

express



Special edition April 2020



Night Star Express

Dear Reader,

today you are receiving the first special edition of our express magazine in digital form!

The Corona crisis and the shutdown of public life pose enormous challenges for all of us. We have to adapt to new situations every day and be flexible when it comes to shaping our professional and private lives.



In this special time, we decided to provide you with information at short notice to show you, that we do everything possible in order to continue to deliver our customers' consignments despite the Corona crisis. And so far, we have succeeded very well despite Corona: All shipments reach their destinations as usual. Delays only occasionally occur at the borders.

We are happy that we can and will continue to say:

„We are here for you!“

In this difficult time for everyone, we would like to take the opportunity to say thank you and to report about the positive stories that are currently happening in our company. Nevertheless, of course, with the note that everything can change within a short time, because obviously we do not know whether Corona might lead to impairments after all.

We would particularly like to thank our customers! They quickly and unbureaucratically issued confirmations for us, so that our drivers can prove that the transport of the loaded consignments is systemically relevant and that they urgently need to be delivered. We also received a lot of encouragement and positive news. We are grateful and pleased for this in this difficult time for everyone! Read about it on page 3.

Special thanks also go to our many employees, who work motivated in their home office every day, some of them with their children, who also want to be looked after. Some drive to the office regularly, holding the fort and alternating with their colleagues in order to keep the risk of infections as low as possible.

Above all, thanks to our workforce in the warehouse, in the disposition, the drivers,... They continue to work at their usual workplace, but under difficult conditions, that had to be taken to protect them. We thank everyone! We sent greetings and thanks to our entrepreneurs and drivers last week. Read more about it on page 4.

This crisis shows us one thing very clearly. We logistics providers are systemically relevant. We secure the supply of society and consequently keep it together to a certain extent. And we do it so well, that the always smooth logistics is almost a matter of course for most of us. Of course, this is a huge praise for everyone involved in our service, though the perception of this very exciting and innovative industry remains low for a lot of people.

I would therefore very much like our industry to receive a similar broad public recognition, like the often mentioned tasks in the field of medical professions, as well as the many tasks in retail. Be sure that we never tire of emphasizing this again and again!

I hope you enjoy reading this special edition. Stay healthy!

Warm regards



Yours, Matthias Hohmann

THANKS TO OUR CUSTOMERS!

CONFIRMATIONS HAVE BEEN ISSUED QUICKLY AND
UNBUREAUCRATICALLY

Since March 20th, 2020, the situation has become chaotic in Germany. Closing of schools, shops and restaurants may no longer be open, employees should work in their home office if possible. This was followed by a contact ban, sometimes even a curfew. Only systemically relevant goods may be transported.

For Night Star Express, this meant that the drivers had to be provided with confirmations as soon as possible so that they were not stopped in controls. Since there were initially no certificates about system relevance provided by the state, we asked our customers to confirm the urgency of the transport and the essential contribution to the maintenance of the everyday life in Germany.

The resonance was really impressive! We have received so many confirmations in a very short time that show how important logistics and maintaining supply chains are right now! Many of the letters were provided with good wishes and gratitude.

We can only return this gratitude! We are very happy about the good cooperation and this quick and uncomplicated support.

*We rely on **Night Star Express GmbH**, which we have assigned as our logistics provider to deliver the medicinal products throughout Germany.*

*We hereby confirm that the company **Night Star Express** transports important spare parts for the repair of trucks, buses, delivery vans, fire services and ambulances on our behalf. These vehicles are needed to ensure basic care and to maintain daily life in Germany and Europe.*

The spare parts are imperative for freight transport and thus also for the supply chains. Especially also for food and medical products, to keep them running and counteract supply shortages.

Attached you will find our letters for both companies attesting the urgency of our transports. We hope we can give you a little support with this, to ensure maintaining your services for us.

Thanks for your support!

All the best and good luck!

*We rely on **Night Star Express**, who we have assigned as our logistics provider to deliver our goods throughout Germany.*

Many thanks for the continued cooperation in this difficult time!

Thank you!



THANKS TO ENTREPRENEURS AND DRIVERS NIGHT STAR EXPRESS SAYS THANK YOU!

Already on March 20th, 2020, our CEO Matthias Hohmann reached out to all employees in logistics via Facebook in three different languages:

„Everybody is talking about nurses and supermarket employees, who are undisputedly important and systemically relevant! But the employees in logistics, especially the drivers and the men and women in the warehouse are also important and systemically relevant! It is them, who maintain the supply chains. This is still often forgotten. That is why it is so important to me to address this group of people and to raise the public's attention. “, Matthias Hohmann says.



Matthias Hohmann

20. März um 15:38 · 🌐

In the past few days, you could often read about nursing and supermarket personnel, who help to ensure that people are cared for. Of course this deserves our utmost respect and we are very grateful that they exist! But we shouldn't forget the people who maintain the supply chains and make sure that things get to where they are needed – this also must be mentioned in the first place!

You are the ones, who really rock it!

Today we would like to thank you very much! So far, we have managed to maintain the supply chains and to deliver our customers' shipments without delays as far as possible. All together, we are ensuring the supply of people with goods of all kinds. Our special thanks go today to all drivers, warehouse and logistics personnel, who are not able to work in their home office, continue to visit their workplace every day and who are tirelessly on duty!

We wish that we all stay healthy and hope that we all will soon have overcome this crisis unscathed. And remember everyone: "At the moment only distance is an expression of care!"

So that the message arrives everyone, it has been sent as a letter later.

THANK YOU! YOU rock!



RECEIPTLESS DELIVERY IN THE NIGHT

CONTACTLESS DELIVERY – A STANDARD IN NIGHT EXPRESS, A HUGE ADVANTAGE DURING CORONA CRISIS

Contactless delivery has always been standard for night express delivery. The consignments are delivered without a receipt and without the recipient being present in the night until 8am latest.

In times of the Corona crisis, the delivery of consignments is an additional burden for companies. Personal contacts should be avoided as much as possible, and there is even an ordered contact ban. Many parcel services switch their delivery and drop the parcels in front of the recipient's door.

When delivering by night express, shipments are placed in previously defined depots and receipt is documented by continuous scanning and a photo. This means that no recipient has to be on site to accept the consignments and theft of the goods is avoided.

„This is a common procedure for us.“, Matthias Hohmann explains, CEO of Night Star Express. „Since we collect our shipments from the shipper in the late afternoon to early evening and deliver them in the night until the following morning, there is usually no one on site to accept the shipments. Both, when delivering to the customer and when delivering to technician vehicles, we receive the keys or access from the customer in order to safely store the consignments.“

The dispatch of goods with Night Star Express works quite reliable despite the Corona crisis. „Because of our wide-ranging network, we are still able to deliver without major restrictions.“, Matthias Hohmann says. „There are delays at the borders as well as restricted areas, such as Tyrol in Austria, which cannot be approached at the usual times.“





TELEVISION RECORDINGS AT NIGHT STAR EXPRESS RECORDINGS FOR SAT.1

Also the SAT.1 breakfast television deals with the Corona theme.

A camera team, equipped with face masks and disinfectants, accompanied Kai Nussbaum for a day to report on the changed conditions of truck drivers. Kai Nussbaum, who is a small celebrity in the trucking scene and runs his own YouTube channel, regularly stops at our operations office in Unna on his tour. On March 26th, 2020, around 11pm, Kai Nussbaum entered the courtyard accompanied by the camera man, who followed him at every step.

In addition to the loading and unloading situation, he was of course particularly interested in the safety precautions and the conditions that Kai Nussbaum experienced. Next to face masks and gloves, which are compulsory in our company in Unna at Friedrich Zufall GmbH & Co. KG due to the Corona crisis, disinfectant dispensers, gloves and masks are available at the entrance. The toilets are of course still accessible to the drivers. The papers have always been passed through a glass window already, so there is no need to point out to keep proper distance.

At around midnight Kai Nussbaum continued his regular work. The rest of the tour was not as smooth as the stop at Unna. As the report showed, the toilets at rest stops are open again at night, but there is, even in times of crisis, a well-known problem: The rest stops are hopelessly overcrowded, so that Kai Nussbaum did not find any parking space with his truck.

THANKS FOR EMPLOYEES

NIGHT STAR EXPRESS SWITZERLAND AG

HELPS SECURE EVERY DAY LIFE

The chronicle in Switzerland

- February 25th, 2020: The first Corona case is confirmed in Switzerland.
- March 5th, 2020: The first death in Switzerland is announced.
- March 16th, 2020: The Federal Council declares the state of emergency. The number of infected people is increasing rapidly every day.
- April 8th, 2020: Tested positive for COVID-19: 22.488 people, deceased: 846 people

Since March 16th, 2020, there has been an “extraordinary situation” in Switzerland. Or to express it in an undiplomatic way, the state of emergency. Switzerland has not experienced such a situation since the Second World War. It completely overshadows everything from the oil crisis in the 1970s, the banking crisis in 2008 or the bird flu in 2005. Nothing is as it used to be. Almost everything stands still. But just almost...

Every night and also during the day, Night Star Express Switzerland AG is responsible for the distribution of urgently needed goods, among other things, for agriculture, the automotive industry, the two-wheeler and the medical sector.

Every night our drivers drive with thousands of packages from address to address and supply Switzerland with the products and articles of our customers nationwide until 7am in the morning. The nationwide daily express completes the range of services offered by 24-hour care in Switzerland. Unimaginable if farmers could not sow and spread crops, police, passenger and ambulance vehicles could not be fitted with spare parts or doctors could not be supplied with medication. We have also



equipped our warehouses and offices with disinfectants, wallpapered them with federal warning and information posters and proactively monitor the federal regulations and instructions.

With a high level of digitalization in the administrative and operational processes, from order processing to unloading, neither papers nor documents are required. Everything is processed electronically and the delivery at the recipient takes place as it has been the norm for 25 years – without a signature but with electronic traceability via GPRS, internet, address validation and localization confirmation. The delivery data obtained can be checked by our

customers via the internet-based shipment tracking. With electronic order entry and the depot description, Night Star Express can always activate senders within 24 hours and process shipments physically for them.

So that such mega-achievements are possible, a lot of people are involved with all their heart and soul. Shippers, recipients, dispatchers, customer service employees, warehouse employees and of course the entrepreneurs and their drivers. Our thanks go to all of you in these difficult times:

“Thank you for your loyalty, your courage and your daily commitment. Thank you for all following the instructions and «living» with consideration. Thank you for your unwavering will and your loyalty to the economy and people.”

To support and as a small gesture to these words, we gave all of our approximately 200 employees a box of pralines with the words “Merci, that you are there for us all.”. We are proud to count on such a network.

Next to all uncertainties, we have noticed, that such a crisis also strengthens the collective. Another mentality has emerged, and the care and cooperation have gained in importance. As a responsible company, we support this recognition by operating all of our services to the well-known and conventional prices in this difficult time.

We wholeheartedly hope and wish everyone health and that this time of test forms the basis for a new coexistence, that gives everyone breathing space and that “responsibility” and “consideration” are given more importance.



Name:	Night Star Express Switzerland AG
Country:	Switzerland
Product:	Night and day express nationwide
Service limitations during the crisis:	None
New customers accommodation:	Always possible
competence:	Spare parts logistics for automotive, agriculture, communal, construction machinery and two-wheeler sector Supply logistics for medicine, medical technology and laboratory logistics
Specialties:	Bulky as well as unpacked goods, pieces with a weight over 30 kg
Info-Hotline:	+ 41 62 926 52 64
Info-Mail:	info@night-star-express.ch



OPERATION HARDLY RESTRICTED

Night Star Express B.V. continues to work almost without restrictions in the Netherlands and Belgium

In Belgium the lockdown was announced on March 18th, 2020, in the Netherlands the first reaction was to close restaurants and introduce assembly bans. Logistically speaking, there are no restrictions in either country. All items can be delivered as usual, and there are no delays at the border either.

Night Star Express Hellmann B.V. thanks his drivers every week to support them in this difficult time and to say thank you with small gifts.

Vitamin bombs in the form of juice and fruit were ready for the drivers. Next week there will be a little Easter surprise for everyone.

We get a lot of support from our customers. They contact us and there is a lot of respect for the work we do. We have forwarded this big thank you from our customer Same Deutz-Fahr to our employees:

„We would like to specifically thank all drivers and the entire Night Star Express Hellmann team for their unwavering commitment in this very important spring season. We appreciate your efforts to continue making the spare parts available to our dealers and would like to thank you again on their behalf.

We hope that we can all keep supply running, but we also understand that this can change daily and is beyond our will.

Stay save, stay healthy!“

AUSTRIA:

Operation continued despite shutdown

In Austria, events overturned on the weekend of Friday March 13th to March 16th, 2020. The government decided to shutdown Austria completely to declare war on Covid-19.

Particularly vulnerable places and areas were put into quarantine, deliveries were only possible under certain conditions. The night and day express networks were still maintained 5 days a week to ensure the supply of spare parts.

At almost the same time, border controls with neighbouring countries were introduced and the borders were closed to private individuals. Freight transport was still possible, but with massive waiting times and health checks.

All operations of Night Star Express were always brought up to date with new decisions and changes!

CURRENT STATUS G. Englmayer:

Since the end of February, the drivers and warehouse employees have been wearing masks, working exclusively with gloves and doing their utmost to keep a safe distance. Protection and security are very important!

➔ *At this point, many thanks and respect to our employees in the warehouse and the drivers, who cannot work in the "home office" and contribute daily to the maintenance of the transport chain!*

NETWORK AUSTRIA:

After 3 weeks in a state of emergency, the quarantine areas in Austria were partially reopened in Holy Week, only the „hotspots“ in Tyrol – Sölden and the Paznaun valley – are still closed. Everywhere else the „normal“ exit restrictions are in place.

NETWORK EASTERN EUROPE:

There are still daily express departures for the Night Star Express consignments to the neighbouring countries of the Czech Republic, Hungary, Slovakia and Slovenia. Due to the delays at the borders, next-day service to Bratislava and Budapest can no longer be offered.

Regular departures to all other countries take place based on the volume of goods and urgency.

NETWORK ITALY:

The first country in Europe, hit by the Corona wave was our neighbouring country Italy. The borders have been closed for a month, but freight traffic is basically possible. However, very limited due to the shutdown and the many large quarantine areas.



NO RESTRICTIONS

In Denmark everything runs as usual

We conducted a short telephone interview with André Lund Kretschmann, CEO of our partner Intersped in Denmark.

Editor express: André, what about you in Denmark? Can you continue to deliver our customers' shipments?

André Lund Kretschmann: "Yes, everything is still going smoothly. The volume of shipments is still reasonably stable. The border crossing takes place without delays, deliveries are faster at the recipient due to the reduced traffic volume. In addition, we have the understanding of the recipients, in case something's changing or if there is a delay. All good."

Editor Express: Have you made any special arrangements in your company?

André Lund Kretschmann: „In addition to the well-known arrangements (washing hands, hand disinfection everywhere in the office, cleaning the rooms twice as often as usual, keeping distance etc.) we quickly introduced that the drivers do not hand over the scanner for acknowledgment. The drivers need to ask for the same during delivery and enter the name of the recipient themselves. With this simple exercise, we wanted to keep the risk of infection as low as possible. Fortunately everyone is still healthy and with us."

Editor Express: Are there any other positive things to report?

André Lund Kretschmann: „I believe it is positive, that we as transporters have received a – perhaps long awaited – recognition from society over the past few weeks. Together with the staff in the hospitals and the men and women at the checkout in the supermarket, we have suddenly become everyday heroes. This is remarkable. Even the Danish queen mentioned „us“ in her extraordinary speech to the nation a week ago – this has never happened before.

In Denmark the slogan „Sammen – hver for sig“ which means „Together – Everyone for himself“ or „Being separated together“ has proven itself in society. The point is, that despite the forced separation, we all find new ways „to be together“. Be it, to talk via Facetime, to send a bouquet of flowers more than usual or just to have something good sent home with the help of the logistics industry."





Night Star Express



www.night-star-express.de