

Welcome onboard

Editorial



Securely transporting your consignment is our service – and our strength. ZIEGLER does everything it can to achieve this: we develop tailor-made packaging solutions with our customers, provide machines in our warehouses for professionally packaging shipments and manufacture special wooden packaging to protect your consignments.

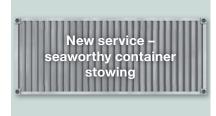
A lot of things revolve around the topic of transport packaging in this edition. I recommend that you take the time to read it as ZIEGLER has strengths and expertise in this field that are not found elsewhere. After all, the secure transportation of your consignment ultimately pays off for you.

Thorsten Witt, CEO
Switzerland, Germany

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Example of ZIEGLER Eschweiler: tailor-made special packaging for bulky clutches.

Transport packaging – secure, customised, cost-cutting

ZIEGLER's packaging gets shipments there in one piece

Consignments which do not correspond to the classic format of industrial packages are entrusted to the freight forwarding company to organise their transportation – whether they are general cargo, part shipments or complete loads. The key issue here is appropriate and secure packaging for shipping or transport. Many industries require a customised packaging solution for goods with special formats. If there is a lack of in-house resources to this end, the freight forwarding company can become involved and provide support. ZIEGLER offers specialist services for this purpose. Moreover, packaging is becoming an increasingly important part of the supply chain. At the end of the day the motto should be "It's a wrap!"

Outsourcing packaging logistics

High-tech machines, safety glass, bulky car spare parts – many industries place high demands on secure packaging when shipping their voluminous, bulky or fragile goods. ZIEGLER offers tailor-made **outsourcing solutions** to this end.

Packaging in logistics and the supply chain

Secure packaging makes logistics processes efficient, all the way down to economical, damage-free shipments. This is true at the level of **packaging** (transport packaging, loading unit and load carrier), at the level of the **supply chain** (efficient logistics) and finally at the level of **processing** – handling, storage, returns, transportation and much more besides. Packaging covers a full range of functions in the field of modern transportation logistics:

- Reducing and optimising volumes
- Offering customised, tailor-made solutions
- Combining transport packaging with procurement, storage and distribution
- Linking packaging with shipment information
- Cost transparency, reducing the cost of packaging downstream costs

Discover the **areas of potential** that are to be found in transport packaging today. From bulky spare parts or a turbine unit to regular distribution to the branches of a mail-order company, ZIEGLER offers you tailor-made packaging solutions as a successful packaging planner. This ranges from an individual transport order to the whole supply chain including procurement, storage, packaging and distribution.





Example of ZIEGLER Dornach (Switzerland). Safely transporting a turbine (1,2,3). Tailor-made packaging: by Gabriel Klein (4). Methodical: Clément Hammerer (right) in conversation with Marc Biringer (5). Finished, and on to the customers (6,7)!





Good to know: transport insurance

Insurance and the issue of liability take on great importance in freight forwarding – i.e. in the fields of transportation and storage. However conscientiously and expertly freight forwarders transport the goods, in terms of liability and from the point of view of the client the central issue remains that of whether the consignment was packed in such a way that it can be **safely shipped**. In the event of damage, the General German Freight Forwarders Conditions (ADSp) or the general terms and conditions of SPEDLOGSWISS settle the issue of who is responsible for this. A distinction is made between whether:

- the forwarding agent has violated its obligations, is guilty and is liable for the damage in transit.
- the client has violated its obligations, meaning the forwarding agent is not at fault for the damage in transit and the forwarding agent is not liable.
- the damage in transit has been caused by force majeure which neither could have done anything about.

In practice, damage in transit is often caused by the fact that the shipment was **not packed sufficiently well to make it safe for transportation.** ZIEGLER is happy to advise you and, especially in the case of goods which do not fit a standard packaging scheme, offers you a **packaging service that makes the shipment safe for transportation.**

Your contact

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Transport packaging service

Wood, cardboard, pallets, boxes, tools or working resources – optimise your secure transport logistics

New service – seaworthy container stowing

SEA FREIGHT

Your valuable freight is securely transported across all the seven seas using the "Seaworthy container stowing service". Select "all in" or a "partial service" – ranging from the procurement of the packaging material (e.g. certified wood) to the stowing away of the sea container.

A proper swell is sufficient as a "stress test": has the valuable freight been properly "stowed away in a seaworthy manner" in the container?

- goods are securely tied down
- shielded from climatic stresses and moisture
- protected from transportation and handling stresses

Goods need to be stowed securely not only to ensure that shipments reach their destination safely but also as it has legal repercussions in the event of damage. The only solution is to stow

goods in containers snugly and efficiently, if possible according to the CTU (Cargo Transport Unit) code. Very special caution must be exercised when transporting hazardous goods.

Training the teams

ZIEGLER offer the container stowing service to companies who lack the resources to perform these load-securing services. Very recently, ZIEGLER trained a team of 10 people in secure sea container stowing at its new location in Koblenz (Germany):

- Basic legal aspects and physics to determine the forces acting on load restraints
- Activities before loading the container
- Checklists
- Inspection
- Load securing procedures and equipment
- Stowing the load in the container
- Practical examples.

ZIEGLER is thus well equipped to advise you on the stowage of shipping containers and to implement the service – meaning you stay on the safe side.

We can advise you!

Contact in Germany/ Switzerland

ZIEGLER Koblenz

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In calm waters in the Hamburg container port – and sometimes in stormy waters on the high seas. Stow away your containers in a suitably seaworthy manner and your consignments will be sure to get there!

Avoid the risk of parasites with your imports and exports

ISPM No. 15 "Guideline for the regulation of wood packaging material in international trade" – the following must be observed

Wood packaging can introduce Wood-bar pests. For this reason, only chipber wood packaging that wood packaging that wood packaging that protection ternational standard from "unwelcome for the treatment of wood packaging, IPPC standard ISPM 15, may completely be used for exports and imports. Quierment to the stipulates in which form wood to import packaging material made of solid countries wood (pallets, boxes, dunnage, union (Elect.) must be treated to ensure ply when they are protected from infestation: and whe

- "dielectric" treatment; the wood is heated with high-frequency electromagnetic rays
- heat treatment
- or fumigation (not permitted in Germany).

Wood-based materials such as chipboard, blockboard, plywood, OSB, MDF or oth-Protection er fibreboard are not covered by ISPM 15; in these cases, reguguests" lations of the importing country may apply. The requirements of ISPM 15 apply only to imports from and exports to countries outside the European Union (EU). ISPM 15 does not apply when trading within Germany and when importing and exporting packaging wood between EU countries (with the exception of packaging wood from Portugal

and areas in Spain infested with

pinewood nematodes)!

ISPM 15

- Solid packaging wood in the form of pallets, boxes, frames, drums, load carriers and barrels with a wood thickness of more than 6 mm is subject to the ISPM 15
- Packaging wood must be treated by means of a procedure that is recognised in ISPM 15. The following are permitted:
 - Heat treatment
 - Fumigation with methyl bromide
 - Dielectric heating (microwave)
- Treated packaging must be marked
- See German "Plant Inspection Ordinance" for a list of who may mark and distribute packaging

ZIEGLER IPPC label in accordance with ISPM Standard No. 15



IPPC = mark
CH = country identifier
90524 = ZIEGLER registration
number
HT = heat treatment



Additional information

- pflanzengesundheit.
 julius-kuehn.de
- www.ippc.int/en
- www.bafu.admin.ch



Lengthy loads for DIY stores

Store bulky, long loads and deliver them on demand – warehouse and distribution logistics – just-in-time: straight out of the manual

A young family strolls casually along the aisles of a DIY store and selects a few packs of panels, soon to decorate the walls of their guest room.

One link in the chain they can thank for the goods being so easily accessible is ZIEGLER in Eschweiler. For years, the logistics specialists have organised all storage and distribution logistics for a major manufacturer in France, bringing goods to ZIEGLER in Eschweiler. From there, this picture book logistics

tinues: when the customer places an order, packaged items and complete batches are distributed to any DIY store in Germany and even in some cases to Austria. The team headed by logistics specialist Dennis Burmeister has devised special pallets to securely transport the panels.

Also on the move: delivery data

The flow of goods is accompanied by a simultaneous flow of data. Burmeister can confirm this from experience: "When shipping to Germany or Austria, our

customer in France is automatically informed in real time of all the storage and shipment statuses. In this way the production processes can be subsequently adjusted and controlled in line with the market situation".

Service facts

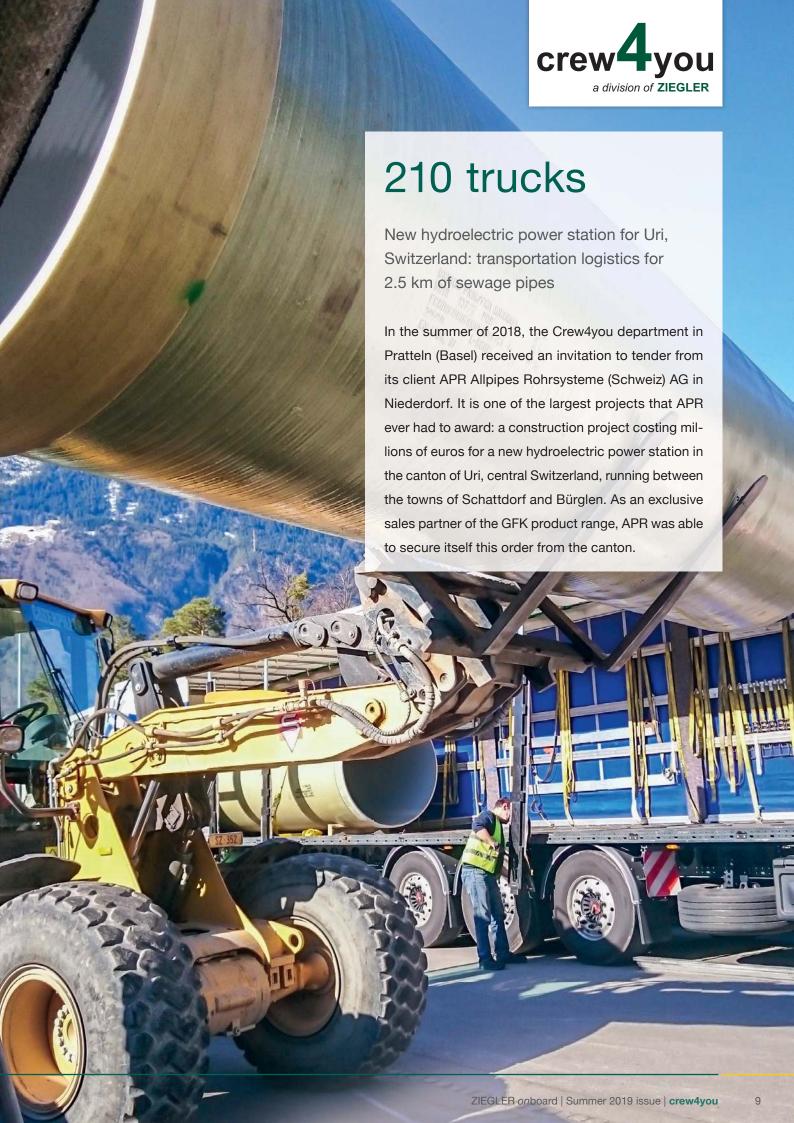
- Goods delivery/ storage: 3 to 5 trucks per week from the factory in France
- Daily distribution
 - packaged goods via partner 24plus
 - direct deliveries via ZIEGLER Charter
- Germany + Austria
- Shipment tracking
- Stock levels and consignment statuses reported to manufacturers in France

Logistics and distribution solutions from one source!

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Discharge and sewage pipes made of plastic.

With a hydraulic head to overcome of up to 81 metres, special GRP sewage outlet pipes will be laid over a distance of 2.5 kilometres as supply and discharge channels to a hydroelectric power station that is being constructed on the Schächen river.

Globally unique

The scheme does not use conventional pipes as familiar from road construction, but instead a system of discharge and sewage pipes comprising rolled glass-fibre-reinforced thermosetting plastic (polyester resin GF-UP / GRP). These pipes were specially developed for sewage construction, using a manufacturing procedure that is almost the only one of its kind in the world. This project was realised with 210 full truckloads of such pipes, couplings and flanges in different sizes. For this project, in addition to the existing river channel, a deep duct has to be excavated allowing some pipes to run parallel to the course of the river.

For construction work to progress rapidly, two teams work towards each other from opposite directions. One group works from the hydroelectric power station that has already been constructed in Bürgeln in the direction of Schattdort, and the second group works from Schattdorf in the direction of Bürgeln. During the planning of this project, the sewer's course, flood protection and local residents also had to be taken into account, among other things. Due to the many years of very good collaboration between APR and the project manager Daniel Mele, as well as the top levels of service and performance that his department had provided,

ZIEGLER Crew4you was awarded the transportation contract for this project.

From eastern Germany to Switzerland

In the autumn of 2018, Crew4you was informed that the construction

project should commence by the end of October or start of November. Whilst one truck was enough per day in the autumn, two trucks were already required from January 2019 onwards. In other words, in the space of one month between 40 and 48 loads had to be loaded ex-works in eastern Germany and delivered on the following day in Switzerland.

The hundredth truckload was anticipated in Switzerland on 27 February 2019. Three APR employees and project manager Daniel Mele went to the unloading points of Schattdorf and Bürglen to document this event.

There for the 100th truckload

Following the arrival of the truck, the unloading took place in a jiffy. The

foreman quickly unloaded the pipes with a giant forklift and deposited them straight at the spot on the

truckloads

210 full





Your contact

Crew4you Contract Logistics Daniel Mele

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ZIEGLER organises the shipment of the pipes in special trucks.

construction site where they were to be buried. The driver of the hundredth truck received a gift basket on behalf of APR with various regional specialities. All the representatives of APR and ZIEGLER who were on site followed the unloading and the inspection of the two construction sites as they happened and gained an impression of this interesting project. The estimated costs, currently amounting to some € 21 million, are borne by the canton, the electricity plant and the farmers' cooperative.

The deliveries were due to continue until mid-2019 depending on the progress of the individual construction sites. In order to accelerate the project, the frequency of deliveries could even possibly be increased to three or four trucks per day. The ZIEGLER Crew4you team is delighted at the trust placed in it by APR and is looking forward to further challenges, i.e. new tasks or orders.



Successful teamwork.

The company **APR** (Schweiz) AG was founded in 2005 as a private company in Niederdorf, Baselland. APR acts as the exclusive Swiss distribution partner of products by AMIANTIT FLOWTITE, a manufacturer and global market leader of discharge and sewage pipes made of rolled glass-fibre-reinforced thermosetting plastic (polyester resin) GF-UP / GRP. APR also sells cast iron and steel pipes as well as customised polymer concrete mouldings.

www.apr-schweiz.ch

BRAZIL

Samba in the field of spare parts logistics: this is how machine parts quickly reach South America – express deliveries in step with the rhythm of goods production and spare parts logistics

A disaster for a manufacturing enterprise in the automotive industry: a machine part is broken; the production machine has come to

a standstill. And to make matters worse, the factory is in Brazil and the supplier of the spare part is far, far away in Germany. This means keeping calm – and working with the right logistics partner.

Because every minute now counts.

Staying composed

during emergen-

cy consign-

ments

need

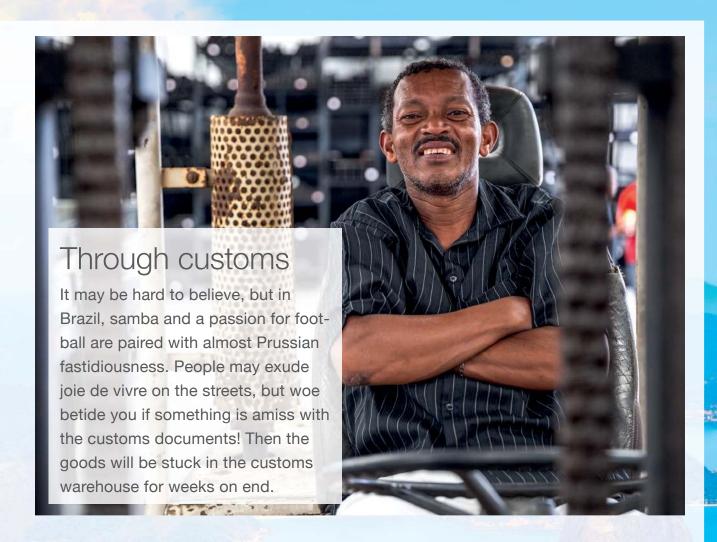
Now you

experienced partners who are calm and keep a cool head – as well as a lot of expertise.

At ZIEGLER in Kelsterbach, employees in the air freight exports department frequently handle these types of emergency consignments. They organise the express orders over the phone and by email. The Brazilian production enterprise can only receive the desired component as quickly as possible by plane.

Brazil requires practice

The customs authorities here are very exacting – even the most minor inaccuracies result in consignments getting stuck somewhere for weeks on end. What's more, you are much better off if you have a well-established logistics partner in Brazil that works in accordance with DIN EN ISO 9001: 2000.



Every hour makes a difference.

ZIEGLER employees handle the shipment of the spare part: they prepare the consignment note to the consignee, arrange the consignment as duty-free goods or customs goods and prepare the customs documents.

As soon as the consignment arrives at the airport, they maintain an overview of the consignment status and monitor the running times – including tracking the on-carriage by land in Brazil. The goal is for the

consignee in Brazil to receive the consignment within a few days – every hour counts.

The happy ending: production is up and running

The logistics partner is already there waiting to receive the goods in Brazil, taking receipt of the consignment and handing it over to the manufacturing enterprise as quickly as possible. There is an immediate sense of relief there – the spare part is installed and production can continue as usual.



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"Quality management is fun"

Raphael Lang on starting out as the new Quality Officer

I view my position as Quality Officer for ZIEGLER Switzerland and Germany as a great opportunity for me. I hope to become a part of the ZIEGLER family, which stands for values such as sustainability and economic efficiency.

In 2014 I completed my Swiss Federal Proficiency Certificate apprenticeship in logistics at the Mibelle Group AG, a subsidiary of Migros. I gained my first vocational experience in logistics in the food sector. In doing so I acquired knowledge which I now apply in my new position.

Good familiarisation with the work

Work began straight away with the surveillance audits ISO 9001 + 14001 and ISO 22000 in Switzerland as well as the surveillance audit for Germany. Right from the start, my predecessor Norbert Eckert showed me what his work involved. My initial goals were to rapidly become integrated in my new field of work. For me, a good working atmosphere is just as important as an honest and friendly manner. I work very accurately and attach great importance to precision.

Internal and external audits

Process quality at ZIEGLER is checked and recorded annually in internal and external audits. Internally, this requires a quality manual – a script for how to implement the concept. It regulates the quality assurance for all the processes and describes the structure, skills and tasks of the executive and advisory bodies.



Motivated: Raphael Lang.

Coordinating, communicating, being responsible for the quality management system and adjusting it even beyond the organisation's boundaries, drafting and implementing quality standards, principles, guidelines and compliance checks – in short, quality management is fun!

Text: Raphael Lang

New: Incoterms® 2020

International trade: updated Incoterms® effective as of 1 January 2020. There will be an updated version of the commercial clauses of the Incoterms® next year: the new Incoterms® will be published on 1 January 2020. Below you will find a first update

What are Incoterms®?

The Incoterms® (International Commercial Terms) are standardised regulations concerning the transfer of hazards and costs as well as the conclusion of the transport insurance between the purchaser and the seller in the international trade of goods. They regulate, for instance, who bears which share of the transport costs or when exactly the goods are transferred to the buyer. The publisher of Incoterms® is the International Chamber of Commerce, headquartered in Paris.

Why are new Incoterms® coming out?

In order to ensure that the Incoterms® meet the changing practical circumstances, they are inspected by the ICC regularly, i.e. every 10 years, and adapted as necessary.

As of when do the Incoterms® 2020 apply?

At the moment the Incoterms® 2010 are applied, and these are to be replaced by the Incoterms® 2020 on 1 January 2020. The ICC is planning to publish them in the autumn of 2019. Up-to-date information is available, among other places, on the Internet at the website **www.incoterms2020.de**, which has specially been set up by the ICC to this end.

Are the Incoterms® 2010 still valid?

The current Incoterms® can also be applied after 1 January 2020. However, it is advisable to name the current version, e.g. EXW Incoterms® 2010, to avoid any misunderstandings.



Logistics for southern Germany

Nikola Prvanov is the new ZIEGLER branch manager in Stuttgart



ZIEGLER in Stuttgart (from left to right): Kemal Elbasi, Beate Kirchner, Sabine Stäbler, Branch Manager Nikola Prvanov, Maximilian Bunz, Stefanie Leonberger and Silke Alber.

What career stages have you passed through to date?

By training with one of the largest sea freight forwarders in the world, I learned the business from the ground up. Following this, my career path progressed via clerical work in various departments to distribution and on to the position of regional manager.

What are Stuttgart's strengths?

The Stuttgart branch stands out for our great sense of cohesion as well as the selfless commitment we offer our business partners and customers. We advise and support them with transport-relevant issues and more. Each customer is thus provided with the best possible transport route and solutions that are specifically tailored to its supply chain. With the team on site we breathe life into the Ziegler slogan of "Think

global, act local"! The fact that the customs clearance activities are performed in-house by our competent employees deserves a special mention. This differentiates us from most of our competitors. We are therefore particularly proud of this. In other respects, we offer the entire product range of a global logistics specialist:

- Sea freight imports/exports
 FCL, LCL, Buyers Consol,
 OOG & Break Bulk.
- Air freight imports/exports.
- Rail transport via the new Silk Road for imports / exports, FCL and LCL.

In addition, we offer spaces for interim storage and the subsequent distribution of goods. In three words: rapid, local, results-oriented.

How large is the team?

The team currently consists of seven persons and will continue to increase in size in the course of the year. In view of the positive development of the business, we have no choice but to grow again structurally (laughs). It is great to see that customers trust us, and Ziegler would also like to justify this trust in us. Specialist

personnel therefore form our top priority, so as to serve customers in a goal-oriented manner.

Which key industrial sectors does the branch serve?

We provide a FAK – Freight All Kind service. This means that we will transport everything that needs transporting. Our core business and thus the most freight is transported in the fields of power tools and accessories. In addition to classic stock goods, we also service the promotional goods sector, working for renowned trading companies.

Which regions do you mainly focus on and in which direction should the branch develop?

We serve the south of Germany, i.e. Bavaria and Baden-Württemberg. Things have already been developing very positively for some time now. We wish to continue growing healthily and build up structures so that we can also continue to be an attractive player in the future.

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Top young staff!

220,000 baking tins relabelled

Repackaging and relabelling is a standard service offered by ZIEGLER. Several trainees supported the warehouse staff at the Koblenz branch during the **repacking** of baking moulds. To correct operating instructions, the goods were relabelled i.e.:

- opening the boxes
- removing the goods
- labelling
- repacking them into the original boxes

In total, some 1,000 pallets with 23,330 boxes and 220,000 prod-

ucts were repackaged for various recipient countries. The challenge: everything had to be repackaged within ten days, a task that the young team accepted with a great deal of enthusiasm and commitment. The nice thing

about this: the trainees also got to discover the **wonderful city of Koblenz** in the process.

A view of the Deutsches Eck in Koblenz.

Text: Aischa Zankl, Noah Penners, Miguel Haas, Jannik Özgen – ZIFGI FR Eschweiler



The mammoth task is successfully accomplished: trainees assist with the repackaging at the Koblenz site.

New freight forwarding agents gain certification – great stuff!

Nothing beats well-trained personnel – preferably our own in-house personnel. It was certificate time again at ZIEGLER Switzerland. We congratulate our apprentices in the Basel, Pratteln and Sankt Gallen on the successful completion of their apprenticeships. At the same time, we would like to thank all the practical trainers and employees who have been so committed in ensuring the apprentices were successfully trained.



Andrea Martinez, EFZ (Swiss Certificate of Competence) Forwarding Merchant basic vocational training, Shirin Schwob, EFZ Forwarding Merchant basic vocational training, Sophia Zimmermann, EBA (Swiss Vocational Certificate) Office Assistant, Pratteln



José Cortés, EZF forwarding merchant basic vocational training, Sankt Gallen



Alican Dinc, EFZ Logistics Specialist, Basel

Is streaming the new flying?

Whether you use a smartphone or a computer, the ecological footprint is considerable.

The share of information and communication technology (ICT) in global greenhouse gas emissions is estimated at 3.7 percent – almost double that of civil aviation. This was revealed by a study by the think tank "The Shift Project". It determined the environmental costs of the supposedly clean ICT industry.

Four reasons

The study cites four reasons behind the rapid increase in digital energy consumption by approx. 9 per cent per year. The first is the growing number of smartphones and their energy-intensive features. The second is the proliferation of digitally connected peripherals in leisure-time and household activities – ranging from fitness trackers to surveillance systems. The third is the rise of the Internet of Industrial Things. And the fourth is the explosion of data traffic, which can be primarily put down to the services provided by Google, Apple or Facebook.

Data traffic on the increase

One example of this is video streaming, which is responsible for more than 80 per cent of the increase in data traffic on the Internet. The popular pastime requires 1500 times more power than the usual operation of a smartphone.

But can we really blame the global ICT industry for these increasing levels of power consumption? It is certainly also the case that the consumers and users also have to bear some responsibility for this. The ICT companies are nevertheless required to offer solutions where the issue of power consumption is concerned.

Brainstorming and geocaching in Koblenz (Germany)

Once a year, the management teams of Ziegler Switzerland and Germany meet up in the countryside. This year the two-day meeting was held in Koblenz, where Ziegler recently opened a branch office. The first day of the strategy meeting follows a tight, strict schedule. Brainpower is called for, everything revolves around numbers, synergies, goals, solutions and actions. The second day is devoted to team-building. Geocoaching led the participants through the forests around Koblenz.



Photograph: from left to right, standing: Nikola Prvanov, Stuttgart branch manager, Armin Kirberg, Frankfurt/M. branch manager, Hans Edhofer, Sales Manager of Germany, Thorsten Witt, CEO Switzerland and General Manager of Germany, Özden Satilmis, Head of overland transport Switzerland, Christian Keller, CFO Germany, Tobias Deutsch, Hamburg branch manager kneeling from left to right: Salvatore Gangi, CFO Switzerland, Samuele Incognito, overseas transport Switzerland and Jochen Korth, Eschweiler branch manager.

Do not appear on the photo: Lorraine Jörg, Ratingen branch manager, Roger Weiss, Head of Warehouse Logistics Switzerland and Daniel Peters, Head of HR Switzerland and Germany.



Since spring, the location of the traditional **KARST Spedition** and the new **ZIEGLER** site in **Koblenz am Rhein** have been merged together in new logistics halls and offices. The ZIEGLER management team (see above) gained an impression of the outstanding warehousing and logistics capacities during a strategy meeting.

Holiday logistics

Kitchen logistics on the high seas

Finally time for a holiday. The cruise has been booked. A time to really look forward to a few days off and the food on board the ship! At the same time, cooking certainly represents a significant challenge for the shipping company. The logistics behind the scenes represents a Herculean task.

Lettuces, cucumbers, tomatoes and strawberries are winched on board using forklift trucks in the harbours. Even a small cruise ship with 1350 passengers accounts for massive consumption levels per week: 5.7 metric tons of fresh vegetables, 2.1 tons of potatoes, 3.8 tons of meat or



18,000 eggs. Add to this 1,600 bottles of wine and 450 bottles of champagne.

The captain plays an important part in the field of kitchen logistics, warning of rough seas. The foods required must be transported from the warehouses in advance.

All the different logistical threads converge at the shipping companies: they order the goods centrally and ship the containers with supplies around the world. The amount of work involved is enormous! But that is how equally delicious meals are served on every ship.



20 years at the company



Mario Rossetti

Imports/exports, Dietikon 13 August 2019

Veronica Callejon Dans

C4u, Pratteln - 1 October 2019

Roland Paolucci

Sales, headquarters – 6 October 2019

15 years at the company

Josef Zahno

IT Systems Manager, Pratteln 17 July 2019

5 years at the company

Melanie Gualtieri-Bianconi

Customs, Pratteln - 1 July 2019

Thomas Habegger

Controller, at the headquarters 1 September 2019

Gérard Pierre Cyferkowski

Warehouse logistics specialist, Basel – 1 October 2019

30 years at the company



Arsene Rox

Financial accountant, Welkenraedt 20 September 2019

15 years at the company

Dennis Burmeister

Logistics clerk + claims processing, Eschweiler – 19 July 2019

Melanie Knuppertz

Sales, Eschweiler 1 September 2019

5 years at the company

Daniel Wiezorrek

Clerk for UK/Italian shipments, Eschweiler – 1 July 2019

Thurid Seitz

Sea freight exports clerk, Kelsterbach – 1 June 2019

Aaron Kirberg

Sea freight exports clerk, Kelsterbach – 1 September 2019



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