

express



CUSTOMER MAGAZINE 1_2023



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TRANSFER PROJECT STARTS TEST PHASE

SIMPLIFY WORK PROCESSES

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WITH FRESH ENERGY INTO SPRING

SUCCESSFUL PARTNERSHIP, SUCCESSFUL CUSTOMERS



Dear readers,

I hope you have started the first months of the year with fresh energy. The logistics business never rests, and so a lot has already happened again at Night Star Express. We have prepared a detailed Sustainability Report that provides information on the various activities of our company: Projects, partnerships and important stages find their due place in the report and point the way in the right direction. More about this in this customer magazine and on our website under the heading "Sustainability". Partnerships with research institutions bring solid findings for our everyday work, which we gradually put into practice. We will inform you about the new "transfer project" and what benefits we derive from it in order to further advance digitalisation in our company. If our customers are satisfied with us, so are we: Read the customer portraits about ELCO, a leading European heating manufacturer, and Pos Service Hol-

land, international wholesaler of starter motors and alternators from the Netherlands. For both companies, Night Star Express offers tailor-made solutions for their successful business via an optimally coordinated route network. In this issue we look forward – and backwards, as Night Star Express celebrates its 30th anniversary this year, five years after our big 25th anniversary celebration. In this issue, we give a first taste of the event and show why nothing will continue to change in our customer promise.

I wish you pleasant reading

Arnold Schroven
Managing Director Night Star Express



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NEW YEAR, NEW COLLEAGUES

REINFORCEMENT IN THE TEAM

Digitising workflows and processes – that is a core task for the IT experts at Night Star Express. New to the team under the leadership of Jens Schoneboom is **Florian Flocke**. He studied applied computer science and was most recently employed for seven years at the Fraunhofer Institute for Material Flow and Logistics IML in Dortmund. He knows Night Star Express very well since our partnership in the research project "KoLibRI". **Andrea Koenen** starts as a commercial employee in the accounting/financial accounting department on 1 April 2023. She brings more than 30 years of professional experience in the commercial sector with medium-sized companies.

Petra Moss has been in charge of Corporate Communications since 1 February this year. After an editorial traineeship at a newspaper, she held various professional positions at daily newspapers and the Deutsche Presse-Agentur. This was followed by many years as a project manager and senior editor in the agency business and in corporate communications. "Night Star Express has a unique selling point with its market-leading overnight express service. It is a successful company with exciting facets and a dynamic all its own. I am looking forward to the new task and our future cooperation."

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OBITUARY

Shocked and full of sadness, we bid farewell to Karl Engelhard, who passed away in Bremen on 23 December 2022 at the age of 79.

Mr Engelhard worked as a shareholder representative of Hellmann Worldwide Logistics for our company Night Star Express GmbH Logistik for many years. He showed great commitment to the logistics industry.

We owe him great thanks and respect for his ground-breaking work. We will greatly miss Karl Engelhard as a proven expert in his field and an extremely valued discussion partner. He was a down-to-earth manager with values and convictions that he always stood up for. He also leaves a painful gap at a human level, which we fill with grateful memories and thoughts. Our sincere condolences go out to his family.

On behalf of Night Star Express Logistik GmbH and its employees
Managing Director Arnold Schroven
Advisory Board Dr Christian Jacobi (Chairman of the Advisory Board), Dirk Rahn, Peter H. Voß

Responsibility in many respects

Night Star Express Sustainability Report

The theme of sustainability runs like a red thread through the company at Night Star Express. The areas in which the overnight express service provider is involved are documented in the detailed Sustainability Report 2022. Among other things, it shows practical examples and which upcoming goals are currently in focus.



"The aspect of sustainability has an extraordinarily high priority at Night Star Express. It keeps us busy all year round and affects all business activities. Our aim is to act in an economically, ecologically and socially responsible manner. The commitment is directed both inwards and outwards", explains Ulfert Horlitz, Head of Quality and Environmental Management at Night Star Express. A comprehensive insight is provided by the current sustainability report, which informs readers about various practical measures. "Whether it's paperless data exchange, the gradual conversion to LED lighting or the use of electric mobile vehicles in our fleet – we use various levers to implement sustainability at Night Star Express." Social commitment is also a matter of course for us: "Some of the suggestions come from our employees, who draw our attention to regional initiatives and lend a hand themselves. The positive response makes us aware that we as a company also have an important social task. We support associations and organisations, for example, in regularly organising a hot meal for needy children, give financial support to people who have suffered severe blows of fate or donate a contribution to publish safety primers for kindergarten children." Of course, environmental commitment plays a key role in sustainability. Ulfert Horlitz: "Together with our cooperation and business partners,

we have already achieved satisfactory milestones. We still have some plans for the future, because experience shows that the process from environmental awareness to concrete implementation takes time. In addition, framework conditions change continuously. By 2030, we have set ourselves the goal of reducing the CO2 footprint of mobility in relation to kilometres travelled by around half. And we will use innovative platforms even more intensively to further connect digitally. As a positive side effect, this not only saves a lot of paper, but also reduces the use of resources and cumbersome (coordination) paths across all instances," explains Ulfert Horlitz. In order to make sustainability measurable, Night Star Express applies the strictest inspection criteria and undergoes regular voluntary certification.

CUSTOMERS AND APPLICANTS HAVE CLEAR EXPECTATIONS

How do we develop products and services that also satisfy customers in terms of sustainability? Night Star Express also deals with this question in detail and aligns its portfolio accordingly. "Regular surveys show that the topic is very present among customers and that they have clear expectations in this regard Employees and especially applicants also pay close attention to how sustainably the company presents itself to the outside world and how it re-

alises its ambitions. A pleasant working atmosphere and the environmental behaviour in the respective company are nowadays also decisive factors for people, when deciding what job to apply for. "These are all important points that we will also address in the upcoming sustainability report. The next projects on the topic of sustainability are already being planned or implemented by us and our cooperation partners." The full Sustainability Report 2022 can be found on the Night Star Express website under Quality/Environment.



PSH equipped for the future with Hellmann

Change to Night Star Express

Pos Service Holland, the international wholesaler of starter motors and alternators, is growing and preparing for the future. This also includes the change to Night Star Express Hellmann BV. Since 2021, the company has been working with Hellmann in night transport for the Benelux countries and Germany, among others. Night shipments start daily from the PSH warehouse in Ankeveen (Netherlands). Customers can be sure that their parcel will arrive on time and undamaged.

Pos Service Holland (PSH) is the largest player in Europe in the field of starters and alternators. With branches in the Netherlands, France, Spain, Poland, China, Taiwan and representatives in the Middle East, South America and the United States, the importer/exporter serves customers worldwide. "We offer a full range of high-quality OE, remanufactured and private label products, and we have excellent customer service," said CEO Alexander Kam. The company conquers the world with its own brand PlusLine. "As a wholesaler, we stand for quality. This means that we carry many original brands, but increasingly sell our own PlusLine

brand. Under this heading, we have developed products that can definitely compete with most OE brands in terms of quality. At a friendly price."

ALWAYS FUTURE-ORIENTED

In its growth, PSH does not forget the future of the automotive industry. Alexander Kam: "We are looking at new technology, the arrival of 48-volt hybrid components and electrification with, for example, inverters, electric air-conditioning compressors and battery packs. It's still in its infancy, but it's our future." In addition, PSH plays a pioneering role in sus-

tainability. "PSH is CO2-neutral. We offset our emissions through Landlife, which plants trees for us in Spain." The company has big plans. The Dutch market leader wants to continue to grow and invest in international expansion through acquisitions and the establishment of new branches. Further digitalisation, the development of online channels and direct ordering APIs linked to customer systems are also on the agenda for the near future.

GOOD SERVICE FIRST

Good service is very important to the PSH CEO: "Our company is known as reliable, fast and good value for money. This includes a reliable transporter. Especially now, when PSH is growing fast and wants to achieve goals for the future." The transport must run smoothly, says the CEO. This is an essential part of PSH's services. "This requires a good transporter company that does what it says and also takes our circumstances into consideration. These are the features we found in Night Star Express.

The deliveries run perfectly and we have little damage. We are pleased that Night Star Express also delivers to Denmark, Austria and Switzerland, which we gratefully take advantage of. The transports through Swiss customs go smoothly." The CEO is completely satisfied

with Daniel Siemes' thoughts on the transports to and from PSH's new mega warehouse in Poland. "We have coordinated this together in terms of traffic. Night Star Express also thinks outside the box. Tailormade," says Alexander Kam.



Paperless data flow

Night Star Express: Digital platform in the test phase

Manually enter customer data into different Excel spreadsheets, synchronise them one after the other and update them regularly: this approach costs time, ties up personnel resources and requires a high level of communication between the respective interfaces. Night Star Express wants to use a uniform digital platform to collect and analyse data more efficiently in the future and thus also accelerate coordination processes.

"Over the past few months, we have had intensive discussions with the Fraunhofer Institute for Material Flow and Logistics in Dortmund (IML) and the Mittelstand-Digital Zentrum Ruhr OWL. The latter promotes companies in digitisation projects. In the context of this intensive partnership, Night Star Express has entered the concrete test phase as a cooperation partner within the framework of the transfer project," explains Jörg Witteborn, project manager at Night Star Express. "The basic idea for the transfer project is to create a data pool according to uniform technical standards. All this is done under the strictest data security precautions."

The objective of the project is for Night Star Express to enable secure data exchange for the creation of analyses and evaluations. The data

and reports collected are to be used, among other things, to create a uniform calculation basis for the acquisition of new customers and to optimise the utilisation of the network structure and fleet utilisation. "We already use this system for individual customers. We plan to open this up to all customer groups across all locations. This means that everyone involved in the respective process can access data flows that are relevant to their work conveniently, securely and always up-to-date," explains Florian Flocke, data scientist in Jörg Witteborn's team responsible for data management. In the long term, there will be further opportunities for Night Star Express after the test phase, such as connecting participating partners and external sources to the data pool, as well as effectively using artificial intelligence

(AI) applications and developing further digital business models.

TRANSPARENT PRICING, FAST ORDER PROCESSING

A centrally networked system brings some significant advantages in the course of improved data collection and analysis. Jörg Witteborn: "Let's take pricing and order processing as an example. Both are more transparent overall, because we get a precise overview of warehouse management, optimised loading, personnel planning, mobility costs and other areas. We can plan the use of capacities or transport chains in a better and more targeted way, which leads to noticeable time and cost savings. The added value benefits the expansion of services – individually tailored to the respective needs of the customer." And the accompanying effects are also very convincing: "Demand forecasts can be made more accurately based on real-time data analysis and potential risks can be excluded to a greater extent."

Night Star Express has already worked with the scientists at the Fraunhofer Institute on the "KoLibRi" research project, among other things, to develop application software for mobile devices. "Once again, the cooperation on the transfer project was excellent. We are already looking forward to future projects to further advance digitalisation in logistics. The knowledge gained should not only benefit Night Star Express, but also its cooperation partners," emphasises Florian Flocke.

Artificial Intelligence (AI)

Artificial intelligence (AI) has become one of the top topics in a variety of forums, newspaper articles, expert roundtables and in the business world in recent years. It is seen and promoted by the German Federal Government as the essential key technology of economic performance. The importance of this technology is also increasing rapidly in the logistics industry: a good 70 percent of the participants in the Bitkom study "Digitalisation of Logistics" are of the opinion that AI is indispensable for logistics. However, the study also shows that only around one fifth of the companies surveyed have so far addressed the topic of AI.



ELCO: Heat heroes reliably on the move

Cooperation partner Night Star Express

The energy transition calls for consistently low energy consumption and falling emissions. This only works with intelligent and resource-saving heating technology that professionally meets the high demand. The company ELCO, cooperation partner of Night Star Express, is a specialist in this field.



We live in times of change. Sustainability, climate, resource-saving solutions and a future worth living are inextricably linked. Therefore, the German government has set itself the goal of reducing greenhouse gas emissions to zero by 2045. In order to achieve this climate goal, the heat supply must also be rethought through the increased use of renewable energies: after all, space heating, process heat and hot water account for about half of energy consumption in Germany. The focus here is primarily on heat pumps and solar energy.

And this is where ELCO comes in, a company of the Ariston Group based in Hechingen (Baden-Württemberg) and a customer of Night Star Express. Founded in 1928, ELCO is the leading brand for commercial and municipal heating solutions in Europe, with more than 1.7 million heating systems installed. "We offer custom-fit heating solutions for new construction, renovation, modernisation and retrofitting. The spectrum of applications ranges from maisonette apartments and commercial buildings to large industrial plants. We combine intelligent, energy-saving technologies that cover all the individual requirements of a property," explains Ingo Schwanzer, SC&Logistics Director at ELCO & Atag.

DELIVERY DIRECTLY TO THE 250 SERVICE TECHNICIANS

Excellent customer service is a top priority at ELCO. This is guaranteed by the cooperation with Night Star Express. Ingo Schwanzer: "The proximity of the Hünfeld-Michelsrombach logistics centre to the Night Star Express hub in Fulda gives ELCO the advantage that consignments can be reliably fed into the Night Star Express system even at late hours. Many of the planned service calls to our customers, which are requested at short notice, have to take place in the morning. For this, Night Star Express offers us the necessary quality, through which we already have our spare parts at our disposal before the start of work. Delivery is made either to the customer service vehicle and/or to defined drop-off points at the respective homes of our 250 service technicians." Malte Schmudlach, service master at ELCO, can only confirm this from his own experience and practice: "The reliable supply of materials by Night Star Express even before 6am enables me to drive to our customers immediately and complete the service calls early in the morning. Long, unnecessary waiting times and/or collection of the goods at other delivery locations is no longer necessary. So far, the consignments have always arrived without damage and always reliably, even in bad weather." And Holger Hamperl, Key Account Management/Division Manager at Night Star Express, adds: "The ideal combination of a contract logistics solution and the feed into our network offers our customers a clear competitive advantage. This is indeed the fastest logistics package."



ORDER SITUATION WILL CONTINUE TO RISE

Regardless of whether you are a homeowner of an old or new building: Anyone who replaces their old heating system from January 2024 must have a heating system installed that feeds its heat source from renewable energies. This means that the order situation at ELCO will be even more pleasing: "Night Star Express directly contributes to fulfilling our "First Class" service promise of completing service work at the customer's site within only four hours. We have one contact person who takes care of everything else in the warehouse, including the interfaces. In the future, we will continue to put our mission of meeting our customers' needs through first-class service throughout the entire product life cycle into practice together with Night Star Express," emphasises Ingo Schwanzer.

INFO ABOUT ELCO:



FIND OUT MORE ABOUT NIGHT STAR EXPRESS' CUSTOMISED CONTRACT LOGISTICS IN THIS YOUTUBE VIDEO:



Young helpers of tomorrow

Night Star Express supports awareness campaign

Learning to help through play: This is the motto of Johanniter-Unfall-Hilfe e.V., which uses multimedia teaching material to teach children the basics of first aid. Night Star Express has co-financed a newly designed interactive painting and working manual. It is distributed free of charge in kindergartens and primary schools together with posters. The future helpers of tomorrow are enthusiastic.



What does first aid actually mean? How does an emergency call work, and what do I say on the phone? How do I behave when someone gets hurt or needs comfort in my presence? Even adults sometimes have problems reacting correctly to such situations. Especially if a first aid course was taken some time ago – if a course was attended at all. How demanding must it be for children to deal with such difficult emergencies in an age-appropriate way? Answers to this question are provided by a new colouring and workbook published by Johanniter-Unfall-Verband in cooperation with K&L Verlag. The book with many pictures to colour in uses the hand puppets Jona and Joni to teach girls and boys the skills they need to administer first aid in emergencies and to recognise everyday sources of danger in the home, leisure time and traffic in good time. "We are very grateful for the support from Night Star Express to bring these valuable and interactive books to young audiences. The little ones learn the basics of first aid in a playful way. The aim is to strengthen their ability to act and their self-esteem in an emergency. The children always approach helping in an unbiased and enthusiastic way," Detlef Leibold reports. He is the head of training at Johanniter-Unfall-Hilfe e.V., Regionalverband Östliches Ruhrgebiet Ortsverband Lünen, and regularly conducts

training sessions in kindergartens and school classes. With this kind of instruction, the children learn at an early age to be prepared to provide first aid later on as adults or to stand up for the prevention of violence.

INTERACTIVE APP WITH JONA AND JONI

The new edition of the 44-page interactive colouring and workbooks, including an app with learning videos, extends to around 1,800 copies. The patron of the initiative is the singer-songwriter Rolf Zuckowski: "When people are in need, we should all be ready to help, including our children. This Johanniter training offers a great opportunity. Even children need to know first aid and how to help; they must learn to love it and incorporate it into their young lives. Because as one of my songs says: Strong children stick together rock solid." So far, the Johanniter Association has been able to reach more than 460,000 children nationwide with the initiative. And this should not be the end of the story by a long shot, because the demand is huge. Moreover, there is still a worrying background: according to current figures from the Federal Statistical Office, more than 20,000 children under the age of 15 are injured in road traffic accidents alone every year. "For this reason alone, we want to set an example with our financial support," explains

Night Star Express Managing Director Arnold Schroven. "After all, the children are our future." That's why Night Star Express is also supporting another Johanniter initiative and financially sponsoring the publication of a brochure on "cyclist education".

ARE YOU INTERESTED IN THE BROCHURE? A PDF IS AVAILABLE TO DOWNLOAD HERE



Night Star Express turns 30!

Milestone anniversary – successful years

Night Star Express celebrates its 30th anniversary this year. Today, the specialist for the delivery of time-sensitive goods is the second-largest overnight express network in Europe, in an alliance of renowned logistics service providers. And with speed and spirit, things continue to move forward.

"Looking back over the past 30 years, the way our company has developed is a tremendous achievement. The fact that several transport service providers joined forces to form Night Star Express in May 1993 proved to be exactly the right decision. It is evidence of commercial skill, a successful strategy and a high degree of flexibility in view of changing market conditions and customer demands," explains Night Star Express Managing Director Arnold Schroven.

In the meantime, more and more customers are using the individually tailored overnight delivery product as an integral part of their procurement and service logistics. This gives them a decisive competitive advantage over their day-to-day business. And demand from companies in a wide range of industries continues to grow.

Various factors are decisive for the success of Night Star Express. Arnold Schroven: "The customer is absolutely at the centre of everything we do, and we place great emphasis on mak-

ing sure that this message gets through to them in the same way and that they benefit from it in every way." Reliability, flexibility, diligence in order processing as well as a high degree of customer orientation in the development of individual solutions – this is what makes up the DNA of Night Star Express. Another advantage is the medium-sized network structure with its direct proximity to the customers and at the same time supra-regional and international high-performance structures. It has always been a proven cooperation based on a high level of trust and quality.

SHIPMENTS IN THE MILLIONS

Night Star delivers the consignments until the next early morning or, for longer distances, with a corresponding time surcharge. Around 1,250 vehicles are currently in operation every day. Night Star achieves more than 6.2 million delivered items per year, and the trend continues to rise. With its close-knit, nationwide transport network, Night Star Express can react extreme-

ly flexibly as an important link within the supply chains. This is ensured by centrally located main handling facilities (HUB), which are being expanded according to demand, and regional bases.

"Committed employees are the key to the company's success. It is therefore important to us that they can identify with the goals and mission of Night Star Express. We have a Europe-wide leading unique selling point; our service is already something very special", Arnold Schroven emphasises. Conquering further market shares, increasing sales volume, making the European network even more closely interconnected and continuing to grow within the network – these are important milestones for the coming years. But first, the company will celebrate the successes of its well-deserved 30th anniversary together with its employees this year.

■ PLEASE ALSO READ OUR UPCOMING ANNIVERSARY ISSUE



