

# onboard

Logistics by ZIEGLER



## 50 years of ZIEGLER Germany

### 5 SUCCESSFUL DECADES: REVIEW AND OUTLOOK

- Featured: ZIEGLER in St. Gallen
- crew4you: importing and shipping a tractor
- ZIEGLER as an attractive employer

Welcome on board

## DEAR READERS



Goals such as customer focus, customer friendliness, good service etc., can be found in the mission statement of almost every company in our industry. That's actually not very surprising. I at any rate know of no company which has won over customers with poor service and unfriendliness.

Our daily motivation involves converting what is self-explanatory into reality. Our employees have the expertise and the personal commitment to provide a customised logistics solution for your consignment. One of ZIEGLER's goals is therefore to have employees who work very enthusiastically in a team.

For us it is important, but also goes without saying, that we want to be an attractive employer. But what makes a good employer? 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 very motivated by the fact they have freedom and responsibilities. At a time when specialists are difficult to recruit, we are delighted that a large number of well-trained logis-

tics specialists and industry experts find their way to us and appreciate precisely these types of opportunity for responsible, customer-oriented work. This is exactly what they enjoy doing and where they experience great job satisfaction.

ZIEGLER is currently very actively involved in Switzerland and Germany in order to present itself as an attractive employer and to create an inspiring working environment for highly motivated employees. Read more about this topic in the new issue of *onboard*.

Thorsten Witt, CEO  
Switzerland, Germany

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### IMPRESSUM

The German texts are drafted with Swiss spelling and grammar.

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Aachen: the city with the famous cathedral was the location of ZIEGLER Germany's foundation in 1967.



From the ZIEGLER archive: corporation tax from the founding year of 1967 and the first sales tax declaration.

*Anniversary: 50 years of ZIEGLER Germany*

## ZIEGLER GERMANY: FOUNDING OF THE COMPANY IN AACHEN

The company's history began in Brussels – the Belgian metropolis where the ZIEGLER Group now has its headquarters. This is where Arthur Joseph Ziegler founded the ZIEGLER company, named after him, in 1908. His owner-run forwarding company went on to become very internationally oriented. In 1958 ZIEGLER was nominated as an official logistics partner for the Brussels World's Fair. This also marked the start of a period of pan-European expansion.

### Germany, an economic powerhouse

ZIEGLER expanded into the Benelux countries, France and Switzerland in the early 1960s. In 1967, Arthur Ziegler finally fulfilled a long-cherished wish of establishing his forwarding company in Germany. Even the first recession to paralyse the German economy, in 1967, was incapable of foiling his plans. "Ziegler

& Co. GmbH Internationale Spedition" was founded on 14 July 1967 and was entered in the commercial register on 14 August 1967.

There were certainly also political reasons behind the founding of ZIEGLER Germany. The Belgian ZIEGLER branch in Montzen had established contacts with VEB Deutrans (the only internationally active freight forwarder of the former GDR) to transport goods by rail and road. While the government of the GDR insisted on the existence of two German states, the political viewpoint of the West German Republic was different: the GDR was not regarded as a foreign country. As a result, the same rules applied for Deutrans as for West German hauliers, who were allowed to accept transport orders without any restrictions. However, ZIEGLER Belgium no longer wanted to be in a dependent relation with foreign contact

people and service providers and preferred the founding of a subsidiary in Germany.

### Foundation at the Aachen West goods station

ZIEGLER moved into its first offices in Germany at the freight station in Aachen West. A rental agreement for a storage location was concluded with the Deutsche Bahn. A minimum volume of 2,000 tonnes had to be brought into this warehouse each year. Aachen was also the perfect logistical site for the launch, at the point where the borders of Germany, Belgium and the Netherlands met, and an ideal starting point for further expansion in Germany.

*Continued on pages 4 and 5*



ZIEGLER employees Monika Schneider and Jochen Korth in Eschweiler hold ZIEGLER's history in their hands: the property on Süsterfeldstrasse.

*Anniversary: 50 years of ZIEGLER Germany*

## ZIEGLER GERMANY: NOW PRESENT AT FIVE DIFFERENT SITES



The foundation of ZIEGLER Germany in Aachen was an economic success – right from the

first year onwards. The sales figures demonstrate the rapid positive trend: in 1967 the turn-

over amounted to DM 53,895, in 1968 it had more than doubled to DM 137,500, in 1970 it was



The current ZIEGLER team in Eschweiler, near Aachen.



DM 223,000 and in 1977 it already totalled DM 310,000. In the early years, the management of and responsibility for German ZIEGLER GmbH were, however, still in the hands of the management of the ZIEGLER branches in east Belgium.

### Construction of a company warehouse

However, new warehouse capacities were soon required: in January 1969, ZIEGLER purchased a warehouse at the Aachen West freight station from the international forwarding company Halbart. The warehouse was constructed on the site of the Deutsche Bundesbahn rail company. This warehouse was merely an interim solution and was sold to the Schenker company in 1972: back in 1968, ZIEGLER had already commis-

sioned the construction of its own 570 m<sup>2</sup> warehouse as well as office space at the Aachen West train station. The company moved into the warehouse in the spring of 1971.

### Increase in the number of orders

Due to the excellent work of the ZIEGLER employees, the number of orders and sales increased in the years that followed. A new location with a new, larger warehouse was ultimately required. In the summer of 1987, ZIEGLER moved to Süsterfeldstrasse in Aachen, where the company had purchased a 3000 m<sup>2</sup> site. Here it was possible to provide logistics and customer service in a warehouse with a capacity of 885 m<sup>2</sup> and office space of 354 m<sup>2</sup>. The

company's success continued unabated and this site also quickly became too small. All logistics activities were accommodated in warehouses rented by the ZIEGLER Group in Belgium: an interim solution for the expanding company. The idea of a new, large, state-of-the-art warehouse and logistics building matured.

### Development of warehouse logistics in Eschweiler

In December 2000, ZIEGLER acquired a site in the industrial and commercial estate in Eschweiler, near Aachen. The planning involved a warehouse that was 3112 m<sup>2</sup> in size, a logistics building of 5811 m<sup>2</sup> in size and an office building with 709 m<sup>2</sup> of floor space. The property was completed in the autumn of 2001. The



At the state capital of North Rhine-Westphalia: the Düsseldorf/Ratingen team.





At the air freight hub at Frankfurt airport: the ZIEGLER Kelsterbach team.

employees moved in in January 2002. Now ZIEGLER was also able to offer extensive services such as picking and packaging. This represented a massive step forward.

### Extension of the business model

The new location in Eschweiler was effectively a springboard for expansion in Germany. ZIEGLER Germany expanded its business model at the start of the new millennium, adding services in the sea and air freight sectors to its product range. Then things proceeded at great speed. On 1 January 2001, the ZIEGLER Ratingen branch was opened, close to the economic metropolis of Düs-

seldorf and the city's airport. One year later, the ZIEGLER office was opened in Hamburg – the city with the most important German seaport and the third largest port in Europe. An additional important site followed a year later: on 1 October 2003 ZIEGLER opened an office in Kelsterbach, near Frankfurt, immediately adjacent to the largest German airport. On the same day, employees also moved into the new branch office in Stuttgart-Filderstadt – very close to Stuttgart Airport.

### Growth at the sites

Looking back, the founding of ZIEGLER Germany was a success.

Looking forward, the ZIEGLER teams in Germany will keep up the current trend of local growth.

One thing has remained constant from the early days: support from eastern Belgium. While ZIEGLER Germany was initially supported by the management of the eastern Belgian branches, ZIEGLER still manages the company's finances and accounting in the eastern Belgian town of Welkenraedt. The employees there are part of the success of ZIEGLER Germany.

*Text: Christian Keller,  
ZIEGLER Welkenraedt*



At the largest German port: the ZIEGLER team in Hamburg.



At the heart of Baden-Württemberg: ZIEGLER in Stuttgart/Filderstadt.

*ZIEGLER Switzerland: certified in accordance with DIN EN ISO 9001:2015 and 14001:2015*

## SUCCESSFUL AUDITING

Over the course of four days this spring, three SGS employees inspected all the processes and quality measures in an audit at ZIEGLER in Switzerland. The positive upshot of this: ZIEGLER (Schweiz) AG is now certified in accordance with DIN EN ISO 9001:2015 and 14001:2015.

The certification is necessary to continue meeting the high demands of our customers. It also contributes to our goal of constantly improving our internal processes. Customer satisfaction continues to form the focus of our work, as the top goal of our quality management. The DIN ISO 9001:2015 and ISO 14001:2015 standards, which the quality management is based on, replace the



Successful: Norbert Eckert supervises ZIEGLER's quality management processes in Switzerland and Germany.

2008 version, according to which ZIEGLER was previously certified. The new standards are more practice-oriented, risk management is more strongly weighted and the focus is placed on the organisation's surroundings (interested parties).

Also in April 2017, re-certification according to ISO 22000 was successfully completed in the Basel and Dornach warehouses. Here too, the employees and the warehouse infrastructure meet the high food safety requirements. All certificates are valid for three years.

*24plus logistics network at the "transport-logistic" fair*

## 3D SELFIES

The "transport-logistic" trade fair in Munich is the leading trade fair for logistics, mobility, IT and supply chain management. At this year's fair in May, ZIEGLER was represented at the stand of its land transport partner, the 24plus logistics network. Meetings were held there and contacts established. Thorsten Witt, CEO of ZIEGLER Switzerland and Germany, met up with Jochen Korth, Branch Manager at ZIEGLER in Aachen / Eschweiler.

**24plus**  
logistics network

One special attraction at the exhibition stand was 3D printers. Here, exhibition visitors were able to scan a personal 3D bust – a 3D selfie. The big crowds at the fair showed how great the demand for 24plus services is: it is a powerful mixed cargo cooperation network with system partners in Germany and Europe. They form a trans-European network with timetabled direct and hub transportation services.

[www.24plus.de](http://www.24plus.de)

*ZIEGLER Hamburg: Imports and shipments of cars*

## CULT CARS ARE WELCOME



A cult car and an eye-catcher: the Chevrolet imported by ZIEGLER.

The United States has produced some wonderful cars. A lot of these cars enjoy cult status – worldwide! Now, ZIEGLER in Hamburg has imported a stylish Chevrolet vintage car for a customer and performed the shipment.

The north German ZIEGLER team offers the import and shipment of cars as a consolidated shipment by lorry or shipped individually to shorten the waiting period. The sea freight experts also ship cars by sea in containers or by ro-ro to Rotterdam, Bremerhaven or Hamburg. In this case, containers are the safer – but also the more expensive – option to avoid damage to the car. Incidentally, the new proud owner of the Chevrolet is now happily driving his car through the streets of Hamburg.

**Are you interested in car shipments?**

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*A new home for an Embraer EMB-505 Phenom 300*

## AN AEROPLANE AS SEA FREIGHT

In the summer of 2012, a Moroccan private aircraft overshot the runway at the airfield of Altenrhein SG by about 100 metres when landing. The three occupants emerged from the incident unscathed: every cloud has a silver lining. At this time, ZIEGLER St. Gallen organised the transport and the interim storage of the aircraft following the failed landing of this Embraer EMB-505 Phenom 300. In the meantime, the Embraer had embarked on a sea voyage to the United States, where it found a new owner.

During the interim storage of the Embraer, the Aviation sector of the Swiss Accident Investigation Centre investigated the cause of the accident. The security investigation was completed in November 2014, and the aircraft was to be handed over to the new owners in the United States in 2017, three years later.

### Dismantling the aircraft

The aircraft had to be dismantled so it could be shipped to the United States. When dismantling the aircraft, the team of the ZIEGLER branch in St. Gallen consulted a

specialist, which dismantled the aircraft in such a way that it could easily be transported by sea freight. The aircraft specialist separated the fuselage from the landing gear and wings, respectively. Following this it was possible to ship the hull with a flat rack, the landing gear and various parts with an open-top container and the wings as break-bulk items. A corresponding packaging solution was required to be able to safely transport and transship the aircraft wing. The ZIEGLER team finally designed a platform that facilitated the safe shipping of this wing in cooperation with a well-known packaging manufacturer.

### Customs hurdles mastered

A further challenge came from customs hurdles, as the aircraft had been registered in Casablanca, Morocco and therefore should not have been processed in Switzerland. But here too the staff in St. Gallen developed a practical solution with the help of the customs office, ensuring they could send the aircraft in several parts.



### The customer thanked them in person

The customer in the United States was so enthusiastic about the team's support and performance that he flew to Switzerland to thank the team in person.

*Text: Angelo Melillo  
Branch Manager, St. Gallen*

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Transported by land freight: the fuselage.



Transported by land freight: the fuselage.

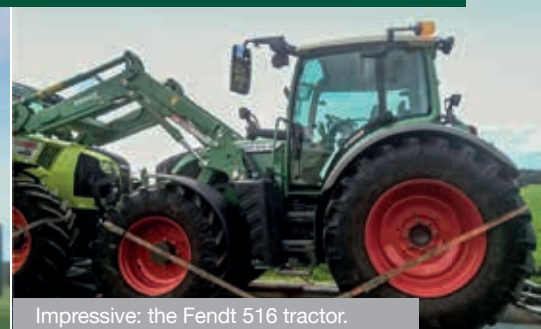


Unsuccessful landing attempt: the crashed plane.

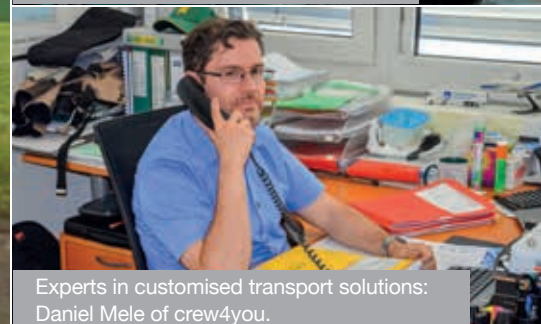




Experience is required for transportation and import work: ZIEGLER's crew4you has the expertise.



Impressive: the Fendt 516 tractor.



Experts in customised transport solutions: Daniel Mele of crew4you.

*crew4you coordinates and monitors logistics projects*

## CUSTOMISED SOLUTIONS: TRACTOR IMPORTED INTO SWITZERLAND

**crew4you**  
a division of ZIEGLER

At the end of March, crew4you received a price query concerning the transport of a tractor from Germany to Switzerland. The tractor was a Fendt 516 bought by a Swiss farmer, which had to be transported to Switzerland. The compact, responsive Fendt is popular because of its high level of performance and is used in farms both on the fields, in farmyards, and also in the municipal and forestry sectors.

### Offer within 24 hours

Of course, Daniel Mele of ZIEGLER's crew4You immediately set about working out the best possible price for the customer after briefly consulting with his colleague Ronny Knuppe. The customer received this offer on time, within 24 hours. In mid-March, crew4you received the news that ZIEGLER had been awarded the contract for transporting the tractor. Everything had to be prepared and organised in advance, requiring close cooperation with the supplier,

which did not have much prior experience of similar shipments.

### Customs clearance organised

Crew4you ensured that the sender had de-registered the vehicle with the appropriate authorities at the place of departure, and that all the necessary customs papers were available beforehand to sort out the import customs clearance process. This was performed in collaboration with the staff at the ZIEGLER branch in Kreuzlingen, who examined all the documents and prepared the customs clearance accordingly.

### Satisfied customer

Then they set about completing the job: crew4you initiated the collection and delivery. Daniel Mele had already organised a suitable special-purpose vehicle.

The collection, customs clearance and the delivery were performed without incident thanks to the careful preparation by the ZIEGLER team. ZIEGLER's cus-

tommer was very satisfied with the service. The team is already eagerly awaiting the next opportunity to get things moving.

*Text: Daniel Mele,  
crew4you, ZIEGLER Switzerland*



CONTRACT LOGISTICS –  
crew4you: SOLUTIONS FOR  
THE SUPPLY CHAIN

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

*Daniel Peters: organisational and personnel development for ZIEGLER in Germany and Switzerland*

## BUILDING BRIDGES

I became a part of the ZIEGLER Group in July 2017, and I am responsible for organisational and personnel development for Germany and Switzerland.

I am extremely happy to have taken on this challenge and hope to be able to be a bridge builder in the German and Swiss organisations.

After completing a commercial apprenticeship in tourism and working in that sector in Germany and the United States, I discovered a new challenge in the incentives and events sector. Working mainly in the automotive sector, I was involved in the product launches of new vehicles in Europe, among other things.

Always someone who wanted to move forward, I decided to start a degree course in economic education, which I initially completed with a degree in Business Studies teaching (Diplom Handelslehrer) and subsequently with a Master of Education. Economics education graduates either become teachers or work in the field of human resources.

I opted in favour of human resources and commenced my second career in a group that is active worldwide.

Economic scientists know of many success factors which help a company progress. They talk of innovative products, targeted marketing strategies, cost-efficient process sequences, the ideal use of synergies and scale effects etc.

In all the years that I have now been active in the business sector, I have always been fully cognizant of all these factors. Yet these factors are worth nothing without the people behind them. People who believe in what they are doing, and who

are convinced that they contribute a great deal towards the success of the company, regardless of the nature of their work, their qualifications or their skills and abilities. They are the ingredient you need to create the perfect dinner.

### **But what exactly does “organisation and personnel developer” mean?**

Now, in the field of organisational and personnel development, I and my colleagues from the human resources department are responsible for validating existing processes, creating new ones and recognising and analysing market changes. An important process here is recruiting. It is important to put this process into practice in such a way that we can meet the challenges of the future, because the generation born between 1995 and 2010, better known as Generation Y, have completely different notions and ideas on how they want to work and live.

This target group must also be addressed and perceived differently. They are the “online” generation. Communication takes place in chats, in social media. People search and find what they are looking for there. The transition is, of course, a fluid one, but the good old written job application is, for instance, very much obsolete. People are sourced from their profiles and interesting candidates identified using filters.

With this knowledge at the back of our minds, we have begun to adapt the processes behind apprenticeships, which are very popular in Switzerland, and to share these ideas with our colleagues in Germany.

We have, for instance, produced a manual for the trainers to help



Committed and motivated employees are the most important

them prepare for the initiation or orientation phase. To this end, a lot of information material was sifted through, adapted to specific German characteristics and made available.

Switzerland already set up a vocational education and training department 20 years ago. This was necessary because VET in Switzerland follows different rules than, for instance, those in force in Germany. Training in Switzerland requires compulsory proof of performance at the company by way of tests, which the German system does not offer in this form. Another example is the documentation of what has been learnt during the practical phases. The record book still used in Germany no longer exists in Switzerland. Other control instruments have taken its place.

Successful apprenticeships have been offered in both countries for a long time and we have been able to take on a lot of trainees following





important asset for any company.

the completion of their apprenticeships both in Germany and in Switzerland. We should also continue to follow this approach in the future.

Through the concerted efforts of all parties, we have jointly succeeded in fully adapting the entire induction phase for Germany to that used in Switzerland: from 1 or 2 August, respectively, trainees will be entering the “big, wide world”.

We would like to provide the specialists of the future with solid foundations and hope to give these young people the guidance they need to find jobs in a growth sector. We have issued a promise to train apprentices and plan to stick to that promise.

The induction week is just a small element in the training process, but an important one. We all know that first impressions count, and you don't have a second chance to create a first impression. We want

to ensure that this "onboarding" is structured in such a way that newcomers get the best possible chance of feeling they belong. Thus we will and must continue to work gradually on building bridges in training and development in order to handle training in the two countries in the best way possible.

It remains one of the greatest challenges to continue to be in tune with the taste of the times. I thus return to the example I referred to at the outset. This also involves being courageous, trying things out and not being afraid of occasionally having to make revisions.

Together with all my colleagues, I wish to succeed in making ZIEGLER one of the most attractive employers in the industry and to find, retain and further develop the best employees in the future. This can only be achieved if the ZIEGLER companies in Germany and Switzerland move very close together in

order to learn from each other and to make good things even better.

I am very much looking forward to this.

*Text: Daniel Peters*



**DANIEL PETERS**

Date of birth:  
24 December 1974

Nationality:  
German / Dutch

Education: Dipl. Hdl.  
(Business Studies  
educator) & M.Ed..

*Logistics for lamps: an interview with Friedrich Bartsch of ROPAG GmbH*

## REDUCING COSTS WITH LED LIGHTING

LED lighting offers nothing but advantages compared to the lighting technologies used to date: a high light output with low energy consumption levels, no toxic chemicals, no flickering, no UV or IR radiation: the ecological and economic balance is just right. Long service lives, long intervals between services, high levels of resistance to being switched on and off and marked energy savings speak for themselves.

ROPAG GmbH is a major supplier of this lighting technology. The product range includes spotlights for buildings and large halls, panel lighting, ceiling lights, business lighting, downlights, LED tubes, LED strips, power supplies and drivers. New technologies are tested at ROPAG's in-house development department and then used for future pioneering projects. Onboard spoke with Friedrich Bartsch, purchasing manager for general lighting at ROPAG, about the opportunities for LEDs in warehouses and production halls as well as on his cooperation with ZIEGLER.

*Mr Bartsch, ZIEGLER customers generally have larger warehouses and / or production halls. How large is the power saving for these companies when they switch to LED lighting?*

There is no general answer to this question, but you can expect to save at least 50 per cent of previous electricity costs, or even as much as 80 per cent.

*How does LED lighting pay off financially? How quickly does the investment pay for itself?*

That depends on the size of the installation. However, the following example illustrates the energy saving: by replacing a classic 58W



LED lighting provides pleasant, efficient and cost-effective lighting for rooms and halls.



Attractive, durable and saves energy: LED lighting on a yacht.



ROPAG company building in Rodgau, Hesse.

fluorescent tube with a 22W LED fluorescent tube, you can make a saving of more than € 300 in 4 years (24 hour operation and 7 days a week with electricity costs of € 0.25 / kWh).

*What service does ROPAG provide for customers who want to switch to LED lighting?*

We advise them through our in-house and field staff, offering project management as well as free lighting calculations.

*ROPOG cooperates with ZIEGLER in the logistics field. Which products do you ship via a forwarding agency?*

ZIEGLER imports LED lamps from China for ROPAG. By sea and air freight.

*Which dimensions and weights are we talking about here?*

We are referring to dimensions of 0.5 cbm to 13 cbm here. In the case of container shipments (20 '), it is more, accordingly. The weights range between 300 kg and 7000 kg, as LED lighting is not very heavy.

*How long in advance do you plan your shipments?*

We and our suppliers in the Far East are in constant contact with ZIEGLER.

[www.ropag.de](http://www.ropag.de)





*Food logistics: an interview with Philippe Probst, Henri Probst SA*

## COOPERATION FOR OVER 40 YEARS

Probst SA has been active in the market for almost 70 years as a distributor and importer of food and raw food materials for wholesalers and the food industry. As a representative of numerous food brands in the Swiss market, the company is ideally attuned to the needs of its customers. Its craftsmanship and expertise are specially adapted to the Swiss market.

The company, based in Evilard in Switzerland, offers a wide range of products in all areas to meet customers' needs in the best possible way: dry products, preserves, frozen products, large quantities etc. Flexibility, perseverance and professional competence are their priorities vis-à-vis the customers. onboard spoke with the company owner, Philippe Probst, about the logistics of food and the collaboration with ZIEGLER.

### *Mr Probst, how did you become aware of ZIEGLER?*

We became aware of ZIEGLER (formerly BLG) through Roland Paolucci in 1999. We have had a close relationship with Mr Paolucci since 1975. This has resulted in a good friendship over the years. He is a professional with many years of experience, trustworthy, who is always committed and a very pleasant person.

### *Why did you choose ZIEGLER?*

ZIEGLER is a dynamic company with an extensive transport system in the European area and a good network in the warehousing and customs clearance sector. In order to be able to offer a good service with attractive prices, we must have a trustworthy and dependable partner at our side who will meet our requirements and those of our customers.



Goods of Henri Probst SA at the ZIEGLER warehouse.



Philippe Probst, owner of Henri Probst SA



### *Which customers or industries do you supply?*

We only supply the food service, the wholesale trade and the food industry.

### *Which of ZIEGLER's services do you use?*

We mainly import goods by overland transport from Spain, but also from Portugal, Germany and France. In the sea freight sector we import goods from Morocco, Tunisia and Egypt. In addition we make use of the warehousing and customs clearance services.

Thank you for this interview.

*The interview was conducted by Vanessa Güimil, Assistant Branch Manager at ZIEGLER in Pratteln*

[www.henriprobst.ch](http://www.henriprobst.ch)



*The current teams for the charter service and some European overland transport services*

## CHARTER SERVICES, ITALY, THE UK, SPAIN, PORTUGAL...

They organise shipments with the practised hand of a musical conductor – the departments in charge of European overland transport services. ZIEGLER has been present at the Aachen site since 1967 (see pages 3–5) and at the Eschweiler site since 2000. These are the hubs for pan-European overland transport services, national fast-track services and obviously also for sea and air freight as well as logistics services. This always takes place in conjunction with the other sites: Koblenz

(Karst), Hamburg, Ratingen, Kelsterbach and Stuttgart.

The freight forwarding teams for charter services and overland transport in Spain / Portugal, Italy / the UK have partly re-formed (see pictures). With enthusiasm and great dedication, the dispatchers, like all the other members of the team, work hard to implement the customers' requirements and wishes on a daily basis.

### EXTRACT FROM THE SERVICE PORTFOLIO:

#### Overland

- National and international shipments, daily general cargo services, partial and full loads
- Joint shareholder of 24plus
- PLA (Part Load Alliance) system partner
- Shipment tracking
- Scheduled services on request
- Direct trans-European shipments
- Express services / custom shipments
- Hazardous goods
- Track & trace

#### Express

- Express shipments in all kinds of vehicles
- Direct delivery
- 24 hour availability
- National and international

#### Charter services

- Vehicles for all kinds of requirements
- Services that can be called on flexibly according to customer requirements
- Reliable network
- Available from 7:00 a.m. until 7:00 p.m.
- Also available at the weekend based on requirements/on request



UK/Italy: Daniel Wiezorrek, Erika Harperscheidt, Daniel Schwarz.



Charter services: Frank Peters, Markus Wollersheim, Roger Moray, Daniel Wiezorrek and Erika Harperscheidt (see "UK/Italy").



Spain/Portugal: Salvatore Brighina, Frank Küches, Ferhat Sari and Jean-Marie Clerens.



Sales: Melanie Knuppertz and René Kreutzberg.



*ZIEGLER Eschweiler with new fleet of electric forklifts*

## GEARED UP FOR THE DRIVE SYSTEMS OF THE FUTURE



Battery charged power for cargo handling: the new electric forklifts.

Since April, the latest generation of electric forklift trucks have given ZIEGLER in Eschweiler an efficient and even more environmentally friendly cargo handling system. When the electric forklifts drive around the handling area and the logistics centre, they do so with an ingenious wheel steering system that places no stress on the flooring even when they turn 360 degrees. Every electric forklift truck recognises "its" driver from an input code. The full on-board electronics system also ensures that it is possible to see weeks later who worked a shift, for how long and at what average speed. "The new forklifts are the ultimate in terms of safety, quality and accident prevention," Guido Muth happily relates. The ZIEGLER warehouse logistics manager particularly emphasises the use of lithium-ion batteries. "They are soon fully charged and can be recharged at any time without any effect on

their service life." In addition, the batteries actually discharge about 95 percent of the charged energy, without any decline in performance as the charge level drops. In the light of the increasingly short intervals which characterise processes in the corporate logistics field, this is an unbeatable sign of quality, as any standstill would only lead to expensive delays.

If a collision occurs in the hall, a shock sensor ensures that the electric forklift immediately comes to a standstill. "Only the shift manager can reactivate the vehicle, and obviously, only after checking that the vehicle is in perfect condition," reports Muth.

Warehouse operations at the Eschweiler site are currently being maintained by 16 employees performing shifts between 4 a.m. and 11 p.m.

### GOODS HANDLING AND LOGISTICS

ZIEGLER's new fleet of forklifts represents just one of a number of investments made in environmental aspects, efficiency, quality and safety.

Additional investments include:

- Conversion of the hall lighting to LEDs
- Reduction of the energy expenditure for the goods yard lighting (flood-lights) from 3000 watts to about one tenth of that
- Regular employee training courses, e.g. concerning the handling of hazardous dangerous goods or load securing
- Automated and manual winding machines
- Bundling machines which are tailored in-house to meet individual customer requirements



Eschweiler – trans-shipment site for all kinds of industrial goods.



Harun Sagman – when a code is input, the electric forklift truck "knows" its driver.



UNESCO World heritage site: the convent is St. Gallen's hallmark.



A strong team: (from the left): Rincy Tharayil, Marianne Shabani-Wettstein, Gabriella Lucio, José Cortés, Melanie Kälin and Angelo Melillo, branch manager.

*Featured: ZIEGLER St. Gallen – globally connected and close to their customers*

## AT THE ECONOMIC PULSE OF EASTERN SWITZERLAND

The branch network of ZIEGLER (Schweiz) AG has extended to Eastern Switzerland since January 2009, when ZIEGLER opened the branch in St. Gallen so as also to cover this economic region. Now six employees work here – including one apprentice.

### **A complete range of logistics services**

The core competencies of the St. Gallen branch are in the fields of air freight, sea freight, overland transport, warehousing and customs clearance. Of course, this subsidiary also makes use of the entire, comprehensive logistics service

portfolio of the globally operating ZIEGLER Group.

### **Complete container service**

The team's daily contact with the shipping companies and the large cargo volumes form the basis for ideal sea freight operations. ZIEGLER offers a container service from the most important ports in Europe with full loads or consolidated cargo (FCL / LCL).

### **Responding flexibly to customer wishes**

The greatest strength of the branch: the small team responds flexibly to customer wishes and falls back on

a large network at the same time. This permits the staff to make the prices interesting and fair.

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## Apprentice training at ZIEGLER (Schweiz) AG: apprenticeships successfully completed

## “I HAVE MADE GREAT PROGRESS”

Providing excellent training for young people and future employees comes as a matter of course for ZIEGLER. Well-trained employees also benefit most from the many development opportunities at ZIEGLER. In June 2017, three apprentices successfully completed their apprenticeship to become an international freight forwarder with a Swiss certificate of competence. ZIEGLER was happy to take on all three. They report on their experiences as apprentices here.

**Janine von Arx**

“During my apprenticeship at ZIEGLER (Schweiz) AG, I gained a lot insights into the work of the various departments. I was able to work actively in each department and I was always very well supported by the staff. I appreciated this very much. The highlight of my apprenticeship was when I was able to handle a truck all by myself for the very first time. I was very proud of my work. I developed very well during my apprenticeship and I am proud of the progress I made.

I mainly worked in the overland transport department and I intend to continue working in this area. I look forward to what the future has in store for me.”

**Patrik Gavran**

“In the three years of my apprenticeship at ZIEGLER (Schweiz) AG, I had the opportunity to get to know a lot of different departments. I was able to work actively there and I was supported by the staff at all times. The highlights of my apprenticeship were all three years due to the fact that I learnt to perform the working sequences independently during this period, whether this concerned air freight, sea freight or truck consignments. I am proud of my development and look forward to being able to work here over the years to come.”

**Sonia Vogel**

“When my apprenticeship began with the introductory week, I had no idea how much I would like it here. The first few months were exciting; I was constantly learn-



Now they are logistics specialists: Sonja Vogel, Janine Von Arx and Patrik Gavran (from left to right).

ing new things. I learned a great deal from Mr Ehrensperger, who is very knowledgeable and shared this knowledge with me. Melanie Bianconi instructed me in my daily work. She always took the time I needed, and that is something for which I am very grateful to her. During the apprentice excursions we the trainees all got to know each other better and became a good team. Now I have reached the end of my apprenticeship I look forward to the time I can spend at ZIEGLER (Schweiz) AG in the future.”

## ZIEGLER Switzerland apprenticeship exchange in Basel

## THE MOST POPULAR STAND

Franziska Vosseler, head of training and development at ZIEGLER (Schweiz) AG, represented ZIEGLER in March 2017 at the 2nd appren-



ZIEGLER had the most popular exhibition stand.

ticeship exchange of the Basel City trade association. All sorts of industries and companies were represented in the Voltahalle in Basel: from major banks to market-leading retail chains and extending to small bookbinders from the region. At ZIEGLER, more than 40 people in search of an apprenticeship were interested in professions with the Swiss Certificate of Competence: traders and logistics specialists as well as office assistants with the EBA (Swiss federal vocational certificate). According to the event organisers, ZIEGLER had the most popular stand.

27 candidates submitted applications and three people were invited to an interview that included a suitability test. One of the three people was allowed to get a feel for what the work involved in six different departments for three days and was awarded a new position as an apprentice. In August three forwarding merchants, two logisticians and two office assistants will commence their apprenticeship. This thus secures the next generation in our industry.

Text: Franziska Vosseler

*ZIEGLER Pratteln: "A mainstay of the accounting department": Josiane Hemmerlin retires*

## ALMOST 45 YEARS WORKING FOR THE COMPANY



Josiane Hemmerlin with her colleagues: (from left to right) M. Pirkner Nowak, J. Hemmerlin, H. Hofmann and B. Wagner.

Josiane Hemmerlin retired on 23 May after nearly 45 years working for the ZIEGLER Group in Switzerland. At the headquarters, Josiane Hemmerlin's colleagues duly took their leave of her with champagne and amuse-bouches.

Until the merger of BLG with ZIEGLER (Schweiz) AG, Josiane Hemmerlin managed the business accounting for what was then

ZIEGLER (Schweiz) AG (formerly called Continentale SA), for BHG Basler Handelsgesellschaft AG and several other small Swiss ZIEGLER subsidiaries.

Esther Bernou, one of her former line managers, described her as a "mainstay of the accounting department" with an above-average work rate. As of 1 January 1995, the Management Board and the

Supervisory Board granted her the power to act on behalf of the company based on her professional expertise and the good work she had performed.

Hemmerlin also demonstrated a high level of commitment during the launch of the parent company's accounting software. Until her retirement, she was head of the main accounting department for ZIEGLER (Schweiz) AG and the bookkeeping departments of various small companies in the ZIEGLER Group Switzerland. However, her great workload never prevented her from helping her colleagues with advice and practical assistance.

Thank you very much Josiane – and we wish you a delightful third stage of life!

*Text: Monique Pirkner Nowak*

*ZIEGLER (Schweiz) AG 2017 retirees' outing*

## FRESH ASPARAGUS FROM THE BOHRERHOF FARM



A delicacy: asparagus from the Bohrerhof farm.

On 11 May the retirees went on an outing to the Bohrerhof farm near Hartheim-Feldkirch (Germany). 30 sprightly pensioners spent a nice and enjoyable afternoon at the Bohrerhof farm in bright sunshine, accompanied by the foundation board members of ZIEGLER

(Schweiz) AG. As people engaged in lively conversation, time just flew by and before they knew it, it was already 6 p.m. and time to board the coach again! And the illustrious group returned to Pratteln.

*Text: Monique Pirkner Nowak*



Bon appetit: in good mood during the retirees' excursion.



People are looking forward to the next retirees' excursion.



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*Good advice for business trips to Italy*

## IN THE LAND OF EXTRAVAGANT GESTURES

Italians are not only endearing, impulsive and extravagant in their private lives. Extravagant gestures are also very much a feature of business meetings: things can get a bit louder – but this is not a sign of impoliteness. And when everyone talks at the same time, you can simply join in. A smart appearance is important. After all, Italians always claim to dress fashionably and in trend. This means you should try to match them as a German business partner – and don't forget your sunglasses.

Anyone who wants to do business in Italy should arrive on time, although your business partner may not necessarily appear at the exact time agreed upon. You greet your partner with a handshake and firm eye contact. Women should extend their hands towards the men first. A lot of importance is attached, when addressing people, to statuses and titles such as Dottore or Advvocato.

Meals are regarded as a social event and may last accordingly longer. Never order only pizza or



pasta dishes in “better” restaurants. Dinner is concluded with a coffee or espresso. When having a business lunch, business topics should have been wrapped up by the time coffee is served.

## ANNIVERSARIES



### 15 years at the company

**Gabriel Klein**

Dornach Logistics Centre,  
on 2 August

**Monique Pirkner Nowak**

Pratteln branch, on 2 August

**Victor Carvalho**

City of Geneva, on 23 September

### 10 years at the company

**Ivan Moyano**

Pratteln, on 1 August

**Vanessa Canalella**

Pratteln, on 1 August

### 5 years at the company

**Michel Niggli**

Pratteln, on 1 August

**Janine von Arx**

Pratteln, on 1 August

**Jessica Lombardi**

Pratteln, on 15 August

**Onur Metinkaya**

Pratteln, on 1 September



### 10 years at the company

**Erika Harperscheidt**

Eschweiler, on 1 August

### Correction:

In the last issue there was an error with one name. We would therefore like to congratulate our colleague **Lara Daum**, ZIEGLER Kelsterbach, for a second time on being at the company five years.

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



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