

VIEW FROM THE TOP

FRANCESCO MATTOZZI • CHEMICAL EXPRESS SRL

HCB: Tell us a little about how you came to be where you are now.

FM: My first job in the logistics area was as a distributor for a US chemical company located near Naples; I was responsible for all outbound flow from the plant for domestic, European and deepsea destinations.

After that job, which lasted for four years, I started working for Chemical Express in 1999 in the logistics department, responsible for European traffic. It was a milestone for my carrier, because it greatly improved my understanding about intermodal transport, especially by rail and sea.

My training in the transport field was completed by achieving the Dangerous Goods Safety Adviser (DGSA) certification and the "Certification for Occupation of road haulage operator for National and international

transports", as well as several specific training courses, such as "driving times rules", "international transports", "Supply chain for chemicals producers" etc.

Being the reference person for some key customers, it was natural after some years spent in logistics to start a new challenge, becoming account manager.

HCB: What attracted you to the industry in the first place?

FM: My studies were in economics and administration. By chance, as often it happens in life, I found myself working in logistics and transport. When I started with my current company, I found here a vision and an ambitious project that conquered me and it convinced me to take this path. Now, after more than 18 years, I'm happy

to adopt a new structure aimed at making it more efficient and closer to its customers' requirements, splitting its activities and putting all transport activities under CHEMICAL EXPRESS.

So, while CHEMICAL EXPRESS started in 2013, it can count on more than 38 years of experience and know-how in chemicals transportation inherited from Chemical Express.

LOCATION: NAPLES – ITALY

RESPONSIBILITY: I love to define my role in the company as a 'customer needs representative'; my work is to make sure our customers receive satisfaction. I'm also involved in exploring new business development.

I made this choice to have shared this project, and I continue to plan new goals in this company.

HCB: What are your current responsibilities and what challenges do they present?

FM: Assuming this new role, my responsibilities have changed, so I'm not any more (or only in a very limited way) involved in operational matters. I take care of our relationships with current customers while also searching for new opportunities and new business development. Among my tasks, there is also the promotion of the company image and our activities on the web (social network) or during some events, such as the Transport Logistic show in Munich and important meetings like the EPCA Annual Meeting.

I'm also DGSA for CHEMICAL EXPRESS, so I'm responsible for verifying that our transport activities are complying with ADR rules and checking that all the employees and drivers are properly trained about dangerous goods transport regulatory changes.

HCB: How do your activities fit within the overall organisation?

FM: I'm involved as project manager for new business, so in those cases I verify possible alternative solution for requested service (including costs and feasibility studies) and, once the business has gone through, I share all the information - operational and financial - with the sector managers. There is a very close cooperation with the logistics department, especially considering my background.

HCB: What is the company's current focus and how does that affect you?

FM: For CHEMICAL EXPRESS, during recent years, there has been a steady increase in business in many European countries, reaching sometimes a two-digit percentage increment compared with the previous year. Our medium-term project is to consolidate our position in the European market, trying to develop especially some particular countries, like Russia or some new deepsea destinations. Moreover, last year in our customer portfolio, we have added some very important ones like Repsol, Eni and Versalis, winning a contract for a few years and laying the



NAME: FRANCESCO MATTOZZI
POSITION: ACCOUNT MANAGER
COMPANY: CHEMICAL EXPRESS SRL

During 2013 Chemical Express, after more than 34 years of history and experience in bulk liquid chemicals transport, decided



foundation for a collaboration that we hope will increase in the coming years.

HCB: What does Chemical Express offer to industry and what are you hoping to achieve?

FM: Bulk liquid chemicals transport is a very specific sector and it requires a very high level of technical awareness. The exasperating tendency to have a very low stock levels, because of strong price fluctuations in raw materials and petrochemicals, drove customers to always require more just-in-time deliveries and for this reason logistical organisation for a transport company must be absolutely perfect (with respect of slot-planning for loading and unloading operations).

CHEMICAL EXPRESS is very careful about its customer requirements; we offer a customised service thanks to a modern and flexible fleet composed of 1,500 tank containers, 150 road tankers and 110 trucks. We can arrange transport of chemicals subject to temperature control; moreover, we can offer to our customers a dedicated tank container fleet with also some special equipment like pumps and meters, depending on their specific needs.

We can ensure a high level of driver training and a vehicle fleet equipped with the latest technological innovations.

HCB: How does Chemical Express approach environmental protection, safety and sustainability?

FM: In chemicals transport it becomes more and more pressing to guarantee safety for everybody: for the drivers, for the operators, for the people driving on the way. So, it is our daily commitment to have efficient vehicles, complying with the most restrictive regulations about safety, and ensuring that our drivers are well trained about how to react in potential dangerous situations. Over recent years, we improved our score in the SQAS assessment, especially in some aspects about security and behaviour-based safety (BBS).

These days when we read, with increasing frequency, about terrorist attack using trucks launched into the crowd, it is our responsibility to increase all safety measures in order to avoid this kind of events. Currently we have on our trucks an integrated satellite control system, allowing us to know at every moment where our vehicles are located; moreover, with a messaging system, we can communicate with our drivers and we can immediately understand if something is not working well.

We hope that the European Chemical Transport Association (ECTA), of which we are members, will increase its cooperation with European authorities in order to have a structured plan to combat such emergencies.

CHEMICAL EXPRESS is also a member of the Responsible Care programme as a chemical logistics provider; this testifies how important environmental protection

is for our company; we wish that all the nations could realise the importance of the preservation of the earth and that coming negotiations will finally give an important breakthrough for a global plan to reduce CO₂ emissions.

HCB: From a personal perspective, what are your targets within the organization?

FM: I hope to follow my working and training career with the same enthusiasm and desire that has always accompanied me during these years; I think it is crucial to work in a challenging environment and I hope to do so for many years. In my opinion, the innovations in every field, especially at work, should serve as a stimulus to face our job each day.

HCB: Outside of work, how do you relax?

FM: In my free time, I cultivate many passions (perhaps too much for the limited time that I have, considering also my family commitments with two sons aged 11 and 9 years).

I'm a Naples team supporter, a comics fan with a collection with more than three thousand comic books, I like science-fiction movies and I swim two times per week.

RECENT DEVELOPMENTS:

Recently we introduced a new logo; keeping the same colors, light and dark blue, it added a "stylized world" symbolizing the global and customised transport service offered to our customers. It is also the sign which reflects our openness to innovation and our global vision for new challenges we face every day.

