

# UNITCARGO'S WORLD

INFORMATION

NEWS

IMPRESSIONS


No. 5, 10/2020


OUR  
TRUCK DRIVERS  
ARE OUR HEROES  
ON THE ROAD &  
OF THE CORONA  
CRISIS!



## Dear Readers of the UnitCargo's World,

**T**his year has started with challenges and continues to do so. As before, the UnitCargo team took care not only that every delivery was carried out in the best and safest possible way, but also made efforts to deliver solutions at every difficulty. From the very beginning, we saw the pandemic not as a threat, but as a chance to respond to this challenge in a different way, to devise new solutions, to discover our new abilities and to communicate more and in a better way - not only with our clients, but also among teams. Corona reminded us all how important communication is, even in a digital environment, and how important it is to have someone to rely on and to trust. Without a doubt, Corona has a big impact on all of us, but logistics is more important than ever for people and their countries and UnitCargo pushes on. Borders are open, as you know, for trucks and truck drivers, so the transport carries on without any major difficulties. UnitCargo continues to work devotedly in Vienna and all our 6 branch offices in Europe, all the while respecting the measures to ensure the safety of our employees, as well as hauliers and customers. We keep moving on with a strong, optimistic team, well-prepared if the need for home office appears again. Rely on us, as we have made proper arrangements:

 Our entire office staff is again available via phone both in and out of office

 Despite current limitations, we can still arrange meetings via: Skype/Zoom or Microsoft Teams



Throughout this period, the health, but also the satisfaction of all our clients is in the first place for us, and the UnitCargo team is working hard with a dose of optimism that we will overcome Covid-19 as a challenging obstacle together. Also, I would like to take this opportunity to thank all our heroes, truck drivers, thanks to whom we all, but also important institutions, especially hospitals and clinics, got everything that was needed. Our heroes are all our workers and clients showing strong spirit and optimism, but also our truck drivers who are there on the front line.

Thank you, our heroes!

We can do it and we will get through it!

Enjoy the reading & stay safe,

CEO Davor Sertic

A handwritten signature in black ink, appearing to read 'Davor Sertic'.

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Interviewed by Ana Filipović  
for the magazine "In Store"

**Davor Sertić, CEO, UnitCargo**

## THE CRISIS HAS NOT HAD A MAJOR IMPACT ON OUR BUSINESS

**T**he international company UnitCargo, in addition to the headquarters in Vienna, has offices in Serbia - Novi Sad, Slovakia - Nové Zámky, Poland - Wrocław and Rzeszów, Romania - Bucharest, Bulgaria - Sofia, and recently received a prestigious award from the Chamber of Commerce of the City of Vienna for being successfully in the business for 15 years. We talked with the CEO of UnitCargo Davor Sertić about the current situation in the distribution and logistics sector, as well as how UnitCargo has adapted to the new industry circumstances.

**How has the coronavirus crisis changed your daily operations? How did you organize the work in this situation?**

In general, the Corona crisis did not have a major impact on our business, except that we reorganized our 100 workers and sent them to work from home (home office) to protect them from possible infection. In the meantime, we

have launched the "Return to UnitCargo Normalization" program, with one employee returning to the office every two weeks. Moreover, our business had as much as 30% growth, as our Management has worked hard to develop our business, so that we do not depend solely on customers and suppliers. We are proud to remain a reliable partner for our 1.500 customers in the metal, chemical, pharmaceutical, paper and food industries, as well as 400 suppliers from 20 different countries.

**Were there any changes in the demands of your clients, compared to the time before the outbreak of the pandemic, and what are the differences?**

There were changes only in terms of quantity when ordering. Clients from the automotive industry had almost no loads, but the need for clients from the paper and food industries, in turn, doubled. Thus, even during these times, we have started cooperation with new cli-

ents, achieving a 30% increase in all our branch offices: Slovakia, Poland, Bulgaria, Romania, Serbia and Austria.

**The state of emergency in Serbia has been lifted, but emergency measures are still in force. Has this caused any new changes in your business and which ones?**

Everything is going as well as before - without significant improvements, but also without decline. Consumption is rising and that is good for all of us.

**What difficulties did you encounter in carrying out your regular transport and logistics activities during this period, and how did you overcome them?**

We have had, and still have, difficulties with longer waiting times at border crossings, which directly affects the transport "deadline", as well as the prices. At the same time, the new price of diesel fuel emerged, which led to more communication with customers. As a

result, our Key Account and Sales Managers were much more in contact with our customers as usually.

**Even before the crisis began, distribution and logistics faced the problem of labor shortages. Have you had such problems?**

We did not have such problems, except that our marketing activities were reduced to a minimum, and we successfully replaced them with Key Account activities and customer care.

**All over the world, your industry is facing similar challenges. Road transport in Europe has been in a rather difficult situation in recent weeks, and some analysts see the answer to this challenge in greater reliance on intermodal transport. What is your opinion?**

We did not face this challenge, because truck transport within Europe is the core of our business; it has been and remains a great need for it throughout Europe - to accommodate many countries and their populations. At the same time, the driver is in the safest workplace in Europe in his truck cabin, as long as he does not have to leave the cabin by force of circumstances.

**About a month ago, the implementation of the "green corridor" system started at certain border crossings within the CEFTA region. Does this make business easier for you and in what way?**

At the very beginning of the crisis, we advocated for the "green corridor", because trucks, as mentioned above, had waited at border crossings for up to 72 hours, which caused security assurances. Some truck drivers were even

sent to quarantine, which, however, was not necessary. We can all benefit from the "green corridor", so that road traffic and road transport can flow throughout Europe without the long waiting periods. This is certainly an absolute advantage for the core of our business.

**Would it be significant for your business if the Western Balkans were to be included in the system of "green corridors" of the European Union, which facilitates and accelerates the transport of goods?**

This is certainly desirable and another sign of approaching Europe. It would be a profit, above all, for import and export companies in the Balkans, since lately it is a trend among companies to decide to set up their production in Europe instead of Asia, in order to ensure

Communication has always been one of our most important values upon which the UnitCargo Management was founded. This is also essential for each of our new employees. It is extremely important to communicate with all stakeholders in our business. Furthermore, clearer communication is important for the future, in order to achieve transparency. This created a new kind of energy, which provided for all employees a new motivational dimension and served as a spark plug.

**How do you think distribution and logistics will continue to develop after the end of the pandemic? What impact will this crisis have on further development?**

Our existing clients have found themselves in different situations during these times of crisis. Thanks to our activities and measures taken

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**"We can all benefit from the "green corridor", so that road traffic and road transport can flow throughout Europe without the long waiting periods. This is certainly an absolute advantage for the core of our business."**

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for the location, but also to shorten the delivery time. Right now, in times of crisis, it has been shown how important the location of production is. In other words, not all of us depend on the production over in Asia, or the problems with procurement and delivery.

**Various agencies and consulting firms recommend companies to build a humane and solidary relationship with their consumers. How important is this for your company?**

in sales, we've gained 20% of new clients, which should double our business even after the crisis. This was possible exclusively due to our own capital, as well as the suppliers who made timely payments during the crisis and remained by our side. It is these indicators that strengthen our mutual trust and partnership and contribute to all of us coming out of this crisis even stronger than before! Unfortunately, companies that withdrew during the crisis will not have the expected growth after the crisis.

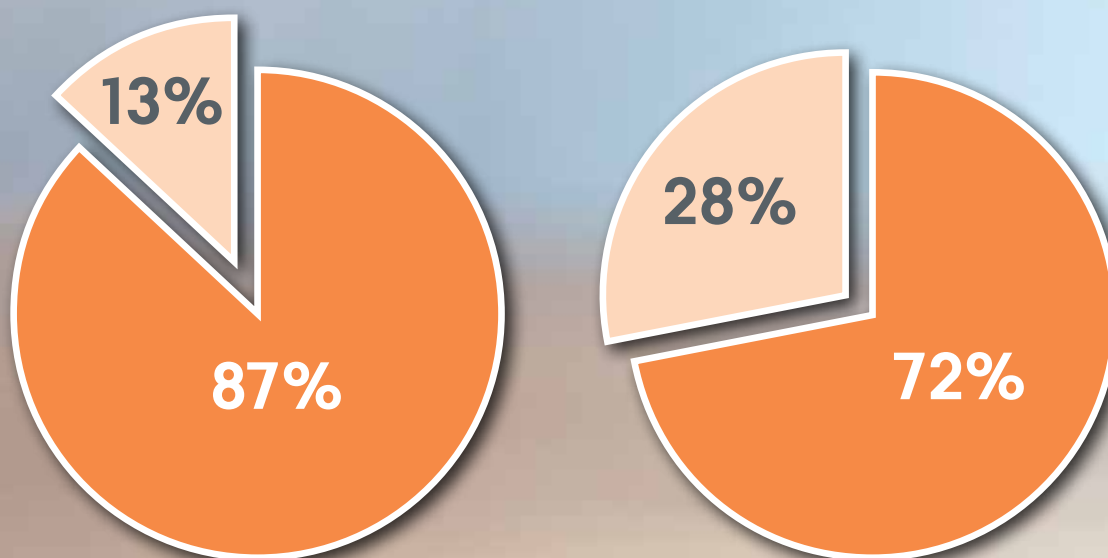
## HOW SATISFIED ARE OUR CLIENTS?

**T**o find out the answer to this question, our Quality Management has been conducting a study every year. We are conducting a survey among our largest clients from various industries, and this year, to our great joy, the response was higher than last year.

We are carrying out our this internal research not only to find out specifically what can and should be improved in the case of individual clients, but also to justify our ISO 9001 certificate which specifies requirements for a quality management system. In this regard, the questions from our survey that clients from different industries answer to relate

to the evaluation of communication with various roles and positions within our team, such as Key Account, Sales, Traffic, Tender, Legal etc. However, this year there were also questions about what the communication was like during the Corona period. Also, there are issues related to customer satisfaction with claims processing, as well as payments. As we have strengthened our customer care through the role of the Key Account Manager for each branch office, it was particularly important for us to evaluate these roles of our employees this year. Communication is one of the fundamental values in UnitCargo, and we can all witness how in

challenging times such as the one caused by Covid-19, it was and still is very important. We thank all the clients who, above all, took the time to share their feedback with us and help us see what we can improve, so that we can grow and progress together for one goal - and that is the satisfaction not only of our clients, but also of our workers. That being said, our aim is for all UnitCargo employees and our clients to go home with a smile at the end of the day, because that is the only way for each of us to fulfill the mission and the meaning of that day. Once again, thanks to our clients for trusting us and for helping us progress and grow with their honest feedback.



**UnitCargo is conducting a survey among its largest clients from various industries, and this year the response was higher than last year - 28% of all our clients did the survey.**



## FAREWELL INTERVIEW OF OUR ASSOCIATE OF MANY YEARS



Photo: UnitCargo

**Ing. Bernd Winter, MSc,  
former editor in chief of  
magazine "Verkehr"**

**You will no longer be the editor-in-chief of "Verkehr" in the future, but the UnitCargo team will always have you in our fondest memory, as we have successfully cooperated for years and achieved a lot together (completed various projects, as well). How will you remember UnitCargo?**

First of all, I would like to thank the entire team at Unitcargo and especially Davor Sertic for years of highly professional cooperation! We have always seen eye to eye and have always made sure to create a win-win situation for both sides in many of our joint projects. Trust and honest dealings with each other have been crucial in this. That doesn't happen very often - in our case it worked brilliantly!

Right from the start, I was impressed by UnitCargo's innovative strength, foresight, vision and handshake quality. In a very competitive international environment,

it is not easy to survive, especially in times like these. From my point of view, there aren't many logistics companies of this size in Austria, companies that cover such a comprehensive spectrum of operations - from vision, development and the general corporate strategy, through employee training and further education, employer branding or brand awareness, to innovative strength. UniCargo's employees take things in their own hands, try out new things, learn from them and develop further.

**Was there something special or unique in the cooperation between UnitCargo and "Verkehr"? Perhaps an anecdote about it?**

As I have already mentioned, we have built up a very appreciative basis of trust over the years. This can only succeed if both sides work together openly and honestly. In this context, we have developed sophisticated media cooperation over the years. Double conferences are almost legendary, the ones I held with Davor Sertic upon various stages of logistics events in recent years. This also marked our cooperation - in addition to the seriousness and professionalism, humour was never neglected. Furthermore, I think that together with Martin Posset we were able to develop the Forum Green Logistics as a unique series of events for sustainable logistics in Austria and

beyond - even before Fridays for Future ;-)

**You have been working on various logistics topics for many years and therefore you can tell us hands down: what is your general opinion about Corona and its influence on logistics, transport and shipping?**

Corona has shown even more clearly which companies have already made an early decision to digitalise their processes and which have not. Those that missed the technological train have now got into turmoil even faster.

Especially at the beginning of the Corona crisis, our logistics experts have shown how important they are for maintaining basic services. Without them, chaos would have broken out. With a solution-oriented and pragmatic approach, they increased delivery frequencies, called in additional shifts and mastered this difficult time with a great deal of improvisation and flexibility. In addition, many had to struggle with long truck waiting times and a lack of storage space. At the same time, sales in online trade increased rapidly. Since then, food products have also been increasingly ordered over the Internet. The tailwind for online trade is likely to continue to blow constantly, and will also permanently change the associated supply chains. The international



Photo: iStockphoto

# UnitCargo Reveal Box



supply chains in particular were in dire straits at the beginning of the Corona crisis. In the future, they need to become more resilient, crisis-proof and sustainable. In this context, it remains to be seen which productions from Asia will move closer to Europe again. I assume that the countries in Eastern and South-Eastern Europe, and Turkey in particular, will benefit from this - and the supply chains will adapt accordingly.

## How much was logistics in Austria affected by Corona compared to other countries worldwide?

I think that the development in Austria did not differ much from the situation in Germany or the rest of Europe.

## How do you continue to forecast the future of logistics, transport and freight forwarding?

Innovative companies that are willing to learn will continue to exist. Customer benefit must always be the main focus. All routine activities need to be digitalised and made more effective. The transport from point A to point B will also be

manageable in the future. This requires specialists who can relieve the shipping industry of all transport and logistics issues so that they can concentrate on their core capacities. In addition to digitalisation, however, people who want to establish and develop business relationships will continue to play a key role in the future.

Handshake quality will still be an essential success factor in the next 100 years.

## What can be "learned" from the Corona times?

In these turbulent times, felt on many levels, it is more important than ever to remain calm! It is necessary to be very vigilant and suspicious of the loud and rumbling calls coming from the spheres of politics and media. A coordinated corporate vision and a strategy that is continually revised on the basis of this vision are still essential. Risk management will certainly gain importance in this context due to the Corona experience. But despite all clever strategic considerations, the company's own employees remain the most important source of corporate success. Those who have won the hearts of their employees do not need to worry about their heads!

*When I see a truck on the road, I think to myself... it's nice that it's on its way to finalise a supply!*

*I associate the colour orange with... Dutch football and UnitCargo, both of which I appreciate very much ;-)*

*Logistics for me represents... the blood circulation for our society.*

*Traffic needs... the acceptance of the whole society.*

*Green logistics for me means... to finalise transports from the producer to the end customer in the most resource-saving way possible.*

## What else would you wish for the magazine "Verkehr"?

I had the privilege of successfully managing the by far leading commercial magazine for transport, logistics and business in Austria for seven years as editor-in-chief. My employees were very important. They were 100% reliable. I wish the team of magazine "Verkehr" to carry on with this spirit and hope that they will master the many exciting aspects of logistics with much joy and energy and prepare them adequately for the readers.

## And what do you wish for UnitCargo?

I wish the team at UnitCargo to continue keeping their finger on the pulse, to always be vigilant with new developments, to be humble in the face of success, not take anything for granted and not neglect the importance of humour.



## WHAT HAS UNITCARGO LEARNED THANKS TO CORONA?

**T**he corona virus has had a great impact on our day to day lives since its outbreak in Europe/ Italy. Shortly after, more and more countries were directly affected by this unseen enemy thus UnitCargo's corridor being directly impacted. The social/ economic impact on the company was visible from the beginning starting with the general confusion of the authorities regarding new border policies due to Covid-19, new safety measures that were implemented to stop the spread, one month of full lockdown and last but not least – truck shortage.

Still, here at UnitCargo we knew that we have to move forward in order to survive and meet our customers' needs and expectations. In order to achieve this we learned that we need to adapt to these challenging times. By doing so we resumed our work after the lockdown from home offices.

“Despite the complexity of the whole situation, we still try to look positive and find solutions to emerging problems. This crisis showed us, that the communication with the clients doesn't have to come to an end – instead, we can turn the situation to our advantage. We arranged regular meetings with clients via Zoom. With this new situation I would like to point out that even without face-to-face contact we can be close to our clients and manage our business effectively.”

**UnitCargo Slovakia**  
Branch Office Manager, Eva Kovacikova



“We have learned that during the Coronavirus environment we are still able to provide high quality transport service for both our existing and new clients. The factories in Poland are still working as normal with some restrictions: face masks for our drivers and additional health and safety requirements which are fully respected by our truck drivers. Covid-19 affected us, but at the same time we are still able to see and talk to our clients and partners via conference video calls and thanks to this solution we are still able to develop and maintain business and great relationships. UnitCargo is offering a broad range of transport solutions across Europe, even during harder times such as the Coving-19 pandemic we are on demand regarding transport required by both the new and old customers.”

**UnitCargo Poland**

Branch Office Manager in Rzeszow, Sebastian Wojcik (right)  
Branch Office Manager in Wroclaw, Piotr Szewcow (left)



“We learned that good preparation is very important, as we did not lose much time, and were very fast to set up our day to day business within UnitCargo. This has proven its value, as the impact of Covid-19 was large on all countries where UnitCargo is present. The defined safety measures kept us healthy, and safe, as well as our families. UnitCargo kept the team spirit positive, despite us all being affected by Covid-19, directly or indirectly.

We learned that we can be flexible and adjust ourselves to the situation, but for this it was important to have a structured plan, which we had. UnitCargo kept close contact with clients, despite not being able to hold face-to-face meetings, and proved that we can be efficient even in this situation.”

### UnitCargo Serbia

Sales Team Leader, Miloš Kovačević (left)  
Traffic Team Leader, Dragana Božić (right)



“Thanks to Corona we have learned that all safety, quality and anti-risk measures taken in advance throughout the year by the

Management, made UnitCargo the safest place for all employees, customers and suppliers.

We learned that when our team welcomes with happiness the extreme flexibility needed today, this crisis could be turned to a success for UnitCargo!”



### UnitCargo Bulgaria

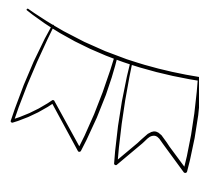
Branch Office Manager, Sergey Ilchev (left)  
Operational Director, Miroslav Yurukov (right)

“We did our work from our homes. This could not have been done without a proper digitalization process. Thanks to our IT department we could easily connect to our server from the safety of our homes and be in contact with our colleagues from UC Vienna, clients and carriers. Moreover, we learned that we can easily set up our internal/ external meetings and be seen face-to-face via applications like Zoom. We also learned that our credo “connecting the flows” was exactly what we needed in these tough times. We had to keep our most important clients close to us in order to maintain a solid workflow. This could be achieved only with our contracted fleet. Last but not least we learned that with careful planning, digitalization and commitment towards our clients and colleagues, we at UnitCargo have the power and determination to KEEP GOING.”



### UnitCargo Romania

Branch Office Manager, Ionut Gheorghe (first from the top)  
Sales Team Leader, Bogdan Negru (second from the top)



**Commentary by Davor Sertic,  
Chairman of the Transport & Traffic Division of the  
Vienna Chamber of Commerce and UnitCargo CEO**

## **A VISIONARY PARTNER OF THE LOGISTICS INDUSTRY FOR 75 YEARS**

**T**he year 2020 has shown more than ever how important transport and logistics are. People's supply is massively dependent on the organisation of the industry - it is not for nothing that areas such as food logistics have boomed. Slowly, normality is returning. What remains is that the industry has a strong partner, and has had one for a proud 75 years. In the weekly journal *Verkehr*, each edition addresses the topics that people are most affected by in logistics and transport. It functions both as a sparring partner and as a visionary medium that not only accompanies the changes in the industry in its reporting, but itself also makes people sit up and take notice of innovative approaches and stimulates discussion.

I myself have been a loyal reader for many years; after all, I have been working in the logistics industry since 1989 and have witnessed a number of changes. The transport volume has increased, the advancing globalisation has also created new challenges and, of course, digitalisation does not stop at logistics. The crisis, in particular, has shown that you have to invest in these matters and keep your finger on the pulse in order to maintain communi-

cation even during times of social distancing. What remained the same over the past 30 years, however, is the great importance of communication. It is essential to know exactly who my customers are, what their needs and ideas are and how they fit in with my own company in terms of values and processes. This is the only way to ensure that the customers get the service they need.

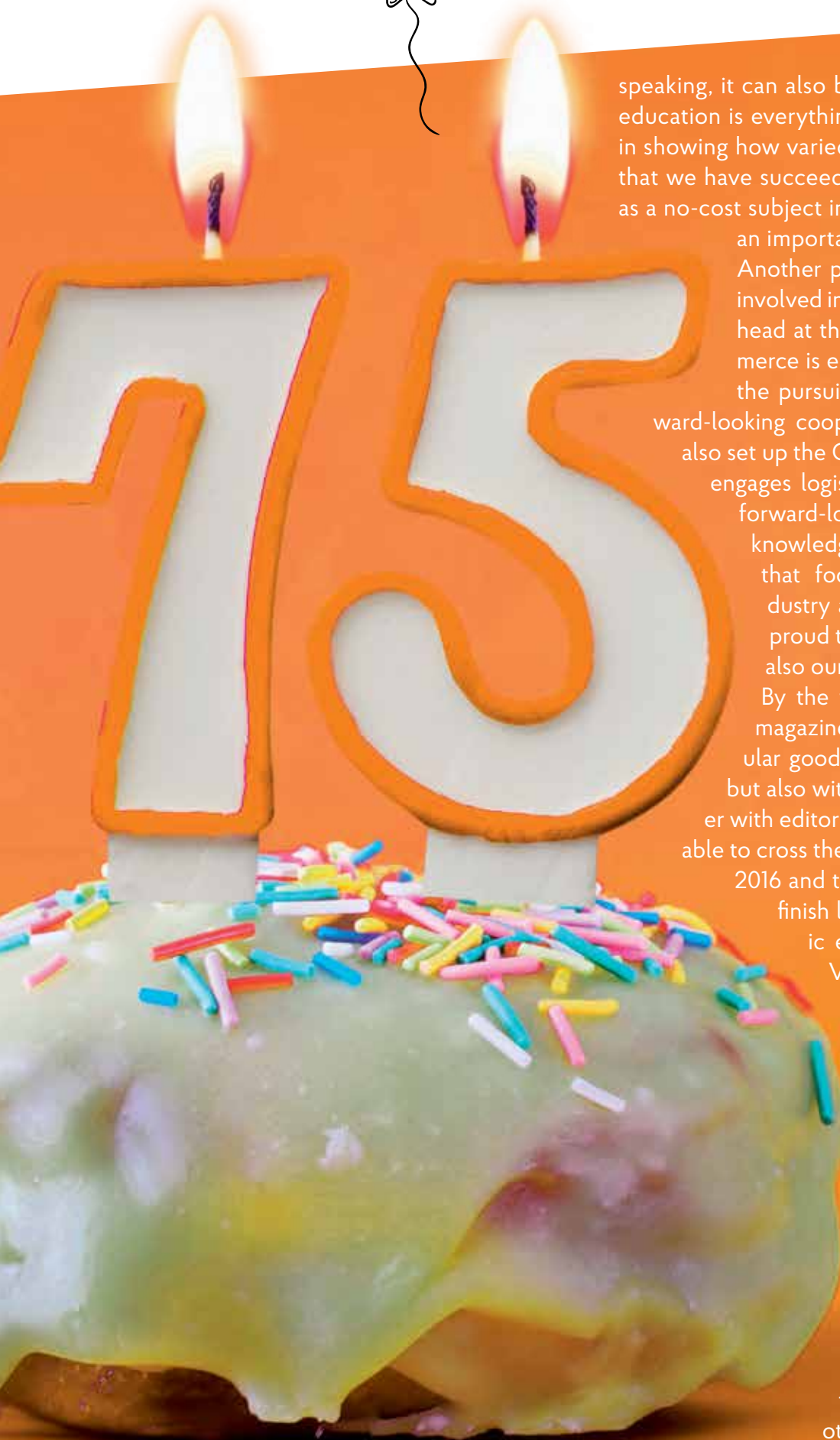
My wish is that even after the crisis is over, people will remember how important the logistics industry is and that the image of transport will be improved in the long term. In the Netherlands, logistics is perceived as an innovative national profession and an indispensable part of society. I would like to see the same for Austria. The same applies to truck drivers. This profession must be respected and taken into account much more. Just like the people at the supermarket checkouts, our drivers were and still are the silent heroes of the crisis.

The image of transport is also important in order to get as many young people as possible interested in it. A job in the transport industry offers many possibilities. The logistics industry is international - so languages are important. A migrant background is also an advantage, because many students already bring multilingualism from their homes. An understanding of technological development will also be important. Currently, more than two thirds of all employees in the industry are men. Jobs in the warehouses are largely done by younger men. However, modern logistics is an opportunity to attract more women to this industry. Many physically demanding jobs have been and are being automated. This could bring more women into the industry, who may have been discouraged by this before. Generally



**"I wish the weekly newspaper 'Verkehr' all the best for its birthday and I look forward to all the new editions that may come".**





speaking, it can also be said that information and education is everything. We must be determined in showing how varied this profession is. The fact that we have succeeded in installing the logistics as a no-cost subject in Vienna business schools is an important first step.

Another project which I am massively involved in as the responsible divisional head at the Vienna Chamber of Commerce is environmental protection and the pursuit of green logistics and forward-looking cooperation. This is why I have also set up the Green Logistics Forum, which engages logistics leaders. It represents a forward-looking, sustainably oriented knowledge and networking platform that focuses on the transport industry and logistics - and I am very proud that the weekly newspaper is also our partner in this.

By the way, I associate the weekly magazine Verkehr not only with regular good reading about our industry, but also with a deep friendship. Together with editor-in-chief Bernd Winter, I was able to cross the New York City Marathon in 2016 and together - hand in hand - the finish line. For me, this is a symbolic event: the weekly magazine Verkehr faces the world hand in hand with logistics - without ever losing an objective view from the outside. I don't blame Bernd Winter for beating me by a hundredth in the marathon. A good journalist is always just a little bit ahead of his time.

I wish the weekly newspaper Verkehr all the best for its birthday and I look forward to all the new editions that may come for at least another 75 years, hopefully.

## THE ADVENTURE OF LEARNING LOGISTICS AT THE VIENNA BUSINESS SCHOOL AKADEMIESTRASSE

As part of his regular activities, UnitCargo CEO, in the role of Chairman of the Transport & Traffic Division of the Vienna Chamber of Commerce, visited on this occasion the famous Viennese school and its students, who see their future in logistics.



**L**ogistics, which has only been a voluntary subject so far, can now also be chosen as a specialization subject at the Vienna Business School in the first district. “We have decided to introduce logistics manage-

Sertic, Managing Director of the company UnitCargo, will be one of the lecturers.

“Having a migration background is a competitive advantage in the logistics industry since foreign language skills are vital to this highly

This year, forty students are attending the subject every week. During lessons, students study not just logistical theory, but also embark on practical field trips, participate in workshops, and attend lectures by experts in di-



**Inspired by logistics: Davor Sertic and Tanja Sima, coordinator of the subject at the Vienna Business School.**



**The students who see their future in logistics could hear the experience of UC CEO.**

ment as a three-hour subject in “Course of Build-Up” because of tremendous student interest, as well as the fact that logistics is both an industry of the future and a winner in the current crisis,” says principal Evelyn Meyer. The 20 students attending the subject will also take an exam in logistics as part of their school leaving examination. Principal Meyer is delighted that Davor

international industry,” says Mr. Sertic, who will use his contacts to help students find internships. As well as engaging students of migration background, it is of great importance to Mr. Sertic and principal Meyer to also encourage more girls to learn about logistics. In addition to its promotion as a specialization subject, logistics will continue to be offered as a voluntary subject to second-year students of Business school and Commercial academy.

verse sub-sectors of the industry. “We are always on the lookout for exciting projects and businesses that can offer summer internships to our highly motivated students, or function as cooperation partners for their final and diploma papers”, says principal Evelyn Meyer. If you would like to know more, please contact Mrs. Tanja Sima (t.sima@vbs.ac.at) or Mrs. Maria Schmidt (ma.schmidt@vbs.ac.at).

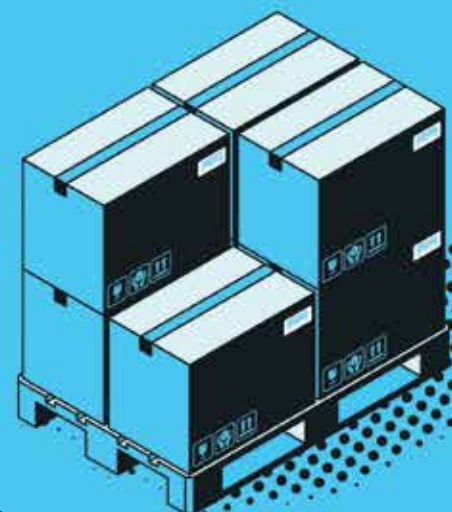
## PRESENTATION OF THE KEP STUDY 2020

In the middle of the pandemic period, Vienna Chamber of Commerce made it possible to conduct interviews, send out questionnaires and, together with the KEP entrepreneurs, manage a comprehensive data collection. Together with Jürgen Schrampf from EConsult BetriebsberatungsgmbH and Andrea Faast from the Vienna Chamber of Commerce, Davor Sertic, in his role as Chairman of the Transport and Traffic Division, was able to present the results.

Many of the entrepreneurs are one-man businesses. They enable us to enjoy the convenience of online shopping. The package delivery (Kurier-Express-Paketdienst, KEP) study is a contribution to the deserved acknowledgement and appreciation of the performance of small transporters on behalf of KEP services, which is often taken for granted. In 2017, Vienna Chamber of Commerce prepared the first industry report on KEP service providers, now the second report is available. This report impressively reflects the economic energy

of this industry. With 74 delivered parcels per household and 174 parcels per workplace, Vienna continues to be well above the Austrian average.

The Corona crisis is particularly exciting regarding parcel delivery services. Driven by Covid-19, online trade is rapidly increasing in specific areas. After a short-term decline of up to 25% at the beginning of the crisis in Austria in mid-March, the volume increases in the online business are already visible after just one week. Comparing the dispatch volume of the week from 6th-12th of April 2020 with the week from 9th-15th of March 2020, the increase



in dispatched parcels in Austria amounts to +90%. The KEP service providers that focus on the X2C sector and only a smaller B2B share had immediate increases of 10-20%, even though some products were only available in limited quantities.

Although digitalisation is already well advanced, especially in the KEP sector, an almost daily change in sales territory and route planning with daily volume forecasts poses an enormous challenge for operational processing. The parcel volumes of smaller retailers from Austria increased, while international traffic became increasingly difficult. All Austrian KEP service providers were only able to handle foreign parcel shipments to a very limited extent in spring due to the closing of borders and the suspension of air traffic. From mid-March onwards, acceptance stops were imposed for numerous countries, and shipments from abroad no longer arrived.

Communication within the European network is a major challenge in the light of national measures,



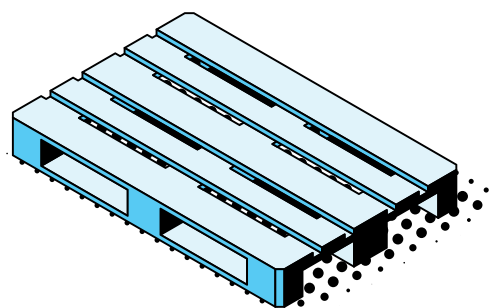
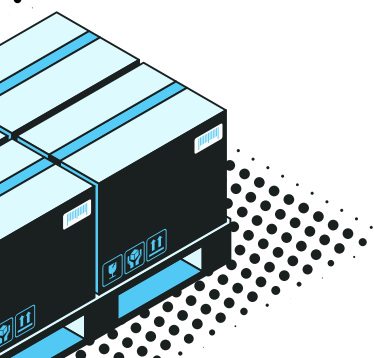
**Jürgen Schrampf (l.) from EConsult BetriebsberatungsgmbH and Andrea Faast (r.) from the Vienna Chamber of Commerce with Davor Sertic (m.), Chairman of the Transport & Traffic Division.**

as the regulations are not uniform. For example, in spring, parcels from Great Britain continued to run normally for a long time, as the restrictions were imposed there fairly later. Border controls and restricted areas further obstructed delivery. This is because even for the delivery staff in the KEP sector, which is basically one of the critical infrastructure facilities, there is a partial stop - only the delivery of essential items was possible.

#### **Conclusion:**

Exceptional situations require a quick reaction and decisions,

which are often made on the basis of the previous day's findings and over a short span. This characterises this period for an already flexible industry such as ours. Systems that have been changed flexibly and ad-hoc now have to be adapted in regular processes. The structure of the package flows has changed permanently and will be different. The crisis has shown that supply chains can be extremely vulnerable. Some of these are now being redesigned and assessed for possible risks. But entrepreneurs of Vienna Chamber of Commerce are up to the challenge!



## UNITCARGO FAMILY GROWS

**D**espite many strange and negative emotions that Covid-19 caused on a global scale, UnitCargo not only managed to maintain a stable business, but also to grow through love, which also proves how happy and accomplished period in our company. These are new responsibilities and roles for our dear colleagues, and we have no doubt that they will excel in them, as they always do in their work tasks. UnitCargo has always been and will remain family-friendly and

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**Our company not only managed to maintain a stable business, but also to grow through love.**

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all our team members are in their private lives. That is a prerequisite for even greater business victories.

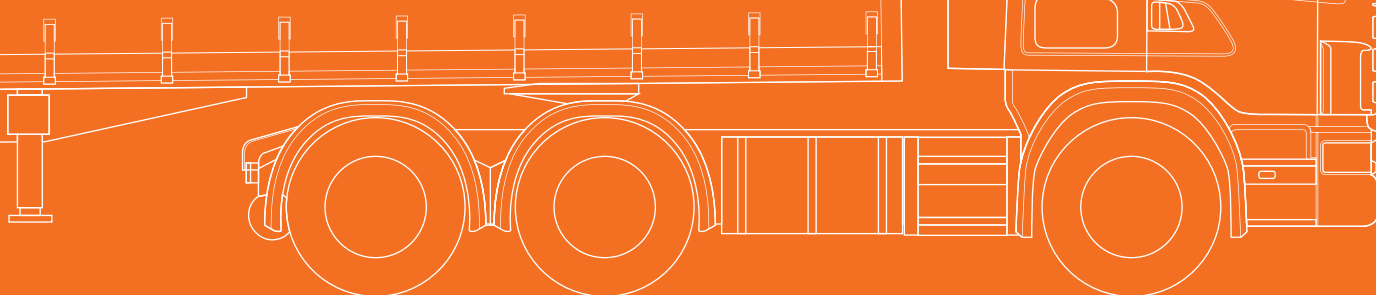
We are proud that a lot of our colleagues managed to organize smaller weddings in these strange times, outside, with masks, but with full hearts, because they are starting new life chapters with their chosen partners. But not only that! A large number of our colleagues (positively) surprised us with the news of pregnancy, which testifies to a baby boom

always looks forward to such joys coming from team members. We wholeheartedly congratulate all our colleagues who started swimming in the waters of marriage and welcomed new family members.

*We wish them  
all the best!*



Photo: iStockphoto

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