express



Customer magazine 1_2020

Weekend service

Gestüt Bonhomme stud farm has been a loyal customer for over ten years

51° 32' 9.096" N

5.57 MILLION CONSIGNMENTS **TRANSPORTED IN 2019** THAT'S A 4.1% INCREASE IN **CONSIGNMENTS!**



This year, we have delivered 5,570,000 of your consignments to their destinations in under 14 hours. This corresponds to an increase of 4.1% as compared with last year. We are very happy with the trust that our customers and clients have shown in us and would like to take this opportunity to thank them all!

WEEKEND SER-**VICE FOR HORSE** BREEDERS THE SEASON HAS STARTED

When the horse breeding season starts in early March, business operations at Night Star Express go into overdrive, including at the weekend. After all, the valuable horse sperm has to arrive with the mare within 24 hours - and that's seven days a week. The weekend service for horse breeders isn't just available for consignments within Germany but can also be arranged with prior notice to neighbouring countries. Read the in-depth report on our weekend service for horse breeders here on pages 6 to 8.



ACKNOWLEDGEMENTS AND LEGAL NOTIC

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ON COURSE FOR GROWTH NIGHT STAR EXPRESS HAMBURG

At night, when the world is asleep, is when Night Star Express comes into its own. This also goes for the Night Star Express site in Hamburg. In mid-2019, the Hanseatic team moved from Wilhelmsburg to the district of Allermöhe. Why? The express editorial team talked to Guido Paskowski, Branch Manager for Night Star Express Hamburg, to find out.



Editorial department: Hello, Mr Paskowski! Why did the Night Star Express site in Hamburg move from Wilhelmsburg to Allermöhe, and when did it happen?

Guido Paskowski: In order to continue to generate growth and work to a high-quality level, we were on the look-out for a much bigger depot for the overnight express business and found the ideal site in the east of Hamburg, in the city's Allermöhe district. We successfully moved there in mid-2019. Right from the start, the larger site resulted in huge improvements in terms of warehouse organisation and processing quality. We invested in a 40-metre conveyor belt system, for example. In addition to a larger processing hall, we now also have bigger offices for the commercial side of things. Ideal conditions for implementing our growth strategy.

Editorial department: How is the transport infrastructure? Does the new site offer any advantages there?

Guido Paskowski: The site offers great links to the A25 and A1 motorways. From ments. That's what makes our work so

ter now. Our biggest clients are located within a six-kilometre radius, which results in huge improvements for processing and transport times. The warehouse was divided into three processing areas: Hamburg, Flensburg and Toyota. Editorial department: What's so great about working for Night Star Express in Hamburg? Guido Paskowski: There's a great team in

Hamburg, which has matured together even more thanks to the move. Everyone has a great sense of humour, which is not to say that they don't take their work seriously. We work hard for our customers 22 hours a day. distributed between the various depart-

NEWS LOCATIONS 3



there, it's easy to switch to the A7. This enables us to serve not only the whole of greater Hamburg and the northern part of Lower Saxony, but also all of Schleswig-Holstein. The distances we have to travel to our field warehouse in Schwerin are also much shor-

varied and interesting. The halls really come to life at night and you can see what is possible "while the world's asleep". Despite the tight deadlines and hectic pace, everything is very harmonious. That's a constant source of amazement for me. Thanks to the new site. we now also have the option of developing even more. Pushing ahead with this development has become a matter close to my heart. Night Star Express is, for me, the crowning glory in the world of CEP and offers exceptional potential. I look forward to helping to draw on this potential together.

Editorial department: Mr Paskowski, thank you for speaking to us today.

NIGHT STAR EXPRESS HAMBURG IN FIGURES

Employees: 12 employees and regular trainees Hauliers: 13 Drivers: 54 for deliveries and scheduled routes Bays: 14 bays for 7.5 t to 40 t HGVs, 11 bays with ramps for vans, 4 ground-level bays and 1 entrance/ exit bay Routes from Hamburg: 46 delivery routes, 14 fixed collection routes, 5 hub routes, 4 regional hub routes Handling and office space: 2,000 m² warehouse space 500 m² office space, incl. conference room Undeveloped space 1,500 m² 23 parking spaces for outdoor loading with ramp for vans

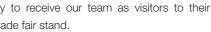


NIGHT STAR EXPRESS AT AGRITECHNICA OVERNIGHT EXPRESS EXPERTS AT THE INTERNATIONAL TRADE FAIR FOR AGRICULTURAL TECHNOLOGY

16/11/2019 in the halls of the Hanover trade fair centre and once again drew 450,000 enthusiastic visitors. 2,820 exhibitors from 53 countries, including the leading global manufacturers, showcased the full range of tractors, machinery, equipment, replacement parts and accessories. More than 130,000 of the visitors came from 152 different countries - most of them from the Netherlands, Denmark, Austria, Italy and Russia, followed by Switzerland, France and the UK. There was

tors from Russia, Italy, Poland, Ukraine and trade fair stand. the US.

The Night Star Express sales team met on the grounds in order to coordinate visits to see clients and potential customers. After a brief discussion, our colleagues went their separate ways to attend pre-arranged meetings with customers in order to discuss the best overnight express service. Contact partners from Same Deutz-Fahr, Grimme and Zeppelin Baumaschinen GmbH were all hap-



Of course, lots of new contacts were made and the range of services available from Night Star Express was presented. Lots of the potential customers we spoke to were not yet familiar with the options available via overnight express. In agricultural technology in particular, it is very important to be able to have replacement parts installed quickly. Any downtime for machines or vehicles results in major losses and has to be remedied quickly. When sending consignments with Night Star Express, the delivery is made directly to wherever it is needed by 8 a.m. at the latest, thus preventing any loss of working time.

All of our colleagues were more than happy with the trade fair visit and the opportunity to reach out to so many high-profile companies from the agricultural technology sector.

Of course, it goes without saying that such a successful fair could not go out without some kind of celebration. On Saturday evening at 6 p.m., the tractor manufacturers all beeped their horns, the farming equipment manufacturers grabbed their keys and the agricultural technology manufacturers took their leave from the visitors in a joyful, noisy fashion. The Night Star Express sales team will of course be attending the next Agritechnica in November 2021

On 16 April 2020, BVL - the Supply Chain Network (Bundesvereinigung Logistik) - will once again be holding its Supply Chain Day. This is where the logistics industry can show that it is about much more than just transporting, warehousing and handling. On Supply Chain Day, lots of companies from industry, commerce and logistics services are able to provide an insight into the many different types of logistics tasks. Logistics institutes present their research projects and educational institutions present their courses.

The motto of Supply Chain Day is "Logistics makes it possible". This event includes any company or institute that has something to offer in the area of logistics. All events are free to visit.

Night Star Express is inviting visitors to eight of its sites, where people can experience for themselves how exciting and varied the overnight express business is. This peek behind the scenes isn't just intended for students or potential applicants: Visitors from a wide range of industries are expected, along with experts in the field. Not only are visitors invited to three of the Night Star Express Honold GmbH sites and four Hellmann Worldwide Logistics Road & Rail GmbH & Co. KG sites - they will also be welcome to have a look around the hub in Hünfeld. "We will be starting later here than at the other Sales Manager for Northern Germany at Hell-

sites," explains Hub Manager Rüdiger Spiegel. "The vehicles only get to us once they have already completed their first tour and are loaded or reloaded here. This means that, before 9 p.m., there's not much going on in the hall."

"With this insight into our business, we want to demonstrate how interesting and varied the world of logistics - and, specifically, overnight logistics - is," explains Matthias Hohmann, Managing Director of Night Star Express. "People are probably aware of the fact that our processes are very different from those of traditional couriers. But what these differences are and what makes our work so unusual - that's what we want to discuss with the visitors at this event. We want to share the enthusiasm that we draw on every day - and every night - in order to ensure that consignments are delivered to our customers by 8 a.m. at the latest."

In 2019, around 23,000 participants attended approximately 270 events in a total of 16 countries, "We are on board for the first time this year and aren't yet able to say how many people will sign up," says Sascha Ullrich, Sales Manager at Night Star Express Honold GmbH. "We hope that lots of people are interested and are already looking forward to the evening!" adds Stephan Meyer,







Agritechnica 2019 was held from 10 to above-average growth in the number of visi- py to receive our team as visitors to their

SUPPLY CHAIN DAY BVL 5



mann Worldwide Logistics Road & Rail GmbH & Co. KG. You can sign up to one of the Night Star Express events here: www. tag-der-logistik.de/veranstaltungen

INFOS

Night Star Express GmbH Logistik Hub Europastraße 4, 36088 Hünfeld, Germany Event starts at: 8 n.m.

Night Star Express Honold GmbH Nürnberger Straße 4, 86156 Augsburg, Germany Event starts at: 6 p.m.

Night Star Express Hellmann & Honold GmbH & Co. KG Eichendorffstraße 22-24, 91334 Hemhofen, Germany Event starts at: 6 p.m

Night Star Express Honold GmbH Ernst-Abbe-Straße 5-7, 89231 Neu-Ulm, Germany Event starts at: 6 p.m.

Hellmann Worldwide Logistics Road & Rail GmbH & Co. KG Wilhelm-Iwan-Ring 7, 21035 Hamburg, Germany Event starts at: 5 p.m.

Europastraße 1, 31275 Lehrte, Germany Event starts at: 5 p.m.

Elbestraße 1, 49090 Osnabrück, Germany Event starts at: 5 p.m.

Robert-Bosch-Straße 8, 27243 Groß-Ippener, Germany Event starts at: 5 p.m.

MODERN METHODS TH TRADITIONAL HERITAGE

GESTÜT BONHOMME STUD FARM HAS BEEN USING THE NIGHT STAR EXPRESS WEEKEND SERVICE FOR OVER TEN YEARS NOW

On probably the most beautifully sunny day in January, we are invited to take a tour of the Gestüt Bonhomme stud farm. Saskia Conredel, Spokeswoman for the stud farm, takes us, Benjamin Mäße, Sales Manager for Eastern Germany and Vice Operations Manager, and Meike Stephan, Marketing Manager from the Night Star Express central coordination office, on a tour of the beautiful, well-designed grounds.

Gestüt Bonhomme stud farm was founded by Evelyn Gutman in Bramsche near Osnabrück in 1987. Because the grounds were slowly outgrown by the number of horses on their books, the stud farm moved from Lower Saxony to Brandenburg in 2005.

It is located to the north of Werder and is surrounded by forests, extensive meadows and the beautiful lakes along the River Havel. The farm features, among other things, a heated event hall with seating for around 900 people, and a 30 m x 70 m indoor riding arena whose columns, stucco and impressive

wooden doors are reminiscent of the Spanish Riding School. The halls are surrounded by 60 spacious stalls. In addition to numerous paddocks and stallion paddocks, the 24-hectare grounds also feature three outdoor riding arenas.

Broodmares, foals and young horses, as well as older animals, enjoy the fresh air in pens with direct access to the paddock. The retired stud stallions live in their own area with spacious paddock stalls.

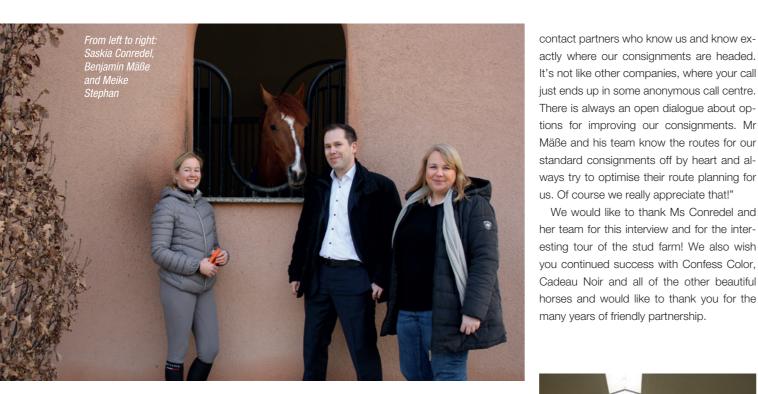
The stars are, of course, the stud horses, which have such majestic names as Cadeau

COVER STORY_GESTÜT BONHOMME STUD FARM_7

Gestüt Bonhomme stud farm has worked to develop its excellent reputation. "Most breeding facilities are located in North Rhine-Westphalia and Lower Saxony

Noir, Morricone and Confess Color. Confess Color is the latest exceptional stallion, bought by the stud farm for several million euro. Meike Stephan is amazed at how many of the valuable horses are out and about on the paddocks. "Even if your first instinct with such expensive stallions might be to protect them from the outside world, at Bonhomme, we believe that every horse benefits from being treated to as normal a life for a horse as possible," says Conredel.

New addition Confess Color is also not being wrapped in cotton wool. He is able to



play in the paddock and enjoy the fresh air and is exercised two to three times a day, like all the horses here.

"We give our horses the time to develop true to their age," explains Saskia Conredel. "And we also take the time to encourage their natural dispositions without the use of force. Only in this way do they turn into a real partner, stay healthy and remain at the top of their game to a grand old age. With the number of older stallions we have that are still fit and able to enjoy each day – what more do we need to say?"

Gestüt Bonhomme stud farm has worked hard to develop its excellent reputation. "Most breeding facilities are located in North Rhine-Westphalia and Lower Saxony. It took a little while to make it clear to breeders and other interested parties that it is absolutely possible to send the stallion sperm quickly, without any reduction in quality." "And that's where Night Star Express comes in!," adds Benjamin Mäße, laughing. "That's right," confirms Saskia Conredel.

"In order to achieve successful breeding, you only have a limited amount of time around ovulation. A vet confirms the exact timing via ultrasound. With fresh sperm, the likelihood of conception is higher, which is why fresh sperm is generally preferred over deep-frozen sperm. Both need to be refrigerated during transport and need to reach the mare quickly. For this reason, we opted for the overnight express service with Night Star Express as a special service for our customers," she explains.

Night Star Express transports the sensitive goods overnight in special polystyrene boxes by 8 a.m. the next morning. The partnership between Gestüt Bonhomme stud farm and Night Star Express has been working well since 2009. Benjamin Mäße looked up the statistics and smiles: "In the first year, we could count the number of deliveries for Bonhomme on one hand. A lot has changed since then: We now register several thousand consignments every year!"

Saskia Conredel says of the partnership: "We are delighted with this partnership. What we really like is the fact that we have fixed





LOGISTICS NEEDS HEROES NIGHT STAR EXPRESS CONTINUES ITS CAMPAIGN TO IMPROVE THE IMAGE OF THE LOGISTICS INDUSTRY

"After the successful launch of the first Germany-wide 'Logistikhelden' [Heroes of Logistics] image campaign in mid-2019, Night Star Express remains an active participant and is also involved in the 'Die Wirtschaftsmacher' [business decision-makers] initiative in 2020. "We are continuing to advertise our industry," says Managing Director Matthias Hohmann "because we want to show the wider public that our everyday lives depend on logistics." Promoting young talent is a matter that is particularly close to Matthias Hohmann's heart: "We want to get young people enthusiastic about the industry and highlight how varied and exciting the world of logistics is! We have already introduced our first Heroes of Logistics on our website. Others will follow because we want

to show what our people do and how complex and interesting the tasks are when working for an overnight express service provider."

NIGHT STAR EXPRESS'S NUM-BER-ONE "HERO OF LOGISTICS"

André Jehn started out working in the warehouse at the Zufall logistics group 12 years ago and is now Head of System and Transport Planning. His exceptional commitment was the reason that we were able to improve the processes at our hub and this has led to more effective workflows and has eased the workload for our staff.

In 2018, as Head of Route Management, he worked on optimising arrival times at the Hünfeld hub, contributing significantly to im-

2,5 Stunden 13.000 Packstücke

LOGISTIK

Stor Express

COMMITMENT_LOGISTIKHELDEN_9

proving arrival and departure times, as well as efficiency.

As a result of his initiatives, the topic of a new conveyor system and the reorganisation of the hub in Hünfeld was addressed once more, resulting in him being assigned the prime responsibility for this major task. In doing so, the focus was on increasing efficiency and optimising work processes, and the working conditions for the staff. André Jehn threw himself into improving ergonomics in the workplace and reorganising the Health and Safety department.

Thanks to his positive attitude, he knows how to encourage and motivate his colleagues. This is shored up by his hands-on mentality. 10_EUROPE_AUSTRIA 📮

GATEWAY TO THE EAST

DOUBLING THE CROSS-DOCKING CAPACITY IN BIATORBÁGY

As first announced in express in 2018, our Austrian partner G. Englmayer, Spedition GmbH has undergone further expansion. In Biatorbágy, just outside Budapest and not far from the old site, a new logistics facility was set up with 10,000 m² of hall space. For now, an area of just under 7,000 m² is being used. The facility is primarily used for cross-docking for the local market and for neighbouring countries. The terminal went into operation in the second half of September, with the official opening ceremony taking place on 3 October. In addition to the staff of Englmayer Hungária and the management of the G. Englmayer Group, the event was also attended by regional politicians and custom-





ers. A supporting programme featuring Hungarian showmen and artists rounded off the event.

With the move to the new facility in Hungary, the G. Englmayer Group is positioning itself for the expected upturn in growth within Central, Eastern and South-Eastern Europe. As you read in the last issue of express, Night Star Express is also involved with the optimisation of its international network and benefits from well-positioned partners in Europe.

G. Englmayer, Spedition GmbH is owned by the Wiesinger Privatstiftung and has its own companies and network structures within its home network of Austria, as well as in the Czech Republic, Slovakia, Hungary, Romania, Slovenia, Croatia, Bosnia-Herzegovina and, as of early January 2020, Serbia. Currently, 620 employees work for the company at 21 sites in ten countries.

The opening of the new cross-docking terminal in Biatorbágy coincided with the 25year anniversary of G. Englmayer in Hungary.

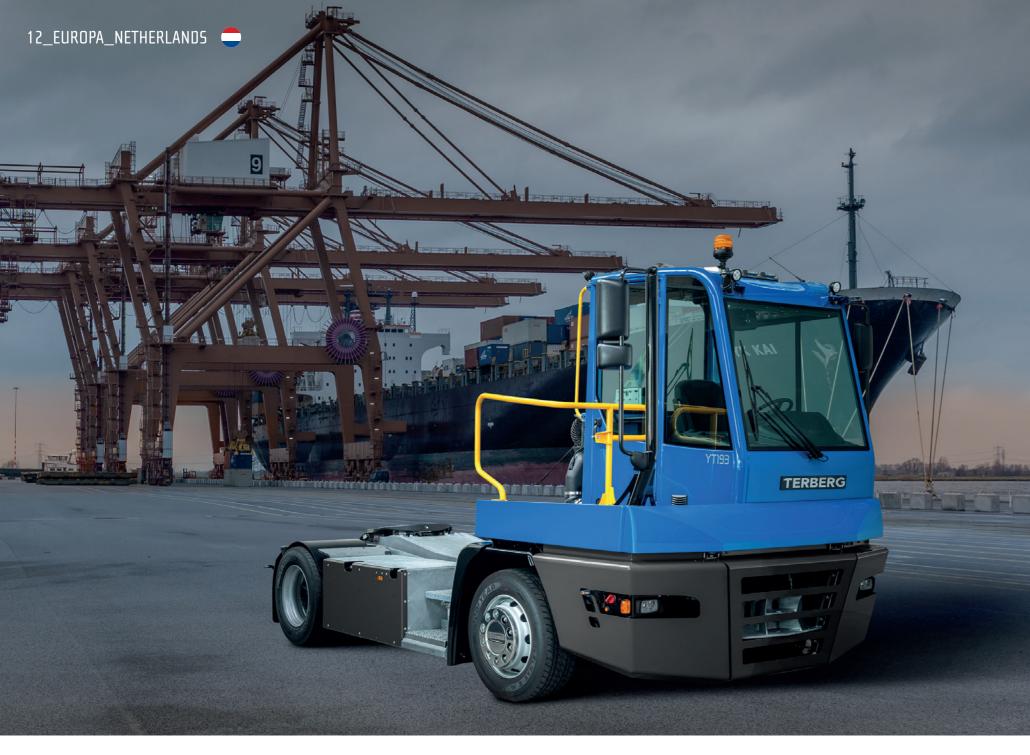
EUROPE_AUSTRIA_11

Hungary was the first country with a G. Eng-Imayer site outside of Austria. It currently employs 50 permanent staff and offers direct routes to numerous European countries.

Over its long history, the G. Englmayer Group, headquartered in Wels, has become a service provider that is able to serve the whole of Europe while offering customised solutions. The strengths of the Austrian logistics group are in the development, implementation and management of customer-specific service concepts in European overland transport, divided into the areas of CEP, day/overnight express, partial and full loads (FTL/LTL). If so required, customers can receive support with anything from warehouse logistics and goods picking to distribution and customs logistics.

We are delighted that the partnership between Night Star Express and G. Englmayer has already enjoyed over ten years of success and wish our partners all the very best for their business at the new site!





FAMILY-RUN COMPANY VVIIH 150-YEARSTRADITION

TERBERG BENSCHOP OPTS FOR THE NIGHT STAR EXPRESS NETWORK!

TERBERG BENSCHOP

"Exceptional results based on an intelligent concept" is the widely acknowledged motto of the 300-plus employees at Terberg Benschop. The company is specialised in the manufacture of terminal, ro-ro and yard traction machines and the relevant vehicles for the port, logistics, industry, road/rail and airport sectors. Terberg supplies a comprehensive portfolio of reliable traction machines for a wide range of applications. Even if the basic models are standardised, almost every traction machine supplied by the company can be completely tailored to the requests and requirements of the customer. Terberg offers its clients a range of drive options (diesel or electric), engines, transmissions and axles in order to optimise their traction machines for the relevant area of application.

A successful test phase convinced Utrecht-based Terberg Benschop to switch providers and they opted for the Night Star Express network. During this test phase, lots of consignments were initially sent to Denmark, with the delivery area gradually expanded to Germany and the Benelux countries. Several hundred consignments are sent out every day from Utrecht, with both end customers and Terberg Benschop service technicians the recipients. A multifaceted customer has opted for Night Star Express – a customer for the entire Night Star Express network!

ROYAL TERBERG GROUP

Terberg Benschop is a subsidiary of the Royal Terberg Group. Founded in 1869, Terberg remains fully owned by the Terberg family, subsidiaries in 12 countries, the company is one of the biggest independent manufacturers of specialist vehicles. From terminal traction machines to automated traction machines, and from modifications to new vehicles, Terberg is a pioneer in the industry. The Royal Terberg Group set up international subsidiaries in the 1980s and established a global network of sales partners. The Group, now led by the fourth generation of the family, generates annual turnover of around EUR 945 million. Terberg products are used around the world in a variety of industries and always by clients who appreciate reliable vehicles and equipment. The town of Benschop, where Johannes Bernadardus Terberg first set up shop as a blacksmith in 1869, is now home to a global company with cutting-edge manufacturing facilities.

EUROPA_NETHERLANDS_13

NIGHT STAR EXPRESS AND TERBERG

In addition to Terberg Benschop, other subsidiaries in the Royal Terberg Group also put their trust in the Night Star Express network. even after over 150 years. With a total of 28 Night Star Express has been successfully making the overnight deliveries for Terberg Kinglifter and Terberg Machines for several years now. Wim Mulder, Account Manager at Night Star Express Hellmann B.V., says: "Following the perfect completion of the test phase, we were able to convince Terberg Benschop to come to us. With Terberg Kinglifter and Terberg Machines, this is the third subsidiary to choose our network. Terberg is a real family-run company whose standards and values make it a perfect fit for our own. I am sure that we can look forward to a longterm business relationship with Terberg!"



ACROSS BORDERS THROUGH THE NIGHT THE GATEWAY SOUTH

"Last call for Memmingen, 6 p.m. service to Bern with dispatches the same night throughout the whole of Switzerland!" This announcement at the new gateway in Memmingen (Germany) sounds like it could have come from a railway station speaker. Here, between Munich and Ulm, Night Star Express and Night Star Express Schweiz AG have laid the foundations for a new service via the new Gateway South. Facilitating this transition is the logistics company Spedition Epple, based in Memmingen, which is offering the use of its hub for cross-docking and receiving consignments from Germany travelling to Switzerland. "We are always available for innovative solutions relating to logistics and transport," says Managing Director Alois Probst.

For customers throughout southern Germany, this means that it is now possible for goods to be picked up directly from them or to be delivered to Memmingen by 6 p.m. The products are then received at the sealed-off customs site and undergo electronic customs clearance. This also represents an opportunity for small and medium-sized

customers that regularly or occasionally have to send items in and out of Germany or Switzerland to send items via an express international service. These items can now be transported overnight and are available to the recipients before the working day begins.

With the direct, daily Night Star Line, the goods travel from Memmingen in the evening towards Switzerland to the central handling depot of Night Star Express Schweiz AG in Wolfwil near Härkingen. After the goods are briefly cross-docked, the overnight service delivers them to the recipients all over Switzerland by 7 a.m.

"For the industrial supply of replacement parts for the automotive, motorbike, agricul-



EUROPA_SWITZERLAND_15







Dimitrij Koch, Night Star Express Schweiz AG



Sascha Ullrich, Night Star Express Hellmann & Honold GmbH

tural machinery and construction machinery industry, this represents a unique opportunity to make cost and time savings," says Sascha Ullrich from Night Star Express Honold GmbH. As a result of the direct daily routes, these advantages can now also be offered for returns logistics," adds Dimitrij Koch from Night Star Express Schweiz AG. "The Gateway South also provides export-focussed customers from Switzerland the opportunity to serve Austria and Benelux in addition to Germany by overnight express by 8 a.m."

This expanded solution closes a gap in the market as a standardised express service. It makes it possible to provide onward transport to areas near the border. Just like their Swiss counterparts, dispatchers from southern Germany can now provide deliveries to locations all over the country overnight. Conversely, Swiss customers now have the opportunity to serve large parts of Europe overnight, too. It's a lucrative and time-optimised approach to make use of the unproductive night-time hours in order to supply our customers – with customs clearance included.

Alois Probst, Spedition Epple





www.night-star-express.de