onboard

Logistics by ZIEGLER



"Green logistics": focusing on the environment

SUSTAINABILITY - A TREND IN THE LOGISTICS SECTOR

- Logistics: Outsourcing increasing production
- Sea freight: Where are we heading? Interview with Samuele Incognito
- XXL freight by express air shipment to New York

Welcome on board

DEAR READERS



Do you know what I like most about working as a freight forwarder? Logistics is the hinge that connects all areas of life – worldwide! Viewed globally, we link up continents.

Viewed locally, we ensure that stores have the products in stock that the consumer wants.

We freight forwarders are often the first to notice changes in the world – and obviously respond to them. Our new edition of *on*board also reports on changes and new trends in the logistics sector. I recommend you read the articles on "Green Logistics" and the current developments in global shipping. Both articles provide an optimistic outlook.

ZIEGLER is actively addressing these two current topics in the interest of its customers. Our message is clear: we ensure that our customers' loads and shipments are safely transported from the consignor to the consignee. To this end, we collaborate with our reliable partners, who stand for continuity and fairness. As the ZIEGLER Group, we ourselves are large and important enough to guarantee stability. That provides us, and naturally also our customers, with security.

I hope you enjoy reading our new edition of *on*board and the many fascinating logistics reports.

A 2014

Thorsten Witt, CEO Switzerland, Germany

TABLE OF CONTENTS



Sea freight: where are we heading? Page 8/9



Precision steel tubes – express delivery Page 10



crew4you: air freight transports to China Page 11



Logistics for trailer couplings
Page 12



ZIEGLER at the heart of Stuttgart Page 14



Geneva: comprehensive air freight service Page 15

LEGAL

The German texts are drafted with Swiss spelling and grammar.

ZIEGLER (SCHWEIZ) AG Salinenstrasse 61, 4133 Pratteln, Switzerland, Tel.: +41 61 695 84 84, info@ziegler.ch

ZIEGLER GmbH, Ernst-Abbe-Strasse 34, 52249 Eschweiler, Germany, Tel.: +49 2403 508-0, ziegler_aachen@zieglergroup.com

Layout, realisation: beisert-hinz.de, Photos: ZIEGLER, beisert-hinz.de, fotolia, iStock



Logistics companies are increasingly concerning themselves with green topics

"GREEN LOGISTICS": FOCUSING ON THE ENVIRONMENT

Saving fuel, reducing emissions, renewable materials in transport containers and packaging, IT solutions for the economical use of resources: environmental issues have become the focus of the logistics industry over the past several years. Logistics companies such as ZIEGLER are thus actively responding to changing framework conditions and striving for sustainable development. Green logistics pursues the goal of achieving a balance between economic and eco-

logical efficiency, as well as creating a sustainable corporate value.

Customers have clearly stated their position on this topic: they are increasingly attaching importance to products' environmental compatibility. Since the CO2 footprint was introduced, companies' carbon balances have also been viewed increasingly critically by the public.

In addition, companies that cause a lot of environmental pollution are

being called upon to pay for their pollution in the form of emission certificates, while more environmentally friendly companies are rewarded. The pressure placed upon the logistics industry by consumers and the state is therefore very high. The obvious climatic changes and numerous environmental disasters in the recent past also demonstrate the need for a rethink in all areas of the economy.



Logistics companies are increasingly concerning themselves with green topics

SUSTAINABILITY - A TREND IN THE LOGISTICS SECTOR

The topic of sustainability is currently THE defining topic and THE trend in logistics bar none. What is sustainability? "Sustainable" means treating nature with care so that future generations also have an intact environment to use. Business conduct must be reconciled with ecological conduct.

A vivid example of this can be found in the sustainable management of forests. Here, only as many trees are felled as new trees are planted to replace them within a given period. This guarantees the continued existence and survival of the forest in years that follow.

The topic is dealt with in a similar manner in the logistics sector. Here, too, efforts must be made to employ existing resources in such a way that coming generations still have an intact system to use. In other words, a logistics system is sustainable when it is able to adapt to changing conditions without consuming basic components and resources in the process. This mainly relates to CO₂ emissions.

Mastering conflicts of interest

The classic conflict of interest in the logistics sector is still between minimising costs and providing very high-quality logistical services. The demands placed on the logistics sector have become even more intense due to the advent and success of e-commerce and the online mail-order business. Customers are increasing their demands and expect faster deliveries of ever-smaller shipping lots, all at the lowest possible cost.

Outstanding logistics ensure customer satisfaction and, in the end, result in the company's profitability – if those responsible manage to

maximise the cost-benefit ratio. This is because, when companies are offering similar products, customers purchase their goods from the company which can deliver the goods the very next day. Speed is of the essence, but all this must also be made sustainable. Green logistics is the slogan which consumers are increasingly aware of nowadays.

This results in a new conflict of interest, since fast deliveries of shipments with just a few order items come at the expense of vehicle capacity utilisation, which in turn means that the CO₂ emissions per product increase. However, by its very definition, "sustainable" should mean a low carbon footprint when transporting goods. In order to achieve this, as much needs to be packed into the confined freight space as possible. However, in order to achieve high capacity utilisation, the logisticians would have to collect the customer orders until the means of transportation was filled to capacity. That in turn results in the response time for customers increasing.

Typical conflicts of interest in the logistics sector

Minimising costs and increasing quality

You are either economical or the best

Reducing inventories and increasing availability

Either I have a lot of goods and can deliver directly to the customer or I have few goods and the customer may have to wait until his order has been put together

• Fast delivery and optimum utilisation of the transportation capacities When providing rapid deliveries it is not normally possible to wait until the truck is fully loaded; if necessary it must travel half-empty

• Fastest possible delivery and reduction of CO₂ emissions

The faster the truck drives, the more CO₂ is emitted

Deliver just-in-time and minimise risk of delay

Just-in-time does not allow for any time buffers in the planning and thus increases the risk of delays (e.g. due to traffic jams)

Reduce order picking errors and lower investment costs

If I want to avoid making errors then I must invest in picking technology

• increase the variety (of products) provided and minimise inventory stocks

A lot of variety requires a lot of (back-up) stocks

Reduce the vehicle fleet and respond flexibly to all customer requirements

A small number of lorries drive their defined routes, so there are simply no free lorries available for deviations from this "standard solution".

"Green logistics" attempts to precisely minimise these conflicts of interest – for the benefit of the environment but also of the customers.

Text: Norbert Eckert
Quality manager for ZIEGLER
Switzerland and Germany



Logistics companies are increasingly concerning themselves with green topics

ZIEGLER: COMMITTED TO THE ENVIRONMENT

As a modern provider of freight forwarding and logistics services, ZIEGLER feels responsible for the environment. But what contribution can we make in the field of green logistics?

The optimisation of existing supply chains through intelligent route planning is very important to us in this context. We achieve the greatest positive climate impact if more truck loads are switched to rail or water transportation. In this way is possible to reduce CO₂ emissions by two thirds. In addition, ZIEGLER ensures that our own vehicles and those of our suppliers are consistently con-

verted to the EURO 6 emissions standard. We should perform the shipments from an ecological point of view together with customers who are increasingly interested in such services.

In our warehouses, ZIEGLER already saves electricity through the use of LEDs. Last year, Hall 3 in the Swiss town of Birsfelden was completely equipped with LEDs. In addition to the enormous speed (immediately bright) and the lower power consumption (comparison of halogen lights with LED: 1 kW to 0.290 kW) and a service life that is 25 times longer, the light is also much less dazzling.

Whenever possible, our properties should be supplied with our own solar power, as we already started doing years ago at our Eschweiler branch. The solar power generated there would be sufficient to supply 65 private households with electricity. In this way ZIEGLER also contributes towards the use of regenerative sources of energy.

Text: Norbert Eckert Quality manager for ZIEGLER Switzerland and Germany





Energy-saving LED lighting in a ZIEGLEF

ZIEGLER RATINGEN – AWARDED ORGANIC FOOD CERTIFICATE

Forwarding agents must be certified before transporting organic food. In Germany, state-recognised, independent organisations inspect compliance with all directives. During the inspection in Ratingen in December 2016, a Peterson CU Deutschland assessor checked for compliance with the guideline requirements by reviewing the files, inspecting the company premises and holding an interview. The certificate awarded is valid for one year.









ZIEGLER Group ZIEGLER





Ziegler South Africa appoints a new MD

ZIEGLER SOUTH AFRICA INCREASES EFFICIENCY

Effective 1 March 2017 ZIEGLER South Africa (ZZA) purchased the balance of the shares of InHouse Ziegler (IHZ) resulting in IHZ now being a wholly owned subsidiary of ZZA. The Group have appointed the very dynamic Mr Charl DuToit as their MD whilst Mr Sean Moore remains Group CEO. These two businesses that have operated separately since the part acquisition of IHZ by ZZA in September 2014 will from now form one. The diversity created by having very different backgrounds creates a formidable package that newly appointed National Sales Manager Ms Allison de Hooge and her team will be aggressively promoting.

The Group who started this process in July 2017 are investing heavily in improving infrastructure and systems in order to be able to compete in a very tough market. Despite this tough market, the business is constantly attracting new customers and has seen sharp growth in Retail, Renewable Energy and Aerospace logistics, and even more interest from European cus-

tomers seeking a strong 4PL service provider in South Africa. The Group are also promoting US and European Airfreight Consolidations heavily and were recently appointed as the South African primary partner of Pilot Freight USA.

The effective merger of the management and back-office functions of these entities is expected to sharply improve Efficiencies, resulting in reduced Costs, positively influencing Buying Power and adding profit to the Bottom Line. In total the group expects a Turnover for the Financial Year ending February 2018 exceeding ZAR 1-Billion (EUR 68,9-million).

Promoting this incredible and very unique 4PL Foreign Principal product that talks heavily to European and US suppliers that want their product in the South African market, but do not want to be subject to the Tax and Politics of this market, the group intends a European Road-Show during 2017. Please do not hesitate to contact Allison and her team for more information.

Your Contact Person
ZIEGLER South Africa
Allison de Hooge und her Team
Tel.: +27 (0) 11 39 444 80
AllisonD@ziegler-za.com
www.ziegler-za.com



Samuele Incognito on the crisis in the shipping industry and a vision of the future

SEA FREIGHT: WHERE ARE WE HEADING?

Shipping has been in troubled waters for several years now. The insolvency of Hanjin and the merger of China Shipping and Cosco are just two examples of this. ZIEGLER works with reliable partners on stable routes on behalf of its customers. onboard spoke with Samuele

Incognito, head of overseas operations at ZIEGLER, about the general conditions in the shipping and sea freight sectors.

Mr Incognito, where does the current crisis in the shipping industry stem from?

Megalomania on the part of the shipping companies and a goldrush mood have characterised the shipping industry for many years now. That age is definitely now over. The "arms race" for increasingly large and more efficient ships is also over. Poor planning and strategies have put the shipping industry in the position where it now is.

What part do Hanjin and China Shipping play?

Even before the insolvency of Hanjin last year, there were repeated rumours of pending mergers. The Chinese shipping companies China Shipping and Cosco merged back in February 2016 due to pressure from the Chinese state.

Can the crisis be felt worldwide?

Yes, the insolvency of Hanjin certainly further exacerbated this effect. Other examples include the merger of Hapag-Lloyd and UASC, the takeover of APL by the CMA-CGM group or the pending takeover of Hamburg Süd by Maersk.

How is this crisis impacting on the shippers?

The crisis has caused a great deal of uncertainty on the part of shippers. They were increasingly confronted by the issue of insolvent freight carriers and the resulting blocked containers. Whilst in the past carriers could, or wanted, only to define themselves by price, now there are gradual signs that the trend is reversing. Increasing num-



Sea freight ZIEGLER



bers of shippers are placing greater emphasis on factors such as their space and equipment situation, financial security, departure frequency or routes.

What changes from 1 April 2017?

As of 1 April 2017, there will no longer be 4 alliances with 16 shipping companies on Asia-Europe routes, but instead 3 alliances with 12 shipping companies. In this way the shipping companies hope to optimise their fleet, reduce their costs and have a stabler rate structure.

Are you optimistic about the future?

Fundamentally yes: it is to be hoped for the shippers, hauliers and importers that the storm that has persisted for decades will now pass and we can now travel through slightly less troubled waters. Let's see where we are heading this time.

How is ZIEGLER positioning itself? What criteria play a part in selecting your partners?

ZIEGLER already has long-standing relations with the most important shipping companies and attaches great importance to continuity, quality and a good price / performance ratio. What criteria play a part for ZIEGLER in selecting our partners? Our employees' know-how and experience in the sea freight sector make it possible to recognise problems at an early stage. And what's more, we act accordingly, in consultation with our customers.

Thank you for this interview.



ZIEGLER Frankfurt/Kelsterbach: XXL freight by plane to the United States

PRECISION STEEL TUBES – EXPRESS DELIVERY TO NEW YORK

Two challenges at once: XXL freight and express air freight. On 23 December 2016, ZIEGLER Frankfurt/Kelsterbach received an order to dispatch precision steel tubes made by a well-known German producer to New York by air freight. The goods had to arrive in New York within 2 days at the latest. However, the air-freight experts stayed calm. Thanks to their experience they rapidly found the right transportation solution.

The ZIEGLER team was called upon to find the right airline that could

load this consignment at short notice. There were nine packs in all, with a not inconsiderable weight of 17,167 kilograms. Then they also had to consider the size: The dimensions - 14.30 metres in length - do not fit into every plane. The specialists of ZIEGLER Kelsterbach rapidly found the ideal solution, and the goods arrived punctually on 25 December in New York as requested by the customer on a Cargolux plane from Luxembourg. For trivia lovers: The parent company had commissioned the shipment in Germany. However, the goods

were located in France, in Vitry Le Francois. ZIEGLER Eschweiler picked up the goods in France and transported them to the airport in Luxembourg. The consignment was then unloaded with a specially ordered crane.

Text: Reimund Nathan
ZIEGLER Air Freight, Kelsterbach



ZIEGLER AIR FREIGHT

- Global imports/exports
- In-house consolidated shipments
- SeaAir shipments via Dubai
- Express and courier services
- Hazardous goods
- Track and trace
- National and international distribution
- Door-to-door service
- Customs clearance
- In-house AWBs
- On-board courier service

Contakt:

ZIEGLER KELSTERBACH

ZIEGLER GmbH
Am Grünen Weg 16
65451 Kelsterbach, Germany
Tel.: +49 (0) 6107 308-0
ziegler_kelsterbach@
zieglergroup.com

crew4you: 10-metre-long worm shaft sent by airfreight to Beijing

MACHINE BREAKDOWN IN CHINA -A CASE FOR crew4you

A machine breakdown is the worstcase scenario for every company. Here, rapid action is required, and in logistical terms the quickest mode of transport must be used. The main thing is to get the machines running again. Faced by precisely this type of problem, a customer from China contacted ZIEGLER's specialist department, crew4you, at the end of 2016. He urgently required a spare part because a machine had just broken down.

The spare part - a worm shaft for petroleum coke preheating machines - had already been ordered in the Rhineland-Palatinate town of Adenau. Producing these new worm shafts, which are 10 metres in length and weigh four tonnes, takes about three weeks. In or-

der to rapidly rectify the machine breakdown, the worm shaft therefore had to be urgently transported from Frankfurt to Beijing by air.

ZIEGLER's crew4you in Switzerland consulted the ZIEGLER air freight specialists in Frankfurt/Kelsterbach. Together with Reimund Nathan, they searched for vacant capacities for this special shipment and found them at Lufthansa Cargo in Frankfurt.

The ZIEGLER team picked up the spare part from a producer on a Monday. At Frankfurt Airport, the crew unloaded the worm shaft with a heavy-duty forklift truck and prepared the shipping documents. By the next day the plane had taken off from Frankfurt airport, flying above



the clouds in the direction of Beijing airport. The cargo plane landed on time in Beijing on early Wednesday morning. Thanks to the speedy customs clearance by the customs agents of the Chinese importer, the worm shaft was received on time by the customer and the machine was put into operation again.

Text: Ronny Knuppe, ZIEGLER crew4you, Switzerland







crew4you coordinates and monitors logistics projects. ZIEGLER has experienced in-house experts to this end. If additional services are required, crew4you will call on the services of additional regular partners. The team thinks and acts globally. Here, our partners profit from the worldwide ZIEGLER network.

This service offer comprises: Logistics consultancy, globally neutral transport concepts, operational consignment handling, warehouse logistics and packaging logistics.



Worm shaft.



An interview with Harald Pütz, Managing Director of MVG-Metallverarbeitungsgesellschaft mbH

TRAILER COUPLINGS STRAIGHT FROM THE MANUFACTURER

As a manufacturer of trailer couplings and wiring harness kits, MVG-Metallverarbeitungsgesellschaft mbH has been manufacturing its own products in-house for more than four decades. Now run by the third generation of owners, MVG develops, designs and produces these premium-quality products for cars, commercial vehicles and off-road vehicles. Due to these high design demands and state-ofthe art technology, the company offers products in OEM quality. Due to its experience, reliability and flexibility MVG is a system partner in the automotive industry and the automotive trade. The product range includes rigid, detachable and swivelling trailer couplings, including the appropriate wiring harness kits. onboard discussed the logistical challenges with the managing partner Harald Pütz, Dipl.-Wirtsch.-Ing. (Engineering Manager).

Mr Pütz, what industries do you supply?

We are active in the automotive sector and supply automotive manufacturers as well as car dealers, specialist workshops and end customers.

What products do you dispatch via ZIEGLER Eschweiler?

Delivering trailer couplings and matching wiring harness kits is our main focus. We offer them in our online shop for all kinds of vehicles and models ranging from Alfa Romeo to Volkswagen, both individually and also as sets.

What weights are involved here?

A trailer coupling weighs about 25 kg individually, while a wiring harness kit weighs just one kilo.

Where do you send your consignments?

Basically we can dispatch your goods throughout Europe. ZIEGLER handles some of our shipments to well-known automotive manufacturers, especially within Germany and Europe.

Which logistical challenges are involved?

Our products are not only relatively heavy, but also somewhat unwieldy.

A trailer coupling must be individually adapted to each vehicle model, and its measurements are based on the individual vehicles. Thus, a large, heavy and unwieldy package can result.

How far in advance do you plan your shipments?

We send the latest orders for our products to ZIEGLER every hour. There, the products requested are then packed and dispatched the same day.

How did you become aware of ZIEGLER?

The ZIEGLER company was known to us as we are also based in Eschweiler.

Does Ziegler provide additional services?

Yes, they also offer warehousing and shipment processing.

Thank you for this interview.

Online shop: www.mvg-ahk.de







Trailer couplings and wiring harness kits of MVG in Eschweiler.

Company building of MVG in Eschweiler (photos: MVG).



ZIEGLER Aachen/Eschweiler: Logistics for MVG-Metallverarbeitungsgesellschaft mbH

OUTSOURCING - INCREASING PRODUCTION

Outsourcing logistical services provides companies with considerable advantages. They save on storage space and staff, and at the same time reduce their fixed costs. ZIEGLER in Eschweiler demonstrates how flexible logistics outsourcing can be: the logistics specialists in Eschweiler took over every aspect of storing and packing the trailer couplings on behalf of MVG-Metallverarbeitungsgesellschaft mbH.

Flexible, well trained staff

MVG manufactures the high-quality trailer couplings just a few minutes' drive away from the ZIEGLER warehouse - the collaboration between the two was an obvious choice. ZIEGLER provides the necessary storage space and a picking zone. The forwarding company stores the entire required stock of trailer couplings, manages the stock management and ensures that the coupling ordered, with accessories, is delivered to the correct recipient - in some cases within a time frame of less than 20 hours from receipt of the order. This is due to the flexibility of ZIEGLER's well-trained staff and the right technical equipment complete with a powerful bundling machine.

Bundling machine for large packages

MVG's trailer couplings are transported by lorry, loaded unpacked on the manufacturer's pallets approx. 20 to 25 items per pallet. ZIEGLER provides approx. 300 pallet spaces for the goods. MVG mails delivery notes as a PDF file for the individual consignments or customer orders. As a rule, the welltrained warehousing team packs the couplings into appropriate cardboard packaging on the same day. Then the automated bundling machine is employed. This straps the packages, giving them the stability needed to reach the recipient without damage.

Finally the consignment is issued with a colour label – and is thus ready for dispatch. One of ZIEGLER's innovative ideas was already implemented after six weeks of collaboration: using a label di-

vided in two now facilitates the identification of the various trailer couplings. A small idea with a large impact.

Up to 150 parcels per day

ZIEGLER hands over the consignments to a parcel service provider. Approx. 150 packages with trailer couplings leave the warehouse in Eschweiler every day.

MVG profits from ZIEGLER's efficiency: the company uses its freedup warehouse space for additional production, and thus increases its turnover and productivity.

Your contact
ZIEGLER Aachen/Eschweiler
Lars Neumeister

Tel.: +49 (0) 2403 508-411

lars_neumeister@zieglergroup.com



ZIEGLER Stuttgart/Filderstadt in new offices and with an extended team

AT THE HEART OF STUTTGART

Filderstadt is located 17 kilometres to the south of the Stuttgart city centre, right next to the airport and centrally on the scenic Filder plain. This branch of ZIEGLER is situated at the heart of this vibrant and economically strong region, and moved into its new offices, in the direct vicinity of the airport, in September 2016.

The Stuttgart office focuses on supporting customers from the region in the sea and air freight sectors. For many years, the team has additionally been supporting a major customer in the tooling industry, which supplies power tools for the DIY and professional sectors.

ZIEGLER handles the entire supply chain for this customer. The Stutt-gart-based team performs all the procurement logistics work, from entering the order to planning the deliveries and customs clearance, and extending to a complete overview of all orders in the ZIEGLER TRACK system.

The team in Stuttgart is made of up five staff: Beate Kirchner, Sabine Stäbler and Kemal Elbasi take care of all the operational matters and the customs clearance. Silke Alber works part-time and is responsible for the data collation and billing. Samuele Incognito, head of overseas operations at ZIEGLER

Switzerland, is responsible for the branch in Filderstadt and manages the team. His place of work is normally at ZIEGLER in Pratteln (near Basel), but he commutes regularly and happily to Stuttgart.

The well-functioning team in Stuttgart stands out for its many years of experience in the sea and air freight sectors. Moreover, the staff are specialists in the field of customs clearance – thus they also perform all the customs clearance work in-house.

Text: Samuele Incognito



The new address of
ZIEGLER Stuttgart/Filderstadt
ZIEGLER GmbH
Weidacher Strasse 26
70794 FILDERSTADT, Germany
Tel.: +49 (0) 711 70 70 77 80
Fax: +49 (0) 711 70 70 77 89
ziegler_stuttgart@zieglergroup.com

From the sites





Featuring: ZIEGLER Geneva airport - small, but excellent and successful

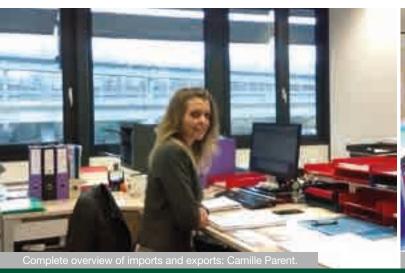
AIR FREIGHT - ALL-IN SERVICE

Alain Rousselet and Camille Parent are thoroughbred freight forwarders – and air freight specialists. They perform all the customs formalities for their customers, for both imports and exports. Customer satisfaction is their prime objective. They advise their customers and, depending on the customer's query, incorporate specialists from the ZIEGLER branches.

Whether they are forwarding dangerous goods, pharmaceutical products, temperature-controlled consignments, freight and express shipments of all kinds, large or small shipments – the two air freight professionals ensure the shipment goes smoothly. Collaboration with reliable partners guarantees door-to-door transports and the provision of competent information to customers concerning the legal requirements in the countries of destination or, in the case of imports to Switzerland, on clauses for specific products.

Alain Rousselet and Camille Parent also provide the cargo handling, take receipt of the consignment from the hauliers, handle the goods in the freight building, and hand over the consignments to the airlines. In this way they retain a complete overview of their cargoes.

ZIEGLER Geneva airport Cargo Cargo Building/Door 2/ Floor M/026B Case Postale 1035 CH-1211 Genève 5 Tel. +41 22 717 87 90 qva@ziegler.ch









ZIEGLER Hamburg: branch manager and an increase in exports

SEA FREIGHT EXPORTS TO ISRAEL

The view from the top floor is fantastic: only a few metres from the St. Michaelis church ("Hamburger Michel"), the Elbphilharmonie (Elbe Philharmonic concert hall) emerges in the middle distance, and the Köhlbrandbrücke and the unloading cranes of the Hamburg container harbour rise up on the horizon. ZIEGLER Hamburg has its headquarters on the top floor in the centre of Hamburg's Old Town district. Tobias Deutsch has successfully managed the branch in the Hanseatic city of Hamburg with its famous large harbour since last year.

Exports and air freight on the up

Whilst, in the past, many sea freight imports with full and consolidated container loads from China and neighbouring countries formed the focus of this team of nine, new ex-

port projects are now also taking off - for instance to Israel, to the ports of Ashdod and Haifa. The many reefer containers taking confectionery to China are also interesting export projects. In addition, the branch has organised the transport of very large turbines as break-bulk cargo to the United States. The air freight business via Hamburg Airport is also developing positively. To these can also be added huband-spoke operations via Hamburg to the whole of Germany and to numerous neighbouring European countries.

ZIEGLER HAMBURG

ZIEGLER GmbH
Erste Brunnenstrasse 1
20459 Hamburg, Germany
Tel.: +49 (0) 40 2 00 05 30
ziegler_hamburg@zieglergroup.com

ZIEGLER Eschweiler: Warehousing logistics with the best connections to the European markets

LOGISTICS IN THE CENTRE OF EUROPE

Aachen is the oldest ZIEGLER site in Germany; this longstanding experience can be seen from the large warehouse and professional warehouse logistics. Now, ZIEGLER Eschweiler offers exclusive storage capacities and pallet bays in the centre of Europe. The best thing about this: shipments are dispatched from here to all Europe's economic centres, and distribution throughout Germany is guaranteed via the general cargo network 24plus.

Contact

ZIEGLER Aachen/Eschweiler

Lars Neumeister

Tel.: +49 (0) 2403 508-411

lars_neumeister@zieglergroup.com

KARST IN KOBLENZ: ISO-CERTIFIED

The team at the forwarding company KARST in Koblenz has always performed excellent work – and now they have proof of their quality in black and white: the company, which has been part of the ZIEGLER Group since 2009, is ISO-certified.

Karst contact details Karst GmbH

Fritz-Ludwig-Strasse 13 56070 Koblenz, Germany Tel.: +49 (0) 261 20 07 50-10 info@karstgmbh.de





ZIEGLER Eschweiler: trainees from Eschweiler and Ratingen visit Düsseldorf airport

AIR CARGO SECURITY

How does air freight work? What happens to these consignments at an airport? How is the security of air freight consignments guaranteed? The trainees of the ZIEGLER branches in Ratingen and Eschweiler wanted to know the answer to these questions, and addressed them by visiting Düsseldorf airport.

There they gained insights into what has to be taken into account when inspecting air freight intended for export. The inspection is intended to protect air traffic that is particularly at risk of criminal or terrorist attacks. In general, air freight may not be loaded without prior inspection if:

 it does not come from a known consignor (KC) certified by the German Federal Aviation Authority (LBA).

- it was transported to the airline in an insecure supply chain.
- it was damaged or opened during transportation there.
- manipulation caused in another way cannot be reliably ruled out.

Most export consignments leave the consignor as "unsecured cargo", since certification is very complex and is out of the question for most consignors.

Where necessary, the airport personnel inspect consignments using various methods: X-rays, visual checks, hand searches or explosives trace detection (use of sniffer dogs). If problems arise during the evaluation (dark alarm), further control steps are necessary. Special tools are used here to open the cargo items carefully, as well as endoscopic cameras and explosive detection devices.

Following the successful completion of the inspection and corresponding documentation of the control measures applied, the consignment is issued "secured cargo" status and can be handed over to the carrier.

Text: Govind Mukubay, Dominique Herne, Ferhat Sari, Jannik Özgen, Carsten Bayer and Jana Vassen (trainees in Ratingen and Eschweiler)











ZIEGLER Switzerland: Apprentices attend the "Fly & Race" in Zurich

EXCITEMENT IN THE FLIGHT SIMULATOR

Who doesn't dream they can fly? The apprentices of ZIEGLER in Switzerland came closer to fulling this dream during the 2016 Apprentices' tour. They visited the "Fly & Race" in Zurich, the location for individual flight and race simulator experiences. In the simulator tutorial, the "amateur pilots" learned how important it is to pay attention to the wings of the aircraft and

counteract the force of gravity. But how? Each wing of an aircraft is curved. This results in a difference in pressure. It provides upward lift which allows the plane to fly if it is travelling fast enough. Among other things, the pilots monitor the engine data displays and constantly check the weather forecasts. After the theoretical section, it was then time to put what they had learned into practice and the young people thus fulfilled their dream of flying from Zurich airport. "I would never have believed that aviation could be so exciting and that I might even fly a plane above Zurich", enthused one apprentice. "This apprentices' tour was very educational and exciting."

Text: Sonja Vogel

ZIEGLER Pratteln: apprentices gain insights into the world of logistics

FIRST CONTACTS WITH THE WORKING WORLD

In order to assist young people in their choice of career, the secondary school in Aesch / Baselland stages visits to local companies. ZIEGLER is happy to support this: as part of the vocational experience project, a group of 15 young people visited the ZIEGLER branch at Netzibodenstrasse in Pratteln.

Branch managers Oezden Satilmi and Franziska Vosseler presented ZIEGLER and professions that require occupational training: traders in international freight forwarding or logistics specialists (with an EFZ, a Swiss certificate of competence)

or office assistants (with an EBA, a Swiss federal vocational certificate). An information film about commercial apprenticeships produced by Spedlogswiss (Swiss Logistics Association) then followed.

The highlight for the youngsters was a visit to the handling warehouse run by the national partner Sieber in Pratteln. The visit was rounded off by a round tour of the offices in Pratteln.

Text: Franziska Vosseler, Head of education and training



ZIEGLER Switzerland



ZIEGLER Head office Pratteln

Tel.: +41 61 695 84 84 info@ziegler.ch

ZIEGLER Logistics center Basle

Tel.: +41 61 695 84 59 zieglerbasel@ziegler.ch

ZIEGLER Logistics center Dornach

Tel.: +41 61 706 60 12 zieglerdornach@ziegler.ch

ZIEGLER Basle (Airport)

Tel.: +41 61 325 29 91 bsl@ziegler.ch

ZIEGLER Dietikon

Tel.: +41 44 866 89 89 dietikon@ziegler.ch

ZIEGLER Genf

Tel.: +41 22 309 06 70 info@ziegler.ch

ZIEGLER Genf (Airport)

Tel.: +41 22 717 87 90 gva@ziegler.ch

ZIEGLER Kreuzlingen

Tel.: +41 71 677 10 20 info@ziegler.ch

ZIEGLER Lausanne

Tel.: +41 21 886 15 75 lausanne@ziegler.ch

ZIEGLER Lugano

Tel.: +41 91 605 73 77 info@ziegler.ch

ZIEGLER Pratteln

Tel.: +41 61 815 53 53 sales_ch@ziegler.ch

ZIEGLER St. Gallen

Tel.: +4171 311 13 63 sg@ziegler.ch

ZIEGLER Zürich (Airport)

Tel.: +41 43 816 54 54 **zrh@ziegler.ch**

ZIEGLER Germany



ZIEGLER Hamburg

Tel.: +49 40 200 05 30 ziegler_hamburg@zieglergroup.com

ZIEGLER Ratingen

Tel.: +49 2102 71 45 0 ziegler_duesseldorf@zieglergroup.com

ZIEGLER Eschweiler

Tel.: +49 24 03 508 0 ziegler_aachen@zieglergroup.com

ZIEGLER Kelsterbach

Tel.: +49 61 07 308 0

ziegler_kelsterbach@zieglergroup.com

ZIEGLER Koblenz / KARST GmbH

Tel.: +49 261 200 750 10 ziegler_koblenz@zieglergroup.com

ZIEGLER Filderstadt

Tel.: +49 711 70 70 77 80

 ${\bf ziegler_stuttgart@zieglergroup.com}$

Good advice for business trips to Arab countries

PREPARED FOR THE ORIENT

Arab countries and the Orient fascinate us with their very own special culture. The vibrant metropolis of Dubai has become the "New York of the Arab world" in recent years – and a magnet for business travellers and tourists alike.

Anyone travelling to Islamic countries such as Qatar, Oman, Saudi Arabia and Kuwait should prepare themselves well in advance to avoid committing any faux pas. A good knowledge of Islam helps people to get used to the local culture, as religion and politics are inseparably intertwined for religious Muslims. Thus, in the course of the fasting month of Ramadan, travel-

lers should not conspicuously eat and drink in public – moderation in all areas of life is called for.

Women play a subordinate role even in the modern Gulf States. This is also noticeable in the entry regulations. In Saudi Arabia, for instance, business travel visas are generally issued for male travellers. In addition women should wear dresses and skirts which extend well below the knee. Blouses and jackets should extend beyond the elbows.

The right hand is always used to greet people, and to eat with, as the left hand is considered unclean. To



show people things, extend a hand rather than your index finger. You should wash your hands before and after meals. If a guest is sitting in front of an empty plate, it is always refilled. The meal is not over until the host rises from the table.

Business travellers who adhere to the rules of the Orient get to experience a fascinating and hospitable world.

ANNIVERSARIES



25 years at the company Martin Reissner

Pratteln customs department, on 1 February

15 years at the company Thierry Dornier

Bioley, on 2 April

10 years at the company Katharina Baunach

Bioley, on 16 April

Jacqueline Seib

Human resources, head office, on 1 May

5 years at the company Philippe Boeglin

Sales, logistics, on 1 January

Anthony Launay

Basel logistics centre, on 1 January

Philippe Montpoint

Dornach logistics centre, on 1 February

Salvatore Gangi

Finance department, head office, on 1 May



15 years at the company Karl-Heinz Basten

Eschweiler, on 10 January

Angelika Middeldorf

Eschweiler, on 1 April

5 years at the company Salvatore Brighina

Eschweiler, on 1 February



ZIEGLER Germany celebrates its 50th anniversary in 2017. "on board" readers can already look forward to the reports – we won't reveal any more just yet.

Rebecca Dressen

Eschweiler, on 1 February

Lara Dum

Kelsterbach, on 25 January

Lutz Eichhorn

Kelsterbach, on 1 March

Cornelia Rausch

Kelsterbach, on 16 January

...get on board Modern logistics – worldwide!



ZIEGLER Schweiz

www.ziegler.ch

ZIEGLER Germany

www.zieglergroup-germany.de

ZIEGLER SWITZERLAND



ZIEGLER Deutschland