

"HYBRID WORKING IMPACTS US ALL, BUT IT HAS NOT CHANGED THE WAY WE OPERATE. NEVERTHELESS, WE CANNOT WAIT TO MEET YOU AGAIN!"

Before and after COVID-19

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### OPENING UP AND FORGING AHEAD

Our government set up a vaccination program, which started in January this year. Our country's willingness to get vaccinated has been high from the beginning, resulting in long waits for each generation to be summoned. Little by little, the restrictions were eased during the summer, giving us room to pick up team sports and our social life and go on holiday.

Mid-October 2021, it was estimated over 83% of the Dutch population (18 years and older) has been fully vaccinated. Airpack employees had returned to the office more, but many still work from home partially. We held a survey to understand how they feel about having fewer face-to-face meetings and what they believe is the ideal work situation. You can read the results of the survey in this issue of AirFacts.

Easing some restrictions also means we can meet clients, suppliers, and other relations in the industry at the ADIPEC exhibition in Abu Dhabi. We have already returned home by the time you read this magazine, but we want to share what this event means to us.

You can also read up on the Gazpack developments (which are very promising), and we wanted to place our agents in the spotlight. They are essential to the continuation of our business and have proven that even a pandemic can and will not stop them from supporting us. It is impossible to include every valued partner, but we gladly introduce some of them to you.

We were overwhelmed by the positive reactions to the previous edition of AirFacts, for which we thank everyone. We decided that the previous success and the ongoing circumstances called for another edition. Many staff members contributed to its creation. Please enjoy meeting some of them!

Again, if you would like to contact us about any article in this magazine, please feel free to do so.

Mr. Piet Warnar (President) Ms. Petra Warnar (Vice President) With the first edition of AirFacts, we intended to bring you news about our company after a turbulent year. When it all started in early spring 2020, we hoped the pandemic would only last for a brief period, and we would be able to meet again soon. Unfortunately, the world still has to deal with restrictions and lockdowns, keeping everyone safe and healthy.





Looking into the future means keeping in close contact with valued relations and actively exploring new markets. The introduction to new markets, and subsequently, new clients, results from our sales team's efforts (together with our agents) and our reputation. The industry is a small world where everyone knows everyone. But is that really the case?

#### SALES TEAM EFFORTS

We are actively looking out for new applications and conducting conversations with agents and relations. That is one of our sales team's objectives. During the Covid pandemic, personal contact has been close to non-existent. We have not been able to travel much, so we contemplated trying a somewhat alternative approach.

During our annual evaluation meeting, we determined that booster compressors are a type of compressor especially in high demand in The Middle East. Our great expertise and custom applications enable us to be very competitive in this field and this region. It gave us pause for thought about other countries that could benefit from this product.

We increased the attention for booster compressors on our website. Explaining what they can achieve worked as a form of inbound marketing. We conducted a similar approach with nitrogen generators. As a result, both these products have gained increased interest from companies we had not served before.

#### REPUTATION

Alternatively, our reputation for supplying packages according to the highest specifications landed us a prestigious project in Uzbekistan, which we are now engineering. As we are currently working for this new client and cooperating with partners involved, we find that other requests are coming in. We could not be happier about that.

Through a different path, we obtained a project in Turkey. The EPC involved is a major player. Yet up till now, we had never been granted an order. The upcoming package will be delivered and installed in Turkey, which is also an excellent opportunity for our agent and us to set foot on the ground there.

#### **RETURN TO FAMILIAR TERRITORIES**

We also view new markets as a return to familiar territories, where our competitors have dominated the past years. An example is a current package to be delivered in Oman. We believe this is an excellent credential for us to move forward in this country together with our agent. We look forward to serving new clients and old acquaintances here as well.

#### APPROACH

New markets not only revolve around a new country or a new client. New regulations, restrictions, or amended specifications also lead us to new markets. Safety has always been a stringent issue in the oil and gas industry. Today, sustainability is becoming a topic. That is why we try to be as innovative as possible, keeping us ahead of the competition. We will never lose focus on maintaining the highest standards, but we also try to increase the efficiency in every project we take on.

### COVID-19 INFLUENCES WHERE WE WORK

COVID-19 brutally spread across the globe, resulting in the first confirmed victim in the Netherlands in February 2020. The Dutch government imposed a 'smart' lockdown on its citizens soon after. Starting March of that year, all Airpack's employees with an office job started working from home. The impact was huge as we were forced to work and communicate in a totally different way.

The factory continued to operate with careful measures, such as extra cleaning, distancing, and Covid-testing. Staff working from home consulted with employees at the workplace only if absolutely necessary. Gradually, we started getting used to the new way of working, and thankfully, business held out.

Restrictions were eased during the summer months, and employees started to return to the office. Some colleagues were relieved about it, while others wanted to continue working from home, if only for a few days a week. Governments and commercial parties have researched the short-term and longterm effects of a mandatory home office. Each report we found specifies benefits, but also disadvantages. To get an overview of the impact the lockdown and working from home had on our colleagues, we asked them to complete a survey (October).

#### Survey results

Of the employees who participated, one-third work at the Airpack facility every day, whereas two-thirds work from home. We found that almost everyone is (relatively) content about their home office situation, which does not imply they want to work from home all the time. So, we also asked people about their preferred work situation. A little more than half of our staff would rather work at the Airpack facility fulltime. Of the half who want to work from home, only a few prefer to come to the office only once in a while. Most of these employees choose to combine working at the office with working from home. People favor working from home (full-time or parttime) because they find it easier to concentrate on reading specifications, documents, and texts. Also, phone conversations, making documents and certificates, and writing articles are preferably done in the quiet of the home.

Nearly two-thirds of our employees have a separate room or desk at home. Three out of four said to have all the requirements (hardware and software) to work similarly as in the office. The majority has no trouble maintaining a regular work schedule. Lastly, over half of the employees indicated they would rather return to the office because they miss having face-to-face contact with colleagues.

We also asked them what Airpack could do to improve their work situation. The answers vary from 'nothing at all' to 'providing office furniture or a laptop', 'adjusting some software to work more efficiently', and 'helping out with time management'.

#### Conclusion

We created the online survey so that staff could participate anonymously. Management will review the results. Regardless of COVID-19 measure developments, we feel supporting employees to improve their work situation benefits our company, whether it concerns practical solutions or mental support. Our policy is to knock on each other's door and ask for help if someone needs it. The same applies to issues related to employees' work situations. We will certainly keep an eye out for what everyone needs to keep working efficiently and pleasantly.



# TIMELINE





#### 19 20 19 02 97 95

Patent received for Airpack dryer gas compressor valve package, location: China

Engineering starts with 3D design via computers

20 06

Agent training

first time

week is organized

in Zierikzee for the

202020070911

Official opening of the new office and workshop



Piet Warnar wins

for Creative

the yearly award

Entrepreneurship



20 15 18

Gazpack starts testing pilot installation

Supply of 11 small capacity nitrogen generator Artwork of packages to Shell reducing carbon footprint, location: local township North Sea

19 78

81 Start of Airpack • First offshore

Sea

19

# 19 89

package, location: North



• First nitrogen generator built for testing at fruit farmer

AirFacts. | 7

 Management is expanded with Petra Warnar as vice president



20

Celebrating 40 years Airpack. Zierikzee was presented to

20

19

20 **20** 

• Delivered special winterization package suitable for minus 57°C ambient temperature, location: Sakhalin Island, Russia

# COMMISSIONING: THE FIELDWORKER'S POINT OF VIEW

Our commissioning engineers Ramon Gottmers and Jan-Willem Loubert travel all over the world to install, test, and site-service Airpack packages. Normally, their work amounts to quite some visits to onshore and offshore sites each year. The pandemic changed that. An interview with Jan-Willem about working remotely and the differences in onshore and offshore commissioning.

A year has passed since you shared a day in your life as a commissioning engineer in the first edition of AirFacts. Due to the pandemic, you haven't been able to travel much. Can you work remotely?

"Actually, a significant part of my work is remote, especially the contact with project managers and engineers at Airpack. However, the physical distance to clients is becoming a challenge. Everything proceeds slow, and work is piling up. If I work on-site, I use all my senses. I can sometimes smell or hear that something is off. Now, I can only rely on what the technicians at the client's end tell me. They can't bring their phone for a video call because of the explosion hazard restrictions.

I'll give you an example to paint the picture. The client technician asks me a question. To answer it, I need to know a detail about the package, so the technician needs to return to the package to check it. After a few hours or a day, he reverts to me with his findings. This way of working is very time-consuming. When you have the opportunity to work face-toface, you can build a relationship with the local technicians."

Is face-to-face communication just as essential for onshore as it is during offshore commissioning?

"Yes, it is, but I would say it's especially important on offshore platforms. The available space is restricted. Stacked parts instead of side-by-side housing and additional auxiliaries on a typical package make engineering for Airpack and commissioning for me and my colleague Ramon extra challenging. Not just twice as difficult but even four times as complex compared to onshore installations.

Airpack stands out in high-spec designs, e.g., for unmanned platforms. For this application, we need to meet additional specs, and it requires different controls, such as two CPUs in case the machine fails. I need to install, test, and retest during the operation before I can leave. It is extremely challenging to do that remotely. Most clients understand that, and because of it, some offshore commissioning jobs have been delayed during the pandemic as a result of the travel restrictions."

Is space the only difference, or do other technical specifications influence how you operate?

"It is not the only difference in offshore and onshore installations. The packages we design are always customized. For example, no two air dryer packages are the same, even if each finds its way to an offshore platform. The climate circumstances play a role in choosing materials and, of course, varying safety aspects. Offshore sites revolve around production safety, environmental safety (no spills), and safe work ethics.



Offshore clients require extra instruction training for temporary staff because safety also focuses on escaping when something goes wrong. Getting on an FPSO is another challenge, both for us engineers and any spare parts we bring. Some packages are shipped in separate pieces to helicopter them on board. Storm or hurricane prevents travel to or from the platform, but facilities and communication are excellent once we're on board. A storm doesn't necessarily hinder you from traveling to onshore sites in the desert. Here, distance is an obstacle without fuel or communication services. Overall, we entirely depend on our client's cooperation. It's the circumstances that make it different each time."

Are there any personal safety risks specific to onshore and offshore sites?

"Well, the risks are equal in size but differ similar to the circumstances for delivery and getting there ourselves. At sea, one of the dangers is piracy. Whereas on land, some terrorist organizations are not so keen on blond hair and blue eyes. Also, political turmoil could affect our visit. For instance, can we arrange a visa or, in case of violent demonstrations, can we arrange transportation to the airport? We are always protected and cared for as best as the client can.

The risk of a natural or work-related disaster is negligible as long as you operate safely and meet the client's regulations and advice. The industry is used to ensuring a safe working environment for staff. Persons working in this business look out for each other. It's a way of life."

What type of commissioning job do you prefer? Are you specialized in a certain discipline?

"I have no preference. Moreover, I believe having a preference is a luxury we can't afford. It doesn't work that way. Sure, it would be nice to work from a 5-star resort, enjoying the comforts of a luxury hotel room, large pool, and exquisite food while working on a compressor during the daytime. But we get the same salary for that job as being away from our families for weeks on end because of weather circumstances or when political unrest prevents us from flying home. It's all in the game."

During their journeys, Jan-Willem and Ramon stay in close contact with the Airpack project teams in Zierikzee. Would you like to know how they experience the commissioning phase of Airpack packages? Please turn to page 19 for their story.





"The risk of a natural or work-related disaster is negligible as long as you operate safely and meet the client's regulations and advice."

## AGENT TRAINING WEBINAR

Every year, we invite some of our agents to our facility in Zierikzee. We plan a three-day visit for product training, factory tours, package demonstrations, and company policy and culture explanation. Of course, we share meals and show agent employees around in our beautiful province of Zeeland, which makes getting acquainted with new agents and reconnecting with valued relations very enjoyable.

Due to the no-travel policy throughout the world, we postponed the 2020 Agent Training Week to this year. But as the 2021 months passed, we understood a live Agent Training Week would not be possible once again.

#### Online

Our company video calls and online conference connections with agents, clients, and suppliers inspired us to set up an Agent Training Webinar. We invited all of our agents to participate, and they registered in large numbers. Over 70 participants joined in. We divided the webinars over two days and different starting times, bearing in mind the various time zones.



#### Advantages and disadvantages

Many agents responded positively to the webinars. As the world became quieter due to quarantines and lock-downs, we all yearned for events and meeting people, even if it was online. The significant number of participants proved that. A digital event is costeffective, allowing more agent staff members to join the webinar.

However, some disadvantages have been noted as well; not in the least by ourselves. Some of our agents miss the opportunity to meet face-toface. There is more time to go into details, and the language barrier is less of an issue. Also, the duration of a webinar was mentioned. It is easier to listen concentrated to a speaker when you attend a live presentation, and you have the opportunity to ask questions immediately.

#### **Factory tour**

At Airpack, we feel that a tour of our factory and seeing the packages in real life are very valuable parts of the Agent Training Week. A sorely missed element this year as agents did not have an opportunity to interact with our technicians.

Also, digital events make it challenging to customize training. For example, an agent with many years of experience looks to strengthen the relationship and maybe discuss pending projects, whereas a new agent prefers to familiarize himself with our company in general. Yet, we have experienced that the mix during the live Agent Training Week in Zierikzee is very fruitful.

We will have to wait and see how the pandemic develops now that more and more people in the world have access to COVID-19 vaccinations. We have taken every piece of agent advice related to the Agent Training Week into account, and we are currently devising a plan to combine the best of both worlds. We will keep you posted, agents!



# WHAT'S NEW AT AIRPACK?



Mr. Corné Lock Technical Project Manager Started working: September 2020

After graduation as an engineer at HZ University of Applied Sciences in Vlissingen, I started working at Airpack via an outsourcing agency. I was warmly welcomed and found the Airpack team to be relatively young. I got an accurate idea of what they were doing, and the atmosphere was good, even though distancing made it challenging to start off. I expected the processes to be a bit stiff but settling in went really well.

As a Technical Project Manager, it is my job to work out a project after the contract has been signed and manage it until it is finished in the factory. During my first quarterly team evaluation, I indicated that I felt I lacked some specific technical know-how. Updating me was arranged in a matter of days. It is essential that you take the initiative here and keep asking questions.

Last summer, the company finally had an opportunity to organize a teambuilding event. We went to an outdoor activity center, and our partners were welcome to join in. I really enjoyed it because you team up with colleagues you don't speak to every day, and it's great to get to know each other in a different setting. This feature involves around 'who's new' rather than 'what's new' at Airpack. It has been an odd year, especially for new employees. Normally, we schedule an introductory week and extensive facility tour. This year, two new employees met with their new colleagues both in a virtual way and in the conference room at Airpack. Of course, we also included a factory tour.

We want to introduce our new team members to you and let them explain what starting a new job during the pandemic meant to them. Please meet Patrick Vosse and Corné Lock.

#### Mr. Patrick Vosse Commercial Sales Manager Started working: August 2021

This spring, I changed the settings on my LinkedIn profile, indicating that I was interested in a new challenge. The same outsourcing agency that introduced Corné contacted me, and they suggested me to Airpack. As a Commercial Sales Manager, I work on a project before Corné and his colleagues take over. I am responsible for negotiating the terms and conditions during the pre-contract stage.

For me, the first few weeks were a quest, primarily because everyone worked from home. It's always easier to drop by someone's office to ask questions instead of setting up a video call. However, the hierarchy is low and getting to know each other is easy, especially during lunch in the company cafeteria now that we are back at the office.

What I have experienced is that the technical knowledge is extremely high. The collective ability to solve problems surprised me. That applies to sales, the workplace, transportation, etc. Working together and the low threshold is exemplary for how we interact with each other, and it certainly contributes to my job satisfaction.

# THE FIRST POST-COVID-19 EVENT: ADIPEC 2021

While composing this magazine, we are preparing our first post-COVID-19 event, the ADIPEC exhibition in Abu Dhabi, from 15 to 18 November 2021. ADIPEC is an important event for us. We have been an exhibitor for years. But especially now, we are looking forward to it as it has been two years since we had the opportunity to connect with partners, clients, and other relations face-to-face. Moreover, we learned most of the participants and visitors feel the same way.

The exhibition is a meeting place for over 100,000 professionals in the oil, gas, and energy industry. But there is more than visiting a company stand alone. The exhibition also includes:

- more than 2,000 exhibitors
- 160 plus conference sessions
- hosting of the Young ADIPEC (program to let youth between 14 and 17 years explore the industry)
- the ADIPEC Golf day
- roundtables at the Middle East Energy club (connecting with industry leaders, innovators, and influencers)

#### OUR GOALS

Airpack has two main focuses during ADIPEC. The first is to welcome visitors to our booth. The organization expects it will be different this year due to pending restrictions and lower visitor expectancy. Some countries are still unable to travel.

Our second goal is to schedule meetings with new and valued relations. We look forward to (re)connecting with these relations, but we also want to know how the past period has been for them. How are they and their families doing? Were they able to continue their business? What challenges did they encounter? And, how can we help them with these challenges?

#### PARTNER SERVTECH

At the time we were sending out invitations, shipping our booth materials, and collecting brochures to hand out, we stayed in close contact with our agent, SERVTECH. This company has not only been our United Arab Emirates agent for over ten years, but they are also our trusted local go-to partner for the exhibition.

Their assistance comprises arranging administration and registration, transfers, and keeping us updated about COVID-19 restrictions. Yet, most important of all is their effort to make appointments with major players in our field. Getting in touch with some EPCs requires a mutual connection from the UAE. SERVTECH is that for us.

It might seem insignificant to have someone arrange a car for transportation, but it takes up a lot of time when you are not very familiar with the way things work locally. We are very thankful for their support in providing us with everything we need during our stay. It allows us to focus on our booth visits and scheduled meetings.



### OUR BIGGEST MEMBRANE NITROGEN GENERATOR YET

Client	Saudi Aramco   Samsung Engineering & Construction (SECL)
Project	18161-GEN
Location	Kingdom of Saudi Arabia
Project name	Hawiyah Unayzah Gas Reservoir
	Storage Project
Shipment	September 2021
Package	Nitrogen generator

One of our latest engineering challenges in 2021 was a nitrogen generator for contractor Samsung Engineering & Construction on behalf of Saudi Aramco for pipe and compressor purging seals on-site. The membrane technology has become natural for Airpack as we were one of the first global companies to offer it. The technology itself was not specifically the challenging part. For this HUGRS project, it was the dimension. Enabling the plant to be started up at the Hawiyah Unayzah Gas Reservoir (approximately 260 kilometers east of the capital Riyadh), Saudi Aramco required a 3 x 50% membrane configuration. This equals three packages of seventeen 12-inch membranes each, our largest membrane nitrogen generator package yet.

Our experience working for Saudi Aramco leads us to cooperate with preferred sub-suppliers in the supply chain, both familiar and newly acquainted. We have always been independent and never committed to certain sub-suppliers or sub-contractors. Finding sub-suppliers from the Saudi Aramco 9COM list (i.e., Approved Vendor List) for high-quality materials and parts results in an even more significant portfolio of partners we can choose from. It also requires us to innovate and enhance our internal processes to comply with the high specifications and testing requirements.



Every package we supply is engineered and manufactured according to the applicable specifications of a project. The HUGRS project was no exception. With structural maintenance, according to Airpack's recommendation, and timely replacement of vital parts at the end of their lifespan, this type of nitrogen generator can last about 25 years. Furthermore, any future replacement of our in-house engineered spare parts can stretch life expectancy to 50 years.

We are especially thankful that, despite the COVID-19 restrictions, our contacts at Samsung Engineering & Construction and our own staff have brought this project to a successful conclusion.



### THE DEVELOPMENT OF GAZPACK

CO<sub>2</sub>, nitrogen, methane, and sulfur. These words have a negative connotation to a layperson. Sometimes wrongfully so in our experience. For example, the nitrogen in manure is a problem cattle farmers have to deal with, as far as governments are concerned, and media reports will let consumers know. As a result, nitrogen is colloquially and confusingly regarded as toxic, while the facts are a little more complicated than that. And now, we want the world to understand how our solution can help out.

#### Separate name

Engineering customized solutions is in our DNA. So when we thought there might be a way to reduce flaring in the oil and gas industry, we set our engineering brains to work. We teamed up with the Eindhoven University of Technology for research and testing, as trial and error pilots in the oil and gas industry are impossible due to safety regulations.

As we invested time and money in innovative engineering for more sustainable solutions - also outside the oil and gas industry - we believed this new branch deserved an independent identity. So, we chose a name that was related to gas and based on years of proven successful package engineering experience at Airpack: Gazpack.

#### Tests and pilots

Our initial idea to collect flare gas, process the stream, and eliminate the toxins was tested comprehensively in laboratory experiments. Next, we set out pilots in the biogas industry to expand our testing capacity with a similar process. Here, we extract  $CO_2$ , sulphuric acid, and water from the biogas, resulting in a gas of 90% methane.

After many test runs and pilots, we succeeded in devising Sulaway®, a large-scale upgrading solution. We discovered that our ideal to contribute to viable, profitable, and, last but not least, sustainable gas production was feasible when processing vast quantities. This meant that Biogas produced on an industrial scale became possible, and we decided to shift our focus.





"We're not there yet, but we believe in a bright future for biogas."

#### Scaling up from the pilot phase

Today, most biogas is produced from organic waste and manure on a small scale. Farms use the gas to fuel an electric motor providing energy for the farm itself. The biogas installations currently in operation use activated carbon in their systems. Investing in such a system incurs extra finances to replace the coal (including maintenance downtime). Moreover, in the end, it leaves a final waste stream. Our system works differently.

The patented Sulaway® system is based on a technique to desulphurize the raw gas stream. After the first step towards 99.5% pure biomethane, the extracted sulfur is transformed into sulphuric acid, turning it into a sellable raw material for, e.g., fertilizers. Our system has no monthly downtime but

only 1 to 2 days of maintenance each year. Most importantly, there is no waste. The ecological yield of biogas produced by the Sulaway® system is nearly 100%, with a 22% higher financial yield compared to commonly used methods with coal.

#### Ensuring everyone can join in

Investing in a Sulaway® unit is not realistic for an independent farmer as it is devised to process biogas on an industrial scale (>1500 Nm<sup>3</sup>/h). The compact upgrading system Sulago® allows smaller production facilities to join the transition of turning their organic waste or manure into a profitable product. Sulago® has an appealing Capex Opex ratio, especially when it comes to capacities between 250 Nm<sup>3</sup>/h - 600 Nm<sup>3</sup>/h.

Another option applicable for small amounts is the Sulabead® 200 system. These compact and more affordable units allow individual locations to collect and partially process the renewable gas stream. Once the Sulabead® filter is saturated, the tower is collected and transported to a centrally located Sulaway® package. After regeneration, the Sulabead® filter tower will be returned to its owner.

#### A bright future

So, where do we stand now? Currently, we are exploring our options for global operations. We are in contact with organizations such as government bodies in the province of Zeeland, The Netherlands, umbrella trade associations in Canada and North America, and commercial partners in the power industry. However, we depend on governmental decisions for subsidies and regulations. Which, unfortunately, proceed slowly.

We aim to build our first operable Sulaway® plants in the next few years, but we need investors (commercial partners) and support. Support from global government bodies, industry associations, and the public. We will not waive the opportunity to explain that industrializing the imminent natural gas formation from waste and manure benefits the human need for energy and the environment. We're not there yet, but we believe in a bright future for biogas.

You may be interested to read the article about the Gazpack biogas calculator on page 18 of this magazine. For more information about Gazpack, please visit our website: www.gazpack.nl or get in touch via e-mail: gazpack@gazpack.nl.



# BIOGAS CALCULATOR

"NATURAL GAS PRICES ARE AT RECORD HIGHS AS ECONOMIES AROUND THE WORLD BEGIN TO RECOVER FROM THE COVID CRISIS"

BBC

#### "GAS PRICES SKYROCKET AS THE GLOBAL ENERGY CRISIS WORSENS"

CNN

These quotes from articles by leading news networks in October 2021 are only two examples of global news worrying Asian and European households. Both businesses and consumers are getting back to prepandemic normalcy. With the arrival of the winter season in the northern hemisphere and the restart of global production, the demand for natural gas increases. However, supply is low.

Several factors influence the price increase: the cold 2020 winter, a decrease of gas production in Europe, and the diversion from coal-fired power plants. So, how do we stick to the 'Green Deal' (a.k.a. the United Nations Climate Change Conference held in Paris in 2015) agreement and meet the increasing demand for energy?

#### **Growing awareness**

Biogas can be an essential part of the total gas consumption. Its required share is calculated at 8%. It is our belief the 'world' needs to invest in biogas plants. And to meet the calculated percentage, we expect a high demand for new plants. France is one of the forerunners. Their 400 (!) plants will produce biogas for the mains. Germany announced a subsidy scheme to upgrade existing plants, intended to supply the fuel stream. As demand increases, Gazpack aims to grow awareness for the benefits and opportunities of biogas, especially for our profitable and sustainable Sulaway® system.

#### Showing the possibilities

The process (anaerobic digestion) of manufacturing sustainable biogas depends on the quantity and quality of the organics. It is essential not to mix raw materials. Useable clean biogas requires single product input, e.g., avocado peels, wastewater sludge, cattle or poultry manure, etc.

The biogas calculator can be used as a tool to show production specifics such as the CH4 and  $CO_2$  release, the best use for the generated biogas, effects on greenhouse gas reduction, and, of course, the yield.

We aim to remove barriers in sharing our knowledge with all closely connected stakeholders such as farmers, government bodies, and energy-producing companies. We want to discuss the possibilities of engineering customized biogas plants and even look into options beyond that stage, e.g., the development of hydrogen.

Please feel free to give the calculator a try. The direct link to the Gazpack Biogas Calculator is https://www.gazpack.nl/biogas-calculator. For more information about Gazpack, please visit our website: www.gazpack.nl or get in touch via e-mail: gazpack@gazpack.nl.

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The Reads		

# COMMISSIONING: THE INTERNAL SUPPORT TEAM

Our commissioning engineers install, test, repair, and adjust our packages on site. You can read an interview with one of the staff members in the field on page 8. They are the connection between the client and our office. However, they can only function properly when our systems work flawlessly, and our office employees support them all the way. This article lets you understand how that works.

#### Planning

Apart from COVID-19 restriction influences, the timespan between a package leaving our factory and installation could be as long as half a year. It takes time for a package to arrive at its destination. Moreover, our package is mostly a part of an installation, which could take another few months to start up. Our office engineers start working on another project immediately after shipment.

The commissioning engineers stay in contact with the After-sales Department first and foremost. They plan the commissioning details with the client, such as dates, restrictions, visas, and other agreements.

The field engineers are experienced in familiarizing themselves with a project. They base the installation procedure on the data from our system. Our office ONING: AL AM

engineers have set up a comprehensive file with every diagram, manual, maintenance schedule, and all other relevant documents. It is a standard procedure to include a punch-list with completed and outstanding issues that need attention on site.

#### **On-site**

Once the tests and implementation are scheduled, the commissioning engineers fly out to the site. As each of our packages is unique, testing and installation are never standard. However, the experience of our field engineers, backed up by the data system, suffice in most cases. In addition, the field engineers can always consult with our office project managers to provide them with extra information.

#### **Evaluation**

Every commissioned project ends with an evaluation report. This report provides insight to the client and us about the package's installation. Moreover, it is an additional contact moment between external and internal engineers. We use the overall experience and data to improve and innovate our products and services.

## THE AIRPACK OLD-TIMERS

What if you were regarded as the company's oldtimer; would you be offended or flattered? The Oxford dictionary describes an old-timer as: 'A person who has had the same job, membership, residence, etc., for a long time. There is a second description, namely 'An old person'.

We can assure you, everyone at Airpack is young at heart. No matter the age. What they appreciate in their job and what they believe is their common denominator is exactly what we asked them. please meet some of Airpack's Oldtimers.



#### Mr. Sander van der Vegt

"I was introduced to Airpack by an outsourcing company in 2004. My first job description was 'furniture maker' because they searched for people to help with renovations. After that, I worked in the packing and shipping department, spare parts, and woodwork. I gradually learned the ropes in other departments by looking over my colleagues' shoulders and through workshops and training.

Now, my profession is instrument fitter. Before my instrumentation work is required on a package, I read up on the diagrams and specifications to be wellprepared. Some parts are similar in each package, but others differ every time. I communicate with the engineers at the Project Department to determine the best solution. I appreciate that we listen to each other's ideas, and my opinion is valued."



#### Mrs. Lianne de Waal

"I have had so many jobs at Airpack; I think the only thing I didn't do is welding. My current position is Quality Manager for the operational processes. After my education, I started working for Airpack in 1997, replacing the secretary. That was back in the days when we still typed out faxes. When the next staff member went on holiday, I was asked to make piping and instrumentation drafts. One job kept leading to another. In the meantime, Piet (Warnar, Managing Director) taught me about the ins and outs of piston compressors, screw compressors, and dryers.

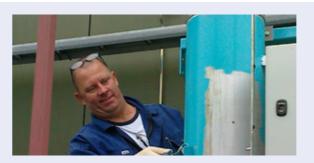
My technical background took me to Korea and Spain as Project Leader, but I wanted to reduce my work hours after my children were born. My vast company experience seemed like a perfect base to set up quality management (ISO 9001 certification in 2004), which I still supervise today. I love my job, still."



#### Mr. Kevin Pool

"In 2002, an outsourcing agency proposed an attractive job at Airpack to me. I wanted to travel the world, which was one of the benefits; traveling at the boss' expense. I started at E&I, drawing diagrams and ordering casings and instruments. Gradually, I got involved in commissioning packages in the field. I can say that over the years, I have indeed seen a lot of the world.

After getting married, I wanted to focus on my family more, so I started in the Project Department. Aside from a sidestep to Gazpack, I have been working as a full-time technical Project Manager for four years. Because of my experience with so many different packages, departments, and clients, colleagues tend to come to me when they have questions. I love helping them out."



#### Mr. Marco Bouman

"In the workplace is where you can find me. I am an allrounder there. Talking about my years at Airpack reminds me of my job interview in 2006. It's a funny story. I was a welder at the time, but I told



#### Mr. Michel van Bemden

"I would be working in logistics. At least, that was my understanding when I started here in 2004. Yet, the first few tasks I was assigned involved a paintbrush. Despite the odd beginning, I thought Airpack was

#### High-quality products by dedicated employees

At Airpack, we have always felt that offering people chances would pay off. Opportunities include training and education, working at another department when a position opens up, flexible work hours, and working from home.

Our company culture is open and lines are short, even towards managing directors. The door to our office is always open. The mix of experienced staff and juniors working as a team is perfect. People who stay on and work for us for many years reveal themselves as independent, proactive, eager, and responsible individuals. We have implemented systems and tools to cooperate smoothly. the Airpack HR manager that welding alone wasn't what I wanted anymore. After a few days, I received a refusal letter saying that Airpack was not looking for a welder but more a person for a versatile job. I phoned them immediately and the day after, another appointment with management was set up. They offered me a six-month opportunity to prove myself. Within three months, I was working on my own projects.

I can fix anything that is non-electric. Checking electric hand machinery is also one of my tasks. I have been working at Airpack for 15 years now, and I don't see myself leaving this company before retiring."

a great company from the get-go. They gave me the opportunity to attain my welding certificates, to combine paintwork, welding, and metalworking before starting my logistics position. I am responsible for preparing the workplace, equipment checks and distribution, cleaning the warehouse, and helping colleagues with technical problems.

My workdays are never the same. We have a great crew in the factory, and I enjoy working with the people from the Engineering and Project Departments. The stringent demands in waste separation, such as metal recycling and oil spills, quality and safety requirements, and product specifications keep us on our toes at all times."

Insiders say newcomers are thrown in at the deep end once the employment contract is signed. In reality, we always start off with an introduction week with meetings at every department. After that, we believe a person's true nature reveals itself when we don't meddle in too much.

We asked our old-timers: "What would you say to someone in the hallway, waiting for a job interview?" Their answer was univocal: "Welcome to Airpack! If you are ready to learn, have the drive to contribute to our high standards, and enjoy working in a team, this company offers you plenty of opportunities to carve out a career with us." "You need to be flexible and good at thinking 'out of the box'"

### PROJECT DEPARTMENT: THE FACILITATORS OF THE ORGANIZATION

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Our Project Department is a bit special, at least, that is what the staff names it. Being called the 'heart' of Airpack is a bit difficult to accept, and they would rather be referred to as the 'facilitators' of our organization. Every single Airpack staff member has a connection with the 'Project Department'. Discover how in this article.

#### **DIVISION WITHIN A DIVISION**

The Project Department is divided into the project management group and the engineers. The engineers are responsible for engineering the packages, which entails designing the software and choosing the instrumentation. In addition, we find another division within the project management group: the technical project managers and the commercial project managers.

The persons with the most client contact during the process of manufacturing a package are the commercial project managers. They take care of client questions, ongoing project issues, and change requests. Related to the industry changes of increasing requirements for specifications and documentation of the last years, we found that teaming a commercial and technical staff member works exceptionally well. In this light, we decided to incorporate the (previously separate) Equipment & Instrumentation into the Projects Department.

This has resulted in shorter communication lines for staff members involved, especially between the engineers and the technical project managers. Although it might seem that totally different professions are joint in one team, the merge not only enhances internal communication, it also means we can inform clients more quickly and more efficiently.

#### INTERACTION WITH OTHER DEPARTMENTS

It is not always easy to estimate the exact date of a contract to be signed. This is because the sales department depends on the pace of the agent and client, mostly complex EPCs. After a project has been awarded to us, a project number will be allocated. Employees with a long career at Airpack know many project numbers by heart.

This is where the project department takes full responsibility for a package. We start by meeting the client's project team and discussing every detail of the package. Their team mirrors our team and consists of electrical and mechanical engineers as well as commercial staff. The kick-off meetings help us grow a relationship, which is essential to working efficiently. The technical staff generally covers the mechanics, instruments, and software, whereas special client requests, production planning, and ordering materials are more the commercial project managers' responsibility. Our staff is experienced in cooperating with people with different backgrounds and cultures. They often mention that they value this aspect in their work very much.

The project department also works closely with the factory staff members. The engineers follow the assembly carefully, and testing is a significant part of the process. Simulation testing exposes any adjustment requirements, e.g., in programming, and once our department has altered that, the retest is planned.

After final inspection and FAT, the package is shipped to the client, and the after-sales department takes over to plan the installation and commissioning.

#### COMMUNICATION IS KEY

COVID-19 has influenced our department greatly. Both in a challenging and positive way. What our department leans on especially for efficiency is communication. We can design a package in a certain way, but we need to see the progress in the factory and test parts continuously. The quarantine restrictions forced us to work from home predominantly, so we needed to rely on the staff in our facility even more. Operating as the eyes and ears for our client while not being able to visit the work-floor ourselves was a bit challenging. On the other hand, a quiet space at home allows for more focus-required tasks.

Working in the Project Department means that you have to be a person of all trades, take responsibility, and have the drive to excel at every project. Lonely wolves don't stand a chance at Airpack. You need to be flexible and good at thinking 'out of the box'. Everyone chips in.

We gladly offer opportunities to eager people with a technical and/or commercial background. If you are or know someone who is the right person for a job in our Project Department? Please feel free to contact us.



# TAKING RESPONSIBILITY FOR SUSTAINABILITY





"A better environment starts with you" is a translation of the campaign title launched by the Dutch Ministry of Environment in 1988. During the running years (until 1995), about 100 TV commercials featuring this phrase supported the campaign.

Research showed that citizens indeed incorporated habits benefitting the impact of their footprint, such as turning off the lights, separating waste, and limiting their showering time. The campaign grew a solid base for awareness as the phrase is still heard today, even by younger generations. The growing awareness that we need to care for our planet affects our staff members' sense of responsibility every day. This has led them to initiate several measures at our company.

#### Airpack facility Zierikzee

**Separating waste** is governmentally regulated. Yet, abiding by these regulations is a responsibility every person needs to grow intrinsically. Of course, we follow stringent rules for the workplace, but we try to take it a step further where we can.

One of the examples is that we stopped using paper or plastic cups and replaced them with glasses and mugs. Due to safety regulations, the workplace now uses **washable steel cups**. In addition, instead of buying small plastic bottles of water (which were in high demand during the summer months), we provided each staff member with a **reusable water bottle**. Now, they can tap water from water coolers throughout the building and reduce the growth of plastic waste at the same time.

Zierikzee is located in the province of Zeeland, which has the most hours of sunshine in the Netherlands, with an average of 10 to 15 percent more. Installing **solar panels** on our building brings us energy converted from sun rays. The power collected from sunlight charges our growing **electric car park**. Every new company car to be purchased will be a vehicle that is electrically powered. We also installed **LED lights** in both the offices and the workplace. These consume less energy. "Sustainability will be a topic on our agenda with increasing priority."

#### NGOs

Working digitally reduces the amount of paper we use in the office. Our engineers and sales staff try to print as few documents as possible, but we cannot operate without detailed documentation. We donate used cartridges to Cartridge4Kika, a non-profit organization. The deposit money they receive for the cartridges fund the research to cure children with cancer.

**Sponsoring** charities related to environmental issues contributes to growing awareness and our effort to change the world into a better place. This year, Airpack was one of the Act As One sponsors. This organization strives to grow awareness for climate change. On September 10, 2021, Act As One released an impressive video (https://actasone.nl/en/) about the rising sea level, featuring many Zierikzee students.

#### Industry

The idea that taking care of the environment starts with consumers alone is frowned upon today. Holding consumers responsible is considered an old-fashioned way of thinking by activists. Numbers show that consumerism is still growing. So, we could ask ourselves the question: "Is consumer awareness alone realistic enough? Should the industry not also acknowledge they play a significant part in sustainability as well?"

At Airpack, we believe we do. It was the reason to start questioning our package designs, engineer nitrogen packages to help clients reduce their  $CO_2$  output, and focus on biogas. To discover about the development of Gazpack, please turn to pages 14 and 15.

During the COVID-19 pandemic, traveling was out of the question. It taught us that remote meetings could be nearly as effective as face-to-face encounters. We believe that traveling less by plane and commuting less to the office reduces energy and, subsequently, our ecological footprint. However, we have also experienced that real-life meetings are much more pleasant and, in some cases, more effective. We have gotten used to combining remote work and online calls with live team meetings in the board room or workplace. And, we cannot wait to meet our valued relations at upcoming exhibitions and conferences.

As world events force us to change the way we work and NGOs grow our awareness, we also feel it is our responsibility to keep looking for ways to improve, decreasing our global footprint. Therefore, sustainability will be a topic on our agenda with increasing priority.

# MEET OUR AGENTS

Agents fulfill an essential role in their country for Airpack, and we are lucky to have found excellent representation. Instead of writing about our relationships with them ourselves, we thought a personal introduction would provide an interesting point of view.



Fairtex Mr. Jacob Idungafa Port Harcourt, Nigeria

We contacted Airpack in 2016 about an opportunity to represent them in Nigeria as we were in the market for compressors, dryers, and nitrogen generators. Mostly, a representation starts when partners know each other. In our case, there was no business, no inquiry, and no transaction. To start, I fulfilled a few tasks for Airpack and visited the Agent Training Week in Zierikzee.

Our role for Airpack as a local representative is to interface with clients who have a need for their products. We understand the strategy, legislation, political and commercial interests of Nigerian business partners. Our tendering team focuses on cultural details when bidding, meets with end-customers, and quotes on behalf of Airpack. It's much easier for a Nigerian partner to get in contact and negotiate with local clients. Also, we support the commissioning engineers when they come to install a package.

Every time we visit Airpack, we try to learn about the Dutch culture and how they do business. We represent other European companies with a western culture as well. Our OEM portfolio includes companies with a vision and excellent reputation, led by people who show integrity and focus. We want our partners to recognize a similar drive and passion in us so that they can feel comfortable and trust us as their agent.

Currently, we are in the finalizing contracting process for three compressors. Right from the beginning, I felt that Airpack could stand out in the business for these packages. They are not just a manufacturer, but a brand, being a preferred supplier for big companies such as Shell, Exxon Mobile, and Total, to name just a few.

Airpack is a company I can trust. Nigerian companies register in Asia or Europe trying to dismiss the agent, but Airpack has never let me down. When they receive a direct quotation request, they will always refer to me as their agent. It's all about the relationship we build. I feel related to the Warnar family, and we know many staff members very well.

We enjoy representing Airpack in Nigeria very much, and we will continue to do our best to support them in every way we can.



#### Kyungmaek Global CO., LTD Mr. Oh Seoul, Korea

We have officially been an Airpack agent for four years now. Since 1986, our company has worked for onshore and offshore oil and gas, petrochemical, fertilizer industry, and power plants, mainly through EPC contractors. We promote Airpack products with them and explain why they stand out from the competitors. If the EPC is interested, we will send the specification details to the sales department in The Netherlands. The sales team finalizes the quotation, after which we forward it to the customer for evaluation. My job is to support Airpack from promotion to installation, so we discuss every technical and commercial issue with the Korean client. As we are part of the Korean market and culture ourselves, we verify there is no misunderstanding between Airpack and the Korean EPC.

The business culture in Korea is in some aspects similar to the western ways. We appreciate growing a personal relationship, we love punctuality, and we are keen on negotiations. Yet, our traditions and manners may prevent a Dutch company from finding the right person. We consider Airpack as part of our family. And family is very important.

One thing is sure, the Korean market values high-quality products. Aside from Airpack, we represent other companies who offer top quality as well. We have worked on many projects together, in the past and today, but we hope to achieve a lot more in the future.



"WE SERVE HIGH-LEVEL PROJECTS AND NOT SUPPLY JUST EVERYBODY."

Our relationship with Airpack is relatively fresh. We find ourselves in the first year of working with them. One of our clients, an EPC in Turkey, was in contact with Airpack, and they introduced us. It started with some phone calls and e-mails, and gradually we grew more acquainted. I have not yet met with any Airpack people due to the COVID-19 restrictions. Our agent contract was signed with a signature and a virtual handshake.

We are working on a couple of projects that have been awarded to Turkish EPCs, for which we are waiting on the new RFQs. Also, between 15 to 20 RFQs are in the bidding stage. So you could say that business is booming in Turkey at the moment.

More and more companies recognize that Airpack is not a standard manufacturer but a unique supplier of specialized products. My role is to try and develop the Airpack name in this region and let customers understand what Airpack can offer them. When clients compare Airpack packages with standard products, we explain why they should consider their superior technology solution.

We are pleased to have teamed up with Airpack as we feel a connection in creating key accounts with preferred clients. If you're looking for basic products, there are hundreds of suppliers, and you will have to fight for the right price. We always look out for a highquality product. In Turkey, there are only 10 refineries and about 5 EPCs that have a similar view. The total of 15 may seem low, but the potential is very high.

We believe Airpack will benefit from our understanding of the Turkish language and culture because we act differently in commercial negotiations as opposed to other countries. Regions within Turkey differ. For instance, Istanbul and Ankara are very different, and companies on the East side require a more local approach. Also, the system of EPCs is not the same everywhere around the world. Turkish EPCs act as a Turkish business company, so you have to know how to manage this.

# BARTEC AND AIRPACK: PARTNERS IN BUSINESS

Similar to the EPCs and clients we work for, Airpack applies a list of preferred suppliers. One of these suppliers is Bartec, a specialist in explosion-proof materials such as panels, motors, tablets, computers, cameras, and electric heating cables. Bartec operates globally. Our relationship started over two decades ago, and we have engineered many projects together, predominantly for offshore packages. By introducing you to Bartec, we aim to share the sense of partnership we value in our suppliers.



Bartec's vice-president Roel van der Jagt and Airpack's Robbie Bevelander talk about their business relations.

How long have our companies been cooperating, Roel? Because I have been working at Airpack since 2009, but it must have started before then.

It started in 1999, Robbie. I checked our files. I don't actually know how Airpack and Bartec got in touch with each other. It must have been during an exhibition or via direct acquisition. Not many companies do what we do, but both being a Dutch company probably simplified the communication.

Communication is indeed an essential factor in our business relationship. I appreciate the fact that you share your knowledge with us. Why do you operate this way?

We appreciate our communication just the same. The fact that Airpack staff has a technical background makes doing business with you so much easier. Generally, a company technician or engineer selects three suppliers for a certain project, after which the purchasing department starts the negotiations. Yet, sometimes the preferred solution is more costly, and the purchaser buys the runner-up solution because he compares apples with oranges.

We have experienced that in many installations in this industry, also with Airpack clients, the specs change during the engineering stage. When we talk to your department, we can talk about project details and conditions simultaneously. This speeds up the process. You understand that investing in the preferred solution, which might be more expensive, will benefit you in the long run. If specs change, you will still be able to use the preferred option.

#### I agree; the preliminary stage discussions are intense but efficient. With your advice, we can engineer the perfect application for our clients.

We share our knowledge and provide advice because we want to offer you a solution that works. We offer that to all our clients, but at Airpack, the communication lines are short as we only deal with one person. We often encounter in the business that revisions follow even after a contract between our client and us has been signed. Changing a tailormade product multiple times implies extra effort and additional costs we would prefer to prevent. Your engineers have a mandate to purchase or, vice versa, the purchasers have a technical background. And we gladly help you by sharing our knowledge. Still, our packages are engineered differently every time. What do you think about the current way of approaching projects? Could we improve somewhere?

I think the way we operate now works fine. Our sales managers are also engineers or technicians. As we have so much experience with Airpack, we understand your conditions and the industry stipulations. So do our project managers and technicians in the workplace. We deliver customized applications as you do, so we know that standard is not an option. Every project starts with a unique trajectory, and communication about specifications is key.

If we could improve one aspect, it should be visiting each other more frequently. COVID-19 has put a spoke in that wheel for the last 1.5 years, but checking up on a pending project in the workplace is a good idea. We also provide specific technical training for new staff members if you are interested.

That is a good idea; I will keep it in mind. You helped us in the past when our deadlines were tight. Even with regular applications for onshore packages. Does that happen often?

No, not particularly. We value Airpack as our partner, not just our client. I believe we have the same mindset in running a business and maintaining a quality standard for both products and processes. So, if we have room to help you out, we gladly do so. In every relationship, it's about giving and taking. We try to communicate about lead times as best we can. Sometimes, unexpected market circumstances influence our delivery times. For instance, we now face supply delays of raw materials and computer chips due to the pandemic factory shut-downs. At this moment, we don't promise any firm delivery dates. We appreciate the fact that you trust our estimation of lead times. We don't have to bend the truth or jump through any hoops because you know you can rely on us. As I said, it's give and take.

We do indeed. We look forward to doing business with you in the future. Thank you for this interview.

# **BARTEC**



### LET'S KEEP IN TOUCH

The year 2021 has been an extraordinary one, from the uncertainty due to an infection rate peak again last winter to a vaccination program offering new opportunities. Business-wise, it has been a good year, nonetheless. Thankfully, we have not suffered any personal loss, but we were strict. We considered many options and devised a COVID-19 policy, resulting in, e.g., temporary closure of the cafeteria, facilitating people to work from home, and mandatory testing for visitors. It has been our way to protect our staff.

Barriers remained in the start-up department. We received many requests for assistance, but pending measures, constantly changing restrictions, and bureaucracy have made it impossible to travel to some parts of the world. Of course, as soon as we are able, we will make travel arrangements to your site.

Doing business online also takes its toll on relationships. Although everyone understands we are all in the same boat and video conferences save time, personal contact is sorely missed. It is one of the reasons we wanted to stress the essential role of our agents in this magazine. ADIPEC was a welcome opportunity for us to meet clients and relations once again. We aim to embrace digital opportunities and combine them with treasured live meetings in the future to work as efficiently as we can.

### **FUTURE GOALS**

During the past year, we expanded our horizon to Uzbekistan and Turkey, and we feel optimistic about offering our customized packages to new markets in 2022. Both our agents and our sales team can lean on our reputation in the industry. But as you know, you are only as good as your last performance. Thankfully, our employees love using their skills to think 'out of the box', which is precisely what we can promise you.

One of the other goals for the future is keeping a focus on sustainability, whether it concerns our subsidiary Gazpack, our staff's initiatives, our packages, or the supply chain. Placing sustainability on the agenda inspires everyone in our company to come up with solutions that contribute to the environment.



### **THANK YOU**

We want to thank every relation for their business in 2021 and every staff member for their efforts. It has not been easy at times, but we can look back on a successful year thanks

to our personal connection. It is personal contact that makes doing business exciting, rewarding, and efficient. So, whether we greet each other via a digital wave or a warm handshake, please, let's keep in touch!

Mr. Piet Warnar (President) Ms. Petra Warnar (Vice President)

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This magazine contains photos that are taken before COVID-19.

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