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„Green Logistics“

The challenge of sustainability
in logistics

GRATITUDE, REFLECTION, RESPONSIBILITY

MAKING THE MOST OF UNUSUAL CIRCUMSTANCES



Dear readers,

For us, the start of the year was overshadowed by some very sad news. Our dear employee, colleague and friend Joachim Zeuch passed away on 30 January 2021 following a serious illness. Joachim had worked for Night Star Express for almost 17 years to the

day. His approachable and cheerful nature made him one of those special people who brightened the world around him with his enthusiasm. As Head of Sales and International, he was always a dedicated and expert contact partner for our customers and for his colleagues. We are all still in shock and Joachim's loss is keenly felt.

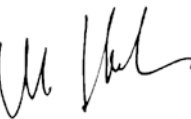
A large part of our success over the past year was thanks to him. Despite the pandemic, Night Star Express was able to continue to grow and increase its consignment volume by 2.6% to 5.75 million consignments. New and existing customers, including from the automotive and agricultural industries, continue to put their trust in the Night Star Express service, even in these unusual times.

Times of crisis force us to slow down – whether it's the economy or our personal lives. Everything is just a bit more complicated and we can't get things done as quickly as before. It is possible to use such times where we are forced to slow down to reflect on our lives. Is everything going as it should?

Can we change anything to make it better? In this issue, we have therefore focussed on the topic of sustainability. Our entire industry is faced with a major challenge to become more sustainable overall. Our colleagues from Night Star Express Hellmann B.V. are showing us how it's done with the installation of solar panels on the roof of the logistics centre in 's-Heerenberg. Other projects are set to follow and will have to be considered and planned very carefully.

Because coronavirus still has us firmly in its grasp, I continue to wish you the very best of health and resilience, and hope you enjoy reading this issue of express.

Yours,



Matthias Hohmann

A VOICE WE KNEW HAS FALLEN SILENT.
A PERSON WE LOVED HAS GONE.
WHAT REMAINS IS LOVE, GRATITUDE AND ALL THE MEMORIES.

We will never forget you! Thank you for everything.
The whole Night Star Express team



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NIGHT STAR EXPRESS LAUNCHES NEW FORMAT

PODCAST

Night Star Express launched its first podcast in February. In irregular intervals throughout the year, we will be offering interviews, stories and insights into the overnight express business. Jens Schoneboom, Head of IT at Night Star Express, and Amd Bernsmann from the Fraunhofer Institute for Material Flow and Logistics (IML) were there at the start. Meike Stephan, who is responsible for Marketing and Communication at Night Star Express, interviewed both of them about

the "KoLibRi" research project. You will have been able to read quite a bit about this project in earlier issues.

Lots more interesting topics are in the pipeline with exciting names in the business! We will keep you up to date on the latest podcasts via our social media presence..



To access the podcast, please scan here:



TINA PFEIFFER-DRESP IS LEAVING THE EDITORIAL TEAM

FAREWELL



We said goodbye to Tina Pfeiffer-Dresp from the agency transparent in January. Over the past 20 years, Tina supported Night Star Express as a member of the express editorial team, but also in planning and managing events and PR work.

Thank you for the great partnership! We wish Tina all the very best, and the best of health.

Matthias Hohmann and Tina Pfeiffer-Dresp

RELIABLE PARTNERSHIP

TEN YEARS OF
ZEPPELIN AND
NIGHT STAR EXPRESS



The partnership between Zeppelin Baumaschinen GmbH and Night Star Express goes back over ten years. It's a reason to celebrate – after all, both partners are delighted!

Everyone is familiar with the black and yellow symbol on the yellow construction machines. Whether it's a digger, loader or a dumper truck, they're all vehicles that we see almost every day on construction sites. Without them, it would be difficult to move the huge amounts of earth required. If such a machine experiences a malfunction, the replacement parts need to be on hand quickly in order to prevent the entire construction site grinding to halt.

The Zeppelin Group can look back on a long tradition – it was founded in its modern-day form in 1950 by the Zeppelin Foundation as Metallwerk Friedrichshafen GmbH, a successor to Luftschiffbau Zeppelin GmbH. The corporate values of the Group go back to Count Ferdinand von Zeppelin, who helped

to shape the beginnings of airship aviation in the early 20th century and was a symbol for innovation and progress.

Harald Böhle works at the central replacement parts warehouse in Cologne along with his 99 colleagues, all striving to ensure that their customers receive the replacement parts they urgently need as quickly as possible. Zeppelin dispatches 98% of all CAT replacement parts to the purchaser within 24 hours. Zeppelin not only offers an overnight express service to its customers primarily active in the B2B field – the company's own 600 field service engineers also generally receive the replacement parts they require in the early morning prior to starting work via Night Star Express delivery directly to the boot of their vehicle.

"We got off to a rocky start," says Harald Böhle. "Our fixed contact partners have supported us since the very first weeks and were even contactable when they were on holiday. This has blossomed into a long, reliable partnership. As I said once in an earlier interview: 'Overnight express with Night Star Express is boring.' We're very happy and are delighted with the reliable service. Absolutely nothing of note happens that could cause an issue!" Thorsten Junk, the contact partner for Zeppelin Baumaschinen GmbH at Night Star Express, emphasises the close partnership: "All of the contact partners we've had have been friendly, personable and all of our agreements have worked out very smoothly. We're proud of the fact that we have continued to provide the same high level of quality despite the coronavirus pandemic and the recent snow chaos in North Rhine-Westphalia, and that we have managed to find mutual solutions to any issues. Thank you to everyone at the Zeppelin Baumaschinen GmbH team for the past ten years! We're looking forward to

a shared success story that lasts many years more!"

ABOUT ZEPPELIN BAUMASCHINEN GMBH

Zeppelin Baumaschinen GmbH is Europe's leading sales and service organisation in the construction machinery business and has been a sales and service partner of Caterpillar Inc., the world's biggest manufacturer of construction machinery, in Germany since 1954. With a workforce of 1,747 people and revenue of EUR 1.18 billion in 2019, Zeppelin

Baumaschinen GmbH is the biggest company in the Zeppelin Group. In addition to the sale of new and used Caterpillar construction machinery, the product portfolio also includes servicing, which is offered throughout Germany via 35 branches, as well as consultancy and machine financing. The headquarters and legal domicile of Zeppelin Baumaschinen GmbH are located in Garching near Munich.

MORE INFORMATION:
WWW.ZEPPELIN-CAT.DE





SUSTAINABILITY IN LOGISTICS

NIGHT STAR
EXPRESS IS
AWARE OF ITS
RESPONSIBILITIES

Sustainability is hardly a new topic in the logistics industry. Many approaches have been pursued in recent years in order to make transportation more sustainable and environmentally friendly. The complexity of the issue shows that there is no correct single solution.

Headlines about climate change, the pace of environmental destruction and the scarcity of natural resources are increasing people's awareness of the importance of protecting our environment and habitat. More and more consumers are choosing products that are made and transported sustainably. Companies are under pressure to make not only their products and services, but also their transport chains, more sustainable.

Overall, the progress made by the industry regarding sustainability is extremely slow. CO₂ emissions continue to rise despite innovative technologies. Demand for new vehicles continues to soar, even though the number needs to be drastically reduced in order to meet climate targets.

The logistics industry plays a key role in this in Germany. With a total volume of EUR 279 billion and a workforce of 3.25 million people (as of 2019), the logistics sector is the third largest industry after the automotive sector and retail.

During the pandemic, the industry has risen sharply in people's estimation. Supply chains were upheld, and all goods could still be found on the supermarket shelves just as usual. The boom in online retail and vaccine logistics have also contributed to logistics being perceived as an even more essential industry. Despite this, the logistics business often seems to be a scapegoat for climate change. Many see the droves of lorries on the motorway as polluters and do not recognise the efforts of the industry to reduce or offset its CO₂ emissions.

According to the German Federal Environmental Agency, the transport sector was responsible for more than 19% of Germany's greenhouse gas emissions in 2018. It also uses logistics space and energy, as well as fuels, through transportation. Noise, particu-

lates, nitrogen oxide and CO₂ are the specific emissions involved.

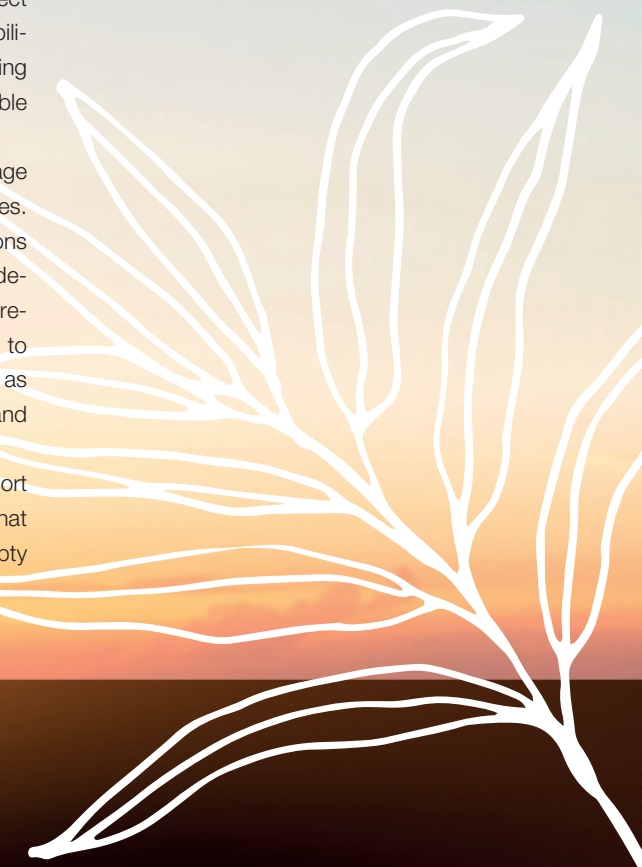
The industry is aware of the problem: In 2018, a survey of 272 logistics experts in Germany was conducted by the German Logistics Association (BVL) to analyse the relevance of sustainability to their businesses. Around 16% of those completing the survey assessed its relevance as very high, 41% rated it as high and 27% rated it as moderate. 5% stated it was of low relevance or did not provide an answer. 89% of the companies in the survey stated that they felt well prepared for the topic of sustainability.

The development of realistic political and economic goals was stated as a key factor. In terms of politics, the companies expected a framework to be created to protect the climate while taking into account the interests of all stakeholder groups. Well-planned mobility management and intelligent logistics concepts help to achieve environmental policy targets. This not only includes retrofitting vehicles to run on alternative fuel sources or training sessions on saving fuel but also business efficiency, which helps to protect the environment with the motto "sustainability through efficient transport". Good planning and efficient implementation save valuable resources.

Night Star Express is at a major advantage in this regard due to its overnight deliveries. There are no traffic jams and no limitations on delivery times and locations. Flexible delivery locations via deposit boxes without requiring anyone to be in attendance help to save time and thus keep emissions as low as possible. Routing is continually reviewed and optimised where necessary.

Another major point is an intelligent transport network. Thanks to a European network that covers several hubs, unnecessary empty

runs are avoided. Optimised routing to increase transport efficiency helps to avoid excessive traffic on the roads. Matthias Hohmann, Managing Director of Night Star Express, explains: "We are aware of our responsibility and our environmental principles shape all of our business activities. Intelligent routing and network planning are at the heart of this. But also things such as the reusable transportation boxes we offer our customers, and driver training. Our environmental management strategy is documented and developed in line with the latest standards via regular certification in accordance with DIN ISO 14001, which we received in 2010 as the first overnight express service provider in Germany to do so. Truly sustainable logistics is extremely challenging and will be hard to achieve over the short term. We are on the right track and actively working towards creating a logistics industry that is significantly improved in terms of its impact on the environment and the greater good."





KEYLESS DELIVERY TO A VEHICLE NOW POSSIBLE

NEW SERVICE FOR OUR CUSTOMERS

As of the start of the year, Night Star Express has been able to offer its customers a new service that makes delivery easier, particularly for service technicians, thanks to the flinkey box provided by automotive supplier WITTE Automotive GmbH.

The vehicle key is deposited in the box and positioned in the vehicle. This makes it possible to open and close the vehicle via a smartphone app. This means that Night Star Express drivers no longer need a physical key in

order to be able to deliver consignments and can open the vehicle digitally.

No tools are required for the quick and easy installation and the vehicle is ready to use again right away. Thanks to the Bluetooth connection, opening and closing the vehicle is even possible in underground car parks. Safety is also guaranteed thanks to the regular replacement of the digital key. The box also requests access authorisation via challenge-response authentication.

The flinkey box is compatible with most standard vehicle models – all it requires is a central locking system and that the original key located in the box can be used reliably. The flinkey website features a list of vehicles for which the system is already available.



SERVICE POINT AT THE SYSTEM HEADQUARTERS

NIGHT STAR EXPRESS TAKES OVER SMART TERMINAL FROM KERN GMBH

The terminal that was set up in front of the Fraunhofer Institute for Material Flow and Logistics (IML) in Dortmund as part of the “KoLibRi” project is moving home. It will replace the analogue deposit box that was previously used on the Night Star Express site. The idea is potentially to offer the service point to all interested companies and private individuals in Unna in the future for receiving parcels.

The parcel terminals from Kern GmbH are a parcel and goods locker system that can be controlled via intelligent software and an Internet connection. It enables the safe transfer of goods, even if the sender and recipient are not present at the same time. During the project, it was used as a rendezvous terminal in order to exchange parcels between replacement parts suppliers and service technicians. The supplier can open the terminal via the code on the parcel, deposit the parcel and the recipient receives the code to open the terminal via SMS, e-mail or push notification. The sender is automatically informed as soon as the parcel is retrieved.

After the completion of the “KoLibRi” project, Night Star Express has taken over the terminal and will set it up on its company site. Jörg Witteborn, Project Manager at Night Star Express, explains: “We will initially use the terminal in situ to pursue the findings obtained from the project.” The new terminal will replace the deposit box that has been used until now. “Until now, we have been using a goods deposit box secured by a numeric code in order to send items by internal post. The smart terminal is, however, a much more modern and easy-to-use alternative.”

In future, the idea is potentially to use it to create added value for people and companies in Unna. It's not just Night Star Express who is set to benefit from the terminal. Matthias Hohmann, Managing Director of Night Star Express, likes the idea of being able to offer it as a service to businesspeople, residents and companies in the Unna Ost industrial

park: “The terminal will be positioned such that it can still be accessed once the gates to our system headquarters are locked in the evenings. When the terminal is ready for operation, it is sure to become an interesting handover point for lots of people in Unna. We could offer businesspeople the option of depositing goods for their customers, as well as making it available to delivery couriers if someone isn't at home or if they can only deliver a parcel after business hours.”

Jörg Witteborn adds: “In this way, we could make our service, which is available nationwide, a little more regional. Why should we be the only ones to use the big terminal, and not share it with others?”

It was not yet known at the time of going to press if and when it will be made available for public use. We will report on the launch of the terminal and its subsequent use in a future issue of express.





BREXIT AND ITS CONSEQUENCES

WILL OVERNIGHT EXPRESS ALSO BE AFFECTED?

Brexit entered into force at the start of the year and the trade agreement reached with the EU on 24.12.2020 has resulted in new rules that now apply to the import and export of goods to and from the United Kingdom. What does this mean for the customers of Night Star Express?

The UK's decision to leave the EU resulted in changes to customs and transportation as of the implementation of its withdrawal on 1 January 2021. The United Kingdom is no longer part of the European single market or customs union. The press has reported widely on the lack of clarity regarding new regulations. Lorries were involved in major tailbacks at the border before Christmas.

WE HAVE SUMMARISED THE KEY INFORMATION FOR YOU HERE

There are no customs levies on goods from both regions passing between the EU and the UK. But this doesn't do away with the need for administrative customs handling. Even if the trade agreement states that no customs levies are generally due, customs declarations still have to be submitted, along with commercial invoices, and import turnover tax is due. Many trade partners and transport companies do not realise that goods travelling between the UK and EU are only duty-free if they originate in the EU or

UK. This has to be proven with preference certificates. Specific regulations apply if the goods were not fully manufactured in one of the countries party to the agreement but are made of individual parts manufactured in various countries, such as China. In such cases, no preferential EU origin can be confirmed, and the customs privileges do not apply. Because the UK has made a separate agreement with Switzerland, goods with Switzerland as their preferential origin can only be supplied duty-free to the UK if they are not released for free circulation in the EU and are supplied directly to the UK from Switzerland. Consignments to Ireland travel through the UK, which means that a commercial invoice will also be required.

This information reflects the current state of affairs. The situation may change because the British authorities are expected to make regular updates.

Sarra Horchani, Manager of International Business at Night Star Express, advises our customers: "All consignments to the UK or

Ireland are properly declared by us. If you have any questions, please do not hesitate to ask your contact partner at Night Star Express at the relevant site. He or she will be happy to advise and support you!"

PARTNER G. ENGLMAYER SPEDITION IN AUSTRIA THE CHALLENGES OF BREXIT BUREAUCRACY

The team dealing with UK consignments and the customs department at the G. Englmayer Group have also been dealing with the challenges of organising the transportation of goods to and from the UK since the start of the year.

Before Brexit, a checklist was created so that customers were able to prepare themselves step by step for the key changes as straightforwardly as possible. This checklist includes a statement about all of the necessary documents and information required from the customer, as well as all of the key information on the deal agreed between the EU and the UK. Josef Schöllhuber, responsible for Sales and Partner Network Express for Night Star Express partner G. Englmayer, explains: "The strain on these departments and routes is very high. Our British partners and their customs agents are practically working around the clock, but processing is still experiencing huge delays. Incorrect or missing information, incorrectly completed paperwork and many other things besides make their job harder.

The result is extreme strain on the British side and the slow provision of information where there are enquiries. Innovative and labour-saving solutions, such as the 'Customs EDI' solution programmed and launched by G. Englmayer and its British partner, are still only partially successful due to the fact that paperwork continues to be incorrectly filled in by customers.

The challenges are enormous – both for customers and for the logistics companies – with improvements likely to take quite some time. But hope springs eternal!"





CONVERSION AT THE UNNA SITE IMPROVES PROCESSES

NEW OFFICE SPACE AND OPTIMISED LOADING RAMPS

In order to keep up with the continual growth in the volume of consignments arriving at and leaving the Night Star Express site on Otto-Hahn-Straße in Unna, necessary conversions were implemented in autumn 2020. Rocketing consignment volumes meant that the facility at the Unna site could no longer be optimally used. The size of the site did not allow for the facility to be expanded so other concepts had to be developed. In doing so, specific requirements were taken into account.

By reorganising the space inside, we were able to create additional offices, which has improved the situation in the workplace. But the conversion has also brought major benefits to staff in scheduling and incoming/outgoing goods.

Operations Manager Sebastian Ehrentraut explains the reorganisation of the facility: "The conversion work started in autumn. We had ten new sectional doors installed. An exterior ramp was also installed and an entrance was developed so that vans can now access the ramp easily in reverse

and can be loaded practically at ground level."

This is ideal for the van drivers, who can now load their vehicles much more easily. This not only makes the loading and unloading process much more ergonomic, but also faster. Eleven vehicles, which formerly took up space in the facility, can now drive up to

the ramps from outside. Sebastian Ehrentraut is delighted: "Including the ramp, this boosts our handling area by around 325 m². We have also been able to use our mobile conveyor system in the entrance since then, which has led to more structured and streamlined processes, as well as faster departure times at the entrance and exit."



NIGHT STAR EXPRESS SCHWEIZ AG CELEBRATES TEN YEARS

A BIRTHDAY CAKE TO MARK THE BIG DAY

Ten years ago, the company then known as IN-X AG joined the Night Star Express network and has been contributing to its international success ever since. Our Swiss colleagues complement the Night Star Express team perfectly. On 7 October 2010, a new company named IN-X AG Innight Express, headquartered in Zug, was entered in the commercial register by Giovanni Iorio, and went into operation in January 2011.



Night Star Express Managing Director Matthias Hohmann and Giovanni Iorio signing the contract

With no international network to speak of yet, the business model for overnight express throughout the country was built up with its own routes to foreign dispatchers. But it quickly became clear that the company wanted to expand internationally into exports as well.

As a result, IN-X joined the Night Star Express network in 2012 and was renamed from IN-X to Night Star Express Schweiz AG. Marcel Tüscher joined the management in 2015 and was responsible for Operations Management. In 2020, Beat Dahinden took over this role as the Operations Manager for the entire Swiss network.

The company founded in 2010 quickly became a "grown-up" business by 2017. Today, it has become a quality leader when it comes to the industrial supply of replacement parts in the automotive, motorbike and agricultural technology sectors. With up to 10,000 parcels processed, volumes have also rocketed.

Geographically, Night Star Express Schweiz AG has left nothing to be desired since 2010. In other words, every accessible square metre of the country can now be supplied by the overnight express service provider before 7 a.m.

The starting point is the central hub in Wolfwil, which covers an area of around 4,500 m² (as of 2020). This corresponds to an almost 200% expansion on its original size in 2010. Vehicles converge on the hub from all sides, with a maximum of two dispatches, five checks and continual electronic processing, all making it possible for Night Star Express Switzerland to achieve a quality rating of well over 99% – allowing for all eventualities.

The entire order entry process, as well as the processing and scheduling of the consignments, is completed using 1st Logs software, which has been in use since 2016. Orders are processed completely independently – both electronically and physically – by the expert team at Night Star Express Switzerland.

The international routes carrying automotive, motorbike and agricultural technology parts arriving from all over Europe have also been processed at Wolfwil since 2010 for customs purposes. The direct electronic link with

customs and its status as an approved dispatcher and recipient makes automatic processing easier, as does the process-oriented handling of consignments.

The company has adapted to the latest technologies for the past ten years. Today, Night Star Express Schweiz AG is working on integrating artificial intelligence (AI) into its planning, routing and strategic route planning processes. Data on this subject has been collected for the last three years and will be fed into the auto-adaptive algorithm. The processing of any events is also displayed electronically. In this way, the sender can track the route in real time via track and trace at the same time as the dispatcher, ensuring they are both on the same page.

After ten years of serving our customers, of growth, technological progress and unconditionally high quality, a celebration cake seemed appropriate. All of our customers received an anniversary cake from Night Star Express Switzerland as a little thank-you and a token of our appreciation. Enjoy your sweet treat and here's to the next ten years!



SOLAR ENERGY

USING THE SUN'S POWER
TO REDUCE OUR
CARBON FOOTPRINT

In January, Night Star Express Hellmann B.V. installed solar panels on the roof of its logistics centre in 's-Heerenberg. This enabled the site to go carbon-neutral. As part of these efforts, 676 solar panels were installed by the company Kremer B.V. in early January.

Patrick Löwenthal, Chief Executive Officer (CEO) of Night Star Express Hellmann B.V., on the installation of the sustainable solar technology: "During the expansion of our facility in 2019, we replaced the existing lighting in the offices and the cross-docking area with LED lights. By investing in solar modules, which could provide up to 236,412 kWh of energy per year, we are not only able to achieve carbon-neutral status but can also feed the excess solar energy back into the grid for other users."

The PV modules are black solar collectors made by LONGi Solar. Two Huawei power inverters are used to convert the solar power into electricity at an efficiency factor of 98.5%. Because the solar collectors had to be installed on a folding roof, a special horizontal construction had to be used.

Matthias Hohmann, Managing Director of Night Star Express, emphasises: "It's not easy to develop environmentally friendly and sustainable projects in our industry. The installation of solar panels is a consistent step in the right direction. Even when converting and expanding the logistics centre in 2019, Night Star Express Hellmann B.V. paid great attention to the use of carbon-neutral materials and to reducing its energy consumption."

Sustainability is something close to Patrick Löwenthal's heart: "For all of our planned construction projects, as well as smaller purchases, we always keep sustainability and environmental protection at the heart of our decision-making. It is important to us to be able to make a change over the long term, to make our world a better place and do everything we can to stop climate change, pollution and the exploitation of resources."



Night Star Express Hellmann B.V. CEO Patrick Löwenthal (right) and Richard Kremer, Chief Executive Officer (CEO) of Kremer B.V.

