

The logistics magazine

ZIEGLER

onboard

Winter edition 2018 / 2019

Industry solutions

Innovative logistics –
proven and customised

Roger Weiss, head
of warehousing logistics
in Switzerland – Page 11

Connected

Container pre-carriage
and on-carriage

Good logistics

2 brains – 1 topic

Public holidays

Impacts upon
logistics

Welcome *onboard*

Editorial



Experience and innovative ideas for now and the future: that would be a good way of summarising ZIEGLER's logistics services. We have created customised solutions which our customers would not be able to obtain elsewhere, in various sectors. We present a small selection of our industry solutions in this edition of onboard.

Make the most of our expertise, which you will also find in the articles of this new edition of our customer magazine.

Yours sincerely,

Thorsten Witt, CEO
Switzerland, Germany

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Serving industries

Innovative logistics solutions for industries of all kinds

For ZIEGLER, logistics means offering customers a comprehensive industry solution – both proven and customised. All the branches in Switzerland and Germany have built up their expertise to this end. The eight industry examples which we will be presenting to you here demonstrate your advantages – and our competencies. At the same time we are always motivated to fully familiarise ourselves with other special industry solutions.

Clocks and watches – just in time.

Competencies: Reliability in terms of on-time deliveries, security for valuable goods, complete logistics support – right down to delivery to your stand at a timepiece trade fair.

Product examples: Timepieces by various manufacturers in all price segments – ranging from economical models to

luxury goods.

Markets: Supplying the wholesale trade.

Services: Contract logisticians with a complete logistics service, an approach and level of complexity tailored to the customer's needs, custom solutions for the arrivals process, receiving, storage, inven-



tory, packaging, shipping and invoicing. Trade fair services such as the importing of display cases, catalogues and advertising media.

Pharmaceuticals – with expertise

Competencies: The high quality of ZIEGLER's work is inspected by customers by means of external audits and by the Swissmedic supervisory authority.

Product examples: Pharmaceutical samples

Markets: Laboratories.

Services: Refrigerated trans-

port in insulated boxes, transport to the airport, express air freight, reservation of airline transport capacities, creation of a pro forma invoice and packing list with the name of the consignee, full shipment monitoring and notifying the customer of the shipment status.

Certificates: Swissmedic awarded ZIEGLER Switzerland



the permit "... to import and export pharmaceuticals and to practice wholesale trade in pharmaceuticals."

Foods – top hygiene

Competencies: In food logistics, temperature monitoring, hygiene, cleanliness and well-maintained trucks play a major role (HACCP). ZIEGLER Switzerland has long provided the food industry and the retail trade with a comprehensive industry solution.

Product examples: Crisps, olive oil, coconut milk, curry paste, rice and pasta, sauces or pickles.

Markets: Wholesale, retail and the food industry.

Services: Administration, storage and retrieval, quality control, sampling, inventory management, inventory, order picking, marking, labelling, packaging, shrinking, stretching, display assembly and placement, packaging, domestic and international shipping, returns handling, disposal, access to Webstock, warehousing following the principles of



FIFO, FEFO, LIFO and BBD.

Certificates: Swissmedic/GPD, Bio Inspecta, ISO 22000, ISO 9001, ISO 14001 and AEO.

Glass – handle with great care

Competencies: More than 20 years of experience. Wooden racks individually designed for customers that allow goods to be transported safely, without any damage. The team in the warehouse has been trained in how to handle glass products.

Product examples: Fire-resistant glass, insulating glass, high-security glazing, mirrors.

Markets: Sale to wholesale traders. Direct delivery to building sites and the automotive industry (just-in-time deliveries).



Services: Administration, warehousing, delivery to the recipient by land, customer consultancy to optimise on-going projects.

Tiles – supplied straight from North Africa

Competencies: Trained staff in the warehouse handle these delicate goods with the utmost professional care.

Product examples: Tiles for floors and walls, mainly hand-made.

Markets: Supplying traders and private individuals. Customers receive positive feedback from the ZIEGLER service team.

Services: Import as sea freight from North Africa, distribution by ZIEGLER Eschweiler



throughout Europe. Administration, customs clearance and warehousing.

Furniture – design meets logistics

Competencies: Transporting bulky goods without any damage: ZIEGLER has developed a packaging unit that enables what can be large pieces of furniture to be transported without any damage.

Product examples: High-quality designer furniture such as tables, chairs, cabinets – some of which are antique.

Markets: Furniture retail stores as well as deliveries to private recipients.



Services: Administration, storage, distribution to wholesalers

Power Tools – everything in stock

Competencies: In Stuttgart, ZIEGLER has extensive experience and offers, among other things, an online order management system allowing the shipment status to be checked at any time. Thus, measures are managed which enable storage capacities to be put to optimal use and the number of assets left “in limbo” to be reduced.

Product examples: Power tools such as drills, band saws, angle grinders and compressors – anything found in a DIY store.

Markets: Discounter logistics.

Services: ZIEGLER imports goods from Asia, the USA and Israel by sea and air freight as well as via the Silk Road by rail, dealing with both goods kept in



storage and logistics for discounters. This is a time-sensitive matter and is monitored globally in close cooperation with our customers.

Automotive – transport packaging

Competencies: Damage-free transport by virtue of a packaging solution developed by ZIEGLER using a bundling machine for unwieldy and heavy products which are very individual in shape. Development of a label for the packaging to clearly identify the products.

Product examples: Trailer hitch, wiring kits.

Markets: Europe-wide distribution to car manufacturers, just-in-time production.

Services: Outsourcing projects involving the assumption of all logistics services – storage of the entire unpacked inventory on 300 pallet spaces, inventory management, order acceptance, packaging of the goods in the picking zone,



labelling / addressing, same day shipping – handover to the parcel service.

Connection to the ports

Sea freight: Specialists in container pre-carriage and on-carriage



Import and export gates. The northern ports, such as Hamburg (pictured here), followed by Bremerhaven and Wilhelmshaven, are the number 1 options at SOSTRANA. However, the ports of Rotterdam and Antwerp are equally important for container logistics.

Transport to and from European seaports – performed competently, reliably and neutrally with Sostrana.

SOSTRANA

How do freight containers get from the consigner to the port? How does sea freight get from the receiving port to the consignees? The specialists responsible for collecting and delivering sea freight consignments, in particular containers, are based at the ZIEGLER subsidiary SOSTRANA in Thedinghausen, near Bremen. The staff ensure that containers are transported from and to the northern and western European ports. While the ZIEGLER branches organise

the sea freight or shipping processes, the SOSTRANA team ensures that these sea freight shipments are connected with European ports – e.g. Hamburg, Bremerhaven, Wilhelmshaven or Antwerp and Rotterdam – using the optimum mode of transport. There, the SOSTRANA team works by order of ZIEGLER. The advantage for ZIEGLER customers: bundled shipments make running times short and costs attractive.

SOSTRANA was founded in Eschweiler in 1998 as a wholly owned subsidiary of ZIEGLER. Sostrana GmbH in Bremen was established in 2007, and has had its headquarters in Thedinghausen for the past five years. The founding team includes the branch manager Jens Stührmann. “The basic idea behind SOSTRANA was, and is, the bundling of transports in order to exploit synergies.” The team of four takes care of FCL and LCL shipments. Stührmann: “We offer



Jens Stührmann,
branch manager.



Specialists in sea freight pre-carriage and on-carriage (from left): Malte Simon,
Alexander Gross and Jens Tote.



transport solutions for standard and oversized containers, extending to general cargo with a wide range of dimensions.”

Though market demands have increased over the years, the team has always found a solution to satisfy its customers. The

current service offered includes audits of shipments – from start to finish – checking, for example,

«Save time
when facing tight
time slots.»

exemptions or other shipment details. It’s often the small things which save the customer unnecessary follow-up costs. Branch

manager Stührmann confirms: “Especially in the case of container shipments with very tight time slots at seaports, perfecting the handling

procedure can save a considerable amount of time – but requires advanced logistical skills.”

SOSTRANA’s pre- and on-carriage specialists are commissioned increasingly frequently to identify and forward the VGM (verified gross mass). Short-term changes or customs problems are among the recurring challenges for pre-carriage and on-carriage, and require a lot of expertise and experience. ZIEGLER has SOSTRANA’s specialists to this end.

www.sostrana.com

New dangerous goods regulations

Important changes to SDR/ADR 2019

Dangerous goods are substances and products which can pose a risk to people, objects and the environment when they are transported. The handling and transport of these goods follows a set of rules: the Regulation for the Transport of Dangerous Goods by Road (SDR / ADR). The latest version is valid from 1 January 2019.



The most important ADR changes

End to exemption

for machinery and equipment containing residues of dangerous goods, or whose functional elements contain dangerous goods, but are not specifically listed in the UN directories.

Transporting lithium batteries

There have been amendments in relation to the carriage and classification of lithium batteries. Packaging used for these batteries must fulfil specific requirements and is subject to an inspection by authorities.

Transport documents

In future, if transport operations are performed within the exemp-

tion limits according to 1.1.3.6 ADR, the calculated values (hazard points) for each transport category must be specified. When transporting defective lithium batteries, the notice "Carriage in accordance with special requirement 376" must be stated.

Gross weight

For objects, the gross weight not including the weight of the packaging must be stated.

SDR changes

The SDR will be completely revised with new texts that comply with the standards.

Transitional period coming to an end

The transitional periods for the use of the old lithium warning label and danger label No 9 for lithium batteries expire on 31 December 2018.



old



new



Danger label
no. 9A

Further changes of the regulations SDR / ADR / RID are to be checked in individual cases.

Automated mass customs clearance

Software solution for the consolidation of positional data

Faster customs clearance

Nowadays, a productive working procedure is extremely important. That's why ZIEGLER Switzerland has invested a lot in order to process mass customs clearance procedures optimally and rapidly. At the same time, the customer is offered a software solution for the consolidation of positional data. The levels of efficiency have been increased considerably by virtue of state-of-the-art interfaces.



Procedure

The software solution is extremely user-friendly:

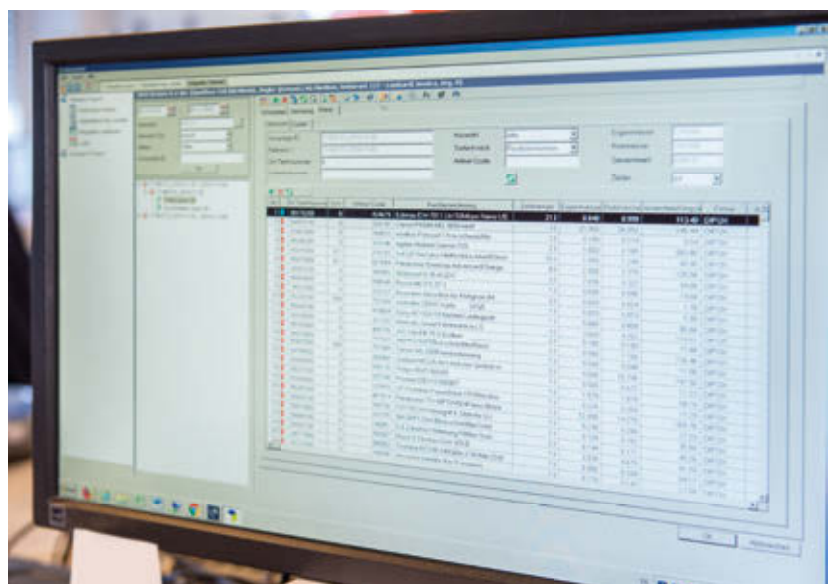
- all the data for the customs clearance are required electronically
- the customer enters data into a special template
- or the customer transmits data in an Excel format. A customer template is specifically created for this purpose
- the data are subsequently transferred to ZIEGLER's customs clearance system via an interface

Your advantages

- applies to import and export customs clearance operations
- in the case of exports, the positional data can also be used to create e-decs thanks to consolidation
- quicker and more efficient customs clearing
- errors due to incorrect entries are avoided
- reduces the risks of consignments becoming stuck somewhere due to a lack of time
- suitable for e-commerce



Vanessa Güimil, Assistant Head of Land Transports, Europe, and Jessica Lombardi, Customs Declarant – ZIEGLER Pratteln.



View of the entry screen.

Better transport planning – avoid truck journeys

Continued reduction in truck trips through the Swiss Alps

Avoiding truck journeys is the order of the day: this reduces CO₂ emissions and noise. Through state-of-the-art route planning and deploying trucks and containers to full capacity, ZIEGLER ensures that unnecessary (empty) journeys are avoided. In this way, ZIEGLER supports the trend and political goal of reducing the number of truck journeys driven.

There is also positive news to report in relation to truck trips through the Swiss Alps: in the first half of 2018, the number of journeys decreased by 2.5 per cent. The long-term trend towards fewer truck journeys has thus been further consolidated. Truck journeys across the Alps dropped to 477,000 in this period – the lowest half-year figure since 1999. Journeys decreased on all four Swiss Alpine crossings.

In the meantime, the railways were unable to continue the trend of strong growth that they had achieved between 2013 and 2017 in terms of transport through the Alps. The amount of goods transported remained virtually unchanged compared to the first semester of 2017 (-0.2 per cent). Rail freight traffic through the Alps continues to be negatively affected by the numerous construction projects in Switzerland and on foreign access routes for transalpine rail freight traffic. On the Gotthard route, work to increase the cross-sections of various tunnels, allowing consignments with a 4-metre corner height, is leading to restrictions and capacity bottlenecks affecting the quality of transalpine rail freight traffic. Flows of goods that were previously transported beneath the Alps by rail will have shifted to alternative routes and modes of transport following the Rastatt tunnel closure.



Modern logistics

Two professionals highlight an important topic

“FROM ONE SOURCE”

What is the standout feature of modern logistics?

A modern logistics warehouse must be controlled in such a way that the logistician implements the customer's needs, goals and wishes. At the same time, current trends also need to be taken into account. All the work must be coordinated to reduce effort and costs while still offering the customer high-quality logistics. The secret to success is a view that combines commerce and transportation in the form of mod-

ern logistics – with IT also playing an important role.

What trend do you notice in terms of the customers' wishes?

More and more customers wish to have logistics from one source. They want interfaces to work and to be kept constantly informed. Reliability, quality and service pay off.

What makes ZIEGLER Germany better than the competition?

The personal customer contact,



Jochen Korth, Branch Manager of ZIEGLER Eschweiler

with the same contact people over a period of many years! There is also the very good sales consultancy service for packaging, which avoids transport damage.

“REDUCING COSTS”

What was the idea behind the sites of the logistics warehouses in Switzerland?

Our warehouses in Basel and Dornach are located at the point where Switzerland, Germany and France meet. This means goods can be imported and exported for the EU area. The goods are quickly received by customers thanks to the good links to the motorways. The EuroAirport is also very near.

What advantages does a company gain by outsourcing its logistics operations?

The company's logistics be-

comes more flexible and its quality increases. The personnel, floor spaces, equipment and IT are employed more efficiently. Furthermore, there is the seasonal optimisation of capacity utilisation thanks to countercyclical third-party business transactions. Companies reduce their overhead costs and avoid investment in buildings. In business management terms, this means logistics costs are reduced and fixed costs become variable costs.

Which strengths does ZIEGLER, Switzerland have in logistics?

It is cheaper to send a fully load-



Roger Weiss, Head of warehousing logistics in Switzerland

ed truck on its way than two half-empty ones. With its efficient order picking, ZIEGLER ensures that the goods to be transported are available in the right place at the right time. Thanks to our hardware and software, orders are received by the customer within 24 hours.

Scheduling under control

Basel logistics centre: Carinne Belzunce – the work of a dispatcher



Always in dialogue: coordination at the warehouse.

A lot depends upon Carinne Belzunce in the logistics sector: with her experience, she organises and manages ZIEGLER customers' consignments together with her colleagues in the scheduling department at the Basel logistics centre. There, the beating heart of industry is especially evident: large companies produce goods throughout the day and night in Basel – and ship their goods within Switzerland and of

course internationally. In addition, there are imports from all round the world. ZIEGLER operates a logistics centre located right by a transport hub in the north of the city. Trucks constantly come and go, transporting pharmaceutical products, large machines, foods and other products from many industries. In logistics, nothing works without the scheduling department: the staff are a key pillar of the logistics centre.

The working days commences at 06:45 am for Carinne Belzunce. Her first task is to organise the consignments of a key account from the pharmaceuticals industry. For eight years, she has worked for ZIEGLER managing the orders for this Basel customer, which arrive by fax or email. She records the orders in the "Logis" logistics software. After the orders have been dealt with by the warehouse staff, she



In private: Carinne Belzunce with her dogs.



Carinne Belzunce at her place of work.

DISPATCHERS HAVE GENUINE TALENT

Dispatchers can be found at all of ZIEGLER's sites in Germany and Switzerland. A freight forwarding company's dispatchers have true organisational talent, "conducting" the traffic flows like an orchestra. In a freight forwarding company, the dispatchers' work includes, for instance, coordinating consignments, taking charge of means of transport and making sure the consignments arrive and leave on time. They also use their commercial calculation skills and constantly fine-tune the route planning. As well as carrying out their main duties and working through their daily tasks, dispatchers always also play a role in quality management.



Work at the ZIEGLER Logistics Centre in Basel

prints out the shipping documents for the drivers. She enjoys the work in the logistics centre. Before she started working for ZIEGLER, she was a department manager of a company which packaged all types of products.

In the logistics centre, Carinne Belzunce processes incoming and outgoing goods for various customers. She organises consignments, deals with any damage reports and monitors the exchange of pallets. "I love the daily

new challenges and the varied work", says Carinne Belzunce. "I enjoy the contact with customers, colleagues and the carriers."

Dispatchers –
conductors of
the huge logistics
"orchestra"

And in her private life? "I most enjoy spending my leisure time with my two Newfoundland dogs 'Aeron' and 'Falco'. I also travel a lot as a result of my membership of a dog club." She has more nice company at home: her two parrots "Gips" and "Kiwi".

International holidays

Carnival in Brazil, the Chinese New Year, the Diwali festival in India or Christmas in Germany: anyone who imports or exports goods must keep these and similar international holidays in mind. Then the planned delivery will also be performed on time.

We have compiled an overview of the most important national holidays of selected countries.

We have conscientiously researched the holidays listed, but wish to point out that we make no claim that this list is entirely complete or correct.

Europe		North America		South America		Asia		Africa			
January		February		March		April		May		June	
1 Tue	Worldwide with some exceptions: New Year's Day	1 Fri		1 Fri		1 Mon		1 Wed	Europe, China, Vietnam and other countries: Labour Day	1 Sat	Cambodia: Int. Children's Day
2 Wed	Scotland: Bank Holiday	2 Sat	USA: Superbowl	2 Sat	Brazil: Carnival 2 nd until 6 th	2 Tue	Argentina: Islas Malvinas Day	2 Thu		2 Sun	
3 Thu		3 Sun		3 Sun		3 Wed		3 Fri	Poland: National holiday	3 Mon	
4 Fri		4 Mon	Vietnam: Tet-Festival 4 th until 10 th	4 Mon	India: Maha Shivaratri	4 Thu		4 Sat		4 Tue	
5 Sat		5 Tue	China, Indonesia, Korea, Nepal, Thailand: New Year's Day China: Golden Week 5 th until 11 th	5 Tue		5 Fri	China: Qingming Festival	5 Sun		5 Wed	Bangladesh, Morocco, Tunisia and other countries: Eid al-Fitr (festival marking the end of fasting)
6 Sun	Europe (in some countries): Epiphany	6 Wed		6 Wed		6 Sat		6 Mon	Ireland: May Day	6 Thu	Sweden: National holiday
7 Mon	Cambodia: Victory over Genocide Day	7 Thu		7 Thu		7 Sun		7 Tue		7 Fri	China: Dragon boat festival
8 Tue		8 Fri		8 Fri	Cambodia: International Women's Day	8 Mon		8 Wed	France: Victory Day	8 Sat	
9 Wed		9 Sat		9 Sat		9 Tue	Tunisia: Martyr's Day	9 Thu		9 Sun	
10 Thu		10 Sun		10 Sun		10 Wed		10 Fri		10 Mon	
11 Fri	Morocco: Proclamation of Independence	11 Mon		11 Mon		11 Thu		11 Sat		11 Tue	
12 Sat		12 Tue		12 Tue		12 Fri		12 Sun		12 Wed	
13 Sun		13 Wed		13 Wed		13 Sat	Thailand: New Year 13 th until 16 th	13 Mon	Thailand: Royal ceremony of the first ploughing	13 Thu	
14 Mon	Tunisia: Revolution Day	14 Thu		14 Thu		14 Sun	Cambodia, Bangladesh: New Year	14 Tue		14 Fri	
15 Tue		15 Fri		15 Fri		15 Mon		15 Wed		15 Sat	
16 Wed		16 Sat		16 Sat		16 Tue		16 Thu		16 Sun	
17 Thu		17 Sun		17 Sun	Ireland: St. Patrick's Day	17 Wed	India: Mahavir Jayanti	17 Fri	Norway: National holiday	17 Mon	Argentina: Commemoration of General D. M. de Güemes
18 Fri		18 Mon		18 Mon		18 Thu		18 Sat	Cambodia: Visak Bochea Day	18 Tue	
19 Sat		19 Tue	China: Lantern Festival Cambodia: Meak Bochea Thailand: Makha Bucha	19 Tue		19 Fri	Easter 19 th until 22 nd (Good Friday and Easter Monday not in all countries)	19 Sun		19 Wed	
20 Sun		20 Wed		20 Wed	Tunisia: Independence Day India: Holi festival 20 th until 21 st	20 Sat		20 Mon	Cambodia: Remembrance Day	20 Thu	Argentina: National Flag Day Europe (in some countries): Corpus Christi
21 Mon	USA: Martin Luther King Day	21 Thu		21 Thu	South Africa: Human Rights Day	21 Sun		21 Tue		21 Fri	
22 Tue		22 Fri		22 Fri		22 Mon	South Africa: Family Day	22 Wed	Cambodia: Royal ploughing ceremony	22 Sat	Sweden, Finland: Midsummer Day
23 Wed		23 Sat		23 Sat		23 Tue		23 Thu		23 Sun	Luxembourg: National holiday
24 Thu		24 Sun		24 Sun	Greece: National holiday	24 Wed		24 Fri		24 Mon	
25 Fri		25 Mon		25 Mon		25 Thu		25 Sat	Argentina: National holiday	25 Tue	
26 Sat	India: National holiday	26 Tue		26 Tue	Bangladesh: National holiday	26 Fri		26 Sun		26 Wed	
27 Sun		27 Wed		27 Wed		27 Sat	Netherlands: National holiday South Africa: Freedom Day	27 Mon	England: Spring Bank Holiday USA: Memorial Day	27 Thu	
28 Mon		28 Thu		28 Thu		28 Sun		28 Tue		28 Fri	
29 Tue		29 Fri		29 Fri		29 Mon		29 Wed		29 Sat	
30 Wed		30 Sat		30 Sat		30 Tue	Vietnam: Liberation Day	30 Thu	Europe: Ascension Day	30 Sun	
31 Thu				31 Sun				31 Fri			

Alarm clocks and wall clocks that tick all the boxes

We are actually surrounded by clocks and watches: computers, smart phones, on our wrist or in public spaces: do good old bedside table alarm clocks or wall clocks still have a chance at all? “Yes” is the answer – as a company from the town of Dettelbach am Main in Lower Franconia demonstrated to us.

“We mainly focus on two target groups: senior citizens who are still familiar with the bedside table alarm clock, and children”, is how Daniel Scheller, co-owner of

EUROTIME

Eurotime, explains the market strategy. The creative Lower Franconians are particularly proud of the broad children’s range, which boys and girls find equally attractive. Company-developed models conquer hearts with their added extras – such as trendy colours, motifs and dials with a 3D depth effect.

Design your own watches and clocks

A new feature is the portal **Uhr-Designer** that has been

developed by Eurotime. Here, anyone can easily design the dial of their wall clock or alarm clock themselves, with photos, pictures or drawings.

The large radio wall clocks with a diameter of 40 to 50 cm are also a hit. They are used in large rooms, halls or stations and can still be read well from a distance of 100 metres.

Speed counts

“We can place new designs at the point of sale within a few days and establish very quickly what makes customers tick and how they react to the design,” Daniel Scheller states, underlining the flexibility that the market demands when it comes to watches. “With the ZIEGLER freight forwarding company at our side as a partner for imports and warehouse logistics, we are always on time”, confirms Scheller.

The ZIEGLER customs professionals ensure that time doesn’t stand still.



ZIEGLER Logistics

- Sea freight imports from Far East
- LCL/FCL
- FCL warehousing
- Order picking
- National distribution with shipping
- Delivery within time windows agreed upon by ZIEGLER for wholesalers

www.eurotime.eu

www.uhr-designer.eu



Lights for safe football

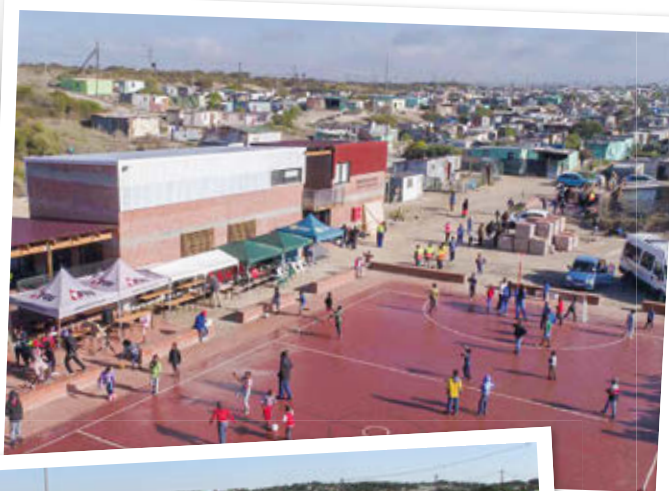
ZIEGLER St. Gallen organises the transport of lights to South Africa

During a long stay in Khayelitsha, the largest township in Cape Town, Enrico Baumann experienced the area's poverty – the other side of affluent South Africa. The CEO of the Swiss company ELEKTRON AG wanted to provide spontaneous help and improve the quality of life there. The most obvious means was

“It was our goal that the children can play football safely”, says Enrico Baumann.

to offer support in ELEKTRON's core field of competence, public lighting. This is how the Khayelitsha Playground and Sports Field Lighting project came into being. His idea: lights that were no longer state-of-the-art in Switzerland were donated to playgrounds and sports fields in the township. Baumann

launched the project back in Switzerland. After procuring the lights, it was a matter of dealing with the complex organisation of the logistics. The transport and customs clearance were drawn-out processes. With the aid of ZIEGLER in St. Gallen, 32 lights for the sports fields and access roads were imported into South Africa at the beginning of the year. After some two years of intensive planning and many setbacks, the children can now finally benefit from them.



www.elektron.ch

www.elektron.ch/de/aktuelles/projekt-khayelitsha

Finance experts in Welkenraedt

The accounting for ZIEGLER Germany is performed in the east Belgian town of Welkenraedt.

Nothing is more permanent than the temporary – as the saying goes. Planned as a temporary solution – proven as a permanent institution to this day. When ZIEGLER Germany was founded on 14 July 1967 near Aachen, the finances and accounting were temporarily assumed by the “Finance and Accounting” department located in nearby Welkenraedt. The team there was already working on behalf of the east Belgian branches.

The new task was definitely a real challenge for the team from eastern Belgium. The staff had to familiarise themselves with and apply the laws and provisions that apply in Germany. This familiarisation paid off. When the German ZIEGLER GmbH founded further branches from the year 2000 onwards and developed new business fields, a period of rapid expansion and strong growth in Germany commenced. The management at ZIEGLER’s headquarters in Brussels continued to rely on the proven know-how and expertise



They have the accounts of ZIEGLER Germany under control, from left to right: Nathalie Scoubeau, Arsène Rox, Nadia Herwats, Marie-Odette Schoonbroodt, Maryline Schyns, Valerie Hendrick, Sandrine Voss, Kelly Van Hauten and Christian Keller.

of the accounting department in Welkenraedt. The team in Welkenraedt currently comprises nine employees. The team covers a wide range of fields:

- Recording the receipts
- Preparing the financial statements
- Accounts receivable / accounts payable
- Payroll accounting
- Controlling
- Monthly reports to the management

As well as supporting companies based in Germany, such as ZIEGLER GmbH and Sostrana GmbH, Welkenraedt continues to be responsible for the accounts of the East Belgian branches and recently also for the Luxembourg company Sobolux.

The provisional assumption of responsibility for the Finance and Accounting sectors still applies, some 51 years later.

Text: Christian Keller

Entering the world of work

They are the customer contacts of the future – the new trainees! In Germany eight, and in Switzerland five future forwarding agents started working for ZIEGLER. The introductory week is an important element: in Pratteln in Switzerland and in Kelsterbach in Germany, the newcomers learned during role-playing sessions how to converse with cus-

tomers and business partners in a customer-oriented manner on the phone. Other topics included: What do I do if I fall ill? How do I apply for time off?

With the support of the operative departments, the trainees learned about the diversity of the everyday shipping business: truck types, calculating the

loading metres or the differences between import and export, including Incoterms. Another important goal was achieved: the introductory week helped to bring the trainees from the different branches together as a team.

Text: Franziska Vosseler, responsible for training and development



Swiss trainees (from left to right): Hugo Costa, Fadella Ballato, Melissa Sena, Sophia Dema, Vewaydan Pulendran.



German trainees (from left to right): Philipp Pehlemann, Deniz Ross, Christian Rescheleit, Arjang Sadaghiani, Enes Yürük, Dennis Nowotsch, Anja Müller; not in the photo: Yanik Wiese.

Golf in the wine-growing region of Lake Geneva

This golf event has a rich tradition: on 14 September 2018, ZIEGLER Switzerland invited customers to the fifth golf event in the picturesque town of Lavaux, on the shores of Lake Geneva. 16 passionate golfers competed in glorious sunshine and pleasant temperatures on the 18 hole course to achieve the best score. The “greenhorns”

tried their hands at golf on the driving range and the 6-hole prac-



tice course in the afternoon.

The winners were honoured as they partook of an aperitif. They promised to come back next

year! As we said at the start, this golf event has a rich tradition – and a future!

Text: Monique Pirkner Nowak



ZIEGLER Sites

ZIEGLER Switzerland



ZIEGLER Lausanne:
new address from 1 January 2019 onwards

ZIEGLER (Suisse) SA	Tel.: +41 (0) 21 886 1575
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Wide awake in the long nights

Good advice for business trips to Finland

The Finns know long winter nights – and always remain wide awake when doing business. They don't like small talk; they get to the point very quickly. Just don't turn up to an agreed appointment too late! The Finns themselves are always punctual. Men should appear in a suit and tie, women should come in a suit. Though Scandinavians work on casual first-name terms, you should initially address your business partner by his surname – you will be able to see how he then responds. Don't be surprised if you are not greeted with a handshake

but just verbally; that is not impolite in Finland!

Finnish businesspeople do not beat about the bush. They negotiate in a targeted and structured manner; they are honest, fair and discuss matters frankly. One pleasant point is that hierarchical structures do not play a great part here. Verbal agreements are just as binding as written agreements. One faux pas should be avoided: feel free to bring alcohol as a gift when invited – but just don't talk about it.



RELIABLE!

Alexander Kirillov

Alexander Kirillov transports consignments as a truck driver for ZIEGLER and KARST in Koblenz, and always does so reliably. The insurance company Rheinische Versicherungsvermittlung GmbH has now awarded him a prize for his reliability. It awards a cash prize of € 300 every year to drivers in the freight transport sector. Alexander Kirillov met the criterion of having worked so respon-



Alexander Kirillov receives the award from Jochen Korth, Branch Manager of ZIEGLER Eschweiler.

sibly between 2015 and 2017 that no damage was caused to the transported goods. ZIEGLER would like to express its heartfelt gratitude for this performance.

Anniversaries

25 years

Jeannette Frund

Invoicing, Pratteln,
1 December 2018

Evangelos Ntagiantas

Deputy manager of the Dietikon branch, 1 January 2019

20 years

Hugues Haefflinger

Basel logistics centre,
1 November 2018

Roger Weiss

Head of logistics, Switzerland
1 January 2019

Thomas Amsler

Billing department, Pratteln,
1 February 2019

15 years

Will Ludovic

Basel logistics centre,
2 February 2019



Working together, celebrating together: long-serving employees at ZIEGLER Switzerland.

15 years

Lars Neumeister

Eschweiler, 1 October 2018

10 years

Nathalie Scoubeau

Accounts department, Welkenraedt,
3 November 2018

Malte Simon

Sostrana, Bremen,
1 November 2018



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