

The logistics magazine

ZIEGLER

# on board

Autumn/Winter 2020

## DIGITAL TRANSFORMATION

*“We’ll get you  
future-ready  
with myZiegler!”*



### Block logistics

Identify over  
1000 graphite blocks

### “Silk Road”

New: express rail  
connection to Neuss

### Coronavirus

Logistics for test kits:  
essential for society!

# Welcome *onboard*

## Editorial



The coronavirus pandemic has presented us all with unexpected new challenges: closed national borders, short-time working in

production companies and the collapse of imports and exports – often forcing us to react to events at short notice in cooperation with our customers. We have been able to implement a large number of shipments despite the adverse circumstances. However, the coronavirus crisis has also strengthened us as a forwarding company. For example, the flexibility of ZIEGLER is one of the reasons we can implement special customer projects so successfully.

We are all about continuously

striving to improve. The best example of this is that we have introduced a digital transformation at ZIEGLER in recent months. Logistics with ZIEGLER should be as intuitively easy, comprehensive and informative as we are used to from the world of online retail. You can read more about our digital transformation in this new edition of our “onboard” magazine.

Thorsten Witt, CEO  
Switzerland, Germany

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An article by Jian Wu,  
Head of  
Corporate Development

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## myZiegler makes you fit for the future

### Process of Digital Transformation

We are in the midst of a digital transformation and this change will accompany our work at all times. It is not just our society that has changed from the early days of the PC to the app-controlled environment. The business world is also profiting from this

transformation. The ZIEGLER Group has published a position paper on its stance, which we are quoting from here: we are future-ready. Travel with us on our journey from the present day to the future.



**Jian Wu** –born in China, moved to Brussels at the age of 20. Studied Computer Science and gained an MBA. Entered the forwarding industry at Ziegler in 2006. Responsible for digital product development and innovation at

Panalpina from 2011 to 2019. He now manages corporate development and is responsible for digitalisation at the ZIEGLER Group. Jian Wu lives and works in Basel and reports to the Group CEO, Diane Govaerts.



In terms of digitalisation, freight transportation needs to follow in the footsteps of its sister field of passenger transportation. The transport and logistics industry is now quickly and comprehensively closing this gap through digital transformation.

Over the past 20 years, ZIEGLER's IT focus has been on internal productivity and quality. In the future, this focus will be on our digital services for customer benefit:

#### Customer benefit

- Contact about the contract
- Plan
- Quote
- Booking
- Shipment tracking
- Payment

We will provide our customers with an end-to-end delivery chain service.

#### Investment in transformation

ZIEGLER invested in the implementation of market-leading

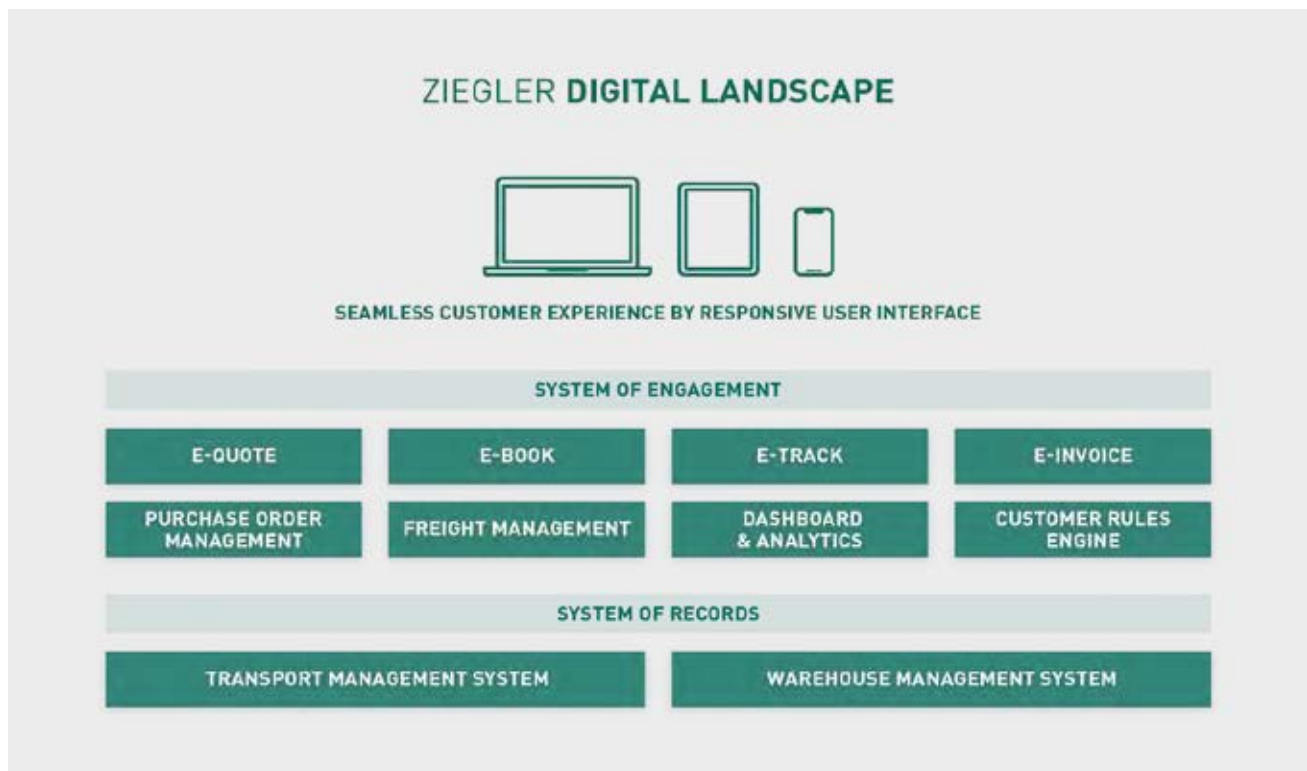
inbound marketing solutions. These solutions help us to increase our customer loyalty and form dedicated and enthusiastic customer relationships. This creates added value and trust. In addition, our solution connects marketing, sales and service. Design is important too! ZIEGLER is developing internal design expertise with top-class UX/UI designers and experts in digital marketing in order to provide a customer-oriented design for all our digital products with customer contact.

### myZIEGLER as the key element

The key element of the digital journey with our customers is myZIEGLER: a full-featured and customisable self-service portal for each individual customer. A

summary of what that means can be found in the box: each customer is unique. Therefore, we want to be capable of individually designing each customer's journey. Standard solutions no longer help with

customer orientation. We therefore decided to develop myZIEGLER ourselves on the basis of leading technology and the highest security standards.



### myZiegler – Investment in customer benefit – a couple of highlights:

- Checking the price or requesting a real-time spot price
- Online transport booking enquiry as if you were booking your holiday
- Selection of the best option by adjusting the shipment date, transit time and service level
- Visibility of your shipments or orders in real time
- Simulation of your shipment with a landed cost calculation
- 24/7 support from our virtual agents Dashboard and Analytics support key supply chain decisions being made by our customers





Trimodal terminal in Neuss - next to Duisburg and Cologne one of the most important transshipment centers for China traffic (Photo: Neuss Trimodal Terminal).

## New: express rail connection from China

For around two years, ZIEGLER has been offering transport from China and other Asian countries via the “Trans-Siberian Railway” and the “Silk Road”. The fact that this import route is turning out to be a success story may be amazing but does not come as a surprise when you look at the structures ZIEGLER has developed over time to achieve this.

### Example: DIY stores in France



Tobias Schroth, Business Development Manager, Deputy Branch Manager ZIEGLER Stuttgart.

“Due to a promotional offer in France, our customer had to book containers originally planned to be shipped via sea freight on a faster connection to Europe. We were able to present him with various options by railway from China for this. He accepted

the new express railway connection to Neuss which has been in operation since the middle of the year,” notes Tobias Schroth. The existing, long-term connections with China at ZIEGLER help to get space on the trains, which have been subject to strong demand, especially since the start of the coronavirus pandemic.

### Daily tracking

Daily tracking updates ensure a high level of transparency which enables the customer to update their customers in France, who are looking forward to receiving their urgently-required DIY goods, about everything they need to know.

### Customer advantages

- approx. 14-day period, thus reduced capital commitment period
- Routing via Kazakhstan, which allows the hub of Malaszewicze (Poland) to be bypassed
- Customs clearance in Neuss
- from the terminal in Neuss, daily EU-wide connections
- possible connection with ZIEGLER logistics in Eschweiler

# Neuss and Liège: trimodal terminals

High customer benefit thanks to “access” to the central European logistics hubs

All ZIEGLER locations in Germany have logistics “access” to the trimodal terminals in Neuss and Liège. Rail imports can be transported onwards by road, domestic waterways or rail – even by air freight, if required. Neuss is the third city in North Rhine-Westphalia to be connected to the Silk Road network. Express trains from China now terminate here too. The Liège container terminal is the only trimodal terminal in Wallonia, located on the axis between the deep-sea ports of Antwerp, Rotterdam and Zeebrugge and the economic area of Belgium,

North France and Germany. Both the Neuss and Liège container terminals want to be the best partner for everyone involved in the logistics chain, i.e. shipping agents, freight forwarders, carriers, port authorities and terminal operators. “This means that we provide our customers with an excellent benefit – namely, rapid trimodal onwards transport after import,” comments CEO of ZIEGLER Switzerland and Germany, Thorsten Witt, on the advantages of these locations.

## ZIEGLER Switzerland – “Coronavirus gave us a push”

“We have been operating railway transport from China to Switzerland for some customers for a long time now, but the push really came this spring,” reports Samuele Incognito. According to the Head of Air and Sea Freight at ZIEGLER Switzerland, air freight rates increased essentially overnight while the sea routes retained their standard time frame of several weeks. So he and his team offered the transport alternative

on the Trans-Siberian Railway. “Lots of new customers immediately got hold of “train tickets” – triggered solely by a bold marketing note in our email footer.” Minimal effort and a huge effect!

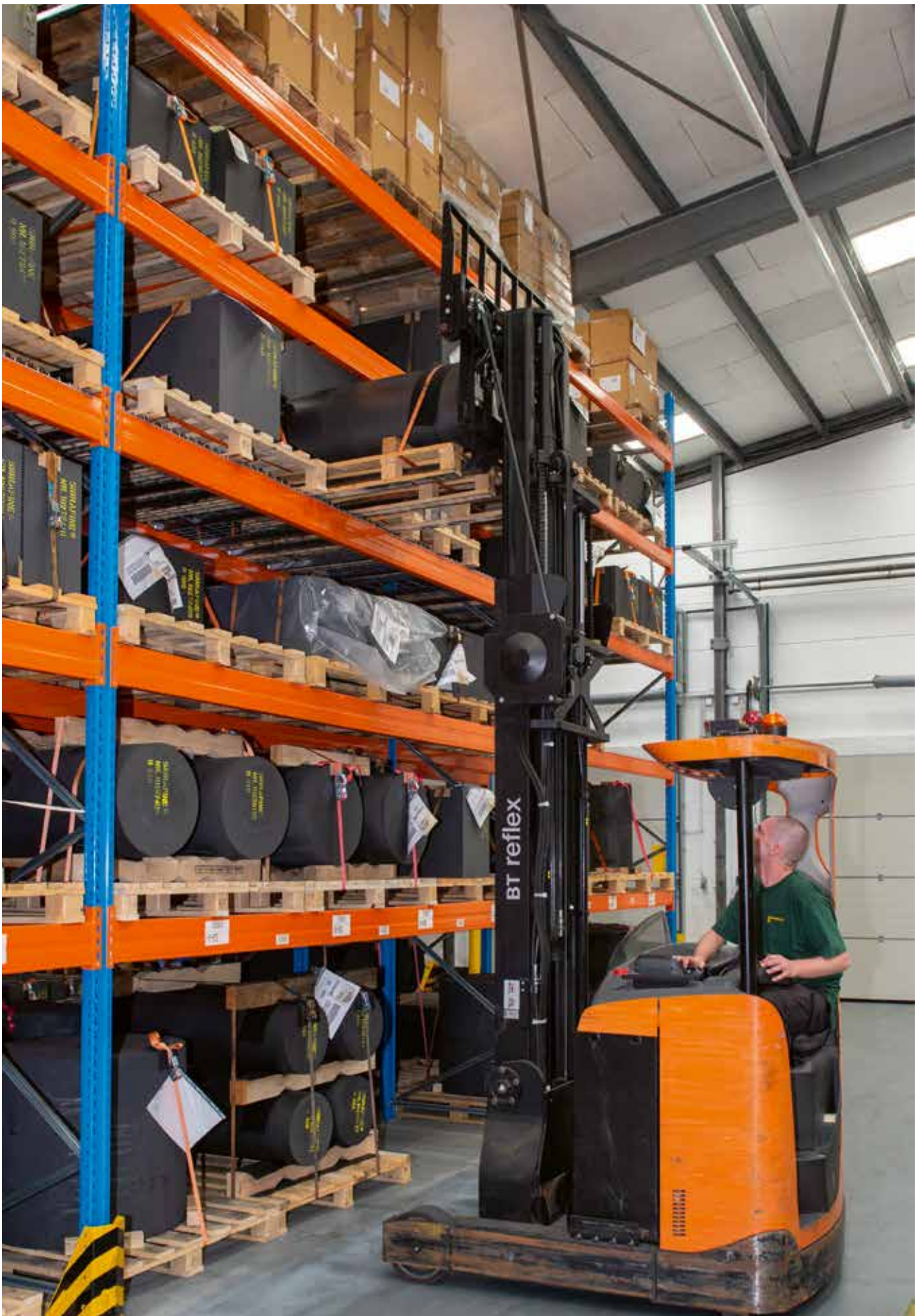
### China – Hamburg – Basel

The railway destination of Hamburg proved to be very effective from a logistics perspective. From there, the containers coming in from China met their next train connection to Basel with subsequent fine distribution to customers in the area, of course with all the necessary customs clearances, etc. ZIEGLER Basel now regularly organises collective and full container imports by rail from China for customers in various trade and industrial sectors. Sometimes the route goes via the ZIEGLER HUB in Liège. “As such, we are offering our customers flexible solutions. Even with more intensive use, the journey from China by railway has been an equal transport route which has been easy to implement for a long time now alongside air and sea freight transport.



Samuele Incognito and Daniel Fiechter, ZIEGLER Schweiz, Pratteln.





ZIEGLER organises complete logistics solutions for graphite blocks in Koblenz.



# Identify over 1,000 different graphite blocks

ZIEGLER Koblenz is managing the entire logistics process for an important industrial product

Have you experienced this situation? You are washing your car at a car wash. Fine black dust washes off the wheels and hubcaps, and perhaps you wonder where it comes from. This is dust from pure, very fine graphite powder. Graphite is a component of brake discs, brake drums, brake add-on parts, and cast iron. And that puts us directly by the Rhine.

In Bonn, a location of the global company SGL Carbon produces cylindrical and cuboid “semi-finished products” using graph-

ite. These are

then pallet-

tised and

shuttled to

the Koblenz

ZIEGLER-

KARST loca-

tion, stored in a

high-bay warehouse

and shipped onwards with logis-

tics on request by SGL. More on

this later.

Graphite is an extremely interesting mineral element which has been proven to have already been in use in the Mesolithic period for dyeing (graphic, graphite Greek, graphene: writing, drawing). Since its industrial manufacturing from bitumen, sulphur and petroleum coke was discovered, “isostatic graphite has played key roles in the automotive, semiconductor and solar industry,” notes René Lange. According to the Senior

Manager Logistics at SGL Carbon, the manufacturing process of the three ingredients, using alternating compression and

powerful heating,

takes up to four

months – until

all the fillers

have been

expunged

and, at the

end, an isostat-

ic graphite block

of the purest quality is

created. This then offers mechan-

ical properties for industrial use

in its individual further process-

ing.

## No two graphite blocks are the same

Back to Koblenz. With the experience of the branch manager there, Jochen Korth, the logistics processes associated with this “semi-finished product”, which is unique in its own way, are recorded in a logbook. Everything is picked here in the proper form, whether square, angular or round, from 50 kg to 1.5 tonnes

(see box).

## Identify 1,000 different blocks

Modern logistics naturally also uses an intelligent IT system and flexible merchandise management system: “Logis”.

continued on next page

## Logbook

- Weekly shuttle from SGL Carbon Bonn to Koblenz
- Recording, labelling and storage of the palettes
- Querying the palettes and removing individual graphite blocks as a single batch with the help of a special crane
- Palletising the goods and shipment
- Data transfer to SGL Bonn



Training and implementation using the special crane

This enables the identification of over 1000 different blocks and the formation of new packaging units via specially developed crane handling and also allows everything to be managed. “The ‘art’ of logistics is in developing individual solutions for unusual goods. We love this form of logistics project management and the team is very motivated to develop solutions that will work in everyday life,” comments Jochen Korth on the dedication of the Logistics team.

### **SGL Carbon: isostatic graphite since the 1960s**

Production of isostatic graphite started in the 1960s. The SGL Carbon factory in Bonn was one of the first in the world to produce the material at a consistently high quality. This isostatic graphite was suitable for applications in the nuclear and metallurgical industry. Nowadays, isostatic graphite represents a large part of the market for fine-grain graphite and has found applications in over 30 different industries. The development of the isostatic graphite was driven by nuclear and metallurgical applications and

then also entered the semiconductor and solar industry. SGL Carbon manufactures a very wide range of graphite materials, including the various isostatic graphite qualities described here. They each have different properties and are therefore ideal for specific applications.

### **Typical properties**

- High thermal and chemical resistance
- Outstanding thermal endurance
- High electrical conductivity
- High thermal conductivity
- Increasingly solid with rising temperatures
- Easy to process
- Can be manufactured to a very high level of purity

[www.sglcarbon.com](http://www.sglcarbon.com)



# ZIEGLER-KARST in Koblenz

Locations at which trade routes cross each other or rivers join have always been important from an economic perspective. The power of logistics is particularly noticeable in Koblenz at the “Deutsches Eck”. It was a good decision to connect the traditional location of KARST, which could not be expanded as a space, with the power of ZIEGLER Germany.

Key services are traditional warehouse logistics, warehousing and order picking. “Our high-bay warehouses are correspondingly well stocked and we have also managed to expand our team from a handful of people at the beginning to 25 at the moment in the commercial and industrial field,” notes Jochen Korth. As branch manager, he is also responsible for contributing his expertise to the ZIEGLER location of Eschweiler as a logistics and handling warehouse for Germany-wide and international distribution.

## Since spring 2019

The international freight company Ziegler opened its own branch here on 1 April 2019. Based in Brussels, the ZIEGLER Group has branches all over the world. In the commercial area on the Rhine, Ziegler is now organising export and import services for sea and air freight. Land transportation and logistics take place with the subsidiary KARST Spedition & Logistik. Ziegler connects the economic region surrounding Koblenz with European and global flows of goods.



Well-stocked logistics halls with a wide range of goods

## Services and expertise

- Koblenz customs office – located **only 300 m away!**
- Warehousing and outsourcing partnerships
- **Heated** logistics halls
- Inland shipping connection
- Carriage unloading
- Container storage and unloading
- Organic certification since spring 2020
- Compliance with the Organic Food Regulation

## Warehouse customers/industries

- Medical devices (e.g. ventilators)
- Goods for the household sector, catering trade, hotel business
- Slate products
- Aluminium
- Gifts and Christmas items
- Outsourced filing archive logistics
- Buffer storage for cardboard boxes
- Vinyl panels, logistics for DIY stores
- **New:** Web shops for start-ups



Office and warehouse team with director Jochen Korth (centre)

# Piece goods at a new level

ZIEGLER Switzerland: “European Piece Goods” department reorganised – even stronger as a team

Piece goods are part of the small everyday work carried out by all forwarding companies. That’s right – and wrong too? Piece goods show how efficient, fast and fair a logistics provider is from the perspective of the price-performance ratio. The key factor is: as a forwarding company you must predict trends in advance, have a thorough knowledge of customer wishes and also involve and motivate your own employees, from the delivery driver to the office team to the CEO. ZIEGLER Switzerland was successful with this. The “European Piece Goods” department has been entirely reorganised and can now fulfil customer orders even more efficiently.

## Compilation of departments

The new structure motivates the employees: in principle, each employee still has their own main tasks and responsibilities. Instead of working in previously separate import and export departments, however, the piece goods experts now work together in one big cross-departmental team. The



Piece goods, often also known as groupage freight, are traditional transport goods for shipping companies

simplified structures facilitate faster processes and thus increase productivity.

## The entire team is involved

Karlfrieder Wassmer, Head of the European Piece Goods Department, got the team members very much integrated in the new structure: “I stand for open communication with my team. That is very important to make sure you get the necessary feedback if something isn’t going perfectly in order to develop solutions there right away. I see myself as a coach who is also capable of setting up a good pass.

## Customer advantages:

- trained and motivated contacts
- short pathways when it comes to reconciliation within the department
- intelligent scheduling and parts control enable cross-relation enquiries to be answered
- Organisation and delivery periods are optimised



# “We train every day in order to improve”

Interview with: Karlfrieder Wassmer, Head of the European Piece Goods Department. With 40 years of professional experience, Karlfrieder Wassmer is one of the most experienced logisticians in Switzerland. In the onboard interview, he tells us about his career.

## What are your tasks as Head of European Piece Goods?

It is a highly varied range of tasks: employee management, customer support, quotes, purchasing and negotiation of freight rates with our suppliers and partner companies. Plus processing damage cases. Naturally, I am also happy to help employees with specialist questions and help accounting with billing control. In addition, planning new transport options and the feasibility thereof is exciting. However, it is also important to me to support our IT team on our journey towards digitalisation.

## What has your career been like to date?

I have been working in the logistics and forwarding industry since the start of the 1980s. After completing my apprenticeship as a freight forwarding clerk, I came to Basel to join Danzas. I then also worked with a renowned French warehouse logistics company in Huningue.

## Can you remember any projects?

Oh, yes! The logistics centre in



Karlfrieder Wassmer, Head of the European Piece Goods Department

Huningue was built for Milka chocolate and Barilla pasta. It had 50,000 pallet bays. I was responsible for the entire transport chain for incoming goods and outgoing goods. Barcodes and scanning were interesting topics in the mid-90s.

**Then you came to BLG, which became ZIEGLER Switzerland** My time at BLG was really interesting and exciting. At that time, I was responsible for the export department. I still encounter customers I know from BLG times nowadays. There are, of course, also some employees I had the pleasure of working with back then. It all comes together for me with my

time at BLG, then almost 15 years at Nauta and now back at ZIEGLER... Nauta was also part of the ZIEGLER Group and now belongs to Philippe Ziegler.

## Do you like working at ZIEGLER?

I feel at home at ZIEGLER in Pratteln and hope that I can pass on my experience to my team. And to stay on the topic of football: we train every day in order to get better. Only in this way can we prepare ourselves for future tasks and continue to be successful. Incidentally, I have also passed on my belief that I chose the right profession to my son. He works in freight forwarding now too.



# Dangerous goods: the most important terminology

## Responsibilities when transporting dangerous goods

“As freight forwarders, we do not ‘see’ exactly what is being transported. To ensure that everything runs smoothly, we can only rely on the correct completion of the forms and the transport-secure packaging of the shipments by our customers,” notes Raphael Lang. The Quality and Environment Officer for ZIEGLER Switzerland and Germany summarises key terminology regarding responsibility, in particular of the exporter, when it comes to transporting dangerous goods:

### Consignor – apply for transportation

The consignor issues a transportation order according to the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR)/the Regulation concerning the International Carriage of Dangerous Goods by Rail (RID): the company that sends dangerous goods itself or for a third party. If the transportation is based on a transportation contract, the consignor is the consignor in accordance with this contract.

- observe provisions regarding the shipment type and shipment restrictions

### Who is the consignor or customer?

The customer: If a forwarding contract regarding the order exists between the customer and consignor/forwarder, the forwarder’s customer is the consignor.

The carrier: The forwarder generally does not carry out the actual transport order itself but assigns this order to a carrier company (third party) via a transport contract. This means that the carrier is the consignor for the following transportation.

The recipient: The recipient of the dangerous goods can also be the consignor’s customer if they trigger the transportation order with the consignor.

### Exporter – prepare shipment

The exporter within the meaning of the IMDG Code and/or the ADR prepares a shipment for transportation: every person, organisation or government that prepares a shipment for transportation

### Obligations of the consignor – according to the ADR

- confirm that the dangerous goods are classified in accordance with the ADR and approved for transportation
- provide the carrier with the necessary details and transportation documents and accompanying paperwork (authorisations, permissions, notifications, certificates, etc.)
- use only packaging, bulk packaging, intermediate bulk containers (IBCs) and tanks that are approved for the goods in question, are suitable and are marked with the label specified in the ADR

Multiple customers: It is also possible to have multiple customers of the consignor if a customer commissions another party with organising transportation within the meaning of a forwarding contract.

### Shipment of the goods – “confirmation”

“Confirmation” is an important term in German and Swiss dangerous goods law. German dangerous goods law requires that dangerous goods classification is carried out independently or that it is confirmed that



classification by third parties takes place in a legally-compliant manner. However, a plausibility check is required in all cases. Swiss law requires the following: anyone who ships dangerous goods must confirm that the transportation is being carried out in accordance with the conditions set out in these regulations, e.g. that the packaging which is shipped complies with the provisions.

### Recipients and their obligations

If the goods have been transported lawfully pursuant to an international regulation regarding the transportation of dangerous goods, the recipient or, if the recipient is not available, the carrier, takes on the same obligations as the consignor provided that they collect the goods themselves or transport them onwards. However, they do not need to replace packaging which does not comply with the provisions if the packaging is in good condition.

### Key points in three sentences

- If you wish to ship dangerous goods, you must **label them accordingly and package them safely.**
- There are a wide range of classes for dangerous goods. ZIEGLER can deal with many of them but in some cases a special transport company will need to be brought in.
- When transporting dangerous goods, the **hazard identification number** and the **UN number** must be specified. Both numbers provide information about the cargo and are also, for example, important in the event of an accident.

### Contact

If you have any questions about dangerous goods, please feel free to get in touch with Raphael Lang:

Phone: +41 61 695 84 66

raphael.lang@ziegler.ch

## Responsible persons in the transport chain

Shipper (client of the sender)



**Each individual transport involves people and companies with different tasks and responsibilities. For all of them, the dangerous goods regulations lay down specific obligations.**



# Logistics against coronavirus

ZIEGLER Stuttgart: Importing coronavirus test kits via air freight



## Express import from Asia

Testing potentially ill individuals for Corona is a critical measure to control the pandemic. To achieve this, however, enough coronavirus test kits must be available. The work of forwarding companies is a key part of importing these test kits from Asia to Germany. ZIEGLER in Stuttgart has been organising the import of these test kits – or, more specifically, the test tubes filled with liquid in which the swabs and thus the virus DNA are safely stored and transported – from Shanghai to the south of Germany since the end of July. “We regularly import 250,000 to 500,000 test kits by air freight for a laboratory service provider, which corresponds to 50 to 70 cubic metres in each case,” said Nikola Prvanov, Branch Manager at ZIEGLER Stuttgart. The goods arrive in Germany around every two weeks depending on the manufacturer’s production. Our customer is one of the market leaders in this sector and is now shipping test kits all over Europe. The goods arrive by plane as loose carton goods. ZIEGLER organises the palletisation of the goods

at Munich Airport and the onwards transportation to the customer by lorry.

“The challenge is getting freight capacities with the airlines in the first place in the current environment,” comments Nikola Prvanov, who successfully organises the time-critical imports with his colleague



Nikola Prvanov, Branch Manager  
Stuttgart & Hamburg

Tobias Schroth. To achieve this, the ZIEGLER team in Stuttgart uses long-standing partners in China and, thanks to its experienced employees, can implement the special requirements reliably.

## Contact

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# People at ZIEGLER

Daniel Mele: “The most interesting job”



Daniel Mele: “For some customers we even have powers of attorney with their banks” – now that’s trust!

## Project management from A to Z

The passionate forwarder and logistician Daniel Mele likes to do things individually. His favourite way of working is to organise and manage **logistics projects from A to Z**, i.e. from planning to implementation. He already has twenty years of forwarding experience in land, sea and air freight transport, as well as in logistics. He has been working for ZIEGLER Switzerland in Pratteln since 1 February 2016.

On 1 July 2020, Daniele Mele was promoted to the role of Project Manager at **ZIEGLER-Kontraktlogistik Crew4you** and became a member of the management team. “For me personally, this is the most interesting job ever,” comments an enthusiastic Mele. As part of his activities, he primarily realises comprehensive logistics projects for the mechanical industry, i.e. from quotes and coordination to packaging, monitoring, customs clearance and much more. Daniel Mele: “For some customers we even have powers of attorney with their banks and the chambers of commerce.” The new Project Manager is very clear about what the strengths of Crew4you at ZIEGLER are: “Crew4you takes pressure off our customers because we deal with the entirety of their logistics projects.”

## Philippe Boeglin: “Extremely wide range”

Philippe Boeglin is really enthusiastic about the ZIEGLER logistics centre in Dornach: 12,000 sqm logistics space, 7,000 shelving space, two cranes for 5 and 10 tonnes, 8 metres of usable height in the crane hall for large shipments, 10 ramps for simultaneous loading and unloading. Philippe Boeglin and his team provide their customers with an extremely wide range of services when it comes to logistics – complete outsourcing projects are included, with order picking, packaging, global shipment and data management for stock.

Philippe Boeglin has been working at ZIEGLER since 1992. In addition to time spent working as a branch manager in air and sea freight, he also gained experience as a deputy manager at **Crew4you** contract logistics, as well as in the role of a warehouse and business development manager for logistics in sales. On 1 July 2020, he was promoted to the role of Manger of the logistics centre and became a member of the management team at ZIEGLER Switzerland. The customers in Dornach value his broad experience and his expertise. For him, logistics is very much about customer contact and proximity:

“I like to look after our customers personally.”



Philippe Boeglin: “We offer customers a very wide range of services when it comes to logistics”

## “We love creative work” – new in the onboard editorial team: Ezgi Yilmaz and Taulant Jusufi

Ezgi Yilmaz and Taulant Jusufi are in agreement that “we love creative work”. They both joined the onboard editorial team as new members in 2020. In addition to editorial planning and researching topics, they both value the more in-depth insight into the current world of forwarding. Something else they enjoy is contact with colleagues from a very wide range of departments at ZIEGLER. Here they are talking about their careers in their own words:



**Ezgi Yilmaz**, Marketing & Sales Office

### Which are your favourite activities in your role?

I work in the sales office and in marketing. I value contact with customers when I am dealing with customer enquiries. In terms of marketing, I enjoy the varied activities, contact with colleagues, creativity, organisation and strategic thinking.

### What has your career been like at ZIEGLER

- 2011-2014: Apprenticeship in International Freight Forwarding and Logistics at ZIEGLER Switzerland
- 2014: Permanent position in the sales office
- 2016: Practical trainer
- 2019/2020: Addition of marketing activities
- 2020: “onboard” editorial team



**Taulant Jusufi**, Field Sales

### Which are your favourite activities in your role?

I enjoy getting to know different people and characters as part of my work in field sales. I can provide support throughout the projects in sales, from initial contact to implementation. I enjoy creating added value for the customer.

### What has your career been like at ZIEGLER

- 2013-2016: Apprenticeship in International Freight Forwarding and Logistics at ZIEGLER Switzerland
- 2016: Permanent position as an import clerk
- 2017: Practical trainer
- 2018: Start of further training at KV Business School
- 2018/11 Switch to field sales
- 2020 “onboard” editorial team



## People celebrating anniversaries here: 35 and 25 exciting years



**Nadia Herwats** started her training on 1 July 1985 in Welkenraedt, Belgium, which is right by the German border, after completing her higher-education entrance qualifications and was responsible for Ziegler SA branches in East Belgium, then also for accounts receivable and creditors for ZIEGLER Germany. Later, she became responsible for HR payroll accounting. **Christian Keller**, after completing a university degree, started a week later in Liège as an assistant to the local finance directorate. Since 1996 he has been



in charge of Finance & Accounting for ZIEGLER SA East Belgium and ZIEGLER Germany. Both have many challenges and changes to look back on: the opening up of the borders and the European internal market in 1993, the introduction of the euro in 1999, expansion and the opening up of new business areas in Germany. They both find the environment and contact with colleagues to be interesting parts of their roles, both on-site and in the branches. They enjoy the varied work and individual responsibility in the family business.



**Joseph Thelens** looks back on 25 years and a wealth of experience at ZIEGLER. "I particularly value the working environment at ZIEGLER and the short, direct decision-making pathways. The contact with customers and partners is also one of the reasons I wouldn't switch my profession for any other in the world." Branch Manager **Jochen Korth** congratulated Joseph Thelens on the anniversary. Both are looking forward to more successful years.

**Congratulations and thank you for your loyalty to the company!**

### Anniversaries

#### 25 Jahre

**Alain Rousselet**  
Air Freight Forwarding  
Clerk in Geneva, 1.10.2020



#### 20 Jahre

**Emanuel Rechsteiner**  
Air Freight Director in Basel, 1.7.2020

**Martine Suter**  
Billing Team Member in Pratteln,  
1.12.2020

#### 15 Jahre

**Joseph Berchtold**  
Warehouse Manager Basel, 8.9.2020

#### 10 Jahre

**Carinne Belzunce**  
Administration Team Member in Basel,  
1.9.2020

#### Joël Kunz

Export Forwarding Clerk Pratteln,  
1.8.2020

#### 5 Jahre

**Verena Geiger**  
Accounting Employee in Pratteln,  
20.8.2020

#### Samuele Incognito

Head of Air and Sea Freight Switzerland,  
1.8.2020

#### Vinojan Rasathurai

Billing Forwarding Clerk Pratteln,  
1.8.2020

#### Rincy Tharayil

Forwarding Clerk and Deputy Branch  
Manager in St. Gallen, 1.11.2020

#### Sven Treude

Head of Tender Management and Sales  
Office, 1.7.2020

#### 35 Jahre

**Nadia Herwats**  
Accounting Welkenraedt, 1.7.2020



#### Christian Keller

Accounting Welkenraedt, 8.7.2020

#### 25 Jahre

**Josef Thelens**  
Container Management in  
Eschweiler, 1.10.2020

#### 20 Jahre

**Angelika Middeldorf**  
Head of Container Management in  
Eschweiler, 1.8.2020

**Stanislav Stanczak**  
Warehouse Team Member in  
Eschweiler, 6.11.2020

#### 10 Jahre

**Sabine Kirchner**  
Sea Freight Clerk in Stuttgart, 1.10.2020

#### 5 Jahre

**Simone Bernard**  
Office Eschweiler, 1.12.20

**Kelly Van Hauten**  
Accounting Welkenraedt, 15.6.2020

# Winners of the internal photo competition have been selected

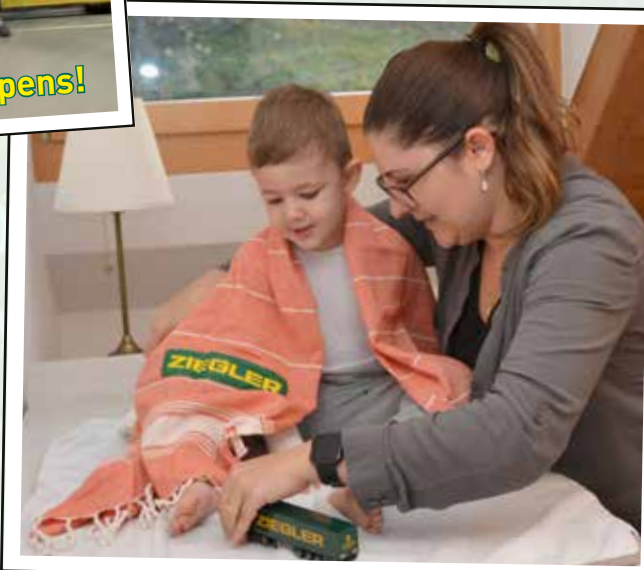
Focus on the coronavirus thanks from the management board



**1st place** at ZIEGLER Germany:

Sascha Lederer (ZIEGLER Eschweiler).

He represented the entire logistics warehouse team with his photographs to demonstrate the team's cohesion during the coronavirus pandemic.



**1st place** at ZIEGLER Switzerland: Lidia Raddi (ZIEGLER Pratteln):

An image for the motto: "Young people are our future".

ZIEGLER thanked all its employees for their dedication and the great achievements of the entire team despite the difficult conditions of the coronavirus pandemic with a trendy hammam cloth. ZIEGLER also launched a photo competition at the same time. The task: take a photo of the hammam cloth being used in as original a manner as possible. The

variety of the submissions demonstrated that the ZIEGLER employees were very creative in their use of the cloth and the search for a suitable image evidently also injected a great deal of fun into everyday life, which is currently very serious. Congratulations to all the winners in Switzerland and Germany! Depending on the place they

achieved, they will receive gift vouchers in varying amounts. Thank you to all the participants for the lovely images!

## LEGAL NOTICE

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