Based on extreme air pollution problems in Chile, companies are obliged to comply with recently implemented laws controlling the environment. An Austrian based firm, who provides innovative air pollution control technologies, won two contracts with the state owned energy companies AES Gener and Norgener in Chile.

**Starting situation**

Our customer had to bring steel structure from China (70%) as well as Europe (30%) into two different job sites in Chile, complying with an extreme tight delivery schedule. On top, both locations have a very difficult access where the off-loading of this steel structure was almost impossible because of shape and lack of space.

**Solution**

In order to coordinate the volume of 50,000 freight tons within a 12 months period running behind an already delayed delivery schedule, we decided to place an In-House Hellmann person at the customer HQ in Austria, being the focal point of contact, consolidating all shipment information and customer reports at any given time of the day. On top, we convinced the assigned Customs Broker at destination (Santiago de Chile) to place one of their employees at our offices in order to improve communication and document flow between all parties involved at destination. The initial idea was to have full containers delivered directly to the job sites but based on the space problems at both locations, we had to find alternative storage sites for deconsolidation of the goods and posterior delivery on flat bed trailers for easier off-loading of the goods, which also allowed us to control the container demurrage impact. In cooperation with our offices in Austria, China and Chile, as well as Project Management Teams of the customer at both locations and the involved Customs Broker and other service providers, we managed to execute both projects to complete customer satisfaction.

**Contact**

Shaun Sponneck  
Global Head of Hellmann Project Cargo  
Phone: 0061 73624-5519  
E-Mail: shaun.sponneck@hellmann.com  
www.hellmann.com