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„KoLibRi“ research project

Research partners shoot film about successful conclusion

2020 – A YEAR OF CHALLENGES AND OPPORTUNITIES

NIGHT STAR EXPRESS GROWTH STABLE DESPITE COVID-19



Dear readers,
This year, which has been characterised by daily updates on the spread of coronavirus, is drawing to a close. We are all awaiting the sense of relief brought by the news that a vaccine has received approval and that the rate of infection is reliably dropping. The focus of this year has been on protecting the health of our staff and safeguarding our business in order to be able to continue to transport our customers' consignments as reliably as ever. Through extensive measures and the cooperation and solidarity of our employees, we have managed to do both. And that's something we are very proud of!

For this reason, we look forward to the new year with optimism, and we hope that you, our readers, have been able to remain just as positive. We wish you and your families a peaceful Christmas and, above all else, good health for 2021!

Yours,

Matthias Hohmann

NEW MEMBERS

NIGHT STAR EXPRESS ADVISORY BOARD ELECTED

The system partners of Night Star Express elected two new members of the Advisory Board on 01/10/2020. The Chairman of the Advisory Board, Arnold Schroven, will continue in his role for a further three years. The newly elected members are Dr Christian Jacobi and Dirk Rahn.

Dirk Rahn is a logistics expert with 30 years of in-depth professional experience. The former COO of Hermes Germany now works as a freelance consultant, lecturer and speaker. Dr Christian Jacobi is Managing Director of agiplan GmbH, a consultancy and planning company for industry, commerce, the logistics business and the public sector. He is also a member of the Executive Board of the BVL (Bundesvereinigung für Logistik e.V., German Logistics Association), spokesman for the BVL Working Group for Urban Logistics and is active in a range of honorary posts.

Matthias Hohmann, Managing Director of Night Star Express says: "We are saying goodbye to former members of the Advisory Board Bernd Wöstenkötter and Roland Albers and are grateful for their loyal partnership over the past three years. With

Mr Rahn and Dr Jacobi, along with Arnold Schroven, we have an Advisory Board of experts that is deeply rooted in the logistics business. We are looking forward to working with them over the coming years."



From left to right: Dirk Rahn, Arnold Schroven, Matthias Hohmann, Dr Christian Jacobi

VW CADDY IN NIGHT STAR EXPRESS LIVERY

RECRUITING STAFF WITH A NEW VEHICLE DESIGN



A new VW Caddy will be driving around Unna and the surrounding area as a mobile advertisement, decked out in Night Star Express livery. The design was created by Michael Franz of y-design. With its eye-catching look, the vehicle is sure to result in lots of applications

LARGER FACILITY IN THE FAR NORTH

MOVE TO GROSS IPPENER



Night Star Express moved into a new building in the north of Germany at the start of the year, with the business moving from Achim to Groß Ippener in early March. With a handling area of 3,000 m2 and 700 m2 of office space, the facility now offers plenty of room.

Sabine Mayer, Operations Manager in Groß Ippener, is delighted with the amount of space: "We are in an even better position now to be able to deal with the consignment volume. It's not just the operations area, but also the amount of office space, that is larger and more practical."

In addition to being the main Night Star Express facility, CEP consignments will also be processed here for Hellmann Worldwide Logistics Road & Rail GmbH & Co. KG. There are also a total of four framework agreements with the Bundeswehr (German Army) for medical and blood transports, international parcel deliveries, crane hire and food supply.

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WELCOME, BAYWA AG

“UNITY CREATES SUCCESS!” — PREMIUM PARTNER FOR OVERNIGHT DELIVERIES

“We offer a premium service for our customers, which is why we have also transferred our overnight express business to a premium partner,” says Tanja Kaupert, Head of Wholesale Parts at BayWa AG. At Night Star Express, we are aware that our reputation precedes us and everyone does all they can to live up to this.

As of this summer, Night Star Express has been taking care of the overnight express logistics of replacement parts for BayWa AG. The BayWa central warehouse in Röthlein, Bavaria, and the 230+ technical repair shops belonging to the company in Germany are now integrated into the Night Star Express network. This means that around 14 million replacement parts can be supplied to

wherever BayWa’s technicians are. BayWa customers that are connected to the depot, who order replacement parts online, for example, receive their consignment at the latest by 8 a.m. the following morning. BayWa AG is a global corporation that is active in the areas of agriculture, energy and construction and is one of the biggest agricultural retailers in Europe. The product

portfolio, specifically in the agricultural technology segment, includes not only agricultural machinery and accessories but also feeding technology, professional landscaping equipment and information and sensory technology for agricultural applications. “I am really looking forward to our partnership!” says Sascha Ullrich in a conversation with Tanja Kaupert and Meike Stephan, who is responsible for Marketing and Communication at Night Star Express. As Sales Manager at Night Star Express Honold GmbH, Sascha Ullrich is the contact partner for BayWa and thus also for Tanja Kaupert. The chemistry is great and both are sure that a partnership that gets off to such a good start can only herald great things for the future! As Head of Wholesale Parts, Tanja Kaupert is responsible for logistics handling and looks for the right service providers for the company’s technology segment. In the central warehouse in Röthlein, Tanja Kaupert’s team takes care of the logistics management, operational procurement and

scheduling. This guarantees the availability of the parts, which is particularly essential during the harvest season. “We have around 65,000 parts available at the central warehouse and we primarily act as an internal supplier for our BayWa repair shops. Each repair shop has a basic inventory of replacement parts on site and the rest can be ordered from the logistics centre via overnight express with Night Star Express. We also serve contractual partners and servicing companies, as well as customers ordering from our online shop baywaonline.de.” 570 mobile servicing vehicles are supplied with the required replacement parts by the relevant repair shops. To do this, there are special depots where the parts can be deposited for the technicians. Some of them are conveniently supplied during the night by Night Star Express, so that the required parts are ready in the vehicle by the start of the working day. The switch-over to the new overnight express service has gone without a hitch: “Thanks to the great partnership with the staff at BayWa, particularly in their IT department, as well as the commitment of a great number of our colleagues, we have managed to fulfil BayWa’s requirements and have been able to offer a near-perfect delivery rate, right from the very first day of delivery,” Sascha Ullrich says, proudly. “We spoke to every single repair shop beforehand and considered every eventuality. After switching to Night Star Express, we received resoundingly positive feedback from the repair shops.” For Tanja Kaupert, it is particularly important

to guarantee fast, reliable deliveries for her customers. “In the agricultural business in particular, it is vital that parts are available on site as quickly as possible. Long downtimes for machines or vehicles may lead to loss of the harvest. This sector is particularly dependent on the weather and the time factor, so we have to ensure that the parts get there on time.” Tanja Kaupert’s team offers a special 24/7 service during the harvest season, which runs from April to October. “Our customers can contact us around the clock so that we can make deliveries quickly without losing any time. During this season, we also offer a weekend service. Customers can place an order by 1 p.m. on a Saturday and the consignments are then delivered by Night Star Express. By doing so, we want to safeguard our close relationships with our clients because this is the basis for both their success and ours. We want to serve our customers as an expert partner.” Tanja Kaupert’s team not only guarantees punctual deliveries, it also provides customers with parts-specific advice. As specialists, some of whom have themselves worked in the repair shops, they are also familiar with the replacement parts required by older ranges. If a customer isn’t aware of the exact designation, the consultancy team ensures that the right part is actually ordered. In response to Meike Stephan’s question as to what made her choose Night Star Express as an overnight express service provider, Tanja Kaupert replies: “Service and performance are our top priorities. Punctual deliveries are the most important thing here,



„KOLIBRI“

RESEARCH PROJECT CONCLUDED

NIGHT STAR EXPRESS ON HAND
AS A PRACTICAL PARTNER

After three years of research from the initial concept to the finished project, the “KoLibRi” project was successfully concluded in late December. Those involved are very happy with the result, and follow-on projects are already in the pipeline. The final film was shot in October and November at the Night Star Express hub, among other locations.

The aim of the research project scientifically described as a “collaborative supply system with mobile ramp transfers for time-critical consignments” (German acronym: KoLibRi), financed by the German Federal Ministry of Education and Research (BMBF), was launched in September 2017 to develop an app for mobile use. The app’s aim was to make it possible to plan and communicate the delivery locations and times for replacement parts dynamically among fitters, suppliers and recipients.

In replacement part logistics, reliability and punctuality are some of the most important service criteria. If a machine breaks down in the manufacturing or agricultural industry, this downtime may quickly lead to high losses of income. Night Star Express is specialised in tailored, fast deliveries and was thus perfectly placed to be able to support the researchers as one of the practical partners.

The interface between the technician and the delivery agent was examined and optimised based on the initial data and the practical requirements of a collaborative delivery system. The service system forwards the necessary information to those involved, facilitating the dynamic planning of time-critical deliveries.

The mobile KoLibRi app makes it possible to compare and optimise routes dynamically and network-wide, using real-time data. Furthermore, it also simplifies the communication processes between the companies and streamlines signature-free delivery to handover locations. The KoLibRi service system generally leads to increased flexibility in terms of time and location in the

delivery of time-critical consignments. This increases the logistical efficiency of the delivery, reduces expensive downtimes and minimises traffic in urban areas.

Qualified engineer Arnd Bernsmann from the Fraunhofer Institute for Material Flow and Logistics (IML) explains: “The Transport Logistics department at the IML is a contact point for all issues relating to transport networks, location structures, the efficient use of road, rail and water transport, and the relevant IT systems. As an independent entity, we offer support in terms of the strategic planning and preparation for implementation to the development of new logistics concepts.

Three years ago, we developed the project concept for dynamic route planning. From projects in the replacement parts industry, we were aware of the problems with carefully timed delivery windows and the high costs resulting from planning mistakes. This

research project has enabled us to develop new algorithms that make it possible to optimise route planning throughout the network.”

Jens Schoneboom and Jörg Witteborn were the contact partners and project managers at Night Star Express. Jens Schoneboom says of the process and the partnership: “We were approached by Fraunhofer IML to see whether we might like to take part in a research project on route planning. For us, the most important aspect was bundling deliveries and the option of communicating with our recipients. The partnership was very results-oriented. The close cooperation and effective reappraisal of structures made it a real pleasure to work on this project.”

Matthias Hohmann is also extremely satisfied with the result: “Our contactless consignments are delivered very quickly, which enabled us to contribute our experiences to the research project. As a result of the scientific project, our processes were subjected to precise analyses and made more transparent. This gave rise to findings that will help us to continue to improve our delivery quality.”

Special thanks go to Christian Brüninghaus, who contributed his time and allowed his Night Star Express vehicle to be used as a model at various filming locations for the shoot!



"CARIBBEAN NIGHTS"- PHOTO COMPETITION

NIGHT STAR EXPRESS EMPLOYEES GET CREATIVE

This year's staff party, which had been given the theme 'Caribbean Nights', had to be cancelled due to the coronavirus pandemic. In order to try and make it up to the employees, the team at system headquarters came up with something special: a photo competition!

A video featuring Matthias Hohmann and Meike Stephan explained the process and called on all Night Star Express employees to get creative and take part in the photo competition. Everyone received a tropical lemonade and a flower garland as their first accessories. The sky was the limit in terms of

creativity, and everyone was able to stage their Caribbean theme.

"We know how important our annual staff party is for our employees, which is why we didn't want to simply cancel it. Instead, we came up with an alternative," explains Matthias Hohmann. "The staging of the photo competition was great fun and I think the participants all enjoyed themselves, too."

Those taking part were able to submit their photos by 19 September 2020, the day for which the party had originally been planned. Only photos of individuals were permitted in order to prevent the spread of Covid-19. The

Kiessling-Spedition team in Regensburg was particularly creative and came up with a photo collage. This was used as the background in the gallery and was awarded a special prize.

All employees were able to vote for their favourite via an interactive gallery website. Everyone had three votes each in the form of little hearts. The participants were competing for an iPhone 11, and instax mini camera and a popcorn machine.

We would like to congratulate the winners once again and hope that we will be able to warmly welcome all of our staff back to our party next year!

1ST PRIZE:
MAXIMILIAN LEHMANN FROM OUR FACILITY IN NOHRA



2ND PRIZE:
**CELINA PETER, TRAINEE OFFICE
ADMINISTRATOR, SYSTEM
HEADQUARTERS IN UNNA**



3RD PRIZE:
**JULIANE LINDHORST, NIGHT STAR
EXPRESS IN GROSS IPPENER**



STUDENT PROJECT ON REUSABLE PACKAGING

PROMOTING YOUNG TALENT AT THE UNIVERSITY LEVEL

Logistics students at the Darmstadt University of Applied Sciences' Dieburg campus developed various concepts for reusable packaging as part of a student project. The results were presented during a video conference on 08/07/2020.

For several years now, Night Star Express has been supporting students of logistics management at the Business faculty of the Darmstadt University of Applied Sciences with student projects. This year, André Jehn, Head of System and Transport Planning, and Oliver Bell, Process Manager, from Night Star Express helped to bring the project to life. They were on hand as contact partners and were able to answer all of the students' important questions.

The remit for the project, which was worked on in teams of five to seven people, was "Options for suitable reusable packaging – pros and cons". The students had three months to research on-site conditions, requirements and customer requests with the aid of André Jehn and Oliver Bell. We had to do without face-to-face meetings and site visits this year, unfortunately, and, as a result of the

coronavirus pandemic, the project had to be restricted to phone interviews, video conferences and online research.

On 08/07/2020, the teams presented their projects to their professors as part of the final presentation via video conference, with André Jehn and Meike Stephan, Marketing and Communication, from Night Star Express also attending remotely.

The solutions and suggestions were discussed during the presentation and their feasibility evaluated. Some ideas were so interesting that Night Star Express has decided to take them further.

Prof. Dr. Armin Bohnhoff is also delighted with the student group's results and the way the project was run: "A great project has once again been born of the partnership with Night Star Express. The students were able to gain practical experience and find out about background context in person. We are already looking forward to future projects together."



TESTING EXOSKELETONS - MUSCLES OF STEEL

A PEEK INTO THE FUTURE WITH HELLMANN

Smart glasses for our eyes and digital mini scanners on our index fingers are already part of our day-to-day lives at work. But now work assistance aids have reached another milestone: Hellmann in Lehrte recently conducted a test using artificial spines. Exoskeletons are probably best known to us from superhero films, where they lend the protagonist incredible powers. Exoskeletons were originally designed for medical applications – such as in order to help people with quadriplegia to learn how to walk again. They have also been used by the military for years now and are starting to make inroads into the world of work. Lifting, stacking, picking – exoskeletons should make all of this more straightforward for staff. Depending on the model, the exoskeleton can take on different tasks for the wearer. In the versions tested, when lifting, the weight is diverted from the arms

and shoulders by way of a clever spring mechanism and transferred via the metal back plates to the pelvis. This not only reduces the strain on the arms and shoulders by up to 40% but also protects the spine. In the CEP industry, each consignment varies in terms of weight, size, stability, centre of gravity, etc., which means it is not possible to automate the processes. Exoskeletons may be a potential solution used in the future in order to protect our staff from musculoskeletal problems in particular. What the exoskeletons specifically and categorically cannot do is to artificially boost the strength of the employee or the speed of order picking. Our top priority is to support our employees and thus maintain their health. The Fraunhofer Institute for Material Flow and Logistics (IML) is currently conducting research into this topic. Qualified engineer

Semhar Kinne explains: “Because marketable exoskeletons are relatively new and, as such, there have been no long-term studies into their actual industrial use, there is still some uncertainty. In addition to health promotion, i.e. stabilising and relieving the strain on the joints and torso, the physical support may also lead to employees experiencing less fatigue at work and thus become more consistently able to perform well throughout the day. We are currently researching this with the aid of wearables that measure vital signs. We are also researching whether wearing an exoskeleton presents a mental obstacle to performing regular duties, such as in terms of perceived effort or increasing frustration. Ideally, normal activities should remain unaffected, and it should also not lead to any reduction in performance.”



SUCCESSFUL PARTNERSHIP EXTENDED

“THE POTENTIAL TO BECOME EVEN BETTER”

This was the general tone when AMAG, the exclusive Swiss importer of VW, Audi, Seat, Škoda, VW commercial vehicles and thus the biggest car company in Switzerland, entered discussions with Night Star Express Switzerland about the future of the logistics of the time-sensitive supply of replacement parts. Daniel Marbach, Head of Logistics, Group Aftersales, at the AMAG Group, says: “We have been working together closely with Night Star Express for years now in the areas of same-day and overnight express deliveries, and have been able to optimise various synergies in door-to-door logistics. It is now our job to continue this work and continue to draw on and expand on the results we have achieved so far with the dovetailed supply of replacement parts throughout Switzerland.”

Originally, the two companies started working together in March 2016 as part of a project where Night Star Express provided AMAG with logistics support, particularly in highly remote mountain and valley regions. A stable and successful partnership was born of this project and has continued through the years. Today, Night Star Express Switzerland is a loyal and fully integrated logistics partner to AMAG and enjoys an exceptional reputation in terms of quality and reliability. The discussions mentioned above took place on the basis of this fruitful partnership, which meant that we were quickly able to agree to continue working together and to put this in writing in the form of a contract. As such, the contractual partners agreed as of 01/08/2020 to extend the contract and to continue to pursue their successful partnership in the future, too.

This is an honour for us at Night Star Express and we look forward to continuing to have AMAG at our side – a partner that places its trust in us based on excellence and loyalty.



WINTER IS COMING IN AUSTRIA

INSIGHT INTO PREPARATIONS
FOR THE WINTER SEASON

Experts warn of a record-breaking winter. They are forecasting that this winter will be significantly influenced by the weather phenomenon known as La Niña. This occurs every few years and results in cooler temperatures around the Equator. As a result of the trade winds and the cold water coming up from the Antarctic, La Niña also has a direct impact on the weather in Europe.

These kinds of warnings often occur during autumn, as soon as the snow falls a little thicker than usual and it is clear that winter is almost upon us. The first snowfall in Austria's lower regions was registered back in early October. Lots of car owners then switched over to winter tyres. And although the snow may look beautiful, it poses great challenges to repair shops, tyre dealers and their logistics partners! For Night Star Express, its partner G. Englmayer and their tyre customers, this was the first baptism of fire for the coming

season. The 'seasonal schedule' had to be adapted quickly and at very short notice in order to be able to deal with the large consignment volumes. Working side by side with our dispatch customers, though, it all worked out beautifully. It is mandatory for vehicles in Austria to be fitted with winter tyres from 1 November. From that date, all vehicle operators are required to have the relevant tyres on their vehicle in wintry weather. Of course, people leave it as late as possible to change their tyres, which is why all hell breaks loose in the industry at the first sign of snow in the autumn, and around about the 1 November

deadline. Repair shops and dealerships are kept busy around the clock in order to deal with the onslaught. On busy days, between 6,000 and 8,000 tyres are transported by the networks. Entire roadtrains carrying only tyres leave the central warehouses for G. Englmayer's sites, where the local distribution is organised. Additional staff, more shifts and of course more delivery vehicles all professionally process the enormous volumes. Generally speaking, the workload starts to drop towards the end of November and everyone can once again breathe a sigh of relief.

There are three challenging months here – here is a summary of the logistics options: The first large deliveries within the normal logistics networks are made in September to the regional dealerships and repair shops with the foresight to stock their warehouses with the most common types of tyres in good time. The next step, once the season is properly underway, covers the urgent deliveries via overnight express once customer appointments are already on the books and the tyres are not available in a warehouse in the region. This service is, however, limited to a certain number of items per dealership. If there was no upper limit, we would soon run out of capacity, despite providing additional routes and delivery vehicles. The third delivery option – anything that cannot be delivered overnight and that goes beyond the overnight express agreements – is then delivered during the day. These different services, depending on urgency, mean that the customer still has an

instrument on hand to enable scheduling for tyre changes. Whether the weather forecast actually turns out to be accurate remains to be seen, of course – but at least Austria will remain perfectly equipped for the winter!





JEFFREY BUIS BECOMES SUPERSPORT 300 WORLD CHAMPION

NIGHT STAR EXPRESS HAS BEEN
A SPONSOR FOR YEARS

Jeffrey Buis won the Supersport 300 World Championship in Estoril, Portugal! In a nail-biting weekend in Estoril, Jeffrey dominated in the overall rankings. His pre-season aim was to be a consistent top-ten name, regularly finishing in the top five. Over the course of the season, this aim was rigorously adjusted and honed in on the title of World Champion.

It's a huge success for the 18-year-old MTM Kawasaki MotoPort rider. As a proud sponsor, Night Star Express Hellmann B.V. was able to experience this incredible achievement personally this year.

THE SEASON FINAL IN ESTORIL

On the weekend of 16 to 18 October, it was finally time for the season final in Estoril (Portugal). Together with his team mate (and competitor) Scott Deroue, Jeffrey had the World Championship within his grasp. Jeffrey had a 28-point lead in the overall rankings, although a total of 50 points were up for grabs that weekend (25 points per race). If Jeffrey were able to cross the finish line before his rival Scott Deroue during the first race on Saturday afternoon, the title of World Champion would be his. The second race on Sunday would then be merely a formality. So, how did it go?

THE RACES

It was, as predicted, an incredibly exciting weekend. Neither the training nor the race

itself went entirely smoothly. Starting from 19th position on the grid, Jeffrey was able to finish sixth in the first race. And that result was the clincher for the title of World Champion! The 18-year-old rider from Steenwijkerwold is the youngest Dutch World Champion in the road race category. After a difficult second race, he finished the season in Estoril in ninth place. This didn't dull the excitement one bit: It was an exceptional achievement for the MTM Kawasaki MotoPort rider.

"It was a strange season. Because of Covid-19, everything started much later. The aim was to get up to the top five. From the first race, I was able to finish in the top spots. Of course, I never thought I would be able to win the World Championship, but everything just came together over the past few months," says Jeffrey Buis.

Chris van der Weide (Operations Director, Night Star Express Hellmann) says: "Right from the start of his career, it was clear that Jeffrey had a huge talent for motocross and that we could expect great things from him.

Since 2016, Night Star Express Hellmann B.V. has been involved in sponsoring Jeffrey, and thus followed his career keenly. Over the years, we have been able to witness for ourselves Jeffrey's achievements, from the Moriwaki 250 Junior Cup to his exceptional performance in the World Supersport 300 Championship. The fact that he won the World Championship in this category in just his second year is a remarkable achievement. We will continue to support Jeffrey in the coming year so that he can continue to pursue his aims."

Jeffrey Buis: "Night Star Express has been one of my sponsors for years. The contact with Chris van der Weide has been great, right from the start, and he has always been very involved. I am proud to have such a big name behind me. This year, the logo was on the back of my suit and on my saddle. I'm delighted with the support I have received from Night Star Express."



