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30 YEARS OF NIGHT STAR EXPRESS

IN INTERVIEW: COLLEAGUES
SHARE THEIR MEMORIES

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LOOKING BACK, LOOKING FORWARD AN ANNIVERSARY YEAR AND NEW MANAGEMENT



Dear readers,

First of all, I would like to take this opportunity to introduce myself to you. My name is Nikolaus Frantz, and I took over the management of Night Star Express GmbH Logistik on 1 April 2023. I have 35 years of operational experience in the logistics areas of CEP, overnight, transport, contract logistics, postal services and e-commerce. My last role was as Director Operations and general manager of BLG Logistics Group AG & Co. KG in Bremen. In an interview on pages 4 and 5, I give you an insight into my first few months as Managing Director and the issues that I would like to tackle with my staff in the future. One point I would like to make straight away: in my short time with the company, I have already seen many positives and had some very constructive discussions. There are plenty of good reasons why Night Star Express is so successful, and I will do my utmost to ensure that it remains so in the future.

A STRONG 30 YEARS

My joining Night Star Express coincides with a momentous occasion: our company marks its 30th anniversary this year. In today's fast-moving times with plenty of fluctuation on the markets, such longevity should not be taken for granted. It therefore gives us even more pleasure to take you on a very special reading journey in this issue. We conducted a series of interviews to ask what makes Night Star Express unique and why customers choose us specifically. We can all be proud of the answers. And we see plenty of other promising potential for our first-class overnight express service. Let's make the most of it!

I hope you enjoy reading this issue. Yours,

Nikolaus Frantz
Managing Director Night Star Express

Successful start in Berlin with our own trade fair stand (1st and 4th from left): Benjamin Maße, Head of Sales, System Headquarters, and Ralph Sachse, Head of Key Account Management. Not in the photo: Kristin Arends, Internal Sales



ON THE ROAD IN PERSON AGAIN

VISITS TO TRADE FAIRS AND INDUSTRY MEETINGS

The coronavirus pandemic was a challenging time for businesses and required some improvisational skills when face-to-face contacts and client visits became impossible from one day to the next. Although digital formats initially developed out of necessity, they are now of genuine benefit to teams and other activities; but they are no substitute for direct interaction on certain occasions. Our colleagues at Night Star Express were therefore relieved when it was finally possible to hold

trade fairs and industry meetings in person again. This year, for example, they attended transport logistic Munich in May 2023, the world's leading trade fair for logistics, mobility, IT and supply chain management. Over the course of several days, a large number of familiar exhibitors from over 60 countries were in attendance, representing the entire value chain of transport and logistics. At the MercedesBenz Service Summit, also held in Berlin in May

2023, Night Star Express presented its service portfolio for the first time with its own stand. The Service Summit has long been an industry-wide institution and has made a name for itself for being at the cutting edge of innovations and developments in car, van and truck service.

A visit to transport logistic in Munich was also on the agenda.

NIGHT STAR EXPRESS SHAREHOLDER HELLMANN ACHIEVED RECORD RESULTS AGAIN IN 2022

Hellmann Worldwide Logistics, the parent company of Night Star Express, has ended the 2022 financial year in a very successful position and is thus building on its strong corporate development of recent years, despite the continuation of challenging market conditions. Total revenue increased by 24 per cent to EUR 5.0 billion (2021: EUR 4.1 billion) and the volume of shipments rose significantly year-on-year to almost 20 million (2021: 18.1 million). EBIT for 2022 amounts to EUR 210.8 million (previous year EUR 160.1 million), which corresponds to an increase of 31 per cent. Thanks

to the improvement in cash flow from operating activities of EUR 268.7 million, liquidity was improved by a total of EUR 124.7 million despite a significant increase in investments.



In addition to its positive economic performance, Hellmann also successfully continued its strategic development last year. Even during the market disruptions triggered by the coronavirus pandemic and the war against Ukraine, the Group stuck to its course of digitalisation and invested significantly in digital business processes and technologies of the future. In addition, the Group made several acquisitions to stimulate growth.

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High quality, strong network, good discussions

Interview with new Managing Director Nikolaus Frantz

On 1 April 2023, Nikolaus Frantz took over the post of Managing Director at Night Star Express GmbH Logistik, based in Unna. In our interview, the 57-year-old logistics manager takes stock and looks to the future with us.

Die Systemzentrale von Night Star Express befindet sich mit wachsendem Mitarbeiterstamm in einem modernen Bürokomplex im westfälischen Unna.

Editorial Team: Mr Frantz, the logistics industry is closely integrated. What did you know about Night Star Express before you joined the company?

Nikolaus Frantz: I now have over 35 years of operational experience in a wide range of logistics areas such as CEP, overnight, transport, contract logistics, postal services and e-commerce. In gaining that experience, I have become familiar with various companies through my own professional roles and at industry meetings and trade fairs. I regarded Night Star Express as a company with a very interesting, niche product and logistics portfolio that has a good reputation on the market. That gave me the incentive to join the company as its new Managing Director and continue on the same course.

Editorial Team: You have been in post for a few months now. What are your impressions?

Nikolaus Frantz: I have spent the last few weeks taking a close look at the system headquarters in Unna and our various sites. I have been in staff meetings, at team workshops, in transshipment companies in the north and south of the country and have had some very interesting and insightful discussions with our shareholders on the ground. My overall impression is that everyone I have had contact with so far is enthusiastic about our product and wants to develop it further through their expertise and hard work. This can only work with a willing team spirit and equitable interaction – in calm seas and even if a storm blows up every now and again. I think we can manage that easily together.

Editorial Team: What ideas have you brought to Night Star Express?

Nikolaus Frantz: As a company, we deal closely with the issues that also preoccupy the entire industry. First and foremost, digitalisation and innovative transformation of IT, which must be precisely tailored to our specific pro-



cesses, products and services. In some areas, we are (still) working far too manually in separate workflow silos. Intelligent platforms enable effective and efficient networking and provide the basis for automating more complex processes. We need real-time, data-harmonised information at the push of a button so that we can get a compact overview at all times and as quickly as possible. This will be one of the biggest challenges in the future and I look forward to tackling it with my team. A solid foundation is already in place.

Editorial Team: Where do you see Night Star Express in five years?

Nikolaus Frantz: First of all, with the same self-confidence that the company exudes today. With our first-class overnight delivery, we have a considerable asset with which we will be able to continue to establish ourselves successfully on the market and against the competition. We will have a stable operational network for even more growth. At the same time, we must focus our attention on the expansion and modernisation of our infrastructure. The construction of new halls is an issue, for example. Approval and implementation take time, and then, of course, there is the whole complex of staff recruitment. Strategic planning with a sense of proportion, an awareness of our own strengths and the courage to change will help us achieve the goals we have set. Specifically, in five years' time I see Night Star Express as a leading quality service provider with a strong, stable network and a

high-quality service portfolio. We are already very well positioned today, but looking forward we still have room for improvement.

Editorial Team: You are a manager with many years of experience. How would you describe your own style? What is important to you?

Nikolaus Frantz: I am not a manager or supervisor who sits in an ivory tower and plays Chinese whispers. I am a passionate advocate of transparent communication and a policy of open information. Employees should not have to guess what is going on in their own company. As Managing Director, I see myself clearly as being under an obligation to pass information on as soon as there is something tangible to communicate. I am also interested in how the people around me think and what issues motivate them. That makes it extremely important for essential information and ideas to flow on both sides and for us to move things forward together. A jour fixe, thematic workshops and staff meetings are optimal formats for this. As a manager, I see myself as a pragmatic doer - cooperative, but also with high expectations. I am happy with that combination. I hope those around me are, too.

Editorial Team: Let's move on to the private person Nikolaus Frantz. How do you recharge your batteries?

Nikolaus Frantz: I do regular sport, exercise and enjoy being out in nature. I used to play handball for a club and love skiing. Sport is an elixir for me. It keeps body, mind and soul in balance and releases new creative energies time and again. I always get good ideas when I'm running. Movement is a characteristic of our industry - and you could say the same of me.

Night Star Express also has a global network

International partnerships and locations

South or north, east or west: a large part of the success of Night Star Express is down to its international activities and cooperation with system partners directly on the ground. And there are no limits, because our network is growing and growing.



Austria



Germany



Switzerland



France



Benelux



Czech Republic

Facts and figures

Night Star Express GmbH Logistik
Heinrich-Hertz-Str. 1
D-59423 Unna

Established:
1 May 1993

Shareholders:

- Friedrich Zufall GmbH & Co.KG, Göttingen
- Hellmann Worldwide Logistics Road & Rail GmbH & Co. KG, Osnabrück
- L.W. Cretschmar GmbH & Co. KG, Düsseldorf
- Night Star Express Hellmann & Honold GmbH & Co. KG, Neu-Ulm
- Night Star Express Honold GmbH, Neu-Ulm

Advisory Board:

Arnold Schroven (Chair of the Advisory Board)
Dr Christian Jacobi
Dirk Rahn

Management:

Nikolaus Frantz

Service area:

Deliveries in Germany by overnight express, Benelux, Switzerland and Austria by overnight express, other European countries with country-specific transit times

Main handling operation:

Hünfeld-Michelsrombach site, central hub for national and international shipments

Partners:

20

Shipment volume:

6.4 million shipments

Staff:

1,750

Vehicle fleet:

1,250



Night Star Express: How it all began

Courageous founders and their stories

A new star in the nationwide overnight express sky was the headline of the renowned Deutsche Verkehrszeitung (DVZ) on 1 January 1993. This was followed by a full-page interview with the then founding partner Hans Heiner Honold. A successful start and a historic moment – for the press, for the industry and of course for our company.



DYNAMIC GROWTH FROM THE START

“A TREMENDOUS ACHIEVEMENT”

HANS HEINER HONOLD, FORMER MANAGING DIRECTOR OF HONOLD LOGISTIK GROUP:

“The start of the overnight express activities, i.e. delivery to the recipient through the night up to 8 a.m. without a receipt, came through the involvement of the Honold company in Mintrans Nachtexpress in Neu-Ulm. We did not know much about the market until then. The investment was made at the request of our most important customer at the time, a major corporation in the automotive industry. We were (able) to take a share of 50 per cent. But we did not have enough control. The sole Managing Director was still the previous one. But our motivation was to get to know the overnight express market. Unfortunately, the management of the company deteriorated as turnover grew. It therefore became critical for us to establish a parallel company ad hoc - again at the request of the customers and most of the employees. The company went by the name of Möspe GmbH, a vacant and immediately available subsidiary of Honold GmbH.

GROWING MARKET POSITION

Almost all of Mintrans' transport partners and important cooperation partners immediately

switched to Möspe. A tremendous achievement by all those who, more or less from a standing start, ensured that the overnight express business could continue with high quality. Mintrans then withdrew from the market completely. Möspe also cooperated closely with long-standing Mintrans partners. The company Bruno Schmid Nachtexpress in Augsburg initially transferred a majority shareholding to us; later we took over the company completely. This enabled us to set up nationwide coverage for night-time delivery with our own small operations in Rosenheim, Regensburg, Nuremberg and Gera and in cooperation with Eitrans in Karlsruhe. In most cases, we were provided with the recipients' keys for depositing consignments without receipts throughout southern Germany up to the Main and in the east as far as the Jena/Chemnitz area.

PROFITABLE RESULTS

Thanks to the relatively late departure times from Neu-Ulm and Augsburg that could then be scheduled, we were generating profitable results. This aroused the curiosity of some DPD colleagues, and so we founded Night Star Express Deutschland with our DPD partners on board in 1993. With growing coverage/distri-

bution, we then started operating nationwide via the HUB in the Fulda area. Today it is in Hünfeld. As the Honold Night Star Express Group, we were now facing significantly higher costs. Suddenly, considerable losses accumulated - initially in all depots and due to small volumes for the new partners.

NO EASY TASK

In the case of Night Star Express Honold, the costs suddenly became enormous because of the relatively large volumes involved. The main reason was the significantly earlier departures from the depots that were necessary to reach all the HUB connections. This resulted in complicated discussions, within Honold and at Night Star Express. The overall management of this reorganisation of Night Star Express was eventually taken over by me. This was done at the suggestion and request of the partners and shareholders who had come on board. It was certainly no easy task. A little later, Rainer Hacke was hired as an external Managing Director. So I was able to step back gradually.”





ARNOLD SCHROVEN, CHAIR OF THE ADVISORY BOARD OF NIGHT STAR EXPRESS GMBH LOGISTIK

“A GREAT IMPACT”



“It is remarkable that this cooperation and the franchise system still have such a great impact today. Many cooperation agreements that started in the 1990s have disappeared for various reasons. The NSE products are still in very high demand, and customers like their quality. Customer proximity and flexibility are also very important pillars of the company’s success, of course. I would like to encourage all the employees in the Night Star Express system not to let up on these points and to show ‘We are the best’.”

NIKOLAUS FRANTZ, MANAGING DIRECTOR OF NIGHT STAR EXPRESS GMBH LOGISTIK
“BECAUSE MUTUAL TRUST COUNTS”

“We can celebrate the 30th anniversary of our company together and look back with pride on its successful development. We have achieved a lot in the three decades, and many people have contributed and have shaped Night Star Express in their own way. So I am now very happy to be a part of the great Night Star Express team and to give my best for our company. Anniversaries have a way of making us look back on the past on the one hand and face new challenges with a view to the future on the other. We can only overcome these successfully if we remember our strengths and build on them. Night Star Express is a multifaceted, powerful entity that has branched out a lot in the meantime, but its roots are still down to earth. This is the best foundation for adding one chapter after another to our ongoing success story. I would like to express my sincere thanks to all those involved, first and foremost to our employees, who work hard every day for the well-being and – in the truest sense of the word – the advancement of our company. They are our backbone, our source of inspiration and a constant in our sometimes very unpredictable logistics industry. Effective cooperation thrives on mutual trust. And because we also radiate this to the outside world, our customers feel they can rely on us and recommend us to others. Let’s keep this attitude going, because it is also part of our sense of who we are.”



WILFRIED HESSELMANN, HEAD OF CEP EUROPE, HELLMANN WORLDWIDE LOGISTICS
“WE LIVE UP TO OUR NAME”

“Our business has become more and more international over the years, and we are also positive about the future: the demand for CEP services remains high, and our aim is therefore to expand our business activities sustainably in the future. A clear strength and unique selling point of Night Star Express is, of course, delivery without a receipt. This has enabled us to increase efficiency and productivity significantly, both for our customers and for us as a service provider. It also helped us during the long period of the pandemic, as is clear from the further increase in shipment numbers. The fact that we have been ahead of our time over a long period is also evident from the way in which we have built up a strong network from the very beginning. This has enabled us to increase our impact and market penetration significantly. Thanks to our strong network, we are able to offer our customers a flexible and demand-orientated solution within a short time, depending on when the order comes in. For me, Night Star Express is a fascinating mixture of different elements: we stand for continuity and trust and yet we operate as a state-of-the-art company offering first-class service. I look forward to continuing to develop Night Star Express successfully in the future together with our strong team.”



KLAUS KLIMMEK, HEAD OF ACCOUNTING/CLEARING AT NIGHT STAR EXPRESS GMBH LOGISTIK

“A VETERAN AND PART OF NIGHT STAR”

“This year we are celebrating our 30th anniversary. After 29 years, I still think I took the right path. When I joined the company, I was able to contribute my business management knowledge and my experience in logistics from working as a consultant. This opportunity was the biggest motivation for me to join the company. Together with the management at that time, we established contacts with business partners in neighbouring countries in order to internationalise what was initially a national network. Shortly after the launch of Night Star Express, scanning was introduced for the first time. The clearing system was refined and project planning for central clearing took place, followed by its implementation. Night Star Express has made excellent progress over the years. The posi-



tive volume increases can be seen, among other things, in the space required in our main handling facility. From 400 square metres of hall space at first, this grew in 2010 to the current 3,500 square metres. A further expansion is also on the cards. As volumes increase, so do the tasks and staffing levels at system headquarters. The continuous development of our products, processes and technical equipment have made us a first-class service provider in the overnight express sector. The constant development processes and resulting new tasks have made the work more and more interesting. Even difficult challenges have been overcome successfully thanks to the good cooperation between supervisors and colleagues. As Head of Financial Accounting/Clearing, my team and I are planning the digitalisation of the department. The aim is to have a paperless office so that we can use digital technology to ensure that all current requirements, such as our clearing and central accounting, and all future requirements are handled promptly and efficiently. A company anniversary is a good opportunity to say thank you – to Night Star Express for being a strong company with great colleagues and for giving me the opportunity to be a part of it.”



30-YEAR COMPANY ANNIVERSARY

CELEBRATION IN FRANKFURT

Saturday, 23 September 2023 is a date to put in your diary. That is when we will be celebrating our 30th anniversary in Frankfurt/Main. We are delighted that so many employees have signed up. Preparations for the programme are currently in full swing. “We are all excited here already. The major preparation work has been done, now it’s a matter of fine-tuning. But this much can be revealed in advance: there will be no lack of variety. It was important to us in all the planning that colleagues will also have the opportunity to interact and get to know each other better during the celebra-

tions. Some of them only know each other by phone or email,” says Kristin Arends from the Internal Sales department of Night Star Express GmbH Logistik, who is organising the anniversary event together with Petra Moss, Head of Corporate Communications. The employees who have signed up will be informed separately about exactly how and when everything will take place. If you are unable to attend at the last minute, even though you have registered, please send a brief message to: kristin.arends@night-star-express.de



ANDREAS EVERSMAHN, PRODUCT MANAGER COURIER EXPRESS PARCELS (CEP), HELLMANN WORLDWIDE LOGISTICS

“AS RELIABLE AS CLOCKWORK”

“When we were developing our business idea, we were not at all sure of what we were doing. The main question was: should we do it at all? – and it has preoccupied everyone involved and cost many a sleepless night. The idea of leaving a consignment with the recipient at night without a receipt was unheard of at the time. There were also far too few industries and companies involved in the distribution of spare parts for a third player in the market. Finally, after careful consideration, we put our reservations to one side and decided to start a new company after Hans-Heiner Honold had some early success in southern Germany with the first overnight express shipments. We wanted to attract new industries to overnight express. Like a snowball, it then grew bigger and bigger throughout the whole of Germany and – as we see today – far beyond. Our work and our industry function like precise clockwork, where the gears intermesh. Our customers depend on our absolute reliability because it also guarantees them a competitive advantage. We must continue to live up to our high quality promise and make investments going forward. Because that is the only way we can support our future growth, and only by investing can we guarantee our own quality standards.”



MANUEL OSUNA LUNA, FREIGHT FORWARDER FROM BELM (OSNABRÜCK)

“ON THE ROAD OVER 30 YEARS FOR NIGHT STAR EXPRESS”

“When I see the first tractors on the road in spring, then I know: the seasonal business is about to kick off again. We have a lot of customers from the agricultural technology sector here in the greater Osnabrück area. I have been driving for Night Star Express for 30 years now, and I still enjoy hitting the road for the company. As a medium-sized company, I have my own fleet of vehicles and a well-coordinated team of employees who put their heart and soul into their work. Of course, I am regularly behind the wheel myself, too. This has the advantage that I know exactly how demanding this job is, and the requirements are not getting any less. The overnight journeys and the different pattern to your day-to-day

life that results from them are no walk in the park, but you get used to it over time. What I like about my job is that I am always coming into contact with new people and different shipments. No two days are the same, it never gets monotonous. We all work very well together here, we are a top team. We also have close contact with our colleagues at Hellmann Worldwide Logistics (Night Star Express) in Osnabrück and at the HUB in Hünfeld. We are on friendly terms and we regularly share ideas about how we can improve processes even further. We also maintain a very good relationship with our customers; after all, some of our business relationships have been in place for many years. Of course, there are downsides here and there: like other companies, we are also feeling the effects of the massive labour shortage and cost pressures. It would be good if something could finally be done about that. In the end, we all want to maintain our high quality and continue to do our work and meet our standards under reasonable conditions. But on balance I can say: life as a driver on the overnight express shift has become my life. I wouldn't trade it for anything else.”



ANDREAS MAYER, LOGISTICS MANAGER OF THE WINKLER GROUP

“PARTNERS FROM THE OUTSET”

“We supply commercial vehicle spare parts and workshop supplies as a wholesaler in a core segment. We mainly serve commercial vehicle owners, bus companies, workshops and agricultural businesses. Our efficient delivery service ensures that the order reaches the customer as quickly as possible. We guarantee maximum availability coupled with optimal same-day and next-day delivery services. Night Star Express and Winkler have been partners from the very beginning. Night Star Express helps us deliver on our ambitious customer promise and has performed exceptionally well for many years. A great relationship of trust has grown over the many years of the relationship. Even difficult issues are tackled in partnership and on a level playing field. Winkler would like to congratulate Night Star Express and all its employees on the 30th anniversary of the company. Thank you for your consistent and effective cooperation. May it long continue.”



RALPH SACHSE, HEAD OF KEY ACCOUNT MANAGEMENT, NIGHT STAR EXPRESS GMBH LOGISTIK

“MORE AND MORE CUSTOMERS AND AN INCREASE IN SHIPMENTS”

“When I joined Night Star Express as Key Account Manager in November 1998, the company had only been operating on the market for a few years and first had to achieve a certain level of familiarity, especially in the key account sector. My travel schedule was tight, as I had to cover a good 60,000 kilometres a year. That hard work and our strong supra-regional concept have paid off in the end: our first new customer in the key account sector was the agricultural technology wholesaler Kramp with almost 2,000 daily shipments from three locations – a good start and, of course, a valuable reference for attracting further key accounts. Over time, Night Star Express has made a name for itself in the overnight express industry. Our network grew over the years, we brought in more and more new customers and thus saw an increase in shipments. Close personal contact and individual support – these are essential points that have been important to us from the very beginning and which we still consistently employ today. In addition to our high quality promise as a first-class overnight express service provider, this tai-

lor-made service is a crucial factor in getting companies from home and abroad to cooperate with Night Star Express. The relationships that arise from business activities sometimes last for many years and even decades. Despite the very tough coronavirus restrictions, we have managed to keep in touch with our customers. And now, we all appreciate working digitally too. But personal interaction has a very special quality. That's why I always look forward to trade fairs, industry meetings and face-to-face customer appointments.”



