Red Star Forwarding & Logistics

The new star in forwarding & logistics

Who will YOU entrust with your valuable perishables?
Introduction

Who we are
Red Star Forwarding & Logistics has been established 2011 by a team of passionate and experienced logistics and transport fanatics, who combine loads of expertise in highly specialized sectors, and dispose of all vital certifications to successfully ship even the most sensitive goods around the globe. Driving force behind the Red Star initiative are the owner of a successful and reputed value added logistics provider in Belgium and two experienced, ambitious founders/shareholders. It is their ambition to establish a new benchmark in the market of global expeditors.

How we define our business
Red Star Forwarding & Logistics aims at becoming a benchmark as a full-service logistical provider in the most challenging and demanding industrial and trade sectors worldwide.

About our mission: making the difference
It is our mission to make our extensive know-how and expertise of logistical processes available for our customers in such a way, that we add maximum value, combined with minimally affecting their resources. We believe in combining thinking big globally and unlimited personal customer care locally. Founded on thorough experience, know-how, passion, drive and a winner's mentality this will make the difference. For our customers of today, and tomorrow.

Our commitment
Our slogan is a promise: “Who will YOU entrust with your valuable cargo?” This is not an empty phrase; it reflects our commitment to go beyond our customers’ expectations of what companies need from a full-service logistic provider, acting globally. Don't underestimate our ambition. We started our new company in 2011… and we are committed to become successful. We owe this to ourselves, our investor and our customers! We are committed, and feel passionate about handling even the most challenging and complex cargo in the most responsible way! Giving our customers peace of mind, providing beyond expectations service, to enable them doing what they are good at: their core business.
Team

The Red Star Forwarding & Logistics team

Our actual team, the front-row pioneers, consist of a number of dedicated professionals, combining over 70 years of experience and know-how in logistics, storage, expedition, forwarding, legal and fiscal legislation, custom brokerage, excise and administration of the most complex and sensitive materials, freight and cargo.

The structure of our team reflects the unconventional Red Star Forwarding & Logistics way of working: every project is being handled and executed by a senior expeditor, from A to Z., in a so called 'Central Control Unit'. As the project responsible, your project manager is your contact person, sounding board, problem solver and supervisor. With us, you'll find no management layers, departments, or "call another number"... In other words: bureaucracy to the min., focussing on getting the job done to the max.

Guido Dyckmans - Managing director, and co-founder. Over thirty-five years of passionate logistic experience worldwide. Famous for his network, appreciated throughout the sector for his sharp logistic eye, creativity and judgement. If Guido can't cope, no one can cope. You won't believe the number of clients that call Guido for a second opinion, a creative solution, as a sounding board... Knows the Antwerp harbour as your pockets... which may help from time to time. Guido's speciality: the most exciting part of them all: arms, ammo, pyro, everything complex and sensitive.

Marino Cafini - Guido's side-kick and business developer. Active in logistics since 1998. Loads of experience in liquid and solid chemicals, dry foods and perishables. His credo: "a man a man a word a word".

Ilse Soetewe - Senior expeditor, head of a Central Control Unit. Twenty-four years of experience, on a sound basis of a Bachelor degree in 'Expeditie en Scheepvaart'. Incredibly all-round, yet sharing Guido's passion with forwarding of strategic goods: arms and ammo. Her affinity with hazardous goods says a lot about her spicy nature. For Ilse, it can't come challenging enough. Finds herself as a fish in the water in her extensive network of agents world wide, our logistic partner network.

Cindy Van Geert - Senior expeditor, head of a Central Control Unit as well. Cindy's Spanish language abilities, enabling effective communication with Spanish speaking markets, made her entry into logistics easy. Experience in sanitary (food) inspection, expedition, customs clearance and storage of food stuffs, specifically deep-frozen. Cindy is very all-round, and knows her way in importing, storing and processing plastics and general cargo.
How we work

**Approach externally**
The heart of our success system is the Red Star 'Central Control Unit' approach. Each of our senior expeditors act as an all-round project manager, supported by our M.D. and his unrivalled knowhow and expertise. Being organized as such, every project is being handled in the most hands-on manner, enabling a solid overview instantly, any moment. This lean model lacks bureaucracy, and guarantees maximum efficiency and effectiveness. Our clients never have questions on progress or status unanswered, or answered by delay. Our Central Control Units anticipate, manage, safeguard and protect, both timing, targets and quality in all, aspects.

And, in case of harm, loss or damage, act alert and rapidly, while trying to protect our clients’ interest as good as possible. Fast, hands-on and fully committed.

**We currently dispose of 4 Central Control Units:**
1. perishables & vulnerable foods
2. strategic & hazardous materials
3. chemicals & dangerous cargo
4. project cargo & heavy lift

**Education**
From our first communication to every part of each ongoing shipment, we deliver business intelligence and education to our clients. When your lifeblood revolves around logistics, as so many projects do, the last place where an organization can afford failure is in the delivery of product. Red Star Forwarding & Logistics education is based on listening to our client’s current processes, organizational objectives, and feedback. We dedicate our logistics and other recourses to the creation of the best possible solution for your entity.

**Compliance**
The laws and regulations on the transport and proper documentation of your material are critical to a successful supply chain. Red Star Forwarding & Logistics makes this process easy and indeed work as an extension of your organization in assisting with the creation of proper certificates or origin, proper certifications, third party security, safety verification and certification, letter of credit creation, auditing and adherence, to even the strictest restrictions on the most dynamic of commodities.
Hazardous goods, strategic materials, sensitive cargo, governmental tariffs and duties, and various customs agencies all have many restrictions and mandates that an organization must adhere to in order to move cargo internationally.

Our worldwide reach through our solid network of agents and logistic partners cover the globe and give us the benefit of having reliable, well established, and respected on-the-ground representation in even some of the most remote regions of the world.

**Approach externally - a wide array of transportation modalities**
Selecting the most efficient and cost effective transportation option is always a key-challenge. At Red Star Forwarding & Logistics, we aim at - together with you - find the most efficient solutions, given the job at hand. In such a way that we provide our customers the most reliable and customizable service in the transport sector.

As a non-asset based global logistics provider, Red Star Forwarding & Logistics partners with reputed air, ocean and ground carriers to provide flexible, customizable and integrated transportation solutions worldwide. These partnerships, proven during some 40 years of experience - allow for greater leverage in both space allocation and pricing, along with the ability to offer more consistent transit and lift options.

In addition, we offer multimodal transportation solutions, such as Sea + Air and Air + Sea. These multimodal options provide flexibility in both timing and price. For urgent, sensitive and/or specialized shipments, we have customizable logistics options to keep your cargo visible and moving through your supply chain.

To optimally support your ever-changing logistics needs, we intend to continuously evolve and fine-tune our transportation services with the development of customizable value added solutions, such as: direct delivery, time definite services, cross dock, temperature control, charters and project cargo services.

**Interested in how Red Star can support your international logistic needs?**
Sign-up for a free Logistics Opportunity Scan by clicking on the yellow button on our website.

**Global forwarding**
Drawing on our international experience and mindful of the ever increasing safety requirements in many countries, we have built up a world wide network of reliable agents. This enables us to operate safely, legally and efficiently in most ports, countries and trading centres in Europe and overseas. With the Red Star Forwarding & Logistics hands-on approach on your side you are assured of a seamless
international operation with expertise and assistance available through our world-wide agency network.

We are not only managing the transport but also arranging for all licences and escorts en route. Any kind of cross-trade requirements are part of the game as well. Just what our customers - you! - need.

**Storage & warehousing**
Thanks to our shareholder we (so you!) can dispose of silo’s, approved for granulate, facilities for palletization, bag filling, package labelling, close to Antwerp. We know, partnering with Verkooijen, the way in plastic recycling materials.
Additionally we dispose of - in the centre of the Port of Antwerp - facilities for the storage of chemicals, dangerous goods, general cargo, project cargo, consolidated cargo (LCL), steel products, stuffing and stripping of containers and warehousing for goods, requiring pallet racks.

**Stevedoring**
We offer hi-quality facilities with river connection for general cargo, containers and Ro/Ro.

**Chartering**
We are specialists in chartering vessels for project cargo, heavy lifts, explosives, ammunition and military cargo all over the world.

**Air freight**
With a well-spread global agents network, and agreements with all major airlines, we provide an exciting all-round package of air logistics solutions. We do know that air freight is a costly service, so we focus on fast transit and constant communication, combined with the ability to seize cost saving opportunities such as consolidation and intermodal options.

**Sea freight**
We offer a full array of ocean freight services including ocean freight forwarding and consolidation, and LCL or FCL container management. Using our contractual relationships with steamship lines, we offer highly flexible scheduling. Established in the Port of Antwerp, we make over 800 destinations available to you.
Our team has loads of experience with cross trade, in the most efficient manner. Whether you need to ship your cargo port to port from Ogden, Utah, to Stockholm, or from Chongqing, China to Valparaiso, Chili, we take it up, and organise your transport in an incredibly efficient way.
Intermodal
Europe has a strongly developed infrastructure of waterways with close to ideal connections with road- and railway transport. Since this is home ground for Red Star Forwarding & Logistics, we provide our customers with the most (cost-)efficient transport solutions within Europe.

Transcontinental / Cross trade
Our Transcontinental solutions provide intra-continent, value added supply chain services all over the globe. Whether by intra country air or ground, as well as cross border ground service, we provide knowledge based solutions to keep your valuable cargo moving (and stored if necessary) to its final destination.

Core Services

Chemicals
At Red Star Forwarding & Logistics, we understand the specific requirements of shipping chemicals. Maximum control of your processes and costs. Visibility at every step. A clearer view of your shipments and fast, up-to-date information you can rely on, to ensure your cargo is safe and secure.

Transporting chemicals is at our heart. It is our ambition to become a benchmark in global logistics and transportation of complex and sensitive sectors, like the chemical industry. Our team excels through a proven track record. Red Star Forwarding & Logistics has the right sector expertise, extensive global reach and the commitment to provide exceptional value.

We can act as tour one-stop solution for moving your cargo from plant to final destination. A resource with a strong reputation, compliance history and safety ratings within the chemical industry. Staff experienced in HazMat management, responsive and thorough at every stage.
Food stuffs - from perishables to deep-frozen and diary

Red Star Forwarding & Logistics handle all food products shipped to main port Europe. Our food stuffs 'Central Control Unit' is occupied with a food stuffs specialist, who takes care of your valuable and vulnerable cargo, such as:

- Perishables - fresh fruits and vegetables
- Frozen foods - fish, meat, fruit, juices
- Dry Foods - agricultural products, herbs, seeds, nuts, potatoes, almonds, onions
- Food additives
- Dairy products

What we provide:

- Handling (full service project management) of import and export shipments through a dedicated Central Control Unit
- Veterinary and phyto-sanitary checks by FASFC
- Customs documentation
- Warehousing (fresh or frozen)
- Transport
- Precision and information
- Quality control, including inspection and temperature measurements

- Perishables

Fresh foods, like fruits and vegetables present a major challenge for logistic providers. Our team has a vast experience in this area. Ultimate speed and optimal transport conditions are vital to bring the freshly harvested quality volumes tot their destination asap. Retailers’ quality demands are extreme nowadays, an so are the consumers’. The Red Star Forwarding & Logistic team is fully aware, and can coop. We have long lasting relationships with the most reliable logistic partners to ensure superior quality of service every transport mile, through all modalities, wherever, whenever. Try us!
Strategic goods
There aren't many categories we have not handled in our many years of specialized strategic goods experience. As a matter of fact, it can't come sensitive enough. Black powder, all categories of ammunition, unlimited range of military and non-military equipment, from heavy artillery up to 1000 tonnes of mineral water to keep the troops alive and kicking. In addition, we provide services of security escorts, if required by law, plus formalities like official authorization(s), permits and transit licenses.

- Military
We have close relationships with selected carriers who are prepared to accept such sensitive goods. Great care is taken to comply with all special requirements, transit permissions and end user stipulations. It goes without saying that Red Star Forwarding & Logistics disposes of all necessary permits and licenses to be able to handle goods in this sector.

- Non-military
Peace operations demand / evoke / imply immense logistics challenges: food, drinks, equipment, sanitary, medicines ... impressive tonnage of goods precede the troops, enabling them to function healthy and stay fit. Red Star Forwarding & Logistics deals with these challenges, as a day-to-day routine almost. Also here, we (and our customers) can rely on a small selection of reputed partners: licensed shipping lines, chartering companies and hauliers.

Hazardous materials
As stated elsewhere, for Red Star Forwarding & Logistics cargo can't come complex enough. Hazardous goods demand a fine nose for potential risks, and casualties. And require well specified permits and licenses. We are specialized in organizing the transport, the trans-shipment and direct handling of explosives, toxic and flammable materials, gasses, energetic materials and pyrotechnics.
We offer specific storage facilities - in the Port of Antwerp area - for the chemical industry (solid and liquid chemicals), fireworks, distress signals, flares, etc.
Heavy lift / project cargo

To help you navigate the complex requirements that encompass the transportation of heavy and over-dimensional equipment, Red Star offers integrated logistics project management and transportation services to ensure your cargo reaches its destination according to plan.

Out-of-the-box thinking is required in order to create and implement effective solutions. By tailoring a customized transportation plan, we can make early projections of your transportation costs and ensure proper routings and modes of transport are utilized.

Cases

Our expertise in project cargo ranges from shipping a 250 tonnes turbine for a power plant from Japan to France up to a shipment of 20,000 tonnes of 18 meter steel rails for the Mexico city subway, via barge, truck, rail, ship (in Antwerp) to Port Vera Cruz, to downtown Mexico city by truck and train.

Without major problems. Our effectiveness is based on a network of dedicated specialists who get the job done on time within the budget. Our crew has the necessary experience and capabilities to handle the vast logistical challenges that are encountered when dealing within the project execution arena.

Plastics

- Storage and warehousing

Through our main investor, we dispose of a silo park near Antwerp, with plus 1000 m3 capacity, for storage and processing of granulate, powders and grinding materials. Plus high-tech facilities for palletization, bag filling, package labelling, close to Antwerp. We know, through partnering with Verkooijen, the way in plastic recycling materials.

Additionally we dispose of - in the centre of the Port of Antwerp - facilities for the storage of chemicals, dangerous goods, general cargo, project cargo, consolidated cargo (LCL), steel products, stuffing and stripping of containers and warehousing for goods, requiring pallet racks.

- Transportation

Logistic handling of plastic granulates may seem a piece of cake, but the fact that we dispose of an in-house transport facilities makes the difference! Additionally we cooperate with reputed transport companies, allowing us to respond flexibly to the most demanding transport requirements, for container- and conventional transportation. Moreover we carry goods in bulk trailers.

Our expertise also includes raw materials such as PE, PP, PVC, polymers and rubber polymers.
**General cargo**
This category comprise forest products (wood, paper, pulp), consumer goods, feed, stone products, furniture, exhibition goods, ship stores and spares, and textile. Given our wide experience and effective network, we provide very (cost-)effective solutions in these areas.

**Client support**
We realize every day that satisfied clients are a pre-requisite for success. We are anxious to prove that this in not an empty phrase, but that customer orientation is at the heart of our existence.
We support our clients on 3 levels:

- **personal** - through our hands-on ‘Central Control Unit’ approach, making senior logistic expertise available directly and without bureaucratic layers or constraints. Our senior expeditors act like project managers, anticipating, planning, controlling, fully aware of their overall project responsibility. Better support than our senior expeditors provide is hardly available
- **systems** - from our brand new state of art CRM and ERP system, our logistics traffic management module, connected to an advanced Track & Trace system, we provide state of art customer service. Overview, insight and control and total care are the centre point of our customer oriented approach.
- **services** - from licenses, legal arrangements, customs brokerage, damage control, insurance, full-service from door to door delivery.

**Insurance**
The risk of damage is always present, no matter how carefully your valuable cargo is handled. Therefore Red Star Forwarding & Logistics offers you the opportunity to benefit of our network of reliable insurance brokers, at very competitive conditions.
We offer case by case (custom made) insurance solutions as well as more standardized open cover solutions.

**Customs Brokerage**
Red Star Forwarding & Logistics excels at processing customs entries in order to allow for the successful importation of our customers’ products. Red Star Forwarding & Logistics senior expeditors work with customers to ensure their products are properly classified and cleared through customs with the smallest degree of difficulty. Red Star staff interacts constantly with Belgian Customs as well as any other governing body that has control over particular cargo in order to ensure efficient clearance.
Our import staff also proactively works to ensure a shipment is set up right overseas by reviewing the paperwork at the purchase order level and ensuring that the EDMD (European Data Manifest Declaration) is filed by the overseas shipper to ensure the required delivery date is met.
Customs brokerage also fits in very well with Red Star's international transport options because we can not only move the goods from their source, but also navigate the procedures required for entry into the European Community. We work proactively with our customers to avoid any delays, fines, or penalties. If the aforementioned are assessed, the Red Star senior expeditors will maximally support and assist the customer to minimize eventual damage.

Red Star Forwarding & Logistics offers fairly priced solutions to our customer's bonding requirements. We advise regarding how much of a bond a customer would need and we ensure that any changes required are made right away. If a customs claim arises, we will ensure to represent our clients in mitigating the situation.

**Our Customs services in a nutshell:**
- Fiscal representation
- Certificates of origin
- Intervention in case of eventual disputes
- Physical inspection at quay side and in-warehouse
- All necessary documents for import, export and transits
- Bonded warehousing

**Knowledge base:**
On our brand new website you'll find key documents to download.

**Frequently Asked Questions**

**How can I be sure that Red Star Forwarding & Logistics offer the expertise they claim?**
Our company has been founded by an investor who aims at providing the ultimate quality in worldwide logistics services. To enable this high level of ambition, substantial investments have been made to assure a high-end company structure, top level systems, and the best team - loaded with experience and drive, as well as an impressive track record - they could get. In other words, the company may be new, the systems are state of art, and the crew and its network are more than proven.

**How can I get a good impression of Red Star Forwarding & Logistics' abilities?**
To enable potential customers to get to know us in-depth, we have developed a Logistic Opportunity Scan. Once you invite us, two of our senior logistics experts, will plan a quick scan session, to review your logistic opportunity. The best way to get to know us is to let us ask the questions, en assess the best possible options, with the highest price-value ratio for you. This will give us the chance to explore
if we have a click, and a potential basis to work together. This Scan, basically a consulting session of 2 to 3 hours - will cost you a few hours and some cups of hot, black coffee.

**How do I get a quote?**

Since we have no standard solutions for individual opportunities or challenges, we ask you to contact us personally. This enables us to ask the proper questions, and make you - once the job to be done is clear - the best possible custom-made proposal.

**What countries do you ship to / from?**

Red Star Forwarding & Logistics is literally active in the whole world. There are few places we don’t know, or have never been active in. We dispose of a network of agents, providers, suppliers and specialists, unrivalled in the industry. So we can help you with your logistics around the globe.

**Are you specialized in certain sectors?**

Yes and no. We practically transport, store, handle, ship, import and export any cargo. But our main strengths are to be found in the more complex areas:

- Perishables
- Strategic goods
- Military supplies
- Hazardous and dangerous goods
- Chemicals
- Heavy lift and project cargo

Additionally we have specific knowledge and we offer specific warehousing & storage facilities regarding plastic recycling materials.

**What makes Red Star Forwarding & Logistics so valuable in the more complex sectors?**

Well, we dispose of all necessary permits, licences, and awards to handle the above mentioned goods. Additionally we have altogether over 75 years of experience, thousands of successful projects in portfolio, and - as a consequence - a strong reputation with the leading organizations and authorities. Plus of course leading suppliers and producers in the above mentioned sectors all over the world.