their goods as they move around the globe. Here we speak to Colin Stewart and he tells us why it is so important and we discuss the difference it can make to a professional logistics operation to have 'in house' security as standard.

Colin begins by delivering a small amount of good news as he reports that generally, crime has decreased over the last 5 years partially due to the several successes of Operation Grafton. The cross border police response to crime around the Heathrow area has enjoyed a focus and this has led to this reduction in crime within this small area. In addition, crime intelligence is now more easily disseminated between different police forces and indeed dissemination of information extends to different bodies such as Business Watches and organisations representing freight forwarders and transport companies. Being submerged in this area of crime prevention all the time allows me to keep completely up to date and 'in the loop' in terms of key information being fed from the police groups and allows my ear to be firmly on the ground!



customers can therefore take comfort in the fact that the secure storage and movement of their merchandise is monitored in "real time". In the unusual event that stock is damaged or lost immediate action is taken to investigate and bring the matter to a satisfactory conclusion for all concerned.

Key to my role at Hawk is my ability to take advantage of the opportunity to cultivate close relationships with local police forces and officers and being able to take an active role in the numerous cross party groups formed within the Heathrow area by business and police organisations to combat crime and terrorism.

I am proud of our security record and will continue to ensure that customer cargo is safe and secure when placed under our wings.

An area that still gives cause for concern is the widespread use of short term casual labour from employment agencies. In order to remove this area of concern, Hawk Freight Services have a policy of not using such labour. All our employees are vigorously checked and it is a matter of procedure to obtain 5 year employment histories with accompanying references for all personnel within the group.

It is a sad fact that estimates show that 90% of all freight crime features some element of insider involvement. Organised criminals look to obtain information relating to company security procedures, transport routes and identify attractive stock to steal from individuals working within the group. In the main, they will target casual labour in order to obtain this information as the company loyalty is considerably less compared to those employees that have an employment history with any one Company. Therefore, there remains a threat of warehouse burglary and lorry hijacking and there remains a problem with casual opportunist stealing from unattended lorries and vans parked overnight in insecure areas. Being aware of the risks is a long way to reducing them and that is my focus.

There are a number of advantages in employing a full time company Security Manager as opposed to engaging a security provider or a consultant that monitors from a distance. I continually assess and improve our security procedures and systems to ensure they are employed effectively and correctly and

## NEVER COMPLACENT

In a continual programme of development, Hawk are proud to announce a number of initiatives aimed at providing further confidence and credibility for our security record.

**AIMSS** – Hawk currently hold the AIMSS accreditation meaning that Police inspectors have agreed that we comfortably meet the Air freight Industry Minimum Security Standards for cargo and that the risk of freight in our care has been minimised.

**TAPA** – Having been through a rigorous process we are proud to be awarded Class A TAPA accreditation. The Transported Asset Protection Association is an association of security professionals and related business partners whose purpose is to address the emerging security threats in today's global economy. We look forward to telling you more about TAPA in the next issue of Hawk i.

We are also currently applying to become recognised as a Department for Transport listed agent. Once accepted this will mean that freight moved by Hawk will be recognised as "known" cargo, negating the need for extra scanning and the related costs. Once cargo has been identified as "known" cargo then our customers will benefit from a reduced security rates on the transport cost – again more next issue on this and any further developments in this very important sector.

### Hawk Freight Logistics

Unit 1, Poyle 14 Industrial Estate, Newlands Drive, Colnbrook, Berkshire SL3 0DX  
Tel: +44 (0) 1753 68 4295 Fax: +44 (0) 1753 68 3609 Email: info@hawkfs.com

### Hawk Freight Services FZE

P.O. Box No. 54438, Dubai Airport Free Zone, Dubai, United Arab Emirates  
Tel: +971 4 2997373 Fax: +971 4 2997374 Email: info@hawkdxb.com

Web: [www.hawkfs.com](http://www.hawkfs.com)

