



TALLINNA TEHNIKAKÕRGGKOOI  
TALLINN COLLEGE OF ENGINEERING

ÜLDTEADUSKOND



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# **ENGLISH FOR STUDENTS OF LOGISTICS**

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TALLINN  
2006

**”English for Students of Logistics. Part 1”** has been compiled for the students of Tallinn College of Engineering who are being trained to become logisticians. It can be used by full-time and correspondence students, both for classroom practice as well as for independent work.

The study aid contains texts on logistics issues: modes and means of transport, properties of goods, different ways of packing goods, containerisation, etc. Different practical tasks serve the aim of learning the vocabulary that every person working in the field of logistics should be familiar with.

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## Saateks

“English for Students of Logistics. Part 1” on esimene osa õppematerjalist, mis on koostatud Tallinna Tehnikakõrgkooli päevases ja kaugõppevormis õppivatele logistika eriala üliõpilastele. Kogumikku valitud tekstid võimaldavad omandada ja kinnistada logistika-alast sõnavara. Teemaatika on lai – firma tutvustus, transport, kaupade pakendamine, konteinerveod jms. Tekstide juurde on lisatud harjutused, milledest mitmed põhinevad TEA kirjastuse teatmeteosel „Veendus“.

Kogumiku lõpus on temaatiline sõnavaramiinimum, mida peaks tundma iga logistika-alal töötav spetsialist.

Autor loodab, et raamatu järgi õppimine kujuneb sama põnevaks kui oli selle koostamine.

Jõudu tööle logistikasõnavara omandamisel!

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## Definition of Logistics

**Logistics** (we use the word with singular verb) *is*:

- ⇒ supply, distribution and replacement of materials and personnel, *e.g. for the armed forces.*
- ⇒ the aspect of military science dealing with the transportation and supplying of troops in military operations
- ⇒ the handling of the details of an operation
- ⇒ the procurement, maintenance, and transportation of equipment, apparatus, supplies and personnel
- ⇒ the art of supplying and organising (orig. military) services and equipment etc.

**logistic** (adj.)      connected with, related to logistics  
*e.g. It's a logistic problem.*

**logistically** (adv.)    in terms of logistics; using logistics  
*e.g. This matter is logistically important.*

**a logistician**            a person employed in the field of logistics



## Unit 1 OVERVIEW OF LOGISTICS

### 1 What is Logistics?

In 1991 the Council of Logistics Management (CLM\*), a prestigious professional organisation, defined logistics as “*the process of planning, implementing, and controlling the efficient flow and storage of goods, services and related information from the point of origin to the point of consumption for the purpose of conforming to customer requirements.*”

There is another definition of logistics, the *Seven Rs*, which defines logistics as “ensuring the availability of the *right* product, in the *right* quantity and the *right* condition, at the *right* place, at the *right* time, for the *right* customer, at the *right* cost.”

Although physical distribution was neglected in the past, it has been receiving more attention in recent years, and the reasons for this new interest are closely tied to the history of American business. At the beginning of the Industrial revolution in the early 1800s, the emphasis was on production. A firm stressed its ability to decrease the cost of production of each unit. In the early 1900s production started to catch up with demand, and businesses began to recognise the importance of sales.

The term “*logistics*” had first been associated with its use by the military. During World War II military forces made effective use of logistics models and forms of systems analysis to ensure that materials were at the proper place when needed.

Nowadays, logistics describes the flow of goods and information. The concept includes information transfer, control operations and the physical handling of goods. Logistics forms a strategic part of the total operation of a company. The logisticians who have graduated from institutes of technology have been well placed in working life, such as management and planning of transport, storage, and terminal operations. The students of logistics should have a good basic knowledge of the technologies of the field. The student can choose to specialise in fields such as material handling and long-distance transport.

\* since 2005 – CSCMP, Council of Supply Chain Management Professionals

#### Wordlist

1. logistics	logistika
2. to be connected with/related to logistics	olema logistikaga seotud
3. to be employed in the field of logistics	töötama logistika alal
4. logistic problems	logistilised probleemid
5. a logistician	logistik
6. personnel	personal
7. to supply	tarnima, varustama
8. distribution	jaotamine, turustamine
9. to distribute	jaotama, turustama
10. replacement	asendamine
11. to handle	käsitsema
12. services	teenused
13. equipment	seadmed
14. flow of goods	kaupade voog
15. storage	ladustamine
16. to store	ladustama

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17. the point of origin	lähtepunkt, algallikas	
18. the point of consumption	tarbimiskoht, lõpp-punkt	
19. to conform to	vastavuses/kooskõlas olema	
20. a customer	klient	
21. requirements	nõuded	
22. to decrease the cost of production	alandama toodangu maksumust	
23. to catch up with demand	nõudlusele järele jõudma	
24. sales	läbimüük; müügikäive	
25. the total operation of a company	kogu firma toimimine, töö	
26. management of transport	transpordi juhtimine	
27. terminal	lõppjaam, lõpp-punkt	
28. to specialise in	spetsialiseeruma	
29. long-distance transport	kaugtransport	
30. abbreviations:	lühendid:	
etc <i>et cetera</i>	and so on	ja nii edasi
e.g. <i>exempli gratia</i>	for example	näiteks
i.e. <i>id est</i>	that is	see on, see tähendab

## Practice

➤ 1. Fill in the blanks with suitable words to complete the sentences.

1. A person who is working in the field of ..... and whose job is to deal with ..... problems is a .....
2. Logistics started as ..... science ..... with the transportation and supply of troops.
3. Logisticians are the persons who are ..... in the field of logistics.
4. Logisticians control the efficient ..... of goods and services from the point of ..... to the point of .....
5. The process of using economic goods is called .....
6. A ..... is a person who buys and uses different goods and services.
7. In the past not enough attention was paid to logistics – it was almost .....
8. At the beginning of the Industrial revolution the emphasis was on production and the aim was to ..... the cost of .....
9. Step by step production increased and started to catch ..... with .....
10. Media and personal computers are used for information .....
11. Keeping and maintaining goods in warehouses is called their .....
12. Either end of a transportation line (e.g. of a railroad) with its offices and freight and passenger stations is called a .....
13. Logistics forms a strategic part of the total ..... of a company.

14. The students studying logistics may choose to ..... either in material ..... or long- ..... transport.

15. In written texts various abbreviations are often used: the letters ..... stand for “and so on”, ..... means “for example” and we use ..... when we intend to say “that is”.

➤ 2. Answer the following questions on the text.

1. What is logistics? (use one of the different definitions)
2. What are the tasks of the international organisation CLM?
3. What sphere of life was logistics originally connected with?
4. When did the Industrial revolution begin?
5. What was the aim of every firm in those days?
6. When did people start paying attention to logistics?
7. What is the function of logistics in a modern company nowadays?
8. Where would you like to work as a logistician after graduating from our College?

➤ 3. Translate the sentences into English.

1. Ma astusin Tallinna Tehnikakõrgkooli, et õppida transpordilogistikat ja saada nelja aasta pärast logistikuks.
2. Ma tahaksin spetsialiseeruda kaupade käsitlemise ja raudteetranspordi alal.
3. Logistikud peavad kindlustama kaupade, teenuste ja informatsiooni viimise tarbijale.

## 2 Responsibilities of a Logistics Manager

The logistics manager has a highly complex and challenging position. The major reason is that he or she must be both a technical expert and a generalist. The logistics manager must understand freight rates, warehouse layouts, inventory analysis, production, purchasing, and transportation law. As a generalist, the logistics manager must understand the relationship between all logistics functions. In addition, he or she must relate logistics to other operations of the firm as well as to outside suppliers and customers.

The Council of Logistics Management (CLM) has published a booklet for college students entitled *Careers in Logistics*. It profiles seven different logistics jobs: *inventory control manager*; *warehousing/operations manager*; *administrative manager (who supervises three hundred people and is responsible for material, facilities, inventory control and the like)*; *administrative analyst/planner*; *transportation manager*; *customer service manager*; and *consultant*. The booklet concludes: “**The field of logistics is so large that almost any business organisation may be viewed as a potential employer of the logistics manager.**”

Customers not only want products physically available in the marketplace; they also want them in the right quantity, sizes, in good condition and at the appropriate time. To meet these requirements the manager has to consider individually and then to co-ordinate the several key decision areas which together constitute what has been termed the “*Logistics Mix*”.

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*Transport* is the element in the logistics mix that tends to receive greatest attention, possibly because it is more obvious. The main decisions concern such issues: what mode or modes of transport we should use, whether vehicles should be owned or hired, how often deliveries should be made to different customers and how these deliveries should be scheduled.

The essential activities of logistics emphasise the *spatial* and *temporal* dimension (place and time, or movement and storage) and *cost* and *service*. Logistics managers must continually evaluate cost and service as they investigate changes for their logistics systems.

Another aspect is the importance of *meeting customer requirements*. The focus upon the customer is essential for logistics, since logistics plays an important role in customer satisfaction. An additional issue is the *notion of quality*. Companies are increasingly recognising that quality is important not only in the manufacture of a product but in all of the company's areas, especially logistics.

The 1970s could be classified as the decade for *products and markets*, and the 1980s can be labelled as the decade for *finance*. Since the 1990s we can talk about the period for *logistics* because gaining and maintaining access to a customer and significant market share is the focus of strategic thinking and planning in large and small organisations. Logistics, particularly with a supply chain focus, can play an important role in helping achieve these strategic objectives.

Logistics has *two major dimensions or environments*. The first one is the macro environment of logistics – the importance of *logistics in the economy*. Next, the micro environment of logistics – *within the firm*. Here the focus is upon the interrelationships between logistics and other functional areas in the firm, such as marketing, manufacturing, and financial control.

### Wordlist

1. a challenging position	väljakutseid pakkuv ametikoht
2. freight rates	veotariifid
3. inventory	inventar; laoseis
4. purchasing; to purchase	ostmine; ostma
5. to relate logistics to sth	seostama logistikat millegagi
6. a supplier	tarnija, varustaja
7. to supervise	kontrollima, juhendama
8. facilities	võimalused; rajatised
9. a mode of transport	transpordiliik
10. to hire a vehicle	veokit rentima
11. a delivery; to deliver	kohaletoimetamine; kohale toimetama
12. to schedule	planeerima, korraldama
13. to meet the requirements	vastama nõuetele
14. a decade	aastakümme
15. to gain access to	saavutama juurdepääsu millelegi
16. a market share	туруosa

### Practice

➤ 1. Find the equivalents for the definitions from the above wordlist.

1. a list of the goods and property owned by a person, organisation or country
2. a ten-year period

3. to show or prove connection between two or more things
4. to plan that something will happen at a particular time
5. to have something that is needed or asked for
6. to be in charge of a group of workers or students and be responsible for making sure that they do their work properly
7. to take goods, letters etc to the place where they have been sent
8. difficult in an interesting or enjoyable way

➤ **2.** Answer the following questions.

1. *Why is the position of a logistics manager especially complex?*
2. *Which of the seven logistics jobs appeals most to you? Why?*
3. *What is the “logistics mix”?*
4. *Why does transport seem to be the most important issue in the logistics mix?*
5. *What are the keywords for the following periods: 1970s, 1980s and 1990s?*
6. *What are the two environments of logistics?*

➤ **3.** Make up questions with the given question word.

1. Logistics was neglected in the past.

Why

2. The Industrial revolution began at the beginning of the 19<sup>th</sup> century.

When

3. Every company is trying to decrease the cost of production.

What

4. In the 1900s production started to catch up with demand.

When

5. The transport manager controls transport in the whole company.

Who

What

6. He works in the field of air transport.

Where

## UNIT 2 A FORWARDING COMPANY

### 1 NBI Spedition Ltd – a Reliable Partner in Cargo Shipment

NBI Spedition Ltd located in Tallinn was incorporated in May of 1994 by three legal entities, one of Germany, one of Russia and one of Estonia.

The main fields of activity of the company are:

- ☒ forwarding of small shipments, part-loads and car-transportation;
- ☒ forwarding of air shipments and arrangement of charter-flights;
- ☒ public customs warehouse, customs declaration and customs brokerage services.

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NBI Spedition Ltd organises with the help of its representatives the car-transportation within the borders of Western Europe, Scandinavia, Baltic states and Western Russia. The transportation means used are their own or these of partner companies.

Regular shipments are arranged in Germany (including Benelux countries, Italy, France), Finland, Latvia, Lithuania and St Petersburg directions. In the Baltic states the agents have their offices in Riga and Kaunas. Their task is the handling of goods in customs warehouses, customs declaration and local shipments.

In air transport the most developed side of the company is Russian direction (via St Petersburg and Moscow) and arrangement of charter-flights. In order to provide the customers with a complete set of services in one place, there is a public customs warehouse located on the territory of the company, where the goods can be quickly handled and the customs documents filled in.

The fundamental ideology of the company is to provide the customers with a complete set of services starting from door-to-door service up to arrangement of all customs formalities. This service is addressed to customers who intend to be freed from a number of concerns and hard work related to transportation of goods and performance of customs formalities. Such work is done by a company having sufficient experience and knowledge in this field.

### Wordlist

1. Ltd = limited company	aktsiaselts
2. spedition	vedu, spedeerimine
3. legal entity (entities)	juriidiline isik (isikud)
4. field of activity	tegevusala
5. a representative	esindaja
6. means of transportation	transpordivahend(id)
7. a local shipment	kohalik saadetus
8. customs formalities	tolliformaalsused
9. reliable	usaldusväärne
10. a public customs warehouse	avalik tolliladu
11. customs brokerage services	tollimaakleri teenused
12. an air shipment	õhusaadetus
13. to forward	edasi toimetama
14. within the borders of Baltic states	Balti riikide piires
15. to fill in documents	täitma dokumente
16. to address the service to the client	suunama teenust kliendile
17. to provide a complete set of services	pakkuma täisteenuste paketti
18. door-to-door service	uksest-ukseni teenus
19. a number of concerns	terve rida muresid
20. experience and knowledge	kogemused ja teadmised

### Practice

➤ 1. Read the following statements and correct them.

1. NBI Spedition Ltd is situated in Finland.
2. The company was incorporated in January 15 years ago.
3. It's a multinational company, with subsidiaries in Japan and Australia.
4. NBI offers rail and sea transportation.

5. NBI organises car transportation only within the borders of the former Soviet Union.
6. NBI uses only its own trailers, vans and lorries.
7. NBI also checks the work of customs officials in many European countries.
8. *“Door-to-door” service* means that the company sells building materials and house details.

➤ 2. Answer the following questions on the text.

1. *Where is the joint stock company NBI Spedition located?*
2. *When was the company established?*
3. *Which countries does this multinational company involve?*
4. *The NBI forwards air and road shipments. What else do the fields of activity include?*
5. *Can you name five countries where NBI Spedition organises car transportation?*
6. *What transportation means do they use for that?*
7. *Could you point out the most developed direction of the company’s air transportation?*
8. *NBI is a transportation company. Why does it offer various customs services?*
9. *What kind of a customer does NBI address its service to?*
10. *Why should a client prefer NBI Spedition Ltd to other forwarding firms?*

➤ 3. Fill in the blanks with words from the text.

Our ..... company is ..... in Tallinn. Our company was ..... in 1998 by 4 legal ..... . The main ..... of activity of the corporation are:

- ..... of small shipments and .....-loads,
- forwarding of air- .....,
- public ..... warehouse and customs ..... services.

Our company organises car-transportation .....the borders of the Baltic ..... We arrange ..... shipments in Latvia and Lithuania ..... . The task of our offices is the handling of goods in ..... warehouses.

We provide the customer with a ..... set of services in one place. There is a public customs warehouse on the territory of our company, where the goods can be quickly ..... and the documents .....

Our company has sufficient knowledge and ..... in transportation of goods and performance of customs ..... . Welcome to our company – we are a ..... partner in cargo .....

➤ 4. Make up questions with the given question words.

1. NBI forwards small shipments and part-loads.

What

2. Our subsidiaries organise car transportation in the Baltic republics.

Where

3. The clients filled in all the customs formalities.

What

Who

4. The company forwarded the cargo two days ago.

When

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5. They have handled unpacked goods for five years.

How long

6. Our joint stock company forwards small shipments.

What kind of

7. Our corporation organises car-transportation in Nordic countries.

Where

8. We use the transportation means of our company.

What transportation means

9. The public customs warehouse is located near the port.

Where

10. You have worked for this firm for 5 years.

How long

11. You started working there 5 years ago.

When

12. You are enjoying your work as a logistician.

(Kas)



*“Our company transports all kinds of goods!”*

## 2 Describing a Company

➤ 1. Find the following words and expressions from the book “Veondus”, page 13.

1. road haulage
2. to operate
3. a subsidiary, subsidiaries
4. an independent company
5. a public limited company (plc.)
6. staff
7. lorry/truck drivers
8. administrative staff
9. foreign customs regulations
10. to charter; to do charter
11. We offer/provide warehousing services.
12. a private delivery, deliveries
13. customised service
14. to meet the requirements
15. to answer the needs

16. forwarding tariffs
17. shipping rates
18. a competitor
19. We offer the following advantages.
20. Quality and low rates go hand in hand.

➤ **2.** Fill in the blanks with missing words.

1. Our firm specialises in road ..... (veod).
2. Our company has been ..... (tegutsenud) for 5 years.
3. Most of our ..... (filiaalid) are situated in Nordic countries.
4. We turned into a ..... (aktsiaselts) two years ago.
5. Our ..... (veoautojuhid) are instructed by radio.
6. Our staff can ..... (käsitseda) foreign customs regulations.
7. We provide ..... (ladustamis) services.
8. Our ..... (kogenud) team can answer any of your transportation ..... (vajadused).
9. Our express transport company offers more..... (soodustused) than our.....(konkurendid).
10. In our company quality and ..... (madalad hinnad) go hand in hand.

➤ **3.** Complete the text with the correct English words (*book "Veondus", page 69*).

### Our Company

I work as a (1 – välisesindaja) for a medium-sized (2 – hargmaine) (3 – maanteevedude) company. Our firm was (4 – asutati) in 1995 by four (5 – juriidilised isikud). We are an (6 – iseseisev) company with several (7 – tütarfirmad) in the Baltic republics and Sweden. Since 1997 we are a (8 – aktsiaselts). Our (9 – personal) includes 50 (10 – teenistujat). The (11 – juhtkond) consists of 5 board members.

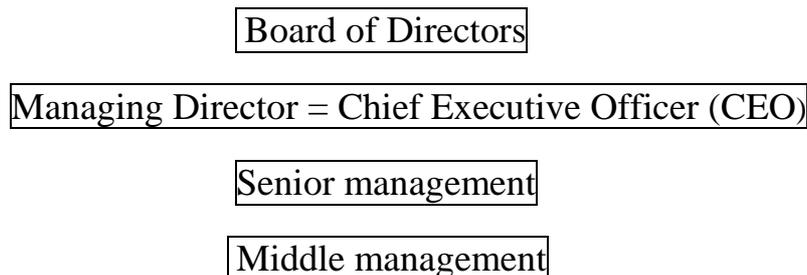
I enjoy working in a (12 – ühisettevõte). We are (13 – tegutseme) in the field of (14 – hulgi- ja 15 – jaekaubandus). We also provide (16 – spedeerimis) services. There are several (17 – tollilaod) on the territory of our company, so we can offer (18 – tollimaakleri teenuseid), too. We are a successful company and that's why we can offer several (19 – soodustused) to our

permanent clients. We (20 – üürime välja veovahendeid) and handle (21 – eraisikute kiirsaadetisi). Our (22 – tariifid) are the lowest in the Baltic countries. Our company employs highly qualified specialists who can handle (23 – välisriikide tolliformaalsused). Quality and low rates (24 – käivad käsikäes) in our company and that is why we are much more successful than all our (25 – konkurendid). Welcome to our company – we are a reliable partner who can answer all your requests and free you from all the concerns connected with transporting your goods.

## Unit 3 A COMPANY IN OPERATION

### 1 Company Structures

Most companies are made up of three groups of people: the *shareholders* (who provide the capital), the *management* and the *workforce*. The management structure of a typical company is shown in this *organisation chart*.



At the top of the company hierarchy is the *Board of Directors*, headed by the *Chairperson* or *President*. The Board is responsible for policy decisions and strategy. It will usually appoint a *Managing Director* or *Chief Executive Officer (CEO)*, who has overall responsibility for the running of the business. *Senior managers* or *company officers* head the various departments or functions within the company, which may include the following:

- |                                       |   |
|---------------------------------------|---|
| <b>a Marketing</b>                    | <b>e Finance</b>                              |
| <b>b Public Relations</b>             | <b>f Production</b>                           |
| <b>c Information Technology (IT)</b>  | <b>g Research and Development (R &amp; D)</b> |
| <b>d Personnel or Human Resources</b> |   |

### Wordlist

- |   |                               |
|---|-------------------------------|
| 1. share; shareholder                       | aktsia; aktsionär             |
| 2. organisation chart                       | organisatsiooni skeem         |
| 3. Chairperson                              | eesotsas olev isik (esimees)  |
| 4. Board of Directors                       | juhatus (direktorite nõukogu) |
| 5. Managing Director                        | tegevdirektor                 |
| 6. Chief Executive Officer = CEO <i>AmE</i> | tegevdirektor                 |
| 7. to appoint a director                    | ametisse nimetama direktorit  |

8. senior management	tippjuhtkond
9. company officer	firma töötaja, ametnik
10. department head, head of department	osakonnajuhataja
11. personnel, staff	personal
12. middle management	keskastme juhid

### Practice

➤ 1. Listen to seven people talking about their work and decide which department each one works for.

1            2            3            4            5            6            7

➤ 2. Complete the passage below using the appropriate word or phrase.

*Chairperson            Senior managers            Managing Director            Board of Directors*

At the top of the company hierarchy is the 1....., headed by the 2..... (or President). The Board is responsible for making policy decisions and for determining the company's strategy. It will usually appoint a 3..... (or Chief Executive Officer) who has overall responsibility for the running of the business.

4..... or line managers head the various departments or functions within the company.

➤ 3. Fill in the blanks with the suitable words.

- The people who are wealthy and invest their money in a company are called .....; those running the company make up the .....; the people who do the actual work are called .....
- At the very top of the company is the ..... of Directors which is headed by the .....
- The Board of Directors appoints the ..... who is responsible for running the whole business.
- Senior managers or company officers head the various ..... within the company.

## 2 Departments and Their Functions

➤ 1. Match each function with the department responsible for it.

### Departments

- |                                |                     |
|--------------------------------|---------------------|
| ✧ <i>Administration</i>        | ✧ <i>Legal</i>      |
| ✧ <i>Accounts</i>              | ✧ <i>Personnel</i>  |
| ✧ <i>Production</i>            | ✧ <i>Transport</i>  |
| ✧ <i>Sales &amp; Marketing</i> | ✧ <i>Purchasing</i> |
| ✧ <i>R &amp; D</i>             |                     |

## Unit 3

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### Functions

1. carries out market research
2. works with the factory unit
3. runs the mail room for all incoming and outgoing correspondence
4. draws up contracts
5. operates the firm's lorries, vans and cars
6. works to improve the firm's product range
7. responsible for recruitment and selection
8. pays wages and salaries
9. in charge of the welfare of employees
10. includes data processing services
11. advises on corporate regulations
12. arranges delivery of goods to customers
13. organises the activities of the sales representatives
14. provides office services, such as typing and photocopying
15. creates new products
16. keeps a record of all payments made and received
17. brings the firm's goods and services to the attention of potential customers
18. organises training courses
19. orders all supplies needed by the firm
20. organises quality control to maintain product standards

➤ 2. Complete this extract from a large company's annual report. There are twelve missing words and a choice of four possibilities for each.

Open communication with all employees is vital to achieving that sense of personal.....1 in the company, without which our steady .....2 would be impossible. ....3 communication between management and employees has played a key role in building the excellent .....4 relations on which we pride ourselves.

We recognise that professional enthusiasm does not depend solely on pay .....5, but also on the opportunities employees have to participate in the .....6 process and contribute to plans and choices that affect their jobs and careers.

All employees receive regular issues of our .....7 magazine and information booklets on our ..... 8 and plans, as well as regular ..... 9 of progress. Advance .....10 of any changes to the business is given to all employees who may be affected. Managers meet on a .....11 basis with elected staff .....12 to tackle any problems and to ensure efficiency and stability.

1. *improvement, involvement, popularity, development*
2. *share, market, size, growth*
3. *specific, formal, face-to-face, accurate*
4. *labour, public, department, external*
5. *days, scales, claims, demands*
6. *training, promotion, decentralisation, decision-making*
7. *popular, publicity, in-house, do-it-yourself*
8. *politics, policies, portfolio, prestige*
9. *programmes, levels, promises, reviews*
10. *notice, consideration, help, publication*
11. *freelance, quick, regular, standard*
12. *personnel, representatives, staff, executives*

### 3 Different Types of Companies

➤ 1. There are four main types of business ownership in the private sector of the economy: **public limited company (PLC), partnership, sole trader & private limited company (Ltd)**. Put each one into the correct box to complete the table.

1	2	3	4
One person provides all the capital	Owned by two or more people who contribute capital	A registered company with restricted share transfer	A registered company whose shares can be bought and sold on the Stock Exchange
<i>Unlimited liability</i> (the personal assets of the owner(s) can be taken to pay any business debts)		<i>Limited liability</i> (liability for business debts is limited to the amount of capital subscribed)	

➤ 2. Read the definitions. What are the company names in Estonian?

- ☒ *listed company* – a large, successful company whose shares are traded on the main financial markets
- ☒ *holding company* – a company that completely or partly owns other companies and may also carry out normal business activities itself
- ☒ *parent company* – a company that owns other companies
- ☒ *sister company* – one of two or more companies that are owned by the same parent company
- ☒ *daughter company* (subsidiary) – a company that is partly or completely owned by another company
- ☒ *subsidiary company* – a company of which more than half is owned by another company
- ☒ *a shelf company/off the shelf company* – a company that has already been legally formed, but is not active and can be bought by people who want to start a business quickly
- ☒ *offshore company* – a company based outside the country in which it does business, usually for legal or tax reasons
- ☒ *credit company* – a company that lends money to people or businesses

### 4 Business and Environment

➤ Complete the following passage with the appropriate passive forms of the verbs in brackets.

A new campaign .....*was launched* ...1 (*launch*) earlier this year by the UK government which aims to reduce the amount of domestic waste. Households ..... 2 (*encourage*) to recycle certain waste products and to sort and prepare others for collection at specific sites. From there they .....3 (*take*) to special waste treatment plants where special machinery will process them for reuse as recycled material.

In Britain today, when the contents of the average household dustbin .....4 (*analyse*), we find that, in terms of weight, 35 % of the total .....5 (*compose*) of paper and cardboard, 22 % of kitchen waste, 12 % of plastics with glass, dust and ashes each representing a further 10 %.

## Unit 3

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There are in fact only a few items of domestic waste that cannot .....6 (*recycle*). One common example is disposable nappies which, as their name suggests, ..... 7 (*design*) to be thrown away after use. However, a lot of progress could ..... 8 (*make*) to reduce the amount of kitchen waste most of which can .....9 (*transform*) into a usual garden fertiliser. Indeed, if more people chose to do this then the weight of the average dustbin ..... 10 (*reduce*) quite significantly.

In terms of glass products, the situation is more encouraging as nearly 20% of all the glass that ..... 11 (*use*) every year in the country ..... 12 (*take*) back for recycling.

It is quite clear that the mountains of domestic waste will only decrease if efforts ..... 13 (*make*) both by individual households and local government authorities. Special equipment such as collection trucks must ..... 14 (*purchase*) and people must ..... 15 (*make*) aware of how they can contribute to improving the situation. This .....16 (*achieve*) in a number of regions in Europe during the last few years, a trend that ..... 17 (*expect*) to continue in the future.

## 5 The Philips Story

The world's biggest electronics company was founded in 1891 when Gerard Philips established a company in Eindhoven, the Netherlands, to manufacture light bulbs and other electrical products. In the beginning, it concentrated on making carbon-filament lamps and by the turn of the century was one of the largest producers in Europe. New lighting technologies developed and in 1914 Philips established a research laboratory to stimulate product innovation and expand production. In the 1920s, Philips decided to protect its innovations with patents. This marked the beginning of the diversification of its product range. Since then, Philips has continued to develop new and exiting products like the compact disc, which was launched in 1983. Other interesting landmarks include the production of Philips' 100-millionth TV set in 1984 and 250-millionth Philishave in 1989.

### The Philips Company

Philips is a major multinational company which has almost 30,000 trademarks registered worldwide. Philips' headquarters are still in Eindhoven. It employs 256,400 people all over the world, and has sales and service outlets in 150 countries. Research laboratories are located in six countries, staffed by some 3,000 scientists. It also has a network of 400 designers in twenty-five locations. Its shares are listed on sixteen stock exchanges in nine countries and it is active in about 100 businesses, including lighting, monitors, shavers and colour picture tubes; each day its factories turn out a total of 50 million integrated circuits.

### The Philips People

Royal Philips Electronics is managed by the Board of Management, which looks after the general direction and long-term strategy of the Philips group as a whole. The Supervisory Board monitors the general course of business of the Philips group and advises the Board of Management and supervises its policies.

These policies are implemented by the Group Management Committee, which consists of the members of the Board of Management, chairmen of the product divisions and some other key officers.

The company's creed is "Let's make things better". It is committed to making better products and contributing to improving the quality of people's work and life.

### Wordlist

1. to found; a foundation; a founder	rajama; rajamine; rajaja
2. to manufacture	tootma
3. to produce; a product; production	tootma; toode; toodang
4. light bulb	lambipirn
5. carbon-filament lamp	süsiniitlamp
6. a steady programme of expansion	pidev laienemisprogramm
7. to establish a research laboratory/lab	rajama uurimislaborit
8. to stimulate product innovation	edendama tooteuudust
9. to protect with a patent	kaitsma patendiga
10. diversification of the product range	tootevaliku mitmekesistamine
11. to launch	turule tooma (uut toodet)
12. sales and service outlets	müügi- ja teeninduspunktid
13. to list shares on a stock exchange	aktsiaid börsil nimekirja võtma (listima)
14. to supervise; supervisory	kontrollima, juhendama; kontrolliv
15. to monitor	jälgima, monitoorima
16. to implement the policies	poliitikat ellu viima, rakendama
17. key officers	võtmetöötajad
18. the company creed	firma kredo, juhtmõte
19. to be committed to making better products	pühenduma paremate toodete tegemisele
20. to contribute to improving the quality	aitama kaasa kvaliteedi parandamisele

### Practice

➤ 1. Why are these dates important to Philips?

- a) 1891            b) 1914            c) the 1920s            d) 1983            e) 1984

➤ 2. Find the figures in the text which correspond to the following pieces of information.

- The approximate number of designers working for Philips*
- The number of people working for Philips worldwide*
- The number of countries with sales and service outlets*
- The number of countries where Philips has research facilities*
- The approximate number of scientists working in Philips' research laboratories*
- The number of integrated circuits produced every day*

### Unit 3

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➤ 3. Match the words from the text with their corresponding definitions.

- |                           |   |
|---------------------------|---|
| 1. <i>an innovation</i>   | a) a planned series of action             |
| 2. <i>a patent</i>        | b) main offices                           |
| 3. <i>diversification</i> | c) a place or address                     |
| 4. <i>a range</i>         | d) the introduction of a new idea         |
| 5. <i>headquarters</i>    | e) a selection or series                  |
| 6. <i>a location</i>      | f) making different types of products     |
| 7. <i>a strategy</i>      | g) an agreed course of action             |
| 8. <i>a policy</i>        | h) the right to make or sell an invention |

➤ 4. Some verbs are always followed by the same preposition. Match the prepositions with the verbs below.

\* from      \* in (x 3)      \* to (x 4)      \* for      \* of      \* on (x 2)

1. apply.....somebody .....something
2. benefit.....something
3. approve.....something/somebody
4. result.....something
5. believe .....something/somebody
6. refer.....something/somebody
7. succeed.....something
8. belong.....somebody
9. depend.....something/somebody
10. report .....somebody .....something

Now complete the sentences using verbs and prepositions from the above list.

- ⇒ 1. In the purchasing department there is a manager, and five employees who ..... her.
- ⇒ 2. In this company, we firmly ..... the value of innovation.
- ⇒ 3. The development of computer technology has ..... enormous changes in the way that people work.
- ⇒ 4. Whether or not we succeed in creating and selling new products ..... a number of factors.
- ⇒ 5. Most of our staff ..... at least one of the company's sports or leisure clubs.
- ⇒ 6. The Personnel Manager thinks that we would all ..... further training in how to use the office software.

➤ 5. Translate the sentences into English.

1. Koolitus tuleb sulle kasuks.
2. Need kaebused ei käi sinu kohta.
3. Teenistujad kiitsid otsuse heaks.
4. Tema hea töö andis tulemuseks kõrge kvaliteedi.
5. Sa peaksid töö saamiseks direktori poole pöörduma.

➤ 6. Circle the word that does not belong in each horizontal group.

1	firm	company	society	subsidiary
2	salary	manager	engineer	employee
3	finance	product	planning	marketing
4	ship	assemble	customer	purchase
5	plant	facility	patent	factory

➤ 7. Match the following definitions to the groups of three words that you identified above.

- a) manufacturing sites
- b) stages in the manufacturing process
- c) people who work in a company
- d) types of business organisation
- e) different departments in a company

➤ 8. Match each of the words that you circled in Ex 6 with the following definitions.

- |        |   |
|--------|---|
| 1..... | payment for work, usually monthly                                       |
| 2..... | an item that has been made  |
| 3..... | an organisation or a club with members who share similar interests      |
| 4..... | a document that gives the exclusive right to make or sell a new product |
| 5..... | a person who buys goods or services                                     |

➤ 9. Fill in the blanks with proper forms of conditional sentences.

1. If our competitor goes bankrupt, we ..... (*increase*) our market share.
2. Unless they ..... (*offer*) us a unit price of £3.50, we'll not accept.
3. If I had \$10 million, I ..... (*invest*) in the telecommunications industry.
4. If you had given us 5 per cent discount, we ..... (*make*) an order of 500 units.
5. If we had waited to see how the market reacts, it ..... (*be*) too late.

## Unit 3

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➤ 10. Read the following company profile.

### Virgin...

...is a leading international company based in London. It was founded in 1970 by Richard Branson, the present chairman. The group has seven main divisions: cinema, communication, financial services, hotels, investments, retail and travel. Its retail segment is led by Virgin megastores. Virgin operates in 23 countries, including the United States, the United Kingdom, Continental Europe, Australia and Japan. In 1999, the combined sales of the different Virgin holding companies exceeded £3 bln. (**1 billion BrE** = 1,000,000,000,000; **AmE** = 1,000,000,000)

⇒ Now put down the questions you would ask to get the following information:

*Name of company*

Question:.....

*Headquarters*

Q:.....

*Chairman*

Q:.....

*Business activities*

Q:.....

*Main markets*

Q:.....

*Sales in 1999*

Q:.....

## 6 Company Terminology

Companies operate in society, according to the laws of the country, and are regulated by the economic policy, foreign trade policy and tax laws of the country. The major function of companies is to produce a profit for the shareholders owning the company.

### Size

Companies can be classified as large, medium-sized or small. Size can be determined in terms of number of personnel or turnover, for instance. A large company by Finnish standards is one that employs more than 250 persons. A medium-sized company employs 50 – 250 persons and small companies less than 50 persons. Small and medium-sized companies have an annual turnover of less than 7 million euros.

### Type of Operation

A company can operate in a variety of ways. Some companies manufacture products or assemble products from suppliers' components. There are others that specialise in servicing production machinery. It is also possible to sell or distribute importers' products to wholesale companies or function as agents or distributors for another company, supplying products to the market. Engineering companies design projects, which others implement. Some companies concentrate on research and development. The options for operations are numerous.

**Location**

A firm operates in a network of locations, if it is a fair-sized company. It can have headquarters in the home country or perhaps close to the market. Other outlets can be manufacturing units/factories, subsidiaries, sales outlets/offices, distributor offices or agencies. More and more companies are outsourcing many of their operations. They then establish close relationships with their product or service providers, suppliers, consultants or certification bodies. These partners, however, remain as independent companies.

**Type of Company**

A small company is often first a Private Limited Company (also: family-owned company) and later on a Limited Liability Company (*Ltd – BrE*), which has external management arrangements and a board to steer its operations. In America the term Incorporated Company (*Inc.*) is used for this type of corporation. If the company or Group (of Companies) is listed on the stock exchange, it becomes a Public Limited Company (*Plc*).

**Restructuring of Companies**

As companies grow and do their best to survive competition, restructuring is an ongoing process. This can be seen in the fast speed at which companies change names and look for a new image. Mergers, joint ventures and acquisitions are common measures in the process of expanding. Companies grow into complex groups of companies as more mergers, joint ventures and acquisitions take place. By acquiring new units, the companies find synergies of operation and become more competitive. Corporations e.g. airlines can also establish strategic alliances to improve their efficiency.

When a group of companies is complex, with diversified operations, it may decide to downsize by letting some companies spin off and become independent companies. During recent years, several companies have spun off from Nokia, as the parent company has decided to concentrate on its core business and do away with sideline operations. One spin-off option is to let the management buy a company; this is called a management buy-out. If the buyer comes from outside the company, the operation is called a divestment.

**Organisation**

The operations in a company are organised, depending on suitable arrangements for these operations. The organisation can easily be illustrated by organisational charts. The Managing Director (*BrE*), President (*AmE*) or Chief Executive Officer (*CEO-AmE*) runs the company under the Board of Directors, which is led by the Chairman of the Board.

Depending on the branch, company activities can be divided into central sections such as Finance and Administration, Human Resources, Corporate Planning and Research and Development. Operational units are often categorised as Purchasing, Production, Marketing and Sales and Distribution.

**History**

The historical development of the company always interests visitors: the stages through which the company has developed to its present state. An entrepreneur can establish a small business based on a technical innovation, a business idea and some capital. The company employs more

## Unit 3

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staff and expands perhaps to new locations (expansion) or into new sectors (diversification). It develops into a medium-sized company and expands into a new market area through acquisitions, mergers, take-overs, joint ventures and partnership agreements. Currently this traditional development has been speeded up greatly and markets have become global. International operations have become a necessity for almost any company. Companies are constantly being restructured. Companies can streamline their organisation by selling off parts and by acquiring better matching companies. These stages in the development of a company form a part of its history.

### Products and Markets

Companies develop and produce commodities or services for the market. Their market can be domestic or extended to various parts of the global market. Export departments in companies often co-ordinate contacts with clients and customers abroad. Sales in international markets, or export sales are normally organised through distribution networks. Agents and distributors retail the products in their own specified market areas.

Markets are where the commodities or services are sold or distributed. Companies study the market in detail and segment markets according to the type of consumers, users or needs. Companies need to develop products for various business segments. A private customer, for example, needs a domestic product, which is relatively economical. An industrial version of the same product will have different features and more durability. A higher price can be charged for it. Companies need to design and modify products especially for different market areas. A mobile phone, suitable for Europe, cannot be sold in the United States, if the infrastructure does not allow for GSM networks or the legislation is prohibitive.

### Employees

As the result of automation and downsizing, companies employ fewer personnel than before. The personnel figures in Finnish companies declined during the 1990's, with a few exceptions. Since the end of the 1990's, the workforce has shown an upswing again. Engineers are often employed on short-term contracts, instead of gaining full-time permanent jobs as previously.

### Financial Facts

Companies are obligated to publish financial facts for their interest groups. One calendar year normally makes up the accounting period. Companies, which publish consolidated financial information in one annual report, belong to the same group of companies.

- *turnover* – the amount of business done in a particular period of time, measured by the amount of money obtained from customers for goods or services that have been sold;
- *gross profit* – a company's profit before certain costs and taxes are taken away;
- *net profit* – the profit from a deal, or from business activity for a particular period of time, after all costs and taxes are taken away;
- *return(s)* – the amount of profit made from an investment;
- *return on capital (ROC)* – the profit on an investment in relation to the amount invested.

### Wordlist

1. economic policy
2. tax laws
3. to produce a profit

4. a medium-sized company
5. to assemble products from components
6. to service machinery
7. a wholesale company
8. an engineering company
9. to implement a project
10. to concentrate on research
11. an outlet
12. to steer the operations
13. listed on the stock exchange
14. a merger
15. an acquisition
16. an alliance
17. to downsize
18. to spin off
19. a core business
20. to do away with
21. an option
22. a management buy-out
23. a divestment
24. corporate planning
25. an entrepreneur
26. to expand to new locations
27. a global market
28. a necessity
29. to restructure a company
30. to streamline the organisation
31. to retail
32. to segment; a segment
33. a domestic product
34. an industrial version
35. different features
36. durability
37. to design and modify products
38. legislation
39. prohibitive
40. to show an upswing
41. on short-term contract
42. a full-time permanent job
43. companies are obligated to publish financial facts
44. accounting period
45. consolidated information
46. turnover
47. net profit; net loss
48. a gap between sales and expenses
49. extraordinary expenses
50. return on investment (ROI)

.....  
.....  
.....

### 7 How to Present a Company

1. Name and location of the company (*it is located at 10 Narva Road*)
2. History and development  
*when was it founded; is it a multinational company; does it have subsidiaries etc)*
3. Type of company  
*(private; state owned; limited company; joint venture etc)*
4. Fields of activity; products and services offered
5. Company structure (*management; departments*)
6. Employees  
*(number of staff; any facilities for the staff – sauna, sports hall, cafeteria etc)*
7. Financial facts  
*(annual turnover – aastakäive; profit – kasum; to make a profit / to make a loss etc)*
8. Markets (*operates in the domestic/foreign market*)
9. Future prospects  
*(to enter a foreign market; to develop new products / services; to expand production; to open new departments / subsidiaries)*
10. My activities and responsibilities in the company
11. Experience gained during the training

**☐ If the company has any advertising material – brochures or leaflets in English – please bring a copy with you.**

### Questions to Get Information

1. Where did you have your practical training?
2. Where did you work during your practical training last summer?
3. How long did you work there? (*from mid-July till the end of August; for a month and a half*)
4. Where is the company located?
5. When was it founded?
6. Is it a multinational company?
7. Where does it have its subsidiaries?
8. Does the company have any foreign contacts?
9. Does the company operate in the domestic or foreign market?
10. Is it a private or a state-owned company?
11. Is it a limited company?
12. How many people does it employ?
13. How many people work there?
14. What is the number of employees in the company?
15. How many departments are there?
16. What services or products does the company provide?
17. What is the company's turnover ?
18. Does the company usually make a profit or a loss?
19. Does the company plan to expand its activities?
20. When did your working day begin?  
*I arrived at work at about 9 and stayed till 6. I worked from 8.30 to 5.30. I worked on shifts; I was on day shift one week and on night shift the next week.*
21. Did you have a full-time or a part-time job?  
*I had a temporary/a permanent job.*
22. What were your responsibilities in the company?

*One of my main responsibilities was to answer the telephone calls. I dealt with a lot of different people. I was responsible for advertising. I was in charge of correspondence.*

23. Did you gain any useful experience? What kind of job was it?

- \* *satisfying, fascinating, stimulating, exciting, was interesting and gave positive feelings;*
- \* *dull, boring, uninteresting, unstimulating, tiring, tough, hard, demanding; repetitive, routine; difficult and made me tired;*
- \* *My work involved human contact, long hours, team work;*
- \* *It also involved solving problems, travelling a lot, dealing with customers.*

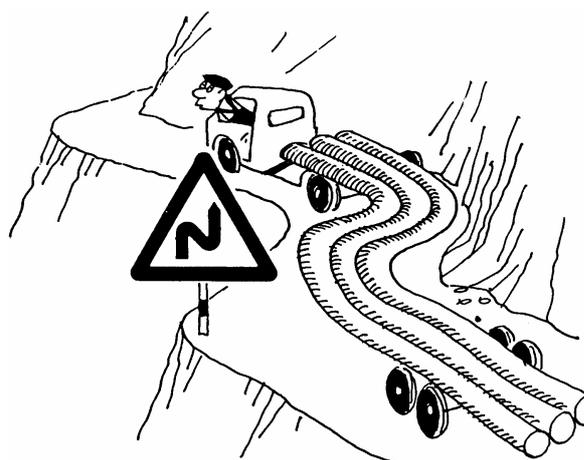
24. Are you satisfied with the pay you received?

25. Would you like to work in this company in the future?

## Unit 4 MEANS OF TRANSPORT

### 1 Vehicles Used in Different Modes of Transport

*Different modes of transport (road, rail, sea and air) use different means of transport for forwarding goods and passengers. Let's have a closer look at them.*



*“It’s fine to have a flexible cargo...”*

➤ 1. Find the Estonian translations for the following words (book “*Veondus*”, page 103).

#### Road Haulage, Trucking

1. a vehicle
2. a lorry (*BrE*), a truck (*AmE*)
3. an open truck
4. a covered truck
5. a heavy goods vehicle, a juggernaut
6. a tipper truck
7. a lorry with a trailer (*BrE*), a trailer truck (*AmE*)
8. a semitrailer
9. an articulated lorry
10. a long vehicle
11. a coach
12. a removal van
13. a refrigerated lorry
14. a tanker, a tanker lorry

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### Sea Transport, Marine/Maritime Transport

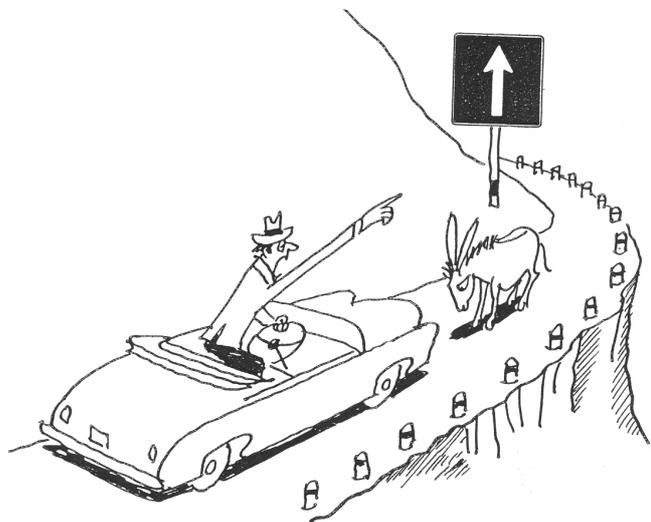
1. a steamship (S/S, SS, s/s)
2. a passenger liner, a cruise ship
3. a merchant vessel, a cargo liner, a freighter
4. a supertanker, a very large crude carrier (VLCC)
5. a container vessel, a lift-on lift-off ship
6. a roll-on roll-off ship, a RO/RO ship
7. a bulk cargo ship, a bulk carrier
8. a dry-cargo ship
9. a general-cargo ship
10. an oil tanker, a tanker
11. an ocean-going vessel
12. a ferry(boat)
13. a barge
14. a towboat
15. a lifeboat, a rescue boat
16. a lighter
17. a tramp (steamer)
18. a hovercraft

### Railway Transport

1. a freight train (*AmE*), a goods train (*BrE*)
2. a (goods) truck, a freight car (*AmE*)
3. a flat truck, a flatcar
4. a dump wag(g)on, a tip truck
5. a passenger train
6. a carriage, a car
7. a sleeping car, a sleeper
8. a high-speed train, an express train
9. a commuter train
10. a shuttle
11. a locomotive, an engine
12. a railcar

### Air Transport

1. an aeroplane, an aircraft
2. a jet(liner)
3. a jumbo jet
4. a supersonic airliner
5. a helicopter
6. an aircraft-carrier
7. a charter flight

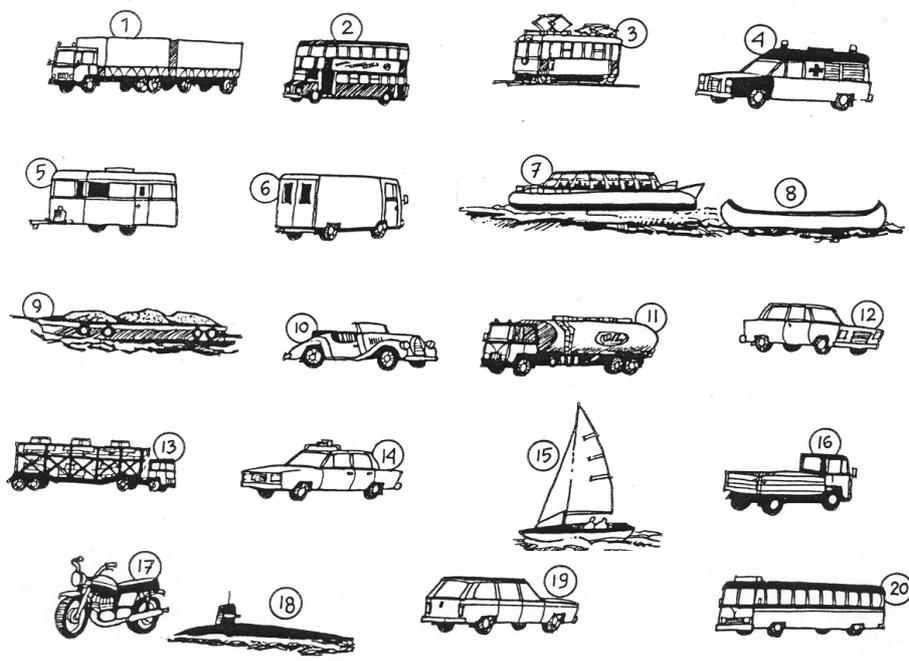


“Can't you see it's a one-way road!”

➤ 2. Write the number of each drawing next to the correct word(s).

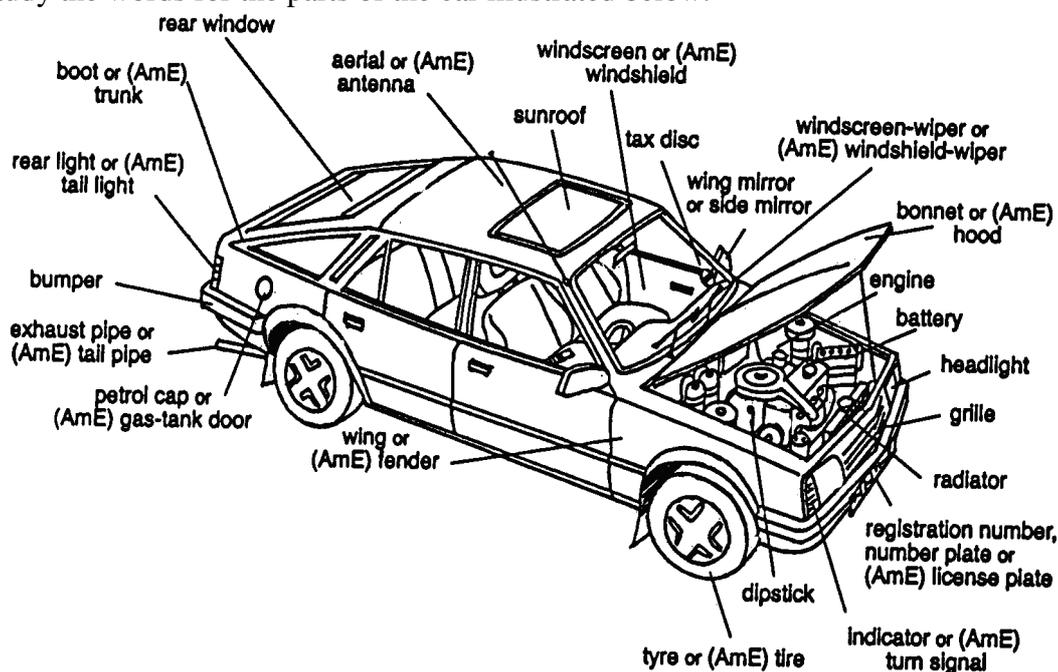
*Types of Transport*

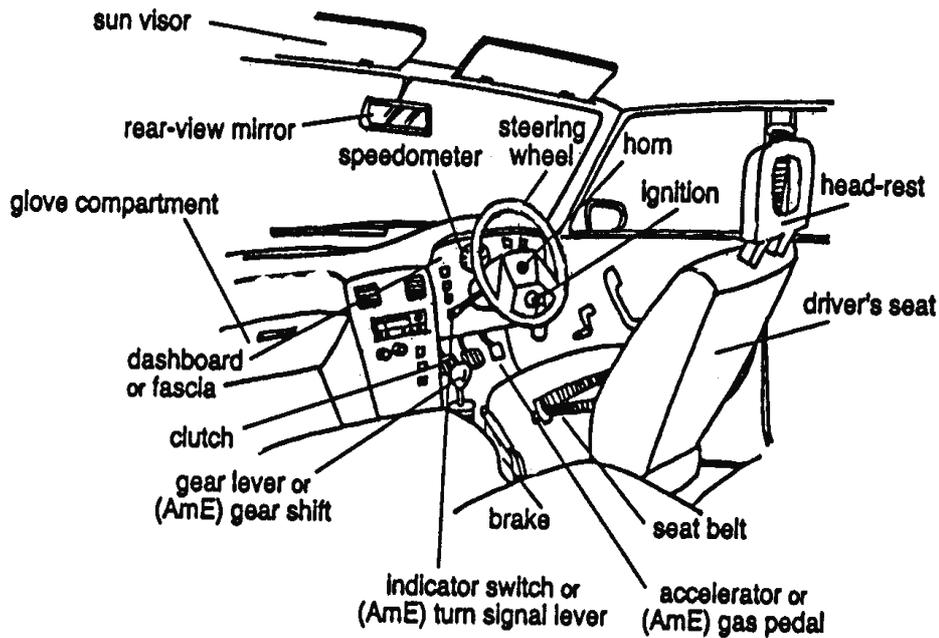
- |                      |       |                 |       |               |       |
|----------------------|-------|-----------------|-------|---------------|-------|
| 1. saloon car        | ..... | 8. sports car   | ..... | 15. bus       | ..... |
| 2. caravan           | ..... | 9. tanker       | ..... | 16. barge     | ..... |
| 3. van               | ..... | 10. transporter | ..... | 17. ambulance | ..... |
| 4. hovercraft        | ..... | 11. motorbike   | ..... | 18. taxi      | ..... |
| 5. submarine         | ..... | 12. yacht       | ..... | 19. canoe     | ..... |
| 6. estate car        | ..... | 13. coach       | ..... | 20. tram      | ..... |
| 7. articulated lorry | ..... | 14. lorry       | ..... |               |       |



**2 Parts of a Car**

➤ 1. Study the words for the parts of the car illustrated below.





➤ 2. Match the engine parts on the left with their translations on the right.

- |                                  |                     |
|----------------------------------|---------------------|
| 1. engine                        | a) aku              |
| 2. spark(ing) plug               | b) jagaja, jaotur   |
| 3. piston                        | c) generaator       |
| 4. dipstick                      | d) radiaator        |
| 5. fan belt                      | e) karburaator      |
| 6. battery                       | f) süüteküünal      |
| 7. carburettor, carburetor (AmE) | g) õli(mõõte)varras |
| 8. distributor                   | h) ventilaatoririhm |
| 9. alternator/generator/dynamo   | i) mootor           |
| 10. radiator/cooler              | j) kolb             |

➤ 3. Fill each gap to complete the sentences.

1. *It won't start; either the ..... is flat, or the ..... are dirty.*
2. *It's got a nice spacious ..... for your luggage and all-weather ..... to reduce the risk of skidding in wet weather.*
3. *Fortunately the ..... wasn't damaged when he drove into the back of me, but the ..... is quite badly bent.*
4. *The first thing you do for an emergency stop is take your foot off the ..... and press both feet down on the ..... and the .....*

➤ 4. Talk in small groups about the following:

- ☺ Unpleasant journeys you have had by land, sea or air.
- ☺ The problems for cyclists on the roads and what can be done about them.

► 5. Give the *British English* equivalents to the following *American English* words.

- |                |                  |
|----------------|------------------|
| 1. trunk       | 7. gas-tank door |
| 2. fender      | 8. license plate |
| 3. hood        | 9. tire          |
| 4. turn signal | 10. tail pipe    |
| 5. windshield  | 11. antenna      |
| 6. tail light  | 12. gear shift   |

### 3 Motoring in English

The motor car has done so much to change our lives. We nearly all drive and with a car we cross frontiers easily. Last year in Austria my car broke down – and I didn't know the German words to explain what had happened – so the frontiers were real after all. To try to save you some of this if you come to Britain let us discuss cars, using the English names for the parts. We shall start inside the car.

#### Inside the Car

We talk about *being in the front* and *in the back* and we talk about the *driver's seat* and the *passenger seats*. This is all very easy. All round the car are windows, of course, so that you can see out – except in front. This is called the *windscreen*, and the things which sweep rain off it are called *windscreen wipers*.

#### Driving the Car

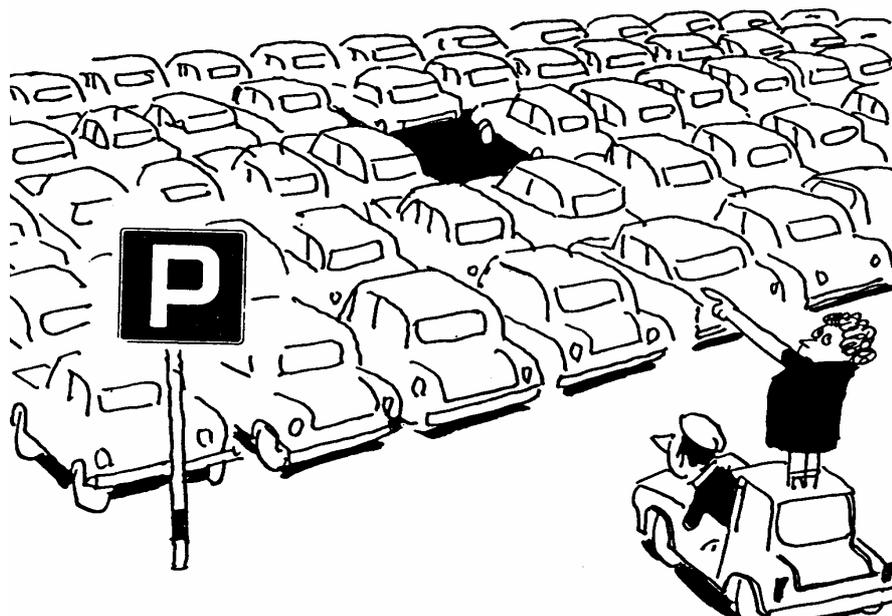
When we drive the car we *steer* with the *steering wheel*. If there is someone in the way we stop the car with the *brake* – we *brake the car* – and *sound the horn*. When it is clear to go again we *accelerate* to help us move off.

We have a *gearbox*. We change gear by pushing the *gear lever* from one *gear* to the next. To help us to do this we have a foot pedal, which is called *the clutch*. We *put the clutch out* to *disengage the engine* and we *let the clutch in* to make it drive again. Many cars have *five gears*: *first (or bottom), second, third, top* and *reverse*. When we stop the car and want it to stay in one place we *put on the handbrake*. To start the engine we *switch on the ignition, press the starter*, and the engine fires. We *rev it up* by *pressing the accelerator pedal*.

Sometimes in cold weather we need to use *the choke* to start the car. This gives us more petrol and less air – what is called a *rich mixture*.

At night we *switch on our lights*, but in town or when someone is coming they must be *dipped*. To do this we *operate the dip switch* – sometimes this is a hand switch near the steering wheel, sometimes a foot pedal.

And lastly, to change direction we signal with our *indicators*. With our hands we steer with the steering wheel, change gear with the gear lever, and put on the handbrake. We also use the indicators as they can dip the lights. With our feet we accelerate by using the accelerator, stop by using the foot brake, change gear by using the clutch, and we can have a pedal dip switch. And that is about all inside the car – except, of course, the mirror for seeing what is happening behind, the *sun visors* to shield our eyes against low sunshine, and, in England where they are compulsory, *seat belts*.



*"I've found a place to park it!"*

### Wordlist

- |   |   |
|---|---|
| 1. to drive, drove, driven                          | sõitma, ajama                               |
| 2. to break (down), broke, broken                   | purunema, katki tegema                      |
| 3. the driver's seat                                | juhiiste                                    |
| 4. the passenger seats                              | reisijate istmed                            |
| 5. to steer   | roolima, juhtima                            |
| 6. to sound the horn                                | signaali andma                              |
| 7. to accelerate                                    | kiirendama                                  |
| 8. to move off                                      | sõitma hakkama, paigalt võtma               |
| 9. to push the gear lever from one gear to the next | lukkama käigukangi ühelt käigult järgmisele |
| 10. to put the clutch out                           | sidurit lahutama                            |
| 11. to disengage the engine                         | mootorit välja lülitama, lahutama           |
| 12. to let the clutch in                            | sidurit sisse lülitama, sidurdama           |
| 13. bottom gear                                     | alumine käik                                |
| 14. top gear  | ülemine käik                                |
| 15. reverse   | tagurpidikäik                               |
| 16. to put on the handbrake                         | käsiidurit peale panema                     |
| 17. to switch on the ignition/lights                | sisse lülitama süüdet/tulesid               |
| 18. the engine fires                                | mootor käivitub                             |
| 19. to rev up the engine                            | mootori pöörete arvu suurendama             |
| 20. to press the pedal                              | pedaalile vajutama                          |
| 21. the choke                                       | õhuklapp, külmkäivitusklapp                 |
| 22. rich mixture – more petrol and less air         | rikas segu – rohkem bensiini ja vähem õhku  |
| 23. to dip the lights                               | lähitulesid sisse lülitama                  |
| 24. dipped lights                                   | lähituled                                   |
| 25. undipped lights                                 | kaugtuled                                   |
| 26. sun visor                                       | päikesevari                                 |
| 27. to shield the eyes from sunshine                | varjama silmi päikesevalguse eest           |
| 28. a seat belt                                     | turvavöö                                    |

**Practice**

➤ 1. Fill in the blanks with suitable words.

1. .... sweep rain off the front window of the car.
2. Power ..... makes it easy to change the direction of the car.
3. You shouldn't ..... the ..... in town except in emergency.
4. With automatic gearboxes the drivers don't have to ..... the gear ..... from one gear to the next.
5. Before changing gear the driver has to ..... the engine, i.e. he has to put the .....out.
6. After ..... the clutch ..... the car is ready to drive again.
7. While driving backwards the driver must use the ..... gear.
8. The driver didn't want to blind the oncoming car's driver; so he ..... the headlights.
9. While learning to drive I once ..... the ..... pedal instead of the ..... pedal and ran into the garage doors.
10. The ..... mixture contains ..... petrol and ..... air.
11. The weather is cold – you may need a ..... to start the car.
12. When a driver wants to change ..... he should signal with the .....
13. It is ..... to fasten ..... while driving.
14. Sun ..... can ..... our eyes against low sunshine.

➤ 2. Learn some more car terminology in English. Make up a sentence with each word.

**verbs**

1. to mend = to repair = to fix
2. to adjust
3. to clean
4. to lubricate
5. to top up (brake liquid)
6. to check (the oil level)
7. to recharge
8. to change
9. to fasten
10. to fill (the tank)

**nouns**

1. petrol(*BrE*)/gasoline/*gas*(*AmE*)
2. a fuel tank
3. inlet/outlet valve
4. a piston
5. a radiator hose

## Unit 4

➤ 3. Act out the following situations with a partner:

- ☺ have a conversation in which one of you is a customer and the other a car salesman, pointing out all the good things about his/her product(s).
- ☺ give the other his/her first driving lesson, pointing out where everything is in the car and what it does.

### 4 A Flat Tyre

*A young, rather good-looking girl is standing at the side of the road looking very unhappy. Something has gone wrong with her car. A young, rather handsome man stops...*

MAN: Hello, having a spot of trouble?

GIRL: Yes, I'm afraid so. I was driving along the road and suddenly my tyre went flat.

MAN: Oh dear, that's a puncture. There's a nail in the tyre.

GIRL: I don't know what you call it but it's too terrible. I don't know what to do.

MAN: Oh, it's very easy, really.

GIRL: Is it? Y... You're frightfully kind.

MAN: Have you got a jack?

GIRL: Pardon?

MAN: ... a jack, for jacking the car up – you know, raising it in the air.

GIRL: Oh, you want to take the wheel off. I don't know.

MAN: Well, why don't you look in the boot.

GIRL: That's a good idea. I say, you're being awfully helpful.

MAN: I told you ... it's nothing... anything to help. Now, are you watching?

GIRL: Yes.

MAN: Well. You put this end under the car and you place the base of the jack firmly on the ground. Is the handbrake on?

GIRL: Yes, I think so.

MAN: It must be on or the car will roll away.

GIRL: Oh, that would be terrible.

MAN: Then you wind the handle until the wheel is off the ground.

GIRL: Isn't that clever?

MAN: Yes, and you don't have to be strong. And I almost forgot, loosen the nuts on the wheel before you jack the car up.

GIRL: I like a man who knows about nuts.

MAN: Then take the wheel off the bolts and put the spare wheel on.

GIRL: It looks awfully heavy.

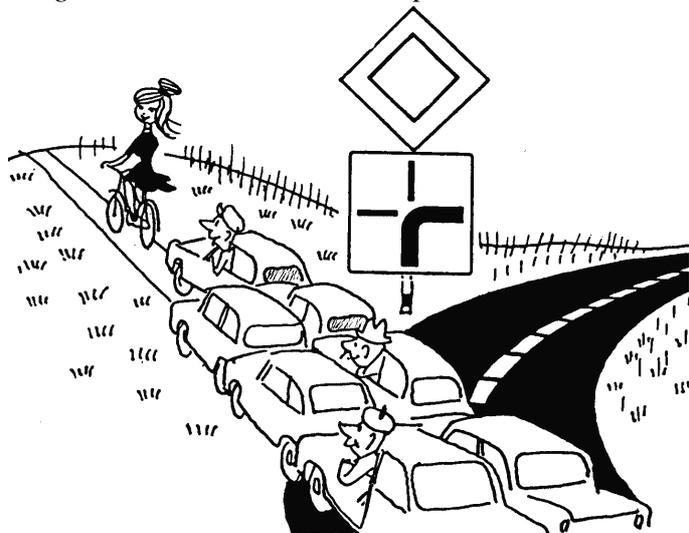
MAN: Oh, it's not that bad ... Take the wheel to the garage and ask them to mend it for you.

GIRL: Oh, you're so nice, but it looks very complicated. I'm sure it would only take you about 10 minutes.

MAN: Me? Who do you think I am? I've shown you how to do it, now you can start working.

GIRL: Oh, you horrible man! I thought ...

MAN: Enjoy yourself! But hurry up, it looks like rain.



*“Gentlemen, you’ve strayed off the main road!”*

**Wordlist**

1. a flat tyre	tühi rehvkumm
2. to go flat	minema tühjaks
3. to drive along the road	sõitma mööda teed
4. to stand at the side of the road	seisma tee kõrval
5. a puncture	torkeauk
6. there's a nail in the tyre	rehvis on nael
7. a jack	tungraud
8. to jack the car up	autot tungraua abil üles tõstma
9. to raise the car in the air	autot õhku tõstma
10. to take the wheel off	võtma ratast alt ära
11. to put the end of the jack under the car	asetama tungraua otsa auto alla
12. base of the jack	tungraua alus
13. the handbrake must be on	käsipidur peab peal olema
14. to roll away	minema veerema
15. to wind (wound, wound) the handle	pöörama käepidet
16. to loosen the nuts	mutreid lahti keerama
17. to take the wheel off the bolts	võtma ratast poltidelt maha
18. to put the spare wheel on	panema tagavararatast alla
19. a garage	autoparandustöökoda
20. to mend	parandama

**Practice**

➤ **1.** 30 minutes later the girl telephones a garage. Fill in the blanks in the conversation with suitable words.

Hello. Is that the Red Lion Garage? I have a small problem. My car has a .....1  
 But something terrible has happened. I ..... 2 the car up, just like the man said  
 but when I started to .....3 the .....4 the car didn't go up  
 in the air, instead the .....5 came through the floor of the car. Then, just as I  
 was getting the .....6 out of the .....7 I  
 remembered I didn't put the .....8 on and the car disappeared down the hill.

**What shall I do now?**

➤ **2.** Work with your partner and discuss the following questions:

- ☺ *What advice would you have given the girl who phoned the garage?*
- ☺ *Have you ever needed help with your car on the road? Did you get it?*
- ☺ *Have you offered your help to somebody who was in trouble?*
- ☺ *Explain in detail how to change a wheel on a car.*

**Unit 5 FORWARDING OF GOODS**

**1 Advantages and Disadvantages of Different Transportation Modes**

➤ **1.** Each company has to choose the most suitable form of transport for its own needs. Here are some advantages and disadvantages of road, rail and air transport. Put each item into the correct box to complete the table.

- ✧ reduce insurance costs due to shorter transit time
- ✧ door-to-door service
- ✧ fastest over long distances
- ✧ not tied to any timetable
- ✧ no need for transshipment
- ✧ routes limited by lines and stations
- ✧ good for bulk commodities in large quantities
- ✧ most economical on fuel
- ✧ especially suitable for containers
- ✧ delayed by traffic congestion in cities
- ✧ weight and size of cargo limited
- ✧ can reach places inaccessible to other forms of transport
- ✧ high freight rates

1. Road: advantage	2. Rail: advantage	3. Air: advantage
4. Road: disadvantage	5. Rail: disadvantage	6. Air: disadvantage

➤ **2.** Answer the following questions.

1. *What criteria should business keep in mind when choosing a form of transport?*
2. *Certain commodities (such as gas and oil) can be moved from one place to another by pipelines. Is this a more efficient and environment-friendly solution?*

➤ 3. If you heard the following comments, which of the three forms of transport would the people be talking about?

1. "The roll-on roll-off facilities mean the carrier doesn't have to unload in transit."
2. "We'd received an SOS for the drugs so I didn't hesitate."
3. "Of course it's even faster now there's the new motorway."
4. "I sent the coal that way as it was cheaper."
5. "The high-speed container service operates mainly at night when there is much less traffic on the lines."
6. "We try to make sure the lorry has a fresh load for the return journey to keep haulage costs low."

## 2 How the Goods Travel from Seller to Buyer

In foreign trade, the goods sold or purchased must be transported from the seller to the buyer. In our modern times, there are several ways of transporting the goods, depending on the urgency of the delivery and the costs to be paid. Transport can take place either by land, i.e. by road and / or rail as well as by sea and /or by air. In each case a lot of papers, forms, and documents have to be filled in. The forwarders or forwarding agents know exactly what papers are needed in each case.

*A well-organised transporting agency meets the following requirements:*

- ⇒ the vehicles they possess or rent have a permit to carry the goods, and their drivers are competent;
- ⇒ they have an efficient sales organisation, i.e. they have offices both in the home country and abroad;
- ⇒ they have an efficient staff, who know the paperwork involved, as well as how to receive the goods or how to plan their distribution.

A forwarding agent's office also has different departments for different things: one department receives the bookings for transport; one writes out the necessary documents, one combines the freight routes. It is usually the traffic-planning department that plans the use of vehicles, and takes care that the vehicles are available at a certain place at the time agreed. They must also consider whether the vehicle is suitable for the kind of goods transported, for instance perishable or inflammable goods.

Usually one section of the department deals with the outgoing traffic and another with the incoming traffic. Naturally, these two sections must co-operate, otherwise too many vehicles would do "empty legs", i.e. run too many empty miles. To avoid this, the company uses so-called position lists, from which the loading and unloading sites can easily be seen. They also show the quantity of the goods carried, as well as days required for loading and unloading. The list can be completed by means of timetables and with the foreign agent's instructions.

At each place there must be personnel who are well familiar with the formalities connected with customs clearance, as in foreign trade, taking goods through the customs is an essential part of the forwarders' duties.

## Unit 5

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### Wordlist

1. to purchase goods	ostma kaupu
2. urgency of delivery	tarnimise pakilisuus
3. to fill in forms	täitma ankeete/blankette
4. a forwarder	speditöör
5. to meet the requirements	rahuldama vajadusi
6. to possess a vehicle	omama sõidukit
7. a permit to carry goods	luba kaupade vedamiseks
8. a competent driver	asjatundlik veoautojuht
9. to plan the distribution	planeerima jaotamist
10. to receive the bookings	vastu võtma tellimusi
11. to combine the routes	sobitama marsruute
12. available at the time agreed	kättesaadav kokkulepitud ajal
13. suitable for the kind of goods	sobiv teatud liiki kaupadele
14. outgoing/incoming transport	väljuv/sissetulev transport
15. (in)flammable	kergestisüttiv
16. to do empty legs	sõitma ilma koormata; tegema "tühje otsi"
17. a position list	asukohtade loetelu
18. quantity	kogus
19. (un)loading site	(maha)laadimiskoht
20. customs clearance	tolliprotseduur

### Practice

➤ **1.** Answer the questions.

1. *Can you name some different ways of transporting goods nowadays?*
2. *What does it depend on which mode of transport to use?*
3. *Whose task is it to know which documents have to be filled in while transporting goods?*
4. *What are the requirements to a vehicle and its driver?*
5. *What kind of sales organisation can be called efficient?*

➤ **2.** Can you explain the meaning of the following expressions?

- ✧ *to book transport*
- ✧ *to combine the freight routes*
- ✧ *the vehicle is available*
- ✧ *flammable goods*
- ✧ *to do "empty legs"*
- ✧ *a position list*
- ✧ *customs clearance*

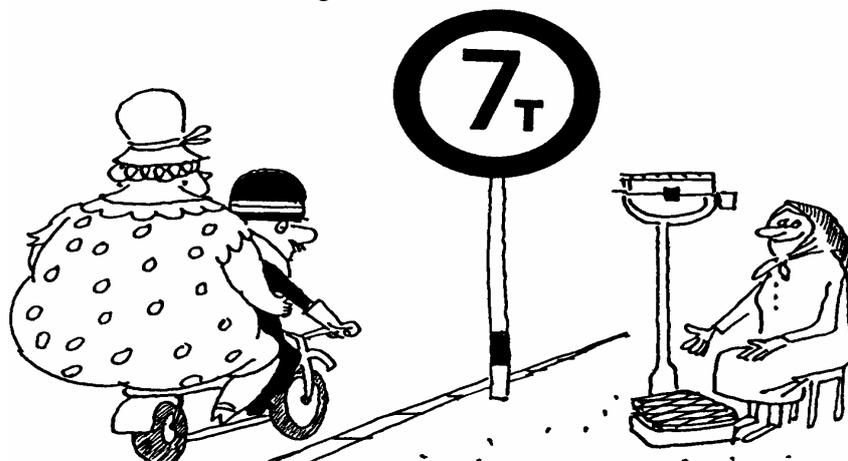
➤ **3.** Rewrite the sentences in the passive.

1. They purchased 10,000 tons of petrol.
2. They have filled in all the forms.
3. They will receive the goods tomorrow.

4. They are planning the distribution of the goods right now.
5. The secretary is combining the freight routes now.
6. They have unloaded the cargo.

➤ 4. Translate the following sentences into English.

1. Palun täitke kõik blanketid!
2. Kas teie firma vastab alljärgnevatele nõuetele?
3. Kas teie veokitel on kaupade veo luba?
4. Kas see veok on sobiv kergestisüttivate vedelike veoks?
5. Kas ma saaksin rääkida inimesega, kes tegeleb väljamineva transpordiga?
6. Kes vastutab tühisõitude eest?
7. Ma tahaksin muuta veetavate kaupade kogust.
8. Kas te olete tuttav tolliformaalsustega?



*“Wouldn’t you like to check your weight to be on the safe side?”*

### 3 Transport and Delivery Facilities

➤ 1. Find the following expressions from the book “Veondus”, page 22.

1. delivery facilities
2. We suggest/recommend air delivery service.
3. maritime transport
4. We provide combined transport.
5. depending on the destination
6. refrigerated trucks for perishables
7. We do office and private removals.
8. a handler driver

## Unit 5

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9. an unaccompanied luggage service
  10. There's piggyback\* train service for your vehicle.  
\* to move goods from one place to another using containers that can be carried both by train and by road
  11. a copy of our general transport conditions
  12. Goods are delivered within 48 hours.
  13. to deal with urgent deliveries
  14. to charge extra
  15. overnight express service
  16. a shipment
  17. a consignee
  18. time constraints
  19. to deliver world-wide
  20. to do domestic/national transport
  21. to dispatch the freight to London
  22. to do Tallinn-to Tallinn outskirts deliveries
- 2. Complete the sentences translating the Estonian words into English.

1. Our company ..... (*osutab*) door-to-door service.
2. We suggest ..... (*mere*) transport for large .....(*veomahud*).
3. We ..... (*soovitame*) .....(*kombineeritud*) transport.
4. The type of transport depends on the ..... (*sihtpunkt*).
5. We use ..... (*kiilmutus*) trucks for the transport of perishables.
6. We offer private ..... (*kolimis*) services.
7. Our public limited company provides ..... (*spedeerimis*) services.
8. All the goods are ..... (*toimetatakse kätte*) within 24 hours.
9. We ..... (*võtame lisatasu*) for urgent deliveries.
10. The ..... (*adressaat*) receives the ..... (*saadetis*) within one month.

➤ 3. Complete the sentences ("Veondus", page 10).

1. The ..... (*kindlustustariif*) of our company is one of the lowest in the country.
2. Our clients have 3 months to ..... (*reklamatsiooni esitada*) any .....(*kahjustused*).
3. There are two ways to send the goods: *OR* means ..... (*omaniku vastutus*) and *CR* stands for .....(*vedaja vastutus*).
4. The .....(*hageja*) has to prove that the damage was caused in the .....(*vedamise käigus*).
5. Our firm covers all your goods from .....(*pealelaadimine*) to .....(*mahalaadimine*).

6. The transport manager ..... (*kirjutas alla*) all the documents.
7. The amount of money may not ..... (*ületada*) 100 kroons per kilo.
8. The ..... (*speditöör*) must produce ..... (*kindlustustunnistus*) of his ..... (*kaubasaadetis*).
9. All the goods were packaged in waterproof containers to ..... (*kindlustama*) safe shipment.
10. Two big boxes are ..... (*kadunud*).

➤ **4.** Change into passive voice.

1. Our food industry produces a wide variety of groceries.
2. They weighed the freight immediately.
3. We will keep milk and other perishables in the fridge.
4. At present Estonians are selling a large percentage of timber abroad.
5. Our company has stopped handling breakables and perishables.

#### **4 Description of Goods**

➤ **1.** Find the Estonian translations for the following expressions (*book "Veondus", pages 77- 79*).

1. goods, merchandise, wares, commodities
2. range, line
3. consumer goods
4. staple commodities, basics
5. capital goods
6. durables, durable goods
7. disposable goods
8. groceries
9. branded goods
10. luxury articles
11. marketable goods
12. non-food items
13. agricultural produce
14. manufactured produce
15. loose goods, goods in bulk
16. raw materials
17. liquid
18. oil
19. coal
20. timber
21. volume, bulk, quantity
22. an item

## Unit 5/Unit 6

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23. cargo, freight, consignment, shipment
24. general cargo, mixed cargo
25. free sample, complimentary sample
26. frozen products
27. a low fat product
28. spoiled goods, defective article, faulty article
29. damaged goods
30. soiled articles
31. prohibited goods
32. dangerous, hazardous goods
33. breakables
34. perishables, perishable goods, non-durable goods
35. short delivery

### Properties

36. bulky
37. upmarket, upscale, first rate
38. downmarket
39. fragile, breakable
40. airtight

➤ 2. Complete the sentences with the English words.

1. Doctors advise us to eat ..... (*madala rasvasisaldusega*) food.
2. She is on diet and drinks only ..... (*suhkruvaba*) lemonade.
3. It is ..... (*keelatud*) to sell..... (*praak*) goods.
4. .... (*kergesti riknevad*) products should be kept in a fridge.
5. Glass is a ..... (*õrn*) material and it should be ..... (*käsitsema*) with care.
6. .... (*ohtlikud vedelikud*) have been ..... (*kaalutud*) and they will be transported in .....(*õhukindlad*) containers.

## Unit 6      PACKING AND SHIPPING OF GOODS

### 1 Discussing Packing and Shipping Issues

Then what about transportation? I'm concerned about the danger of damage to goods in transit. My product is particularly subject to breakage and heat damage.

- ☺ Packaging is really important, as all kinds of damage may be caused to shipments: moisture, corrosion, droppage, evaporation, chemical reactions, and pilferage. It's essential to arrange for safe packing.
- ☺ Can I insure whatever goods I ship against any risk?

- ☺ Practically, yes. But I still want to point out that you must pick the correct way of packing, and mark the cases or crates or whatever containers you use with the proper warnings like *fragile* or *this side up* or *handle with care* or *stow away from heat*. It's true, though, that the modern container service and the ro-ro ships have cut down damage *en route* to a minimum of what it was 20 years ago. Other advantages of the container service are that you really can reduce packaging costs, you get faster loading and unloading and handling time in general, and you also avoid split deliveries that way.
- ☺ I understand I have to contact a freight forwarder to have my goods transported. How are their fees estimated? On a per shipment basis?
- ☺ Yes, and on the value of the shipment, and on the services performed. They usually take care of all documentation after you have written out the Commercial Invoice and the Export Goods Declaration, so you need not bother too much.
- ☺ Do they also reserve the shipping space in advance?
- ☺ Certainly. They take care of everything.

Big ports have changed completely in the last thirty years. Docks and ships look quite different nowadays. Instead of forests of tall thin cranes lifting pallets, we see a few huge heavily built *transporter cranes* lifting big steel boxes. Instead of hundreds of *stevedores* working in the *holds* and on the *quayside* we see no men at all; we just see huge machines. Instead of long *warehouses* at the dockside, we see open spaces with stacks of boxes. Lines of goods trains with the same boxes stand nearby. The ships themselves look like huge steel tanks with lots of smaller tanks stacked in them.

*Containers* are steel boxes of different sizes but usually 8 by 8 by 20 or 40 feet (2.4 x 2.4 x 5.9 or 12 metres). This size is limited by the width of the roads. But all containers are the same width and height. This is a revolution in transport. The advantages are:

- ✗ *Handling at docks can be done by machines.*
- ✗ *Very few stevedores are needed.*
- ✗ *Unloading and loading a container ship is very fast and turnaround (the time spent in port) is much shorter. Goods can be delivered more quickly by fewer ships.*
- ✗ *Packing can be done in suppliers' factories. Containers needn't be opened except for Customs inspection until they reach the customers.*
- ✗ *Warehouses are unnecessary. Containers are waterproof and can be stacked outside in the rain.*
- ✗ *Refrigerated containers can be connected to electrical outlets at the dockside and in the ship.*

### Wordlist

- |  |  |
|--|--|
| 1. packing, packaging                    | pakend; pakkimine  |
| 2. I'm <i>concerned</i> about it         | see teeb mulle muret   |
| 3. It doesn't <i>concern</i> me          | see ei puutu minusse   |
| 4. the product is subject to heat damage | kuumus kahjustab toodet;<br>see toode on tundlik kuumakahjustusele |
| 5. damage to shipment                    | kahjustused saadetisele  |
| 6. moisture, humidity, dampness          | niiskus  |
| 7. evaporation; to evaporate             | aurustumine; aurustuma   |
| 8. pilferage                             | vargus   |
| 9. to insure goods against risks         | kindlustama kaupu riskide vastu                                    |
| 10. cases and crates                     | kastid ja restkastid   |
| 11. fragile                              | õrn  |
| 12. to stow                              | paigutama, asetama   |

## Unit 6

13. stow away from heat	paigutada eemale soojusallikast
14. to cut down damage en route	vähendama teel (veo ajal) tekkivaid kahjustusi
15. to avoid split deliveries	vältima katkestatud/mitmes osas kohaletoimetamist
16. to estimate fees	kalkuleerima, välja arvestama teenustasu
17. commercial invoice	kaubaarve
18. a stevedore	stividor, laevalastija
19. a hold	trümm
20. a quay	kai
21. a stack; to stack	virn; virnastama
22. turnaround	seisuaeg
22. a straddle carrier	konteineritõstuk

## Practice

➤ 1. Answer the following questions.

1. *Why is safe packing of goods really important?*
2. *What goods are subject to the following kinds of damage:  
\* moisture \* corrosion \* droppage \* evaporation \* pilferage*
3. *What should the dispatcher pay attention to besides packing of goods?*
4. *Why has damage to goods en route been cut down to a minimum nowadays?*
5. *What does the transportation fee of goods depend on?*
6. *The ports have changed completely in the last decades. What differences could you point out concerning:  
- loading and unloading of ships                      - manpower in ports  
- warehouses    - the ships*
7. *What are the usual container sizes?*
8. *What is the greatest advantage of using containers in transportation?*

➤ 2. Find a word in the text to match the following explanations.

1. wet condition, dampness
2. stealing
3. an object which breaks easily is ...
4. to reduce, to make smaller
5. good sides
6. to make smaller the amount of money you use on packaging
7. the money you pay for a service
8. to book before
9. a person loading and unloading goods on a ship
10. the space inside a ship for goods
11. the time the ship spends in port
12. to carry the goods to the client
13. to put boxes one on another
14. containers which maintain low temperatures

➤ 3. Add the missing prepositions.

1. The goods will be packed according .....your instructions.
2. They will be ready ..... dispatch ..... tomorrow.
3. Kindly inform us ...../..... the shipping fees.

4. We shall dispatch the goods ..... the 7<sup>th</sup> ..... October, ..... 2000.
5. All the future orders will be handled ..... any delay.
6. Due .....large stocks, we will be able to grant you the same reduction ..... price as before.
7. We trust that the goods will arrive ..... good condition, and we are looking forward ..... hearing ..... you as soon as possible.

## 2 Types of Packaging

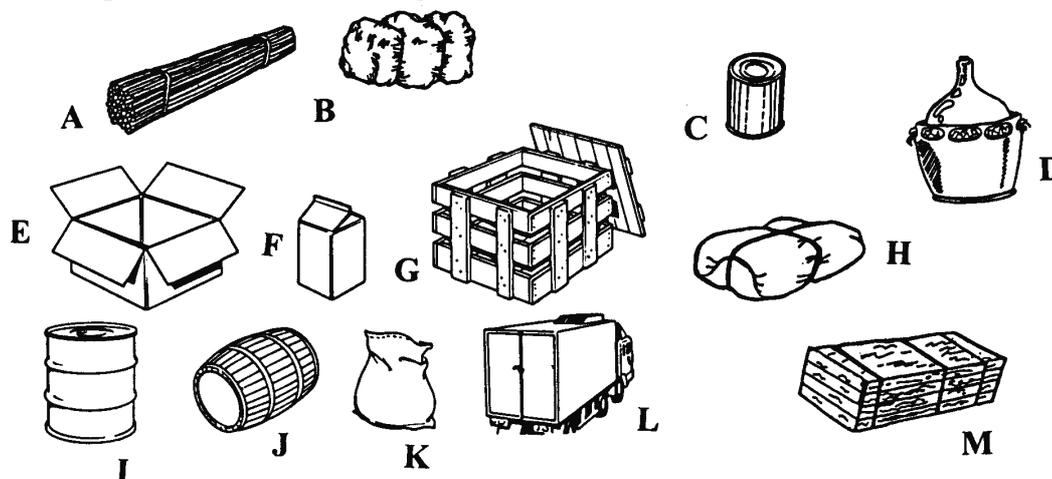
Good packaging is essential because it ensures that goods arrive at their destination in good condition. Therefore, the choice of packaging must suit the product, the means of carriage, handling facilities and any changes in climate during transport.

In some countries, import duties are assessed according to the gross weight of shipments, which includes packaging. Therefore, the heavier the packaging, the higher the duties will be.

Packing and handling instructions might be given in the order.

### Practice

➤ 1. Label the pictures with the words given below.



- |              |                               |
|--------------|-------------------------------|
| 1. container | 8. barrel, cask, keg          |
| 2. pallet    | 9. tin, can                   |
| 3. box, case | 10. bale                      |
| 4. crate     | 11. bundle                    |
| 5. carton    | 12. parcel, pack(et), package |
| 6. bag, sack | <i>AmE package = pakend</i>   |
| 7. drum      | 13. carboy                    |

➤ 2. Match the consignments to the type of packaging.

- |                                  |         |                  |                |
|----------------------------------|---------|------------------|----------------|
| 1. <i>drum</i>                   | grain   | 4. <i>crate</i>  | beef           |
| 2. <i>sack</i>                   | oranges | 5. <i>barrel</i> | sulphuric acid |
| 3. <i>refrigerated container</i> | wine    |                  |                |

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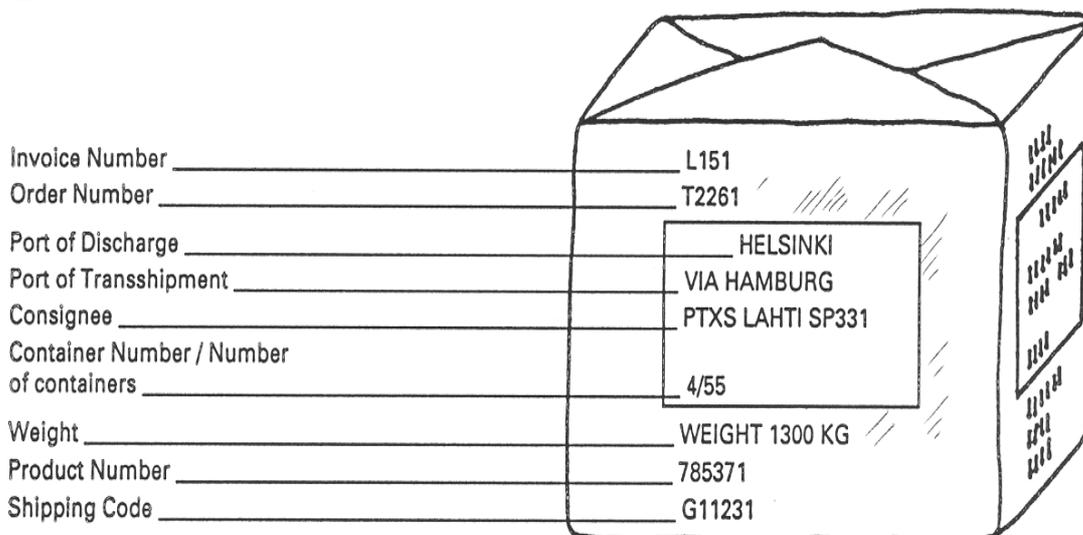
➤ **3. The way products are packaged for sale.** Many quantities are set for us by the way various products are prepared or packaged for sale. Read through the following and remember the items on the packing list and the way they are packed.

a bar of	soap
a loaf of (pl. loaves)	wholemeal bread
a carton of	low-calorie yoghurt
a 500g tin of	baked beans
a packet of	salt and vinegar flavoured crisps
a bunch of	grapes
a pack of	eight different breakfast cereals
a few sheets of	greaseproof paper
a roll of	toilet paper
a box of	matches
a bundle of	firewood
a sack of	coal
a bottle of	cognac
a barrel of	English beer
a can of	Australian lager
a crate of	brown ale (24 bottles)
a jar of	pickled onions
a 5 lb bag of	potatoes
a giant-sized block of	ice-cream
a set of	spanners

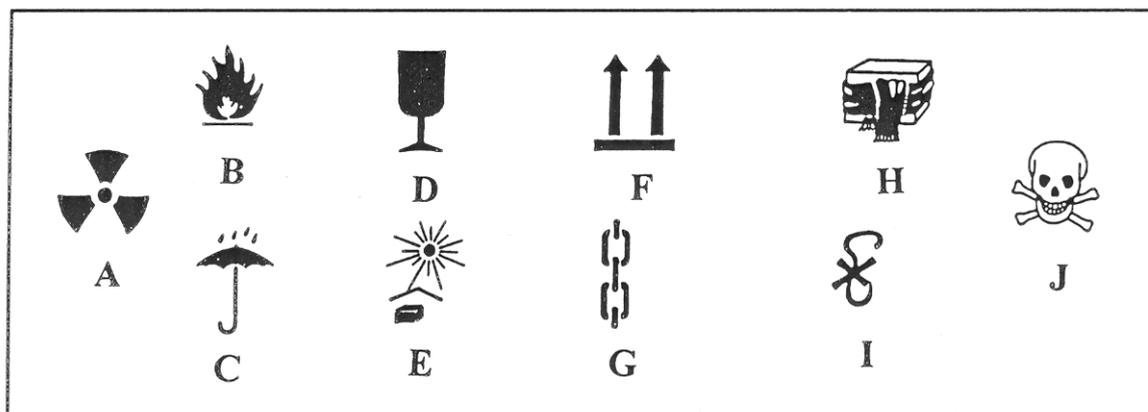
➔ 1 lb = 1 pound = 0.454 kilograms (*The grapes cost \$2 a pound.*)

### 3 Marking and Labelling of Goods

➤ **1.** The following information might have to be marked on the containers before they are dispatched:



➤ **2.** All *hazardous goods* must be labelled with international *danger symbols*. In addition, *handling instructions* may be marked on the containers. Match these instructions to the symbols (3 instructions have no symbols!).



- |                  |                         |
|------------------|-------------------------|
| 1. Lift here     | 8. Handle with care     |
| 2. This way up   | 9. Stack only five      |
| 3. Perishable    | 10. Keep cool           |
| 4. Use no hooks  | 11. Fragile             |
| 5. (In)flammable | 12. Dangerous chemicals |
| 6. Open this end | 13. Radiation           |
| 7. Keep dry      |                         |

#### 4 Types and Properties of Packing

➤ 1. Find the words and expressions in “*Veondus*”, page 89.

1. to pack, to package, to wrap
2. packing, packaging
3. not packaged, loose
4. packing included, packing free
5. reusable packaging
6. throwaway packaging, nonreturnable packaging
7. blister pack
8. return empties
9. to label, to mark
10. price tag
11. seal
12. stamp

#### Types of Packing

13. general purpose container
14. special purpose container
15. open-top container
16. general cargo container
17. shock-resistant container
18. refrigerated container
19. cardboard box
20. sealed case
21. crate
22. sack, bag

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- 23. bale
- 24. bundle
- 25. tin, can
- 26. cask, barrel, drum

### Properties of Packaging

- 27. lined
- 28. padded
- 29. (in)flammable
- 30. damp-proof
- 31. crushproof

### Packing Materials

- 32. corrugated cardboard
- 33. craft paper
- 34. wrapping paper, brown paper
- 35. tarpaulin
- 36. plywood

### Packaging

- 37. consignment
- 38. bar code
- 39. to strip, to empty, to unpack
- 40. to chock, to wedge
- 41. to strap, to hoop
- 42. to stow
- 43. to secure
- 44. to stack

#### ► 2. Fill in the blanks with suitable words.

1. .... protects goods against damage and breaking.
2. The packaging of consumer goods contains a ..... which supplies various information about the product.
3. Perishables should be transported in ..... containers.
4. .... is water-resistant cloth.
5. The process of preferring containers to other types of packaging is called .....
6. Light boxes for forwarding consumer goods can be made of ..... or .....
7. Strong brown-coloured paper is called .....
8. Fragile items ought to be packed in ..... or ..... boxes.
9. The packing which can be used several times is called ..... ; if it can be used only once it is .....

10. Price ..... supply information about the commodities.

➤ **3.** Complete the sentence with a proper word in English.

1. There is always a danger of (*kahjustus*) ..... to goods in transit. That's why it would be a good idea to (*kindlustama*) ..... your freight.
2. Forwarders should use proper (*hoiatused*) ..... on the packages. If you are forwarding glassware use a notice (*kergestipurunev*).....
3. Container service can (*alandama*) ..... packaging costs and you can get faster (*laadimine*) ..... and (*lossimine*).....
4. Containers are made of (*teras*)..... . Their maximum (*pikkus*) ..... can be 12 meters. Containers are (*veekindlad*)..... and can be (*virnastama*).....
5. (*külmkonteinerid*) ..... should be used for transporting foodstuffs.
6. The secretary wrote out (*kaubaarve*) ..... and filled in the other documents.
7. Our company isn't the consignor, but the (*kaubasaaja*)..... . The port of (*mahalaadimine*) ..... is Muuga.
8. The engine parts have been (*pakitud*) ..... in craft paper, put into (*polsterdatud*) ..... boxes which are then (*pitseeritud*).....

➤ **4.** Aided Translation. Fill in the blanks to complete the sentences.

1. *Pakendit kasutatakse kaupade kaitseks mitmesuguste kahjustuste eest.*

..... for protecting (in order to protect)  
..... from (against) .....

2. *Pakendi omadused sõltuvad veose liigist.*

..... of ..... on  
the ..... of .....

3. *Õhusaadetised ei vaja tugevat ja rasket pakendit. Seetõttu on võimalik pakendikuludelt kokku hoida.*

..... don't .....  
and ..... Therefore (that is why) it .....  
..... to ..... on .....

4. *Vedelike transpordiks on võimalik kasutada paakkonteinereid, korvpudeleid või mitmesuguseid vaate, sõltuvalt vedeliku liigist.*

For ..... it is ..... to  
.....,  
or ..... on  
the ..... of .....

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5. *Kaste võib polsterdada või vooderdada, et kaitsta kergestipurunevaid kaupu.*

..... be ..... or .....  
to (in order to) .....

6. *Niiskuskindlaks pakendiks võib kasutada kilet või presentti.*

For ..... plastic ..... or  
..... can .....

7. *Pakendile peab märkima vajaliku informatsiooni: arve ja tellimuse numbrid, veose kaalu ja lossimissadama.*

The ..... information ..... marked on the  
..... : the ..... and .....,  
the ..... of the ..... and  
the ..... of .....

8. *Kauba transportimiseks mootorlaeva trümmides on vaja merekonteinereid.*

To transport ..... in the ..... of a  
..... we need .....

9. *Kergestiriknevid kaupu nagu puuviljad tuleb vedada külmkonteinerites ja markeerida sildiga "Hoida jahedas".*

..... like ..... must  
be ..... in ..... and  
marked ..... the .....

10. *Konteinerite kasutamisel ei vaja kaubad tugevat pakendit, sest koormate kinnitamiseks kasutatakse rihmu ja kiile.*

When ..... the goods don't require  
..... because

1) ..... and ..... are used for  
.....

2) for ..... of loads .....  
and ..... are used.

## 5 Importance of Packaging in Logistics

Packaging is especially important to the logistics manager. The size, shape, and type of packaging will influence materials handling and will affect warehouse operations. Packaging is also quite important for effective damage protection, not only in the warehouse but also during transportation.

Package size may affect a company's ability to use pallets or shelving or different types of materials handling equipment. Many companies design packages that are too wide or too high for efficient use. So co-ordinating the size of packaging with warehousing and with transportation is quite important.

Also, damaged goods are likely to lower future sales, so packaging must prevent goods from arriving in a damaged condition. Poor packaging can also contribute to higher handling costs.

### **The Role of Packaging**

A very important packaging function is to provide information about the product the package contains. It must also provide handling information. Goods stored in a warehouse must bear the proper identification so that warehouse personnel can locate them easily and correctly. Techniques for providing information include colour coding, universal product codes, computer-readable tables, symbols, and number codes.

A major packaging concern is the ease of handling in the warehouse and during transportation. The important considerations of package design fall into *three areas*. *The first* is the package's *physical dimensions*, considering warehouses, transport vehicle, pallets and the company's materials handling equipment. *The second* consideration is the package's *strength*. *The final* consideration is the package's *shape*.

A logistics manager's major concern is protecting the goods in the package. In the warehouse, for example, where moving goods could drop from a conveyor or be hit with a forklift truck, the package must provide the product adequate protection. Protection can also mean protecting products from contamination resulting from contact with other goods, water damage, temperature changes, pilferage, and shocks in handling and transport.

### **What is Packaging?**

We generally discuss two types of packaging: *consumer packaging*, or interior packaging and *industrial* or *exterior packaging*. The former provides information important in selling the product, in motivating the customer to buy the product, or in giving the product maximum visibility when it competes with others on the retail shelf. Consumer packaging, which has to appeal to the customer, is often referred to as a *silent salesperson*.

On the other hand, industrial or exterior packaging is of primary concern to the logistics manager. This packaging protects goods that a company will move and store in the warehouse and also permits the company the effective use of transportation vehicle space. It also has to provide information and handling ease.

We cannot design the interior package without considering the exterior package. Therefore, marketing and logistics have to co-ordinate the consumer and industrial dimensions of the packaging.

### **Packaging Materials**

Many different exterior packaging materials are available to the logistics manager. In fact, a packaging materials revolution has occurred in the last decades. At one time the use of harder materials, such as wood or metal containers, was widespread. But these added considerable shipping weight, which increased transport costs since transportation companies bill customers for total weight, including packaging.

### Softer Materials

In recent years, companies have tended to use softer packaging materials. Corrugated materials have become popular, particularly with respect to package exterior. However, the plastic materials companies use to cushion the product inside the box have possibly done the most to revolutionise packaging. These materials enable manufacturers to highly automate the packaging area and to maximise protection while minimising costs. In addition, plastic provides the lowest weight-to-protection shipping ratio.

Cushioning materials protect the product from shock, vibration, and surface damage during handling. Cushioning materials include shrink-wrap, air bubble cushioning, cellulose wadding, corrugated paper, and plastics. We can divide the plastics into expanded polystyrene, polyurethane, foam-in-place, and polyethylene.

### Plastic

Companies often use shrink-wrap for consumer package goods. It provides protection and stability, helps to reduce pilferage, and deters product tampering while items are in a warehouse. Shrink-wrap allows companies to stop using corrugated paper boxes. Warehouse personnel place the interior package directly on a pallet and shrink-wrap it. In large warehouse-type retail operations, stores receive pallet loads directly and remove the shrink-wrap, making the product immediately accessible to the customer. Since removing items from a box and placing them on a shelf is unnecessary, the retailer also saves money.

Air bubble cushioning is made of plastic sheets that contain air pockets. Expanded polystyrene (EPS), the most popular cushioning material, is also recyclable.

Plastic materials are inexpensive and highly protective. In addition, their light weight helps to minimise transportation costs.

When selecting packaging materials, companies today must consider environmental protection. The governments have implemented stricter packaging materials requirements.

Another concern is the waste that containers and packaging produce. In 2000 the United States produced more than 220 million tons of solid waste annually.

One way to reduce this waste is to reduce the overall packaging a company uses. Another way is to recycle packaging materials.

### Package Selection

Packaging has two logistics concerns: the physical dimensions (size and shape) and the type of material.

### Physical Dimensions

One factor that affects a package's physical dimensions is the product's characteristics – things such as size, shape, and weight. Firms handle small consumer products like glassware differently than computers or auto tires. Also important are logistics system characteristics: the transportation mode, the number of handlings, materials handling equipment, and storage length. Airlines and motor carriers require much less packaging than do rail or water carriers.

Packaging influences carrier rates, which will be higher for less-protective packaging. Usually, the longer the storage period, the better the packaging that must be used.

### **Packaging Design Considerations**

In developing an appropriate interior and exterior packaging design, we must recognise that a product's package is usually in five basic locations over the product's lifetime. This is particularly true for consumer non-durables or so-called package goods. The five locations are the plant, the warehouse, the transportation unit, the retail outlet, and the home or place of use.

In each instance, we must answer appropriate questions about the packaging. For example, in the home, a consumer may destroy the package immediately or may use it to provide storage until the item is gone. Powdered laundry soap is one product that is stored in its package. Another question is whether the package is returnable or reusable. And we may want to know where the consumer is likely to store the package. The longer the package's potential life cycle and the more hostile the storage area, the more durable and sturdy the package will have to be.

### **Wordlist**

1. the size and shape of packaging
2. to influence materials handling
3. to affect warehouse operations
4. pallets
5. shelving
6. handling equipment
7. to co-ordinate with sb
8. to contribute to higher costs
9. to bear proper identification
10. to locate the goods
11. computer-readable tables
12. a fork lift truck
13. adequate protection
14. contamination
15. interior/exterior packaging
16. visibility
17. to be of primary concern to sb
18. to bill customers for sth
19. corrugated materials
20. to cushion
21. shrink-wrap
22. air bubble cushioning
23. cellulose wadding
24. foam-in-place
25. to deter product tampering
26. to make the product accessible to the customer
27. recyclable; to recycle
28. to implement stricter requirements
29. solid waste
30. characteristics
31. storage length
32. carrier rates

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33. appropriate packaging design
34. consumer non-durables
35. to store the product in the package
36. returnable package
37. reusable package
38. hostile storage area
39. sturdy
40. The longer the package's life cycle, the more durable the package has to be.

## 6 Letters Related to Packing

☒ When sending a letter or parcel by mail, you can choose from *different modes of mail* and use the following instructions:

*Via Air Mail*

*Surface Mail*

**Registered Mail AmE, Registered Post BrE**

*a postal service which, for an additional payment, protects the sender of a valuable letter or package against loss and damage*

**Certified Mail AmE, Recorded delivery BrE**

*a postal service which, for an additional payment, provides proof that a letter or package has been posted and delivered*

**Special Delivery**

*a service that delivers a package or letter very quickly*

**Parcel Post**

**Printed Matter**

**Free Sample**

☒ **Model letters**

☒ **Letter 1**

*Dear Sirs*

Your consignment per Order No 848 was dispatched today and should arrive within a week.

The engine parts have been wrapped in moisture-proof material and packed into cases measuring 50 cm x 80 cm x 80 cm with a padded lining to protect the parts from sliding.

The total of seven cases, numbered consecutively, has been marked as per your instructions.

Please acknowledge safe arrival of the consignment.

Yours faithfully

**Jack Brown**

## Wordlist

- |  |                           |
|--|---------------------------|
| 1. registered mail <i>AmE</i> , registered post <i>BrE</i> | tähitud saadetis          |
| 2. special delivery  | kiirsaadetis              |
| 3. parcel post   | panderoll                 |
| 4. printed matter  | trükised                  |
| 5. free sample   | tasuta näidis             |
| 6. consignment per order                                   | saadetis tellimuse alusel |
| 7. to dispatch   | väljastama                |

8. to arrive within a week	saabuma nädala jooksul
9. to wrap in moisture-proof paper	pakkima niiskuskindlasse paberisse
10. a padded lining	polsterdatud vooder; polster
11. to protect from sliding	kaitsma libisemise eest
12. consecutively	järjestikuselt
13. marked per instructions	markeeritud vastavalt juhistele
14. to acknowledge	kinnitama
15. safe arrival of consignment	saadetise turvaline kohalejõudmine

### ► Questions

1. *How are the engine parts protected during transport?*
2. *How many cases does the consignment include?*
3. *How are the cases numbered?*
4. *What should the buyer do on receiving the delivery?*

### ✉ Letter 2

Re: Your order No 337

Dear Mr Brown

*We have today arranged for shipment of your chemicals by MV White Dwarf, sailing from Vaasa on 29<sup>th</sup> August. The acid is supplied in two-gallon carboys, which have been packed into padded wooden crates, for extra safety. The crates have been marked Fragile and Handle with care.*

*The liquid detergent comes in steel drums of 10 gallons, and the rest of the order in plastic bottles packed in sturdy cardboard boxes of 24 each.*

*Please contact us immediately if you find any damage to the shipment.*

*Yours sincerely*

*John Sailor*

### Wordlist

1. MV = motor vessel	mootorlaev
2. acid	hape
3. to supply in carboys	tarnima korvpudelites
4. wooden crates	puust restkastid
5. fragile	õrn
6. liquid detergent	vedel pesemisvahend
7. sturdy cardboard	tugev papp
8. contact us immediately	võtke meiega otsekohe ühendust

→ 1 gallon = 4.543 litres *GB*  
3.785 liters *US*

→ 1 barrel = 164 litres (*GB*; sand etc barrel)  
159 liters (*US*; oil barrel)

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### ➤ Questions

1. *What mode of transport is used for shipping the chemicals?*
2. *What are the two different liquids to be shipped?*
3. *In what kind of containers are the liquids supplied?*
4. *How are the bottles packed?*

### ✉ Letter 3

Dear Sirs,

The 10,000 cycles you ordered will be ready for dispatch from our Victoria Cycle Works in Melbourne by 17<sup>th</sup> March. Since you require them for onward shipment to Sri Lanka, India, Pakistan and Nepal, we are arranging for them to be packed in seaworthy containers.

Each bicycle is enclosed in a corrugated cardboard pack, and 20 are banded together and wrapped in sheet plastic. A container holds 240 cycles; the whole cargo would therefore comprise 42 containers, each weighing 8 tons. Dispatch can be made from our works by rail to be forwarded from Brisbane harbour. The freight charges from works f.o.b. Brisbane are A\$ 60 per container, total A\$ 2,520 for this consignment, excluding container hire, which will be charged to your account.

Please let us have your delivery instructions.

Yours faithfully,

N. Foster

Neil Foster

### Wordlist

- |  |                                    |
|--|------------------------------------|
| 1. ready for dispatch                  | valmis väljasaatmiseks             |
| 2. by 17 March                         | 17. märtsiks                       |
| 3. onward shipment to India            | edasitoimetamine Indiasse          |
| 4. seaworthy containers                | merekonteinerid                    |
| 5. it is enclosed in a pack            | pakitud; ümbritsetud pakendiga     |
| 6. corrugated cardboard                | laineline papp                     |
| 7. banded together                     | kokku seotud                       |
| 8. wrapped in sheet plastic            | pakitud plastikaatkillesse         |
| 9. the cargo comprises 42 containers   | veos koosneb 42 konteinerist       |
| 10. f.o.b. = free on board             | tasuta laeva pardal (tarneklausel) |
| 11. the freight charges from works     | veokulud tehasest                  |
| 12. excluding container hire           | välja arvatud konteineri rent      |
| 13. it will be charged to your account | see kantakse teie arvele           |

### ➤ Questions

1. *Why must the cycles be packed in seaworthy containers for transport from Melbourne to Brisbane?*
2. *Describe the way the cargo will be packed.*
3. *Who pays for freight?*
4. *Who pays for container hire?*

## Practice

➤ 1. Rewrite the below sentences using the passive.

1. They transport goods in containers.
2. They lift the containers from one means of transport to another.
3. They can pack goods into containers very quickly.
4. They are planning a new revolutionary container type.
5. They have to think of a suitable form of packing.

## 7 Bar Coding

A discussion of packaging would be incomplete without a discussion of bar coding. Linear bar code symbols that an optical scanner can read are having a major impact upon distribution logistics. Although the use of bar code technology caught on in the 1970s and took a huge leap in the 1980s, only 10 per cent of companies had complete implementation at the end of the 1990s.

Every time we go shopping at a supermarket, the price of each item is read from the bar code (or: the Universal Product Code = UPC). Bar codes appear on just about everything we buy. They are patterns of thick and thin stripes, or bars, which an electronic scanner reads. The stripes represent the 13-digit number underneath. An 8-digit bar code is used if there is not enough space on the packaging.

There are four main pieces of information on a bar code. The first two numbers represent the **country** in which the product was registered. This does not have to be the country of manufacture. The code for the UK and Ireland is 50. Some countries have three-digit codes: South Korea is 880 – to commemorate the 1988 Seoul Olympics.

☐ *Some examples of country codes:*

00-09	<i>US and Canada</i>	57	<i>Denmark</i>
30-37	<i>France</i>	80-83	<i>Italy</i>
400-440	<i>Germany</i>	93	<i>Australia</i>
45,49	<i>Japan</i>		

There are also two **special codes** that take the place of country codes for the following:

977	<i>Newspapers and magazines</i>
978	<i>Books</i>

Next comes the **manufacturer's or supplier's code**. Each manufacturer has a unique five-digit code. For example, Cadbury\* is 00183, Nestlé \* is 00243 and McVitie \* is 00168.

* <i>Cadbury:</i>	chocolate manufacturer
* <i>Nestlé:</i>	food manufacturer; products include coffee and chocolate
* <i>McVitie:</i>	food manufacturer

The second group of five numbers represents the **product and the package size**, but not the price. The manufacturers can choose any number they want. Different producers can have the same

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number for their goods. 20389 might be a tube of toothpaste for one manufacturer and a tin of tomatoes for another.

Finally, the code finishes with *a check digit* that makes sure the bar code has been keyed in correctly. If not, the item will either not be recognised or will be shown as a totally different product.

Bar codes also help shops with re-ordering. A shop's computer recognises the whole shape of a bar code when it passes across the scanner at a shop's checkout counter. It reads the bar code and the price of the product appears on the till display. At the same time one item is deducted from the stock total.

**Bar code scanners** fall into two main categories: automatic and handheld. Automatic scanners are in a fixed position and scan packages as they go by on a conveyor belt. In contrast, a worker can carry the portable handheld scanner throughout a warehouse.

Supermarkets have almost eliminated the practice of labelling every item with a price tag. More important, the bar code contributes to much more effective retail inventory control. The scanner and cash register, along with a backup computer system, enable the retail outlet to closely monitor sales and, therefore, inventory levels.

Bar coding at the warehouse improves data collection accuracy, reduces receiving operations, time and data collection labour, and helps to integrate data collection with other areas, leading to better database and inventory controls. Companies can send items more quickly into the warehouse, and warehouse personnel can select and prepare orders much more rapidly.

### Wordlist

1. a bar code	vöotkood, triipkood
2. bars and stripes	tulbad ja triibud
3. to represent a 13-digit number	esitama 13-kohalist arvu
4. enough space on the packaging	küllalt ruumi pakendil
5. to register in Estonia	registreerima Eestis
6. the supplier's code	tarnija kood
7. to recognise the bar code	vöotkoodi ära tundma
8. checkout counter	kassalett
9. to deduct one item	üht (kauba)ühikut maha arvama
10. stock total	kogu laovaru
11. to key in the code correctly	koodi õigesti sisestama (kassaaparaadil)
12. a check digit	kontrollnumber
13. handheld	käeshoitav
14. portable scanner	kantav, portatiivne skanner
15. conveyor belt	konveierilint
16. to eliminate	kõrvaldama
17. to label with a price tag	varustama hinnalipikuga
18. retail	jae(müük)
19. inventory	inventar; laoseis
20. cash register	kassaaparaat
21. retail outlet	jaemüügipunkt
22. data collection accuracy	andmete kogumise täpsus
23. to integrate with	lõimima, siduma millegagi

**Practice**

➤ 1. Answer the questions.

1. What devices can read bar codes?
2. Describe the two types of scanners that are used.
3. How many digits has the number beneath the bar code?
4. What do the first digits of the bar code indicate?
5. Which products have special codes instead of a country code?
6. How many digits has the manufacturer's or supplier's code?
7. What does the last digit of the bar code represent?
8. What is the country code for Estonia?
9. How do bar codes help shops with re-ordering?
10. What are the advantages of using bar codes at the warehouses?

➤ 2. What do these numbers from the text refer to?

13                      50                      880                      00183

➤ 3. Label this bar code:

978                      0582                      33454                      0  
 .....                      .....                      .....                      .....

➤ 4. Complete the sentences using passive voice.

1. Bar code symbols ..... (*read*) by an optical scanner.
2. Bar code technology ..... (*use*) since the 1970s.
3. By 1994, bar code implementation..... (*complete*) by only 10% of American companies.
4. Large amounts of information can ..... (*store*) in bar code systems.
5. Two types of bar code scanners ..... (*use*): automatic and handheld.

**Unit 7                      CONTAINERISATION**

**1 General Issues**

The acceptance of standard containers no doubt represents the biggest reduction in transport costs so far experienced in the world of transport.

Containers are large steel boxes, 20 to 40 feet in length, can hold most cargoes including liquids, and are transported by lorries or trains to ports where they are loaded onto container vessels and shipped. Because of their sealing to prevent pilfering they are safe, and goods are also protected

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against constant handling. They are versatile, loading from top, front, or side, and can cut a ship's lay-time (waiting time) down to 60-70 per cent. Small parcels from different shippers can be grouped together (consolidation) at a depot if they are for the same destination, and special groupage rates are offered to consignees.

According to the International Standards Organisation's definition a container is:

- ✗ made of a solid material with a long lifetime and capable of repeated use;
- ✗ designed to be used by one or more modes of transport to avoid reloading;
- ✗ fitted with devices for ready handling;
- ✗ designed to facilitate filling and emptying.

The whole container system was developed in the U.S.A. and provides a flexible and highly efficient form of transport. Containers are used in transport by road, by rail and by air, but the greatest advantages of the system are felt in shipping where operating and overhead costs may be reduced by as much as 50%. Most ports in the world have facilities for loading and unloading containers, and if they do not have them, the container can be delivered to a port with facilities, then loaded onto trucks and taken to the customer. Fast turn-round in ports enables ships to make a higher number of annual voyages. This fact also reduces the number of necessary ships.

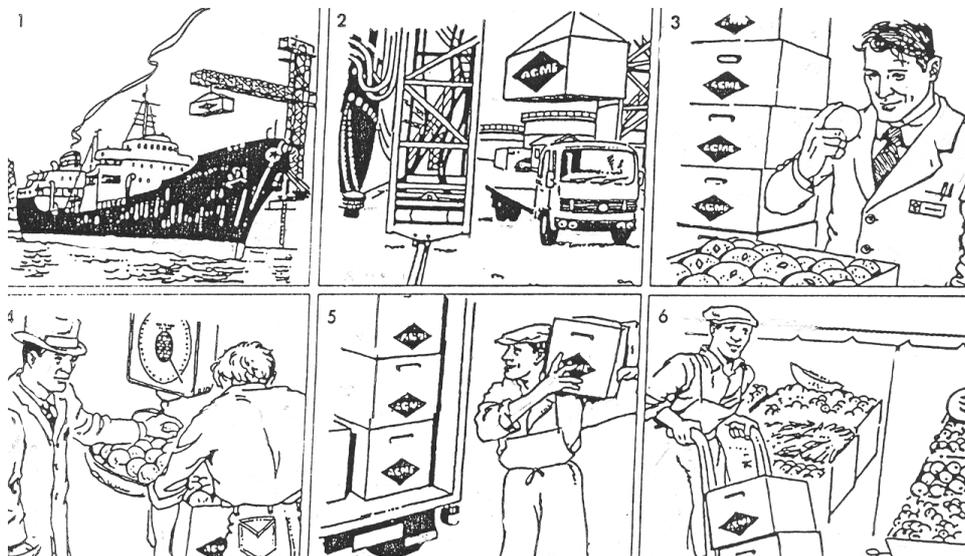
A container can be collected from the consignor's premises by a lorry, transported to a railway station or to a port and again from the place of destination to the consignee's premises. During the whole journey the container remains intact and unopened. Compared with traditional methods the saving in time can be very considerable.

### Wordlist

- |   |  |
|---|--|
| 1. sealing prevents pilfering                         | pitseerimine hoiab ära varguse                   |
| 2. versatile  | mitmeotstarbeline                                |
| 3. to cut the ship's lay-time                         | laeva ooteaega lühendada                         |
| 4. to group parcels                                   | grupeerima, rühmitama, koondama pakke            |
| 5. consolidation                                      | koondamine                                       |
| 6. a depot  | ladu, hoidla; <i>AmE</i> kaubajaam               |
| 7. groupage rates                                     | koondveose tariifid                              |
| 8. a solid material                                   | tugev materjal                                   |
| 9. to facilitate                                      | hõlbustama, lihtsustama                          |
| 10. flexible  | paindlik   |
| 11. operating costs                                   | tegevuskulud; jooksvad kulud                     |
| 12. overhead costs                                    | üldkulud   |
| 13. facilities for loading and unloading              | laadimis- ja mahalaadimisrajatised (-võimalused) |
| 14. turn-round <i>BrE</i> /turnaround <i>AmE</i> time | ringlusaeg                                       |
| 15. annual voyages                                    | iga-aastased reisid                              |
| 16. consignee's premises                              | kaubasaaja territoorium                          |
| 17. to remain intact                                  | jääma puutumata                                  |
| 18. a retailer; retail outlet                         | jaemüüja, jaemüügipunkt                          |
| 19. to grade the fruit                                | puuvilja sorteerima                              |
| 20. to pack into cartons                              | pakkima pappkastidesse                           |
| 21. a discharge port                                  | mahalaadimissadam, lossimissadam                 |
| 22. a gantry crane                                    | portaalkraana (liigub maasolevatel rööpmetel)    |
| 23. a straddle carrier                                | konteineritõstuk                                 |
| 24. a quality control team                            | kvaliteedikontrolli meeskond                     |
| 25. to conduct a random check                         | läbi viima pistelist kontrolli                   |

## Practice

➤ Containerisation has streamlined the whole system of transporting goods. These pictures show the final stages in the delivery of a cargo of tropical fruit to the retailer. Match each sentence with the correct picture and choose word(s) from the list to fill in the gaps.



- a) The fruit is .....1, graded and .....2 into cartons.
- b) The fruit is finally delivered to a variety of .....3 and markets.
- c) Once the ship has .....4 at the discharge .....5, the .....6 are taken out of the .....7 of the vessel by gantry cranes.
- d) The .....8 are loaded onto vans for .....9 .
- e) Once the containers reach the distribution centre, they are opened and a .....10 team conducts a ..... 11 .
- f) The containers are moved around the port by straddle carriers and then loaded onto .....12.

packed  
cartons  
weighed  
retail outlets

quality control  
hold  
lorries  
port

containers  
distribution  
random check  
docked

## 2 Different Container Types

### General

Simply stated, a container is a large rectangular box into which a firm places commodities to be shipped. After initial loading, the commodities themselves are not re-handled until they are unloaded in their final destination. Throughout the movement, the carrier handles the container, not the commodities; the shipper can transfer the container from one mode to another, eliminating the need to handle commodities each time. Reducing commodity handling reduces handling costs, damage costs, theft and pilferage, and the time required to complete the modal transfer.

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The cargo container is usually weatherproof, permitting storage outside or transport in open-top railcars or on a ship's deck. The container construction is rugged enough for movement by mechanical means such as forklifts or cranes and for interchange between modes.

Containers are mostly used in so-called combined transportation where two or more transportation methods are combined (e.g. truck-air or train-sea). Usually this kind of shipping is economical if forwarding distances exceed 300 km. Container transportation of goods is easier because you need to load and unload the container only once, and the cargo moves across borders easily. Containers are usually made of steel, but aluminium, which is lighter and also resists corrosion, is also widely used. All kinds of goods can be transported in containers, so containers can be used for all modes of transportation.

### Container Sizes

For easy, safe and quick handling and loading the sizes, constructional details, weights and markings of containers are defined in ISO standards. Therefore, these containers are usually called ISO or marine containers. In land transportation trailer, truck or land containers are used, which measurements vary slightly from these of ISO containers.

There are two main groups of containers according to their length: 20 feet and 40 feet containers. The amount of container traffic is also measured by container unit TEU (twenty-foot equivalent unit) for 20' container and FEU (forty-foot equivalent unit) which is two TEUs. Speaking about containers, one more special unit is used: *tare*, which is the weight of an empty container.

There is a list of container measurements according to ISO standards (measures vary slightly, depending on a manufacturer):

	<b>TEU</b>	<b>FEU</b>
	(L x H x W)	(L x H x W)
External dimensions	6.05 x 2.59 x 2.44 m	12.22 x 2.59 x 2.44 m
Internal dimensions	5.89 x 2.37 x 2.33 m	12.02 x 2.37 x 2.33 m
Area	13.7 m <sup>2</sup>	28.1 m <sup>2</sup>
Cubic capacity	32.6 m <sup>3</sup>	66.4 m <sup>3</sup>
Payload	20 – 22 ton	26 – 27 ton
Door opening	2.28 x 2.33 m	2.28 x 2.33 m
Tare	2300 kg	4000 kg

- Slightly higher and longer containers are 45' and HC (*High Cube*) containers. The measurements are basically the same as these of standard containers, except the height of HC, which are 2.69 m (internal) and the length of 45', which is 13.6 m (internal).
- Open top containers* are used to transport goods, which are not suitable for standard containers due to their height. Open top containers are practical when you are hauling long and heavy objects, e.g. pipes, which are loaded by cranes.
- Open side containers* are similar to open top containers, but one side of the container is uncovered as well.
- Flat rack containers* may only have upright poles in corners, and these containers have no sides nor roofs. Flat rack containers can be used to transport heavy machinery by rail, in case the dimensions of the machines are not suitable for regular containers.
- Reefer containers* are meant for transporting goods, which have to be kept cold during transportation, and they have cooling systems inside to keep the cargo as cool as necessary.

The equipment is operated by electricity. The reefer containers are heavier than standard containers and their payload is also bigger.

- Insulated and ventilated containers* are used for mainly shipping groceries and in some cases, animals can be transported in this way.
- Tank containers* are suitable for transporting liquids and chemicals.
- Nowadays, all sort of different containers are available, e.g. *Euro-containers* and *Multi-containers*.

*Loading of containers* is very important because during transportation containers are subjected to various external factors (i.e. rocking on ships; swinging on cranes; shaking on trains and trucks). So fastening of loads by ropes, wedges or airbags is important and a lot of standard procedures and regulations have to be followed.

### Prices

Containers are usually owned by container, shipping or transportation companies, but if you often need containers it's also possible for you to buy one. In Finland, the prices for new 20' containers start from 3000 euros + tax. You can get a second-hand container of the same size for 1000 euros + tax.

If you don't use containers frequently, the best solution might be to rent it from some container renting company or straight from a transportation company, which is offering transportation services. In Finland the renting fees are:

20'     2.5 euros + tax/per day  
 40'     3 euros + tax  
 reefer 20 euros + tax

After receiving the container from a shipper you have 10 – 30 days to return it. Otherwise demurrage and detention fees start to increase.

### Wordlist

- |   |                                     |
|---|-------------------------------------|
| 1. rectangular  | nelinurkne                          |
| 2. commodities  | tarbekaubad                         |
| 3. rugged   | ebatasane, kare                     |
| 4. to permit storage                                      | võimaldama ladustamist              |
| 5. an open-top railcar                                    | pealt lahtine vagun                 |
| 6. an interchange between modes                           | vahetus eri transpordiliikide vahel |
| 7. to combine road transportation with sea transportation | ühendama maantee- ja meretransporti |
| 8. (un)economical shipping                                | (eba)ökoonoomne vedu                |
| 9. forwarding distances                                   | veovahemaad                         |
| 10. to exceed   | ületama                             |
| 11. to resist corrosion                                   | olema korrosioonikindel             |
| 12. the measurements vary from standards                  | mõõtmed erinevad standardmõõtmetest |
| 13. according to the length                               | vastavalt pikkusele                 |
| 14. tare  | taara; pakendi/taara mass           |
| 15. external/internal dimensions                          | välis/sisemõõdud                    |
| 16. cubic capacity  | ruumala                             |
| 17. payload   | kandejõud                           |

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18. except the height	välja arvatud kõrgus
19. due to the width	laiuse tõttu
20. sides/roofs of containers	konteineri küljed/katused
21. upright poles in corners	rõhtpostid nurkades
22. in case the dimensions are too big	juhul kui mõõtmed on liiga suured
23. reefer containers	külmutuskonteinerid
24. to ship groceries	saatma, speditööri, vedama toidukaupu
25. tank container	paakkonteiner
26. to fasten the load with ropes and wedges	kinnitama koormat köite ja kiiludega
27. to follow standard procedures and regulations	järgima tavalisi protseduure ja eeskirju
28. demurrage fees ( <i>rail transport</i> )	(üle)seisuraha (laadimisel, laadimise ootel)
29. detention fees ( <i>motor transport</i> )	tasu üleseisuja eest
30. area	pindala

## Practice

► 1. Answer the following questions.

1. What is “combined transportation”?
2. When is container transportation usually economical?
3. Why is container transport easy and convenient?
4. Which is a better material for containers – steel or aluminium?
5. What do ISO standards define?
6. What is another name used for ISO containers?
7. Are the measurements of land containers and ISO containers the same?
8. What is the difference between 20 and 40 feet containers?
9. What does the word “tare” mean?
10. What does the tare of a container depend on?
11. What type of containers should be used for hauling high and heavy objects?
12. Which container type has neither sides nor roof – only upright poles in the corners?
13. What kind of cargo could be transported in the above-mentioned container?
14. What kind of containers are suitable for forwarding perishable foodstuffs?
15. Why are these containers heavier than regular containers?
16. Could you name some kinds of goods, which can be transported in insulated containers?
17. Which containers are used for transporting liquids and chemicals?
18. What external forces are containers subjected to during transportation?
19. Name some devices, which can be used for fastening loads.
20. Why should the rented containers always be returned on time?

► 2. Choose the right form – *active or passive* – for each sentence.

1. These goods (*can transport; can be transported*) in containers.
2. Containers (*use; are used*) in combined transport.
3. All the goods (*have loaded; have been loaded*) into the warehouse.
4. The cranes (*have loaded; have been loaded*) the containers onto the vessel.
5. Forwarders (*have to keep; have to be kept*) food products cool during transportation.
6. Frozen food (*has to keep; has to be kept*) cold during transportation.

➤ **3.** Fill in the blanks. The first letter of the words is given.

1. Container transport is e..... if f..... distances exceed 300 km.
2. When using container transportation you have to l..... and u..... the goods only once.
3. Containers made of aluminium are l..... than steel ones, and also resist c.....
4. Containers can be used in all m..... of transportation.
5. Containers can be h..... easily, safely and quickly.
6. There are two main types of containers: 20 f..... and 40 f..... ones.
7. The w..... and h..... of these two container types is the same; only the l..... is different.
8. The weight of the empty container is its t.....
9. P..... indicates how much cargo can be loaded into the container.
10. E..... dimensions of the container are bigger than i..... dimensions.
11. Open t..... containers are used to transport h..... dimension goods.
12. In open s..... containers one s..... of the container is u.....
13. F..... r..... containers have no sides nor roofs.
14. R..... containers have cooling systems to keep the temperature low.
15. T..... containers are used to transport liquids and chemicals.
16. Loads in containers can be fastened by r....., w..... and a.....
17. If you don't use containers frequently, it's possible to r..... them.
18. You have to r..... a container within 30 days; otherwise d..... f..... start to increase.

➤ **4.** Rewrite the sentences in the passive voice *if possible*.

1. The cranes move the containers and load them onto lorries.
2. They transported the containers in the holds of the vessel.
3. The ship reached the discharge port at night.
4. Our quality control team will conduct the random check of the shipment.
5. They have to weigh, grade and pack the fruit into cartons.

### 3 Pallets

A **pallet** is a large wooden platform for carrying goods. Pallets can be raised by a fork-lift truck or an **AGV** (driver-less truck, automatically guided vehicle). Pallets can be stacked one on another. The pallets are most economical for truck and container transportation; they are not so suitable for haulages by rail.

The standardised **EUR-** pallet – measuring 800 x 1200 mm – is used throughout Europe. It is interchangeable between all customers and carriers. Some firms use their own pallets for warehousing and transporting goods. The recommended maximum height of EUR-pallet load is 1100 mm, including the pallet. For **SHOP-pallets** (800 x 600 mm) the same height is 960 mm. **Roll pallets** are used for distribution, transportation and stocking in shops, industry and business. The dimensions of the roll pallets differ slightly between different types. The measures of the average roll pallet are:

✂ Length	0.8 m
✂ Width	0.6 m
✂ Height	1.8 m

EUR-pallets are considered as packages of transported goods. The participant who returns the pallets is responsible for the amount and condition of the pallets. The number of pallets is marked on a waybill for pallets. The returned pallets have to be packed properly and have the following markings: the deliverer, receiver, and the number of the pallets. A EUR-pallet is considered to be standardised when there is a EUR-marking inside an oval line on the right-side corner strut.

#### Wordlist

1. a pallet	kaubaalus
2. a fork-lift truck	harktõstuk
3. an AGV/automatically guided vehicle	automaatjuhtimisega tõstuk
4. interchangeable	vahetatav
5. to stock	(tagavaraks) või laos pidama
6. a strut	(tugi)post
7. a waybill	teekonnaleht, saateleht
8. haulage	vedu

#### Practice

➤ 1. Answer the questions.

1. *What materials are pallets usually made of?*
2. *What mode of transport are pallets most suitable for?*
3. *How can pallets be lifted?*
4. *Which is bigger – a EUR-pallet or a shop pallet?*
5. *What is the recommended height of EUR- and shop-pallet loads?*
6. *When is a EUR-pallet considered to be standard?*
7. *What information should a package of returned EUR-pallets contain?*
8. *Where are roll pallets used?*

➤ 2. Match a word from the wordlist with each of the following definitions.

1. to keep a supply of products to be sold in the shop
2. to put one object on another
3. a long thin piece of metal or wood for supporting
4. a small vehicle with special equipment on the front for lifting and moving heavy things
5. a flat wooden frame on which heavy goods can be lifted, stored, or moved



## BASIC LOGISTICS VOCABULARY I

### Logistics – General

1. logistics	logistika
2. a logistician	logistik
3. a logistic problem	logistiline probleem
4. to solve it logistically	lahendada seda logistiliselt
5. to be employed in the field of logistics	töötama logistika alal
6. to specialise in the field of long-distance transport	spetsialiseeruma kaugtranspordi alal
7. a military science	sõjateadus
8. to supply troops in military operations	varustama vägesid sõjaliste operatsioonide ajal
9. to distribute materials; distribution	jaotama, turustama materjale; jaotamine, turustamine
10. to replace personnel; replacement	asendada personali; asendamine
11. to store the goods; storage	ladustama kaupu; ladustamine, säilitamine
12. the flow of information	informatsiooni voog/liikumine
13. the point of origin	lähtepunkt, algpunkt
14. terminal operations	terminalioperatsioonid
15. the point of consumption	lõpp-punkt, tarbimispunkt
16. management and planning operations	juhtimis- ja planeerimisoperatsioonid
17. information transfer; to transfer	info edastamine/ülekanne; üle kandma
18. control operations; to control	kontrolloperatsioonid; kontrollima, juhtima
19. physical handling of goods; to handle	kaupade käsitsemine; käsitsema
20. computer assisted route optimisation	veomarsruutide optimeerimine arvuti abil
21. warehouse and inventory control	lao ja varude kontroll
22. to make a decision	otsust tegema
23. to take responsibility for smth	millegi eest vastutama
24. a device for vehicle tracking	seade sõiduki asukoha kindlaksmääramiseks

25. **LOGISTICS** - *it means*      \* *right things*      \* *right place*      \* *right time*  
    \* *right quantity*      \* *right condition*      \* *right costs*

### Companies and Production

1. to found, to establish, to incorporate	asutama, rajama
2. an enterprise, a company, a business	ettevõte

## 📖 Basic Logistics Vocabulary

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3. a legal entity	juriidiline isik
4. to be located	asetsema, paiknema
5. a factory, a plant, a works	tehas
6. industry	tööstus, tööstusharu
7. heavy, light industry	kerge-, rasketööstus
8. industrial enterprise	tööstusettevõte
9. industrial production of sth	millegi tööstuslik tootmine
10. agriculture	põllumajandus
11. agricultural enterprise	põllumajandusettevõte
12. a medium-sized company	keskmise suurusega ettevõte
13. a parent company	emafirma
14. a subsidiary	tütarettevõte, filiaal
15. a limited company = Ltd	aktsiaselts
16. a joint stock company <i>AmE</i>	aktsiaselts
17. a limited liability company	osahing
18. a private, a privately owned company	eraettevõte
19. a public, a state-owned company	riiklik ettevõte
20. a joint venture	ühisettevõte
21. a partnership	partnerlus, partnerettevõte
22. a merger; to merge	liitumine; liituma
23. a takeover	ülevõtmine
24. a head office	peakontor
25. a branch office	harukontor
26. an independent company	iseseisev ettevõte
27. to head, operate, run, control a company	firmat juhtima
28. Board of Directors	juhatus
29. Chairperson (chairman, chairwoman)	esimees, -naine
30. the Chief Executive Officer (CEO) <i>AmE</i> = the Managing Director <i>BrE</i>	tegevdirektor
31. the Head of Department	osakonnajuhataja
32. Sales Representative	müügiesindaja
33. annual turnover	aastakäive
34. net sales	käive
35. to produce; production of sth	tootma; millegi tootmine
36. a product	toode
37. the main, leading producer of sth	millegi peamine tootja
38. to manufacture; manufacture of sth	tootma; millegi tootmine
39. a manufacturer	tootja
40. to make a profit	saama kasumit
41. to make a loss	saama kahjumit
42. to increase; an increase	suurendama; suurenemine
43. to decrease; a decrease	vähendama; vähenemine
44. to import; an import	sisse vedama; sissevedu
45. to export; an export	välja vedama; väljavedu
46. consumption; to consume	tarbimine; tarbima
47. consumer goods	tarbekaubad
48. to sell good goods	müüma häid kaupu
49. a chain of shops	kaupluste kett
50. sales figures	müügiarvud
51. a sale	soodusmüük, odav väljamüük
52. reduced prices; to reduce; reduction	alandatud hinnad; alandama; alandamine
53. a big discount	suur hinnaalandus

54. wholesale trade; wholesale prices	hulgikaubandus; hulgihinnad
55. retail trade; retail prices	jaekaubandus; jaehinnad
56. to buy, to purchase	ostma
57. to advertise	reklaamima
58. an advertisement, advert, ad	reklaam(kuulutus)
59. competition; to compete	konkurents; konkureerima
60. the main competitors	peamised konkurendid
61. marketing campaign; to market	turustuskampania; turustama
62. on the market	müügil, saadaval olema
63. in an international market	rahvusvahelisel turul
64. in a local, in a domestic market	kohalikul turul, siseturul
65. to go bankrupt	minema pankrotti
66. a share	aktsia
67. to own shares; owner	omama aktsiaid; omanik
68. a shareholder	aktsionär
69. economy	majandus
70. economic problems	majandusprobleemid
71. economical use of raw materials and resources	toormaterjalide ja ressursside säästlik/ökoonoomne kasutamine
72. stiff, tough competition	tihe konkurents
73. an excellent quality-price ratio	suurepärase kvaliteedi ja hinna suhe
74. an application; to apply for a job	sooviavaldus; kandideerima töökohale
75. to fill in an application form	täitma ankeeti
76. to attend an interview	käima intervjuul
77. references from previous employers	soovitused eelmistelt tööandjatelt
78. to employ	tööd andma
79. an employer	tööandja
80. an employee	töövõtja, teenistuja
81. self-employed (person)	FIE
82. unemployment percentage	tööpuuduse protsent
83. the unemployed	töötud
84. weekly wage(s)	nädalapalk
85. monthly, yearly salary	kuu- ja aastapalk
86. perks	lisasoodustused
87. increments = regular annual increases in salary	regulaarsed palgatõusud
88. promotion prospects; to promote	edutamisevõimalused; edutama

### Packing and Shipping of Goods

1. to transport, ship, haul, forward the goods	kaupu edasi toimetama, kaupu vedama
2. transportation, forwarding, haulage of goods	kaupade vedu/transportimine
3. multimodal transport	mitmeliigiline transport
4. accessible/inaccessible to transport	transpordile ligipääsetav/ mitteligipääsetav
5. different means of transportation	erinevad transpordivahendid
6. delay in transport	viivitus, hilinemine transpordis
7. weight and size of cargo; to weigh	koorma kaal ja suurus; kaaluma
8. to measure; measurements	mõõtma; mõõtmed, mõõdud
9. to dispatch/despatch the goods	kaupu välja saatma, väljastama
10. to deliver; delivery	kätte toimetama, tarnima; kohaletoimetamine; tarnimine

## Basic Logistics Vocabulary

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11. place of destination	sihtkoht
12. cargo, freight, shipment, load	koorem, veos, saadetis, laadung
13. to consign	kaupu saatma, konsigneerima
14. a consignment	saadetis
15. a consigner/consignor	kauba saatja; konsignant
16. a consignee	kauba saaja; adressaat
17. to load; to unload/discharge	peale laadima; maha laadima = lossima
18. shipping fees, rates, tariffs	veotariifid
19. to cause damage to the shipment	põhjustama veose kahjustust
20. to be subject to breakage	kergesti purunema, olema purunemisohtlik
21. different damage to shipments:	erinevad kahjustused saadetistele
• moisture, dampness, humidity	* niiskus
• corrosion	* korrosioon
• droppage	* mahapillamine, kukkumine
• evaporation	* aurustumine
• pilferage, pilfering	* varastamine
22. loose goods	lahtised kaubad
23. raw materials	toomaterjalid
24. groceries	toidukaubad
25. a FEU (40 equivalent unit); TEU container	40 jalane konteiner; 20 jalane konteiner
26. reefer container = refrigerated container	külmutuskonteiner
27. a pallet	kaubaalus
28. a crate	restkast
29. a case	karp, kast
30. a steel drum	terasest tünn
31. a gallon	gallon: <i>GB</i> 4.54 litres; <i>US</i> 3.79 liters
33. a carboy	suur korvpudel
34. to stack boxes	kaste virnastama
35. a stevedore	stividor, (laeva)lastija; sadamatöölaine
36. in the hold of a ship	laeva trümmis
37. a crane	kraana
38. a gantry crane	portaalkraana
39. a fork-lift truck	harktõstuk
40. a straddle carrier	konteineritõstuk
41. safe packaging/packing of goods	kaupade turvaline/kindel pakendamine
42. hazardous/dangerous liquids	ohtlikud vedelikud
43. to mark with proper warning signs	markeerima kohaste hoiatusmärkidega
• use no hooks	* mitte kasutada konkse
• this side up	* see pool üles
• lift here	* tõsta siit
• no stacking	* mitte virnastada
• fragile	* õrn, kergestipurunev
• breakables	* purunevad kaubad
• inflammable = flammable	* kergestisüttiv
• perishables; perishable goods	* riknevad kaubad
44. bar code	triipkood, vöötkood
45. 13(8)-digit number	13(8)-kohaline arv
46. to register a product	toodet registreerima
47. to deduct one item from the stock total	laovarust üht ühikut maha arvama
48. to pack according to your instructions	pakkima vastavalt teie juhistele
49. to package	pakendama

50. pack, packet, parcel, package	pakk
51. package, packaging, pack, wrap	pakend
52. bubble/blister pack	mullpakend
53. to wrap in craft paper	pakkima jõupaberisse
54. to wrap in sheet plastic	pakkima plastikaati
55. to pad; padding	polsterdama; polster(dus)
56. to line with tarpaulin; lining	vooderdama presendiga; vooderdus
57. to seal	tihendama; pitseerima
58. to enclose	juurde lisama; ümbritsema (pakendiga)
59. to insure the cargo against the risks; insurance	kindlustama veost riskide vastu; kindlustus
60. customs procedures	tollitoimingud
61. to declare the goods	kaupu deklareerima
62. clearing agent/customs official	tolliametnik
63. to pay duty on sth	maksma tolli millegi pealt
64. bonded warehouse	tolliladu
65. smuggling; to smuggle	salakaubavedu; salakaupa vedama
66. a forwarder, a forwarding agent	kättetoimetaja, speditöör, ekspediitor
67. a carrier	veofirma, kättetoimetaja; veovahend
68. a shipper	veose saatja; eksportöör, importöör; speditöör, ekspediitor

## SOME WEIGHTS AND MEASURES

## Mõningad kaalud ja mõõdud

### Units of length

1 inch = 2.54 cm  
 1 foot = 0.30 m  
 1 yard = 0.91 m  
 1 mile = 1.609 km  
 1 nautical mile = 1852 m

### pikkusmõõdud

toll  
 jalg  
 jard  
 maamiil  
 meremiil

### Units of weight

1 ounce (oz) = 28.4 g  
 1 pound (lb) = 0.45 kg

### kaaluühikud

unts  
 nael

### Units of capacity

1 pint = 0.57 litre  
 1 (*BrE*) gallon = 4.54 litres  
 1 (*AmE*) gallon = 3.79 liters  
 1 (*BrE*) sand etc barrel = 164 litres  
 1 (*AmE*) oil barrel = 159 liters

### mahuühikud

pint  
 gallon *BrE*  
 gallon *AmE*  
 barrel *BrE*  
 barrel *AmE*

