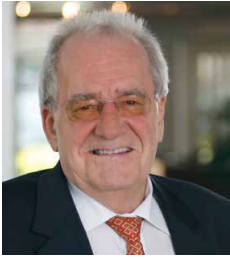


# HOSCH *news*

The International HOSCH Magazine



- **Customer Care “Live” at the HOSCH Stand**  
At the “Schüttgut” in Dortmund
- **Expansion in Latin America**  
New HOSCH company in Chile
- **Even Closer to the Customer**  
Eddie Presch moves to the UAE
- **New Country Manager in Asia**  
Mohammad Akmal heads HOSCH Malaysia



## Promoting Intercultural Competencies

*In 2017 the HOSCH Group is continuing its path of expansion so that it can be even closer to its customers worldwide and act more flexibly. In this issue of the HOSCH news we present our latest activities on South America's large growth market – including the newly founded HOSCH Chile.*

*New HOSCH companies – and of course those that are continually expanding – will always need more well trained employees. And for quite a while now, our HTP corporate training program has been in an excellent position to provide them. This internal program is one of the key pillars of employee development in our company.*

*Promoting intercultural competencies is an important element in the acquisition of HOSCH-specific know-how, and is indispensable for a global player as another pillar in staff training. Alongside language skills, this includes being open to new ideas and the willingness to shake off one's own "lens" and work effectively with other people who have a different cultural background. In order to achieve this, we will push forward and intensify our worldwide staff exchanges. Our employees should get to know one another personally and see how colleagues from other areas work, so that they learn from one another.*

*Technical knowledge coupled with an in-depth understanding of the local culture considerably strengthens the HOSCH Group as a specialist in all aspects of effective belt conveyor cleaning worldwide and enhances its integration into a unified whole.*

*We wish a successful second half of 2017 to all of you, at work or at home, and to all our customers and friends around the world.*

*Yours truly,*

Hans-Otto Schwarze

Eckhard Hell

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### To our cover picture:

The cover picture shows a belt conveyor system at Cape York in the state of Queensland in Australia – a place where people go on holiday. Photo: iStock

# Customer Care “Live” at the HOSCH Stand

HOSCH makes an excellent showing at the “Schüttgut 2017” in Dortmund



Some of the members of the HOSCH team at the “Schüttgut 2017” (from left): Hans Niegot, Michael Niehues, Hans-Jürgen Niehues, Hubert Kopyto, Sebastian Döge, Ralf Schult and Detlef Domke von Bichowski.

**Two days of tips, trends and technologies in May: the 8th “Schüttgut” trade fair at the Westfalenhallen in Dortmund showcased everything new and worth knowing in the bulk goods industry. The show was a big success with some 500 exhibitors and three percent more visitors this year. HOSCH-Fördertechnik GmbH was represented at the show with a stand placed strategically in Hall 4.**

Open on all sides, easy to reach, with a seating arrangement, two monitors, a small counter and several bar tables – the stand in bright HOSCH orange was a

genuine eye-catcher and a good calling card. The team headed by Detlef Domke von Bichowski welcomed visitors to the stand with freshly brewed coffee and light snacks before explaining and demonstrating the HOSCH products. “We were able to show all the HOSCH scraper systems except for the C4,” the Sales Manager said proudly. The D2 generated keen interest among trade visitors with its electric disengaging device, that also can be adjusted outside the belt system. This group was eager for detailed information on the deflecting function, the automatic adjustment feature, and the “paint scraper principle”

of the HOSCH belt-cleaning equipment, and wanted to know more about the tracker roller and skirt systems. Films of HOSCH products in service worldwide were shown non-stop on the two monitors. A short transcript was prepared of all conversations with visitors to the stand – “for follow up,” explains Domke von Bichowski.

## “An Important Show for HOSCH”

**The HOSCH news spoke with Detlef Domke von Bichowski after the “Schüttgut.”**

*HOSCH news: How would you summarize your two days at the show?*

A total success! Our stand attracted a lot of visitors on both days; we had some interesting conversations and made appointments to visit companies.

*HOSCH news: Where did the stand visitors come from?*

From Germany of course, but also from the Netherlands, Austria, Italy and Sweden. We also had contacts to visitors from the UAE.

*HOSCH news: How would you describe the mood among the potential customers?*

Excellent – the atmosphere at the show made it easy to get into deep conversation.

*HOSCH news: How important is a show like the “Schüttgut” in today’s digitized business environment where customers can look at products on the Internet?*

Very important. At the “Schüttgut” you can not only look at the products and compare them but also have personal conversations with representatives from the company and gain a general impression.

## From "Right Hand Woman" to Boss

### Sabine Jakobuß heads Finance and Accounting at HOSCH.

HOSCH's top number-cruncher is Sabine Jakobuß, who has been Team Leader in

Finance and Accounting for over a year. The 55-year-old succeeded Wolfgang Nawrocki, who is now enjoying his well-earned retirement.

After setting up her desk as a financial accountant at HOSCH Headquarters in

Recklinghausen in November 2001, she became Wolfgang Nawrocki's "right hand woman." Her active support was a crucial advantage when it came to feeding new ideas into the department, especially when Accounting introduced

the SAP system in January 2015. This came with an efficient division of labor, flat hierarchies and considerable savings in time and money.

Sabine Jakobuß has organized her team so that all staff members have their specialties, but can still easily stand in for a colleague who is on vacation or off sick. "We work hand in hand here," she says with a smile.

In her leisure time Sabine Jakobuß, who lives in Dorsten with her husband, likes a good book or a relaxing bicycle ride. And she has many creative hobbies for escaping from the rather "dry" world of numbers. She and her husband spend their winter vacations in the Tyrolean mountains, and in summer they go to Greece to soak up the sun.



## Managers Meet Again at Jammertal Ressort



Short communication paths and response times: the "Jammertal Golf & Spa Ressort" in Datteln-Ahsen, venue of the annual International Management Meetings (IMM), was given good marks in recent years for both of these qualities by the HOSCH Management and the IMM participants from all over the world. For this reason, HOSCH booked the hotel not

far from Recklinghausen again for this year's conference. In 2017 the international HOSCH managers will gather at the "Jammertal" from September 25 to 30. The hotel serves a dual purpose for the event, providing both the venue for the IMM and accommodations for the top managers of the HOSCH companies worldwide.

## Guests Feed the "Cash Cow"

### HOSCH founder Hans-Otto Schwarze celebrated his 80th birthday and collected money for distressed animals.

In mid-May HOSCH founder Hans-Otto Schwarze celebrated his 80th birthday with over 100 guests including Recklinghausen's mayor Christoph Tesche. At his home, he'd had his beautiful garden partially covered over for the very casual celebration, but apart from a brief shower



the sky stayed clear. So the assembled relatives, neighbors, friends and invited HOSCH employees and their partners could spread out not only in the house, but also in the garden thanks to the pleasant temperatures. The champagne reception (with German "Sekt") and the following barbecue buffet featuring a whole roast sucking pig quickly put the guests in the best mood for lively conversation. The party ended in the late afternoon with a delicious dessert buffet plus coffee and cake. The host had asked guests not to make grand speeches or bring personal gifts – and everyone respected his wishes. Instead, the guests filled up Doris and Hans-Otto Schwarze's legendary "cash cow" with donations for animals in need, Mr. Schwarze's favorite charity. The HOSCH employees, too, supported "the boss" by adding to the collection.

# Latest Belt Conveyors Replace Trucks

The S11D project in northern Brazil is expected to produce around 90 million tonnes of iron ore every year. Vale S. A. employees came to “practice” in Recklinghausen



When employees of Vale S.A. in Brazil came to Recklinghausen to further their technical education, Managing Director Eckhard Hell (seated, left) “beamed in” Peter Petzold and Alexander Corrêa from HOSCH Brazil to a training session via Skype.

**A huge country and a huge project: Vale S. A., headquartered in Rio de Janeiro, is one of the world’s three largest mining companies, and has launched the world’s largest iron ore mining project in northern Brazil – or to be more precise, in Canaã dos Carajás in the state of Pará. The project’s rather opaque title is S11D or “Serra Sul,” which means “southern mountain range.” The opencast mine is expected to deliver around 90 million tonnes per year of one of the purest iron ores in the world.**

## The project

A gigantic amount was invested in S11D – which indicates the direction for Vale S. A. in the future. Production started at the edge of the Amazon region in December 2016, and in January 2017 the first batch of iron ore was already under way. The Brazilian company uses automated conveyor technologies in order to be as environmentally friendly

as possible. This means that the most advanced belt conveyors deliver the raw material to plants where it is processed and loaded onto trains for dispatch. As a result, hardly any huge trucks are used in the Carajás mine. The processed iron ore is then transported by rail, largely over newly laid tracks, to the port at Ponta da Madeira. The harbor area has been enlarged especially for the S11D project and this is where the iron ore is unloaded and transferred to large seagoing tankers most often bound for Europe (Rotterdam) or Asia.

## The training

Since Vale S. A. has been a HOSCH customer for years, HOSCH scrapers are deployed on the modern belt conveyor systems in the Carajás mine. Four engineers and technicians (including one woman) from the S11D project came to Recklinghausen at the beginning of March to be trained by Thomas Legner. They spent two days on theory and

practice, covering topics such as belt conveyor cleaning, belt tracker systems and belt sealing in detail. The “trainees” completed their practical sessions on the company’s own belt conveyor system in the HOSCH training center.

HOSCH do Brasil also took part in one of the two days of training – via a Skype conference connection. Peter Petzold, General Manager of HOSCH do Brasil, and technician Alexander Corrêa, who has worked for major mining companies for more than 15 years and has been a member of the Brazilian HOSCH team since the beginning of 2017, linked up to the training room. Corrêa knows the region surrounding Carajás very well because he owns a house there.

## Outlook

HOSCH Managing Director Eckhard Hell did not miss this opportunity to welcome the guests from Brazil in person and also joined in for part of the time. In a personal note sent after the training he thanked the Vale S. A. employees and promised: “We hope that you gained some valuable insights into the complexity and importance of efficient belt conveyor cleaning. Our top priority is to guarantee that the belt conveyors in Carajás function smoothly, safely and economically. We are confident that with our experience and the high quality of our products we can contribute to the success of your impressive S11D project.” In addition, Hell gave the team from Vale S. A. some photos as souvenirs of their training at HOSCH headquarters.

You can watch a fascinating video about the S11D project on YouTube. Here is the link: <https://www.youtube.com/watch?v=LRiwTSbePRg&feature=youtu.be>

## Packing Up House and Moving to the Middle East

### Eddie Presch of HOSCH GB and his family resettle in the United Arab Emirates (UAE)

At the beginning of 2017 Eddie Presch from HOSCH GB took the decisive step of relocating both his professional and personal life from the UK to the UAE. The Sales Manager of HOSCH GB, who has been with HOSCH for over 30 years, said the decision was motivated by his desire to live in the country where he has been supporting the company's customers for many years – and the better weather!

Eddie Presch and his family (wife Johanne, son James and daughter Harriet Elizabeth) now live in the emirate Ras Al Khaimah, a good 40 minutes from Dubai, the largest city in the UAE. Moving from England to the emirate was quite a feat: the family had to find a house, pack up



Eddie Presch (2nd from left) with his entire family (from left: James, Jordan, Harriet Elizabeth and Johanne) in a water park in Dubai.

their belongings, and apply for visas and health insurance. All of this had to be done alongside the normal sales and service activities for the HOSCH products. By now the Presch family has totally ac-

climated to their new surroundings. They enjoy the warm weather in the water parks and on the beach. James just loves his new school. In April Eddie's eldest son, Jordan, visited the family for almost two weeks. Eddie has joined the Ras Al Khaimah Rugby Union Team and now stands on the playing field as a "hooker" with team members from the Emirates, South Africa, England and Syria. He recently led the team to its first victory in a long time. And James, a "chip off the old block," has already joined the Junior Rugby Team.

In the Middle East, Eddie Presch continues to work closely with the local HOSCH distribution and service partner, Ocean Rubber Factory (ORF) LLC.

## HOSCH Products Solve Problems in a Rock Quarry

### Eddie Presch: "This belt conveyor was the most difficult one I have ever seen in my entire career at HOSCH."

In June 2016 HOSCH received an order to supply a large number of scrapers for the Stevin Rock mining company's "Q2 Crusher 22 Project" in Ras Al Khaimah. Ras Al Khaimah is one of seven emirates comprising the United Arab Emirates (UAE). Quarry Manager Mark Staines was so satisfied both with the HOSCH scrapers and with the service and maintenance performed by the HOSCH partner Ocean Rubber Factory LLC. (ORF), that he now plans to install HOSCH scrapers for the "Crusher 23 Project."

The new crushing plant will commence operation in the quarry in mid-2017 and hugely increase the output of limestone rock. This material is used mainly for infrastructure projects in Qatar and in the Indian steel industry. The new plant contains numerous belt conveyors, all

of which have been fitted with HOSCH scrapers. An additional sand washing facility will be installed by September 2017. Eddie Presch from HOSCH GB is already negotiating with the managers and project teams involved in the crusher projects 24 and 25.

Following the successful operation of HOSCH equipment in Plant 22, Quarry Manager David Lynch decided to test a HOSCH scraper on a belt in Plant 16. Lynch was initially skeptical since belt-cleaning modules with tungsten-carbide tips had never been used at this location. However, the HOSCH scrapers convinced him. After the successful test, he ordered additional scrapers for two belt conveyors. Lynch now plans to install one scraper per month until the carryback problems at this plant are resolved. "This belt conveyor was the most difficult one



I have encountered in my entire 30-year career at HOSCH," commented Eddie Presch.

The excellent results achieved in Plant 22 led to the deployment of additional HOSCH products by Stevin Rock. After a long conversation with Eddie Presch, the company decided to go one step further and test the scraper on a belt with an extremely difficult surface. The results were so impressive that Stevin Rock now wants to install HOSCH scrapers at more of its plants.

## Tears and Thank-You's at Farewell Luncheon

### Grace Barkhurst retires after 25 years of service to HOSCH

**Grace Barkhurst embarked on her well-earned retirement after a quarter of a century in the Sales Department of HOSCH Company. At a farewell luncheon, her colleagues in Pittsburgh thanked her with presents, numerous anecdotes and quite a few tears.**

As much as she is looking forward to spending more time with her family, Grace is sure to miss her “adopted family” at the HOSCH subsidiary in the United States. Manager Mary Murawski praised Grace’s loyalty and strong work ethos, saying that: “Grace took a professional attitude to her work at all times. In every task assigned to her as part of her day-to-day work, she applied her exceptional enthusiasm, expertise and experience.” It came as no surprise, then, that Mary Murawski ended her testimon-



**At her retirement party, Grace Barkhurst was given a royal send-off with flowers, presents and a few tears.**

rial with the tongue-in-cheek remark that “We hope retirement is not her thing and she will come back to work on our team!”

Neither did Hans-Otto Schwarze let this chance slip by to thank Grace person-

ally in a letter – something that moved the HOSCH veteran to tears. Schwarze wrote: “I don’t want to let you leave without a personal word of thanks for your commitment and all the hard work you did during your many years of employment at HOSCH Company.” The HOSCH founder praised the excellent work Grace Barkhurst had performed in general administrative tasks and, in particular, in assisting the company’s management. In both areas, he said, she had contributed greatly to the stability and growth of HOSCH in the U.S. “I would also like to thank you for your personal loyalty and your friendly manner,” he added before wishing Grace an enjoyable retirement “together with your family and with the grandchildren that will be sure to keep you and your husband on your toes.”

## A Small Detour to a New Customer

### Building-material supplier in Pennsylvania uses HOSCH products

**In late September 2016, Mike Evanitz and Clint Alexander from HOSCH Company were on their way to a new potential customer when they got lost. Fortunately, they ended up at the Keystone Lime Company in Cranesville, Pennsylvania – a company that coincidentally operates rock quarries and crushing plants.**

Mike and Clint got talking to Plant Manager Patrick Ware, who revealed that the scrapers installed at Keystone were not operating satisfactorily. Following several discussions with HOSCH, Ware agreed to a demonstration of a HOSCH scraper on a 48-inch belt. Afterwards, he was so enthusiastic about what he had seen that he ordered several scrapers right away – one scraper for each belt conveyor at the plant.

Soon the entire company was talking about the perfect cleaning results achieved by the type B6 scraper and the good HOSCH service in Cranesville. The upshot: Brian Murray, Mark Charles and Peter Coffey from HOSCH installed

several HOSCH scrapers at the Keystone Lime plant in Fort Hill, PA. At this location, as in Cranesville, limestone and sandstone are processed mainly for use in road construction.



**The belt conveyors at the Keystone Lime Company in Cranesville, Pennsylvania in the U.S.**

## +++ HOSCH Personnel Ticker +++

**Eckhard Hell** has taken on a new role: On March 18 of this year, the HOSCH Managing Director became a grandfather for the first time. Granddaughter Lara is the first child of his daughter Pia and son-in-law Stephan. As our photo shows, little Lara is already the apple of her granddad's eye!



The song "Happy Birthday" rang out twice at HOSCH headquarters in March, as **Andrea Starke** (photo, left) celebrated the big six-0 and **Beate Hendricks** the big five-0! It was hard to say who enjoyed the birthday celebrations more – Andrea and Beate or the numerous colleagues who came to congratulate them! Both of the "birthday girls" are administrative staffers: Andrea has been



auditing accounts for almost 20 years in the Accounting Department and Beate has been working for 12 years in the Service and Installation Department.

To get on the right track from the start, **Elizabeth Archer**, Operations Coordinator at HOSCH Company, and her fiancé **Thomas Barnes** selected a railway venue for their wedding festivities. After exchanging vows at a church in Swissdale, Pennsylvania, the couple celebrated at the Grand Concourse, a restaurant housed in the beautifully preserved Pittsburgh & Lake Erie Railroad Station built in 1901. Even after remodeling, the building retains a turn-of-the-century charm. The bride, who assumed her husband's name after the wedding,

came to work for HOSCH Company at his headquarters in Pittsburgh in 2010 after getting her degree from Duquesne University in the Steel City.



On a clear day with not a rain cloud in sight, **Clinton Alexander**, Regional Manager for Pennsylvania at HOSCH Company, married his fiancée Dina in a romantic outdoor ceremony in Wexford, Pennsylvania. The ceremony was followed directly by a reception for close family members and friends of the couple. Clinton has been working for HOSCH in the U.S. since February

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# +++ HOSCH Personnel Ticker +++



2016. Previously, he was responsible for keeping the conveyor belts running at a coal company that also has its headquarters in Pittsburgh.

A dream wedding in a dream country: **Linda Dewi** and **Robert Steiner**, both employees of HOSCH in Indonesia, brought their three-year relationship to a different level in mid-March in a traditional Indonesian wedding ceremony. Indonesia is the world's largest

island nation – with around 255 million inhabitants and more than 300 different ethnic groups. Since Linda Dewi (34) is of Sundanese origin, the couple decided to wear traditional Sundanese wedding attire. The ceremony was held in Balikpapan in the Indonesian part of the island of Borneo and attended by a small group of family and friends. At the end of May, the couple repeated their vows – this



time in Austria, where Robert Steiner (53) was born. Prior to the wedding, HOSCH founder Hans-Otto Schwarze

## HOSCH Service Anniversaries

In the first half of 2017, the following HOSCH employees working at HOSCH Headquarters in Recklinghausen celebrated service anniversaries:

- 10 YEARS:** Markus Breilich, Claus Weimann
- 15 YEARS:** Raisa Götz, Markus Weber
- 20 YEARS:** Walter Rolofs
- 30 YEARS:** Frank Günther

and Managing Director Eckhard Hell sent a congratulatory note with the text: “We hope you have a wonderful wedding ceremony and wish you all the best for your married life.”

## More Responsibility

**HOSCH Management appoints Dirk Heidhues Assistant Managing Director.**

HOSCH-Fördertechnik Recklinghausen GmbH has a new Assistan Managing Director. On March 1, 2017, the HOSCH Management selected Dirk Heidhues for this responsible position that will give him a wide range of additional duties.

This personnel decision met with a positive response from the HOSCH “family” worldwide. For example, S. K. Roy in India wrote by e-mail: “Dear Dirk, congratulations from the entire HOSCH India team.” Dirk Heidhues has been with our company for more than eight years. In January 2009, he took over as manager of the HOSCH production department

in Recklinghausen. One of his first major tasks was series production of the Type HD scraper.



**Dirk Heidhues with his wife Ulla and children Ben and Anna.**

The 44-year-old mechanical engineer lives with his wife Ulla and their two children Anna (9) and Ben (11) in Lippetal, a small municipality around 70 kilometers from Recklinghausen.

## Werner Brinkmann – Obituary

Werner Brinkmann, who died on February 1, 2017, at the age of 74, will be sadly missed by the management and staff at HOSCH-Fördertechnik GmbH. Before retiring he had been a HOSCH commercial employee for almost 30 years – i.e. virtually the company’s entire history.

His main task was coordinating the work of service and installation employees at HOSCH customers in Germany.

Hans-Otto Schwarze and Eckhard Hell expressed their sympathy in a letter of condolence to Brinkmann’s family: “Werner Brinkmann was a valued employee and colleague, and we will always cherish his memory.”

# Real Teamwork in Verona

**HOSCH products impress visitors at the SaMoTer, the most important trade show for the Italian construction industry**

Five HOSCH people from Italy, four days of intensive discussions, plus expert support from Recklinghausen – all of this led to “a resounding success!” This is how Mario Del Pezzo summarized HOSCH Italy’s participation at the SaMoTer, an international trade show for earthmoving and construction machinery, in Verona.



Mario Del Pezzo (2nd from right) with his trade fair team.

The four days at the trade fair in February were once again a great experience for the HOSCH team consisting of Mario Del Pezzo, Gerardo Fericola, Mariangela Vassallo, Luca Scarano, Alberto Vicinanza and Giancarlo Leombruno (who had traveled to Northern Italy from Recklinghausen). The HOSCH booth attracted a huge amount of attention with the new HD-PU-L and the large variety of scrapers presented on the monitors. Visitors to the HOSCH stand were obviously impressed by the special features, diversity and flexibility of the HOSCH products – ranging from the highly-advanced DX and HD0X all the way to the versatility of the B6 scrapers and the unbeatable cleaning performance of the C series. Del Pezzo said: “We got to know representatives from quarries, from the cement industry and from tunnel and road construction, who obtained extensive information at our exhibition booth.”



A place to make conversation and contacts: HOSCH Italy’s stand at the SaMoTer in Verona, the number one trade fair for the Italian construction industry.

Even if the huge number of visitors hardly left any time for a coffee break – nobody in the team from HOSCH Italy would have wanted to miss the four heavy working days in Verona. Mario Del Pezzo commented: “We were able to fix initial appointments with the customers for offering solutions to problems directly on site. The success of this exhibition is an indicator of the general upturn in the Italian construction industry and related sectors. We are very pleased to be a part of this increasing demand.”

However, the time spent in Verona also enhanced team spirit at HOSCH Italy because, according to Mariangela Vassallo: “The preparations, setting up the stand and the opening went very well thanks to the cooperation of our entire team.”

The SaMoTer trade fair has been held every three years since 1964, always in Verona. In Italy it is the leading show for the country’s traditionally strong construction industry. This year 455 exhibitors from 25 countries took part in the SaMoTer, which drew around 53,000 visitors from 77 countries.



*Verona is one of the largest cities and one of the most charming destinations for tourists in northeastern Italy. The diversity and value of Verona’s urban*

*structures and architecture earned it a place on the list of UNESCO World Heritage sites. The picturesque “Piazza delle Erbe” and “Piazza Bra” also offer breathtaking views – and in the summer season the “Arena” is a popular venue for concerts and festivals. Furthermore, Verona is a great place for enjoying the whole range of fabulous Italian cuisine.*

# New HOSCH Company in Chile

## Cesar Vigo becomes General Manager in Santiago

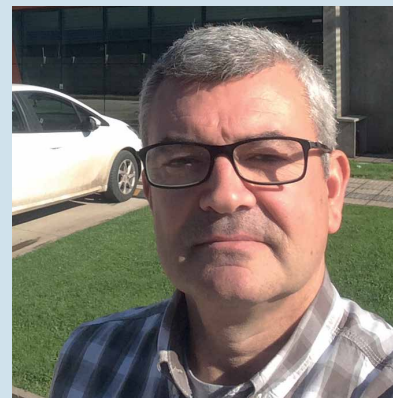
Always discovering new markets and exploiting their opportunities and potentials – this has been part of the HOSCH philosophy for over 40 years. Now the company is embarking on a new chapter of its history: at the end of March 2017, HOSCH Chile S.p.A. was officially founded, a subsidiary of HOSCH Company in the United States. The new company in South America is managed by Cesar Vigo, and is headquartered in the Chilean capital, Santiago de Chile.

Chile has a population of around 18 million, making it one of Latin America's leading economies and one of its largest producers of raw materials. The country has the largest known copper reserves in the world (around 40 percent), worked by copper mines and quarries. Since January 2011, the firm TTM (Tecnología en Transporte de Minerales) has been the HOSCH sales and service partner in Chile. The company operates in the bulk goods industry and has excellent contacts with the mining sector.

However, the constructive and successful local cooperation, which Cesar Vigo has personally had a hand in since 2014, was no longer sufficient for the huge South American market. So the idea was born of founding a new HOSCH Company in this country on the Pacific rim. HOSCH Managing Director Eckhard Hell said, "We remain on friendly terms with TTM. This was also underscored at the end of May by a visit from Philippe Hemmerding, a member of the family that owns TTM, to Recklinghausen."

### Mining uses expertise from German firms

Hell and Vigo believe that the whole mining industry offers good opportunities for HOSCH to grow, because this sector of the Chilean economy wants to regain its competitive edge by bringing in top technology. Germany is an important strategic partner in this process and the Chilean mining industry has already forged some strong alliances based on expertise from German firms. HOSCH Chile chose to set up its head-



**Cesar Vigo** (52) has worked for HOSCH companies for over ten years. From 2006 to 2014 he successfully headed HOSCH Iberia in Barcelona – so congratulations on these many years of service! Three years ago he moved to South America for HOSCH and supported customers in Chile, Bolivia and Peru. Carlos Orviz took over from Cesar Vigo, a keen runner, as General Manager in Spain. Since the end of March 2017 Cesar has been General Manager of the new HOSCH Chile S.p.A. He now lives in the capital, Santiago de Chile, "and I don't want to move again for a while," he says categorically. Hopefully he will still find time to go running.



A 400-m2 hall in Santiago chosen by HOSCH Chile as its future domicile is now undergoing renovation.

quarters in a hall of some 400 square meters offering office space (approx. 145 m<sup>2</sup>) and parking on a commercial estate in Santiago. At present Cesar Vigo is working with a builder to convert the hall so that it satisfies HOSCH requirements.

### The official address of the new company:

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# Reorganization at HOSCH in Asia

**Mohammad Akmal takes over the reins in Malaysia – Dr. Mark Macqueen leaves at his own request**

A farewell is always also a new beginning. At the end of April 2017, Dr. Mark Macqueen left HOSCH at his own request and the HOSCH Management reacted by reorganizing the company's top management in Asia.

The key changes: Mohammad Akmal has been appointed Country Manager of HOSCH Malaysia Sdn. Bhd.; Robert Steiner will continue to manage HOSCH activities in Indonesia. Both managers will report to HOSCH Managing Director Eckhard Hell.

Eckhard Hell spent four days in Malaysia, from April 24 to 27, to organize a smooth staff transition. In Kuala Lumpur he thanked Mark Macqueen for



Dr. Mark Macqueen (center) with several of his (now former) team members at the HOSCH offices in Kuala Lumpur, Malaysia.

“his systematic development work here in Asia. On this foundation, we can now transfer the responsibility to Mohammad Akmal with a clear conscience – a step that secures the necessary technical expertise.”

## The team in Asia is expected to grow

At the same time, Hell promised to provide the new Country Manager with any support needed from Germany. HOSCH also intends to strengthen the team led by Mohammad Akmal as quickly as possible in both sales and service to equip it for the growing Asian market.

Dr. Mark Macqueen is returning to Europe for personal reasons. He has moved his permanent place of residence to Austria, from where he has supported the HOSCH companies in Asia on a part-time basis during the transition.

## Mark Macqueen

Dr. Mark Macqueen (53) has been working for HOSCH since June 2013 and has built up the company in Asia. Born in Australia but raised in Austria, he studied mining and the mining industry in the Alpine republic, earning his doctorate in process engineering. Before joining HOSCH, he gained several years of managerial experience in Asia.

## Mohammad Akmal

Mohammad Akmal (36) has been working in sales and service for HOSCH in Asia since February 2014. In Malaysia Robert Steiner and Norbert Beermann took their young colleague under their wing when visiting the major customer Vale Malaysia Minerals and showed him how to perform a diverse range of installations. Most recently, Akmal became a “student” again for two weeks in October and November 2016 at the HOSCH Training Center in Recklinghausen.



HOSCH Managing Director Eckard Hell (left) wishes Mohammad Akmal every success in his new post and pledges to provide any support he might need from Germany.

# Keeping Everyone Fully Informed

Regular discussions are the rule for HOSCH International

Regular meetings are part and parcel of working at HOSCH International: For example for the Australian sales team, consisting of sales service and field service. The team holds a regular meeting once a week to keep all the members fully informed, share experiences, look for creative group solutions to complex problems, and share out the tasks to be done. The sales meetings are usually headed up by Cory Jaques, who has earned the nickname among his colleagues of “The Machine.” And Service Manager Dave Ferguson is also present so that he is always kept up-to-date on all planned projects.

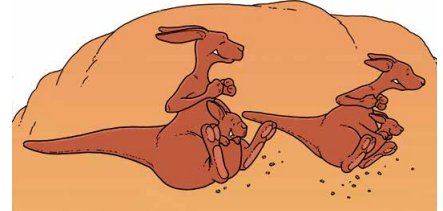
Both of them recently welcomed a new colleague: Nigel Jagers, whose customer base stretches over a region with a radius of about 1,600 kilometers. He regularly flies to construction sites – visits he finds essential for efficient customer contact. The sales team now consists of Marisa Akamatis, Jade

Waite and Nigel Jagers. The Account Managers in the sales force are Warren Kilmister, Stan Roussel and Ryan Goff. We should not forget the “island of tranquility in the data jungle:” Jason Cutler, the contact person for IT. According to HOSCH-Manager Paul Harris, Jason deals with “all inquiries with a great deal of patience and a smile.” Changes on the four monitors in the sales department in the office in Perth should, for example, always be implemented “yesterday” – not a problem for the IT expert. The department’s employees therefore say, “Thanks, Jason, for always being at our side with your calm personality.”

In parallel with the weekly meetings, the approx. 40 employees of HOSCH International also meet for regular workshops that not only put across the corporate philosophy, but also map out objectives and define requirements. Paul Harris elaborated: “Among other things, we have agreed that during the next few months we will focus on corporate structure.”

For example, there will be conscientious checks on which business partners are likely to be the right ones for producing the best results. This is no easy task because the customer orders are not “right on the doorstep,” and in some cases are around 4,000 kilometers away in Queensland.

The HOSCH International team at the weekly distribution conference in the Perth office. Right (standing in front of the monitors) Cory Jaques, left (sitting, in white T-shirt) Nigel Jagers, new in the sales team.



## Notes From Down Under

HOSCH International aims to be as family-friendly as possible. Last year some employees had problems organizing someone to look after their children during school vacations. The HOSCH solution was simple: they brought their children to the office.



A child-minder was organized right there while the parents were working, such as **Kerry Akhurst**, Head of the Personnel Department (pictured),

with her new baby Amy. HOSCH manager Paul Harris commented: “Many of my staffers have children under the age of five. We offer them solutions because we are well aware how difficult it is to combine having a family and going out to work.”

Effort is rewarded: **Arran Rowles**, who joined HOSCH almost one year ago as a service technician, is frequently noticed owing to his excellent work. Recently he even interrupted his annual vacation to stand in for his sick colleague Troy Kitson, who had torn his Achilles tendon, on an important job



for a customer. HOSCH International expressed its thanks for this outstanding commitment and help in an emergency by providing tickets for a match of the Fremantle Dockers in Patersons Stadium in Perth, where Australian football – a variation of American football – is played.

# Two Generations of HOSCH Customers

In Sweden a new generation is also using HOSCH products



**LBM Luleå Band Transport & Environmental Services AB has been HOSCH's distributor in Scandinavia for over 25 years now. The Swedish company deploys HOSCH products even at a place where it is bitter cold for extended periods of time – namely Kiruna, a town about 200 km north of the Arctic Circle that is the northernmost municipality in Sweden.**

Kiruna is the home of Malmfältens Bandtransport & Miljöservice (MBM),

Following in his father's footsteps: Torbjörn (left) and Jonathan Fernström fill out the service report for a HOSCH scraper in operation at the iron ore mine in the Swedish town of Kiruna.

one of LBM's 11 subsidiaries. Torbjörn Fernström (49) has been the manager and co-owner of MBM for over 20 years.

During this time he has relied predominantly on HOSCH products to support MBM's endeavors in sales, installation and service. Recently, Torbjörn recruited a member of his own family to help out:

for a good year now his son Jonathan (24) has been working at MBM. Among his other duties, Jonathan is responsible for over 200 HOSCH products in service in Sweden's far north.

## Moving an entire town

Jonathan Fernström has put together a strong team for MBM's customers in Kiruna and Gällivare, another town in the province of Lapland. "What this shows," explains Jari Iversen, HOSCH Sales Manager for Scandinavia, "is that the focus remains on HOSCH products even among the second generation of users."

Kiruna (population: approx. 17,000) is the site of the world's largest underground iron mine. Kiruna supplies most of the iron ore used in construction in Europe. The Kiruna mine, which supplies more than 27 million tonnes of iron ore per year, is owned by the state-run iron ore company Luossavaara-Kiirunavaara Aktiebolag (LKAB). To fully exploit the iron ore deposits lying under the city, the entire town will be moved five kilometers to the east by the year 2040.

## HOSCH Partner at Conference in New Delhi

S.K. Roy, an employee of the Indian HOSCH partner in Kolkata for many years, recently attended a conference in New Delhi with the title "Conveying Systems and Technologies." For two days in mid-March the conference in the Indian capital served as a meeting point for representatives of many different fields, including belt conveyor manufacturers, consulting engineers, and producers of equipment and accessories. The varied program of lectures triggered discussion



of topics such as requirements, solutions and "best practices" in belt conveyor technology. S. K. Roy was one of the

speakers at the conference; his topic was "Clean, Safe and Smooth Materials Handling."

## Personnel News from the U.S.

**Peter Coffey** is the Technical Director of HOSCH Company. Before coming to HOSCH in January 2016, he gained 10 years of experience in the bulk goods industry. His profile of activities, which he carries out conscientiously and with great ambition, involves assisting OEM customers and his colleagues in customer support. After a good year and a half at HOSCH, he sums it up like this: "I am delighted by the teamwork and

by the chance to work with highly qualified colleagues both in the office and at our customers."



The employees of HOSCH Company recently followed the HOSCH principles of "looking over each other's shoulder" and "learning from each other". **Werner Schulz** (left) conducted the training in Pittsburgh.

The HOSCH Group is a genuine family enterprise. This can be seen in the U.S., where **Jodi** and **Chris Patterson** have been employed by HOSCH Company since December 2016. Whereas Chris works in customer support as a service technician and in the warehouse as an order-picker, Jodi was hired as an office assistant responsible for the reception area and order-processing. Before joining HOSCH, the couple worked for a piping wholesaler in Pittsburgh, PA.



## Reinforcements for HOSCH France

**Philippe Boulard**, General Manager of HOSCH France, has expanded his team. At the beginning of April, **Adrien Audoire** (36) assumed responsibility for sales of HOSCH products in northeastern France. He previously worked as a team leader in steel frame construction.

**Romain Descamps** (26) is almost an "old friend," having joined the service team at the HOSCH site in Calais in February 2016. On January 1, 2017, he became part of the permanent staff at HOSCH France.

Both the new employees have already completed the HOSCH Training Pro-



gram. They spent the period from April 24 to 28, 2017 immersing themselves in the corporate service philosophy at the training center in Recklinghausen and gaining greater in-depth technical knowledge of all HOSCH products.

Of course, both of them also joined in hosting two "Open Days" at the beginning of June in the offices, warehouses and workshops in the port of Calais, which HOSCH France had taken over at the end of 2015 (more on this in the next issue of the HOSCH news).

**Philippe Boulard** is looking forward to reinforcing his team in France.



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