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ANNIVERSARY WITH DANISH PARTNER

20 YEARS OF PARTNERSHIP WITH INTERSPED

FACHKRÄFTEMANGEL

UNSERE MITARBEITER SIND UNSER HÖCHSTES GUT



Dear readers,

the last few weeks have also been marked by bad news from Ukraine. The development in diesel prices, rising energy costs and the shortage of spare parts experienced by many manufacturers continue to cause problems for the German economy. Night Star Express plays a special role in ensuring that those spare parts that are available arrive at their destination as quickly as possible. In this context, our dependable and reliable workforce is our most valuable asset. The search for new qualified staff is difficult at the moment in every industry. However, because the logistics industry is decidedly "unsexy" for many applicants, it makes the search even more difficult. On pages 8 and 9 of this issue, however, you can read why joining the industry can be worthwhile. Pages 6 and 7 allows you to take a look behind the scenes of our technical delivery service. Our drivers deliver urgently needed spare

parts to the technician's vehicle by 8 a.m. at the latest – or by 7 a.m. with our premium service. This means they are where they are needed before the start of work, and journeys do not have to be made to the workshop or warehouse. This helps technicians to commence their workday effectively and saves a considerable amount of time. We will also introduce you to our partner in Denmark, who we will be celebrating an anniversary with this year: Intersped ApS. The Intersped team has been a reliable partner for Night Star Express for 20 years, delivering our customers' shipments all over Denmark and also parts of Sweden. I hope you enjoy discovering these and other exciting topics from the world of Night Star Express.

Cordially yours,



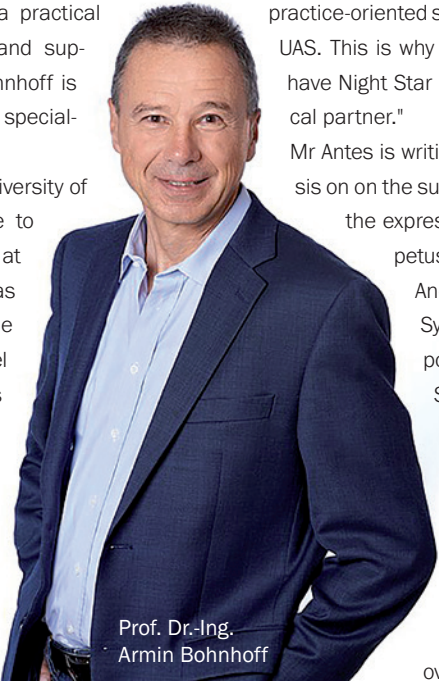
Matthias Hohmann



NEW STUDENT PROJECT

BACHELOR'S DEGREE SUCCESS WITH NIGHT STAR EXPRESS

Mr Antes has been studying industrial engineering at the Department of Electrical Engineering and Information Technology at Darmstadt University of Applied Sciences for ten semesters now. Night Star Express is accompanying him in preparing his bachelor thesis and is on hand as a practical partner to provide advice and support. Prof. Dr.-Ing. Armin Bohnhoff is mentoring Mr Antes with his specialist academic expertise. Students from Darmstadt University of Applied Sciences were able to carry out work on a project at Night Star Express as early as 2019. They were given the task of analysing the parcel handling and yard processes at the Night Star Express main handling facility in Hünfeld. The main aim of the scientific paper was to identify the different costs for belttable and non-belttable parcels. Prof. Dr.-Ing. Armin Bohn-



Prof. Dr.-Ing.
Armin Bohnhoff

hoff was highly satisfied with the findings made by the student group and the course that the project took three years ago: "A great project has come to fruition in cooperation with Night Star Express. As a university of applied sciences, we attach great importance to practice-oriented studies at Darmstadt UAS. This is why we are delighted to have Night Star Express as a practical partner." Mr Antes is writing his bachelor thesis on the subject of e-mobility in the express segment. The impetus for this came from André Jehn, Head of Systems and Transport Planning at Night Star Express: "The topic of e-mobility is becoming increasingly important for companies. Particularly in the express segment over the last mile,



André Jehn

electric vehicles, but also electrically powered carrier bicycles, are already in wide use. Interesting for us is to see which possibilities are currently available and whether the use of e-transporters could also become possible for Night Star Express." We will be reporting on this in a later issue after the bachelor thesis has been completed.

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20 years of successful partnership delivering the highest quality

Intersped and Night Star Express

Our Danish partner Intersped handles the delivery of Night Star Express consignments to Denmark and Sweden. The two business partners can already look back on two decades of successful partnership.

André Lund Kretschmann, who succeeded his father as managing director in 2012, can look back on years of professional experience and constantly changing market situations. The father of three, who speaks excellent German, talks about the partnership with Night Star Express and the special features of cross-border express transportation.

Editorial: André, tell us about the evolution of Intersped.

André Lund Kretschmann: Intersped ApS was founded on 01/07/1990 by the forwarding agents Arno Kretschmann, my father, and Frederik Bruun. The original premises they had been renting became too small after only a short time. After moving the company to more suitable facilities, both the vehicle fleet and

range of services they offered were expanded upon over the next few years. Since 2017, we have occupied a 500 square metre hall and 200 square metres of office space at our present address in Vejen. By Night Star Express standards, we are of course one of the smaller operations, but we are still able to process up to 10 tonnes a day here. From here, shipments are then forwarded on the same day as part of our nationwide service for Denmark and southern Sweden (postcodes 20-31).

Editorial: You have a lot of experience in express shipping.

André Lund Kretschmann: Yes, even before we started working with Night Star Express, we did express shipping in Denmark for another German night express company. We have been

working exclusively with Night Star Express since 2002 and are very happy about the excellent and very close partnership!

Editorial: Do you also have to deal with problems in Denmark, like we do in Germany, such as driver shortages or lack of infrastructure?

André Lund Kretschmann: *Of course, but this is a pan-European problem. I read the other day that in the next 5 years up to 40% of professional drivers in Europe will retire, which is a huge challenge for the industry. It's simply not attractive enough for the younger generations to enter the industry. We need to change that as soon as possible. The coronavirus pandemic has shown everyone how important the logistics sector is for the cohesion of society, but frequently we are not recognised for this, but rather scolded for our - currently still unavoidable - CO₂ pollution.*

Moreover, in the current situation, it is the hauliers who are more likely to have obstacles put in their way by the legislators, in my opinion. In order to make social dumping in parts of the industry more difficult, new cabotage rules are being introduced throughout the EU this year. That in itself is a worthwhile aim. But in a situation where there is a shortage of drivers, it does not help to steal labour from hauliers and entrepreneurs and therefore extract even more transport capacity from an already challenged market.

From May 2022, new rules will also apply to vehicles with a total weight of more than 2,500 kilos. This means for the vehicle sizes between 2,500 and 3,500 kilograms, which we also especially use as express service providers for cross-border carriage. A waiting period of 4 days applies, during which the vehicle is not allowed to cross the border repeatedly. This is not exactly helpful when transporting interna-

tional goods on a daily basis. In order not to be hindered by these cabotage rules, it means in practice that we cannot use the empty capacity on the way back for deliveries in Denmark with such a vehicle. That would require another vehicle, another driver and, on top of that, more diesel. Now tell me how this is meant to combat the driver shortage and, more than anything else, what's supposed to be green about it.

Editorial: Scandinavia is considered a pioneer in the development and use of alternative drives. Is the technology already more advanced in your part of the world, so that you can use electric or hydrogen vehicles?

André Lund Kretschmann: *Electric vehicles fitted with batteries capable of covering distances of 400-500 km on a single charge are not yet available in Denmark. Hydrogen transporters have not yet been developed. So the use of alternative drives is not yet possible for*

us. However, the share of electric cars being sold here is increasing rapidly. As far as I know, 40% of a single month's sales can now be put down to electric vehicles. The demand is so high that the expansion of the charging network is not proceeding fast enough. The expansion has been initiated, but at the moment the roll-out is not yet perfect. But I am confident that we will also solve this challenge and as soon as the technology is viable for us, we will naturally want to use it.

Editorial: How have you managed to get through the pandemic so far? What action have you taken?

André Lund Kretschmann: *We were fortunate that most of our colleagues escaped the virus for a long time and only recently became ill with the - milder - omicron variant. In the meantime, we have all recovered without anyone suffering a bad outcome. We have been pro-*



André Lund Kretschmann



Frederik Bruun

tecting our drivers since the beginning of the pandemic by taking various measures. We refrain from asking for signatures on the scanners - but instead record recipients names. Our drivers no longer enter the company premises and hand over the consignments outside. In the office, we have taken additional hygiene measures and as a result we have weathered this challenging time well so far.

Editorial: A special service that Night Star Express offers is the transportation of horse semen for use in breeding. In rural Denmark, you must have a lot of customers who like to use this service. How does that work at Intersped?

André Lund Kretschmann: *At the time, we established contact with one of the largest stud farms in Denmark through our colleagues at Hellmann. Thanks to the excellent cooperation, we gradually attracted other stud farms and breeding stations as customers. In the season*

from March to August, we now transport a considerable amount of horse semen from Germany, but also inside Denmark.

Editorial: Do you also offer a weekend service like in Germany?

André Lund Kretschmann: *We're very flexible in this regard. We can be reached by mobile phone on Saturdays and our customers can collect their consignments over the weekend from a box installed on our premises.*

Editorial: Thank you very much, André, for taking time out for our interview!



Technician delivery directly to the customer's vehicle

Special service from Night Star Express

The individually tailored "technician delivery" service from Night Star Express saves costs, time, human resources and creates significantly more flexibility in the work processes. Word is spreading, as evidenced by the growing number of customer enquiries.

The acquisition of urgently needed spare parts, which are often required immediately due to a technical fault or for other urgent reasons, presents technicians and fitters with a logistical challenge. How to get the urgently needed supplies as quickly as possible? Solving the problem can be quite disruptive to normal day-to-day operations. For such cases, Night Star Express has developed a tailor-made solution that benefits both companies and employees on site – quickly, reliably and without the technicians having to make time-consuming detours to a warehouse or wholesaler. The technician delivery service therefore ensures that customer orders are completed on time and that processes run smoothly.

Ordered shortly beforehand, the shipment arrives at the customer's destination the next morning. Usually before eight o'clock in the morning, and often during the night, because the trades start their working day early wherever they are working.

Construction machinery, ATMs, POS systems, gaming machines or technical supplies for refrigeration or service stations represent just a small selection of the type of

consignments sent. "Word about our service has spread to a wide variety of industries in the meantime. Because ultimately, perfect logistical handling and on-time processing present the customer with a considerable competitive edge. Unnecessary delays and lost sales can be avoided in this way," explains Jörg Witteborn, project manager at Night Star Express.

PERFECT COMBINATIONS WITH "FLINKEY" BOX

In most cases, our Night Star Express drivers deliver the various consignments for the technicians and fitters to pre-arranged depot sites or deposit them in service and maintenance vehicles. Thanks to our complementary "flinkey" solution, Night Star Express also offers this service on a keyless basis. The delivery driver locates the respective vehicle using the Night Star Express app, opens it digitally, loads it and then locks it again. The process takes place entirely without a physical key using the "flinkey" box, which is placed in the vehicle. Technician deliveries form an integral part of the Night Star Express delivery business. The advantages are obvious: the customer saves on time and manpower, planning reliability is improved and they can raise the level of service to their own customers with the convenient Night Express service. Since savings are made on many routes, kilometres and costs, the issue of sustainability also constitutes an important aspect.

Integrated strategy against the shortage of skilled workers

Convince and motivate job applicants

The shortage of skilled workers and labour is having a severe impact on the logistics sector. Night Star Express and its network partners are therefore focusing on innovative and integrated concepts to counteract the negative trend. One important insight from which concrete measures can be derived is that although a good salary and job security are important underlying conditions, nowadays they no longer suffice to attract capable and committed employees and to retain them in the long term.

Night Star Express Managing Director Matthias Hohmann is aware of this problem: "The effects caused by a lack of employees are dramatic. If a link in the chain is missing, the dependence on existing staff increases. This can slow down the overall growth of a company and increase the costs for recruiting and finding employees."

RECRUITING AT THE PARTNERS FRIEDRICH ZUFALL GMBH & CO. KG

"We too are being increasingly confronted with the consequences of demographic change and the shifting needs of the generations, and we are seeing a decline in the number of applications we receive," explains Kristin Berendes, Team Leader Human Resources Management at Friedrich Zufall GmbH & Co. KG and a long-standing partner in the Night Star Express transport network. "We are talking here about desires such as self-realisation, creativity, recognition and trans-

parency in the company. Above all, digitalisation and a positive feedback culture are the be-all and end-all today."

While regular surveys show that employees' salary wishes still play an important role, they are no longer at the top of the agenda. Instead, they also want to feel emotionally connected to the company and recognise a sense of purpose in their work. More flexibility, a better work-life balance and independent working come increasingly in focus. Further training opportunities also become more important. Companies are faced with the challenge of taking this plurality of needs into account and bringing them into balance in order to be able to continue to convince and motivate employees in the future.

VIBRANT CULTURE OF VALUES

"This begins with the recruitment advertisement," states Kristin Berendes. "It has to provide a real-

istic insight into the scope of activities and not advertise artificial benefits that may not actually be met in the end. It is much more a question of achieving the fullest possible agreement between the employee and the company through a vibrant and authentic culture of values. A linear curriculum vitae without any gaps is no longer the sole focus of modern HR management and recruiting processes. Instead, it is the individual, their character and their willingness to learn. After all, an employee grows with their tasks."

Employees in the role of brand ambassadors who report on their (real-life) day-to-day work in video clips, employee recommendations, an "informal" culture lived out on an equal level and appealing campaigns form an essential part of the strategy, which is already achieving good results. Human resources management and marketing are increasingly working together on this. A specially developed and scalable software application is being deployed for this. "A target-group-specific channel mix with maximum reach and efficiency is the key to success in recruitment. We currently use our career site, print media, job fairs, trade fairs and platforms such as LinkedIn and XING. The goal is to make as many applicants as possible aware of us as an attractive employer.

STRONG FAMILY-RUN ENTERPRISE

Kristin Berendes is confident that her intensive and multifaceted efforts to recruit new staff will bear fruit. At the same time, it is also important to retain long-serving skilled workers at the company despite the many attempts made to poach them. The premise for this is a strong foundation on which Friedrich Zufall GmbH & Co. KG stands securely: "Zufall is a family business and we are incredibly proud of that. Just like in any family, we embody values such as trust, appreciation, transparency and open communication. We send out this message both internally – and externally.



CLEVER SOLUTION

SESAM HOMEBOX INSTALLED ON THE COMPANY PREMISES

Night Star Express has been a Weilandt Elektronik customer for many years through a well-known IT systems integrator. Mobile data collection units are regularly delivered to the service centre in Essen for repair. Since the delivery is handled by the company's own network, delivery often takes place outside of Weilandt's normal business hours.

SECURE ROUND-THE-CLOCK PACKAGE DELIVERY TO WEILANDT ELEKTRONIK

In order to be able to deposit the consignments on the Weilandt Elektronik premises after opening hours, protected from theft and environmental influences, Night Star Express pro-

posed the installation of a HomeBox from the company SESAM. This box can be accessed around the clock and serves as a depot which can be opened by scanning the consignment code. After delivery, an email containing the unlocking code is automatically sent to the Weilandt staff. This guarantees secure delivery at all times and prevents delays and damage.

ADVANTAGES FOR WEILANDT ELEKTRONIK

Managing Director Udo Weilandt: "We are very pleased with the solution. The HomeBox located on our premises can be accessed at any time, making deliveries possible on a 24/7 basis. The use of the box is also sustainable be-

cause it eliminates the need for additional delivery attempts and extra trips."

Another advantage for Weilandt Elektronik: not only can deliveries be handled using the box, but consignment pick-ups and multiple



NEW CUSTOMER: LKQ RHIAG

ANOTHER STAR IN THE NIGHT STAR EXPRESS UNIVERSE

A new customer star has been shining in the Swiss Night Star Express firmament since the beginning of 2022: the company LKQ RHIAG, based in Baar, Switzerland. LKQ RHIAG has been a leading importer of spare parts in the automotive sector for over 40 years. With around 90 wholesale partners and a vast array of products in its range, the company supplies innumerable workshops and resellers throughout Switzerland with top-quality products. At the beginning of this year, LKQ RHIAG entrusted Night Star Express Schweiz AG with the organisation and operation of all their night express shipments throughout Switzerland. Ac-

cording to LKQ RHIAG, this type of delivery represents one of the most important components in their entire distribution logistics chain. Night shipments are a trusted business, where products are deposited at specially agreed locations during the night. "We greatly appreciate LKQ RHIAG bestowing a special kind of trust on us with the delivery of these shipments. We feel honoured to be able to provide this service for our customer throughout Switzerland," notes Dimitrij Koch, Sales Manager at Night Star Express Schweiz AG. "In the meetings concerning our requirements, Night Star Express Schweiz AG presented a

professional image throughout and we felt that they understood us, as LKQ RHIAG, with all our special attributes," explains Mr Mauro Lazzarini, Head of Logistics & Supply Chain at LKQ RHIAG. Lazzarini continues: "Our requirements were complex. For example, we have five different collection points at different locations. The products to be picked up, some of which are provided loose as well as on pallets, are consolidated over the Night Star Express platform and delivered to our partners and customers throughout Switzerland by 7:00 a.m. at the latest."

These complex challenges have been solved at Night Star Express by combining the existing Night Express network with the newly integrated, second Night Express fleet for palletised shipments. This enhanced operational solution makes it possible to meet all Night Star Express customers' requirements in terms of delivery and service commitments. In addition to conventional delivery vehicles, so-called "through-loading systems" are also used, which consist of a towing vehicle and trailer and can accommodate up to 16 pallets. This second fleet departs from the main handling operation in Wolfwil with a time delay so that it can also pick up consignments from the EU zone that arrive late and deliver them on time.



A decade of car spare parts deliveries from the Netherlands

Molco Car Parts and Night Star Express continue to step on the accelerator

The Dutch wholesaler Molco Car Parts is considered a leading specialist in the supply of spare parts for Asian cars. Night Star Express has been helping the company on its road to success for a decade now, delivering the goods ordered punctually and reliably to customers throughout the Benelux countries and Germany.

Molco Car Parts was founded in 1978 as a wholesaler for Lada spare parts under the name Dutch Spare Parts B.V. Over the years, the company has developed into a specialist for Asian car spare parts and now offers a diverse selection for car makes such as Daihatsu, Honda, Kia, Mazda, Mitsubishi, Nissan, Subaru, Suzuki and Toyota. The current range includes around 1.3 million car spare parts with accessories for around 8,000 customers from 19 different countries, and the trend is rising. In addition, the wholesaler offers a complete range of original and so-called after-market brands. In other words, spare parts for a specific type of vehicle, manufactured by a third-party supplier. Molco Car Parts custom-



ers are primarily car repair shops. Molco Car Parts has been working with Night Star Express for ten years. The initial focus consisted of overnight express deliveries to customers in Germany. In the meantime, the cooperation has grown to include more than 150 night and day deliveries within the Benelux countries and Germany every day. Working together with Night Star Express, Molco Car Parts uses its own routes to deliver orders to customers on the same day. Jan Weterings, Logistics Manager at Molco Car Parts, and his colleague Pascal van Gelder, Commercial Manager Indoor Sales, are extremely happy with the long-term partnership: "By offering night delivery services through Night Star Express, we can deliver parts to our customers in the Netherlands, Belgium and Germany even faster. With the night delivery service, customers usually receive the parts they have ordered before they open in the morning. This means they can start work right at the beginning of the day." Here's to the next ten years Robert Overgoor, Commercial Manager at Night Star Express, can do nothing less than agree with this positive assessment: "The relationship between Night Star Express and Molco Car Parts is excellent. We have watched Molco grow into the successful company it is today from up close. It all started with the Night Express ship-

ments to Germany through the central HUB in Hünfeld. Today, all Molco shipments are routed through all Night Star Express depots with direct connections to our KP West in Dusseldorf and the main sorting centres in 's-Heerenberg and Maasmechelen. What a dynamic partnership. Here's to the next ten years!"

