



51° 32' 9.096" N

MOIN GROß IPPENER

WHAT MAKES THIS LOCATION DIFFERENT AND BETTER

7° 43' 34.068" O

VISIT TO THE AWARD-WINNING SITE IN BREMEN BENCHMARK BEST PRACTICE



Dear readers,

a company like Night Star Express has an interesting life of its own and a very special dynamic beyond the demanding daytime or, in our case, night-time business. We are all the more

pleased when we are once again given a live insight into the respective locations. We recently took a look around Groß Ippener near Bremen and looked over the shoulder of Sabine Mayer, who manages the Bremen branch. Together with her dedicated team, Sabine Mayer makes a significant contribution to the success of Night Star Express (more on this on pages 6 to 9).

Whether in politics, business or in the personal sphere: The topic of sustainability is increasingly influencing our lives. After all, we are all affected. It is also highly relevant for our company in many respects and is noticeable and visible in a wide variety of areas. At the same time, the demands of our customers are increasing. According to a recent representative study of SMEs, three quarters of the companies surveyed stated that the inclusion of sustainability increases their customer loyalty. They increasingly expect transparency in real

time, flexibility, reliability and valid data. You can find out what we are achieving in terms of sustainability in our latest sustainability report, available online on our website, and in this current issue.

We are expanding our team and welcome new colleagues. You can also find out who they are in detail and how they will support us in the future in the new express.

I hope you enjoy reading this issue. Yours,

Nikolaus Frantz
Managing Director Night Star Express

INHALT

3 Start weekend service
Season can start

4-5 Sustainability Report – 2023
Holistic, strategic, clear

6-9 Best practice Groß Ippener
On-site report

10-11 Perfectly connected with Englmayer
o-operation in Austria

12-13 Michael Lambert has started with us
News at Cretschmar

14-15 Reinforcement for the team
Growing tasks and areas



ACKNOWLEDGEMENTS AND LEGAL NOTICE

Issue 92 – no. 4/2023
Circulation: 1.650 copies
Languages: German, English, Dutch, Italian, French

Published by:
Night Star Express GmbH Logistik, Unna, Germany

Editor-in-chief:
Petra Moss, central coordination office
(petra.moss@night-star-express.de)
Heinrich-Hertz-Straße 1, 59423 Unna
Tel.: 02303 98688-0

Editorial board:
Sarra Horchani,
Hellmann Worldwide Logistics
Christoph Temburg,
ZUFALL Logistics Group
Robert Overgoor and Daniel Siemes,
Night Star Express Hellmann B. V.

All of the above can be contacted via:
Editor-in-chief

Design: Y-Design, Michael Franz
(info@ydesign-online.de), Burchardtstraße 5,
63741 Aschaffenburg, Germany,
www.ydesign-online.de
Tel.: +49 (0)6021 929 783

Editorial deadline issue 1/2024:
5 April 2024
Publication date issue 1/2024:
Week 24 – June 2024

Contributions with a byline do not necessarily reflect the opinion of the editors. When publishing readers' letters, the editors reserve the right to make cuts for reasons of space. Please send contributions, letters and suggestions directly to Petra Moss, Night Star Express GmbH Logistik in Unna

WEEKEND SERVICE FOR STUD SEASON STARTS

HORSE BREEDERS: EXCITED TO RECEIVE THE CONSIGNMENT

Night Star Express is once again offering horse breeders a weekend service at the start of the breeding season this year. This means that fresh semen reaches mares throughout Germany and beyond overnight by the early morning. Then everything has to happen quickly – and the excitement about the new arrival increases.

Horse semen is a very sensitive commodity and time is precious in horse breeding. Excessively high temperatures or excessively long transport times can cause damage. For horse breeders who do not want to take this risk, the second largest overnight express service provider in Europe offers a weekend service every year throughout the breeding season from March to August. That means: Fresh semen

collected on Saturdays and travelling to the mare on the same day is delivered throughout Germany by early morning. Receipt-free and seamlessly scanned. Styrofoam shipping packaging protects against high temperatures as well as shocks or other influences that could have a negative impact on the quality of the sensitive genetic material.

HARVEST SECURED

Not only horse breeders from well-known stud farms use the Night Star Express weekend service. Other customers mainly come from the automotive and agricultural industries as well as the construction and agricultural machinery sectors. Particularly in the seasonal months from May to September, Night Star Express ensures that harvesting and agricultural machinery does not come to a standstill for agricultural machinery specialists. The weekend service is available all year round.

MORE INFORMATION UNDER:
WWW.NIGHT-STAR-EXPRESS.COM/OPTIONS



Sustainability - in black and white

Night Star Express fulfils requirements

Anyone who talks about sustainability may first associate it with ecological aspects. This is certainly an elementary component, but it is about more, about the big picture, which also includes other important aspects. Night Star Express even goes one step further and develops a coherent cycle. This can also be found in the current Sustainability Report 2023 – with exciting insights into our company.

The challenges of the present with a view to the future also demand continuous improvements from Night Star Express in all areas. We have therefore set up a transformation process in good time. The homework we have set ourselves essentially centres on how we, as a leading overnight express service provider, can set our own priorities when it comes to sustainability and represent them credibly both internally and externally. After all, our aim from the outset was to integrate the topic into our strategic considerations and corporate culture. Sustainable action should be reflected in everything that still characterises Night Star Express today, even after 30 years: in our successful business activities, in the commitment of our employees, in our trusting customer relationships and in the consistently reliable cooperation with our shareholders and cooperation partners. In doing so, we always claim that we

adhere to the basic principles of economically, ecologically and socially compatible business practices.

"We are currently working very intensively on our strategic direction and are shedding new or different light on many things with regard to our vision, mission and corporate goals. The topic of sustainability is one of the focal points that can be found in many areas at our company and – as we have noticed time and again – forms a constant element in our strategy. Sustainability is also a top priority for our shareholders, advisory boards and top management," explains Nikolaus Frantz, Managing Director of Night Star Express. Ultimately, however, joint efforts are crucial: "This is why our employees deal with important details across all departments and pool their expertise in a suitable place so that they can then pass it on as valuable multipliers in workshops or working groups. The aim is holistic sustainability management from which everyone benefits according to the motto 'learning from each other'," explains Nikolaus Frantz.

TRANSPARENT ACTION AND CLEAR GUIDELINES

The current Sustainability Report 2023 highlights various fields of action and concepts. It provides varied insights into the activities of the shareholder companies and how they implement (certified) sustainability measures on site. We show how the respective players drive forward their activities and services with regard to sustainable developments, reflect on them and enrich them with further meaningful facets. Nikolaus Frantz: "We also see our sustainability report as an important element of our corporate communication. We talk about our actions, and at the same time we anchor the principle of sustainability in our corporate strategy on the basis of guidelines. All in all, this is a challenging but extremely worthwhile joint endeavour."

THE DIRECT LINK TO THE SUSTAINABILITY REPORT 2023



"I wouldn't want to swap my job"

Sabine Mayer: Head of KEP Bremen

Sabine Mayer has been working in logistics for more than 23 years. Despite the long period of time, she doesn't find any working day boring – on the contrary: She appreciates the variety in her job, because in addition to routine tasks, the operations manager of the Bremen branch of Hellmann Worldwide Logistics and her team have to overcome the daily hurdles that the industry, and overnight express in particular, entails. So far with extraordinary success, as the Bremen site has repeatedly achieved top marks in internal audits by Night Star Express and maintained its top position last year.



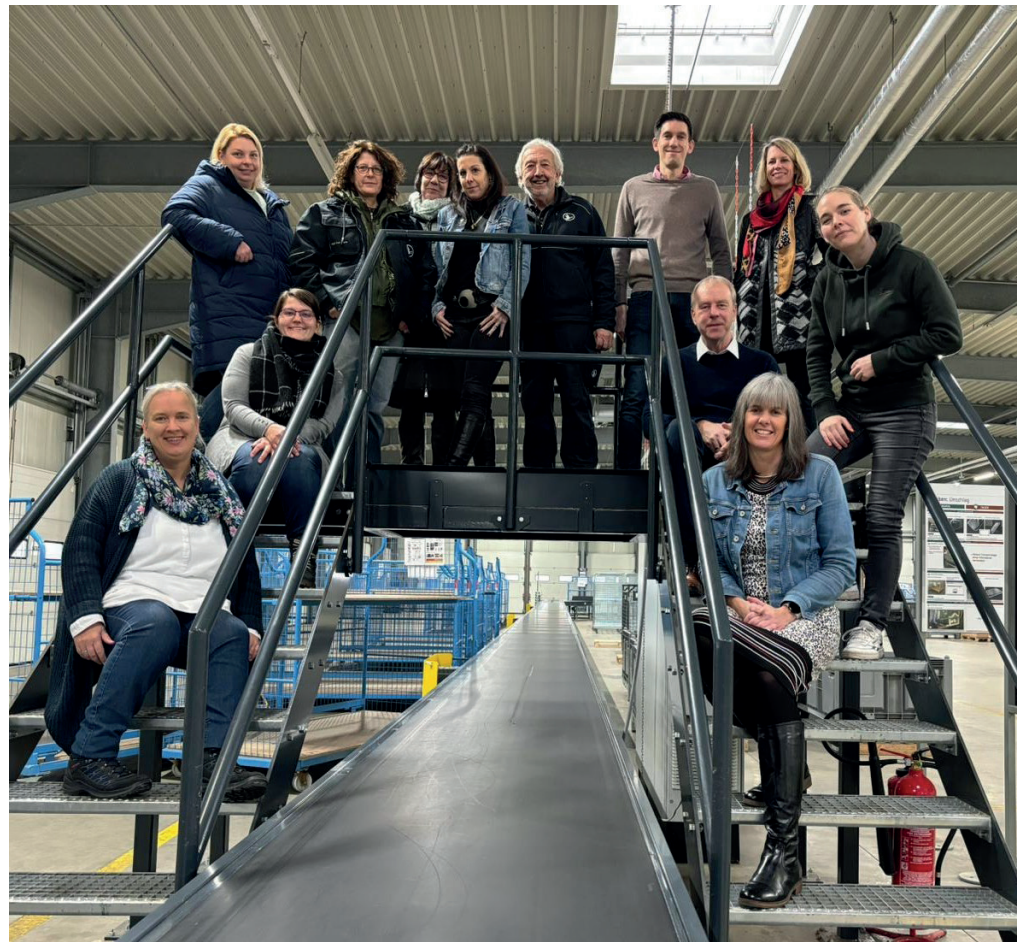
Sabine Mayer began her professional career at Hellmann as a quality officer, then quickly moved on to other positions as service manager, forwarding manager, head of the CEP division and finally as operations manager of the Bremen branch. "I got to know the industry and the Hellmann company from different perspectives. In this way, you gradually acquire the knowledge and feel for the priorities that the different areas set – and must set – in their work. This complex view of things makes my approach easier. I see myself as part of the system. Because only as a team can we manage to be truly productive and fulfil our tasks satisfactorily for everyone involved with a common focus and a mutual basic understanding of the overall result."

Sabine Mayer is professionally familiar with the handling of general cargo shipments with large transporters in the CEP sector. "When I compare the two, I now clearly favour the CEP sector. I wouldn't want to swap my job again." What makes it so appeal-

ing? "While scheduled deliveries can be postponed to the next day if necessary in traditional forwarding operations, our drivers have it in their DNA that shipments must arrive as punctually and on time as possible within the overnight express delivery service. After all, we advertise with this customer promise, which spurs us on every day. And that's exactly what makes the whole thing so exciting," she explains.

INNOVATIVE, MODERN AND TRENDSETTING

The colleagues moved into the hall complex and office building more than three years ago; the previous location was at Bremer Kreuz. "Here in Groß Ippener, we had the advantage of having an infrastructure that was basically suitable for overnight express and could be expanded," explains Stephan Meyer, COO CEP Germany at Hellmann. Moving to the greenfield site initially required a willingness and flexibility to adapt to the new circumstances. Over time, everything has worked out very well – ideal conditions for fur-



Team photo above, from left, sitting on the stairs: Susanne Ammersbach, Sarah König, Varinia Bojahr-Wieland, Sorina Franz, Birgit Buth, Sandra Welge-Galietto, Johann Möhlenkamp, Leo Beckmann, Andrea Hoge, Juliane Lindhorst and bottom right seated Stephan Meyer and Sabine Mayer

their growth. With state-of-the-art technology, including a new conveyor system, the 3,000 square metre site is considered innovative, modern and trendsetting with its above-average standards. The

shareholders and shareholder representatives of Night Star Express were able to see this for themselves in October 2023 during a site inspection on the fringes of the shareholders' meeting. "We

are happy to pass on our knowledge and experience to our colleagues. After all, we want to learn from each other based on best practice examples and constantly improve. Regular dialogue on an equal footing and the sharing of valuable information help us all move forward together. We also benefit from this in return," emphasises Stephan Meyer. Groß Ippener currently records around 30 delivery tours a day, as well as around 2,100 outgoing and 1,100 incoming consignments. Most of the staff have been on board for many years and the staff turnover rate is close to zero. Word of the good working conditions gets around through recommendation alone. Stephan Meyer: "We are convinced that a pleasant working atmosphere, respectful cooperation and fair pay ensure that people enjoy working for us, share our values and views and feel part of our

Still in the team, but not in the picture:

Daniela Hartmann, Nicole Hartmann, Don Janssen (all in the NSE night shift / warehouse area)

Nina Seebeck, Tanja Wirch (both from the Military Logistics division)

Anke Reese, Joumana Tachech (both Night Star Express)



should have this sensitivity, if only for reasons of sustainability." The furnishings in the office building, with their colourful accents from the carpet to the lamps, also radiate a pleasant atmosphere. During the coronavirus period, Sabine Mayer and her team came up with the idea of a mother-child room to compensate for the daycare centre closures. "It all worked smoothly, was very well received and strengthened us together once again. We will continue to successfully utilise this momentum for the future." And who knows? Perhaps the future professional offspring has already learnt something in the mother-child room?

company for an unusually long time." This requires transparency and openness: "Mistakes can happen anywhere and at any time. They can happen to anyone and do not represent a problem, as long as they don't happen too often. The important thing is to talk about it, find a remedy and develop constructive solutions." Building also a feast for the eyes Sabine Mayer can only agree with this. "We already look for certain soft skills such as the ability to work in a team, honesty, loyalty

and a sense of responsibility during the job interviews. Grades and degrees are not insignificant, but they are not decisive. If the chemistry is right, both sides have already gained a lot. Everything else will become clear after a trial day and an induction period according to our tried and tested motto: learning by doing. This has worked very well for us so far." The personal signature of the operations manager is also evident throughout the building complex: There are inviting social areas and free hot drinks, and everything looks neat and tidy. If you carelessly dispose of rubbish where it does not belong, you can assume that you will be addressed personally immediately. "Cleanliness is the be-all and end-all. Everyone

"We are on the same wavelength"

Co-operation with G. Englmayer Spedition

Night Star Express and G. Englmayer Spedition, based in Austria, are once again two partners who already know each other well and are perfectly attuned to each other. The common goal is to use the tried-and-tested contactless first-class overnight express service to organise the supply of markets across Europe even more efficiently.

G. Englmayer 
Logistik – ganz persönlich.

The reorientation/strategy adjustment of G. Englmayer, Spedition GmbH, headquartered in Wels, Upper Austria, with Night Star Express Logistik GmbH as a partner has once again brought together two networks that complement each other in a number of European countries and do not present themselves as direct competitors to shipping customers. G. Englmayer Spedition will continue to offer the usual night and day express products in Austria. In the countries of Eastern Europe, where Hellmann Worldwide Logistics also offers ser-

vices as a shareholder company of Night Star Express, the two units work closely together to serve the markets jointly. With the implementation of the new network partner G. Englmayer Spedition in Austria, the outgoing volumes ex Austria will again be transferred to the Night Star Express network in Europe.

"We are very positive about a joint, partnership-based collaboration and long-term development. This results in some valuable synergy effects that we will continue to develop," emphasises Josef Schöllhuber, Head of Express Transport/Premium Products at G. Englmayer Spedition. "As an independent and successful family business, we have had a dense network of branches and reliable partners in Austria and Europe for more than 160 years. We strive for sustainability and quality leadership in all our business models. Appreciation towards customers, partners and employees is an essential part of our corporate culture." All Austrian sites of the G. Englmayer Group are certified according to ISO standards 9001 (quality management) and 14001 (environmental management), among others. The branches in Hungary, the Czech Republic, Slovakia, Romania and Slovenia also have ISO 9001 certification. The roll-out to other branches is set out in the G. Englmayer Strategy 2025 and is already underway.

EXPLORING NEW POTENTIAL IN A TARGETED MANNER

G. Englmayer Spedition will offer the customised Night Star Express products in Austria and deliver them to customers with seamless scanning. "We are delighted to have a reliable and committed partner at our side in G. Englmayer Spedition. Together, we will continue to expand the business and realise new potential," explains Nikolaus Frantz, Managing Director of Night Star Express GmbH Logistik. "There is respectful and goal-oriented communication at eye level. We are very satisfied with how things have started and the results so far. The headquarters of G. Englmayer Spedition in Wels acts as an important Eastern European hub. These prerequisites enable us to define additional cross-border products, open up new market opportunities together and thus increase our competitiveness," explains Thom-



as Keßler, Project Manager and International Manager at Night Star Express.

Josef Schöllhuber can only agree with this: "With Night Star Express, we know we have a competent partner at our side. We are both medium-sized companies. In addition to our economic determination, we are united by the fact that we create jobs, promote regional growth and represent an elementary and indispensable link in the value chain with our products and services in the logistics sector. And there is another important component: "As medium-sized companies, both partners are also on the same wavelength. What we particularly appreciate about Night Star Express is its absolute commitment and reliability. The close, personal contact, shared team spirit and commitment are also among the strengths. Requests are dealt with quickly, straightforwardly and in a solution-oriented manner. All of this together forms the basis for a trusting collaboration and is a flagship for customers, business partners and our shareholders."



New management in Leverkusen

Michael Lambert: A logistics expert with a high level of interdisciplinary expertise

He is familiar with desk work and sometimes lends a hand on the conveyor belt when things get tight: Michael Lambert has been Head of Night Star Express at the Leverkusen/KP West branch since the beginning of the year. His office is not far from the Düsseldorf headquarters of L.W. Cretschmar GmbH & Co. KG, a partner company of Night Star Express GmbH Logistik.



"We are always looking for qualified and reliable drivers. And we have to be able to rely on competent cooperation partners and companies on site to ensure that everything runs smoothly for our customers."

Matthias Stich, Managing Director of the Cretschmar Group, is delighted to have Michael Lambert at his side. "We have a richly filled 'fish tank' here in this region. This means that there is a large local market with a lot of potential. And with Michael Lambert, we now have all the expertise in-house that we need for further growth. We all believe in the Night Star Express business model, and the Leverkusen site is extremely well suited to it." Under the slogan "The future has origins", the signals therefore point to further positive developments: "With our colleagues Ralf Stevens as Operations Manager and Thorsten Junk, who is in charge of sales, as well as the entire team, we are working on further optimising the management of our processes and collecting valid key figures. After all, we all know how difficult it is to transport products to the market at the right price. We therefore first need to know our own added value in order to derive further benefit from it." Michael Lambert can only agree with this.

With 30 years of professional experience, the 56-year-old is an "old hand" in the industry. When the new position at Cretschmar came up, he didn't hesitate for long: "Logistics and operational processes are my lifeblood. The overnight express also brings with it a few special challenges. No two days or nights are the same. There is therefore no lack of variety and our work thrives on constant optimisation. This opens up a great deal of room for manoeuvre to put good ideas into practice together with a powerful team."

Since starting at Night Star Express with Leverkusen as the consolidation point for the Benelux countries, he has taken the necessary time to familiarise himself with the processes and the team. "A continuous dialogue is extremely important to me. I see it as an indispensable basis for good and successful cooperation." Transparent structures and a clear allocation of tasks with respective areas of responsibility are also essential. "We meet regularly as a team. Everyone can and may contribute their expertise and experience. Be it in the areas of occupational health and safety or optimisation measures in general. The basis for this is a coherent qualification and training matrix, which we will continue to expand," explains Michael Lambert. There are also other topics that are very important to the new Head of Night Star Express. These include high delivery quality, optimised route planning and increased productivity in sorting. Last but not least, he and his team want to make greater use of digital technologies in order to open up new technical possibilities and simplify processes and communication. "I am also particularly keen to maintain an intensive dialogue with the Night Star Express system headquarters in Unna in order to benefit from each other's experience and best practice examples."

SQUARE METRES, STOPS AND LOTS OF PARCELS

The Night Star Express hall in Leverkusen measures 3500 square metres. Around 10,000 parcels are recorded daily in goods issue and 5,500 parcels in goods receipt. The team has a total of 20 permanent employees. If you include part-time and temporary staff, there are around 40. For the Head of Night Star Express, the labour shortage and efforts to find committed and suitable employees are a pressing issue.



Night Star Express team continues to grow

New staff additions



New Head of Finance

Nicole Bourguignon

Nicole Bourguignon took over as Head of Finance and Controlling at Night Star Express on 1 March 2024. She is 50 years old and has already held similar positions in various companies. "I am delighted with the new role and the team. One focus of my work will be on the topic of digitalisation, which offers plenty of potential for optimising workflows and processes, especially in finance." We will be introducing Nicole Bourguignon and her area of work at Night Star Express in more detail in a future issue.



Optimised data flow

Nils Gorka

Nils Gorka joins the IT team as a data engineer. He is 27 years old and a computer science graduate from Dortmund. Nils already feels quite at home in his new working environment: "I really enjoy working at Night Star Express and I hope I can support the team in the best possible way with my professional background. I was given a very open and friendly welcome. Let's hope it continues in the same way." In his spare time, he does a lot of sport and works with 3D printers.

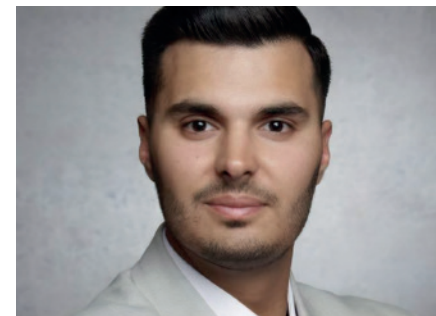


Passion for processes

Yohan Amor

Yohan Amor is a new member of the Operations team under the leadership of Sven Hoops. In his previous job, the 35-year-old worked as a logistics manager for five years. "Processes are my passion. That's why I wanted to familiarise myself even more with the topic. I also enjoy setting up new projects and keeping a close eye on them from A to Z." Night Star Express already won him over during the onboarding process. "Everyone was very helpful right from the start, and I always felt well informed and supported. I particularly appreciate the opportunity to work well together in a team as well as independently."

A successful team needs motivated team players. Our new colleagues, who we welcomed to Night Star Express at the beginning of the year, are already showing their full commitment. This is also a challenge for us as a company and we welcome feedback on our onboarding process. "We attach great importance to ensuring that new employees feel at home with us right from the start and quickly find their feet with support from the team. This promotes motivation and creativity on all sides," emphasises Nikolaus Frantz, Managing Director of Night Star Express.



Always open to new ideas

Muhammed Ucan

Muhammed bezeichnet sich selbst als wissbegierig. Muhammed describes himself as inquisitive and open to new things. With this attitude, he is ideally suited to our company, where he is focussing on quality management in the Operations division. The 26-year-old was most recently employed in the food industry and has already gained experience as a process engineer and quality specialist. In his free time, he relaxes by swimming and playing the clarinet. He taught himself this on the side through self-study.



Super familiarisation

Markus Rosik

Markus Rosik is 27 years old and a qualified forwarding agent. He has also recently joined the Operations team. "It appealed to me to work together with established process managers. I like the tasks very much, including working in tandem." He was also particularly impressed by the detailed familiarisation plan. "That was a great basis for getting an overview and familiarising ourselves with processes." To make sure it's not just theory, he has already travelled several times and, like the other new colleagues, has got to know various locations.



Focus on system planning

Fiete Kraß

Fiete Kraß has also joined the Operations team, where he is familiarising himself with system planning. The 31-year-old has around six years of practical experience and values good and constructive cooperation. "An exchange on an equal footing is very important to me." Now he is very excited to be able to gain new experiences at Night Star Express. "Everything has gone very well so far. I'm looking forward to my new tasks."

HUB HÜNFELD

NEW DOUBLE PASS

The HUB Hünfeld also has news to report in the area of personnel, because with the continued positive development of our company, qualified and motivated employees are always welcome.

New in Hünfeld: **Michaela Franz** and **Frank Grösch**. They join the Operations team as Quality Manager and Deputy Head of Handling. Michaela Franz is 56 years old and has more than nine years of practical experience in the CEP sector. Her last position was as Team

Leader Returns. Frank Grösch is 45 years old and can look back on more than 20 years of practical experience in the night express industry. His last position was Branch Manager.

