

*on*board

Logistics by ZIEGLER



Arthur Edouard Ziegler

*** 4.10.1921 – † 21.11.2017**

SUCCESSFULLY AT THE HELM FOR 74 YEARS

Welcome on board

DEAR READERS



A successful era is coming to an end – and at the same time the company shall continue to be run successfully: Arthur Edouard Ziegler, the long-time owner of the ZIEGLER Group, handed over the management of the company to his son Alain Ziegler and his granddaughter Diane Govaerts

at the start of October 2017. That's a stroke of luck: thus ZIEGLER remains a large family-run business with a great deal of passion for the work it performs. His two successors have been working at the company for many years. They stand for continuity but also for modernity in the "Logistics 4.0" age. A tribute to Arthur Edouard Ziegler and an interview with Alain Ziegler are featured in this new issue of onboard.

The great achievements made by Arthur Edouard Ziegler at ZIEGLER can also be seen in Switzerland and Germany. There, he supported the formation of highly competent teams at the various locations, such as in the Swiss site at Lausanne / Biolley, in the Swiss sales team or the crew4you specialists. Read more on this too in the new issue of our customer magazine.

Arthur Edouard Ziegler always promoted mutual esteem and talents among the workforce. He always gave people space for individuality and new ideas. The working environment attracted many outstanding workers to our company. On 21 November 2017 we unfortunately had to bid farewell to this great man.

In this issue, various articles describe the extent to which Mr Ziegler's spirit has prevailed and how ZIEGLER goes to great lengths to ensure that its highly motivated and well-trained staff look after you as a customer.

I wish you a lot of enjoyment and inspiration reading this issue.

Thorsten Witt, CEO Switzerland, Germany

INHALT



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IMPRESSUM

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
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Arthur Edouard Ziegler.

*4.10.1921 – † 21.11.2017

ARTHUR EDOUARD ZIEGLER SUCCESSFULLY AT THE HELM FOR 74 YEARS

Successful with Swiss virtues – this is how the German logistics magazine DVZ headlined its report on the 100th anniversary of the ZIEGLER family-run business in 2008. Nine years later, on 4 October 2017, on his 96th birthday, Arthur Edouard Ziegler handed over the baton of the Ziegler empire to the younger generation: to his son Alain Robert Ziegler and his granddaughter Diane Govaerts. On 21 November 2017 Arthur Ziegler passed away after a long and very fulfilled life.

Following in the footsteps of his father

In 1943 Arthur Ziegler followed in the footsteps of his father, Arthur Joseph Ziegler, the founder of ZIEGLER SA, to fully devote himself to the development and prosperity of the company. Before he took over as the company's manager along with his brother Robert, he earned his spurs as his father's assistant.

Right from the start, Arthur Ziegler devoted all his powers of courage and imagination to the company. And he determined the fate of the company right up until his resignation on 4 October. Jacques Bénigne Bossuet (*1627, † 1704, French bishop and author) once wrote (Il y a toujours quelque chose en nous que l'âge ne mûrit pas) "There is always something in us that does not let us age". In Arthur Ziegler's case it was his strongly developed business sense and entrepreneurial spirit.

The ZIEGLER flag flies in 14 countries

It is thanks to him that the company grew successfully, first on the European continent and later worldwide. Now the ZIEGLER flag flies in 14 countries. Beyond the Benelux nations, the ZIEGLER network has been successfully developed and established in France, Switzerland,

Germany, Great Britain, Ireland, Greece, Poland, and extending to Morocco, Tunisia, China and South Africa.

Where did he get this energy and unparalleled level of motivation from? It was almost certainly the deep family bonds that connected him with the family business that formed the focus of his life. He was a role model in terms of discipline and dedication for all his employees. Arthur Ziegler lived for his company.

He nevertheless found time for his hobbies. Until just a few years ago, he jogged regularly, cycled a lot, and in winter he enjoyed skiing with his family in the Swiss mountains, his second home. He also enjoyed reading books or watching ballet performances at La Monnaie (Brussels Opera House La Monnaie / De Munt).

The Belgian press ranks him among the most influential personalities in the world of transportation. His experience and his extensive knowledge were widely acknowledged and in demand. He was, for instance, a very popular and highly respected guest in rounds of talks organised by the European Central Bank. Great importance was always attached to his opinion.

In a word, we are proud to have served a business owner of such stature for many years. He has assigned us highly responsible tasks that also set fascinating challenges. All the company's staff join the editorial team in expressing their heartfelt respect and admiration for his life's work.

Thank you Mr Ziegler!



Passing the baton

At the start of October 2017, after many years as head of the group, Arthur Edouard Ziegler passed on the responsibility for management to the next generation.

Mr Alain Ziegler is now Group Chairman and Ms Diane Govaerts is the Director-General.

Together, their goal is to maintain the company's dynamism and to further extend its legacy for decades.

It is their wish that the group will continue to provide a high-quality service, to ensure it has a prosperous future, and that the flags of the group will still fly for many years to come.

Anniversary: 50th company anniversary of ZIEGLER in Germany – Interview with Alain Ziegler

“IT IS A JOY WORKING IN GERMANY”

The ZIEGLER freight forwarding company is a European group with global branches offering worldwide logistics and transport services. ZIEGLER was founded in 1908 in Brussels – the city where it still has its headquarters. In 1967, ZIEGLER founded ZIEGLER GmbH in Germany. The German offshoot has constantly developed in a positive manner and now has five branches throughout Germany. On the occasion of the “50th company anniversary of ZIEGLER in Germany” onboard spoke to Alain Ziegler, ZIEGLER's managing director in Brussels.

Mr Ziegler, what importance does Germany have for the ZIEGLER group?

Germany has always been a very important country for the ZIEGLER Group – not least because Germany has always played a leading role as an economic powerhouse in Europe. Traditionally there have been very strong European overland transport routes within the ZIEGLER group to and from Germany.

How did development progress in Germany?

In the first few decades, ZIEGLER operated in Germany in Aachen, near the Belgian border – more or less under the protection of the ZIEGLER Group in Belgium. The

business proceeded very successfully and it was thus possible to continuously expand ZIEGLER in Germany. In 2000 we then invested in a new shipping facility and in logistics. At the same time, we launched overseas transportation onto the market. We thus opened branches in Dusseldorf, Hamburg, Frankfurt and Bremen and also Stuttgart. It gives us great pleasure to be economically active in Germany.

The handling volumes have certainly increased accordingly.

Yes, that's because of the decision to operate in the overseas sector – which was essentially a wish that came from the group. We wanted to be represented in the field of air

and sea freight in Germany and offer these services globally – as we now do in many countries.

What sets ZIEGLER apart from other freight forwarding companies?

ZIEGLER is frequently perceived as a major freight forwarding group. That is certainly due to the sales figures and the size of the workforce. However, it would be wrong to compare it with a commercial group. We view ourselves as a medium-sized, owner-operated company. A decentralised structure is important to us: we attach great importance to ensuring that the regions and countries in which we operate are managed in such a way as to ensure sustainable profitability in the regional markets. It



Four generations at ZIEGLER: Alain Ziegler; bronze bust of company founder Arthur Ziegler, former patron Arthur Edouard Ziegler and his granddaughter Diane Govaerts (from left to right).

is essential for us that we speak the local language – local colour is at our very roots.

So ZIEGLER just creates the framework conditions?

Yes, for instance in terms of IT. The IT and software packages are uniform and a core competence of the ZIEGLER Group in Brussels. The same applies to our uniform financing and accounting.

ZIEGLER Germany is run together with ZIEGLER Switzerland. Is this a case of two countries growing closer and closer together for ZIEGLER?

Basically, the ZIEGLER Group is francophone. This is due to the owner family: although my father and I are Swiss with Swiss passports, we live in Brussels and mainly speak French, and that is also the case in the group as a whole. ZIEGLER has actually been represented much longer in Switzerland than in Germany. We create synergies wherever it makes sense to do so. Moreover, we see a few similarities between Germany and Switzerland – both culturally and in terms of language.

What trends do you currently see in the logistics sector?

Globalisation, first and foremost. International trade in air and sea freight is continuing to gain in importance. Increasing amounts are being transported and the transport routes are getting longer. This is all driven by the economic framework conditions in the places where products are manufactured and the framework conditions under which they are sold. That can be anywhere in the world. ZIEGLER accompanies its customers there.

Asia certainly plays an important part.

Sea and air freight from Asia are an important business field. We have accompanied our European customers there and we have been represented in China for quite a number of years now. But we have also noticed that European overland transport has traditionally been, and is still to this day, the ZIEGLER group's biggest business field – European overland transport accounts for 65% of our turnover as a group.

Which sector is currently growing the most in Germany?

Sea freight – and that applies to both imports and exports. It currently makes up 70 per cent of our total sales in Germany. We have noted that exports are stable and growing. Asian imports are a more high-volume business, so fiercely competitive and volatile – especially due to global events in the past year or even currently in the carrier sector.

What part does the digitisation of the industry play?

In principle, we have to transport more and more consignments more quickly with fewer employees. This is not a new phenomenon and a constant challenge in our business. We are able to transport a consignment quickly and flexibly using lean processes. A large in-house IT department with 100 employees in northern France and Brussels assists us in this respect. We have developed all the operational applications ourselves and are constantly refining them. Efficient IT solutions



Arthur Ziegler Ring: the road at the Aachen / Eschweiler site is named after the company founder.

are vital for success, but good IT facilities alone do not guarantee success.

Keyword Logistics 4.0. Is ZIEGLER changing in this area?

Basically, networking with customers, transparent processes, good, correct and timely communication etc. have always been the best building blocks for success and good customer relationships. Today's requirements for the complex integration of processes, supply chain partners and customers can only be achieved digitally. That applies to us, too.

The "New Silk Road" is a much-discussed topic in the logistics sector. How do your customers respond to this?

This is a big issue for our customers – in sales talks and also among industry colleagues. There are already quite a lot of shipments being transported by train from Asia. But we also notice that a great deal is being invested in roads and rail track on the new Silk Road. This consequently puts the spotlight on countries such as Kazakhstan or Azerbaijan. The construction measures along the route boost the regions, that have to be supplied accordingly. That is equally interesting for us.

Brexit, the conflict in Ukraine, the current situation in Turkey: the situation in Europe is becoming slightly more uncertain. How does ZIEGLER respond to this?

The management in Brussels have gained many decades of working experience. Moreover, since the company's foundation in 1908, we have experienced many troubled times. In this respect we act in the conviction that there will always be a positive business environment in which we can do business and work. We are convinced that ZIEGLER is able to adapt to such changes.

Where do you see ZIEGLER in 10 years' time?

We have had good levels of sales growth over the last ten years and have also operated successfully. This is basically the path we wish to continue going down: we will continue to work very intensively in the field of overseas transports – i.e. air freight and sea freight. European overland shipments will remain with our branch office in Aachen. We have been established there for decades. We do not aspire to enter the European overland transport sector in Germany as we have good partners there. However, in the overseas sector we feel there is a lot of room for improvement. We plan to operate in other locations. Essentially, however, we want to grow at our existing locations and expand our range of services.

Is eastern Germany also an interesting field?

We don't view it in those terms. When we view the country from Brussels we just see Germany. The location of branch offices is a question of customer and product movements – and whether we feel we are able to operate profitably and economically there.

Is a lack of skilled workers an issue? What makes Ziegler interesting for employees?

A lack of skilled workers is indeed an issue. ZIEGLER in Germany or Switzerland is not as well known as ZIEGLER is in Belgium. For us it is fundamentally important, but it also goes without saying, that we want to be an attractive employer.

What does "attractive" mean?

ZIEGLER's attractiveness is due to the fact that we can work very independently in our branches. I repeatedly hear from colleagues that they are highly motivated when they have freedom and responsibilities. We are delighted that a large number of well-trained logistics specialists and industry experts find their way to us and appreciate precisely these types of opportunities of responsibility, customer-oriented work.

Thank you for this interview!



Loading plant at the port.

crew4you: Logistics solutions for the mechanical engineering sector

MAKING LIGHT WORK OF SHIPPING HEAVY MACHINERY

They are big, they are heavy and they are unwieldy: The mechanical engineering sector manufactures many machines and installations that are logistically demanding – as land freight as well as sea or air freight. An additional challenge has arisen in this industry: increasing cost pressures and rationalisation processes are forcing manufacturers to break new ground. More and more companies are transferring the logistics services to specialist service providers. In the form of crew4you, the ZIEGLER freight forwarding company offers experienced teams who are specialists in these transport tasks – in the field of national transportation and also in the global import/export sector.

Distribution of new machines

Take the example of shipping a new machine. Here, the ZIEGLER teams organise the acquisition of entire sets of machinery, check the packing list, bring together plant components from all over Europe, take care of the packaging and ultimately organise large-scale and heavy transportation around the world by lorry, rail, ship or plane.

Supplies for production and assembly

Machine parts and electrical system parts must be reliably delivered to ensure that production and assembly processes run smoothly in the mechanical engineering sector. This is organised by ZIEGLER, whilst constantly weighing up what should be “economy” and what should be “urgent”.

Supply and distribution of spare parts

Mechanical engineers have yet another logistical concern: the shipment of spare parts. The crew4you teams organise express, courier or special deliveries to reduce expensive machine downtimes. They also supply on-site fitters and field technicians. They organise the supply of spare parts by overland transportation, air or sea freight. In the case of machine overhauls and general repairs that can be planned in advance, the ZIEGLER logistics experts recommend shipping by sea freight for large-scale spare parts packages.

The crew4you team loves the allure of organising the shipment of large-scale plant. The team's motto is: “Making light work of shipping heavy machines”.



When time is of the essence: Mechanical engineering component as air freight.



Storage of plant components in ZIEGLER's warehouse.

Contacts
Ziegler (Schweiz) AG
 crew4you
 Netzbodenstrasse 23c
 CH-4133 Pratteln
 Switzerland
 Tel. +41 61 815 53 37
 Fax +41 61 815 53 62
 crew4you@ziegler.ch

crew4you – Logistics for the mechanical engineering sector:
steps when shipping a machine to China

TOO LARGE, TOO WIDE? NOT WITH US

At the beginning of 2017 a good ZIEGLER customer contacted the crew4you department concerning a machine project: a large, unpacked machine including several stirrer tanks and accessory components had to be transported to China.

Step 1: Coordination of the project

In the initial clarifications, the parties determined what would be needed for the transport handling, where particular attention had to be paid, and where the parts had to be picked up. It was still unclear at this time whether the machines should be shipped by sea or air.

It emerged during initial talks that part of the plant had to be shipped directly from Germany to China. The partly prefabricated machine itself, did, in turn, have to be transported to Switzerland for completion and further processing.

Step 2: Machine parts by air freight.

The go-ahead came in July 2017, when crew4you was allowed to ship the first part, i.e. eight large boxes of approx. 8000 kg / 100 cubic metres, directly by air freight from Germany

to Beijing. These included the dosing system to the main machine.

Step 3: Main machine on the special-purpose truck

Shortly afterwards the order for the transfer of the prefabricated machine from Germany followed in mid-July. The machine, including accessories, was loaded by crane onto the special-purpose, extendable vehicle organised by crew4you. The machine had to be arranged so that the truck could pass all the tunnels on the journey (see photo). The transport was performed as a wide load, completely under tarpaulin.

Step 4: Testing the machine in a warehouse facility

The consignment was delivered to a warehouse leased by the customer in Switzerland, which provided the height required for its erection. The



Logistical challenge: the crew4you team shipped the large-scale machine to China by air freight.

machine was assembled, completed and extensively tested here.

Step 5: Inspecting the shipment in the “Boeing 747 Freighter”

At the end of August, it was handed over to the crew for onward shipment to China. Due to the tight schedule, only shipment by air freight was considered a viable option at this time. Due to the dimensions, this variant meant the team faced a major challenge.

The goods first had to be packed in such a way that they were suitable for transportation by air freight. Then the question arose of which aircraft would have the appropriate loading capacity. The unpacked machine in itself was already extremely large and bulky. Accordingly, ZIEGLER’s specialists – crew4you in Pratteln and their colleagues in the air freight export department in Frankfurt – tested which maximum exterior dimensions the machine and its packaging could have, so that they could fit into the cargo plane. They ultimately found the right means of transport in the form of the “Boeing 747 Freighter” plane. However, to be on the safe side, the specialists also looked into the possibility of shipping with an Antonov AN-124.



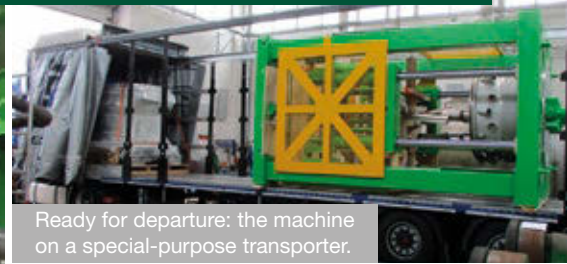
Experienced in providing logistics for the mechanical engineering sector: the crew4you team in Pratteln (from left to right) with Ronny Knuppe, Veronica Callejóu, Julia Urich und Daniel Mele.



Engine parts packed securely for transportation.



Professional securing of the machine during overland transportation by lorry.



Ready for departure: the machine on a special-purpose transporter.



Loading: the machine is placed on a special-purpose transporter.

Step 6: Packaging the machine

A few days before the transfer, the customer inspected the facility together with crew4you. The scope of the consignment was checked and details such as the weights and dimensions of the unpackaged goods were recorded in order to organise the appropriate vehicles for transportation to the packer. In mid-August, the logistics specialists loaded the machine, the machine parts and accessories onto a special-purpose vehicle (see photo). The transportation was again as a wide load, completely under tarpaulin here as well.

As can be clearly seen in the photo, two indoor cranes were required for the loading process due to the size of the machine. Thanks to the good interaction between the driver, crane operator, the customer's personnel and the crew4you staff, everything went smoothly and without any problems. Following the arrival of the goods at the packer's premises, he assembled appropriate packaging for this machine plant. He paid particular attention to ensuring that the packaging exactly corresponded to the airline's specifications for this product (see photo).

This is because, even when using packaging sparingly, the main machine could only just be loaded into a B747 Freighter because of its dimensions. Precision work was called for!

Step 7: By air freight to Beijing

The time had come by the start of September the goods were loaded into the B747 Freighter. The consignment arrived at Beijing Airport without incident.

Step 8: Satisfied customer

The customer was very satisfied with crew4you's commitment and service. Additional orders are now to follow. The team would like to thank the customer for their trust and look forward to new orders and projects.

*Text: Daniel Mele /
Project Coordinator at crew4you*

Contacts
Ziegler (Schweiz) AG
crew4you
Netzibodenstrasse 23c
CH-4133 Pratteln
Switzerland
Tel. +41 61 815 53 37
crew4you@ziegler.ch

CONTRACT LOGISTICS – crew4you: Solutions for the supply chain

crew4you coordinates and monitors logistics projects. ZIEGLER has experienced in-house experts to this end. If additional services are required, crew4you calls on the services of additional regular partners. The team thinks and also acts globally. In this respect, the partners benefit from the internationally active ZIEGLER network.

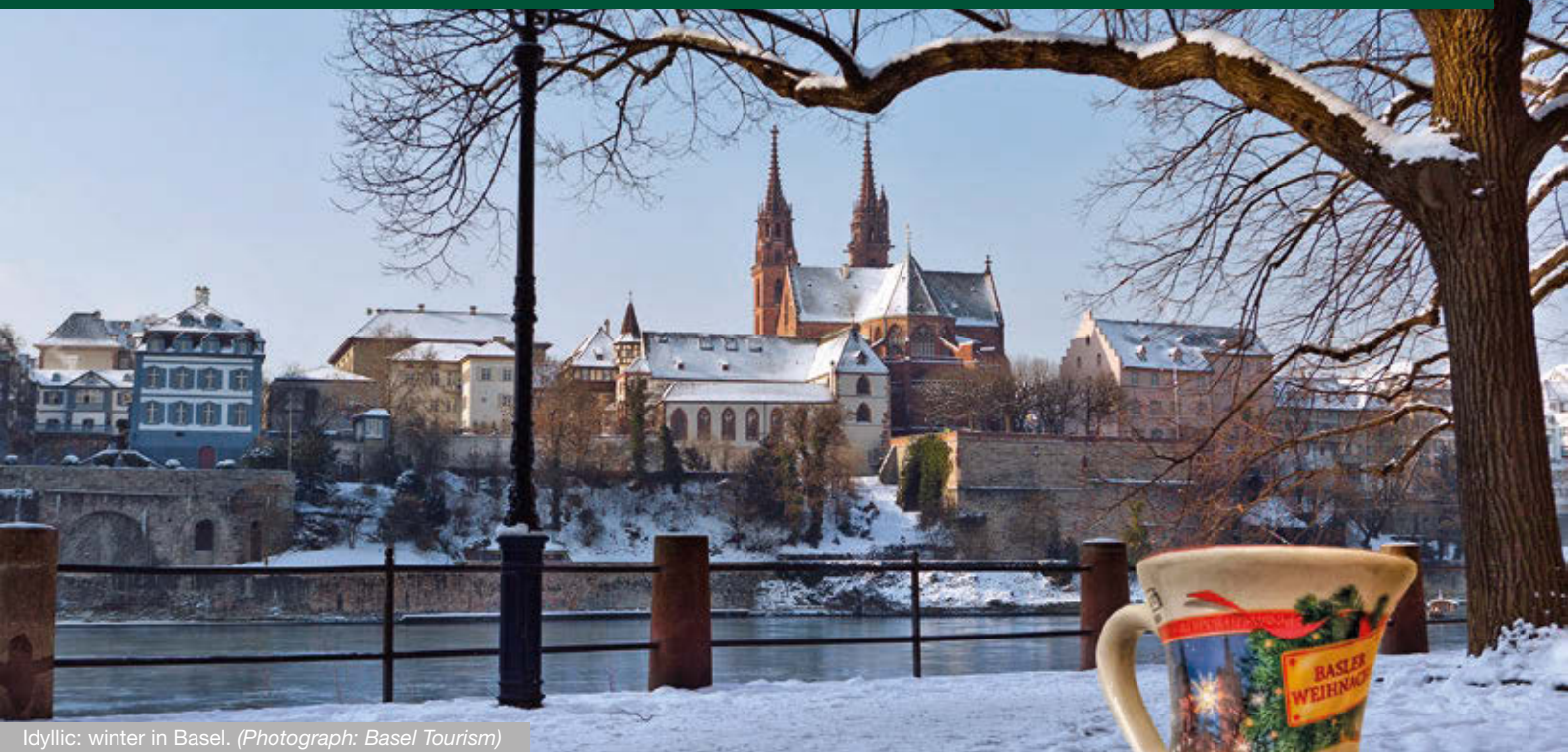
This service offer comprises:

Logistics consultancy, globally neutral transport concepts, operational consignment handling, warehouse logistics and packaging logistics.





Christmas market in Basel
(Photograph: Basel Tourism)



Idyllic: winter in Basel. (Photograph: Basel Tourism)

Logistics for the Christmas trading season: imports from China for the Basel Christmas market

THE JOURNEY OF THE CHRISTMAS MUGS

The Basel Christmas market is a popular meeting place for young and old and a very attractive spectacle every year. ZIEGLER Switzerland is proud to help conjure up a glittering Christmassy atmosphere. Or can you imagine a Christmas market without mulled wine? No, we can't either.

It has now almost become a tradition for ZIEGLER to import the Christmas mugs, clear them through customs clear and deliver them. However, a few steps are required before the mugs can adorn the Christmas market.

Organising customs clearance

As the mugs are delivered from outside, for ZIEGLER Pratteln work starts with getting them through customs. And as they are made in China, a certificate of origin is necessary to be able to import them at preferential import terms. Form A (a unilateral measure to facilitate access to goods from developing countries) is no longer valid because China is no longer a developing country. In addition, the goods must be delivered in direct transit, otherwise the customs tariff advantage will expire.

And finally, the customs specialists have to precisely establish the type of goods involved during the subsequent customs tariff rating, such as their composition, whether they are stoneware or earthenware, their capacity, whether they are single- or multi-coloured, etc. etc.

Intermediate storage

Once the mugs have cleared customs, they are stored temporarily until the order is received to deliver them to the Christmas market. The mugs are never all delivered at the same time. ZIEGLER receives notification of the exact number of boxes to be delivered in advance in every case. They also have to take account of the fact there are two different designs. They do all have Christmas designs, but there are also mugs which bear the current year. At the customer's request, ZIEGLER stores the excess mugs delivered without a year number. They can embellish the Christmas market once again the following year.

This example clearly demonstrates what the customs administrators

need to consider and do: customs clearance, order picking, intermediate storage or warehousing, and finally onward carriage. Importing an item thus does not just involve shipping it from A to B.

Come to Basel for a mulled wine

The city of Basel can thus count on ZIEGLER and the decorative Christmas mugs once again next year. And until then, treat yourself, if you like, to a warming mulled wine at this year's Basel Christmas market.

Text: Department of Import and Customs in Pratteln

Contacts

Ziegler (Schweiz) AG
Abteilung Import und Zollwesen
(Department of Import and Customs)
Netzbodenstrasse 23c
4133 Pratteln, Switzerland
Tel. +41 61 815 53 53
info@ziegler.ch

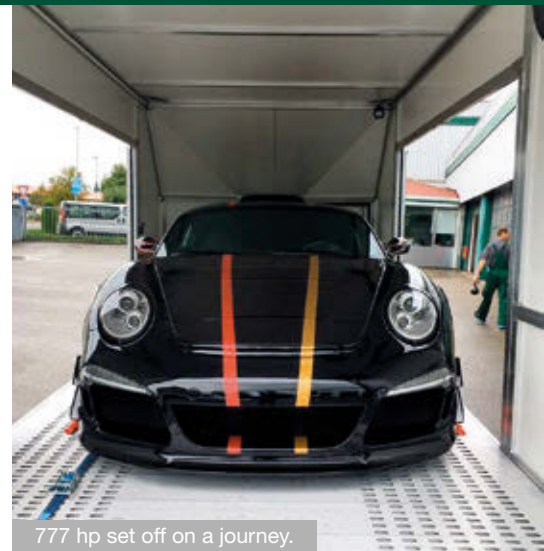
A dream car – the RUF CTR 3 Clubsport: by air freight to sunny Florida

A CAR DREAM BECOMES REALITY

A top speed of 380 kph, 777 hp and a value of Euro 525,000.00: The RUF CTR 3 Clubsport is one of the most fascinating and coveted sports cars in the world. At first glance it looks like a Porsche – but it really is a RUF! It is produced by the German car manufacturer RUF from Pfaffenhausen in the district of Unterallgäu. The car manufactory refines and “tunes” Porsche bodysells into their own deluxe racing cars.

A real estate agent in upmarket West Palm Beach in sunny Florida, USA has now fulfilled his dream of owning such a RUF luxury automobile.

The logistics were dealt with by professionals: ZIEGLER's employees and air freight specialists in Kelsterbach organised the shipment, including customs clearance. They flew the dream car with Cargolux from Luxembourg to Miami.



777 hp set off on a journey.

Now the car is driving round the sunny south of the United States down seaside streets lined with palm trees. A dream has come true.

Text: Reimund Nathan

Contact
ZIEGLER Frankfurt/Kelsterbach
 Tel.: +49 (0) 61 07 308-0
 ziegler_kelsterbach
 @zieglergroup.com



Living under the sun: West Palm Beach right by the Atlantic Ocean.

XXL shipments: components for biogas plants

FIRST BIOGAS PLANT ON THE PHILIPPINES

The Philippines is an agricultural state and offers enormous potential for bioenergy: residues from sugarcane and rice production as well as animal waste can be used as input materials for biogas plants. Several European manufacturers of biogas plants have implemented a pioneering project with local partners. The ground-breaking ceremony for the biogas plant took place in the summer of 2016 – a premiere on the island state.

ainers without side walls or a roof), from various European suppliers to General Santos for the same biogas project.

The container of the new consignment was loaded in the Netherlands and successfully shipped in October. It was then transported by truck from the port in General Santos City (the southernmost city in the Philippines), to the location of the new biogas plant in the province of South Cotabato.

ZIEGLER also made a contribution towards this: in September 2017, the sea freight team from ZIEGLER Frankfurt / Kelsterbach shipped parts of a biogas plant to General Santos on behalf of its partner in the Philippines. This is a follow-up order. Back in 2016, the ZIEGLER team already shipped numerous containers, including several flat racks (cont-

A good feeling for ZIEGLER's team: they made a contribution towards the first bioenergy plant and sustainable energy production in the Philippines.

Text: Monique Pirkner Nowak



Large components for a biogas plant in the Philippines.



Rice cultivation in the Philippines – the remains are ideal for bioenergy. (Source: Peter R. Binter)



Customs clearance in Switzerland: electronic assessment decision (eVV)

ROLE REVERSAL

From 1 March 2018 onwards, the Federal Customs Administration of Switzerland will no longer provide assessment decisions (eVV, elektronische Veranlagungsverfügung) for imports on paper; they will only be provided electronically.

In a role reversal, importers will now have to collect the assessment decisions from Customs, rather than Customs sending them to importers. In addition, importers must arrange the collection and archiving of the eVV data, as they are responsible and liable to the Swiss Federal Customs Administration and the Swiss Federal Tax Administration.

By way of a summary this means:

- Access to eVV involves importers collecting them, rather than being sent them.
- The paper documents no longer apply as proof during customs and VAT inspections
- eVV data must be archived in xml format

Importers need to have their own customs account (ZAZ account) to get the electronic assessment decision directly from the Customs Administration.

You don't have your own ZAZ account?

It offers added value, as the xml file and PDF are sent directly via e-mail!

From 1 January 2018 onwards, ZIEGLER (Switzerland) will send the xml files and PDF by email to its customers without their own ZAZ account. They then only have to electronically archive the files.



Customers who still prefer to have the paper documents sent will be charged an administrative cost of 5.00 CHF per customs clearance.

Contact
Alexander Ehrensperger
 Tel.: 061 815 53 17
alexander.ehrensperger@ziegler.ch

ZIEGLER CUSTOMS SERVICE

Trouble-free through customs. ZIEGLER advises and helps you

- During customs clearance: declaration, tariff number, commercial invoice
- Checking whether customs documentation has been filled in completely and correctly
- Following the ATLAS digital customs declaration procedure
- With door-to-door shipments

ZIEGLER's customs services provide you with important benefits:

- Your consignments pass through customs more quickly
- You avoid unnecessary customs duties
- You benefit from the latest expert knowledge.
- You save yourselves a lot of in-house work if ZIEGLER completes the customs documents and hands them in at customs.





Lausanne in the evening.



Beautiful southwestern Switzerland: a view of Lake Geneva.

ZIEGLER Lausanne: logistics in the southwest of Switzerland – far away from any traffic problems

MASTERING EVERY REQUEST

Who knows Bioley Orjulaz? Probably very few readers. Fortunately, the name of our branch is ZIEGLER Lausanne, which narrows the area down. We are in the middle of the countryside in a small industrial area north of Lausanne. And precisely this geographical location is not – as you might think – a disadvantage but an advantage. After all, our branch is located far away from the traffic problems of the motorway junction at Villars Sainte Croix / Bussigny and away from traffic jams, while only five minutes' drive from the motorway.

Fulfilling individual needs

What is the specialist field at the ZIEGLER Bioley Orjulaz branch? Specialist fields, you mean! 90 percent of our customers are small and medium-sized enterprises on whose behalf we manage the transport and logistics activities. These customers expect us to meet their individual needs: transport by air freight, sea freight, groupage consignment or express shipment, customs formalities or storage – our customers count on us.

We are able to master every request thanks to our competent, motivated team. We never reject a request out of hand, but always search for a solution and make suggestions. Our strength is our flexibility and a small, close-knit, powerful team of four people and the network of the large Ziegler Group to fall back upon.

Competent, versatile workers

Every employee is versatile and skilled in all areas, as every shipment has to be handled correctly, even if a colleague is absent. Everyone is able to process certain kinds of dossier, but everyone has their own fields of expertise: Myriam Martignier compiles the quotations and rates for Bioley, Geneva and the French quotations for the ZIEGLER branches in German-speaking Switzerland. Sarha Heim handles the customs clearance, national shipment, warehousing and dossiers in French.

Denis Beier handles special shipments and express deliveries, and maintains relations with the agents due to the fact he speaks perfect English, German and Swiss German. Thierry Dornier is responsible for the branch as well as customer care and acquisition. He also organises the air and sea freight consignments and intervenes in specialist projects.



Working on behalf of companies in southwestern Switzerland: Thierry Dornier, Sarha Heim, Denis Beier, Myriam Martignier, ZIEGLER Lausanne.

Our customers recommend us to others

ZIEGLER Bioley has established a good foothold in the region and made a name for itself. Nowadays we receive enquiries from companies on the basis of recommendations by our customers. A good sign... Our goal is to enhance the market position of our branch, to make the name ZIEGLER even more well known in the region and to develop further.

Text: Thierry Dornier, head of the Bioley branch

Contact
Ziegler (Suisse) SA
Zone Industrielle La Vuagire
1042 Bioley-Orjulaz
Tel. +41 21 886 15 75
lausanne@ziegler.ch



Triago building in Pratteln: headquarters of the sales department of ZIEGLER Switzerland.

Featured: the sales department of ZIEGLER Switzerland

TOP-CLASS CONSULTANCY

The sales department and the tender management team of ZIEGLER Switzerland have been working in the modern Triago building in Pratteln since 2016. The team includes the in-house sales department with Ezgi Yilmaz, Nicoline Marx and an apprentice under the direction of Sven Treude, as well as the field sales representatives, Roland Paolucci, Daniel Heiniger and Philippe Boeglin. The latter is based in the warehouse in Basel and specifically supervises the warehouse logistics segment. All francophone matters are dealt with by Myriam Martignier from her office at the Bioley branch.

Top-quality consultancy is the be-all and end-all of office-based work. Sven Treude and his team calculate and compile daily prices (spot quotes), quotes and check the feasibility of shipment requests in conjunction with the colleagues of the specialist departments. All the employees stand out for their expertise in freight forwarding procedures – such as customs clearance procedures and a good knowledge of the market.



Committed and expert team: (from left to right) Nicoline Marx, Daniel Heiniger, Philippe Boeglin, Roland Paolucci, Sven Treude and Ezgi Yilmaz.

The team prepares sales campaigns at home and abroad, manages the customer data in the ZIEGLER CRM system, processes sales notices and compiles evaluations and statistics.

Running in parallel with this the sales representatives are on the road presenting ZIEGLER's services to customers on site. Thanks to their many years of experience, they have a good feel for the customers' wishes and requirements. As a result, they not only succeed in attracting new customers but also in turning existing customers into fans.

The sales staff answer customer inquiries quickly and competently. Where necessary and desired, they offer professional help and solutions, true to the motto:

“Anyone who stops getting better has stopped being good.”

(Eduard Mörike, German poet 1804-1875)

Guest commentary: employee development at ZIEGLER

ENCOURAGERS WELCOME CHALLENGES

Jörg Knoblauch is a personnel expert and convinced that only those companies with excellent employees will survive the fierce competition. He has assisted ZIEGLER in the field of employee development in the past few months. In an interview with onboard, he explains why Class A employees inspire customers and Class C employees spoil the working atmosphere.

Mr Knoblauch, you are an advocate of the ABC personnel strategy. What is behind this?

It's very simple: Class A employees enjoy their work, so they think in line with the interests of the company and constantly try to find new ways to do their job better. Of course, they inspire their bosses and their customers in this way because progress is always made around them. By contrast, the Class B employees just go along with everything inconspicuously. They just do their job, no more, no less. The Class C employees are the really critical factor because they slow everything down. They find something to object to in everything and do not pull their sleeves up when performing their work. A, B and C mean encouragers, participants and detractors.

But is this not just the way people are?

That is quite possible, but the question is how many Class C employees can an entrepreneur afford to have? I'd say: not a single one. The logistics field in particular is a fiercely competitive industry. No managing director should have to put up with Class C employees. This is because they are not received well, especially by his customers. What good does it do you if the sales department acquires new customers and the Class C employees scare them off again? The goal of every company must be: 80 per cent Class A employees, 20 per cent Class B employees and not a single Class C employee. Companies that consistently tackle this issue can achieve this within 2 or 3 years.

The entrepreneur profits from this?

The whole company profits from this because jobs remain secure. What's more, the working atmosphere improves because the committed employees no longer have to work on behalf of the others and iron out their mistakes. But one thing is clear: even without an ABC classification everyone has a firm impression of their colleagues: which employees still work away long past closing time – and which employees shy away from hard work.

What can an employee do to improve?

Be bold. Go up to your line manager and discuss matters frankly with him. Is your impression correct? What can you improve on? What expectations does your line manager have in you? How can you develop further? The logistics industry is one of many sectors affected by digital disruption. IT will be taking over many more processes. Some jobs will be lost and others will be created. Training is thus an immensely important issue.

And what happens if the line manager doesn't listen and nothing changes?

Obviously line managers can also be Class C employees. Then the next hierarchical level has to come into play. We are talking about an ABC personnel strategy that affects the company from the managing director to the cleaning lady.

Was that the reason behind Tempus training the executives at ZIEGLER in Germany last year?

ZIEGLER has grown enormously in the past few years. As in many comparable cases, skilled workers who are top notch in terms of their spe-



PROF. DR. JÖRG KNOBLAUCH...

... is internationally active as an "entrepreneur consultant" and a bestselling author. He is a managing partner of two companies and is considered the leading visionary in the human resources field for small and medium-sized enterprises. Recently, Tempus-Consulting was credited as one of the best consulting firms for the fourth year in a row by the business magazine brand eins.

www.abc-personal-strategie.de

cialist field, have been recruited into management positions. There it is much more about people than about freight. Therefore, it was necessary to develop and assess these people. We were pleased that Thorsten Witt had this to say after a day of training in Hamburg: "This is precisely what we need." The training has long-term effects that are not yet obvious after this short period of time. But our impression is that the discussions are now more in-depth and of greater quality and that the executives have become more efficient at implementing what they have to do. We are very pleased that we now been commissioned with performing the management training in Switzerland.

*Trainer workshop at ZIEGLER:
Preparing training for the future*

A COMMON GOAL IN MIND

It has been noticeable for some time now that the demands placed on trainers and companies which take on trainees are increasing. In the selection process, a school-leaving certificate alone definitely does not provide enough information to make a reliable decision.

- Where and how do I search for appropriate trainees who would be well suited to our company?
- What do's and don'ts need to be considered during the training period?
- Why do some trainees fail to complete their training course?
- How has the legal situation changed for trainers or trainees?
- Have any changes emerged in the job description and if so, how do we counter this?

These are just a few of the numerous questions that the training officers of ZIEGLER Switzerland and Germany worked on together at their 2-day workshop in Kelsterbach (near Frankfurt).

Trainers from Switzerland and Germany

The workshop was attended by the trainers from Hamburg (Jens Groscurth), Dusseldorf (Thomas Rüttchen), Aachen (Monika Schneider) and Frankfurt (Tanja Degenhardt), in order to produce concepts and solutions under the direction of the training officer, Franziska Vosseler and the organisational and personnel developer, Daniel Peters from Switzerland in various working groups, in addition to individual and team work. Many working documents were created, flip-chart pages filled and flashcards generated.

Building on a high level of education

The goal was, and is, to continue to prepare the training, which is already at a high level, for the challenges in the two countries, to establish networks and to manifest their common approach.

The participants have additionally established a common document management system to facilitate cross-border work, so that all these learning materials can be kept constantly up to date and everyone has access to them at all times. Everyone benefits from the great levels of expertise.

Loyalty towards the family-run business

For ZIEGLER, it is extremely important, just as it is for all other companies in the industry, to promote the next generation to counteract the shortage of skilled workers and to facilitate their loyalty towards a family-run business at an early stage.

Even though all the participants travelled back to their branches quite exhausted at the end of the long days, it was still clear to all concerned that it was a great start and a highly productive time.

The next meeting will take place next year

The fact that the training officers will meet again in the forthcoming year for a workshop is a positive goal and an incentive for everyone to remain open to future changes.

Text: Daniel Peters, organisation and personnel development manager.



Daniel Peters, organisation and personnel development manager.



Franziska Vosseler, training officer.



A view of the working room at the trainer workshop.

New trainees at ZIEGLER

NOW LET'S GET DOWN TO BUSINESS

Once again it was that time of the year for the new ZIEGLER trainees when “life begins in earnest”. Even if this is not really true because the students will certainly have already experienced serious situations before embarking on their courses, it is nevertheless a big step and marks a huge change in their lives. The demands placed upon the trainees are high and the selection process is a lengthy one. Now that everything has been mastered successfully, our apprentices Marie Zylka, Aylin Cakar and Frances Schönborn from Kelsterbach and Caner Gör, Jasmin Kesen, Alessia Marchese, Oriana Melo Moura, Sophia Zimmermann, Ramon Dietrich and Martin Weber from ZIEGLER Switzerland have embarked on their exciting journey into a new phase in their lives.

A lot of information

The introductory week that we organise on the occasion of this event helps them make the transition from school to the world of work. For the trainees it was a matter of digesting a great deal of information, correctly understanding terms, remembering all the names of their colleagues and concentrating on the work in hand eight hours a day. For instance, they learned how to use our time logging systems or what to do if you want to apply for holiday leave, or if you are ill, and how to correctly answer the phone. In addition, they each received a first introduction to topics such as import, export, truck types, load metre calculation, sea and air freight and much more besides.

For the workers from the operational areas, this means, in addition to their work with its daily demands, unexpected events and challenges,



The new apprentices at ZIEGLER Frankfurt/Kelsterbach: Marie Zylka, Aylin Cakar, Frances Schönborn.



Pleasant atmosphere: introductory talks.



Fresh additions – the new trainees at ZIEGLER Switzerland: Caner Gör, Jasmin Kesen, Alessia Marchese, Oriana Melo Moura, Sophia Zimmermann, Ramon Dietrich and Martin Weber.



Part of the training: visit to the transshipment warehouse.

finding time to pick up their new colleagues and to inspire them for this profession.

Germany adopted the Swiss concept

This year, for the first time, ZIEGLER GmbH in Frankfurt has adopted the proven Swiss concept for the trainees' induction. For Tanja Degenhardt and Armin Kirberg in Kelsterbach it was not only an extremely labour-intensive preparation for the work in hand, but also an excellent experience. They have discovered that with the help of an introductory week, “onboarding” can be mastered much more easily and efficiently.

However, they had to go down a rocky path in accomplishing this. Whilst the procedure for group and individual work, team presentations, questionnaires, test modules, work orders, etc. has been known for several years at ZIEGLER in Switzerland, it was all entirely new for the Kelsterbach employees. Although it was possible

to prepare a lot of this in Switzerland under the directorship of Franziska Vosseler, all the learning materials in Germany had to be altered and adapted to the local conditions. It was an enormous challenge both for the people affected in Kelsterbach and also for the officers in charge of training and continuing education.

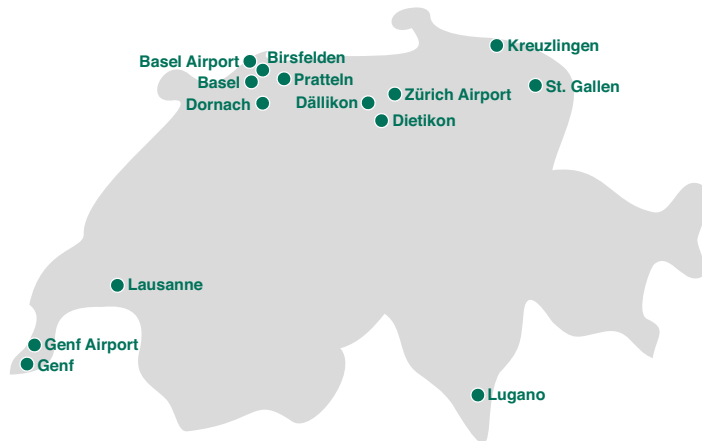
The effort was worth it

In retrospect, we can say that it involved a huge amount of work but the effort was worth it. The feedback from the trainees and workers was consistently positive, and that compensates for the many hours, often late into the evening, required to properly prepare all the materials.

Many thanks to everyone who worked so hard on this project and we once again extend a warm welcome to all trainees.

Text: Daniel Peters, organisation and personnel development manager.

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 61 695 84 40
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.: +41 71 311 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
ziegler_stuttgart@zieglergroup.com

Good advice for business trips to Brazil

BUSINESS TRIPS TO BRAZIL

You can win friends in meetings in Brazil with knowledge about Brazil, its economic situation and of course the subject of football. Establishing business contacts in Brazil is very worthwhile: The country is, after all, the ninth-largest economy in the world. The first business meeting should be used to build up a personal (trusting) relationship. Frequent changes of contact persons at the German company and discussions that are purely business-oriented can cause cooperative ventures to fail.



Brazilians attach a lot of importance to a good appearance – for both men and women. Men should wear a classic dark suit with a tie, women should wear a skirt or trouser suit and makeup.

Contracts are not concluded immediately; decisions are only taken by the highest-ranking person in the company, meaning that internal communication can also be delayed. And, in general, arriving late is viewed positively. While you as a guest should arrive on time for a business meal, it is quite possible that a Brazilian will arrive at the table slightly



later. For him, this is part of his culture, and therefore should not be criticised. Once you have established a good relationship with a Brazilian, you have also found a reliable business partner.

ANNIVERSARIES



15 years at the company

Thorsten Witt
CEO and member of the board,
on 1 January 2018

10 years at the company

Flavio Marras
IT, on 1 February 2018



10 years at the company

Reimund Nathan
Kelsterbach,
on 1 November 2017

5 years at the company

Thomas Rüttchen
Ratingen,
on 1 November 2017

Fatih Özgenc
Eschweiler,
on 1 October 2017



160 years of company loyalty! Most of the staff of Ziegler (Switzerland) AG who celebrated a company anniversary in 2017, with executives. The group came together for a celebratory dinner.

Congratulations!

**...get on board
Modern logistics –
worldwide!**



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