

# HOSCH *news*

The International HOSCH Magazine



- **Setting the Course for the Future**  
From owner-managed firm to global player
- **On the Sweet Side**  
Work at Europe's largest sugar manufacturers
- **Closer to the Customer in Triangle D, CH, A**  
Swiss subsidiary starts work
- **100 Per Cent Commitment for 30 Years**  
Hans-Jürgen Niehues celebrates service jubilee



## Editorial

### Nearness Creates Customer Confidence

*Dear HOSCH employees!*

*Innovative products, reliable technology and engineering, and high quality standards – there is no doubt that all these are prerequisites for success in business. But are they enough to survive on the international market? The answer is a straight no! It is at least equally important to offer comprehensive service coupled with intensive consultancy and back-up. This alone enables customers to make full use of the technology provided, to their maximum satisfaction.*

*That is why closeness to customers is key to our company philosophy. Whether in iron ore mines in Australia and Brazil, with distributors in Scandinavia, or in our new daughter company in Switzerland – throughout the world we deploy our service technicians in such a way that short travel times allow them to help quickly and without complications.*

*Expanding our after-sales service also means strengthening our field force and employing new staff. The best example of this is our subsidiary in Brazil. The workforce there has almost tripled within a space of two years. Our optimal all-round service frees customers of one of their worries. They know that there is someone available locally who is familiar with the engineering, eliminates problems swiftly, and ensures that the conveyor belts will keep moving without any problem. This reliability creates trust and confidence – the foundation for good business relations.*

*In our last issue this year we should like to thank all staff around the globe for their work. It is your performance and your commitment that have made 2008 a successful year for HOSCH. We wish all of you and your families as well as all our customers and partners a very happy Christmas and a healthy, happy New Year.*

*Yours truly,*

Hans-Otto Schwarze

Eckhard Hell

## Contents

- |  |  |
|--|--|
| <p><b>02 Editorial / Contents</b></p> <p><b>03 HOSCH Mix</b></p> <p><b>04 Setting the Course for the Future</b><br/>From owner-managed firm to global player</p> <p><b>06 Bonding with Customers – Winning Customers</b><br/>HOSCH takes part in trade fairs all over the world</p> <p><b>07 Two Brothers at the Cape</b><br/>Connell brothers service mine in North West Australia<br/><b>Personnel Ticker</b></p> <p><b>08 Enquiry</b><br/>Heads of Department at Head Office</p> <p><b>10 Closer to the Customer in Triangle D, CH, A</b><br/>Swiss subsidiary starts work<br/><b>Printer's Imprint</b></p> | <p><b>11 Indo-German Success Story</b><br/>Madan Mohanka welcomes German delegation<br/><b>On the Sweet Side</b><br/>Work at Europe's largest sugar manufacturers</p> <p><b>12 Fast, Faster, HOSCH GB</b><br/>British subsidiary optimises customer service<br/><b>High Standards</b><br/><b>100 Per Cent Commitment for 30 Years</b><br/>Hans-Jürgen Niehues celebrates service jubilee</p> <p><b>13 Sand Rose in the October Sunshine</b><br/><b>10,500 Euro for Breast Cancer Research</b><br/><b>Sun Shines on Dream Wedding</b></p> <p><b>14 Eyeing the Elks</b><br/>HOSCH Sales Manager Jari Iversen goes hunting<br/><b>Pit Stop Like Formula 1</b><br/><b>Letters to the Editor</b></p> <p><b>15 Game for Winter</b></p> |
|--|--|

## Petzold Wins Gold for Brazil Again

Golden Module Number 2! Following success in 2007, HOSCH do Brasil General Manager Peter Petzold won the HOSCH Award again in 2008. Good and fast service, new customers and doubling of sales – “Peter Petzold and his team have managed to improve their success from the year before even further”, says HOSCH Managing Director Eckhard Hell. The scenario in Brazil is as good as can be. The land is on its way from being a threshold country to an industrialised country. In particular the iron ore mining segment is growing at headlong pace. In order to guarantee good quality service Petzold stations his staff members close to the customers. “In this way we can eliminate any possible malfunctions quickly and shorten belt downtimes beyond comparison”, says the HOSCH do Brasil Manager. Petzold plans to increase the team of the Brazilian subsidiary to 20 staff members by the end of 2008.

The “Golden Module” is traditionally presented at the International Manage-



Golden Module for outstanding performance: Eckhard Hell, Peter Petzold and Jochen Welt (l. to r.)

ment Meeting. From 11 to 13 November all the HOSCH managers met at the company headquarters in Recklinghausen, where District Administrator Jochen Welt handed over the HOSCH Award to Peter Petzold. The managers used the meeting for workshops and strategy dis-

cussions. As every year, there was an excursion on the agenda this time too. The managers went together to Harsewinkel near Gütersloh for a tour of the plant of agricultural machinery manufacturer Claas, where they were just amazed at the enormous production capacity and quality.

## LBM gets Fit for HOSCH



The LBM staff at the training belt

HOSCH know-how for customers from the far north. In April 2008 three guests from Sweden travelled to the company headquarters in Recklinghausen. For two days Johan Olsson, boss of the Swedish LBM Group, Roger Nordström, about to become distribution and service manager, and administrative assistant Stina Bruhner made themselves fit

for HOSCH at the company head office. They were supported by Jari Iversen, HOSCH Sales Manager in Scandinavia.

In addition to a tour of the company headquarters, the timetable included theory training sessions – about the HOSCH principles, the various types of tracker rollers, and service and installation. In the practical sessions the visitors were able to lend a hand themselves on the company’s own training belt. “We use the customer training sessions to work even more closely together with our partners in distribution from home and abroad”, said training manager Thomas Legner. After the training package Olsson and Nordström toured the steel plant of ThyssenKrupp Steel in Duisburg, while Stina Bruhner used her visit south for a trip to Paris.

### Machines for South Africa

Milling, drilling, screwing, hammering - the machines don’t stand still in the HOSCH production hall in South Africa. The production figures increase daily. In order to cater to the constantly growing requirements regarding quality, the oldest HOSCH subsidiary in Johannesburg added two new highly efficient CNC machines to its machine pool in October 2008. In addition, HOSCH South Africa also reinforced its production team by employing several new members of staff. The aim is to safeguard the short- and long-term production capacities through these measures as well as to ensure the high quality standards of the HOSCH products and delivery to the customers in time.





Head Office, control centre, forge of ideas: Since 1990, the company has been located in the industrial estate Am Stadion in Recklinghausen

## Setting the Course for the Future

From small engineering design firm to international corporation – Hans-Otto Schwarze revolutionises scraper design in 1975 – Eckhard Hell has been continuing HOSCH success story since 1998

A pit somewhere in the Ruhr. The engineer Hans-Otto Schwarze holds his breath. The first prototype of a HOSCH scraper starts its work on a coal conveyor belt – and does it well. That was the year 1975. Today it is clear that the foundation for the HOSCH success story was laid with the development of the first sprung blade scraper. This scraper – type A – was a sensation for mining specialists. Never before had anybody dared to position a steel scraper sloping slightly forwards against the running direction of the belt. The new system cleaned conveyor belts better than had been considered possible up to that time.

HOSCH engineering began its triumphal progress through mining and other industries. First of all it convinced customers throughout Germany and shortly afterwards around the globe. “However, worldwide distribution and service

could not be realised from Germany alone”, says Hans-Otto Schwarze. In 1981 the first subsidiary was founded in South Africa. Further companies followed in the USA and Australia in 1982, and in 1983 HOSCH GB opened up. Already in those days closeness to customers played a major role. “The best scraper is only as good as the service behind it” – this principle was a central aspect of the HOSCH corporate philosophy right from the very start. In addition to continuous technical improvements, Hans-Otto Schwarze therefore began at an early stage to train staff, partners in distribution as well as customers with comprehensive coaching sessions and to develop a worldwide service network.

### Securing the future

It was this far-sightedness that led the company founder to spread the management over additional shoulders already

at the end of the 1990s and thus secure his own successor. By bringing in Eckhard Hell in September 1998, Hans-Otto Schwarze set the course for the future of HOSCH. The now 71-year-old company founder had his attention drawn to the mechanical engineer Hell by a common business associate. “Mr. Schwarze telephoned me at just the right time”, remembers Eckhard Hell. “I was employed in the planning department of the power station company Veba Kraftwerke Ruhr in Gelsenkirchen. At that time the company was going through a major restructuring phase and subsequently merged into the power group e.on. That was a good opportunity for me to move on elsewhere.”

### Baptism of fire on the first day

Hans-Otto Schwarze and Eckhard Hell shared tasks between them as a management duo. Engineering, production and

administration originally remained in the hands of the company founder, while Hell assumed responsibility for sales and service, and thus for more than half the staff. "In my previous positions I was nearly always based in Germany. With HOSCH I was on the international stage right from the very beginning." This was a particular challenge for him. "I was always good at school, but English was the only subject in which I didn't do so well. My grades were always average", smiles Eckhard Hell. During his time with Veba he refreshed his language skills with private lessons and a course in London. At HOSCH he then underwent a baptism of fire. "On my very first day the manager from America called me and we conducted a discussion without any problems. Today I spend half the day speaking English."



Sales is being optimized further

### Expanding the service network

Since 1998 Eckhard Hell has made a major contribution to expanding after sales service further in Germany and has more than doubled the number of service staff from 20 to 50. "I always tell the staff, 'The scrapers are your babies – and so it's up to you to look after them.' This is the only way we can turn a customer into a satisfied customer." Hell sees vast potential for growth in this sector for the whole corporate family. "Together with the managers of the HOSCH subsidiaries we are well on the way to improving our sales and service network around the globe", says the 52-year-old. "At present we have almost

400 staff worldwide. Before I retire I should like to increase this number to at least 1,000."

### Expansion in South-East Asia

As well as expanding the already existing subsidiaries, HOSCH has its eye above all on the Asian market. Together with HOSCH India, the Head Office team is planning to set up new companies in Thailand and Malaysia. "Both of these are threshold countries on the way to industrialisation", explains Eckhard Hell. "There is enormous potential for HOSCH there, and indeed throughout the entire region of South-East Asia."

### Engineering with a head start

With the latest generation of scrapers of the type HD, HOSCH has developed the first scraper worldwide, which is equipped with tungsten-carbide tipped cleaning modules and cleans conveyor belts directly at the discharge pulley. Because of the continuous flow of material, this type of scraper – installed at the so-called "three o' clock position" of the pulley – is exposed to extreme strain. Spring-loaded single cleaning modules allow operation of the scraper even at belt speeds of up to 7.5 m/s and belt widths of up to 3.2 m. Even under the most difficult conditions, these tungsten-carbide tipped cleaning modules are able to remove thick layers of extremely sticky carry-back from the conveyor belt and deflect from the belt in case of any possible obstructions on the surface. From the middle of 2009, HOSCH plans to start with the series production of the HD scraper.

### On the right path

To reach the goals, it is important to keep HOSCH on course. "HOSCH is now at a new threshold", says Eckhard Hell. "The relatively small and owner-managed company is changing to become a medium-sized global operator." The Managing Director's experience from his time in big industry is of benefit along this path. "A growing organisation needs modern staff structures. We shall distribute tasks even better in future and delegate spheres of responsibility intelligently", promises Hell. "We are looking forward to these challenges."



Eckhard Hell keeps an eye on world-wide expansion

## Music and marathon

*Eckhard Hell was born in Oberhausen in 1956. Before moving to the HOSCH management team in 1998 the graduate mechanical engineer – specialising in process engineering – worked for the energy providers Babcock-Borsig and Veba Kraftwerke Ruhr. Together with his wife Petra he still lives in Oberhausen and is father of two grown-up children, Pia (26) and Christoph (25). Whether jazz, blues, rock or classical – Eckhard Hell is a great music lover and always enjoys playing the guitar. He demonstrates single-mindedness and staying power not only at work, but also as a marathon runner. He managed to run the 42.195 kilometers for the first time in Cologne in October 2007. Hell travels worldwide for HOSCH, but for him one of the loveliest places is only a few kilometers away from his home. Since 2002 he has owned a small holiday home in Willingen, well-known in the Sauerland region because of the annual ski jumping competition there. "Whenever I want to relax that is the place I slip away to."*





Down we go – IUT invites visitors into the Hagerbach experimental tunnel



Well attended – the HOSCH stand at Steinexpo 2008

## Bonding with Customers – Winning Customers

Germany, Switzerland, South Africa : HOSCH successfully takes part in trade fairs all over the world

Three weeks, three countries, three trade fairs – in September HOSCH presented itself to the trade public throughout the world. Trade fairs in Nieder-Ofleiden near Homberg (Germany), Johannesburg (South Africa) and Sargans (Switzerland) were on the programme. At “Steinexpo 2008” alone, the German demonstration fair for the building materials industry, the HOSCH stand personnel conducted discussions with 95 customers – 19% more than in the year 2005. These contacts with new customers by themselves resulted in offers worth 90,000 Euro.

An eye catcher and magnetic draw for the public – the HOSCH stand in glowing orange attracted attention from afar at “Steinexpo 2008” in the district of Vogelsberg and was well received. Visitors described it as “open and inviting”. HOSCH staff Thomas Scherer, Detlef Domke-von Bichowski, Ralf Schult and Hubert Kopyto demonstrated the paint scraper principle on a mini belt exhibit, the sprung blade function and the automatic setting of the scraper systems. “Through discussions we were able to cultivate existing contacts and win

many new customers” says Detlef Domke-von Bichowski. More than 43,000 guests and some 250 exhibitors visited the industrial show held in a 200,000 square meters quarry.

### Second-largest mining fair in the world

HOSCH staff enjoyed an international flair during the “Electra Mining Show 2008” in Johannesburg, South Africa. The team backing HOSCH South Africa’s General Manager Johan de Koker welcomed guests at the HOSCH stand from 8 to 12 September. “We even had an enquiry from Brazil that we forwarded on to our colleagues there straight away”, smiles Johan de Koker. “We were also able to convince a particularly large number of new customers of the benefits of HOSCH technology. We shall certainly come back to this trade fair again in 2010.” The Electra Mining Show is considered to be the largest mining exhibition in the southern hemisphere.

### On the track of tunnel trends

Safety helmets and safety shoes – you need the right outfit to visit “Innovation unter Tage” (IUT), for this exhibition is

held in a 5 kilometer long experimental tunnel in Sargans in the east of Switzerland. “You are underground all the time – that is the particular charm of this show”, says Detlef Domke-von Bichowski, who was running the HOSCH stand in Switzerland after coming from Steinexpo. From 17 to 18 September HOSCH took the opportunity there of cultivating and expanding relations above all with companies in the tunnel-building industry. Detlef Domke-von Bichowski: “The ‘family’ of global tunnel builders is very small and we all know each other. At IUT we were able to intensify our contacts further especially with companies like ROWA and Holcim.

### Further information:

Steinexpo 2008 – 7th International demonstration show for the construction materials industry:  
[www.steinexpo.de](http://www.steinexpo.de)

Electra Mining Africa 2008:  
[www.specialised.com](http://www.specialised.com)

IUT 2008 – Innovation underground in the “VersuchsStollen Hagerbach”:  
[www.iut.ch](http://www.iut.ch)

# Two Brothers at the Cape

Robert and Jeff Connell service the Rio Tinto mining group in North West Australia for HOSCH International

In peaceful North West Australia, far from the bustling tourism centres on the Eastern coast around the cities of Sydney and Melbourne, lies the village of Point Samson with a population of 200. Looking out over the Indian Ocean, surrounded by palm trees, the HOSCH technicians Robert and Jeff Connell enjoy life there. Their workplace is only 7 kilometers away – 100 conveyor belts of the Rio Tinto mining group at the Cape Lambert site.

Rio Tinto is one of the largest iron ore producers in the world. At present 80 million tons of iron ore are shipped from Cape Lambert every year – mainly to China. The plant is growing visibly and steadily developing further. The goal is therefore to keep conveyor belt downtime and stoppages as low as possible. “We have stationed the two staff members in Point Samson in order to be able to guarantee service on the spot 365 days a year”, says James Stamelos, Managing Director of HOSCH International.

## Working where others go on holiday

The fishing village Point Samson is located in the Pilbara region, about two hours by air away from Perth, the company headquarters of HOSCH International. The “Aussies” in the environs regularly spend their holidays there. Idyllic sandy beaches tempt visitors to long walks and sun-bathing. With a little luck it is even possible to observe whales from the beach. When the Connell brothers go to work in the morning they are welcomed by the rising sun coming up over the Indian Ocean. On warm evenings after work they enjoy the view with a cool beer on their veranda.



From their veranda the Connell brothers look out over the Indian Ocean

## Personnel ticker

### +++ 25 years with Claude Trumpf +++



A quarter of a century with HOSCH – Claude Trumpf, Managing Director of the subsidiary in France celebrates his 25th service jubilee this year. He started his career in September 1983 under the guidance of Head Office in Recklinghausen. As a member of the sales force, Trumpf travelled his home country France during these years. When HOSCH France was established as the ninth subsidiary company in 2001 the now 59-year-old took over as Managing Director. In his free time the father of four enjoys listening to good music and improving his golf handicap.

### +++ New voice for HOSCH Italia +++



If you call HOSCH Italia you will reach her directly – Mariangela Vassallo. Since October 2008 the 26-year-old has been the office angel. Whether Italian, French, English or German – the qualified interpreter has no difficulties with international understanding. In her leisure time Mariangela Vassallo enjoys music, dancing and painting.

### +++ A little “man of the people” +++



Congratulations on her new baby! On 4 September 2008 Melanie Weiland, sales staff officer at HOSCH in Recklinghausen, gave birth to a little boy. Leander – Greek for “man of the people” – was 53 cm long and weighed 3,910 gram when he was born.

### +++ Service jubilees a Head Office +++

Hans-Jürgen Niehues: 30 years  
Christian Kusber: 20 years  
Gregor Bronzel: 10 years  
Eckhard Hell: 10 years  
Hella Pankoke: 10 years  
Ralf Schult: 10 years

# Enquiry

Sales, accounting, information technology and cooperation with subsidiaries – all the threads run together at Head Office in Recklinghausen. This is the heart of the international HOSCH family of firms. But who coordinates all the tasks and makes sure that information flows properly? In our series "Enquiry" we look at the heads of department at HOSCH headquarters in this issue. At the interface between management and workforce, they ensure that the HOSCH goals and philosophy are implemented in their respective departments.

Getting to know the persons behind the names – our series "Enquiry" is one of the most-read pages in HOSCH news. That is why we shall be introducing you to HOSCH staff around the globe again in our next issue too.

## SALES GERMANY, AUSTRIA AND SWITZERLAND

HANS-JÜRGEN NIEHUES AND DETLEF DOMKE-VON BICHOWSKI



The largest department at HOSCH Head Office merits a duo at the top – Hans-Jürgen Niehues and Detlef Domke-von Bichowski head Sales in Germany, Austria and Switzerland. Their team of around 50 staff maintains close contacts with all customers in

Germany and the other German-speaking countries. They ensure that scraper systems operate soundly wherever they are installed. Hans-Jürgen Niehues with his 30 years of service at HOSCH (see also page 12) is one of the most experienced staff members at Head Office. He is on familiar terms not only with scraper engineering, but also with most of our customers. Detlef Domke-von Bichowski, a technically experienced colleague, joined him in April 2006. This mining mechanic and graduate process engineer is responsible in particular for looking after the branches in Austria and Switzerland. He also organises the HOSCH stands at exhibitions and trade fairs. "I find it important to keep a dialogue going with all departments and subsidiaries all the time", says the 42-year-old. "Team work is what it's all about, because after all we are only strong together."

## INFORMATION TECHNOLOGY SYSTEMS

CARSTEN KUTSCHKI



An internationally operating company without computers and IT equipment? Inconceivable! Carsten Kutschki and his colleague Andree Zimmer ensure that everything runs smoothly in the world of bits and bytes – and more beside.

"I try to make information

technology as invisible as possible so that users hardly even notice it, even though it offers everything necessary for an optimal working process", explains Carsten Kutschki. After qualifying as a computer specialist he studied micro-processor technology and mathematics. Hailing originally from Oberhausen, he has been head system administrator since April 2008 and is responsible for the computers at Head Office. He also conducts IT training sessions for staff. The 33-year-old derives the necessary strength for all his tasks at work from his family. "My weakness for my little daughter gives me additional strength and motivation every day."

## FIELD SALES FORCE

GIANCARLO LEOMBRUNO



Which scraper is the right one for which customer?

What do technicians have to watch out for when installing the equipment? Where could problems arise on the conveyor belt? These are among the questions determining Giancarlo Leom-

bruno's daily work. With his team of four at Head Office he supports the HOSCH subsidiaries worldwide in looking after their customers. Leombruno is currently working particularly intensively with HOSCH Iberia and HOSCH Italia – almost a home game for him, as his parents come from Italy. "It is always important for me to find the optimal overall solution for conveyor belt cleaning", says the 36-year-old, who joined the HOSCH team in Recklinghausen in July 2003. Giancarlo Leombruno considers impatience to be his greatest weakness. For his department, the father of two sons has set the goal of expanding cooperation with the international HOSCH companies in order to lay the foundation for building up further subsidiary companies.



# Enquiry

## FOREIGN SALES

DELPHINE LÉONARD



She keeps the branches of the HOSCH family of firms together – head of department Delphine Léonard. With her four colleagues the 36-year-old looks after order handling for HOSCH International and HOSCH India. Her department also takes on

administrative tasks for the subsidiaries in France, Spain and Italy. "They come to us for cross-departmental and cross-subsidiary tasks", explains Delphine Léonard. Her initial training benefits her on the international stage. Born in France, she obtained a Master's degree in Applied Foreign Languages (English and German), specialising in business management. Parallel with this she trained as an interpreter and translator. In July 2009 the ski enthusiast will be celebrating her ten-year jubilee with HOSCH. Her goal? "I should like to be a reliable contact person for the HOSCH companies around the world in future too", she says. "And above all I would like to travel more and discover much more of the big wide world."

## ACCOUNTING

WOLFGANG NAWROCKI



Figures, tables, balance sheets – Wolfgang Nawrocki knows his way around in this world. As head of the Accounting department he focuses on Head Office finances together with his seven staff members. The 59-year-old has been working closely with

the management at HOSCH in Recklinghausen since 1987. "Revenues, expenditures – the figures have to balance", says Nawrocki. "After all, they form the basis for decisions on the business course adopted by the company management." The qualified industrial clerk benefits from his meticulous working method and his tendency towards perfectionism. "I think I can explain difficult facts and circumstances relatively simply", he says, although he admits to sometimes being very impatient. Wolfgang Nawrocki's goal for his department is to optimise work procedures. The husband and father would also like to promote team-oriented working methods.

## SALES SUPPORT SERVICE GERMANY

ANNEGRET WEIHER



Keeping track of everything in difficult and hectic situations? Not a problem for Annegret Weiher. "There's always a solution", says the 55-year-old. She joined HOSCH in Recklinghausen in 1991 as a foreign / wholesale clerk. Today, Annegret Weiher

keeps a tight grip on sales at Head Office. In collaboration with the sales force the five-strong team in the department handle offers and orders and represent the contact point for all customers and service staff. Annegret Weiher is completely familiar with HOSCH engineering and has cultivated contacts with customers over many years. "That helps me to hold my own in the male-dominated world of the sales force", she smiles. Among her colleagues the head of department is known for her quickness and readiness to take on work – and she expects the same of her staff. "This is the only way we can handle large projects optimally in future too."

## PRODUCTION, RESEARCH AND DESIGN

WERNER SCHULZ



James Bond has the inventor "Q", HOSCH has Werner Schulz. As technical master-mind he is responsible for planning, developing and organising all HOSCH products. Twenty staff in production, warehouse and dispatch, three in design and

two in research and development make up the design engineer's team. Werner Schulz's working day is guided by his slogan – respond quickly, flexibly and pragmatically to challenges. The 59-year-old started his career at HOSCH twice. From 1984 to 1988 he worked at Head Office, and then returned in 1992 since when he has been responsible for many technical innovations. "I should like to strengthen and expand HOSCH production further in future", says Schulz, and dreams of buying and restoring an old farmhouse together with his wife.

## Printer's Imprint

### Editor:

HOSCH-Fördertechnik GmbH

### In Charge:

Dipl.-Ing. Eckhard Hell,  
Managing Director

### Publisher:

Susanne Schübel - JournalistenBüro  
Herne (Direction), Hella Pankoke

### Translation:

Linda Golding, Hella Pankoke,  
Brigitte Rutz

### Texts:

Detlef Domke-von Bichowski, Frank Giove, Jari Iversen, Johan de Koker, Giancarlo Leombruno, Delphine Léonard, Kerstin Letzner, Christine McDonald, Madan Mohanka, David Patterson, Eddie Presch, Anders Samuelsson, James Stamelos, Jens Südmeier, Julia Valtwies

### Photos:

Arge IUT/Klostermeier, Robert Connell, Detlef Domke-von Bichowski, Wilhelm Dürr, Christoph Kniel, Jari Iversen, Mario del Pezzo, pixelio, Anders Samuelsson, Alexandra Umbach, Melanie Weiland

### Design:

Kerstin Rau

### Publisher's Address:

HOSCH-Fördertechnik GmbH  
Hella Pankoke  
Am Stadion 36  
45659 Recklinghausen  
Tel +49 23 61 / 58 98 - 0  
Fax +49 23 61 / 58 98 40  
E-Mail mail@hosch.de

HOSCH news is the company magazine of HOSCH Fördertechnik GmbH in Recklinghausen. Two issues per year. Next issue: June 2009



Starting shot for HOSCH Switzerland – Eckhard Hell, Oskar Freimann and Uwe Machaczek (l. to r.) opened the new subsidiary in Rotkreuz

## Closer to the Customer in Triangle D, CH, A

HOSCH Switzerland opens up in Rotkreuz on 1 September 2008

Now we have a full dozen. HOSCH Switzerland is the twelfth subsidiary of the HOSCH family of firms. In the past the HOSCH branch in Baden-Wuerttemberg has serviced customers in Germany's neighbour, but on 1 September 2008 the new Swiss HOSCH base was opened in Rotkreuz. The little town is in the Canton of Zug, not far from Lake Constance. The Managing Directors of the youngest HOSCH subsidiary are Eckhard Hell and Oskar Freimann.

"Being close to customers is a really central aspect of our work, especially when it comes to being within easy reach in the event of malfunctions, as well as for service and maintenance", explains Eckhard Hell. The new subsidiary should simplify business handling in Switzerland and substantially shorten the distance to be covered to customers. HOSCH works with many customers in Switzerland – in tunnel building, for example, with the plant builder ROWA Tunneling. We also have contacts with many companies in the fields of gravel, concrete and cement.

### An experienced team

Field salesman Uwe Machaczek and service fitter Florian Bantle who have so

far looked after Swiss customers from the German border area will be on board in the new subsidiary. "The pair are an experienced team. They know the customers and the customers know them. That is a great advantage", stresses Eckhard Hell. In view of their vicinity to Austria and Germany, Uwe Machaczek and Florian Bantle will also continue to visit customers in these two countries as well.

### Optimal location

*Rotkreuz lies in the Canton Zug in the midst of the Swiss motorway network at the intersection of major transport routes. The railway station services leading routes to Zurich, Lucerne, Basel/Aarau and Milan; for passenger and goods traffic it is one of the most important junctions in Switzerland. Situated between Lake Zug and the River Reuss, Rotkreuz is also an extremely attractive area and home to many celebrities. For instance tennis legend Boris Becker and singer Tina Turner have made their homes in the direct vicinity of the new HOSCH subsidiary.*

# Indo-German Success Story

HOSCH partner Madan Mohanka welcomes German delegation in Kolkata

India and Germany enjoy close business relations – and not only within the HOSCH family of firms. Germany was the partner country at the 9th International Mining and Machinery Exhibition in Kolkata from 5 to 8 November.

## Reception of German delegation

At the exhibition HOSCH business partner Madan Mohanka, owner of the MM Group of Companies, received the German delegation in his role as chairman of the mining machinery section in the Confederation of Indian Industries. His guests were Hartmut Schauerte, Parliamentary State Secretary at the German Federal Ministry of Economics and Technology, Klaus Tesch, Consul General of the Federal Republic of Germany in Kolkata, Peter Jochums, President of Mining Equipment Association within the German Engineering Federation (Verband Deutscher Maschinen- und Anlagenbauer – VDMA) and his Deputy Klaus Stöckmann.



Secretary of State Hartmut Schauerte opened the exhibition as representative of the German delegation

## Most important mining exhibition in India

Altogether 22 German manufacturers from the fields of lignite and raw materials conveying took part in the exhibition in Salt Lake Stadium Grounds in Kolkata – with more than 300 companies from 15 different nations the biggest mining show in India. The aim of the show which was inaugurated by the Premier of

the State Shri Budhadeb Bhattacharyya is to intensify the good relations with Indian firms and to promote growth of the Indian economy. Exports from German companies to India have multiplied many times over since the year 2003 – from 1.3 million Euros to 61.7 million Euros in 2007.

[www.immeindia.com](http://www.immeindia.com)

# On the Sweet Side

HOSCH scrapers keep the belts of Europe's largest sugar manufacturers clean

Gravel, sludge, scree – this is where HOSCH scrapers are generally at home. But there are some exceptions – and sometimes these are sweet as sugar. At the plants of Nordzucker AG in Braunschweig and Südzucker AG in Mannheim scrapers of the B and C series clean the conveyor belts so that in the end ultra-fine granulated crystal sugar can be made from sugar beets.

Südzucker is the largest sugar manufacturer in Europe and processes some 25 million tons of sugar beet every year to make four million tons of sugar. HOSCH scrapers are at work throughout the production process – from delivery of the earthy sugar beets right through to the finished granulated sugar.

Südzucker staff were trained how to service and maintain HOSCH technology directly during installation in the year 1990. They are supported by two HOSCH service staff who check the scrapers once to twice a year.

## A trip into the sweet world

Nordzucker AG with twelve factories throughout Europe is also one of the leading sugar manufacturers on the continent. A large portion of the some 1.9 million tons of sugar is processed further to make feed and fertilisers. HOSCH staff member Frank Giove looks after four plants in Northern Germany. “The scrapers are not subjected to anywhere nearer as much stress in the sugar plants as they are in mining.



Sugar beets on their way to further processing

The maintenance intervals are correspondingly longer”, says Giove. “That is why I am all the happier whenever I can go off on a trip to the sweet world.”

[www.nordzucker.de](http://www.nordzucker.de) & [www.suedzucker.de](http://www.suedzucker.de)



## Fast, Faster, HOSCH GB

British subsidiary optimises customer service

A stitch in time saves nine – in order to offer its customers even better service, HOSCH GB has translated this proverb into action. Especially when drawing up offers and confirming orders, the team surrounding General Manager David Patterson has been able to cut down processing time enormously.

The decisive factor for improving internal structures was an order from Tarmac, one of the largest manufacturers of heavy-duty construction materials in the United Kingdom. Normally HOSCH GB draws up offers within three days – Tarmac wanted the offers that same day. Confirmations of order were to follow within three hours, not within three days as usual. Office Manager Christine McDonald decided to turn this exception into a rule and implemented the deadlines for all customers in order to offer better and faster service.

### Challenge accepted

“Many staff were initially sceptical about the substantially shorter processing times”, says Christine McDonald. However, HOSCH GB accepted the challenge – and succeeded. “The tighter time scales have meant that what need to be done in any given day is unquestionable”, says the Office Manager. “It is easier to set priorities and pool forces.”

### Pooling forces – working more effectively

The administration staff of the British subsidiary has now been working with the new system for some months and has discovered that the entire team works more clearly and effectively. Christine McDonald: “It means that the work steps have become much faster, and ultimately this has a positive effect on customer satisfaction and corporate success.”

## High Standards

HOSCH GB wins ISO Quality Label

Examined right down to the finest details – in July 2008 HOSCH GB was tested in accordance with the criteria of the International Quality Standard for Companies (ISO). The result was successful as usual. For 16 years now this HOSCH subsidiary has met the requirements of ISO 9001:2000 – and thus demonstrates a permanently high quality standard.

Organised work procedures, staff motivation, customer loyalty – these are all criteria that the independent controllers scrutinise every nine months. “We want to constantly improve our structures even further with the aid of the ISO standards and thus continuously enhance our quality”, says General Manager David Patterson. “Our customers appreciate this.” When an order is issued, ISO certification is not seldom the deciding factor.

## 100 Per Cent Commitment for 30 Years

Commitment, expertise and close customer contacts – HOSCH Sales Manager Hans-Jürgen Niehues celebrates jubilee

“An extremely hard-working guy who has never heard of an eight-hour day” is how HOSCH founder Hans-Otto Schwarze describes his staff member Hans-Jürgen Niehues. And he ought to know – after all, Niehues has been with the Head Office team for 30 years now. The two men are good friends. The now 57-year-old joined the company in Recklinghausen as a technician in 1978 and rose through the ranks to become Sales Manager for Germany.

“Hans-Jürgen Niehues’s strong points are his strong expertise and great commitment”, explains Hans-Otto Schwarze. Niehues is a strong believer in close customer contacts. During recent years he has built up many good relationships with major customers such as Thyssen, RWE, e.on and RAG in this way.



At Head Office since 1978 - Hans-Jürgen Niehues

### No laziness in leisure life

A hard working day is no reason for Hans-Jürgen Niehues to rest at home. Whether as chairman of his local shooting club in Hullern, close to Haltern, as member of a men's skittle club or on the tennis courts every Thursday evening – Niehues keeps going at full speed during leisure time too.

### Boat hire at the weekend

Together with his wife Antje and son Jan-Hendrik, Niehues lives only a few kilometers away from HOSCH Head Office by the River Stever, a small river that runs between two reservoirs. Hans-Jürgen Niehues runs a bicycle and boat hire business on the river banks. From there he invites visitors to go out and explore the flourishing nature in the northern part of the Ruhr. His family and friends help – but after close of business at HOSCH and at the weekend you can regularly meet the 57-year-old himself there. You sometimes see him seated at the wheel of his tractor, going off on a tour with a covered wagon called “Steverexpress”.

Further information:  
[www.bootsverleih-niehues.de](http://www.bootsverleih-niehues.de)



Eddie Presch with wife Joanne and son Jordan

## Sun Shines on Dream Wedding

After being together for three years, Eddie Presch, Sales Manager at HOSCH GB, and his partner Joanne made a dream come true. On 20 September 2008 they both said “I do” – under a deep blue sky. There was a brief but festive ceremony at the Hallgarth Golf and Country Club in Darlington (in Northern England, near the Scottish border) before the wedding party moved on to a nearby hotel where all guests were given a glass of champagne to make a toast to the happy couple. Attendants included not only HOSCH GB staff, but also representatives from some partner firms. Directly after the wedding the happy pair set off on their honeymoon – two weeks in the Maldives followed by a short trip to Bangkok.

## Sand Rose in the October Sunshine

Flower and dog lover Doris Schwarze asked well-wishers to make donations for suffering animals instead of giving her presents for her 70th birthday

“Life starts at 66 ... and is running at full speed by the time you reach 70” – with these words Doris Schwarze, wife of company founder Hans-Otto Schwarze, invited guests to celebrate her birthday in her garden in Recklinghausen on 18 October. As for her husband’s 70th birthday celebrations the year before, she provided lashings of tasty food, refreshing cocktails and a surprising amount of sunshine this time too.

Together with many friends, relatives and neighbours Doris Schwarze celebrated in her favourite place – in the midst of her wonderful green garden. Thanks to the warm October sunshine the umbrellas were used not as protection against rain, but instead as sunshades.

The birthday girl and dog lover who regularly roams through the nearby woods and meadows with her Airedale terrier Knut asked guests not to bring presents. Instead she provided a donation box for abandoned four-legged friends in Recklinghausen. HOSCH staff also joined in with a 200 Euro donation. At the same time they presented Mrs Schwarze with a sand rose, a gift which gave particular pleasure to the flower lover about.



70, so what?! Doris Schwarze enjoying her party



A wooden cow waits for “animal” donations

## 10,500 Euro for Breast Cancer Research

HOSCH GB General Manager David Patterson welcomed 125 guests to a benefit ball



David Patterson with partner Christine Salt

Celebrating for a good purpose. In September 2008 HOSCH GB General Manager David Patterson invited guests to a benefit ball for breast cancer research. More than 125 guests made their way to the Morley Hayes Golf and Country Club in Derbyshire, in the East Midlands between Nottingham and Manchester. A laptop computer, golf lessons, a case of champagne and mini trips – HOSCH GB and some of their partners in cooperation sponsored the event with

attractive prizes that were auctioned during the ball – backed up by a professional auctioneer. Altogether 10,500 Euro was collected.

The fun event had a serious background. After his wife Mandy was diagnosed with breast cancer a few years ago, David Patterson started to work for research into this illness. When Mandy died in January 2006 he intensified his commitment.





A hunting we will go – HOSCH staff member Jari Iversen in full get-up



Åge and Anders Samuelsson taking a break by the campfire with their dog Chip

## Eyeing the Elks

HOSCH Sales Manager Scandinavia, Jari Iversen, goes hunting with customers in Swedish forests

Rifle shouldered, binoculars to hand – Jari Iversen, HOSCH Sales Manager in Scandinavia, set off well equipped to hunt elks in the vast forests of Sweden in September 2008. He had been invited on a hunting weekend by Anders Samuelsson, Head of Division at Malmöfältens Bandtransport & Miljöservice (MBM), a subsidiary of the Swedish HOSCH distribution partner LBM. They were also accompanied by Samuelsson's Uncle Åge and his Laika dog Chip.

"There aren't any elks in my home country Denmark, so his hunt was a great experience for me", says Iversen enthusiastically. Samuelsson's hunting grounds are about an hour's drive away from the MBM office in Gällivare.

For three days the men lived in a small log cabin that they had put up themselves, surrounded by nature. For lunch the hunters fried elk meat over an open fire, or if the weather was bad cooked on a small stove in the tent.

### Shy giants

There are nearly a quarter of a million elks in Sweden. The shy giants can reach a shoulder height of about 2.10 meters and a length of up to 3.20 meters. Despite their weight of about 800 kilos, they move through the forests at speeds up to 60 km/h. "I myself saw nine elks, but none of them was within shooting distance", says Jari Iversen. Åge Samuelsson was luckier – he managed to shoot at an elk cow and an elk calf.

## Pit Stop as in Formula 1

A brief stop – off with the old tyres, on with the new – then drive on. This principle has been tried and tested in motor racing for decades. "Why shouldn't it work for HOSCH technology too?", wondered Jari Iversen, HOSCH Sales Manager in Scandinavia. In reply he developed the "pit stop" for scraper modules. "At many customer plants the belts run 24 hours a day", says Iversen. "Maintenance stops are only scheduled once or twice a year. Then everything has to be done at top speed." Checking, dismantling, servicing and refitting the

scrapers often simply took too long. This is quite different with the "pit stop" principle. Jari Iversen says: "When the belt stops we simply have a completely fitted new scraper ready that we exchange for the old one." The dismantled scrapers can then be serviced without haste and be made fit for their next assignment again.

"This service makes it possible to cut belt stoppage times by half", explains Iversen. "For many customers that is a major advantage."



Precise and time-saving – the "pit stop" principle



### HOSCH news – Letters to the Editor

*"I have read the HOSCH news with a great deal of interest and was much pleased to see the short and very precise article on Pittsburgh. The magazine is always very interesting to me. I like to see the faces of those HOSCH employees all over the world, who I only know by their names".*

Hugh Nevin, Cohen & Grigsby, Pittsburgh, USA

Mail to: [mail@hosch.de](mailto:mail@hosch.de)



# Game for Winter

A hearty joint of roast elk – in northern latitudes just the right meal for the cold season of the year. Those of you who don't have an opportunity to go hunting in Swedish forests yourself and who search in vain for fresh elk meat in your supermarket can modify the recipe slightly. Venison or beef is just as suitable. A recipe from Anders Samuelsson, head of division at the Swedish HOSCH partner in distribution MBM. Enjoy your meal!

## Roast elk with herbs

### Ingredients:

1 elk joint (approx. 1 kg, de-boned)  
alternatively – venison or beef  
3 tablespoons olive oil  
50 g butter  
1 teaspoon rosemary  
8-10 red pepper corns (ground)  
3 pinches of black pepper  
(roughly ground)  
1-2 teaspoons salt



### Preparation:

Brown the meat quickly on each side in hot fat. Line a roasting tray with aluminium foil and place the joint on it. Brush the meat with olive oil and scatter salt, black and red pepper and rosemary. Cut the butter in slices and spread over the joint. Place the roasting tray into the oven heated up to 100 degrees Celsius and spoon over the meat juices from time to time. At low temperature the cooking takes about two to two-and-a-half hours. Check the meat temperature with a roasting thermometer – when the temperature in the meat is 68 degrees Celsius the meat is slightly pink. Remove the joint from the oven and wrap in cloths to keep as much juice around the joint as possible. Allow the meat to stand for one to one-and-a-half hours so that it can absorb the flavour of the seasoning. To serve slice thinly.

**Tip:** A strong red wine or a cool beer are the best accompaniments to the roast.

## Sauce

### Ingredients:

200 ml meat juice  
200 ml cream  
2-3 tablespoons wheat flour  
1 tablespoon butter  
1/2 onion  
100 g champignons  
1/2 stock cube  
100 ml water  
Salt and pepper

### Preparation:

Chop the champignons and onions finely and fry slightly in butter. Add the roast juices and cream. Mix wheat flour and water in a bowl and pour slowly into the sauce. Dissolve stock cube in sauce and round off with salt and pepper to taste.

## Potato gratin

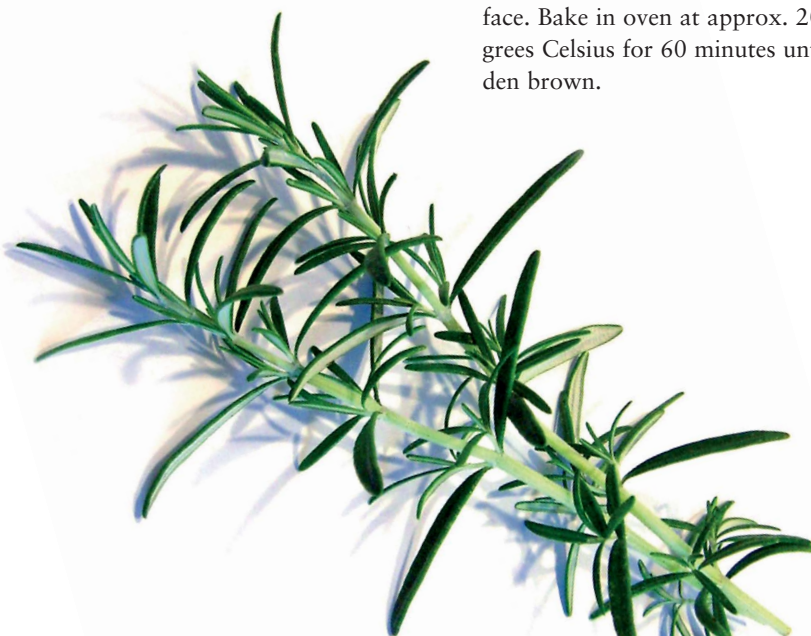
### Ingredients:

800 g waxy potatoes  
125 ml cream  
125 ml milk  
30 g butter  
1 pinch of nutmeg  
1 clove of garlic  
100 g parmesan cheese  
Salt and pepper



### Preparation:

Rub the clove of garlic over the bottom and sides of a heat-proof dish and brush with butter. Peel potatoes and pre-cook until they are almost done. Slice potatoes and arrange in fan rows in the dish. Season each layer with salt and a little pepper. Pour over milk-cream mixture and season with nutmeg. Spread the parmesan cheese uniformly over the surface. Bake in oven at approx. 200 degrees Celsius for 60 minutes until golden brown.





**HOSCH International (Pty) Ltd.**  
**Australia**  
 P.O. Box 2848  
 Malaga WA 6944  
 67 Boulder Road  
 Malaga WA 6090  
 Western Australia  
 Tel +61 8 9209 3466  
 Fax +61 8 9209 3477  
 E-Mail mail@hosch.com.au



**HOSCH do Brasil Ltda.**  
**Brazil**  
 Avenida do Contorno 6846  
 Sala 203 - Lourdes  
 CEP 30110 - 110 Belo Horizonte  
 Minas Gerais  
 Tel + 55 31 32 84 80 68  
 Fax + 55 31 32 87 36 80  
 E-Mail hosch@hosch.com.br



**HOSCH France S. A. R. L.**  
**France**  
 51 Rue d'Ourdy  
 77550 Réau  
 Tel +33 1 64 13 63 60  
 Fax +33 1 64 13 63 61  
 E-Mail info@hosch.fr



**HOSCH Fördertechnik GmbH**  
**Germany**  
 Am Stadion 36  
 45659 Recklinghausen  
 Tel +49 23 61 58 98 0  
 Fax +49 23 61 58 98 40  
 E-Mail mail@hosch.de



**HOSCH (G.B.) Ltd.**  
**Great Britain**  
 97, Sadler Forster Way  
 Teesside Industrial Estate  
 Thornaby Teesside  
 TS17 9JY  
 Tel +44 1642 751 100  
 Fax +44 1642 751 448  
 E-Mail mail@hosch.co.uk



**HOSCH Hellas Monoprosopi E. P. E.**  
**Greece**  
 Allatini 33 & Amorgou Street  
 54250 Thessaloniki  
 Tel +30 2310 334318  
 Fax +30 2310 334319  
 E-Mail hosch@otenet.gr



**HOSCH Equipment (India) PVT Ltd.**  
**India**  
 40 / 1A, Block 'B'  
 New Alipore  
 Calcutta - 700 053  
 Tel +91 33 2478 9714  
 Fax +91 33 2478 1311  
 E-Mail hosch@cal.vsnl.net.in



**HOSCH Italia S.R.L.**  
**Italy**  
 Corso Buenos Aires, 64  
 20124 Milano  
 Tel +39 33 43 84 41 04  
 Fax +39 02 93 65 07 54  
 E-Mail mail@hosch.it



**HOSCH Techniki Transportowe Polska Sp. z o. o.**  
**Poland**  
 ul. Kamienskiego 201-219  
 51-126 Wrocław  
 Tel +48 7 13 20 74 35  
 Fax +48 7 13 20 74 35  
 E-Mail info@hosch.pl



**HOSCH Fördertechnik (SA) (Pty) Ltd.**  
**South Africa**  
 P.O. Box 14738  
 Wadeville 1422  
 Burns Business Park  
 Unit 4, 12A Jet Park Road  
 Jet Park 1469  
 Tel +27 11 826 6940  
 Fax +27 11 826 6784  
 E-Mail sales@hoschsa.co.za



**HOSCH IBERIA S.R.L.U.**  
**Spain**  
 C/Diputación, 237 8º3ª  
 08007 Barcelona  
 Tel +34 93 467 49 10  
 Fax +34 93 487 38 14  
 E-Mail hosch@hosch.es



**HOSCH Schweiz GmbH**  
**Switzerland**  
 Birkenstraße 49  
 CH-6343 Rotkreuz  
 Tel +41 41 790 25 33  
 Fax +41 41 790 51 09  
 info@hosch-schweiz.ch



**HOSCH Company**  
**USA**  
 HOSCH Building  
 1002 International Drive  
 Oakdale, PA 15071-9223  
 Tel +1 724 695 3002  
 Fax +1 724 695 3603  
 E-Mail hosch@hoschusa.com