

express



Customer magazin 3_2020



100 years of tradition
and innovation

Kiessling-Spedition celebrates
centenary

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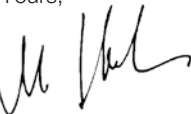
2020: THE YEAR OF CORONAVIRUS

NIGHT STAR EXPRESS REMAINS OPTIMISTIC ABOUT THE FUTURE



Dear readers,
The summer is nearly over and we are all anxiously following the latest coronavirus developments. I hope you have been able to enjoy the summer months until now and have all stayed healthy. We have maintained our measures to protect our staff working in operations. Wearing face masks, maintaining social distancing and avoiding large groups are all par for the course for all of our employees. Many of our office staff have already returned to their desks but of course there are special precautionary measures in place here, too.
As much as we had hoped to return to normality as quickly as possible, the flexibility and resilience of our staff have shown us that even in an exceptional era such as this, Night

Star Express is still able to overcome the obstacles in its way.
Several very high-profile new clients have now joined our network and their transition was seamless. There is also cause for celebration with our partner Donau-Spedition Kiessling, which is celebrating its centenary this year! I hope you enjoy reading this issue!

Yours,

Matthias Hohmann

COVID-19 CANCELLATIONS

ALMOST ALL EVENTS IN 2020 POSTPONED

It was not just our staff party that had to be cancelled this year – a large number of other events at which Night Star Express had hoped to participate were also cancelled or postponed because of Covid-19. The Mercedes-Benz service summit, the Automechanika trade fair and the Ersatzteilforum Logistik replacement parts forum are just a few of them. Unfortunately, the open house event planned for “Supply Chain Day” [Tag der Logistik], which we reported upon in our 1/2020 issue, had to be cancelled. It would not have been possible to consistently implement the hygiene measures required for such a large number of visitors. In 2021, there should once again be a Night Star Express stand at the transport logistic

trade fair in Munich, the world’s leading fair for logistics, mobility, IT and supply chain management and a global meeting point for the industry. Whether the trade fair will be able to be held in its usual format is something that will only be decided at the end of this year. We will keep you up to date in future issues.
Unfortunately, lots of events had to be cancelled or postponed. However, where we have been able to take action, we have done so. For this reason, we thought carefully about a special surprise to offer our employees!
To find out what this surprise is, please turn to page 10 of the magazine.



NIGHT STAR EXPRESS IS STILL ON COURSE FOR GROWTH

NEW HALL IN LEIPZIG/HALLE NOW OCCUPIED

Night Star Express is expanding its site in Leipzig/Halle and moving into a new 2,000 m2 facility in Kabelsketal.
In May, the Hellmann Worldwide Logistics operation in Saxony-Anhalt was able to move into its new, larger home. “The expansion of this site had been on the cards for a long time and was urgently needed,” says Matthias Hohmann, Managing Director of Night Star Express. “We’ve brought lots of new clients on board in the last few months that have a large consignment volume. We’ve been looking for larger facilities that meet our requirements all over Germany for some time now but unfortunately the search has often been fruitless. That’s why we’re extremely happy with the move to the new facility in Kabelsketal!”
Kai Michalik, Depot Manager for the Kabelsketal and Klipphausen sites, explains: “It’s not just our connections to our clients that are important but also our connections with our hubs. Thanks to our tightly knit route network, we are in a position to be able to react quickly to changes. This means we can respond flexibly, which is often essential. We pick up our clients’ goods in the evening or afternoon and deliver them by 8 a.m. at the latest the following morning. If you offer such

a fast service, you sometimes have to react to changes in the traffic routing or consignment volumes during the night or the day before.”
The Kabelsketal site is strategically located right next to the motorway junction A9/A14, which means it is not far from the previous site in Krostitz. “We decided to move back in mid-2019. Although we were able to cope

with the consignment volumes at the old site, the new facility offers the perfect conditions,” says Kai Michalik. “We have been in Kabelsketal for a few months now and are making the most of the new building. The size of the facility is ideal for us in order to handle our consignments perfectly and to organise their onward transportation. We now have sufficient capacity to be able to expand the regional CEP business over the longer term. The strategic focus here is particularly on clients from the pharmaceuticals industry and the replacement parts and automotive sectors.”



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RELIABLE REPLACEMENT PARTS VIA OVERNIGHT EXPRESS

15 YEARS OF GREAT PARTNERSHIP WITH HOLGER BÄR AND BMPARTS

At the moment, lots of visits have had to be cancelled due to coronavirus, which is why we are particularly pleased to be able to have a long, friendly phone call once in a while. We arranged a telephone interview with Holger Bär from BMParts and enjoyed a lively, highly informative conversation.

Holger Bär has a dry sense of humour and a clear way of explaining things. The founder of BMParts was well prepared for the conversation, which meant that the phone interview felt personal and it was truly a pleasure. Holger Bär founded the company in 2005 with the intention of offering repair shops an independent platform for original replacement parts. "For all of the different car brands, each repair shop had to consider where they could order the parts and was forced to call each provider separately," Bär explains. "Our service makes all this much simpler. The repair shops order everything from us and we look for the right suppliers." BMParts collects the orders from one repair shop and orders all the parts from the right supplier. In this way, Holger Bär and his team obtain all the information about the ordered

parts from the supplier. They collate all this and inform the repair shops that placed the orders about the shipping status, any delayed parts and when the parts can be dispatched by the supplier. This means that the companies placing the orders get all their information from a single source and have a direct contact with a clear overview of all ordered parts.

Via BMParts, car repair shops can order any original replacement parts for manufacturers distributing in Germany.

Since late 2019, BMParts has offered a special service for the NORA® business, i.e. parts for Audi, VW, Seat and Škoda. Where necessary, the employees look for the suitable parts for the repair shops and make sure that the right parts are clearly assigned to the right customers. The orders are

prepared in such a way that the suppliers can work with them and the parts are then bundled and sent to the repair shops.

In addition to independent repair shops, some of BMParts' customers include major clients such as car hire companies and leasing companies, with claim management and hail damage repair companies also using Holger Bär's service. Parts are primarily dispatched within Germany but also to Austria and the Netherlands.

The partnership between BMParts and Night Star Express was established in 2007 – not long after the company was founded in 2005. Holger Bär wanted to offer his customers a particularly fast service and opted for overnight express deliveries with Night Star Express. "We are delighted with this partnership, which has stood the test of time! The quality of the delivery is really exceptional, the service and reliability are also excellent," Bär says, impressed.

Among all the customers we have visited over the past year for the customer portrait in express magazine, one thing has been emphasised above all else: Night Star Express' flexibility. Holger Bär also sees flexibility as one of our biggest advantages:

"At Night Star Express, a solution can be found to almost any problem. Where other companies might say: 'No can do,' Night Star Express will always check whether it might actually be possible after all. Even with a tight timeline, it's often doable."

The great service is also appreciated by the parts suppliers. They offer their customers

direct orders via BMParts and delivery via Night Star Express, which customers are happy to take advantage of.

The automotive sector has been one of the hardest hit by the restrictions arising from the coronavirus pandemic. This time hasn't been easy for BMParts, either. Car hire companies closed, while staff were put on reduced working hours. Lots of companies stopped conducting business trips, which reduced the number of repairs and servicing appointments. "The situation has relaxed somewhat in recent weeks," explains Holger Bär. "Repair shops are starting to register a slow increase in order volume. We are moderately optimistic that order volumes will soon return to normal levels."

We wish Holger Bär and his team, and of course all of our customers who are suffering from the impact of the pandemic, all the very best so that they can emerge from this crisis in good shape.





100 YEARS OF TRADITION AND INNOVATION

KIESSLING-SPEDITION CELEBRATES CENTENARY

Donau-Speditions-Gesellschaft Kiessling mbH & Co. KG is turning 100! The owner-managed, family-run company is now managed by the fourth generation of the family and, this year, can look back on a century of company history. Kiessling-Spedition has been a successful partner in the Night Star Express network since 2003.

The Kiessling-Spedition success story started back in 1920 with its founder, Ludwig Kießling, who laid the foundations for a modern, innovative logistics company with Danube shipping routes to the Black Sea. Today, Miriam Appel-Kießling is the fourth

generation of the family to run the business, together with her uncle, Josef Kießling. The family has remained true to the Danube region. After over 70 years in Regensburg, the logistics centre to the south of Regenstauf went into operation in 1994 and has undergone continual expansion. Here, around 200 employees work on a site now covering 47,000 m2. Kiessling-Spedition joined the Night Star Express network in 2003 as a partner. While the transport volumes were low at first, they have increased year after year. Nowadays, Kiessling handles up to 5,000 parcels for Night Star Express every day, which are dispatched during the same night by 8 a.m. at the latest. Some of its clients include high-profile suppliers from the automotive, agricultural, construction machinery and



industrial engineering industries. Matthias Hohmann, Managing Director of Night Star Express, has already passed on his congratulations: "We would like to warmly congratulate Kiessling-Spedition on its centenary and would like to wish the company every success and happiness in its work over the next 100 years. We are delighted with the way our partnership has grown closer over the years and are very happy to have such a reliable partner at our side."

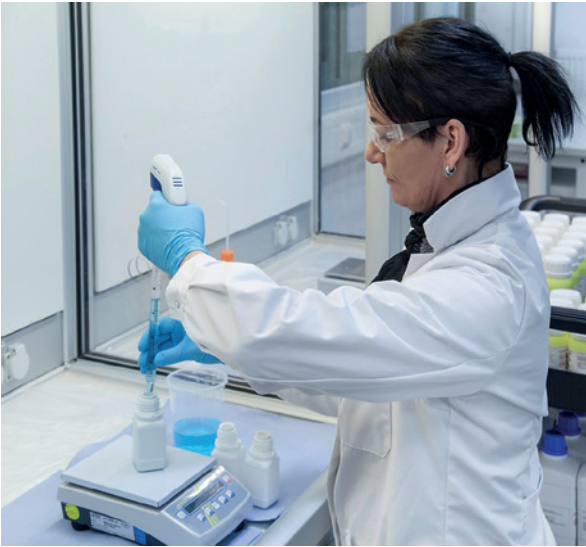
But it's not just through Night Star Express that Kiessling provides its customers with expertise and experience. Over recent decades, the company has evolved into a specialist in hazardous goods logistics. For its customers in the agricultural and chemicals industries, Kiessling-Spedition takes care of the storage of hazardous substances in almost all of the VCI's storage categories, as well as their transportation to the end customer. As such, it has 17,000 pallet bays available in its own hazardous goods warehouse. The direct link with the logistics centre provides real time savings in the onward dispatch of the goods. Since 2018, this area of business has been supplemented by a completely new service: In its cutting-edge laboratory, prototype samples, for example, can be bottled and transferred on behalf of customers in the agrochemicals sector and then forwarded. It's a real added-value service. "In addition to the range of innovative services, employee satisfaction is the key factor in the long-term success of our company. We need our employees' creative ideas and their dedication in order to expand our range of services for our customer and to push ahead with the growth of our entire company," Miriam Appel-Kießling continues.



The photo shows the management and owners of Kiessling-Spedition, from left to right: Christoph Kießling, Miriam Appel-Kießling, Josef Kießling

As a family-run company, Kiessling-Spedition puts the emphasis on family – in particular, reconciling family and work through the right work/life balance. In addition to a trusting and personal working environment, the company also sets great store by offering tailored solutions to its staff to suit all living situations. Flexible working hours, part-time training or working from home are just some examples of this. Kiessling-Spedition has won several awards as a family-friendly employer as a result. In addition, the logistics company is involved in various networks of family-friendly companies in order to build on its family-oriented HR policies in future, too. "Supporting young talent is very important to us. We want to develop our services so that they remain at the cutting edge and we want to offer our customers innovative solutions. To do this, we need exceptionally well-trained employees. For years, we have been investing heavily in the professional training

of our own young talent. Lots of people who have completed internships with us have now had long careers and gone on to occupy management positions within the company," explains Miriam Appel-Kießling. The fact that completing an internship with Kiessling-Spedition can pave the way to a successful career is proven by both regional and national competitions and rankings of the companies with the best training programmes, where the company always places highly. Kiessling-Spedition offers five different vocational training programmes and a sandwich course focussing on logistics. On average, 25 young people are trained in these areas at the same time, preparing them perfectly for their careers in the burgeoning field of logistics. We would like to congratulate on 100 years of tradition and innovation and wish Kiessling-Spedition continued success and our very best wishes for the future!





GERMAN TRUCK DRIVER

KAI NUSSBAUM

LOGISTICS INDUSTRY
ALL-ROUNDER

Originally, we wanted to introduce one of the many drivers who transport our customers’ consignments during the night. Although he’s no longer a driver, Kai Nußbaum is an all-rounder with a fascinating CV and he has now taken another exciting path.

The editorial team got to know Kai Nußbaum at a shoot for SAT.1 German breakfast television. The TV crew accompanied him on his night-time route in March – at the peak of the coronavirus pandemic. The report looked at how conditions had changed for truck drivers due to the pandemic. At Kai Nußbaum’s stop at the Night Star Express operation Friedrich Zufall in Unna, everything was perfect: There was hand sanitiser available, wearing masks and gloves was mandatory, social distancing was observed and plexiglass screens were set up at reception. That wasn’t the case everywhere at that time. Toilets and shower facilities had been shut at service stations and there were long tailbacks at the borders. After a brief chat with Kai, it was clear that he is an interesting man with many different facets. Having trained as a retail salesman, he volunteered for the German Army. For health reasons, he had to leave the Army and



was then on the lookout for something new. After training as a heavy machinery operator, which includes the HGV licence, Kai Nußbaum embarked on his career as a trucker.

Coinciding with this, he also started posting YouTube videos about his day-to-day life as a trucker. Within a short period of time, these videos made him a well-known figure on the trucking scene. As word spread, he even designed his own fashion collection for professional drivers under the “German Truck Driver” brand. He sells the clothing featuring his logo on his own online shop. With hoodies, comfortable trousers, caps, T-shirts, mugs and lanyards available, truck drivers and fans can find everything they need in the German trucker style. With over 112,000 followers, Kai Nußbaum is now the best-known German trucker on YouTube and he continues to build on his popularity. The German TV series “Hartes Pflaster”, which will be broadcast in Germany from September, showcases the day-to-day work of people who work on the country’s roads. Breakdown crews, the police, paramedics and the trucker Kai Nußbaum are accompanied in their day-to-day work. Kai appears in every episode and is the main protagonist in the series.

Nußbaum is even making a name for himself as a comedian and singer. His stand-up comedy tour “Ich dreh am Rad” that was slated to start around now had to be postponed to 2021 due to coronavirus, but his fans are already looking forward to upcoming dates. He will be fronting his show in five major cities in February and March 2021. The first song from his singing career was released exclusively on YouTube in early May: The Schlager hit is a love letter to his Scania lorry. For Night Star Express, Kai Nußbaum drove a direct route with his Scania full of car parts. For each route, the parts were loaded into the truck at the ZUFALL operation in Unna. After a rear-end collision in 2017, his doctors recommended a change of career. He was to protect himself from any more concussions and shouldn’t sit for long periods of time. So, the job offer came at the right time: He has been working as a social media advisor for Spedition Dutrans for a few weeks now and has founded his own agency. He offers his customers an all-inclusive service, taking photos, developing content and posting it directly in the usual social media channels on behalf of his clients. “I took the leap towards self-employment, which gives me more time for my YouTube projects. I have switched channel and can

now film interesting reports. Since then, the number of followers has leapt upwards,” Kai Nußbaum enthuses. “Driving my truck at night and then filming YouTube videos for four hours or so during the day really took it



out of me. After my diagnosis, I was forced to make a big change and I am very happy with the direction I have taken.” Nußbaum only has positive recollections of Night Star Express: “I was always really happy to drive to Unna. They’re all lovely there and they work hard to make sure that the drivers can get on their way again as quickly as possible. I would be really happy if we could stay in touch in the future.” Even if Kai Nußbaum isn’t driving for Night Star Express any more, we would still like to wish him all the very best for his future career and would be delighted to hear from him again soon!

PHOTO COMPETITION „CARIBISCHE NIGHT“ YOUR IMAGINATION KNOWS NO BOUNDS

Every year in September, Night Star Express invites its employees to a big staff party. In recent years, it was held at our hub in Hünfeld and featured highlights such as a food truck, band and cocktail bar. As a result of the pandemic, the party cannot go ahead this year. By way of apology, all of our staff can instead take part in the Night Star Express photo competition. The theme for the party would have been “Caribbean Nights”, so each member of staff can submit a photo reflecting this theme. Everyone has been equipped with a flower garland and pink tropical lemonade to serve as accessories. Apart from that, the sky’s the limit in terms of creativity, so hopefully lots of interesting photos will have been submitted. The deadline for submissions is 19/09/2020, after which an online poll will determine who submitted the best picture. Great prizes are on offer for the winners: The main prize is an iPhone 11, while the second prize is an instax mini instant camera and the third prize is a popcorn machine. We will report on the winners and present the winning photos in the next issue.



OFFICIAL SPONSOR OF DE GRAAFSCHAP NIGHT STAR EXPRESS HELLMANN B. V. SUPPORTS PROFESSIONAL FOOTBALL TEAM

For the sixth time in a row, Night Star Express Hellmann has remained the sponsor of the professional football team De Graafschap. De Graafschap would have actually been promoted to the highest league in the Dutch tables this year but, because of Covid-19, the football club is now playing in the Netherlands' second tier for the 2020–2021 season.

THE “SUPERBOEREN”

Fans, players and everyone associated with De Graafschap whose hearts beat for the team in blue and white are known as the “Superboeren” (super farmers). “In Belgium and the Netherlands, we are the market leaders in the dispatch of agricultural sub-assemblies and replacement parts. This makes us the perfect sponsor for the ‘Superboeren’,” says Patrick Löwenthal, CEO of Night Star Express Hellmann B.V.

“We are delighted to be able to support De Graafschap with our sponsorship! I myself am a regular at the stadium and a big fan of the club.”

STAR OF CHAMPIONS

In the 2018–2019 season, when De Graafschap played in the top league, the Eredivisie, it was the logo of Night Star Express that adorned the players' shirts.

According to Google Analytics, record traffic was recorded on the website during the post-match interviews. The Night Star Express logo on the jersey has boosted the brand profile throughout the entire country. This was one of the aims that we defined prior to the sponsorship. “If the team is promoted after this coming season, the star will once again be on the jersey,” promises Patrick Löwenthal.

The photo shows the contract signing, from left to right: Robert Overgoor (Commercial Manager, Night Star Express Hellmann B.V.), Hans Martijn Ostendorp (President of De Graafschap) and Patrick Löwenthal (CEO, Night Star Express Hellmann B.V.)



VÍTEJTE V PRAZE! – WELCOME TO PRAGUE! NEW G. ENGLMAYER SITE



After a long preparation and planning phase, Night Star Express system partner G. Englmayer Spedition GmbH is now stepping up its operations in the Czech Republic, too, in order to guarantee its customers and partners an even better service.

As part of ongoing improvements to its service and offering, both for G. Englmayer customers and for overnight express customers of Night Star Express, the decision was made long ago to open a new

depot in Mstětice, to the east of Prague. On 27/07/2020, the day had finally arrived and the new depot with a 4,100 m² handling area, six gates, two entrance gates and 400 m² of office space was officially opened.

The site was carefully appraised and selected and is located right next to exit 8 of the D11 motorway, which connects Prague, Hradec Králové and Poland. The D10 motorway is just four kilometres away, which leads to Mladá Boleslav and Liberec.

Within just one weekend, starting on 24 July 2020, all operations were transferred over from the old site. Some of the inbound traffic was already being processed at the new site on Friday from midday, as well as on Saturday, with 100% of operations having been transferred by Monday.

After months of planning, Michal Hadbavny, Managing Director of Englmayer Czech Republic and Slovakia, is very proud: “It was a tough weekend but the whole team pulled together to make the transition seamless!” In addition to the new site in Prague, G. Englmayer also operates sites in České Budějovice and Brno and has been able to

cover the entire country from these three sites for several years now.

For the customers of Night Star Express, the opening of the new depot means that consignments originating in Germany can be handled in Prague and then delivered to the customer during the night by the following working day. Alternatively, there is also a Saturday delivery option, which is popular during the harvest season.

The direct route from the hub in Hünfeld reaches Prague in the early morning. Englmayer CZ can make deliveries in the greater Prague area on the same day via day express, with deliveries to the rest of the country made on the following day, or by overnight express.

The consignments from overnight express customers from Austria are fed into the Czech network via České Budějovice or Brno. All three sites are also connected



within the network via cross traffic. The G. Englmayer group, headquartered in Wels, Austria, is the exclusive contact partner for tailored logistics solutions and has at its disposal a dense network, with 20 branches in nine countries and reliable SMEs as partner companies. Its core area of business focusses on offering the best connections in Central Europe.



SOW DURING THE DAY AND HARVEST AT NIGHT

THE AGRICULTURAL SECTOR

One of the core areas of expertise for Night Star Express Schweiz AG is the agricultural sector. With focus, precision, quality and perseverance, the range of logistics services has been continually expanded in the time-sensitive field of logistics. The result of this is the constant growth of its customer base, which strengthens and optimises both the Swiss and the European logistics network of Night Star Express.



This year, Night Star Express Schweiz AG entered into its most recent national partnerships with Paul Forrer AG and HOELZE AG. These companies chose Night Star Express as a result of the depth of our range, high quality and synchronisation of various types of service in the express area. Overnight express, i.e. supplying items to the

recipient during the night, is currently the fastest-growing delivery option. In addition to the punctuality of the dispatch, one of the many challenges in the agricultural and construction machinery business is the sheer variety in the types, dimensions and conditions of replacement parts. Whether they are hydraulic hoses, mower blades,

batteries, discs, bodywork sections, lamps or trailer hitches, everything is processed punctually and with the highest precision in order to ensure farmers can keep reaping and sowing. This is Night Star Express' home turf: Thanks to standardised processes that enable the items to be digitally fully traceable and analysable for the dispatcher and

recipient, the fact that items undergo a dual visual check and are only processed manually, Night Star Express Switzerland has been able to achieve an error rate of under 0.1% and a delivery service level of over 99.98%. Two other major advantages of the overnight express option are the order times and the expansion of the productivity

window for people and machines. Handing the consignments over in person is no longer necessary. Predefined, yet flexibly arranged, depositories, which can be set up individually by the recipient online, guarantee the highest levels of delivery service and security. This means that the recipient can plan on having the replacement parts with them at the start

of the working day, which enables them to organise their day more efficiently. Due to the fact that the whole of Switzerland is covered with over 50 daily routes, and thanks to the transparency of tracking the consignments, as well as the high quality and precision, overnight express with Night Star Express continues to gain significance.

