

HOSCH *news*

The International HOSCH Magazine



- **“Gold” for Brazil**

HOSCH award for Peter Petzold

- **At HOSCH from the Start**

35 years with the company: Hans-Jürgen Niehues

- **Installation at 48 Degrees**

HOSCH GB in the Sultanate of Oman

- **An Unforgettable Experience**

Internship at HOSCH International



Participation Generates Enthusiasm

**“Getting together is the start.
Working together leads to success.”**

This idea espoused by Henry Ford is lived every day at HOSCH. The HOSCH employees who came from all corners of the globe in September to attend the International Management Meeting put on a splendid display of teamwork. At the IMM we took unusual routes to reach our goals – for example, at the communication seminar held by prestigious management consultants. The positive feedback we received from all sides showed us that this seminar had opened up new vistas.

In our dealings with customers, in particular, good communication is vital. At HOSCH each customer and each project gets our individual attention. HOSCH specialists with years of experience in their fields get the customer involved while they develop customer-tailored solutions. We know that participation generates

enthusiasm; we can only deliver the kind of top-notch performance that lays a foundation for the future by working together.

The holidays now give us a welcome opportunity to pause and reflect, to spend time with family and friends, and to recharge our batteries. After the holidays we look forward to another exciting year at HOSCH – a year of enthusiastic teamwork leading to success.

We wish all of our employees and business partners and their families happy and harmonious holidays and a healthy and prosperous New Year 2014.

Yours sincerely,

Hans-Otto Schwarze

Eckhard Hell

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“All of Them Deserve the ‘Golden Module’, Not Just One”

Worldwide success with top products, top service and team spirit: Mayor Wolfgang Pantförder pays tribute to HOSCH at the IMM 2013

“It takes top-class products to be successful on the global market, and HOSCH is a very good example.” These are the words of **Wolfgang Pantförder, Mayor of the German city of Recklinghausen. His speech at the International Management Meeting (IMM 2013) encapsulated the corporate philosophy of HOSCH-Förder-technik.**

HOSCH invests strategically in expanding its sites all over the world, building on the key pillars of quality, service and

a close partnership with the customers. This expansion is focused particularly on growth markets such as Asia. Consequently, the company founded HOSCH Asia, its 14th subsidiary, in July 2013. HOSCH Asia is headquartered in Kuala Lumpur, the capital of Malaysia (see our in-depth report on page 12).

This meant that Dr. Mark Macqueen, Managing Director of HOSCH Asia, was invited to his first International Management Meeting, which was held from September 24 to 26 at HOSCH

Headquarters in Recklinghausen. In fact the HOSCH managers met both there and in the small lakeside town of Haltern am See (see report on page 6). This time the “Seehof” hotel, where the guests from distant parts stayed while in Germany, also hosted some of the accompanying events. An evening barbecue on the hotel verandah and a gourmet dinner were both very popular.

The new features on the program included a brief visit to the surrounding area and the mobile coffee bar in the courtyard, while one particular tradition was maintained: the award of the “Golden Module” to the most successful manager at HOSCH. Judges Hans-Otto Schwarze and Eckhard Hell had a tough job to identify the “Top Scorer 2013.” Would it be Detlef Domke von Bichowski, Claude Trumpf or David Patterson, or



Everyone pulling together: The communication training workshop was held in Haltern am See during the IMM 2013 – partially also outdoors in the garden of “Hotel Seehof.”

Giancarlo Leombruno, or Jari Iversen? Eckhard Hell explained, “They have all either significantly increased their sales and profits, or tapped into new international markets including Russia.”

Audience applauds award for Brazil

In the end the judges selected Peter Petzold and his team from HOSCH do Brasil, and their choice was backed up with resounding applause. And that is not all: Mayor Pantföerder said jokingly that he would have chosen a completely different winner: “If I were selecting the winner of the HOSCH award, I would

give it to the entire company and not just to one person. HOSCH does not use low wage operations; instead it offers top-class products and top-class service. This is the only way to achieve continuing success in the future all around the globe.”

In his annual report, Managing Director Eckhard Hell outlined future developments and gave an overview of business trends seen in the current year. Here is a summary of his speech to the managers:

Despite the difficult situation in the steel industry and the energy sector, HOSCH-Förder-technik in Reck-

linghausen can expect the year to close with a good result. Positive signals are still coming from the Russian market, where HOSCH will continue broadening its position. This year business in Russia went especially well for the Danish branch. Ongoing and planned tunnel construction projects also secure continued positive business development for the branches in Austria and Switzerland next year.

Overall in Europe we are in a good position for the future despite the crises in certain sectors of industry – owing first to our products, and second to our committed, highly qualified staff teams and their positive attitude.

The essence of Eckhard Hell’s report was: “Our success is founded on quality, service, customer orientation and ongoing training. Every HOSCH employee anywhere in the world has to internalize this.”



At the awards ceremony for the “Golden Module” (from left): Eckhard Hell, Peter Petzold, HOSCH Shareholder Cornelia Kill-Frech, Wolfgang Pantföerder and Recklinghausen Treasurer Christoph Tesche.

IMM 2013 – Bringing Everyone Together

The International Management Meeting (IMM) taking place from September 24 –26 in Recklinghausen united the CEOs from the HOSCH companies on five continents. The meetings were held in the conference room at HOSCH Headquarters and at the hotel “Seehof” in nearby Haltern. Attending were:

Sandip Kumar De (HOSCH India),
Johan de Koker (HOSCH SA),
Mario Del Pezzo (HOSCH Italia),
Jari Iversen (HOSCH Scandinavia),
Krzysztof Lebioda (HOSCH Poland),
Dr. Mark Macqueen (HOSCH Asia),
David Patterson (HOSCH GB),
Peter Petzold (HOSCH do Brasil),
James Stamelos (HOSCH International, Australia),
Claude Trumpf (HOSCH France),
Cesar Vigo (HOSCH Iberia) and
David Winslow (HOSCH Company, USA).

Managing Director Eckhard Hell giving a situation report.



** You will find reports on the companies in the United Kingdom, South Africa, the U.S. and Australia in this issue of the HOSCH news, starting on page 10.*



Sandip Kumar De of HOSCH India stayed connected to his home country during the HOSCH summit.

An Honor for the Whole Team

Peter Petzold accepts the “Golden Module 2013” for HOSCH do Brasil. The coveted award constitutes real motivation for the Brazilian team to succeed in 2014 as well

Eckhard Hell kept everyone sitting on the edge of their chairs before he announced the winner of the “Golden Module 2013.” In his entertaining speech the HOSCH Managing Director named numerous HOSCH employees and companies worthy of the award. “However, we can’t divide the module,” he finally concluded. “So we had to choose one winner.”

When the name of the recipient – Peter Petzold – was finally announced, applause broke out immediately in the seminar room. Eckhard Hell gave the reasons for the choice in a nutshell: “After two slightly slower years, HOSCH do Brasil is back – and I hope stronger than ever. Congratulations to Peter Petzold and his team!”

Following the presentation of the “Golden Module,” the HOSCH news interviewed Peter Petzold.

Mr. Petzold, what does the award mean to you?

It means a whole lot – especially since the award was conferred on my entire team. We are now heading into the new year with keen motivation!



Peter Petzold (top) with the “Golden Module” that was handed to him by Wolfgang Pantförder, Mayor of Recklinghausen.



Is this your first “Golden Module”?

No. HOSCH do Brasil won the “Golden Module” in 2007 and 2008.

How would you assess the economic situation in Brazil?

The signs point to growth. At HOSCH do Brasil we were able to increase our turnover – and the number of employees – in 2013. We are now looking for a suitable piece of land for our new company headquarters and want to move in 2015 at the latest.

Brazil will be hosting the 2014 FIFA World Cup and the 2016 Olympic Games.

➔ Personal Facts

Internship Took Him to South America

Peter Petzold was born in Dresden in the German Democratic Republic on July 17, 1968. After finishing school, he did an apprenticeship as an electrician (among other things) and studied electrical engineering at the Technical University of Dresden. Peter Petzold got his first taste of South America during a six-month student internship in Brazil; he fell in love with the country by the Sugar Loaf Mountain. After serving in the military, he went to sea for a year and worked as a project engineer for an electronics company in Mannheim, Germany. This company sent him to Belo Horizonte in Brazil as the head electronics engineer in transmission line construction. After two further years at a Brazilian transmission pole and cable company, he was recruited by HOSCH do Brasil in 2005. Peter Petzold speaks Portuguese, English and Russian besides his native German. He and his wife Grace live in Belo Horizonte.

Will that be good for your business?

Yes. It means that a lot of money will be invested in the country’s infrastructure. However, I expect to see a very unproductive month during the World Cup next year. When the national soccer team – the Seleção – is on the playing field, the wheels literally stand still in Brazil.

A Heavenly Delight

The GOP in Münster offers an exciting escape from everyday life

What a heavenly delight! This was the unanimous opinion of the HOSCH managers after enjoying an exciting evening at the GOP – a high-class cabaret presented in six German cities – during the International Management Meeting 2013.

It was Hella Pankoke, Assistant to the Management, who came up with the idea of getting tickets for this popular show in the

Westphalian city. The artistic performance that night was “Quebec 2nd Avenue. A Heavenly Delight!”. And had the audience glued to their seats with amazement and laughter. The evening took off with a sophisticated three-course dinner at the stylish GOP restaurant, which combined good food with good service. This was followed by two hours of pure entertainment: juggling, circus acts and fascinating

top performances involving hula hoops, skipping ropes and unicycles. The audience was beaming with enjoyment.

Summing up the next day, Hella Pankoke said: “The event really had style and set high standards for events to come. We all felt very comfortable in the classical cabaret setting that included small tables, lamps, snacks and drinks.”

A Very Special Coffee Break

“Coffee time!” The coffee break was very high on the agenda at the IMM 2013. HOSCH managers and their guests all enjoyed their liquid picker-upper outside in the courtyard. To make the coffee break special this year, Hella Pankoke had hired Thorsten Thiele and his “wandelBar,” a mobile coffee vendor on a retro tricycle. This unique vehicle sporting a built-in bar and several small high tables is a real symbol of the Mediterranean lifestyle and quickly became a popular meeting point. Thorsten Thiele was the perfect barista and able to meet even the most unusual requests. Various international coffee specialties including cappuccino, latte macchiato, barraquito, café bombón, carajillo and caffè corretto made the guests from all over the world feel right at home. At this year’s IMM, the sentence “Come on, let’s have a coffee!” was heard more frequently than at any IMM before. The two members of the Recklinghausen city government who had accepted HOSCH’s invitation to the IMM, Mayor Wolfgang Pantförder and Treasurer Christoph Tesche, also enjoyed a cup or two at what may be the world’s smallest coffee bar.



Choosing the Right Words to Impress

Management training for successful corporate communication

Successful and well-chosen communication, whether with customers, between members of management or management and staff, proves essential for a company’s culture. Additionally, it should be target-aimed.

This principle is true for companies worldwide, which is why all the HOSCH managers attended a one-day communication workshop during the IMM 2013 at the “Seehof” hotel in Haltern am See. The seminar was hosted by a management consulting firm from Cologne. Theoretical background information and plenty of photocopies were

of course part of the procedure. However, the most captivating part was aimed at action-oriented team-building and was therefore held outside in the hotel garden.

The main results of the one-day seminar are listed below:

- Every person is an autonomous individual with the inherent ability to interact self-confidently, respectfully and considerately when acting in a social context.
- Every person has different and distinctive psychological needs that have to be taken

into consideration in communication with others. This is the basis for satisfactory interactions between individuals.

- Every personality is complex. If both communication partners are moving on the same level, communication can proceed smoothly.
- Target-aimed communication always needs a set of rules.

These theoretical approaches were applied in a number of exercises and role plays to support the practical implementation of the given examples. There were numerous references to daily routines given to take away for future work and communication with members of staff and also with customers. The wish for a follow-up next year is a clear sign that the event was highly appreciated by all participants.

New Flooring and Fresh Paint

HOSCH Headquarters renovated in one month flat

“Everything’s new in May!” With a little imagination, this German proverb can be applied to the recent renovation of HOSCH Headquarters. Even though “everything was new” afterwards, the work started in August instead of May.

As of mid-August the employees had to empty their desk drawers and filing cabinets, pack countless boxes, take pictures off the wall and – last but not least – look for an interim home for their office plants. To make sure everything was back in the right place afterwards, every item was labelled – and all of this with the HQ in full operation!

The HOSCH team rose to the challenge. During the four project phases, they supervised the painting of walls, doors and door frames in the reception area, offices and corridors. Then new flooring was laid and some new furniture delivered.

By mid-September the premises had undergone a total makeover. Then the technicians came in to connect the office equipment and telecommunications systems so important for an international company like HOSCH. Once the printers, photo-copiers, computers and telephone systems were back on, it was “all systems go” again at HOSCH Headquarters.

An Engineer with a Passion for Design

Andreas Goldner joined the HOSCH team in June. After a hard day at work he relaxes with sports and his guitar

In June 2013 the HOSCH office in Recklinghausen welcomed a new employee, a young engineer engaged mainly in the design and further development of HOSCH products. Andreas Goldner (35) is a member of the team headed by Dirk Heidhues. One of his main tasks is to produce comprehensive product documentation. Updating the 3D model database is therefore high on his “to do” list.



After graduating from high school Andreas Goldner started to study engineering in Stuttgart, Germany. He later moved to Aachen, where he received his degree in 2007.

Goldner started his career in mechanical engineering and industrial design at the Fraunhofer Institute for Laser Technology in Aachen. Later he worked for mechanical engineering firms in Dorsten and Dülmen before coming to HOSCH.

Andreas Goldner is married and the father of two children. To switch off after work, he plays volleyball, rides his mountain bike on rough terrain or practices taekwondo with his children. If he is not taking part in sports, he is most likely strumming his guitar. When asked how he became a designer, he likes to relate how he invested countless hours and numerous new parts in the restoration of his old enduro motorcycle. This was the beginning of a passion that has lasted up to the present day.

An Analyst and Innovator

Christian Nieland supports the HOSCH Management. An enthusiastic soccer player and golfer

HOSCH Headquarters in Recklinghausen gets some reinforcement: since February 2013 Christian Nieland has been working as Assistant to the Management in the area of Business Development. The 32-year-old is concentrating on expanding HOSCH’s international business and creating new corporate strategies and business models. He is also the Project Manager for the introduction of SAP at HOSCH Headquarters and has been entrusted with developing marketing strategies for new products.



After finishing his schooling, doing an apprenticeship in carpentry, serving in the military and getting a college degree, Christian Nieland began his professional career at Siemens. He later switched to HOSCH. His motto for the future is: “A first-class supplier like HOSCH solves its customers’ problems without creating new problems.”

Born in Vreden in the western part of the Münsterland region, Christian Nieland grew up in the nearby town of Ottenstein. He has been married since 2008; he and his wife are expecting their first child in January 2014. In his youth Nieland was a passionate soccer player. He had kicked his way up to the second best soccer league for players in the 16–18 age group before a knee injury took him off the field. Since then he has traded the soccer field for the golf course, where he has been chasing the ball for the last nine months. His current handicap: 34.

+++ HOSCH Personnel Ticker +++



“Those who preserve the talent to recognize beauty when it reveals itself will never age.” **Doris Schwarze**, the wife of our company founder Hans-Otto Schwarze, cited these lines by Franz Kafka in the invitation to celebrate her 75th birthday, which was on October 15. The party actually took place

four days later with 70 guests. The atmosphere was perfect due to great weather with 20 °C (68 °F) and sunshine. The guests had room to spread out in the generous garden and on the patio, enjoyed culinary highlights from the buffet, and partook of coffee, cake and many friendly conversations. Doris Schwarze explicitly did not want gifts, but put up a little piggy bank resembling a cow to collect funds for animals in need.



Rebecca Aukthun and Marco Buttitta were absolutely over the moon about the birth of their first child. Son Hektor was born on June 8, weighed 3,400 grams and was 54 cm long. The daily routines in the family’s home in Recklinghausen have been topsy turvy since his arrival. Marco Buttitta’s commute to work is a short one

since he has been supporting HOSCH Headquarters in Recklinghausen for over two years as the assistant to Production Manager Dirk Heidhues.



HOSCH news – Letters to the Editor

Two readers have responded to the HOSCH news 1/2013:

Thank you so much for the latest edition of the HOSCH news: two fantastic

pages brimming with information on Spain. This is, without doubt, a great support for us. I am really very proud of this.

Cesar Vigo, HOSCH Iberia

Thank you for sending us the HOSCH news. Everything looks great! We were able to integrate another 48-inch scraper-pre-scraper combination underground for Black Panther. The company is extremely satisfied with the performance of the scrapers. Thank you for all the support with the product. Please let us know if there is anything we can help you with in return.

Corbin Pagett, Belt Tech Industrial, USA

Service Anniversaries at HOSCH Headquarters

15 years

Hella Pankoke,
Gregor Bronzel,
Eckhard Hell und Ralf Schult



35 years

Hans-Jürgen Niehues



10 years

Giancarlo Leombruno,
Volker Merschhemke
und Thomas Scherer



25 years

Christian Kusber



Julia and Sebastian Döge gave their wedding vows right on the beach on the picturesque Baltic coast at the beginning of June. The couple, who have lived together for the last 16 years, live and work in Lübeck, not far from their beautiful wedding location. Their “perfect day” (quotation from Sebastian Döge) was spent

with family, close friends and work colleagues at the Döges’ favorite restaurant. The groom, who took on his wife’s name, has been part of the HOSCH “family” since 2004. The trained technician works as a service technician at HOSCH’s North Office for Schleswig-Holstein and Hamburg.

Employees and management alike at HOSCH Recklinghausen were devastated when the news of the death of **Gottfried Himmelbach** reached them. The family man had worked as a technician in “service and maintenance” for 17 years before passing away in August after tragically falling ill with cancer. Gottfried Himmelbach sadly only reached the age of 59. In their condolence letter sent to Beate Malohn-Himmelbach, the widow of the deceased, in the name of the entire HOSCH staff, Hans-Otto Schwarze and Eckhard Hell chose the following words: “We came to know your husband as an especially valuable employee who always showed great identification with our company. He was respected and well-liked by the management, his colleagues and customers alike and highly popular due to his open and friendly spirit. His commitment was exemplary and his expert knowledge in his field a great addition to our joint efforts. We will miss him here at HOSCH as a colleague and a very special friend to many of us.”

Niehues and HOSCH Go Way Back

Hans-Jürgen Niehues (62) has been with HOSCH for 35 years. His signature qualities are commitment, loyalty, enormous expertise and closeness to the customer



35 years at HOSCH: Hans-Jürgen Niehues.

He belongs to HOSCH the way the Emscher River belongs to the Ruhr area or the Tannenbaum to Christmas: on December 1 of this year Hans-Jürgen Niehues looked back on 35 years at HOSCH. They were eventful years, too, – years in which he worked side by side with HOSCH founder Hans-Otto Schwarze to mastermind HOSCH’s growth from a small engineering office to the world leader in conveyor-belt cleaning.

Niehues, a trained mechanic, displays impressive technical expertise and commitment. “He delivers 100 percent every single day and does not know what an eight-hour day is,” says Mr. Schwarze. “I can always count on him.” Over the years the boss and his right-hand man have become quite good friends.

Niehues has always placed special importance on maintaining close ties to the company’s customers, especially major customers – or “key accounts” – in Germany. He is unfailingly ready to supply advice – or take action – on all questions related to efficient conveyor-belt cleaning.

For many years Niehues was Sales Manager for Germany – a position he turned over to Detlef Domke von Bichowski in January 2012. In his present capacity as “Key Account Manager,” he looks after several big customers. He also brings his outstanding commitment and expertise to bear as Head of the Service and Maintenance (S+M) Department. Hans-Jürgen Niehues is no slouch in his private life, either, but he is taking things just a bit slower. He recently turned over his bicycle and boat rental business on the Stever, a small river near his home town of Haltern, to his daughter-in-law – but not before promising to provide assistance and sound advice when needed. Likewise, the marksmanship, tennis and bowling clubs to which he has belonged for many years know that they can still count on him.

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A Win-Win Situation

Fred Chapman joined the Appalachian team as Service Manager in July 2013



For the office of HOSCH Company in Belfry, Kentucky and Fred Chapman, it is a real win-win situation. The new Service Manager in the Appalachian region joined David Winslow’s team this July and is now in charge of a territory stretching from the western part of Virginia all the way to the eastern part of Kentucky. Fred Chapman explained

why he switched to HOSCH: “The products are outstanding. Moreover, since I have already worked as a service manager, I am able to provide optimal support for the team.”

Before starting his career at HOSCH, Fred worked in his own company in the fields of logistics and manufacturing as well as in the construction industry. Additional bonus points are Chapman’s good reputation with regional customers and his private ties to the area. He grew up in Matawan, West Virginia. He has a 21-year old son who is on military duty right now and a 16-year old daughter. He spends his free time creating oil paintings, working with horses, or visiting Nascar races, which are highly popular in the U.S.

A 25th Anniversary Against the Pittsburgh Skyline

Mike Hudak celebrated on the “Gateway Clipper” together with his family and colleagues

The surprise cruise for Mike Hudak’s 25th anniversary was a priceless experience for the HOSCH team in Pennsylvania. The guest of honor was taken completely by surprise in July 2013 when his family and colleagues took him on a three-river cruise with the “Gateway Clipper” along the Monongahela, Allegheny and Ohio Rivers. Besides an overwhelming view of Pittsburgh’s downtown area and an engraved plaque, Hudak received a watch and plenty of praise for his professional achievements from David Winslow. After reaching silver, Mike Hudak has now set his sails on reaching gold (his 50th anniversary).



Mike Hudak (right) on his anniversary cruise together with wife Sandy and work colleagues.

HOSCH at Two Important Coal Shows



The HOSCH Company welcomed a prominent visitor to its stand at the 34th Eastern Coal Council Conference and Exposition in Kingston, Tennessee. Congressman David Phillip Roe listened attentively as David Winslow presented the HOSCH products and explained how they worked. The show was also attended by numerous directors of U.S. coal companies, university professors and government officials.

Topics on the agenda at the fair included the role coal can play as a sustainable energy resource. The economic impact of coal mining was another topic of interest – especially in the Appalachian region, where HOSCH Company’s interests are looked after by David Winslow and his team. Incidentally, HOSCH was the only scraper manufacturer among the 25 companies at the show. The photo shows David Winslow (right) with Representative Roe.

HOSCH Company also made a good showing at the 30th International Coal Prep 2013 in Lexington, Kentucky, the largest show for the coal preparation and processing industry. The credit for HOSCH’s impressive stand and its successful participation in the trade fair goes to Mike Hudak and his wife Sandy.

A Successful Premiere

HOSCH GB installs the first type C scrapers for Vale S.A. in Oman

Back to the Orient again: In the first half of 2013 a team from HOSCH GB travelled almost 6,000 km to the Sultanate of Oman on the Arabian Peninsula. Upon arriving in Oman, the experts from HOSCH readjusted the scrapers in operation at the pelletizing plant in Sohar Port for the Brazilian mining company Vale S.A. In July 2013 Sales Director Eddie Presch and Service Engineer David Huntington made a return visit to this site.



Eddie Presch (left) during his mission to the Sultanate of Oman.

equipment. The Brazilian company was so impressed by the performance of the HOSCH scraper that it promptly placed an order for nine additional scrapers to be delivered and installed. In September the team from HOSCH was already able to install the first two additional scrapers on a 3.5-km-long transport belt connecting freighters at anchor in the port to the mainland.

Even as the mercury soared to 48 °C (118 °F) the HOSCH delegation set straight to work. Eddie Presch and David Huntington installed the first type C scraper on the feeder belts bringing raw materials into the pelletizing plant. About 20 Vale employees attended the technical briefing on the new

Sweating for a Good Cause

Eddie Presch and family raise money at a charity run

Eddie Presch and his son Jordan laced up their running shoes for a good cause this May. Typical for the UK, it was pouring rain in Newcastle upon Tyne



After crossing the finish line: James, Eddie and Jordan Presch (from left).

in the North of England on the day of the 31st Children's Cancer Run. As of 1981, this charity run has been raising money for research on children's cancer on the grounds of a horse-racing track. The National Sales Manager at HOSCH GB ran the five miles in two minutes less than an hour; his son Jordan topped this time by six minutes. On the last kilometer the two were joined by James, the youngest offspring of family Presch, in his stroller.

The Presch family collected 300 British pounds for research on children's cancer. The bulk of the donations came from the HOSCH GB staff, which has enthusiastically supported Eddie Presch's athletic commitment.

Silver Anniversary for HOSCH's "Mr. Dependable"

Ged Fletcher from HOSCH GB has not missed one day of work in his long career

Ged Fletcher has been working at HOSCH GB for a quarter of a century. General Manager David Patterson praised the 47-year-old as the secret hero of the company, an employee who "never missed a day of work in all those years."

Ged Fletcher started his career at HOSCH GB as a workshop assistant back in 1988, when the company was still located in Merrybent. During his 25 years of service to the company, he witnessed the move to Thornaby and took part in the technical development of the HOSCH scrapers and tracker rollers. This anniversary is nowhere near the end of the line for Fletcher, who is looking forward to several more years at HOSCH GB.



The old hand at HOSCH invests his spare time in historic research – dates, sites and original documents. Military medals are among the prized items in his private collection. He also spends time visiting battlefields from both world wars in France and Belgium. On weekends he likes to visit the local pub for a pint of ale and a game of darts. HOSCH congratulates "Mr. Dependable" on his service anniversary and wishes him many more healthy and productive years.

Focus on Southeast Asia

HOSCH Asia has set up its new headquarters in Kuala Lumpur. A committed team is on site

The ink is dry and all the contracts have been signed. Since mid-July 2013 the HOSCH Group has had an official subsidiary on the Asian continent: HOSCH Asia. HOSCH's main motivation for stepping up its presence on the largest continent in the world (44 million km²) is the huge market potential. Initially the new company wants to focus on Southeast Asia, and in particular on the ASEAN economic community (Association of Southeast Asian Nations). This includes countries such as Vietnam, Thailand, Indonesia, Malaysia, and the Philippine archipelago, which was recently devastated by a typhoon.

Asia has put in position people in charge of sales and logistics, administration and training, which plays an important role at HOSCH worldwide. The cooperation with local distributors has been successful for quite some time in Malaysia and Indonesia. It will also be installed in some of the other Asian countries.

Baptism of fire with two major training events

Visitors to the new office of HOSCH Asia will not have to fight their way through congested traffic in Kuala Lumpur's city center. Instead, HOSCH has located its new head office in Puchong, now virtually a suburb of the capital. The office is part of the modern "Setia Walk" that links offices, apartments and businesses with a car-free green zone and which Mark Macqueen says "offers us an ideal working environment." The new HOSCH headquarters in Asia offers an attractive workplace for many employees, and is arranged as a "HOSCH Competence and Training Center." One seminar room for theory and one for practice – with a training conveyor – make it possible to offer the tried-and-tested HOSCH training to its employees and customers in Asia, too.



Dr. Mark Macqueen, Managing Director of HOSCH Asia located in Kuala Lumpur

HOSCH Asia has set up its headquarters in Kuala Lumpur, the capital of Malaysia. The location was chosen for its high technical standards and the good language skills of the local population. Depending on their ethnic origins, many people here speak fluent Bahasa (Malaysia, Indonesia), Mandarin/Cantonese (China) or Hindi/Tamil (India). Managing Director Dr. Mark Macqueen says, "We want to utilize this wide range of languages. We are therefore planning to create a multi-lingual team and work on supporting HOSCH's customers in their own language."

The huge Asian continent is home to around 60 percent of the world's population, who already generate about 34 percent of total global value-added. The World Bank estimates that this proportion will increase to 50 percent by 2050. Important positions are already filled at HOSCH Asia to be able to meet the challenges of the booming Asian markets. In addition to the Managing Director and the Technical Manager, HOSCH



HOSCH has located its new head office in the modern "Setia Walk"; it is arranged as a "HOSCH Competence and Training Center."

Training, which plays an important role at HOSCH worldwide, can be carried out in the new headquarters in Malaysia.



The headquarters faced its baptism of fire at the beginning of December, when around 40 participants – technicians from HOSCH Asia, employees of the local partner and maintenance experts from HOSCH customers – attended two large training events to learn about the fine details of the HOSCH scrapers.

Six Wheels Promote HOSCH

Roadshows generate direct contacts with customers

A four-wheeled pickup truck towing a two-wheeled trailer, both proudly bearing the HOSCH logo – and bingo! A real eyecatcher takes to the roads in South Africa. Since the summer, this trailer has been taking Johan de Koker's team to roadshows at various mines in the region.

The mobile trade shows known as "roadshows" are organized by MTE (see info box). Johan de Koker, General Manager of HOSCH in South Africa, explains, "First of all, we identified the mines we thought might be suitable for the shows. Then we sent invitations to the workers, with the MTE sales department ensuring that the invites actually reached the customers." During the roadshows, where on average 30 to 40 other mining equipment suppliers also made presentations alongside HOSCH, the relevant products could be tested on site. Johan de Koker said, "We constructed our trailer so we can use it to show most HOSCH products at any time. The customers can touch them, experience them, or watch a video about the product they are interested in." He finds it equally important that the service teams should be present in each region the roadshow visits. "And if during the



Striking: The HOSCH trailer for the roadshows in South Africa.

show we receive an invitation to visit a new site, we present both our products and the matching service employees to the customer right away."

The General Manager wants to participate in seven to eight of these roadshows again in 2014. And of course, one of them will be the "Electra Mining Africa," the largest trade show in South Africa for the mining, industrial, machine tools and electrical sector.

The company Mining and Technical Exhibitions (MTE) was founded 20 years ago. It has already organized hundreds of roadshows covering all major mines and important mining areas of South Africa. MTE itself advertises the roadshows using the slogan "Bringing the exhibition to the heart of the operation."

Scrapers Installed in India

About 300 to 400 kilometers west of Calcutta, there is a region that is an economic powerhouse, with numerous iron ore, zinc and copper mines next to steelworks, coking plants and power stations.

Giancarlo Leombruno, International Sales Director, visited an iron ore mine and a steelworks in this region – both operated by HOSCH customer TATA Steel – from late August to mid-September. HOSCH Equipment India has far more than 1,000 sprung-blade

scrapers in operation at these plants; these scrapers generate substantial turnover for HOSCH.

To defend HOSCH's position against competitors and expand our sales on the Indian market, Leombruno installed type C scrapers in the iron ore mine with the help of service technicians. At the steelworks, where HOSCH Equipment India permanently deploys several service technicians, the C3L scraper was installed. At the debriefing after his return from India, Leombruno said:

Some Energetic Support for HOSCH Italia

After moving into spacious new quarters in Pontecagnano last year, HOSCH Italia has a reason to celebrate this year as well: since April 2013 Luciano Rinaldi has been the new Sales Manager. Luciano grew up in nearby Salerno and thus knows the territory like the back of his hand. Luciano Rinaldi looks back on a 30-year industrial career, during which he had ample opportunity to experience the outstanding belt-cleaning efficiency of the HOSCH scrapers. HOSCH Italia is looking forward to working together with the new Sales Manager and has already set a few goals for the future. These include consolidating the team and increasing sales of HOSCH products in Italy. In his limited spare time, Luciano Rinaldi likes to cycle along the sun-kissed coast of his native city of Salerno.



"The northeastern part of India is rich in raw materials and thus has numerous prospering companies. It is both feasible and desirable to establish the latest generation of HOSCH scrapers here. In this case, we would have to train personnel from HOSCH Equipment India on the type C scraper models recently introduced in India."

“A Great Experience All Round”

Tobin Frech learns about HOSCH operations from the inside as an international intern

One aspect of the philosophy of the international HOSCH Group is constructive cooperation between people all around the globe. HOSCH has set itself the target of improving its international communication by intensifying exchanges among its employees.

Hello, Mr. Frech! What was your motivation for going to Australia for such a long time?

I am studying international management in Cologne. One of the course requirements is to spend a certain period abroad. To qualify for a Bachelor's or a

employees really took a lot of trouble and allowed me to participate in everyday operations. The technical areas and the tasks were very wide-ranging; I think I learned a whole lot, which helps me in my studies.

And what about your free time in the evenings and on weekends? What was that like?

A great experience all round. I did a whole bunch of different things, made many contacts with the employees at HOSCH International, and have also found some friends for life. I travelled around and saw a lot of the country after I finished the internship. I loved the scenery, and the leisure activities were overwhelming. This was all hugely valuable experience in addition to the purely technical knowledge I gained. I can definitely recommend anyone to go and spend some time in another country.



Host James Stamelos (with daughter Krysta) and intern Tobin Frech.

The idea first appeared many years ago; most recently young people in particular have been making use of the opportunity to do an internship at one of the HOSCH companies abroad during their time at school or university. Fabian Rutz, son of Brigitte Rutz, Assistant to the Management, spent several weeks at HOSCH South Africa in Johannesburg doing an internship in preparation for his degree course. And Tim Frech, the oldest grandson of Hans-Otto Schwarze, spent several weeks as an intern at HOSCH Company in Pittsburgh, USA.

His younger brother Tobin Frech (22) is just back from his trip to Perth, Australia, which lasted four months in total. HOSCH news interviewed the intrepid young man – who is still full of enthusiasm.

Master's degree, you have to experience an international management situation in another country and learn what it is like in real life. And there is the added benefit of improving your language skills.

Why did you choose HOSCH International in Perth?

For me it was very important that people speak English there. And most members of the team were not much older than I am. I felt incredibly at home there right away.

What exactly were you doing there?

Under the guidance of James Stamelos I gained insight into four large parts of the company: purchasing and logistics, customer service, assisting the management, and sales. I must say the em-

Have you changed as a result of your time abroad?

I think I have become more mature and independent – which is another important component in preparing for both working and private life. You simply have to take care of everything yourself. And you also learn about things that maybe work a lot better at home.

So you're glad to be back in Germany!

Yes, of course I'm glad to be back with my family and friends. After all, I have my sights on a target – first to get my Bachelor's degree, then my Master's, and then to start earning money so that I can travel to Australia even more often.

Mr. Frech, thank you very much for this interview. HOSCH news wishes you all the best in your studies and for realizing your ambitious plans.

A Gigantic Country and Economic Powerhouse

More than soccer and Carnival in Rio: since 1998 Brazil is also the home of HOSCH do Brasil



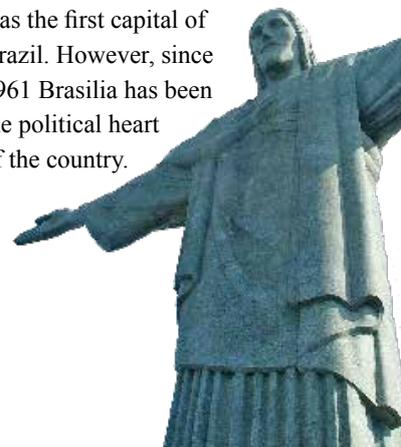
A view over Rio de Janeiro's bays and the Sugar Loaf Mountain – always under the protection of the gigantic statue of Christ.

Brazil, a gigantic country containing part of the Amazon rainforest, stands for many different things: Sugar Loaf and samba, Carnival and soccer, white beaches and dense rainforests. However, it is also the largest country in South America and an economic powerhouse. According to figures released by the Federal Foreign Office in Germany, it was the world's seventh largest economy in 2011 with a gross domestic product of around 2,500 billion U.S. dollars.

Brazil is thus one of the major players in the global competition for business and a logical place for HOSCH-Fördertechnik GmbH, the world leader in conveyor-belt cleaning, to do business.

Brazil was discovered in 1500 by seafaring explorers. The first visitors to the region from Europe were captivated by the abundant flora and fauna. Soon colonies were set up along the coast. Rio de Janeiro

was the first capital of Brazil. However, since 1961 Brasilia has been the political heart of the country.



HOSCH do Brasil Ltda.

The company HOSCH do Brasil Ltda. in Belo Horizonte has been growing steadily since its founding in 1998. The team of 20 headed by Peter Petzold has worked hard and achieved great success in this gigantic country. When the company recorded a major increase in turnover in 2013, it promptly hired new staff. The key accounts include Vale S.A., one of the world's three largest mining companies, the Brazilian steel producer CNS and the ThyssenKrupp subsidiary CSA.

With a population of “only” 1.7 million, Brasilia is a relatively small capital city; far more people live in São Paulo (about ten million) or Rio de Janeiro (about six million). In Brazil a total of more than 193 million people live on exactly 8,514,215 square kilometers – making it the fifth largest country in the world with the fifth largest population.

Since 1998 HOSCH do Brasil has been operating out of Belo Horizonte, the capital of the state of Minas Gerais (“general mines”) in southeastern Brazil. The region is in fact the location of numerous mines and deposits of minerals and gemstones. The region's historic gold mines are, in contrast, largely exhausted; today they are the site of extensive exploration for diamonds. Trade between Brazil and Germany is dominated by iron ore, soybeans, coffee, copper and crude oil in the one direction and automobiles, automotive accessories and pharmaceutical products in the other.

The official language of Brazil is Portuguese; the official currency is the real (1 euro = approx. 3.40 real). Brazil is not really a tourist country – with the exception of several coastal resorts and Carnival in Rio. It is hoped that the 2014 FIFA World Cup and the 2016 Olympic Games will promote tourism by attracting visitors from all over the world to the Sugar Loaf Mountain and beyond. Before the four-week FIFA World Cup gets underway in June 2014, large investments will have to be made in the country's infrastructure, including modernization of the country's rail and road networks and expansion of its largest airports (located in São Paulo, Campinas and Brasilia).



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