

# Computerization and administration

## ERP

To ensure compliance with its authorisations, VTTI strongly relies on its ERP system and the measures of internal control therein.

VTTI currently operates an ERP system called ATLAS. ATLAS has been developed in-house to ensure it aligns closely with the specific requirements of the tank storage terminal business. All relevant activities are registered in Atlas.

ATLAS interacts with CMS, VTTI's customs module, through an interface. Based on standardized, predefined business rules, CMS reviews data input, generates documentation, submits declarations, and provides feedback to the user.

A detailed description of the process governed through ATLAS and CMS is included [here](#).

The previous ERP system, Tomcat, is currently still operational at a number of terminals awaiting the phased, terminal-by-terminal rollout of ATLAS.

The software specialists who manage the ERP system from a technical perspective are employed by VTTI Terminal support services B.V. and have their permanent place at the head office in Rotterdam, the Netherlands.

With regard to the operation of VTTI's ERP system, the following procedures are relevant to hardware, software, and access control in order to prevent system outages and security breaches.

A detailed description of the IT Authorisation procedure is included [here](#)

A detailed description of the Data security procedure is included [here](#)

## Quality online

Within the VTTI Group, the management system tool QOL is available worldwide as both a document management and reporting tool.

When it comes to customs and excise, QOL is used for:

- storage of work instructions
- HSE

## BzCtrl.

VTTI uses BzCtrl. as its compliance platform specifically for customs, excise and AEO-compliance. Key functions are:

- Domains and workspaces – BzCtrl. is structured into multiple domains and workspaces, allowing user-specific access rights to be defined so that only elements relevant to a particular user are visible.
- Risk register – All identified customs-related risks are centrally documented. The risk register plays a central role in VTTI's control framework. Each risk is mitigated through measures designed to keep the risk manageable.
- Document management – The AO/IC, procedures, work instructions, and other relevant customs & excise documents can be accessed and updated centrally in BzCtrl. BzCtrl includes a revision history function, allowing updates to be monitored and earlier versions to be retrieved. Access rights and authorization to make updates can be granted to specific individuals, or documents can be marked as private, limiting access to a defined group of colleagues.
- Internal controls – Customs and excise related ICs are integrated in BzCtrl. They can be assigned to a specific user, including a fixed recurrence term, deadline and reviewer. The results of internal controls are made accessible via BzCtrl.'s dashboard function.
- Incident register – Customs compliance incidents (at HQ or at one of the terminals) are registered centrally in BzCtrl, providing the CGT team with real-time insight, and enabling the team to take measures as needed.
- Archiving – Documents relevant for customs & excise can be stored in the system.
- E-learning – BzCtrl. is VTTI's central tool for customs- and excise-related e-learning, which can be assigned to specific users based on content and role.
- To-do – BzCtrl's to-do function makes the system suitable for use as a project management tool, enabling the tracking of actions, the setting of deadlines, and the assignment of actions to specific users.

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