



# Safeguarding the lifelines of your business

All images courtesy of Luctor Belting Europe.

Luctor Belting Europe is an independent supplier, installer, and service provider of conveyor belts. As an expert with over 50 years of experience, the company offers tailor-made solutions and a 24/7 maintenance service to ensure smooth operations and an efficient production process.

## Lifelines of your operations

Founded in 1970, Luctor Belting is a family-owned business with over 50 years of experience producing and installing conveyor belts for any type of business or product. Conveniently located in Hulst, near the Belgian border, the company services many companies in North Sea Port, the Port of Antwerp-Bruges and the Port of Rotterdam. "Conveyor belts are used in all sorts of businesses and for a variety of products," says Bianca Morcus, managing director and Owner. "In the port, you have for instance the loading and discharging of vessels or value-added services such as bagging. We also supply and maintain belts for the food industry, the recycling industry, agriculture and the packaging sector, to name just a few. Basically, we operate anywhere any product must be moved from point A to point B by conveyor belt. Not only do we supply rubber and plastic conveyor belts,





Luctor Belting Headquarters in Hulst.

we also deliver round & V-belts, drive belts, modular belts, metal gauze belts, and belt scrapers. Our rubber and plastic belts are manufactured here in Hulst, where the heart of our operations is located. Our divisions in Sint-Denijs-Westrem, Belgium and Paris, France enable us to supply and serve customers throughout Belgium and in France, from the Port of Dunkerque to Calais. As suppliers, we also ship our belts worldwide."

### A solution for every product

"We handle all sorts of products in North Sea Port," Bianca Morcus says, "from chemical and petrochemical products to foods and breakbulk. We also supply and maintain belts for dredging vessels, textiles, wood panels and furniture, the automotive industry, agriculture, the paper industry, parcel firms, and many more. This dazzling variety in products transported by our belts means we manufacture various types of belts and



Bianca Morcus, managing director and owner of Luctor Belting.





**Conveyor belts for the food Industry.**

optimisation solutions, the latter being often tailor-made for a specific product or customer. In fact, we have over 400 different types of belts currently in stock, as well as many accessories and components such as drums and rollers, trough idlers, seal rubber and cover materials, and many more, basically all things necessary to transport the product as efficiently as possible. Your product, our solution, that is our motto."

Although the company sometimes delivers belts for new installations, its core business is replacement, maintenance and optimisation, Bianca Morcus explains. "Most new installations come with the conveyor belts already installed, so we are usually called in when replacements or adjustments to the installation are needed. Most installations are standard or at least multipurpose, which is not always the best solution for your company or product. That is where we come in: we collaborate with and offer optimisation for any product, whether it is the transport of candy, fries or concrete, horizontal or vertical transport, inside a factory or between vessels for transshipment. Of course, everything starts with good quality. We pride ourselves in making conveyor belts of the highest quality. This results in a longer lifespan for the belts as well as fewer incidents with the conveyor system."

### 24/7 service

"We think of conveyor belts as the arteries of a company," Bianca Morcus adds, "they have to keep running. Issues with conveyor belts can cause unwelcome interruptions in production processes or delays in the loading of international transport, resulting in high costs. That is why we offer a 24/7 maintenance and repair service to our customers. Our aim is peace of mind for our customers, at least regarding their conveyor belts. As many of our solutions are tailor-made, this also implies we have to be able to pinpoint problems before they happen. That's where our team of representatives comes in."

### Looking ahead is key

"Even though we have an enormous stock with over 400 different types of conveyor belts and their accessories, the high level of customisation means replacements could require a few days of production time. Of course, when one of your conveyor belts is out of service, waiting a couple of days for a new one is unthinkable. We understand that and always try to



**“** Our representatives are more than just partners of our customers, they are an extension of the technical department.

stay one (or more!) step ahead. For instance, when installing a tailor-made or special accessory-optimised belt we always propose purchasing at least one replacement, so it can be produced and stored until needed. This is no unnecessary luxury when your installation suffers damage and replacement is needed quickly."

"More importantly, our representatives visit each of our customers regularly. They are more than just partners of our customers, they are an extension of the technical department. Through regular visits, inspecting the installation, and talking to the customer's technicians, our representatives truly know the specifications of the customer's operations, allowing them to both timely signal any maintenance needs that may occur as well as propose further adjustments to optimise the transport by conveyor belts."

“On top of this, we also provide tailor-made training for our customers, teaching them how to take good care of our premium quality belts so they stay in good condition. It’s just one more step in the optimisation process.”

## Trained professionals

“We invest, not only in our customers but in our employees as well,” Bianca Morcus states. “There’s no such thing as an education in conveyor belt mechanics, as there is in wood- or metalwork. Even if there was, we offer such a diversity in conveyor belt solutions that thorough in-house training would remain necessary. We therefore provide an in-house, one-year education programme for all new mechanics, teaching them all the specifics of the different materials, welding methods for each type of belt, and so forth, to become an all-round mechanic. Upon completion, our mechanics will first accompany our more senior technicians to learn the ropes in the field. We provide regular internal and external training courses for all our employees to keep our knowledge up to date, and we are VCA-P and ISO 9001 certified. Furthermore, we have a monthly toolbox meeting about safety issues. Safety for our employees is our number one priority.”

## Safety first

“Our mechanics encounter all sorts of difficulties and safety hazards in the field. That is why we strive to make everyone, mechanics, representatives and customers, aware of our philosophy: no work can be done if it cannot be done safely. This is an absolute priority. It seems harsh but it is of such importance. We cannot guarantee the quality of the work if our mechanics cannot work safely and no customer is served by an accident on their premises. Furthermore, we think of our company as one big family, the Luctor Belting family, and our family members need to be protected, meaning all necessary safety measures have to be in place. That is why everyone is instructed to perform an extensive last-minute risk analysis before starting any job. Every assignment filed by our representatives is accompanied by a list describing the conditions in which the work will be performed.”

## A family matter

The phrase “Luctor Belting family” can be taken quite literally, as it has always been family-owned. “Although it was founded by my father, I initially had no interest in working for the family business,” Bianca Morcus says. “I did receive an education in electrical engineering, but I went on to the hotel school Spermalie in Bruges and got a bachelor’s degree in hotel and hospitality management at TIO Den Bosch. However, after spending 6 months in Nice to perfect my French (French Language school), my father asked if I was interested in helping out as a representative for the French customers. I was, I did, and I was lucky enough to be accompanied by someone who was incredibly experienced in the matter and the field, and I never left. I bought the company in 2016, a few years before my father’s retirement, and I’m proud to say that the company is thriving. I believe our employees are very happy here as well, as we recently looked up the statistics and noticed that 55% of our employees have worked here for over ten years! Having happy personnel is really important here. We don’t believe in an extensive and rigid chain of command, but rather strive for a tightly-knit team and an open-minded culture where there’s room for growth and opportunity.”



Conveyor belts for agriculture.



Conveyor belts for paper and parcels.

## A green philosophy

“That our philosophies are carried and embraced by our employees is obvious in the details. For instance, we strive to work as paperless as possible, with iPads provided for all our mechanics and the reuse of cardboard boxes for shipping. We see that actually, many employees now bring reusable cardboard boxes from home to help reduce the ecological footprint of our shipping services.”

Bianca Morcus adds, “Of course, that is not all we do to improve the sustainability of our company. For instance, we go to great lengths to make our waste management as green as possible. Not only do we rigorously separate our own waste flows, we also handle the environmentally compliant disposal of the old conveyor belts of our customers. We have also started a project to electrify our fleet. Everything that can be done to improve our environmental footprint, we do. It is an inherent part of our philosophy: we strive to work sustainably and efficiently in keeping your company moving.”