ANNUAL REPORT
2019
FIATA is a nongovernmental, membership-based organization representing freight forwarders in some 150 countries. A reference source on international policies and regulations governing the freight forwarding and logistics industry, FIATA promotes trade facilitation and best practices among the freight forwarding community.
What an honour it has been to begin my FIATA Presidency in my home country of South Africa during the 2019 FIATA World Congress (FWC) in Cape Town. It is a privilege to hold this position and I look forward to guiding FIATA to achieve its goals over the next two years.

We had an eventful year in 2019. In March, we held the FIATA HQ Meeting in Zurich where our members got to exchange and deliberate on important policy issues in freight forwarding. Key topics discussed included the digitalization of FIATA documents and the potential of the enhancement of its use in international trade, as well as delivering information to members to support them in their ongoing information technology protection processes. We also launched FIATA's first digital courses on the 'Introduction to global logistics management theory and practice', 'Maritime transport' and 'Train-the-trainer'.

Then in October, we held a successful FWC, bringing together the global freight forwarding community, technical experts, and service providers in international trade logistics and supply change management. The General Meeting passed two important resolutions: to merge the Advisory Body Vocational Training and the FIATA Logistics Academy into the FIATA Logistics Institute and to move the FIATA Secretariat from Zurich to Geneva. The former will bring all training and development activities under one umbrella and the latter will provide a better interface for collaboration with trader-related international organizations.

We have set on a new path for the future of FIATA with many changes ahead. The Presidency approved the ‘reset programme’ initiative seeking to modernize and reenergize the organization and its services to its members. Under the guidance of the Presidency, a new Director General was appointed to carry out this work and a new team will represent FIATA in Geneva in 2020. It is an exciting time in the organization, and I am confident of the new direction we have set route for.

To our members, I thank you for your support and look forward to embarking on this journey together.

Sincerely,

Basil Pietersen
FIATA President
I began my role as Acting Director General in January 2019, following the long-term sick leave of our then Director General. I was given the assignment by the Presidency to maintain the stability of the FIATA Secretariat, keep the organization’s external relations in good shape, ensure regulatory aspects were addressed in meetings, oversee the 2019 HQ Meeting and prepare for the FIATA World Congress in Cape Town, and start the ‘reset programme’.

First, it was key to secure a new Director General. After an extensive and intensive external recruitment process which saw more than 300 applicants, with over 40 being interviewed and 10 being shortlisted, Dr Stéphane Graber would join FIATA in January 2020 – marking a new era for the Secretariat, which would undergo a full restructure and reform in its human resources.

As preparations started for the FIATA move from Zurich to Geneva, there were staff who would not start that journey due to retirement, returning home, or just not wishing to move. As these staff left FIATA in the second half of 2019, their work was taken up by me and other staff (where appropriate) until the new staff would be recruited in 2020 under the new Director General. I’ll admit that it was challenging times, but we got through them together thanks to the crucial support of the staff, chairs of the FIATA bodies, and the Presidency.

What might not be apparent to our members is the ongoing ‘executive management’ of FIATA carried out by the Presidency and supported by the Extended Board. We knew that 2019 would not be easy, but with sheer persistence and doggedness the challenges were mastered. I would therefore like to extend my gratitude to them for their constant support during my role as Acting Director General, and specially acknowledge our President for his patience, direction and work done on the reset programme. FIATA is indeed fortunate to have such quality of senior leadership in its Presidency.

While the year posed significant challenges, it was a pleasure to be asked to assist FIATA as it embarked on a new direction and to help pave its way into 2020. During my tenure, I saw first-hand the value and recognition of FIATA by many governmental and nongovernmental organizations – whether internationally, regionally or nationally. For FIATA, its relevance cannot be taken for granted and it must continue to be asserted to benefit all its members. FIATA must therefore perform ongoing reassessment and realignment to adapt to the changes presented in an ever-changing world and business environment.

To our members, the Presidency, the Director General, and the Secretariat staff, I wish them success for the future.

Sincerely,

Stephen Morris
FIATA Acting Director General
The FIATA HQ Meeting is held annually at the Secretariat in Zurich, Switzerland. The internal event brings together members from all over the world to discuss FIATA’s strategic priorities. The HQ Meeting provides a platform for FIATA’s institutes, advisory bodies, working groups, standing committees, and regions to report on the progress of projects relating to international freight forwarders.

The 2019 HQ Meeting took place on 27-29 March at the Crowne Plaza Hotel in Zurich and had some 275 participants from almost 70 countries. Guest speakers attended from many organizations such as the International Air Transport Association (IATA), International Air Cargo Association (TIACA), World Trade Institute (WTI), and European Association for Forwarding, Transport, Logistics and Customs Services (CLECAT) – to name a few.
Every year, the FIATA World Congress (FWC) convenes the international freight forwarding and logistics community to discuss the industry’s most pressing issues, topics and trends.

The FWC is a flagship event hosting senior management, entrepreneurs, industry suppliers, government officials, and international organizations representatives who attend to gain insights to industry challenges and put forward sustainable solutions.

Participants come from all related sectors: cargo handling, customs, insurance, supply chain management, transport and warehousing to meet world-class speakers, share experiences, and explore collaboration and networking opportunities.

The FWC provides a platform for FIATA institutes, advisory bodies, working groups, standing committees, and regions to assemble and discuss core projects and developments.

The 2019 FIATA World Congress was held in collaboration with the South African Freight Forwarders Association. Under the theme ‘where technology and logistics meet’, the 2019 FWC took place on 1-5 October in Cape Town, South Africa. The congress had 800 participants and 60 exhibitors gather at the Cape Town International Convention Centre (CTICC).

The congress programme included sessions such as contract management for forwarders: risks mitigation; where security technology meets logistics security; transport facilitation and logistics: global and regional perspective; and connectivity in customs trade – to name a few.
INSTITUTES, ADVISORY BODIES AND REGIONS

FIATA relies on its institutes and advisory bodies to provide advice on technical and policy issues concerning land-, sea-, air- and multimodal transport; logistics and customs; trade concessions; information technology, and education and training.

FIATA INSTITUTES

Airfreight Institute
Chair: Keshav Tanna
For over five decades, the Airfreight Institute (AFI) has been working to define, craft and promote the role of the forwarder in international air cargo.

AFI’s focus in 2019 was the continuation of the IATA-FIATA Air Cargo Programme and the work done by the IATA-FIATA Consultative Council. In addition, AFI achieved improvements to cumbersome requirements, which will benefit the airfreight forwarding industry globally or regionally. This included opposing the implementation of a late payment fee and new rules to CASS Associates, which burden financial obligations imposed unilaterally by IATA without any prior consultation of airlines business partners.

Customs Affairs Institute
Chair: Steve Parker
The Customs Affairs Institute (CAI) works to leverage partnerships between global customs organizations and FIATA members, and protecting trade and industry from customs-related fraud and security threats.

CAI’s work in 2019 focused on e-commerce, the Revised Kyoto Convention (RKC), and Brexit, as well as continued collaboration with the World Customs Organization (WCO) and participation in its Private Sector Consultative Group (PSCG). CAI conducted a survey to members on the RKC and provided input on the matter to the PSCG as part of the WCO’s comprehensive RKC review.

Multimodal Transport Institute
Chair: Robert Keen
The Multimodal Transport Institute (MTI) represents the global freight forwarding industry. It advises freight forwarders of legislative developments where it may impact their activities, and works to actively shape the business environment in which freight forwarders operate across the various modes of transport.

MTI consists of four individual working groups representing rail, road and sea transport, as well as sustainable logistics.

Working Group Sea Transport
Chair: Jens Roemer
Key issues addressed included the International Maritime Bureau – NVOCC Register and Code of Conduct, container terminals and direct contract relationship with the terminal, Global Maritime Logistics Dialogue initiated by the International Transport Forum, European Liner Shipping Block Exemption Regulation, among others. The Working Group Sea Transport produced several best practices guides on the topics of container guarantees and cash deposits, container shipping and the quality of containers, and the CTU Code. They also contributed to the FMC decision on detention and demurrage practice by providing input to the FMC as part of the FMC’s Fact Finding 2B / Notice of Proposed Rulemaking.

Working Group Rail Transport
Chair: Ivan Petrov
Key issues addressed included the FIATA Bill of Lading as the electronic international multimodal transport document, revision of the EU Rail Freight Corridors Regulation, quality in rail freight, access to rail freight facilities, coordination of infrastructure works, Connecting Europe Facility and TEN-T, and combined transport. Noting, in particular, the increased focus on the Eurasian land bridge, they also addressed issues relating to documents for international rail transport. The Working Group Rail Transport organized the FIATA-UIC Joint Market Place Seminar in Munich, the CLECATA-FIATA Rail Logistics Institute in Brussels, and the OSJD-FIATA learning programme.

Working Group Road Transport
Chair: Tomas Suhanyi
Key issues addressed included an update on the EU mobility package, land transport security: safe and secure truck parking areas, digitalization, Brexit, and political changes in Europe. Given that most issues addressed by the Working Group Road Transport were EU-focused, they were delivered in collaboration with CLECATA.

The Working Group Sustainable Logistics focused on defining the group’s strategy, vision and plan and developed their rules of procedure; agreed to collaborate with UNECE on the trade environment handbook; finalized accreditation with UNFCCC to obtain observer status; investigated possible collaboration with the Global Logistics Emissions Council on a carbon calculator, and identified vendors offering carbon calculator solutions.
FIATA ADVISORY BODIES

Advisory Body on Information Technology, Chair: Anne Sandretto

The Advisory Body on Information Technology (ABIT) worked on the development of the electronic FIATA Bill of Lading (eFBL) and engaged with essDOCS to conduct pilots with Association Members and GS1 to enhance the security of the eFBL. They also worked with different providers to explore solutions to enhance the exchange of information between commercial partners involved in the use of the FBL (bankers, insurers, freight forwarders and their clients).

ABIT investigated the possibility to provide a framework for software providers to include the FBL as an additional product that FIATA members could access. They conducted and analyzed the results of an eFBL survey, which would help ABIT and the Secretariat to build a business model for the digital distribution of the FBL. Finally, ABIT continued its work with the Digital Transport Logistics Forum, which commenced its second phase creating two working groups: Paperless Transport and Corridor Information System.

Advisory Body on International Affairs, Chair: Paul Golland

The Advisory Body on International Affairs (ABIA) addressed the issue of protectionism throughout the year, conducted a survey to collect data for the World Bank on the Corridor Information System, and reported on the possibility to upscale their implementation. ABIA also dove into social issues, by promoting diversity and gender equality, and organizing a presentation on modern slavery at the FIATA World Congress in Cape Town.

Advisory Body on Legal Matters, Chair: Richard Gluck

The Advisory Body Legal Matters (ABLM) released a Best Practice Guide on the Prevention of Cybercrime to ensure that members have a proactive process to identify cybercrime threats and adopt effective prevention measures. ABLM also produced a Best Practice Guide on the Prevention of Bribery to assist international logistic service providers and freight forwarders in establishing and implementing an antibribery policy, dealing with bribery solicitations, and contributing to a transparent business environment for the industry.

ABIT investigated the possibility to provide a framework for software providers to include the FBL as an additional product that FIATA members could access. They conducted an eFBL survey, which would help ABIT and the Secretariat to build a business model for the digital distribution of the FBL. Finally, ABIT continued its work with the Digital Transport Logistics Forum, which commenced its second phase creating two working groups: Paperless Transport and Corridor Information System.

Advisory Body on Safety and Security, Chair: David Fielder

The Advisory Body on Safety and Security (ABSS) kept members informed of upcoming safety standards and reforms, and shared updates on Australia’s Supply Chain Security Programme, German Project Cargo, EU cybersecurity and data protection laws, and ACC3. They gathered feedback on the Dangerous Goods Auto Check Software, reported on the possibility to partner with IMO to offer maritime dangerous goods training, and organized a presentation on freight security at the FIATA World Congress in line with the theme ‘where security technology meets logistics security’.

Advisory Body on Vocational Training*, Chair: Thomas Sim

The Advisory Body on Vocational Training (ABVT) continued providing validation of training programmes conducted by FIATA Association Members, issuing FIATA Diplomas in Freight Forwarding, trainer certificates, and overseeing the organization of the Young International Freight Forwarder of the Year Award.

FIATA Logistics Academy*, Chair: Issa Baluch

The FIATA Logistics Academy (FLA) launched three digital courses for members: ‘Introduction to global logistics management theory and practice’, ‘Maritime transport’ and ‘Train-the-trainer’ to provide freight forwarders with the possibility to upscale their knowledge and skills. FLA, in collaboration with TRAFFIC, also launched a digital course called ‘Prevention of wildlife trafficking’.

Congress Committee, Chair: Stanley Lim

The Congress Committee (CC), in its capacity of a Standing Committee, addresses recurrent business and issues related to the organization of the annual FIATA World Congress (FWC) e.g. speakers, venues, sponsoring, etc. In 2019, the CC finalized the approval of the new congress programme to be implemented at the 2021 FWC. The CC also worked on changes to the reporting process, as both FIATA institutes and advisory bodies’ reports will no longer be done during the FWC, and started revising the revenue scheme for future congresses.

* As agreed at the 2019 FIATA World Congress, both ABVT and FLA were merged to create the FIATA Logistics Institute to bring all education and training activities under one umbrella.
FIATA REGIONS

FIATA has four regions who bring forward regional issues to the global freight forwarding community, and if necessary, submit them to appropriate institutes and advisory bodies for follow up.

Region Africa and Middle East
Chair: Stephen Ngatunga / Basil Pietersen
The Region Africa and Middle East (RAME) held a field meeting in Beirut, Lebanon, in June which had the participation of the FIATA President, Minister of Transportation, and Minister of Telecommunications. The conference entitled ‘Towards 2025: Emerging trends and initiatives vitalizing the freight and logistics sector in the MENA region’ attracted high level speakers from TradeLens, UNCTAD, ECOWAS, ILO and many others discussing topics such as IT development, infrastructure investment, and policy formation. RAME also followed closely developments on the African Continental Free Trade Area and the African Union’s Single Air Transport Market, encouraging member engagement, and continued working to grow its membership across the region.

Region Americas
Chair: Jorge Heinermann
The Region Americas (RAMs) continued working on strategic alliances and membership development. One milestone was the addition of a new Association Member from Brazil to ALACAT, also to be integrated into FIATA. During their meetings, RAMs focused discussions on international trade dynamics, supporting supply chain competitiveness as a joint effort between public and private sectors, and e-commerce and regional members’ projects to build the tools freight forwarders need in the 21st century.

Region Asia-Pacific
Chair: Chris Kanter / Adelaide Yang
The Region Asia-Pacific (RAP) held a field meeting in Bangkok, Thailand, in June in conjunction with the UNESCAP Regional Conference for Logistics Service Providers. The meeting discussed the review of the WCO Revised Kyoto Convention – and the importance of stakeholders’ engagement such as FIATA – and the progress made in the Asia-Pacific region. RAP also engaged in dialogue on the Trade Facilitation Agreement with WTO and raised issues surrounding ICAO regulations.

Region Europe
Chair: Turgut Erkeskin
The Region Europe (REP) members discussed recent developments taking place at the European Union level, including the 1st Mobility Package which has impacts for the road transport market. In addition, REP discussed topics relating to the work done by CLECAT in relation to the Consortia Block Exemption Regulation. REP also looked to the topic of Brexit and its operational implications, which would be discussed further in future meetings and would be addressed in CAI.

FIATA FOUNDATION

The FIATA Foundation is an independent body operating under direct surveillance of the Swiss federal government. Established in 2001, the FIATA Foundation promotes freight forwarding and logistics vocational training in low- and middle-income countries. The foundation’s objective is to encourage FIATA Association Members to set up respective sustainable training programmes in their own countries, through Train-the-trainer courses. It particularly aims to assist Association Members in less developed economies to improve professional qualifications relevant to the industry. The FIATA Foundation President is Jean-Claude Delen.

In 2019, the FIATA Foundation held Train-the-Trainer courses in Uganda and El Salvador with 25 and 23 participants respectively successfully completing the course.
Looking back with joy on FWC 2019

A PERFECT STORM
Coping with challenges in the air cargo business

ROLE OF CUSTOMS
From simple checks to enabling trade

THE HAPPY ONE
YIFFY Award winner comes from Russia

FIATA REVIEW

The FIATA Review is the organization’s magazine published five times a year. It presents news about FIATA’s main events and activities, such as the FIATA World Congress and HQ meeting, country report’s, and more.
Under the guidance of its institutes, working groups, and advisory bodies, FIATA produces best practice guides to assist its members in implementing guidelines on key issues in their local context.
GOVERNANCE

FIATA ELECTS NEW PRESIDENT

Basil Pietersen was sworn in as FIATA’s new president during the General Meeting at the 2019 FIATA World Congress in Cape Town, South Africa, for a two-year mandate.

FIATA is constituted of a Presidency, responsible of the executive management of the organization; and an Extended Board, who plays an advisory role to the Presidency.

FIATA PRESIDENCY

Basil Pietersen, South Africa
President

Babar Badat, Pakistan
Immediate Past President

Robert A. Voltmann, United States
Secretary General

Babar Badat, Pakistan
Vice President

Huxiang Zhao, China
Treasurer

FIATA DIRECTOR GENERAL

The Presidency appoints a Director General who implements the resolutions of the General Meeting and the Presidency and is responsible for leading the FIATA Secretariat.

Hans Günther Kersten
Director General

Stephen Morris
Acting Director General

FIATA EXTENDED BOARD

The FIATA Extended Board is composed of 12 vice presidents (VP) and the chairs of each institute, advisory body, and regional body.

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<tr>
<th>Vice President</th>
<th>Nadia Abdul Aziz</th>
<th>United Arab Emirates</th>
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<tr>
<td>Vice President</td>
<td>Marc D. Bibeau</td>
<td>Canada</td>
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<td>Mark Bromley</td>
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<td>Richard D. Gluck</td>
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<td>Ahmed M. Hamed</td>
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<td>David Nutakor</td>
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<td>Jens Roemer</td>
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<td>Vice President</td>
<td>Neil Taylor</td>
<td>Chile</td>
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MEMBERSHIP

FIATA members are the backbone of the organization. In 2019, FIATA had 108 Association Members, representing the freight forwarding sector within a country, and 5,361 Individual Members, representing freight forwarding and logistics companies. The full Association Members and Individual Members directory is available on the FIATA website.

www.fiata.com

108 ASSOCIATION MEMBERS

5,361 INDIVIDUAL MEMBERS

FIATA ASSOCIATION MEMBERS

ARG Asociación Argentina de Agentes de Carga Internacional
ARM Association of Armenian Freight Forwarders
AUS Australian Federation of International Forwarders
AUS Customs Brokers Forwarders Council of Australia Limited
AUT Zentralverband Spedition & Logistik
BDG Bangladesh Freight Forwarders Association
BLR Belarussian Association of International Forwarders
BEL Forward Belgium
BIH Foreign Trade Chamber of Bosnia and Herzegovina International Freight Forwarders Association
BRA Associacao Nacional das Empresas Transitarias de Carga Aerea, Comissarias de Despachos e Operadores Intermodais
BRN Brunei Freight Forwarders Association
BGR The Bulgarian Association for Freight Forwarding, Transport and Logistics
KHM Cambodian Freight Forwarders Association
CMR Syndicat National des Auxiliaires de Transports et de Transit
CAN Canadian International Freight Forwarders Association, Inc.
CHL Asociación Logistica de Chile
CHN China International Freight Forwarders Association
HKG Hong Kong Association of Freight Forwarding and Logistics
TWN International Ocean Freight Forwarders & Logistics Association, Taiwan
TWN Taipei Airfreight Forwarders & Logistics Association of Taiwan
TWN Taiwan Freight Logistics Association
COL Federacion Colombiana de Agentes Logísticos en Comercio Internacional
CRI Asociación Costarricense de Agencias de Carga y logística Internacional
HRV Croatian Chamber of Economy International Freight Forwarders Association of Croatia
CYP Cyprus Clearing and Forwarding Agents Association
CZE Association of Forwarding and Logistics of the Czech Republic
DNK The Danish Freight Forwarders Association
DJI Association des Transiitaires de Djibouti
DOM Asociación Dominicana de Agentes de Carga Aérea y Maritima
ECU Asociación Ecuatoriana de Agencias de Carga y Logística Internacional
EGY Egyptian International Freight Forwarding Association
EST Estonian Logistics & Freight Forwarding Association
ETH Ethiopian Logistics & Freight Forwarding Association
FIN Finnish Freight Forwarders and Shipping Agents Association
FRA Union des Entreprises de Transport et Logistique de France
GEO National Association of Freight Forwarders of Georgia
DEU DSLV Bundesverband Spedition Und Logistik
GHA Ghana Institute of Freight Forwarders
GRC Association of International Freight Forwarders & Logistics Enterprises of Greece
GTM Asociación Guatemalteca de Agencias de Carga
FINANCIAL STATEMENTS

Summary of financial statements in CHF at 31 December 2019

FIATA TOTAL ASSETS:
CHF 3,466,441

EARNINGS BEFORE INTEREST, TAXES,
DEPRECIATION, AND AMORTIZATION (EBITDA):
CHF 15,879

DISTRIBUTION OF MEMBERS’ CONTRIBUTIONS
- National Association Members (44%)
- Individual Members – Blue and Green (53%)
- Individual Members – Yellow (2%)
- Other members contributions and sponsorship (2%)

INDIVIDUAL MEMBERS BY FIATA REGIONS
- Region Europe (2,249)
- Region Africa and Middle East (1,334)
- Region Asia-Pacific (1,156)
- Region Americas (383)

DISTRIBUTION OF FIATA’S INCOME
- Total members contributions (84%)
- FIATA services (14%)
- FIATA World Congress (1%)
- FIATA Review related income (1%)
- Financial revenues and interests (0%)

DISTRIBUTION OF FIATA’S OPERATING EXPENSES
- FIATA administration (53%)
- FIATA offices (13%)
- FIATA marketing and events (15%)
- FIATA services (13%)
- External professionals (6%)
SECRETARIAT

MANAGEMENT

Hans Günther Kersten
Director General

Stephen Morris
Acting Director General

INSTITUTES, ADVISORY BODIES AND REGIONS

Daniel Bloch
Manager of the Airfreight Institute, Customs Affairs Institute, and Region Asia-Pacific

Joana Nunes
Manager of the Multimodal Transport Institute and Region Europe

Bassil Eid
Manager of the Advisory Body on Information Technology, Advisory Body on International Affairs, Advisory Body on Safety and Security, Working Group on Sustainable Logistics, and Region Africa and Middle East

Verena Schaer
Manager of the FIATA Logistics Academy and Region Americas

Angela Song
Manager of the Advisory Body on Legal Matters and Advisory Body on Vocational Training

Rene Zimmerman
Manager of the Multimodal Transport Institute and Region Europe

ADMINISTRATION

Barbara Wieser
Head of Administration

Dominic Betz
Administrative Assistant

Gwenda Boschetti
Personal Assistant of the Director General

Elena Primitzhofer
FIATA World Congress Manager

Maria Vittoria Spallarossa
Intern

Araseli Torres
Administrative Assistant and Quality Manager

Vanessa Villa
Administrative Assistant

Betty Welzenback
Administrative Assistant