

# CLUSTER FOR LOGISTICS

LUXEMBOURG

ADDING VALUE IS THE KEY.



ActivityReport  
**2020**



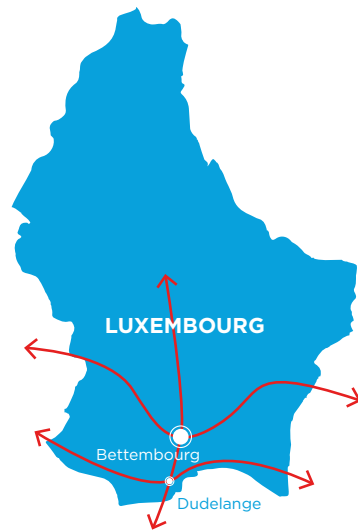
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# 1. Welcome in Luxembourg

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Ideally located in the heart of Europe less than 300 kilometres away from two world-leading maritime ports, the Grand Duchy of Luxembourg based infrastructure and service providers offer privileged access and service to a market of 450 million overaverage wealthy consumers **for added value logistics activities for industry, retail and commerce.**



## FOR ADDED VALUE LOGISTICS ACTIVITIES

The vision to position Luxembourg in the top 10 locations in Europe and to strengthen the diversification of the economy has reached reality with increased supply chain activities, strong freight villages and a new focus on advanced ICT environment for data-driven innovation.

## DATA DRIVEN INNOVATION FOR SUPPLY CHAIN MANAGEMENT

After 2006, the Luxembourg Government adopted several infrastructure projects to diversify its economy and build the logistics sector as a key pillar of the Luxembourg economy. The modern **Eurohub South** site was developed as a logistics platform of choice in Europe, building a multimodal transport to encourage operators to create services to new destinations. The modern site inaugurated in 2017 increasingly offers efficient access to cargo railways and major highway connections throughout Europe. The modern terminal, in operation

since June 2017, handles up to 4 combined tracks and 2 rail motorway platforms, each 700 m long, significantly increasing the attractiveness of Luxembourg as a hub for combined transport and eco-logistics. The logistics zones **Logistics Hub Center** in Contern and **Eurohub South** in Bettembourg/Dudelange have been developed as dedicated logistics parks and connected Luxembourg to Belgium, China, Italy, Poland, Spain, Turkey, North Germany and the North range of ports. It hosts logistics activities related to air freight, healthcare and high value products, while the Eurohub South is dedicated to retail and heavy combined container rail- and road logistics.

## THE ATTRACTIVENESS OF LUXEMBOURG AS A HUB FOR COMBINED TRANSPORT AND ECO-LOGISTICS INCREASES WITH EU GREEN DEAL

New connections to Poland and Germany increased the connectivity of Luxembourg by connecting transport to the ports of the North, Baltic and Mediterranean Sea, Iberian Peninsula and Turkey. Additionally,

new links through the new silk road (Belt and Road) to major Central European and Asian industrial centres are on the horizon.

Created in 2009, as a non-profit organization, the C4L is a **Logistics Network** with around 100 companies including many professionals as partners. One of its founding members, the Chamber of Commerce Luxembourg ([www.cc.lu](http://www.cc.lu)), is a major partner of the C4L for conferences and economic missions. Another founding member, the Luxembourg Maritime Cluster (CML [www.cluster-maritime.lu](http://www.cluster-maritime.lu)), represents the Blue Economy community of the Grand-Duchy around its maritime ship register. In 2017, the University of Luxembourg created the Luxembourg Center for Logistics that offers a Master in Logistics and Supply Chain Management, executive education as well as the high-level annual eXplore conference in collaboration with the Massachusetts Institute of Technology Center for Transportation and Logistics (MIT CTL) [lcl.uni.lu](http://lcl.uni.lu) and its global SCALE network.

C4L cooperates with the founding members LIST ([www.list.lu](http://www.list.lu)) and Luxinnovation ([www.luxinnovation.lu](http://www.luxinnovation.lu)) to support innovative projects in Luxembourg. The Luxembourg

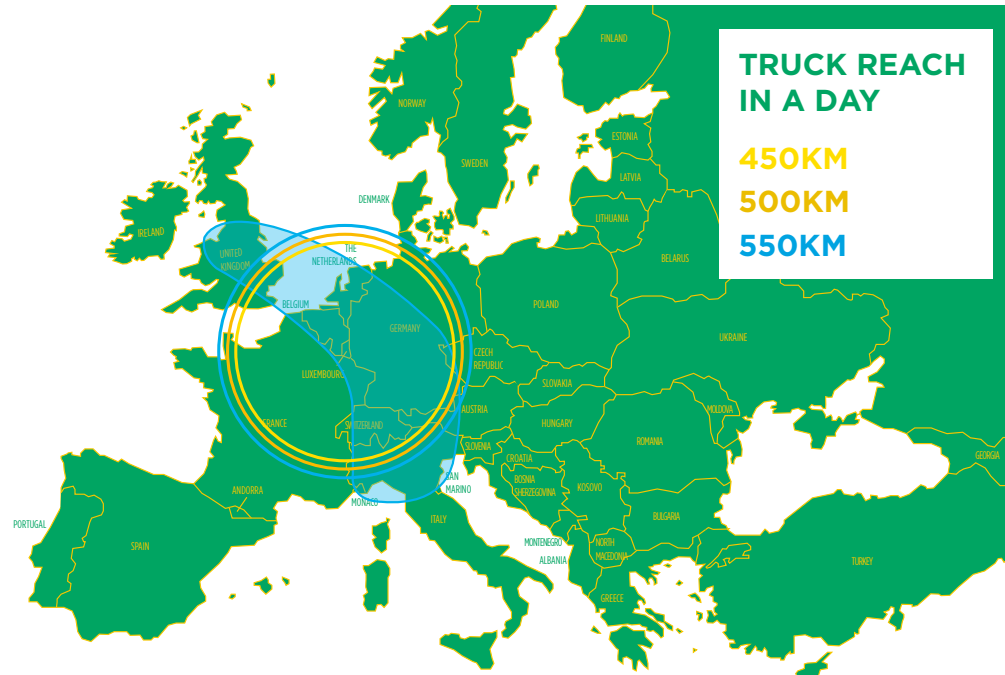
national agency Luxinnovation notably funds research and development of companies and applies innovative initiatives for up to 80% of Luxembourg's SME. The launch of the House of Start-ups ([www.houseofstartups.lu](http://www.houseofstartups.lu)) and the Luxembourg City Incubator ([www.cityincubator.lu](http://www.cityincubator.lu)) encouraged logistics start-ups to innovate and increase activities in digital innovation. The government is committed to a transport policy that adopted the 3<sup>rd</sup> industrial revolution as a vision and focuses on economic diversification with a lower ecological impact. When you read this, Luxembourg will be the first country in the world, that has introduced free transportation in March 2020.

Thanks to a state-of-the-art 3,000-sq m pharma and healthcare hub and the certification according to the European Good Distribution Practice for healthcare (GDP) in 2014, the healthcare air freight at the airport – 6th airfreight platform in Europe – increased to more than 40'000 tons. The total volume increased by 6% compared to 2019 with over 947.000 t, strengthening the Logistics Hub Contern close to the airport. By expanding warehouses at the Eurohub South, building modern facilities for containers and bulk at the inland Port

of Mertert, C4L members have developed the required infrastructure to play a role in multimodal freight transportation, as hinterland port and distribution centre. Three main freight corridors intersecting in Luxembourg are expanding connections.

The Luxembourg strategy focused on multi-product specialisation on **value adding activities** in logistics requires specific handling and/or storage solutions. Its favourable business climate supported Luxembourg to become a unique recognized location for high added value logistics and supply chain activities. A European distribution Center located in Luxembourg can serve the heart of the Blue Banana in 1 day (550 km).

Fast and cost-effective cargo movements are key, the cargo community driven by lux-Airport and the Single Window for Logistics project team has developed a new Cargo Community System (CCS) for logistics and air cargo. Safety, security, efficiency and cost-effectiveness are the priorities. The private **Luxembourg High Security Hub** offers storage facilities for works of art, precious metals, wines, antiques, jewels, documents and other valuables under optimal conditions.



### Luxembourg Logistics in the Heart of the Blue Banana

A broad range of companies have already established offices in Luxembourg and developed the Grand Duchy into a major European logistics hub. The apprenticeship offer has been increased to cover logistics technicians (DT) and warehousing (DAP), allowing to build a multi-lingual workforce for a European market.

The Cluster federates institutional actors and private enterprises around different axes of competence counting almost 100 members. Focusing on logistics and industrial companies it brings together representatives from logistic companies, shippers, research and other organisations. They pursue the aim to strengthen Luxembourg

as a major European logistics hub – for high added value services and e-commerce represented by founding members CLC ([www.clc.lu](http://www.clc.lu)) and FEDIL ([www.fedil.lu](http://www.fedil.lu)). The Cluster for Logistics is member of the European Logistics Association ([www.elalog.eu](http://www.elalog.eu)) with 30 other national associations across Central & Western Europe and represents the Luxembourg Chapter of the large German BVL with over 10'000 members globally ([www.bvl.de/luxemburg](http://www.bvl.de/luxemburg)).

The C4L's actions focus on improvement of competitive tools and competence by providing advice and accurate information in a global framework. At the same time, the cluster backs up the actions of its members and customers/shippers to expand new innovating services, niche markets, high quality standards and added value services, which are made in Luxembourg.

Logistics operations made in Luxembourg offer a sustainable, competitive and international advantage in Europe. In a context of greater economic volatility, the success of a logistics project or an operator depends on achieving qualitative, competitive and resilient global services, in the customers preferred language.

## 2. Management Summary

2020 was a challenging year for the Cluster for Logistics and its members. The economic difficulties foreseen for 2020 have been overshadowed by the unexpected Covid-19 pandemic that impacted all economic sectors. The shock was particularly brutal for sectors relying on human contact, which includes the promotion and networking role of C4L.

The logistics sector kept the cogs turning and played a vital role during the lockdown by ensuring supplies of essential goods and services, including food products and other perishables, pharmaceuticals, vaccines and medical supplies. The pandemic made the environment more complex and challenging but highlighted the importance of the supply chain to governments and the general public.

**AFTER THE LOCKDOWN IN MARCH, THE CLUSTER RELIED ON ONLINE WEBINARS TO SUPPORT ITS PROGRAMS LIKE LEAN & GREEN, DT LOGISTIQUE OR START-UP PROMOTION.**

The final thanks goes to members for their support that enable the C4L to promote the sector and work on the different projects to keep Luxembourg on a top level.

Philippe SCHOLTEN has joined the C4L in May 2020 and will in the future serve the Luxembourg logistics sector as a Logistics Development Advisor. After a BSc in business economy at the Ludwig-Maximilians-Universität in Munich, Philippe completed an MSc in Technology and Management at the Technical University in Munich. During his studies, he also gained important practical experience in the course of internships in the field of logistics and finance. As the person in charge of the sustainable certification program LEAN and GREEN, Philippe advises companies on how to develop logistics processes that do not only yield cost savings but reduce the burden on the environment at the same time. Additionally, as a Logistics Development Advisor, he is managing various logistics programs that the Cluster for Logistics Luxembourg executes in collaboration with Luxembourg ministries. Ultimately, the conduction of projects and working groups to drive innovation,



digitalization and sustainability across logistics activities round off his area of work.

“The COVID-19 crisis has clearly highlighted the systemic importance of logistics in Luxembourg and for global value chains,” said Carlo THELEN, President of the Cluster for Logistics.

# 3. Mission of the Cluster for Logistics

## THE C4L MISSION IS TO SERVE, REPRESENT AND PROMOTE THE LUXEMBOURG LOGISTICS COMMUNITY AND DRIVE OUR MEMBERS TO INNOVATE

The Cluster for Logistics brings together logistics operators from all transport modes, forwarders, carriers, service providers, research institutes and other organizations to develop Luxembourg as an international logistics hub, with a strong community. The Cluster endeavours to bring together as many players as possible and bundle their logistics competencies. The goal is optimization of the customer benefit, whether a shipper or, increasingly, an ecommerce end-user. To achieve its goal, the Cluster has 4 pillars:

- The C4L **serves** all its members as a neutral coordination, information and communication platform.
- The C4L **represents** the interests of all its members through common positions and international contacts impacting the development of Luxembourg as logistics hub.

- The C4L drives its members to **innovate** and develop logistics skills and supply chain 4.0 as a factor of competitiveness.
- The C4L increases recognition of transport and logistics in Luxembourg to **promote** Luxembourg as a strong logistics hub in Europe



In order to fulfil these missions, the activities of the Cluster focus on 4 pillars of activity:

## REPRESENTED IN TOP 10 RESILIENCE INDEX

- Many Indices compare countries or regions to their peers. The FMGlobal Resilience Index 2020, comparing 12 drivers of operational resilience for 130 countries, is a good indicator for investors worldwide. Luxembourg ranked 7th of 130 countries in 2020 and compared well to its direct neighbours France (14), Belgium (18) or Germany (4), despite a volatile supply chain score from the LPI in 2018. ([www.fmglobal.com](http://www.fmglobal.com))

2020 RANKS - TRENDS: 2016-2020

	Ger.	Lux.	Fra.	Bel.
overall	4	7	14	18
economic +	8	3	31	45
risk quality +	3	18	8	5
supply chain +	9	26	19	20

Second Quartile  First Quartile 

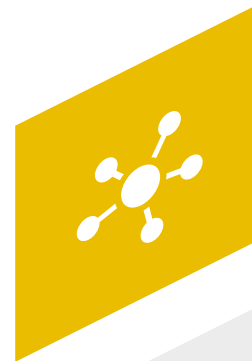
Putting Luxembourg on the map is one mission of the Cluster and such benchmarks reflect the efforts to create a positive perception of Luxembourg as a logistics player.



# Implement strategy to reinforce logistics & create value 2021

## NETWORKING AND LOBBY

- Prepare & attend Networking events
- Coordinate shippers council and company visits
- Share information and News briefing
- Round table with politics about Supply Chain Management
- Network visits with BVL Luxembourg
- Represent Luxembourg In Europe (UECC, ELA)



## INNOVATION

- Support initiatives by UNI LCL
- Digital transformation & Startups
- Support SCM Start-up culture
- LEAN and GREEN program
- Establish C4L Digital Workgroup

## KNOWLEDGE SHARING

- Develop talents & DT logistics
- 2 Thematic Conferences
  - Fuels & truck technology
  - Humanitarian and COVID related
- Participate in webinars and Podcasts



## PROMOTION

- Transport + Logistics & Fruit Logistica, Dubai 2020
- Logistics Podcasts
- Prepare economic and e-missions
- Meetings with members and prospects
- Tag der Logistik //COVID19 related PR
  - Round table Logistics & Policy
  - Promote Logistics to public opinion

## 4. Introduction of Board and Effective members Cluster for Logistics Luxembourg A.s.b.l. (C4L)

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The C4L Board of administration has representatives from founding members and major companies from different sub-sectors and includes observers from the supporting government authorities. Different non-institutional members have been nominated to represent the sub-sectors, or different modes of transport. New board members are proposed and approved by the General Assembly to have a diverse representative board and include major stakeholders.

**Membres effectifs:** The C4L maintains a **premium membership** for voting member companies that obtain influence, higher visibility and preferably have administrators at board level. Effective members pay a fee of 3.600 €/year to be involved,

are prominently highlighted in the C4L promotional activities and have extended access for their employees to events. Such fees and additional sponsorships cover around 50% of the C4L fixed costs.

**Membres adhérents** are typically company members, that pay 1.200 €/year, which includes access for nominated employees or company individuals to activities organized by the C4L. This membership also gives access to participation in Working groups and lobbying.

**Start-up membership:** There are 2 year limited start-up memberships and an individual membership offers available.

**More information up-to-date:** [www.c4l.lu/join-us](http://www.c4l.lu/join-us)

List of Board Members - 2020

REPRESENTATIVE	FUNCTION	ORGANISATION
Carlo Thelen	President	Luxembourg Chamber of Commerce
Viviane Welter	Vice-president	Arthur Welter Transports
Sasha Baillie	Vice-president	Luxinnovation
Malik Zeniti	Secretary	Cluster for Logistics Luxembourg
Charles Gosselin	Treasurer	Independent
Barbara Chevalier	Member	CFL multimodal
René Winkin	Member	Fedil
Francesco Ferrero	Member	LIST
Carla Rosen-Vacher	Member	University of Luxembourg (LCL)
Fabrice Maire	Member	Cluster maritime Luxembourgeois
Fabrice Beneduci	Member	LuxairCARGO
Domenico Ceci	Member	Cargolux
Nicolas Henckes	Member	clc
Wim Macleanen	Member	Inland Navigation Luxembourg
Chris McDermott	Member	CHAMP Cargosystems
Arnaud Lambert	Member	CHAMP Cargosystems until Sept. 2020

The C4L Board can invite observers and experts to Board meetings.

REPRESENTATIVE	FUNCTION	ORGANISATION
Daniel Liebermann	Director Supply Chain 4.0	Ministry of Economy (MINECO)
Max Nilles	Director Inland navigation & logistics	Ministry of Mobility and Public Works (MMTP)
Tom Muller	Directeur adjoint à la formation professionnelle	Ministry of Education, Children and Youth

# 5. 2020 Testimonials



Barbara Chevalier; Director Strategy & Business Development, CFL mm

*In what way has the Corona pandemic impacted your business and the way you do business?*

The coronavirus pandemic has definitively called into question business model fundamentals throughout sectors and industries. Our first concern has been to take rapid action to ensure a work environment compliant with our health and security requirements for our teams, our clients and our partners, while maintaining the continuity of our services. It was also important for our company to support

the national effort against COVID, and many of our employees have volunteered to help. As we realized this crisis would be long-lasting, we strived to deal with “burning issues” and at the same time to “prepare the future”, without compromising key investments and projects. Finally, and in addition to pushing ahead digitalization projects, the sanitary crisis and its physical and social constraints make us rethink how we should interact with our clients, with the market and more generally with our environment in the future.

*Will the European Green Deal strategies help by having a positive effect on railroad to achieve a 30% share across Europe?*

Surface transport accounts for 25% of carbon emissions in the European Union; they are mainly road transport emissions. Transport is the second most emitting sector after energy supply and before the industry, with around 275 million tCO<sub>2</sub> annually. Now, more than ever, is the right time for Europe, with the New Green Deal, to take transport into consideration in the climate change politics. Achieving 30% of rail share in Europe in 2030 is probably one of the most ambitious objectives

that we have set ourselves. It requires a strong collective action: the rail sector needs to maintain and upgrade its infrastructure, to innovate and to digitalize; rail actors have to work hand in hand with the industry and the logistics sector in order to put multimodality at the heart of their sustainable supply chains; finally, national and European bodies have to guarantee a level playing field for rail transport.

*What opportunities has CFL multimodal seized in 2020?*

Though some projects have been postponed due to the situation, we have achieved important milestones in 2020. Amid the crisis, we demonstrated our capacity to ensure the continuity of supply by rail in each country we are operating in and on international routes, especially for the chemical industry and for the FMCG sector. We started new businesses, we launched new intermodal connections and built an intermodal service offering addressing pharmaceutical and medical supply. We finalised the GDP certification of our warehouse in Luxembourg and laid the ground for future projects to be launched.

*What are the advantages of Luxembourg's rail hub during a crisis like this?*

We have demonstrated our ability to provide a reliable service to our clients. Our trains and especially our regular intermodal shuttles have continuously connected Luxembourg with the major European ports and economic centers. The multimodal hub of Bettembourg-Dudelange has proved to be an attractive one-stop-shop for logistics and transport companies that are using intermodal services, providing facilities and services such as cross-docking, a repair workshop for containers and semi-trailers as well as a secured truck stop including a gas station and sanitary installations. Every year our group transports more than 13 million tonnes of goods by rail. We contribute to CO<sub>2</sub> savings of more than 300.000 tonnes as well as the avoidance of an estimated 73 million Euro external costs.

More than ever, we stand for our values and our motto " Ecologistics for our future " .



Launch of Bettembourg-Kiel connection - 21.01.2020

# 2020 Testimonials



Domenico Ceci, Executive Vice President Sales & Marketing, Cargolux Airlines

*In what way has the Corona pandemic impacted your business and the way you do business?*

The biggest challenge throughout the COVID-19 pandemic has been keeping our employees on site safe while ensuring minimal disruption to our business. We have adopted homeworking to the greatest extent possible without disrupting our operations. The continuously changing travel restrictions and stringent sanitary requirements require us to be flexible and to react quickly as

the situation evolves. All our employees are equipped with Personal Protective Equipment and we have implemented strict protocols to minimize infection risk in the workplace. To offer additional peace of mind, Cargolux offers its employees, free of charge, COVID-19 testing on a weekly basis as well as serology testing for anti-bodies. The situation is continuously monitored, and our operations adapted and optimized as required in order to meet customer demand.

*Despite the recession in airfreight in 2020, Cargolux was able to transport more than in 2019 and strengthen its position on the global market. How did you achieve this?*

The pandemic and its restrictions severely affected passenger operations, grounding aircraft and reducing the availability of belly-hold capacity. All-cargo carriers, such as Cargolux, consequently experienced significantly increased demand for their services. Cargolux is recognized as a leader in the industry and this position was brought to the forefront throughout the sanitary crisis.

The role of air cargo in the global supply chain was highlighted during the COVID-19

pandemic. With its extensive experience and flexible approach, Cargolux was able to play a significant role in ensuring that the flow of PPE into Europe (including Luxembourg) as well the rest of the world continued to meet demand.

Our employees throughout the network showed unwavering dedication to the company and went above and beyond to ensure our business kept running. Whether working from home or on the frontline, the commitment of our people was an invaluable asset for the company during the crisis.

*What advantage has the Luxembourg Cargo Center during a crisis like this?*

The Cargo Center at Luxembourg airport is specially designed to ensure smooth cargo flows on both the import and export sides. During this crisis, the support of the close-knit cargo community at the airport was a considerable asset since Cargolux could count on like-minded partners to find solutions and ease bottlenecks when they appeared. This close partnership highlighted the advanced capacities and capabilities of the air cargo supply chain at LUX.

Luxembourg airport is also a prime hub for pharmaceutical and healthcare product handling. Cargolux was the first cargo airline to receive GDP certification and its home base airport is also GDP certified. Luxembourg has proven knowledge and advantages in handling pharmaceutical products, which have been steadily developed over the last years.

*Airfreight is characterized by volatility. How did Cargolux have to react to the change of activity in 2020?*

Cargolux's business model is based on flexibility which ensures that we can adapt to market requirements. Our customer-centric focus means that our teams will strive to find solutions and fulfill any mission regardless of its complexity. Despite the challenges faced in 2020, Cargolux could count on its dedicated employees and reliable partners to keep the operation running. Although we don't know what this year has in store for us, we are confident that the company is equipped to rise to any challenge.



# 2020 Testimonials

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**KUEHNE+NAGEL**



Tobias Jerschke  
Managing director Belux Kuehne+Nagel

*In what way has the Corona pandemic impacted your business and the way you do business?*

During the pandemic, some industries have boomed while others were very volatile. This logically results from shifting patterns in consumer behaviour of the end-customers. For example, instead of going to restaurants people have been buying more groceries in supermarkets boosting our retail activities. People have also been ordering more online, which resulted in increased e-commerce

volumes. Needless to say, our pharma & healthcare activities have also seen dynamic growth in recent times.

When it comes to our Pharmaceutical activities, we have great transportation and warehousing capabilities and KN PharmaChain compliant stations in Luxembourg. On top, the European Pharma Fleet is managed out of Luxembourg too. For our KN PharmaChain teams this meant that they have a lot of work during the pandemic. They rightfully pride themselves in shipping life-saving medicine to people who need it most. Cancelled flights and container shortages due to Covid-19 made their jobs definitely more challenging especially while partly working from home. However, we are very proud of the way they keep their heads cool and find valuable solutions for our customers.

In summary: our business has been impacted by Corona, but when we look at the overall sum everything more or less balanced itself out. This is one of our benefits in Kuehne+Nagel: we are very global and diversified in terms of our business units and verticals. During the pandemic that has helped us a lot.

*Transport prices have risen strongly due to the pandemic. How does that affect you and do you expect market prices to stay at a high level in the future?*

We have seen disruptions in air freight and sea freight capacities leading to capacity shortages which indeed impacted the prices. This is beyond our control; however, our teams have showcased that we can offer agile and proactive, alternative solutions. We have seen, for example, that sea-air solutions or rail shipments have been valid alternatives when sea containers were unavailable. Again, a great example of how our in-house expertise drives value for our clients.

*How is Luxembourg a good center for logistics during the COVID-19 pandemic?*

Luxembourg is a strategic location for logistics regardless of the pandemic. Geographically, Luxembourg is located in the heart of Europe and the so-called Blue Banana Zone with easy access to great infrastructure and important logistics hubs such the port of Antwerp and 3 major air cargo hubs of which Findel Airport is one. Another advantage in Luxembourg is the workforce. We are well located to reach



a multilingual talented workforce and the Grand Duchy is also very popular among expatriates.

*How does your company react to traffic problems and border delays due to Corona or Brexit?*

In order to avoid any unnecessary delays, disruptions at the border or hampered deliveries, Kuehne+Nagel has created a unique, automated and digital data processing solution to make customs clearance a seamless experience. By automating export and import customs procedures at an early stage, we ease the pain of data collection. That way, customs data is ready for clearance at the EU and UK border, whilst the shipments are already en route. It works by digitally processing export data from the exporter, collecting import data from the importer, and merging them to create an export and import declaration. Customers then comply with both EU and UK requirements. This easy Brexit solution also takes care of additional demands, such as the safety and security messages that are required for every shipment.

*Is the current crisis speeding up your digitalization projects?*

Absolutely as during Covid-19 more than 45.000 KN employees worldwide had to work from home at short notice. This was made possible rather smoothly thanks to our digital workplace possibilities with excellent conferencing tools and an intranet to stay connected to colleagues and customers. When it comes to workplace digitalization for our colleagues, we are looking to further improve and invest in this to design a true future-proof work environment. From a customer perspective, a certain level of digitalization is expected and we are definitely able to offer that with platforms like myKN, KN SeaExplorer and others. In fact, already for many years Kuehne+Nagel has strongly focused on digitalization. By leveraging technologies like BlockChain, the Internet of Things, Big Data and machine learning we strive to offer innovative solutions to our customers so that they can have a competitive edge. We also notice that customers are very happy when we can offer predictive forecasting capabilities and near-time or real-time visibility of their shipments.



# 6. Business plan 2020-2022 and Outlook

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The Cluster for Logistics Luxembourg (C4L) as a logistics network is involved with administrations, logistics operators and shippers to inspire decisions that meet stakeholders needs. The excellent collaboration between authorities and representatives of major stakeholders in the board and during projects, requires to continuously monitor the competitiveness as international hub.

## **TOWARDS INCREASED DIGITAL INTERNATIONAL ACTIVITIES**

The implementation of the C4L business plan was very challenging in 2020. The C4L as logistics network is driving Luxembourg to become a competitive European supply chain hub, is continuously guided by the stakeholders and members objectives, that needed resilience and contingency planning in 2020. It is involved with public administrations, logistics operators and shippers to inspire decisions that meet those stakeholders needs. The collaboration between authorities and representatives of major stakeholders in the board, projects and working groups

requires to continuously understand its competitiveness as international hub.

The logistics markets were exposed to high volatility and financial risks during the CORONA pandemic throughout 2020 suggesting careful short- and midterm-oriented planning. Due to the lockdown, strong e-commerce and need for food and personal protective equipment (PPE) some companies, including airlines, had strong business and continued their investments in logistics warehouse extensions in the freight villages in Contern and Bettembourg/Dudelange for local and international customers with major forwarders (3PL or 4PL) filling most available land with warehouse projects by 2022. Others are going through hard times using the governments support where possible to stay resilient, particularly when the borders were closed or under vigilant control with high risks for cross-border transportation.

The different events offered across 2020 were mostly digital events and webinars for an international audience with limited face-2-face

events when possible. Even the board meetings, assembly general and ceremonies were held in a digital or hybrid format. The common monthly logistics briefing was extended end of 2020 by Podcasts to allow to share national, regional and international news digitally providing management summaries and information to professionals.

## **DIGITAL ACTIVITIES LIKE WEBINARS OPEN FOR INTERNATIONAL AUDIENCE WILL INCREASE**

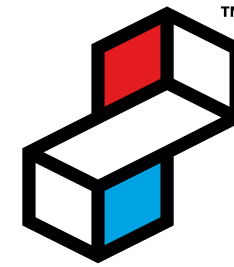
The number of C4L members was around 100 including MSME (Micro Small and Medium Enterprises) like start-ups that suffered or like Shipsta that grew successfully into company members. The House of Entrepreneurship (HoE) guided regular requests concerning Brexit and other questions about the Luxembourg market for information to the C4L. In line with its mission, the C4L supports the Ministry of Economy and the HoE with relevant information and contacts.

In 2020, the C4L was very active in innovation with start-up events, a matchathon and the LEAN and GREEN program in line with the announced European Green Deal - program taken over by Philippe Scholten. The 2<sup>nd</sup> award ceremony for DT logistics technician and 5<sup>th</sup> LEAN and GREEN AWARD ceremonies were not easy to plan due to sanitary restrictions, as difficult as the full academic year was challenging for teachers and students.

The outlook for 2021 without being bad is mitigated by an unclear global outlook and different regional recovery plans. The C4L plans to maintain alternative home-office and build virtual events until the vaccination allows more public events and “old—fashioned” face-2-face networking.

One positive element of the pandemic and sanitary crisis was that it pushed awareness about the essential role of logistics and stronger digitization in logistics and supply chain.

# The Key Pillars of the Cluster for Logistics Luxembourg



**CLUSTER  
FOR  
LOGISTICS**

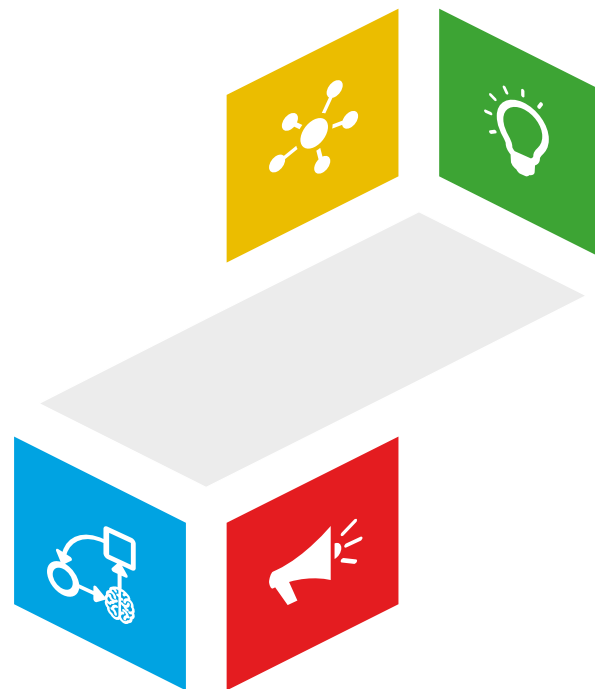
LUXEMBOURG  
**ADDING VALUE IS THE KEY.**

## NETWORKING AND LOBBY

- Organize events and webinars
- Lobbying (Sector representative)
- International Associations (ELA, BVL, CSCMP, UECC)
- Maintain Institutional Contacts
- Shippers Council
- Position Papers

## KNOWLEDGE SHARING

- Lifelong Learning
- Thematic conferences
- Support Trade Facilitation
- Organize Vocational Training
- Promote Logistics in Education

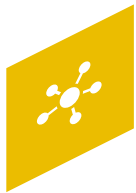


## INNOVATION

- Digitilisation and Supply Chain 4.0
- Sustainable Logistics (LEAN and GREEN)
- Collaborative with LIST and Luxembourg Centre for Logistics
- Collaborate with House of Startups (Luxembourg City Incubator)

## PROMOTION

- Trade Fairs
- Promote Logistics to public opinion
- Annual Supply Chain Day
- Promote C4L through Social Media
- Participate in economic missions and e-missions



# NETWORKING AND LOBBYING

# Events 2020

## 📅 September 22<sup>nd</sup> 2020 Biogros Visit

In the difficult times of sanitary restrictions due to the Corona crisis, a meeting and an activity with members was not easy to organize. Around 20 visitors were allowed to take part in the tour in September and they were delighted to visit the logistics and distribution area of the organic cooperative BIOGROS. No waiting time and contactless check-in as well as mask and hand disinfection and

unfortunately no drinks, was the new standard for this event. The Oikopolis cooperative founded 30 years ago by organic farmers is running a large warehouse in Munsbach for the distribution for their own stores but also partner outlets. The group distributes products under the Biogros brand and operates a network of stores under the name Naturata. The company took the opportunity to present its new electric truck that is part of the LEAN and GREEN strategy of the Oikopolis Group.

## 📅 November 19<sup>th</sup> 2020 Young Logistics Professionals Network Launch Event

The Cluster for Logistics, the Cluster Maritime Luxembourg, and the Luxembourg Centre for Logistics and Supply Chain Management joined forces and decided to launch a networking event for young logistics professionals. Dedicated to students but also young people already working in the field of logistics, the first edition held via videoconference

on November 19<sup>th</sup> gave the opportunity to a young Amazon Luxembourg logistics professional to share his experiences on e-commerce and the activities of the company.



Christelle Nicolay, Sales agent at Biogros



Biogros Visit 22<sup>nd</sup> September 2020

**Cluster Maritime Luxembourg** | **Luxembourg Centre for Logistics and Supply Chain Management (LCL)** | **CLUSTER FOR LOGISTICS**  
LUKE MISSELING - ADDING VALUE IS THE KEY

**YOUNG LOGISTICS PROFESSIONALS AFTERWORK**  
**EVENT N°1: E-COMMERCE**

The Cluster Maritime Luxembourg, the Luxembourg Centre for Logistics and Supply Chain Management, and the Cluster for Logistics, are happy to invite you to the kick-off of a new series: **Young Logistics Professionals Afterwork!**

- ▶ November 19<sup>th</sup> 2020 at 17:30 CET (online via ZOOM)
- ▶ Experience exchange with Amazon guest speaker
- ▶ Digital event with a limited group to maximize the networking!

**Registration is mandatory, please send an email to:**  
a.salvage@cluster-maritime.lu or philippe.scholten@c4l.lu

**Luis Dragani, Manager at Amazon Luxembourg and student at the Luxembourg School of Business**  
**Guest speaker!**

Younger than 35 years old and you want to reinforce your network? **Join us on LinkedIn!** /groups/8986754/

**EXPERIENCE EXCHANGE - NETWORKING - MOTIVATION - SOFT SKILLS - CAREER-ADVISING**

**📅 March 12<sup>th</sup> 2020**  
**Fourth Start-up Conference**

Start-ups in mobility and logistics were back in Luxembourg for the fourth time to present their services on March 12th. The Matchmaking Conference was organised by Cluster for Logistics, the Ministry of Mobility, CorpPearls and EY. Malik Zeniti (C4L), Max Nilles (MMTP), Tobias Verlande (CorpPearls), welcomed the 50 guests at the Ministry of Mobility and Public Works. The event was sponsored by EY represented by Kevin d'Antonio (EY Consulting - Strategy and Innovation leader for Luxembourg) and Cargolux represented by Olivier Chabin (Chief Innovation Officer).



The fourth edition was highlighted by eight start-ups active in mobility and logistics projects and the Board director of the Luxembourg Business Angel Network (LBAN), Diane Tea.

The eight companies that presented their products and services during

a five-minute pitch to find partners, investors or customers were ADMCS, Dropslab, innoSEP, Pragma Mobility, Freightfinders, Ô-Eat, emobs and Dashdoc. Like in the previous two editions, the best pitch, as decided by the audience, was awarded with a cheque and additionally, a jury of experts picked a winner for a Development support voucher by EY.

After long discussions and a head-to-head race of 2 companies, the Jury, (Diane Tea, Shi Na, Kevin d'Antonio, Olivier Chabin) led by Max Nilles, awarded Max Gürtler, CEO of FREIGHTFINDERS Berlin, the JURY BEST START-UP March 2020 award including a voucher of support by EY.

The AUDIENCE AWARD winner Pragma Mobility won a cheque by Cargolux Airlines celebrating 50 years in 2020 handed to Guillaume Le Berre CEO of Pragma Mobility by Jury members Olivier Chabin and Tobias Verlande.



Diane Tea, Luxembourg Business Angel Network



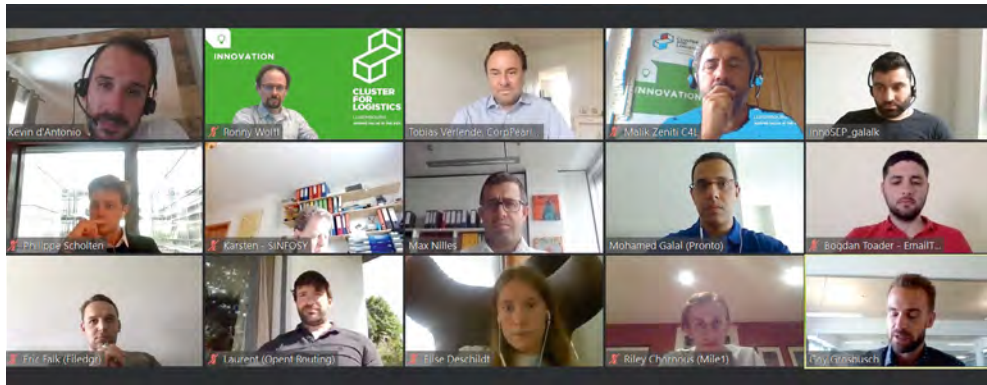
Max Nilles, Ministry of Mobility & Public Works



Freightfinders



Pragma Mobility



## June 9<sup>th</sup> 2020 Matchathon & Fifth Start-Up Conference

The pandemic crisis called for innovative solutions and collaboration in the logistics sector. In this vein, the Cluster for Logistics (C4L) and EY adapted its series of start-up matchmaking events to bring forth a new form of cooperation between start-ups and established companies. From May 26<sup>th</sup> to June 25<sup>th</sup>, the International Logistics Matchathon mobilized Start-ups and established companies to work on common issues and create enriched business opportunities. The first virtual edition was dedicated to home delivery and was

organized in cooperation with the Ministry of Mobility and Sustainable Development and numerous partners from the business and the start-up cosmos.

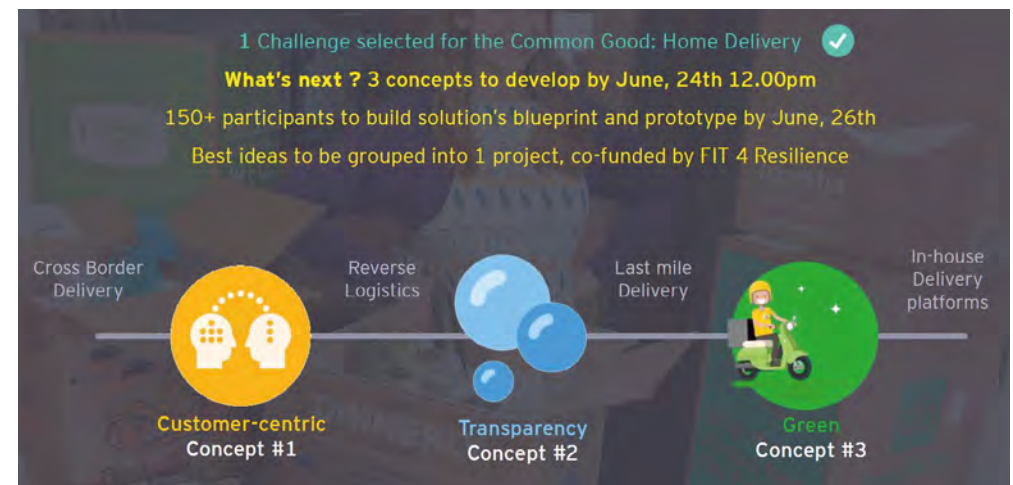
A blend between hackathon and matchmaking, the first **matchathon** crystallized a need for better home delivery solutions. The initiative was supported by a collaborative innovation platform, EY CogniStreamer, on which users joined forces to enrich ideas, connect and prepare deployment of innovative solutions. As the meetings were all virtual, with participants as far as Toronto, this platform was key

to share the challenges and foster interaction between the companies.

Fruit and vegetables distributor Grosbusch joined the project, following the inclusion of private consumers during the Corona-crisis with the “Fruit@Home” service along their professional retail and B2B offer. This service born out of necessity is meant to stay, said managing director Goy Grosbusch. The winning start-ups could help to streamline and enhance the distribution processes of the company.

The first edition attracted 24 start-ups and over 30 supporting organisations. Three teams pitched their combined solution for a home-delivery platform. The teams consisted of two to three startups that joined their value proposition to elaborate a complete customer centric offer.

For more details on this event: [www.c4l.lu/matchathon2020](http://www.c4l.lu/matchathon2020)



## 🏠 November 24<sup>th</sup> 2020 Sixth Start-up Conference

In the framework of the traditional matchmaking events between start-ups and companies, the Cluster for Logistics invited to a digital INTERNATIONAL LOGISTICS & MOBILITY START-UPS LUXEMBOURG conference on November 24<sup>th</sup> 2020. Due to COVID-19 restrictions, about 40 guests were present via digital conference to listen to the pitches of international start-ups. The matchmaking conference was organised by the C4L, the Ministry of



Mobility, CorpPearls in cooperation with Arendt, Cargolux and EY. Malik Zeniti (C4L), Max Nilles (MMTP), Tobias Verlende (CorpPearls) moderated the event and C4L-president Carlo Thelen welcomed the guests via video.

The sixth edition was highlighted by four start-ups active in mobility and logistics that presented their services during a six-minute pitch to find partners, investors or customers. WAVES, Urban Energy, Evertracker and Clockwork presented their activities to a panel of online guests.

The customary networking and meetings between participants were replaced by breakout rooms to ensure discrete and fruitful discussions. The young companies were cross-examined by four personalities representing the logistics sector: Diane Tea (Luxembourg Business Angel Network), Kevin D'Antonio (EY), Francesco Ferrero (LIST) and Frederic Stiernon (CarPay-Diem Winner of the Matchmaking Event 2019).

## 6th International Digital Transformation in Transportation Start-up Event

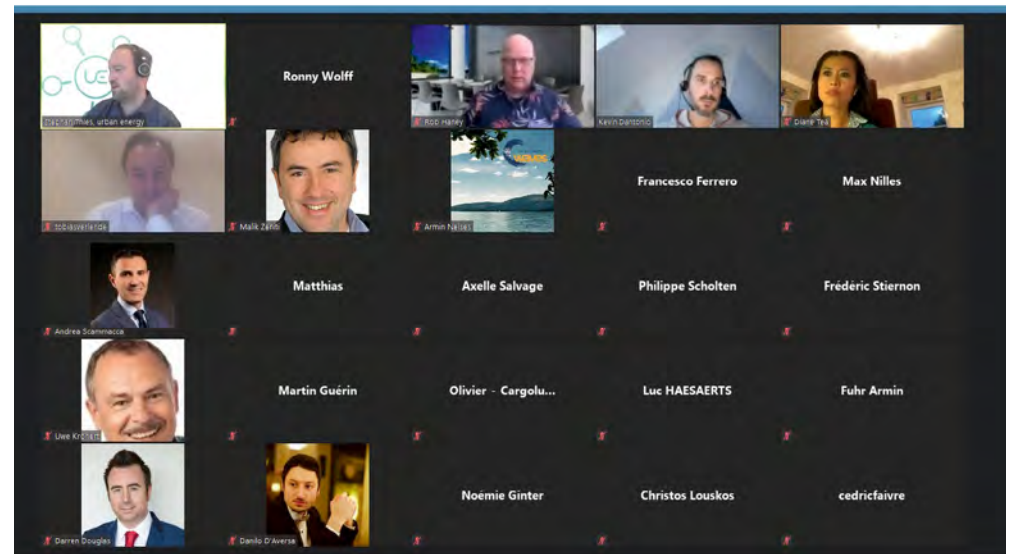
24<sup>th</sup> November 2020 - 16:00 - 17:30 pm

### Program of the event:

- > 16:00 - Welcome & Introduction
- > 16:10 - 5 Startup Pitches  
Q&A by 5 industry advisors  
One success story of digital transformation
- > 16:45 - Conclusion
- > 16:50 - Matchmaking in Virtual breakout rooms



Register on [www.c4l.lu/DIGITAL](http://www.c4l.lu/DIGITAL)  
Digital ZOOM event





## KNOWLEDGE SHARING

### 🏆 October 26<sup>th</sup> 2020 DT Logistics Awards

As a sign of appreciation for the outstanding achievements of young, qualified technicians in logistics, the Cluster for Logistics Luxembourg, in the presence of the Deputy Head of the Orientation professionnelle (Ministry of Education) Tom Muller, awarded the two best qualified technicians in logistics 2020 on

October 26th 2020. In the school year 2019/2020, Karolina CISINSKA, student at the Lycée Technique de Bonnevoie and employed by Arthur Welter Transports, as well as Andrea FORESI, student at the Lycée Technique de Lallange and employed by ArcelorMittal, showed an outstanding performance. The Cluster for Logistics Luxembourg honored the special talent and commitment of these two students with the award



of the “Best Diplôme de Technicien en logistique 2019/2020”. The ceremony took place at the Chamber of Commerce in the presence of the president of the Cluster, Carlo Thelen.

The transport and logistics sector is constantly changing, with topics such as digitization, automation and innovative and sustainable technologies increasing in importance. To cope with these complex challenges,

## Events 2020

new talented logisticians are trained every year in Luxembourg as part of the logistics program “Diplôme de Technicien en Logistique”. In this context, 13 students from the two schools Lycée Technique de Bonnevoie and Lycée Technique de Lallange passed the final exam in 2020.







# PROMOTION

## February 5<sup>th</sup> - 7<sup>th</sup> 2020 Fruit Logistica Trade Fair

The “Fresh Hub Luxembourg” showcased Luxembourgish perishables know-how as well as products and services at the specialised Trade Fair FRUIT LOGISTICA in Berlin from February 5th to 7th, 2020. Arthur Welter, Cargolux, lux-Airport and Grosbusch Fruits & Vegetables joined the national pavilion. The Luxembourg Chamber of Commerce and Luxembourg Ministry of Economy organized probably the last pre-covid19 conference with physical presence in 2020.

It was the third time Luxembourg participated in the specialized fair in cooperation with the Cluster for Logistics Luxembourg. The exhibition is the leading industry get-together with a focus on perishables and fresh produce businesses. It provides a complete picture of the latest innovations, products and services on every level of the international supply chain. The fair is a perfect opportunity for networking with key

decision-makers and attracted over 78,269 visitors (85% from abroad) and 3,276 exhibitors.

The presence at this fair aims to create recognition of Luxembourg as a diversified logistics hub. To raise awareness and facilitate networking, the pavilion organised a round table with experts and a booth party on February 6th that attracted international clients and partners, as well as Luxembourg-based visitors at the fair.



The panelists, Robert Verbaenen (Operational Key Account Manager Perishables, DSV), Xavier Ripoll (Sales & Marketing Director, Able Freight), Franco Nanna (Director Global Logistics, Cargolux) and Goy Grosbusch (Director, Grosbusch

Fruits & Vegetables) talked about a variety of subjects ranging from challenges and trends ahead of 2025, an overview of perishables processes and logistics services, external factors and specific issues, including all the lessons learned in over 40 years of air cargo handling of perishables.



## February 28<sup>th</sup> 2020 Visit with Japanese Ishikawa Delegation

The traditional students’ exchange between the Japanese province of Ishikawa and the Chamber of Commerce Luxembourg took place in February. The Cluster for Logistics participated to the cultural and economic visit by preparing a dedicated Logistics programme

# Events 2020



on February 28th for the Japanese students and their teacher. Ishikawa and Luxembourg share a friendly relation since the start of Cargolux’ activities at Komatsu Airport almost 20 years ago.

The Cluster presented the logistics sector and the day included a trip to Wiltz with a company visits to Cluster member Alipa Group with its patented NoNailBoxes.



# 7. Membership Satisfaction Survey 2020

## CLUSTER FOR LOGISTICS SURVEY 2020

In an effort to continuously improve the level of service, the Cluster for Logistics Luxembourg conducted a

study in September to gain insights about the satisfaction of the cluster's members and to get feedback on the activities of the association.

The Cluster now publishes the results for the members to download,

highlighting the preferred activities and subjects as well as expected future services.

The Cluster for Logistics Luxembourg currently counts around 100 members. From this base, the participation rate

was 33%. The survey was conducted over a period of 3 weeks starting on 13th September 2020 to 1st October 2020.

The survey was structured according to three main parts:

Part 1: Cluster for Logistics - Overall Feedback

Part 2: Cluster for Logistics - Business Activities Feedback

Part 3: Cluster for Logistics - COVID-19 Business Development Feedback

**Results Summary:** The general feedback questions turned up excellent scores between 72.6 and 86.1 percent. This section included the external appearance of the Cluster, comparing it to other sectorial associations and recommendation towards membership and events. It is based on the concept of the Net Promoter Score (NPS) with the simple question "Would you recommend us?". Those are encouraging scores that the C4L will track and try to enhance further in

### Part 2: Business Activities Feedback

7. Regarding the organization of a **Webinar** which topics would be of interest to your company?

**Business Aspects**

- Foreign Trade (Asia, South America, etc)
- Evaluation of business opportunities in various Transport Modes
- Future changes in customer behaviour
- Truck driver shortages
- Customs clearance

**Sustainable Logistics**

- Green Transport Developments (Air, Sea, Land and Rail)
- Energy Efficiency Regulations

**Macroeconomic Aspects**

- Brexit Regulations
- EU Mobility package
- Emerging Markets in Logistics
- New Trends & Needs in Logistics (During & after COVID-19)

**Digitalization**

- E-CMR
- Cyber security: Vulnerability of classical supply chains to cyber attacks
- Modern analytical logistics tools: Tracing & Visibility of Supply Chains
- Freight Market intelligence
- Artificial Intelligence solutions for supply chains

future. Astonishing 77 percent of the respondents thought that the employees of the companies seem to be aware about the services and events offered by the Cluster for Logistics Luxembourg. While this is a positive number, almost a fourth are likely unaware of the Cluster. The C4L therefore suggests further promoting C4L events to company member employees including new means of communication and social media. The logistics conferences

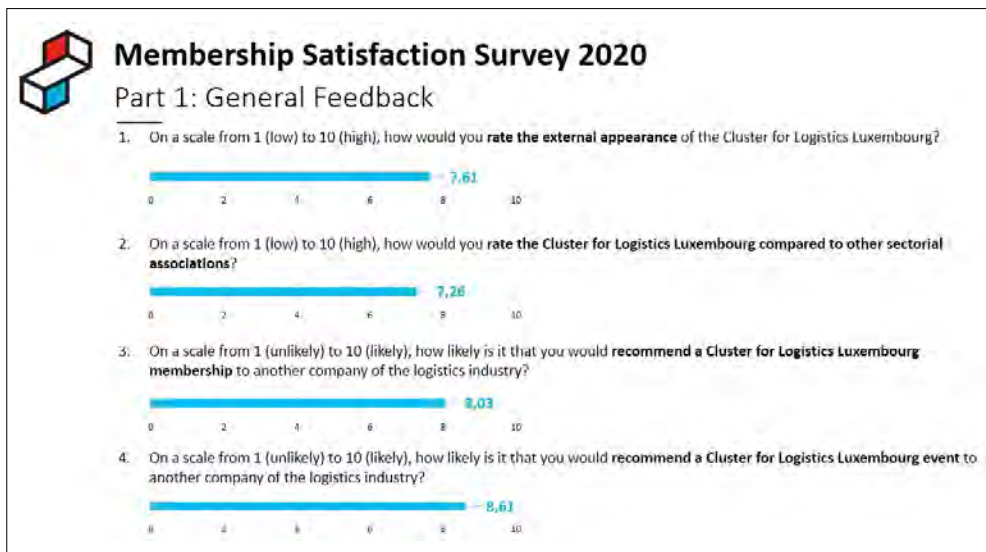
alongside the networking events and the news briefing gained the most traction over the last two years. The respondents also asked for further lobbying actions, conferences on supply chain management and more company visits. Several respondents request support on Education and Apprenticeship. The list of recommendations for future business activities to address is long from truck driver shortage, via monitoring of Brexit, EU mobility package, new business

opportunities and energy efficiency regulations to digital transformation with E-CMR, modern analytical or A.I. tools for logistics and cyber security.

The survey included a query on the COVID-19 impact. At that point in time (before the 2<sup>nd</sup> wave) it principally impacted the key business activities of the members and forecasts on future employee numbers were mostly neutral or slightly negative. Beside care and worry for the workers' health and how to protect them or resentment about border restrictions in March, the C4L obtained a long list of challenges the companies were having to address due to volatility, 20-30% lower revenues with negative impact on liquidity. On the upside, the participants felt that public perspective had shifted towards a more positive view on transport & logistics after the highlighted media interest during the lockdown. COVID-19 forced companies to increasingly use home office which resulted in the necessity to familiarize employees with new technologies.

For future events, members expressed more knowledge sharing about PPE, new regulations in Luxembourg, support of hospital & healthcare sector and a stronger focus on digitalization & innovation topics. This study was anonymous and the C4L plans to repeat this survey on a regular basis.

For a more detailed overview of the statistics, download the survey results on [www.c4l.lu/survey2020](http://www.c4l.lu/survey2020)



# 8. LEAN and GREEN Program

## LEAN and GREEN Climate protection program



Sustainable logistics pioneers: LEAN and GREEN community continued to grow in 2020

In 2020, the LEAN and GREEN community in Luxembourg has grown to a total of 12 companies. With the companies Biogros Sàrl and lux-Airport, two companies have taken advantage of the lateral entry mode in 2020 and were immediately awarded with the 2<sup>nd</sup> (Biogros Sàrl) respectively the 1<sup>st</sup> (lux-Airport) LEAN and GREEN Star. In addition, the companies Offergeld Logistik and Post Luxembourg have successfully completed their action plans in 2020 and were able to demonstrate a CO<sub>2</sub>

reduction of at least 20% within the past 5 years. For this achievement, the two companies have also received the first LEAN and GREEN Star in 2020.



Claude Turmes, Minister of Energy and Spatial Planning

In 2014, the Cluster for Logistics Luxembourg joined a non-profit network initiated by Connekt to advance the sustainable development of the logistics sector in Luxembourg. As part of a sustainability program called LEAN and GREEN, the Cluster for Logistics has succeeded in supporting 12 companies in their sustainability efforts over the past 6 years. The LEAN and GREEN initiative envisions to induce companies from the logistics and transportations sector to implement a set of self-defined

optimization measures in order to reduce their CO<sub>2</sub> emissions linked to transportation activities by at least 20%. By taking a closer look at their logistics activities and rethinking their current business processes, the companies participating in the program are able to identify potential for savings and optimization, and thus make the best use of their resources by saving costs (Lean) and reducing CO<sub>2</sub> emissions (Green).

Companies that achieve the sustainability goals set within the LEAN and GREEN program are reviewed by an external auditor and if the rating is

positive, they will be certified with LEAN and GREEN Stars depending on the achievement of their goals. Over the last 6 years, 7 companies have already been able to demonstrate concrete reductions of at least 20% of their CO<sub>2</sub> emissions from transport and logistics activities. In Luxembourg, companies from various logistics fields were able to celebrate first sustainability achievements. With regard to transport companies, **Arthur Welter Transports**, **CFL multimodal**, **Offergeld Logistik**, and **Post Luxembourg** have achieved their sustainability targets of minus 20% of CO<sub>2</sub> emissions. In addition, the companies





**LuxairCARGO** and **lux-Airport**, which are mainly active in providing logistics infrastructure, also achieved their emission reduction target of 20%.

Lastly, **Biogros Sàrl**, which operates as a wholesaler of organic food, is the first company in Luxembourg which

achieved the 2<sup>nd</sup> LEAN and GREEN Star, meaning that they reduced their CO<sub>2</sub> emissions from transport and logistics activities by more than 30%, all while starting a collaborative sustainability project with one of their competitors. In addition to these 7 companies which have

already been able to demonstrate concrete CO<sub>2</sub> emission savings, 5 other companies are currently in the process of implementing the measures they have defined in order to achieve their climate targets:  
**GN Transport, Kronospan, Luxport Group, Transalliance and Webtaxi.**

In strong collaboration with the Ministry of Mobility and Public Works,

the Cluster for Logistics is also in the future constantly trying to convince new companies to join the LEAN & GREEN initiative so that they can make the best use of their resources and actively contribute to targets of the EU Green Deal (-55% in CO<sub>2</sub> emissions until 2030).



The new electric truck for Biogros was launched in October 2020



## Biogros Experience Report 2<sup>nd</sup> LEAN and GREEN STAR

*Biogros is a distributor of organic products for which the closeness to nature and the idea of sustainability plays a central role not only for the goods but also for the business processes. Mr. Gasper, in charge of logistics at Biogros, how did you come up with the idea of incorporating sustainability into its logistics processes?*

At Biogros, as part of the Oikopolis Group, we see our message “ Gutt



Marco Gasper, Logistics Responsible Biogros

fir Mensch an Natur “ not just as an advertising slogan, but as the benchmark for all our activities. We constantly put these to the test in terms of sustainability. We actively seek solutions to keep our environmental footprint as small as possible. Transport logistics is an operationally relevant component of the company, but also the area with the highest emissions, so our goal was to reduce these emissions through a variety of measures.

*To certify your sustainable logistics processes, you have decided to participate in the Lean & Green initiative which is offered in Luxembourg by the Cluster for Logistics Luxembourg. Give us an insight about the process of participation in the program and about the added value for your company?*

It was indeed a happy coincidence that our first internal considerations on emission reduction in the logistics department took place in the same period as our first contacts with the Cluster for Logistics came up, and thus the Lean & Green programme. We quickly realized that this very

program would be a valuable guide for us on our journey: a journey with the goal to further reduce our environmental footprint. The action plan developed and implemented together with the LAG mentor resulted in a 50% reduction in CO<sub>2</sub> emissions for the company as well as significant cost reductions in the area of transport logistics.

*Biogros is the first company to achieve the second Lean & Green star in Luxembourg. This means that CO<sub>2</sub> emissions from logistics and supply chain activities have been reduced by more than 30 percent. In addition, the company has developed a collaborative project with a competitor which allowed to save additional CO<sub>2</sub> emissions. These are considerable achievements in the field of sustainability. Is the work for Biogros done so far or do you plan to continue the search for further emission savings?*

We can answer this question with a resounding “NO”. The entire Oikopolis Group is constantly looking for ways to keep emissions as low as possible. For Biogros, this means that talks

are currently being held for further transport partnerships. At the same time, other projects are underway, such as for example for the disposal of waste paper and cardboard. Investments are currently being made here to reduce the number of waste disposal transports by 2 thirds.

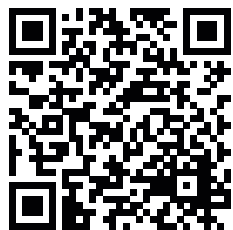
*What advice would you give a company as to why it is worth participating in the Lean & Green initiative?*

Transportation is more important than ever in today's fast-paced world. However, every operator of commercial vehicles should be aware of his responsibility for the environment and future generations. Participation in the Lean & Green initiative enables a company to consciously assume this responsibility. Throughout the process, the candidate will be fully accompanied by a personal tutor with theoretical examples as well as practical support. The example of our participation in the LAG programme shows that not only the environment can be noticeably relieved, but that these efforts are also worthwhile in business terms.

# 9. Communication and Workgroups

## COMMUNICATION AND MARKETING

A pilot project to launch regular monthly podcasts called “Logistics Conversations” in collaboration with “Légendes urbaines” was started end of 2020 to spread good stories and interesting information in a new media. With a goal of 10-12 per year, it is available under Spotify, Soundcloud or Apple Podcasts.



Listen to our Podcasts - [www.c4l.lu/podcast](http://www.c4l.lu/podcast)

## LOGISTICS BRIEFING

A monthly logistics news briefing is compiled in collaboration by the C4L, and published since 2019 in partnership with the Ministry of Economy - SWL. It shares most relevant national and international information and events in a condensed version for friends/professionals of logistics. Subjects of interest for experts and general interest selected by keywords include news from Luxembourg and Europe. This news briefing is sent to subscribers worldwide.

Subscribe via Link:

<https://www.clusterforlogistics.lu/briefing>



## MEDIA SUPPORT AND PRESENCE

Transport and logistics under capacity constraints during the epidemic allowed to broadly communicate the importance of supplying goods for retail, food and industry through Luxembourg and international media. The C4L initiated in-the-field television reports, where the journalists highlighted how logistics work, for a broader audience and public opinion. C4L initiated a visit of two important players during the lockdown in March. DHL Express in Contern explained their daily challenges as well as Grosbusch Fruits highlighted how fresh fruit was made available to supermarkets and other retail customers. They also presented their test supply for individual persons under lockdown. Through press conferences, interviews and public comments, C4L supports the activities of its members as intermediary and spokesperson for the sector.

## LOBBY ACTIVITIES

Lobbying for Luxembourg – Center Logistics Hub Contern

The C4L lobbying represented the interests of the logistics sector in Contern concerning a higher prioritization of a new connection evaluated by Ponts & Chaussées and the Ministry of Mobility and Public Works to improve the connection with the con-tournement & highway A1.

## PRESENCE IN THE PRESS:

The C4L contributed across the year with articles to the written press and social media. The C4L sent out various press releases in 2020 and met journalists for interviews and a yearly round up of the activities. Follow Link [www.clusterforlogistics.lu/press](http://www.clusterforlogistics.lu/press)



DHL Luxembourg in the field visit by Maryse Lanners RTL - 31th March 2020

### Social Media presence with LinkedIn and Twitter

- The C4L also provides social media communication with its Twitter feed @c4l\_lux allowing to spread news from relevant sources instantly, including interesting video material.



- The LinkedIn C4L page <https://www.linkedin.com/company/cluster-for-logistics-luxembourg> is an additional link to keep in touch with members, friends of logistics and supply chain professionals. It gained 500 followers in a year by presenting events and news.



Grosbusch Fresh Fruits supply during the lockdown RTL - 31th March 2020

- **News Update**  
The News Blog and Twitter feed allows to spread relevant news and C4L activities
- **More Events**  
Events relevant to the community including links.
- **More visibility for our supporting members (or membres effectifs)**  
supporting members are highlighted and their contacts provided on a special pane.

**This LinkedIn Post recorded the most views in 2020:**

- Job offers from member companies can be published or profiles shared on request

### WEBSITE UPDATE

[www.c4l.lu](http://www.c4l.lu)

The C4L Website serves the community for information about the cluster's activities and to register for events. It is reinforced by social media for last-minute information and events.

**The announcement on LinkedIn of the first Young Logistics Professionals Networking event on November 9, 2020 has been met with great enthusiasm on our LinkedIn network and has triggered more than 3300 impressions.**



## WORKGROUP EDUCATION

Luxembourg has been able since 2015 to establish logistics in high school as competent workforce in the new supply chain sector is key. The Logistics technicians DT for administrative desk jobs in planning and execution of logistics tasks, covered by a dedicated workgroup "Education" preparing training courses in cooperation with its members and the Ministry of Education. The first "logistics technicians" completed the DT Logistics in June 2019. Ongoing promotion like the Speed-Dating for 1<sup>st</sup> year apprentices with employers, will be required.

Logistics and industrial companies increasingly need better qualified and motivated young employees in order to fulfill the various tasks. Due to the Corona-pandemic, the school year was difficult and the Cluster thanks all involved teachers and students for their commitment and hard work.

Every year, the Cluster for Logistics Luxembourg honors the special talent and commitment of logistics students with the award of the "Best Diplôme de Technicien en logistique". In 2020, Tom Muller, Deputy Head of the Orientation professionnelle (Ministry of Education), gave the award to Karolina Cisinska and Andrea Foresi.



Angélique Arnould and Anne Berchem, teachers from LTL



Tom Muller, MENJE



Karolina Cisinska, Best DT Logistics Talent 2020



Andrea Foresi, Best DT Logistics Talent 2020

# 10. Become a member

## Membership of the Cluster:

- Gives input to identify the needs of the Luxembourg logistics sector.
- Helps you to know the logistics sector to increase your competitiveness.
- Provides information on factors that drive the logistics sectors in Luxembourg.

To apply for a membership of the Cluster for Logistics, you can fill out the form available on [www.c4l.lu/join-us](http://www.c4l.lu/join-us) or simply use the following QR code:



ADVANTAGES	PREMIUM 3.600€	CORPORATE 1.200€	START-UP 380€	PERSONAL 120€ FOR 2021 (240€ FOR FOLLOWING YEARS)
Invitation to all events of the cluster	Yes	Yes	Yes	Yes
Participation free of charge to events of the C4L (unless stated that events include a contribution)	Yes	Yes	Yes	Yes
Reception of news briefing	Yes	Yes	Yes	Yes
Contribution to news briefing	Yes	Yes	Yes	No
Logo on the Web	Highlighted as Premium	Yes	Yes	No
Post News on the Web	Yes	Yes	Yes	No
Employment offers on the Web	Yes	Yes	Yes	No
Sponsoring in the news briefings and events	Yes	Yes	No	No
Eligible as member of workgroups	Yes	Yes	On invitation only	On invitation only
Eligible as Board Member	Yes	No	No	No
Podcast	Preferred	Yes	Yes	Yes
Highlighted in C4L presentation	Yes	No	No	No

# 11. Premium and founding members

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# Company and Start-up members

51 Biz Luxembourg Sàrl / PPMB

2 Point 0 E-Fulfilment and Cross-Dock Services SA

Abacus Consulting & Solutions S.A.

AllPack Services

ArcelorMittal Commercial Sections SA

Arendt & Medernach

Arthur Welter 

Astron

AXA Luxembourg

Banque de Luxembourg

Bela

BIL

Biogros Sàrl 

BMI Group Operations Sàrl

Care S.A.

Cargolux Airlines

CDC Cartel Damage Claims

CFL multimodal 

CH Robinson

Chamber of Commerce

Champ Cargosystems SA

Cimalux S.A.

CLC

CLdN ro-ro S.A.

Cluster Maritime Luxembourgeois

DB Schenker

DC Postal

DEKRA Automobil GmbH Zweigniederlassung

Luxemburg

Deloitte General Services

DHL Global Forwarding Luxembourg SA

DuPont de Nemours (Luxembourg) s.à.r.l.

elp S.A.

Ernst & Young BAS SARL

FedEx Express Luxembourg Sàrl

FEDIL

Froggg's S.A. (Start-up)

Global Airlift Solutions

GMR Safety Inc.

Goodyear Dunlop Tires Operations S.A.







GROSBUSCH S.A.

Guardian Europe Sarl

Heintz van Landewyck

Husky Injection Molding Systems SA

IAC Partners

IEE	Marsh Luxembourg	Société du Port de Mertert
In Motion S.A.	Mateco	Sourcify S.A.
Inco Logistics	Molitor Avocats à la Cour	Streff Data Protection Services Sàrl
ING	Mediterranean Shipping Company	Transalliance Europe SA 
Inland Navigation Luxembourg	NewCo Log	Université de Luxembourg
Jost SA	NEWGEN TO (Start-up)	VTG Finance S.A.
Kronospan Luxembourg S.A. 	Offergeld II - GmbH & Co KG 	WDP Luxembourg S.A.
Kuehne + Nagel	Paul Wuerth	Wildgen S.A.
LCA Luxembourg	POST Luxembourg 	
LIST	PWC Luxembourg	
Logistics 4 Pharma Sàrl	Resultance S.A.	
LuxairCARGO 	SAIPEM Maritime Management	
Luxembourg High Security Hub	SGL Ingénierie S.A. Luxembourg	
Luxinnovation	Shipsta Sàrl	
Luxport Group 	Société de l'Aéroport de Luxembourg S.A. 	

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