

Project Report On

**“A STUDY ON LOGISTICS IN
WORLD CARGO LOGISTICS LTD”**

Submitted by
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Roll NO: **202**

Submitted to



**UNIVERSITY OF MUMBAI
MASTER OF COMMERCE
BUSINESS MANAGEMENT**

Semester- IV

(2020–21)

Project Guidance by
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Certificate

This is to certify that **ABHISHEK RAJENDRA SHINDE** has worked and duly completed his Project Work for the degree of Master in Commerce under the Faculty of Commerce in the subject of **SUPPLY CHAIN MANAGEMENT & LOGISTIC** and his project is entitled, **A STUDY ON LOGISTICS IN WORLD CARGO LOGISTICS LTD** under my supervision.

I further certify that the learner under my guidance has done the entire work and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is his/her own work and facts reported by her personal findings and investigations.

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Declaration by learner

I, the undersigned **Mr. ABHISHEK RAJENDRA SHINDE** declare that the work embodied in this project work hereby, titled **A STUDY ON LOGISTICS IN WORLD CARGO LOGISTICS LTD**, forms my own contribution to the research work carried out under the guidance of **Mr. Himanshu Lapashia** is a result of my own research work and has not been previously submitted to any other University for any other Degree to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, here by further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

Name of the learner: **Mr. Abhishek Rajendra Shinde**

Certified by

Name of the Guiding Teacher: **Mr. Himanshu Lapashia**

Acknowledgment

To list who all have helped me is difficult because they are so numerous and the depth is so enormous.

I would like to acknowledge the following as being idealistic channels and fresh dimensions in the completion of this project.

I take this opportunity to thank the **University of Mumbai** for giving me chance to do this project.

I would like to thank my **Principal, Dr. Ajay M. Bhamare** for providing the necessary facilities required for completion of this project.

I take this opportunity to thank our **Coordinator Dr.Shushma Patil**, for her moral support and guidance.

I would also like to express my sincere gratitude towards my project guide **Mr. Himanshu Lapashia** whose guidance and care made the project successful.

I would like to thank my **College Library**, for having provided various reference books and magazines related to my project.

Lastly, I would like to thank each and every person who directly or indirectly helped me in the completion of the project especially **my Parents and Peers** who supported me throughout my project.

Signature of the Student

ABHISHEK RAJENDRA SHINDE

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INTRODUCTION

1.1 About The Organization

World Cargo Logistics in Mulund West, Mumbai is a top player in the category Transporters in the Mumbai. Established in the year 2014 this well-known establishment acts as a one-stop destination servicing customers both local and from other parts of Mumbai. Over the course of its journey, this business has established a firm foothold in its industry. The belief that customer satisfaction is as important as their products and services have helped this establishment garner a vast base of customers, which continues to grow by the day. This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company. In the near future, this business aims to expand its line of products and services and cater to a larger client base.

In Mumbai, this establishment occupies a prominent location in Mulund West. It is an effortless task in commuting to this establishment, as there are various modes of transport readily available. It is at JSD Road, Near Cement Company, which makes it easy for first-time visitors in locating this establishment. It is known to provide top service in the following categories: Transporters, Logistic Services, Cargo Services, Trailers on Hire, International Air Cargo Agents, Logistic Services for Domestic, Logistic Services for International, Trailer Transporters. World Cargo Logistics in Mulund West has a wide range of products and services to cater to the varied requirements of their customers.

The staff at this establishment are courteous and prompt at providing any assistance. They readily answer any queries or questions that you may have. Pay for the product or service with ease by using any of the available modes of payment, such as cheque, Cash. This establishment is functional from 09:00 - 21:00.

World Cargo Logistics' core ethos is service, and delivery of this service is paramount to client needs. We work with global partners to ensure we have the ability to uphold our promises.

World Cargo Logistics dedicated service team offer full air freight services from all major UK airports and we work with a multitude of international carriers.

Air Freight offers rapid international movement of goods, and we at World Cargo Logistics have the expertise and strength to compete, yet offer simple, precise solutions to suit individual needs.

Services include:

- Secure goods
- Pharmaceutical / perishable shipments
- Fine arts
- Dairy products
- Express
- Hazardous materials
- Exhibition goods
- Consolidations
- Dedicated on board couriers
- Specialist charter services

A dedicated team of industry experts, offering full knowledge of UK and International Customs Legislation.

AOG Team to act upon the shortest of notice. Staff are contactable 24/7 to ensure immediate response and reaction.

Specialist Services also include helicopter shipping. Full / partial / spares shipping. Services include collection on air ride vehicles. Building and securing to aircraft pallets on-site. Door to door or door to airport services.

World Cargo Logistics' dedicated staff also offer expertise in the following areas:

- Letter of credits
- Aviation security
- Dangerous goods
- Project / out size cargo
- Legalisation of documents

1.2 About The Topic

Logistics is generally the detailed organization and implementation of a complex operation. In a general business sense, logistics is the management of the flow of things between the point of origin and the point of consumption to meet the requirements of customers or corporations. The resources managed in logistics may include tangible goods such as materials, equipment, and supplies, as well as food and other consumable items.

In military science, logistics is concerned with maintaining army supply lines while disrupting those of the enemy, since an armed force without resources and transportation is defenceless. Military logistics was already practiced in the ancient world and as the modern military has a significant need for logistics solutions, advanced implementations have been developed. In military logistics, logistics officers manage how and when to move resources to the places they are needed.

Logistics management is the part of supply chain management and supply chain engineering that plans, implements, and controls the efficient, effective forward, and reverse flow and storage of goods, services, and related information between the point of origin and point of consumption to meet customer's requirements. The complexity of logistics can be modelled, analysed, visualized, and optimized by dedicated simulation software. The minimization of the use of resources is a common motivation in all logistics fields. A professional working in the field of logistics management is called a logistician.

This section of the paper will give the reader an idea of the fundamentals of the thesis project. The reader will be able to get a fair idea of what this paper is all about. In the following subsections one can understand the objectives and obstacles for this project. Competition can be seen in every field these days, and the manufacturing world is no different. Companies are always looking for newer and newer opportunities and defects in the system so they can be tackled. Logistics plays an important role in any manufacturing firm, as it involves the optimal use of man, machine and material. Reverse logistics is a small part of the total logistics of a company. Reverse logistics deals with the handling of the goods that are being returned to the manufacturer by the customer. It covers all the activities that determine the fate of these returned goods.

This thesis tries to understand the basic concepts of reverse logistics. It tries to give an idea of how various researchers and logistics experts have defined reverse logistics. It also covers some basic reverse logistics activities and how these activities affect the decisions that managers have to make on a regular basis in their company.

The ever-growing manufacturing world and the advent of automation has resulted in mass production and increased the number of products released into the market. This exponential growth has resulted in the overuse of the natural resources thus increasing the amount of industrial waste. This thesis also sheds some light on what activities in the reverse logistics help companies to work towards green production and green logistics.

This thesis is a result of the numerous hours of lectures, course seminars, variety of courses, group and individual tasks in the field of production and logistics over the past two years at the Innovation, Design and Engineering Department at Mälardalens Högskola. This thesis gives me the opportunity to put together a study on the concept of Reverse Logistics. It also gives me the opportunity to show my skills as a Masters student, and showcase the skills I have learnt over the past two years. This project mainly focuses on the concept of Reverse Logistics and what role it plays in the manufacturing world today.

The aim of this project is to understand the concept of Reverse Logistics and its role in the manufacturing industry. It also focuses on learning different aspects of the reverse logistics and how these aspects affect the decisions made by manufacturing firms. The study also tries to look at the environmental aspects of reverse logistics.

Logistics is a fairly new concept and not until recently have researchers and logistics companies tried to focus on its effects on the managerial decisions. Also in recent years customer satisfaction has been considered a very important aspect in the growth of any company and the focus on improving customer satisfaction has increased greatly. Recently researchers have found that reverse logistics can play an important role in improving customer satisfaction.

The literature review in this paper gives a clear picture about the concept of reverse logistics. The thesis makes an attempt to cover the works of various leading researchers and logistics experts as much as possible. Further, the questionnaire also has been formulated so as to get clear and well-defined answers. Through the literature study, interview and survey conducted with logistics and supply chain personnel at a few companies, this thesis tries to understand and analyze the concept of reverse logistics. Logistics has been found to play an important role in almost any manufacturing firm, regardless of size, product and geographical reach of the firm. The focus initially was to conduct the survey and interviews in manufacturing firms within Sweden focusing on firms that manufacture FMCG and electronic goods.

The reason for choosing FMCG and electronic goods was because FMCGs are consumed more frequently which increases the importance of logistics decisions to deliver them to consumers. And the reason for choosing electronic goods is because of the growth of electronic products in the market over past two decades, and the frequency with which newer products reach the market these days.

Unfortunately, after waiting for almost 45 days for the replies to the conducted survey there was no response by even one of the 30 different manufacturing firms in Sweden. After which a quick decision was made to change the target group to the manufacturing firms in India. And by the time this decision was made there was very little time for choosing the companies and conducting survey and/or interviews. Somehow, I managed to get 6 people from 5 different companies to respond to the questionnaire. Also, some sort of an interview was conducted through telephone calls and chatting over the internet to get a better understanding of the responses given by them.

As mentioned in the problem definition this thesis will focus on understanding the knowledge of the participants with respect to reverse logistics, and to what extent they have implemented reverse logistics concepts within their companies and how this affects their decisions. This thesis will not focus on performance.

Measurement of reverse logistics models followed by the participant companies since it requires a lot of data analysis to generalize the idea.

Objective of Study

1. To obtain an Entry Level Logistics Management position to leverage critical thinking abilities, logistics, and leadership experience.
2. To attain a management position as a Logistics Specialist with World Cargo Logistic
Coming with 9+ years of robust experience in shipping and logistics functions
3. To determine how the company has contributed to efficiency and effectiveness of a supply chain and logistic
4. To maintain and expand company inventory management strategies.
5. To Create an end-to-end warehouse testing plan with the help of strategic automation
6. To reduced Transportation and Logistics Cost
7. To look for Sources of Revenue and Cost

Review of Literature

Advanced information system as well as fourth-party logistics are functions of logistics services. As Bowersox & Closs (1996) acknowledged that, in recent years the functions of logistics services have expanded from marketing and manufacture to warehousing, transportation activities, purchasing, distribution, inventory management, packaging, and customer services, which summarized the logistics services integrated. Apart from the abundant service functions, the relationship between clients and logistics service providers evolved from tactic solution of cost reduction to strategic alliance

25th of May. Interviewees are general manager and project leader of the advanced information system project from Weihai BLP, assistant manager of Weihai Port Group Co. Ltd and project leader of the advanced information system team from the IDA of Singapore. When it comes to case study questions, the specific interview questions were designed according to the objective of the paper and understanding of concerning concepts from literature review and presented in appendix. The guide for the case study report is about the structure for the case study, which is start by introduction of the case companies, and then contents of the related projects, followed by benefits and barriers of the projects, finally analysis of the similarity and differences of the data collected.

“Evolution of Sustainability in Supply Chain Management” – A. Rajeev, Rupesh K. Pati, Sidhartha S. Padhi, and Kannan Govindan (2017) This report talks about the impact that has resulted in negative impact on the society. This article urges several researchers and industry experts to work on sustainable production and consumption issues within the context of sustainable supply chain management. This paper comprehensively covers the exponential growth through the evolutionary lens. The study addresses social effects and environmental effects that can be reduced with the help of innovation and constant evolution in the Supply chain management and logistics.

RESEARCH METHODOLOGY

Logistics management is connected with acquisition, collection, processing and transmission of large amounts of information. Meeting the information demand of the management functions requires that an information system be created, which would provide continuous access to timely, accurate and truthful information. From the perspective of logistics, the basic benefits of implementing information systems include²¹:

- Customer service improvement.
- increasing the atmosphere of trust and confidence through good communication within the logistics chain;
- The possibility to use electronic signatures, the system of protection and certification, standardization in the field of electronic business;
- stock levels reduction;
- synchronization of supply, production and distribution processes;
- the capacity to produce to order - as opposed to "to stock" production;
- the reduction of possible downtime caused by shortage of materials for production;
- cost levels reduction, especially connected with transport and storage;
- improvement of delivery timeliness, lessening probable errors made in orders;
- Reduction of the amount of documents in circulation.

The information system consists of information streams, which link the executive elements of the logistics system with the management system, and with the set of procedures for processing information.

Formally, information systems may be traditional or based on information technologies. Since, as it has been previously mentioned, Logistics management involves processing of a massive amount of information, the Logistics information system should be based on information technologies by default.

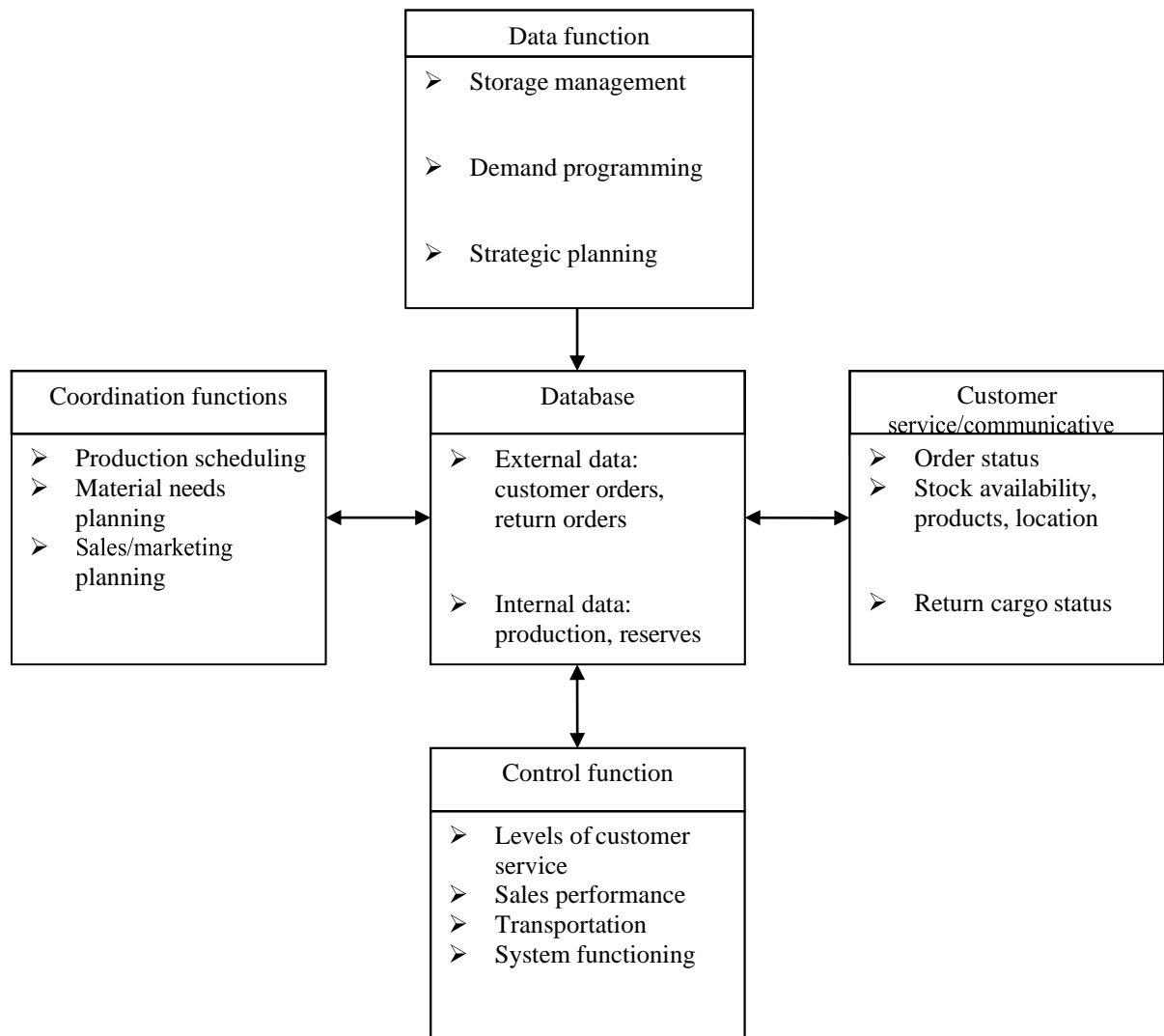
Proper implementation and application of information technology and resources which facilitate the functioning of Logistics information systems, is a guarantee of business performance improvement, which manifests itself in²²:

- Operations speed improvement;
- Production quality improvement;
- The quality of customer service;
- Cost reduction, and thereby higher competitiveness on the market.

Among the essential logistics functions where information technology is used, Customer service and communication, focused on improving the customer- supplier relation;

- Control and planning, related to foreseeing the customers' demands in advance and to monitoring the natural flows, in order to detect any unwanted alterations in the plan;
- Coordination, responsible for linking various Logistics operations into one coherent system.

• **Fig. 1.:** Functions of logistics information system



The realization of all the above-mentioned functions is possible if we have one common database. Each of the mentioned functions may be part of the logistics information system, which usually does not function autonomously, but is integrated with the enterprise management structure. The logistics information system includes subsystems, such as information gathering, information processing, information storage and decision-making support. The basic task of the information-gathering subsystem is to monitor the environment and the company itself in order to collect information indispensable for making logistics decisions.

The fundamental information usually obtained for logistics management includes such areas as: the company targets and its logistics resources, customer orders, market research results, the condition of the system implementing logistics (logistics chain), as well as the stage of

Realization of logistics processes, conditions and limitations of the functioning logistics system.

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the system implementing logistics (logistics chain), as well as the stage of realization of logistics processes, conditions and limitations of the functioning logistics system.

Other significant sources of information are the reports on the state of the logistics system and on the realization of logistics processes. They provide information on sales trends and forecasts, logistics costs, inventory, orders, procurement, logistics schedules, logistics needs etc.

In summary, we may group the ways to obtain information and the content of information itself, into six areas:

First - the new market environment, which is created by access to a global network through telecommunication infrastructure.

Second - the market space convergence resulting from the absence of geographic isolation of companies and economies.

Third- the new technologies that enable people and organizations to interact in a network environment, as well as create and deploy new solutions and products.

Fourth- the convergence of infrastructure consisting of a combination of different technologies for distribution of data and information (cable networks, GSM, satellite solutions, instant messaging, mobile Internet access etc.)

Fifth- the convergence of processes involving e.g. the customization of products by means of integrated, virtual combination of customer expectations and Internet sales, e-payments and modern distribution processes.

Sixth- the convergence of products that may exist in various forms of physical and electronic formats, depending on the level of relevance to the consumer; i. e. books, knowledge.

In an IT-driven information system, the technical means of data collection include:

- ICT networks and the electronic data interchange (EDI);
- Automatic identification system;
- Navigation system.

The quality of information depends on the methods of data processing and presentation. The task of the data processing subsystem is to evaluate information in terms of significance, separation of noise and the excess of less relevant information, sorting information and its adequate imaging.

Information previously sorted should be stored in a proper form in the databases.

For that purpose, all kinds of media are used, along with their control software.

The system supporting the making of decisions, including the Logistics ones, consists of computer

software, operating on data-, procedures- and modelbases. With these tools, the logistics management authorities may examine the effects of different variants of the decision, using mathematical models and computer simulation techniques.

Logistics processes

1. Rational management and logistics processes

All operations, including the logistics ones, should be rational and optimal. Let us recall that these were Polish scholars, including O. Lange and T. Kotarbinski that formulated the main problems of the rational management theory.

The first one mentioned, understood rational behavior as proceedings aiming to qualify the conditions and means of action. The rule is that the maximum degree of attainment of the objective is achieved when the minimal circulation of funds brings about the maximum implementation of the goal. Alternatively, at a given point of the realization process the minimal amount of resources should be used. The first variant of the procedure is called the principle of maximum effect, or the principle of maximum efficiency. The second variant is called the principle of least amount of resources, or the economy of resources principle²⁴.

T. Kotarbinski described rational management as the more efficient the more valuable outcomes it brings about with given losses. It is the more economical the less the measure of the loss paid to the achievement of a product²⁵.

However, the clarification of these problems requires prior definition of the rationality concept. By this category, one understands actions based on the principle of correct thinking and effective action, or rational and purposeful action²⁶. In this sense, we differentiate two types of the rationality of action, i.e. substantive rationality and methodological rationality²⁷.

The former - the substantial rationality - occurs when the choice of resources corresponds to the real, objectively existing situation, i. e. the existing facts, laws and relations. In turn, methodological rationality means that the action is rational from the perspective of the knowledge the acting subject has, i. e. the logical inference that determines the choice of means is correct in their knowledge, regardless of whether this knowledge is consistent with the objective state of affairs.

T. Kotarbinski states that in practice many economic entities often find themselves in a situation, which creates the need to decide on the adequate efficient action aiming to satisfy the basic needs that is concerning existence, health, lack of physical suffering. It may also be an activity designed to provide particular groups of customers with the products that interest them. This might be done in two ways: directly - in the form of the product itself or the supply of this product, or indirectly - as supply of

resources, i. e. materials, tools, means of transport and exchange; it may be a one-subject action, or it can be based on cooperation between the subjects

- Appointing with the use of mathematical methods, supported by computer technology (quantitative management) the optimal (i. e. the most favorable, the best) solution to the given problem, in the light of selected criteria;
- Getting the optimum (best) performance;
- Defining mathematically the best solutions to more complex issues; The above-quoted optimization definitions mean that³⁰;
- Optimization means the best, most favorable result;
- The designation of this result (solution) is done by using mathematical methods supported by computer technology;
- The choice of the best solution (the correct decision) allows the use of system analysis with appropriate indicators and criteria.
- The rational and optimal relocation of goods and services, along with associated information, can be done by, inter alia, proper management of logistics processes.
- In professional literature, it is difficult to find one single definition of a process as such, let alone the logistics process.
- A process may be defined as:
- An orderly time sequence of successive changes and conditions (the carrier of every process is always some physical state, and every new state/change of the
- System is caused by the previous state/change, or by external influence on the system)³¹.
- A set of logically related tasks or activities, performed to achieve a given business result³²;
- A change achieved by the transformation of input data into the output, where the added value, risk and information are taken into account.

Processes are primarily executed by economic entities (systems), which main task is to create the added value of a product or service. The logistics processes, in turn are understood as *specified in time and place consecutive facts (past and future phenomena) in the field of the Physical flow of goods, services and information and risk associated with every action.*

- These facts might concern:
- Material events (supply, distribution, transport etc.),
- Information connected with the physical flow of goods and services from places of origin to places of destination.
- Logistics processes can be divided into different types.
- P. Blaik suggested the following division, according to the type of added-value creation³³:
- Creating added value directly, characterized by direct and close relations with customers - so-called primary (main) processes;
- Creating added value indirectly, characterized by indirect relationships with customers - the so-called secondary processes, from the perspective of added value creation (support processes);
- Relatively connected with the added value creation, showing relative (conditional) relationships

with customers - the so-called tertiary processes, as regards added value creation;

- Not creating added value, not showing relationships with customers - the so-called potential manifestations of waste.

2. Material goods flow processes

According to the definition provided in The Dictionary of Logistics Terminology, Logistics is management of the movement of goods³⁶ and/or persons, and the activities supporting these processes in the systems where they occur³⁷. Therefore, the subject of logistics are, first of all, the flows of physical goods (their value can be estimated in financial terms) from the sources they were obtained, to the activities of manufacturing, to the customer (the consumptive element).

From the perspective of the essence of logistics and its subject matter, it can be concluded that the identification of the participants facilitates economic activities by:

- Improving the management of product flow processes for all logistics chain participants;
- The subordination of all activities to create added value and meet the customer's expectations;
- Minimizing the logistics costs (in some cases, this issue is of minor importance, e. g. when providing assistance to victims during a natural disaster).

The executed processes associated with the physical flow of goods are supposed to provide customer service in a smooth (wise, without waste) and efficient ("doing the right things only") manner, in accordance with the "7R " principle:

- Right product
- Right quantity
- Right quality;
- Right time;
- Right place;
- Right information;
- Right cost.

The efficiency and effectiveness of material goods physical flows are achieved by implementing all the management functions, such as planning, organizing, motivating, controlling, coordinating, deciding³⁹.

All kinds of functions performed during the physical flow of material goods include the area of⁴⁰:

- Real processes;
- Regulatory processes.

The first group includes the material (physical) processes, which occur during the physical flows. They are the processes of the so-called real sphere (e. g. packaging, selecting, shipping and warehousing), which are described by the real variables.

3. The processes of information and decision-making

An important component of logistics processes are the streams and resources of information. They reflect the material goods flow and inventory, and simultaneously, they are used in the flow processes management. Information needs to be obtained, properly categorized, encoded, stored and used (shared, sent) in the decision-making processes.

This information helps to implement the processes within the logistics supply chain. The practical realization concerning: supply, distribution, maintenance of stock, the design and layout of warehouses, materials manipulation and packaging, transport, procurement and logistics costs would not be possible without efficient information systems.

The basic components of logistics information processes are⁴²:

- The codification and identification systems for products, raw materials, finished goods, commodities (such as barcodes, EPC - electronic product codification, NCS - NATO Codification System, RFID - radio barcode).
- Flow records: evidence of acceptance and outlet, invoices, orders, packing lists, specifications, etc. (it is best to use EDI - Electronic Data Interchange, the transfer of business transaction information from computer to computer, using standard accepted message formats).
- Coding systems for documents, contractors, internal organizational units work posts etc.;
- Processing and grouping of information, its aggregation in different time sections, according to the realization needs of various decision functions (creating databases, data warehouses);
- Technical means and computer programs for information emission, storage, processing and broadcast (e.g. Transactional Information Systems, Information Systems Supporting Decision Making Processes, ERP - Enterprise Resource Planning, ECR - Efficient Customer Relationships, CRM - Customer Relationship Management).

In the discussed flows we deal with the kind of information directing and controlling the physical flow, as well as the reporting and control type.

The first-mentioned type runs in the direction opposite to the physical flows. The origin of this information is on the market and it has the form of demand forecasts or receivers' orders. Next, it is subject to appropriate transformation. The results of this processing are plans, programs and schedules for production. Then, the information on the intentions of the production stage flows to the supply phase, making it possible to plan the demand for materials. These plans provide the basis to draw up

plans of purchase, in the form of contracts, agreements etc., circulated on the market.

In turn, the reporting and control information flows in the same direction as the accompanying physical processes. It reflects the realization of the planning decisions taken formerly.

In the field of logistics management, the decision addressee is a person or a group of people:

Logistics decision-making is a process and it starts in the moment when a problem to solve appears, regarding the relocation of goods and services, along with associated information. This problem has its inherent traits and actions.

- There have to be at least two options. Otherwise, there is no choice;
- For some reason, these solutions are important;
- The solutions differ in terms of the added value.

A decision can be defined as *non-random selection of one of the options, foreseen by the set of acceptable variants*. It can be formally represented as a transformation $[T_2]$ of the set W into the decision D^{43} :

4. Logistics flows infrastructure

The implementation of logistics processes requires infrastructure, which should facilitate the efficient and effective physical transfer of goods and services from the place of origin to the final destination (including temporary storage, release, rotation, completion, protection) and associated information.

The concept of infrastructure still has no generally accepted definition and thus there is no one universal understanding of the idea. The very term means "the base foundation, i.e. the necessary basis for economy".

In literature, one can find many attempts to define the logistics infrastructure, however the most interesting one may be found in *The Dictionary of Logistics Terminology*, which provides an illustrative essence of the concept – as follows⁵⁵: *Logistics infrastructure is a system of roads, waterways, airports, seaports and/or telecommunication networks located in a given area.*

In the systems approach to logistics, there are three components of logistics infrastructure (Figure 2.1):

The linear component - the network existing in a given country, understood as every separate strip of land, intended for transportation traffic or stopping- places, along with all engineering structures associated with it;

The point component - separate facilities for stationery cargo handling (discharge areas, stations, yards and transshipment points, logistics centers) and means of conveyance;

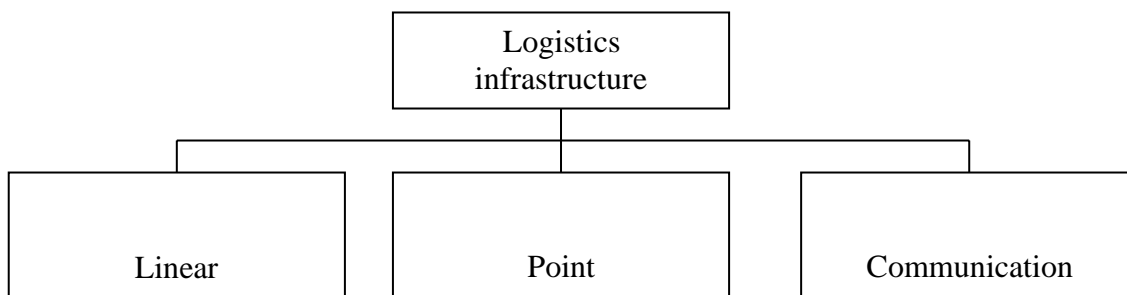
Communication infrastructure - the media, the data exchange standards and the measures to ensure

their flow.

The linear and point infrastructure create a system, and therefore one may provide a classification which includes these both components⁵⁶:

- Vehicle - point infrastructure (includes all facilities connected with stationary passenger service, cargo and means of conveyance in car transport), - linear infrastructure (the road network existing in a given country, including: national roads, provincial roads, country roads, urban local roads, municipal roads and roads on the company's premises);
- Railway - point infrastructure (sidings, stations, transshipment points), - linear infrastructure (all railway lines, which may be divided according to several criteria, from the socio-economic perspective: (trunk-lines, primary lines, secondary lines, the lines of local importance; in terms of track gauge: standard gauge lines, broad gauge lines, narrow gauge lines; in terms of terrain: lowlands lines, foothill lines, mountain lines);
- Marine/waterway - point infrastructure: (port aquatorium, port territory, port railway network, roads, port stations, networks and nodes that together constitute the so-called dockside network installation), the linear infrastructure (the waterways leading to and from the port, they are mostly tracks in the areas of port aquatorium, also the riverbeds and water channels).
- Airline - point infrastructure (airports, international airports, aerodromes, landing sites), - the linear infrastructure (airways).

Fig. 2. The structure of logistics infrastructure Source: own study



The term telecommunications infrastructure should be understood as the set of all technical means by which a variety of services is implemented, such as: intelligent networks⁵⁷, mobile telephony, data transmission, Internet access, television broadcast, the creation of virtual enterprise networks, wireless and wired access, voice services etc⁵⁸.

The telecommunications infrastructure consists of:

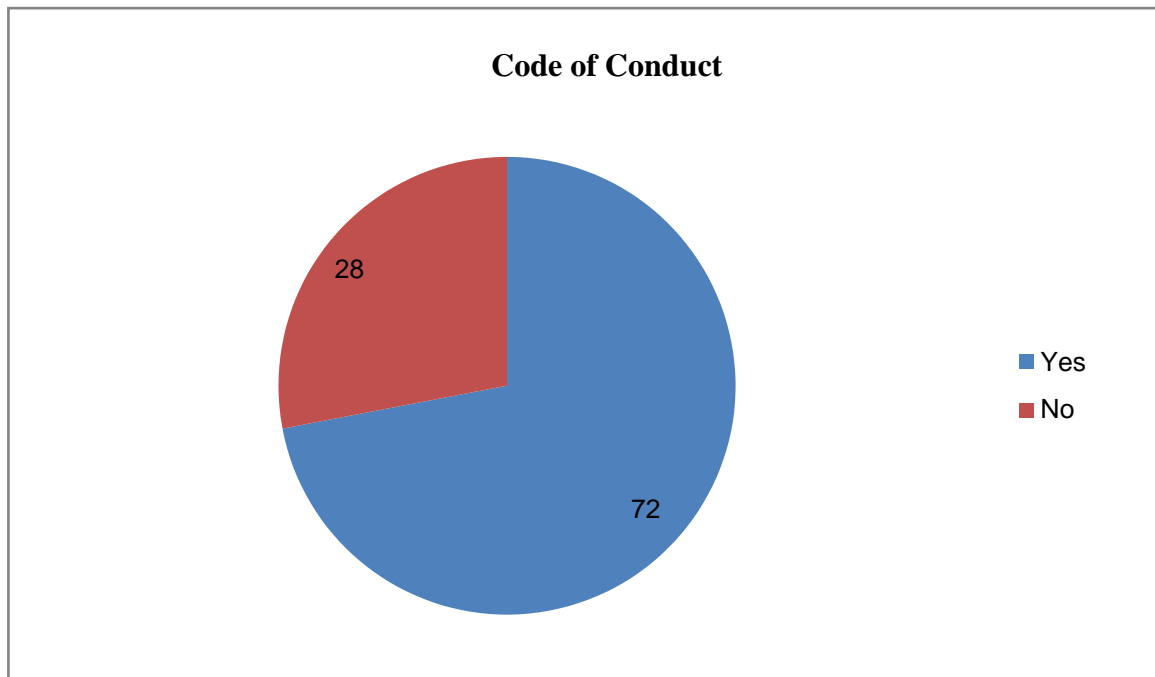
- Copper and fiber) cables and wires;
- Cable telecommunications lines (both overhead and land ones);
- Cable ducts (land and sewer utilities);
- Radio lines (troposphere, satellite);
- Poles;
- Towers;
- Masts;
- Active and passive devices processing and transmitting telecommunications signals (analog and digital ones).

Apart from the above-mentioned elements of telecommunications infrastructure, there is a very wide spectrum of other systems and devices designed to ensure the continuity of telecommunications services on a suitable quality level guaranteed by the operators. The so-called supporting infrastructure may include, among others: guaranteed power systems, precision cooling, ventilation, fire protection systems, access control systems, remote monitoring, as well as management and maintenance equipment for telecommunications network and devices⁵⁹.

Data Analysis and Interpretation

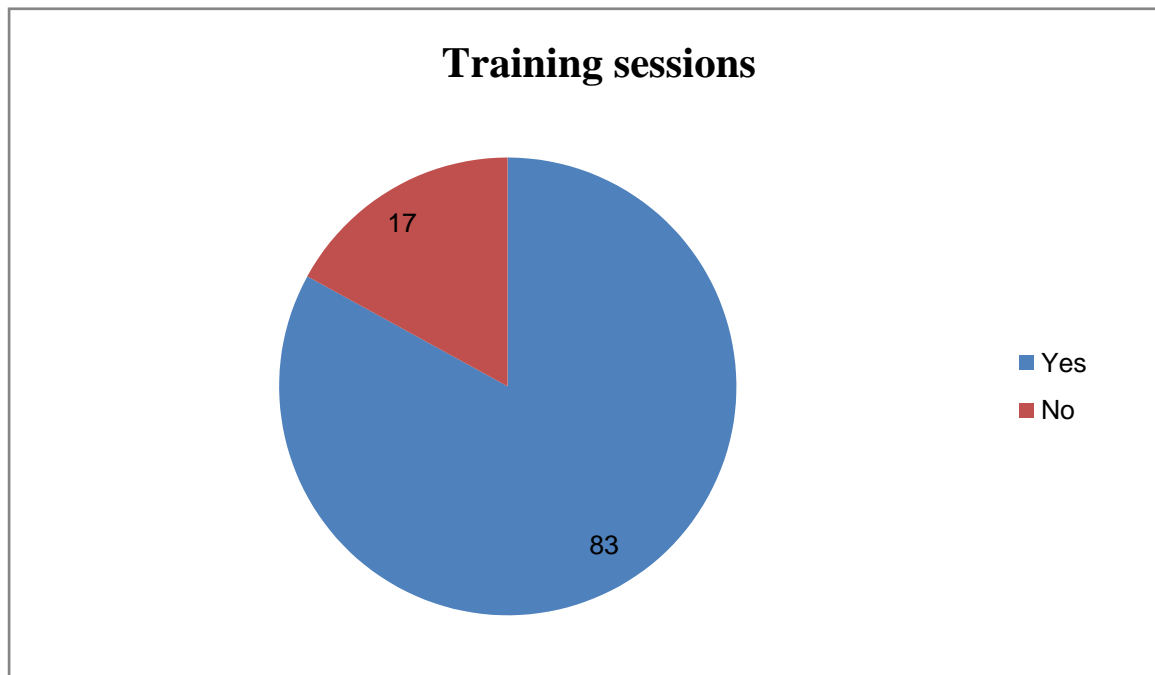
Organizational requirements and management responsibility

- Do you have a Code of Conduct for your company in place?



INTERPRETATION: Regarding Code of Conduct 72% of the employees are satisfied whereas 28% of the employees are not satisfied.

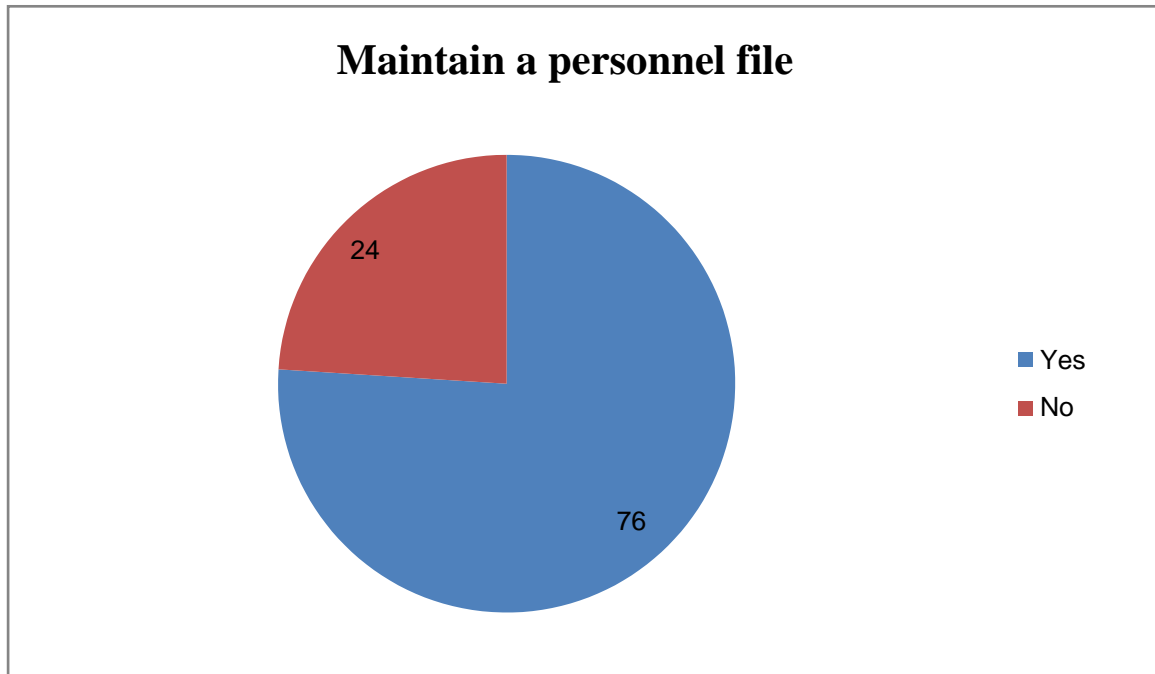
- Do you provide training sessions for your employees (incl. temporary contract workers) on compliance topics?



INTERPRETATION: Regarding training sessions provided to employees, 83% of the employees are satisfied whereas 17% of the employees are not satisfied

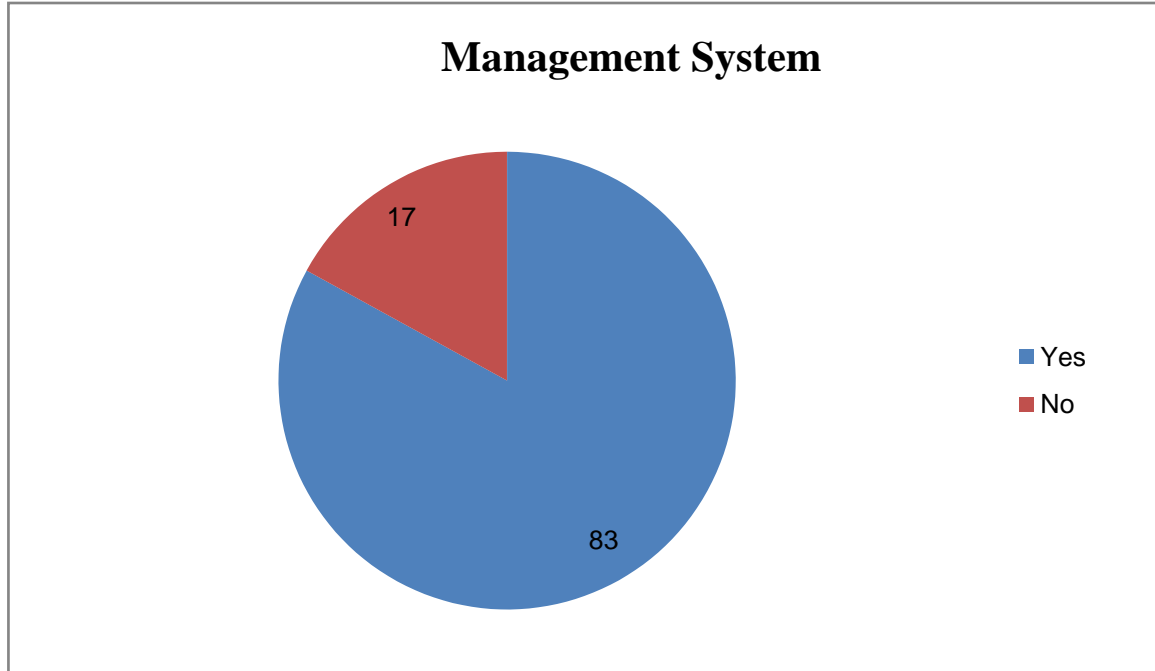
Human rights and fair working conditions

- Do you maintain a personnel file on every employee?



INTERPRETATION: Regarding maintain a personnel file, 76% of the employees are satisfied and 24% of the employees are not satisfied.

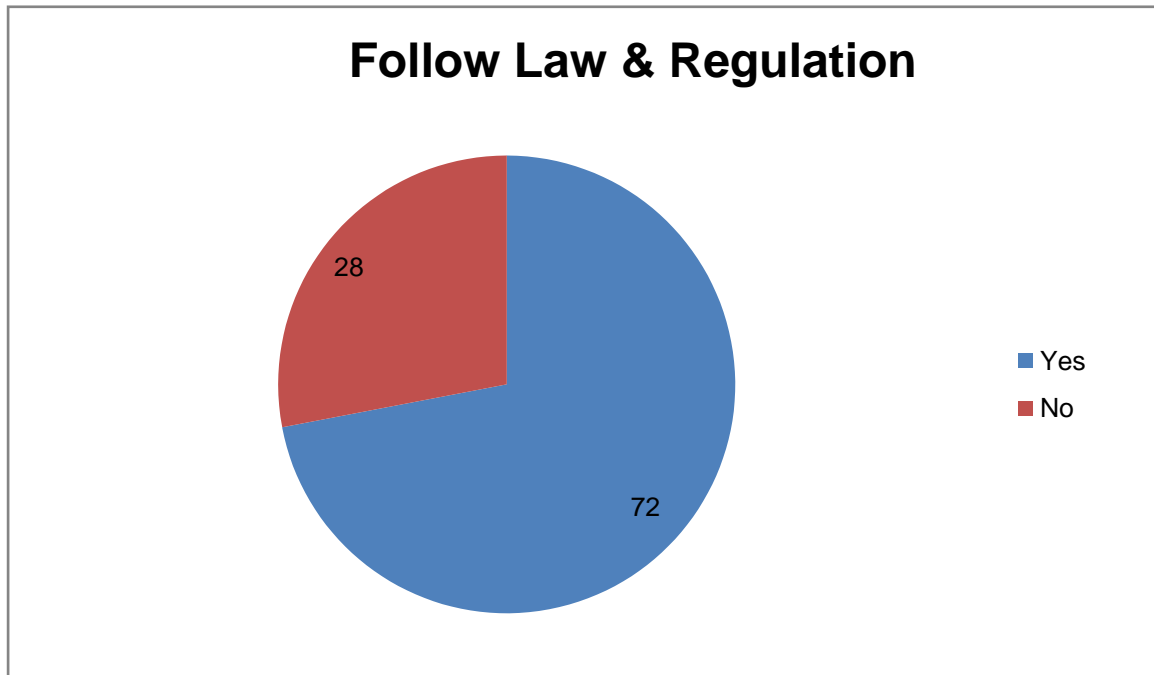
- Do you have a management system in place



INTERPRETATION: Regarding management system in place, 83% of the employees are satisfied whereas 17% of the employees are not satisfied.

Environmental responsibility and sustainability

- Does your company follow applicable environmental laws and regulations?



INTERPRETATION: Regarding Law & regulations 72% of the employees are satisfied whereas 28% of the employees are not satisfied.

Data protection policy of World Cargo Logistics Ltd

GENERAL DATA PROTECTION REGULATIONS

Context and overview

Key details

<input type="checkbox"/> Policy prepared by:	Maggie Webb
<input type="checkbox"/> Approved by directors on:	3 rd May 2018
<input type="checkbox"/> Policy became operational on:	3 rd May 2018
<input type="checkbox"/> Next review date:	3 rd November 2018

World Cargo Logistics Ltd needs to gather and use certain information about individuals.

These can include customers, suppliers, business contacts, employees and other people the organization has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards and to comply with the law.

Why this policy exists

This data protection policy ensures the company:

- ☐ Complies with data protection law and follows good practice
- ☐ Protects the rights of staff, customers and partners
- ☐ Is open about how it store and processes individuals' data
- ☐ Protects itself from the risks of a data breach

Data protection law

The Data Protection Act 1998 describes how organizations including World Cargo Logistics must collect, handle and store personal information.

The rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The GDPR will apply to any entity offering goods or services (regardless of payment being taken) and any entity monitoring the behaviors of citizens residing within the EU. Companies are now directly responsible for data protection compliance wherever they are based (and not just their EU-based offices) as long as they are processing EU citizens' personal data.

The Data Protection Act 1998 is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subject
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

The data protection principles, as set out in the DPA, remain but they have been condensed into six as opposed to eight principles. Article 5 of the GDPR states that personal data must be:

1. Processed fairly, lawfully and in a transparent manner in relation to the data subject.
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed.
6. Processed in a way that ensures appropriate security of the personal data including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures.

People, risks and responsibilities

Policy scope

This policy applies to:

- The head office of World Cargo Logistics
- All branches of World Cargo Logistics
- All staff and volunteers of World Cargo Logistics
- All contractors, suppliers and other people working on behalf of World Cargo Logistics

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside the Data Protection Act 1998. This can include:

- Name of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Plus, any other information relating to individuals

Data protection risks

This policy helps protect World Cargo Logistics from some very real data security risks, including:

Breaches of confidentiality. For instance, information being given out inappropriately.

Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.

Reputational damage. For instance, the company could suffer if hackers successfully gained access to sensitive areas.

Responsibilities

Everyone who works for or with World Cargo Logistics has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line

with this policy and data protection principles.

However, these people have key areas of responsibility:

- The Directors are ultimately responsible for ensuring that World Cargo Logistics meets its legal obligations.
- The data protection officer, Paul Blake is responsible for:
 - Keeping the board updated about data protection responsibilities, risks and issues.
 - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
 - Arranging data protection training and advice for the people covered by this policy.
 - Handling data protection questions from staff and anyone else covered by this policy.
 - Dealing with requests from individuals to see the data World Cargo Logistics holds about them (also called 'subject access requests').
 - Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
- The Operations Director, Paul Blake is responsible for:
 - Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
 - Performing regular checks and scans to ensure security hardware and software is functioning properly.
 - Evaluating any third-party services, the company is considering using to store or process data. For instance, cloud computing services.
- The Managing Director, Neil Taylor is responsible for:
 - Approving any data protection statements attached to communications such as emails and letters.
 - Addressing any data protection queries from journalist or media outlets like newspapers.
 - Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

General staff guidelines

- The only people able to access data covered by the policy should be those who **need it for their work**.
- Data **should not be shared informally**. When access to confidential information is required, employees can request it from their line managers.
- **World Cargo Logistics will provide training** to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure, by taking sensible precautions and following the guidelines below.
- In particular, **strong passwords must be used** and they should never be shared.
- Personal data **should not be disclosed** to unauthorized people, either within the company or externally.
- Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Employees **should request help** from their line manager or the data protection officer if they are unsure about any aspect of data protection.

Data storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the IT manager or data protection officer.

When data is **stored on paper**, it should be kept in a secure place where unauthorized people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- When not required, the paper or files should be kept **in a locked drawer or filing cabinet**.
- Employees should make sure paper and printouts are **not left where unauthorized people could see them**, like on a printer.
- **Data printouts should be shredded** and disposed of securely when no longer required.

When data is **stored electronically**, it must be protected from unauthorized access,

accidental deletion and malicious hacking attempts:

- Data should be **protected by strong passwords** that are changed regularly and never shared between employees.
- If data is **stored on removable media** (like CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on **designated drives and servers**, and should only be uploaded to **Approved cloud-computing services**.
- Servers containing personal data should be **sited in a secure location**, away from general office spaces.
- Data should be **backed up frequently**. Those backups should be tested regularly, in line with the company's standard backup procedures.
- Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by **approved security software and a firewall**.

Data use

Personal data is of no value to World Cargo Logistics unless the balance can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data, employees should ensure **the screens of their computers are always locked** when left unattended.
- Personal data **should not be shared informally**. In particular, it should never be sent by email, as this form of communication is not secure.
- Data must be **encrypted before being transferred electronically**. The IT manager can explain how to send to authorized external contacts.
- Personal data should **never be transferred outside the European Economic Area**.
- Employees **should not save copies of personal data to their own computers**.

Always access and update the central copy of data.

Data accuracy

The law requires World Cargo Logistics to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort World Cargo Logistics should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in **as few places as necessary**. Staff should not create any unnecessary additional sets.
- Staff should **take every opportunity to ensure data is updated**. For instance, by confirming a customer's details when they call.
- World Cargo Logistics will make it **easy for data subjects to update the information** World Cargo Logistics holds about them. For instance, via the company website.
- Data should be **updated as inaccuracies are discovered**. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.
- It is the marketing manager's responsibility to ensure **marketing databases are checked against industry suppression files** every six months.

Subjects access requests

All individuals who are the subject of personal data held by World Cargo Logistics are entitled to:

- Ask **what information** the company holds about them and why.
- Ask **how to gain access** to it.
- Be informed **how to keep it up to date**.
- Be informed how the company is **meeting its data protection obligations**.

If an individual contacts the company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to the data controller at paul@worldcargologistics.co.uk. The data controller can supply a standard request form, although individuals do not have to use this.

Individuals will be charged £10 per subject access request. The data controller will aim to provide the relevant data within 14 days.

The data controller will always verify the identity of anyone making a subject access request before handling over any information

Disclosing data for other reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, World Cargo Logistics will discuss requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the Directors and from the company's legal advisors where necessary.

Providing information

World Cargo Logistics aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

To these ends, the company has a privacy statement, setting out how data relating to individuals is used by the company.

(This is available on request. A version of this statement is also available on the company's website.)

Consent

The GDPR sets a high standard for consent. World Cargo Logistics will ensure that any consent given is clear, explicit, given freely and relevant:

“Any freely given, specific, informed and unambiguous indication of the data subject's wishes

by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her”

- Consent means offering individuals genuine choice and control.
- Explicit consent requires a very clear and specific statement of consent.
- World Cargo Logistics will keep your consent requests separate from other terms and conditions.
- World Cargo Logistics will make it easy for people to withdraw consent and tell them how.
- World Cargo Logistics will keep evidence of consent – who, when, how, and what you told people.

Terms & Conditions of World Cargo Logistics Ltd

The enrolled Customer, Shipper and/or Consignee (hereinafter collectively referred to as “Customer”) agrees to these TERMS AND CONDITIONS which no agent or employee of the parties may alter. These TERMS AND CONDITIONS shall apply to this and all future shipments scheduled by Customer, unless and until these TERMS AND CONDITIONS are altered or amended by Logistics Plus (hereinafter referred to as “Broker”) issuance of new TERMS AND CONDITIONS which can be found at www.worldcargologistics.com.

1. Bills of Lading

All Bills of Lading are NON-NEGOTIABLE and have been prepared by the enrolled Customer or by Broker as Customer’s agent on behalf of the Customer and shall be deemed, conclusively, to have been prepared by the Customer and to bind Customer. Any unauthorized alteration or use of Bills of Lading or tendering of shipments to any carrier other than that designated by the Broker, or the use of any Bill of Lading not authorized or issued by the Broker shall VOID the Broker’s obligations to make any payments relating to this shipment and VOID all rate quotes.

2. Agreement to Terms

Customer agrees that international and domestic carriage by a Carrier of any shipment tendered using eShip shall be in accordance with the terms, conditions and limitation of liability set on the non-negotiable BOL, Air Waybill, Label, Manifest, or Pick-up record (collectively “shipping documentation”) and as appropriate any transportation agreement between customer and Broker and/or Carrier covering such shipment and in any applicable Tariff, Service Guide, or Standard Conditions of Carriage, which are incorporated into this agreement by reference. If there is a conflict between the shipping documentation and any such document then in effect or this agreement, the transportation agreement, Tariff Service Guide, Standard Conditions of Carriage, or this agreement will control in this order of priority.

If a shipment originated outside U.S., the contract of carriage is with the Broker’s subsidiary, branch, or independent contractor who originally accepts the shipment. Your use of this web site shall not alter your responsibility for the preparation and accuracy of shipping documentation including export/import.

3. Customer Warranties

The Customer is responsible for and warrants their compliance with all applicable laws, rules, and regulations including but not limited to customs laws, import and export laws and governmental regulation of any country to, from, through or over which the shipment may be carried. The Customer agrees to furnish such information, complete, and attach to this Bill of Lading such documents as are necessary to comply with such laws, rules and regulations. The Broker assumes no liability to the Customer or to any other person for any loss or expense due to the failure of the Customer to comply with this provision. Any individual or entity acting on behalf of the Customer in scheduling shipments hereunder warrants that it has the right to act on behalf of the Customer and the right to legally bind Customer.

4. Necessary Documentation

The Customer is required to use the Broker's system generated Bill of Lading. If the Customer does not complete all the documents required for carriage, or if the documents which they submit are not appropriate for the services, pick up or destination requested, the Customer hereby instructs the Broker, where permitted by law, to complete, correct or replace the documents for them at the expense of the Customer. However, the Broker is not obligated to do so. If a substitute form of Bill of Lading is needed to complete delivery of this shipment and the Broker completes that document, the terms of this Bill of Lading will govern. The Broker is not liable to the Customer or to any other person for any actions taken on behalf of the Customer under this provision.

5. Payment

All charges are payable in US Dollars and are due and payable fourteen (14) days from the date of billing, and any payment which is past due shall be subject to an additional charge at the rate of 1-1/2% per month of the average outstanding balance due, or the highest rate of interest permitted by applicable law, whichever is less. All funds received by the Broker will be applied

to the oldest (based on pick-up date) invoiced Bill of Lading that is outstanding. Overpayments do not accrue interest and are subject to the Law of the Commonwealth of Pennsylvania. In the event the Broker retains an attorney or collection agency to collect unpaid charges or for the enforcement of these TERMS AND CONDITIONS, all unpaid charges will be subject to a late payment penalty of 33% and Customer shall be liable for all attorneys and collection agency fees incurred, together with related costs and expenses.

All shippers, consignors, consignees, freight forwarders or freight brokers are jointly and severally liable for the freight charges relating to this shipment. All Customers are subject to credit approval. The Broker intends to perform a credit check based on the information provided at the time of enrolment by the Customer. The amount of credit, if any, granted to the Customer is at the sole discretion of the Broker. When paying by credit card or electronic funds, the Customer agrees they will be responsible for all charges payable, including any adjustments, on account of such Customer's shipment. These charges and adjustments, if any, will be automatically debited to the Customer's credit card or bank account.

The Customer shall be liable, jointly and severally, for all charges payable on account of such Customer's shipment, including but not limited to transportation, fuel and other applicable accessorial charges, including all adjustments issued by the carrier(s) after the shipment, and all duties, customs assessments, governmental penalties and fines, taxes, and Broker's attorney fees and legal costs allocable to this shipment and/or all disputes related thereto. The Broker shall have a lien on the shipment for all sums due it relating to this shipment or any other amounts owed by Customer. The Broker reserves the right to amend or adjust the original quoted amount or re-invoice the Customer if the original quoted amount was based upon incorrect information provided at the time of the original quote or if additional services by the carrier were required or otherwise authorized by the Customer to perform the pick-up, transportation and delivery functions therein. Customer is permitted thirty (30) business days from the date of the invoice to dispute any invoiced charges. If the Broker does not receive a dispute within the allowable thirty (30) business days, the disputed item will be denied by the Broker.

6. Claims and Limitations of Liability

The individual carrier's governing General Rules Tariff determines the standard liability cargo insurance coverage offered by all carriers. If the shipment contains freight with a predetermined exception value, as determined by the selected carrier, the maximum exception liability will override the otherwise standard liability coverage. The filing of a claim does not relieve the responsible party for payment of freight charges. Freight payment is necessary in order for a carrier to process a claim. All freight cargo claims should be submitted immediately to the Broker to help ensure timely resolution. The Broker will attempt to assist in the resolution of freight claims, but has no responsibility or liability therefore. No claim will be reviewed until all shipping and related charges have been paid to Broker. All packaging and containers must be made available for inspection by Broker. Insurance claim payments, minus \$100.00 USD deductible, will be made in U.S. dollars. Please contact the Broker for more details regarding carrier insurance or carrier liability.

Where Broker files damage claim with carrier on behalf of Customer and receives recovery funds, The Broker has a lien on such recovery amounts and reserves the right to apply recovery amounts to open past due invoices on account. This includes recovery amounts received from carrier for freight charges and/or product damage claim amounts.

The Broker is not liable for any loss, damage, mis-delivery or non-delivery caused by the act, default or omission of the Carrier. The Broker is not liable for any loss, mis-delivery or non-delivery caused by the act, default or omission of the Customer or any other party who claims interest in the shipment, or caused by the nature of the shipment or any defect thereof. The Broker is not liable for losses, mis-delivery or non-delivery caused by violation(s) by the Customer of any of the TERMS AND CONDITIONS contained in the Bill of Lading or of the carrier's General Rules Tariff including, but not limited to, improper or insufficient packing, securing, marking or addressing, or of failure to observe any of the rules relating to shipments not acceptable for transportation or shipments acceptable only under certain conditions. The Broker is not liable for losses, mis-delivery or non-delivery caused by the acts of God, perils of the air, public enemies, public authorities, acts or omissions of Customs or quarantine officials,

war, riots, strikes, labour disputes, weather conditions or mechanical delay or failure of aircraft or other equipment. The Broker is not liable for failure to comply with delivery or other instructions from the Customer or for the acts or omissions of any person other than employees of the Broker.

Subject to the limitations of liability contained in the Bill of Lading and the carrier's General Rules Tariff, the Broker shall only be liable for loss, damage, mis-delivery or non-delivery caused by the Broker's own gross negligence. The Broker's liability therefore shall be limited to the fees that the Broker has earned with respect to the subject shipment.

The broker makes no warranties, express or implied, including, without limitation, warranties of merchantability or fitness for a particular purpose, with regard to deliveries or with regard to this website, information provided on this website or services related to transactions conducted on this website. The broker cannot guarantee delivery by any specific time or date. In any event, the broker shall not be liable for any special, incidental or consequential damages, including but not limited to loss of profits or income, whether or not the broker had knowledge that such damages might be incurred.

7. Right to Reject Requests for Shipping Services

Broker reserves the right to reject any request for shipping in its sole discretion. Without limitation, any shipment containing any item that is considered a restricted article or hazardous material by the Department of Transportation (DOT), International Air Transport Association (IATA), or the International Civil Aviation Broker (ICAO), will not be shipped by Broker. Shipments containing items that cannot be transported legally or safely, include, but are not limited to:

- Animals
- Plants
- Chemicals
- Perishables
- Currency

- Precious Metals
- Explosives
- Precious Stones
- Liquor
- Negotiable items in Bearer Form

8. Limitation of Warranty

Except as otherwise provided herein, broker makes no warranties for the services and hereby disclaims all warranties or representations, expressed or implied, including any implied warranties of title, non-infringement, merchantability, fitness for a particular purpose or use, and any warranties arising from course of dealing, usage or trade practice.

9. Compliance with Law

Each party shall, at all times while these TERMS AND CONDITIONS are in effect and at its own expense, comply with all applicable federal, state, and local laws, rules and regulations, and shall maintain in full force and effect all license and permits required for performance under these TERMS AND CONDITIONS.

10. Entire Agreement

These TERMS AND CONDITIONS together with all Bills of Lading entered into between the parties completely and exclusively states the agreement of the parties regarding the subject matter hereof and supersedes all prior negotiations, representations or agreements with respect to the subject matter hereof, written or oral, and may be amended only by written instruments signed by all parties hereto. If any part of these TERMS AND CONDITIONS is found unenforceable, it will not affect the validity or enforceability of any other provision of these TERMS AND CONDITIONS.

CONCLUSION

Study shows that

1. Logistics systems and transportation consist of interdependent relationships that logistics management requires transportation to perform its day to day activities and meanwhile, a good logistics system can efficiently improve transportation development and traffic environment.
2. Transportation contribute the highest cost among the related elements in logistics systems improvement of transport efficiency can change the overall performance of a logistics system.
3. Transportation plays an important role in logistics system and its activities appear in various sections of logistics processes. Without the linking of transportation, a powerful logistics strategy cannot bring its
4. Capacity into full play.
5. The review of logistics system in a broad sense might help to integrate the advantages from different application cases to overcome their current demerits. Review of transport systems provides a clear notion on transport applications in logistics activities.
6. Development of logistics will be still vigorous in the following decades and the logistics concepts might be applied in more fields.

SUGGESTIONS &RECOMMENDATIONS

1. Every step in the freight forwarding process should follow a proper vision. From manufacturing goods and storage facilities to their safety and timely delivery to the final customer – everything should be done according to a proper pre-planned scheme.
2. The success chances of the plan are majorly dependent on how efficient the company staff is. This takes us to the next important factor that can help an organization to maximize their profits i.e. a well-trained staff.
3. As time passes, new technology makes its way into the homes and markets. In order to keep up, it is necessary to incorporate the latest technology to handle modern-day problems and tackle modern-day demands
4. It is recommended for the logistics management to keep an inventory that is suitable for the type and quantity of products the company is handling.
5. Every warehouse should be designed in accordance with the type of goods that it is required to store.

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ANNEXURES

QUESTIONNAIRES

Organizational requirements and management responsibility

- Do you have a Code of Conduct for your company in place?

1 Yes

2. No

- Do you provide training sessions for your employees (incl. temporary contract workers) on compliance topics?

1 Yes

2. No

- How many of your employees have received compliance training?

1 Yes

2. No

Human rights and fair working conditions

- Do you maintain a personnel file on every employee?

1 Yes

2. No

- Do you have policies that prohibit forced labor and child labor?

1 Yes

2. No

- Do you have a management system in place or are you developing one to assess labor, health, and safety risks?

1 Yes

2. No

Environmental responsibility and sustainability

- Does your company follow applicable environmental laws and regulations?

1 Yes 2. No

- Do you have goals and targets to reduce greenhouse gas emissions?*

1 Yes 2. No

- Do you have a system in place to manage air emissions?*

1 Yes 2. No

Export control

- Do you have an export control system in place also covering trade restrictions (e.g. dual use goods, goods on commerce control lists, etc.)?*

1 Yes 2. No

- Do you have a person within your organization that is responsible for export control matters?*

1 Yes 2. No

- Are you or any of your affiliates or directors or officers subject to sanctions of the USA, the EU or any other country?*

1 Yes 2. No