

HOSCH *news*

The International HOSCH Magazine



- **HOSCH Health Day**
Premiere with tips, tests and recipes
- **Rising to the Challenge**
From sketch to final product in three months

- **HOSCH Grows in Latin America**
New HOSCH subsidiary in Peru
- **Central Warehouse**
New site in southern Norway

Drawing Closer Together to Meet New Challenges



The HOSCH Management (f. r.): Cornelia Kill-Frech, Ansgar Frieling and Dirk Heidhues.

Dear Readers,

Right now we are all living in turbulent times. Who would have thought back at the turn of the year that something invisible would have such a visible impact on all our lives?

As an international company, HOSCH is facing a number of challenges. Our employees have to tackle very new and very varied topics. Many of them are working from home, while others are still allowed to provide our services. Read the following pages to find out how.

One positive thing is that we can tackle projects that might otherwise fall off the radar of our daily business, or get pushed to the bottom of the agenda. These are projects that can have huge effects, like a unified public image with updated presentations and our new Corporate Identity Manual. We are working on online tutorials to supplement our training courses. Everyone is demonstrating huge commitment, which, of course, is a good thing and draws us even closer together.

The HOSCH Group continues to grow despite all the adversities. We have founded HOSCH Peru and have new sales partners under contract. There is a new and better infrastructure in Scandinavia and Malaysia for our colleagues to admire, with major improvements to the warehouses and offices there. Clearly, HOSCH is investing!

As a family business, we naturally continue to believe in the future – which you can see from our ongoing commitment to training young people. Not only we do have two new trainees, but the existing trainees have created a fantastic sustainability project that really comes to grips with the subject ... Just like this issue of HOSCH news!

We hope you enjoy browsing through it.

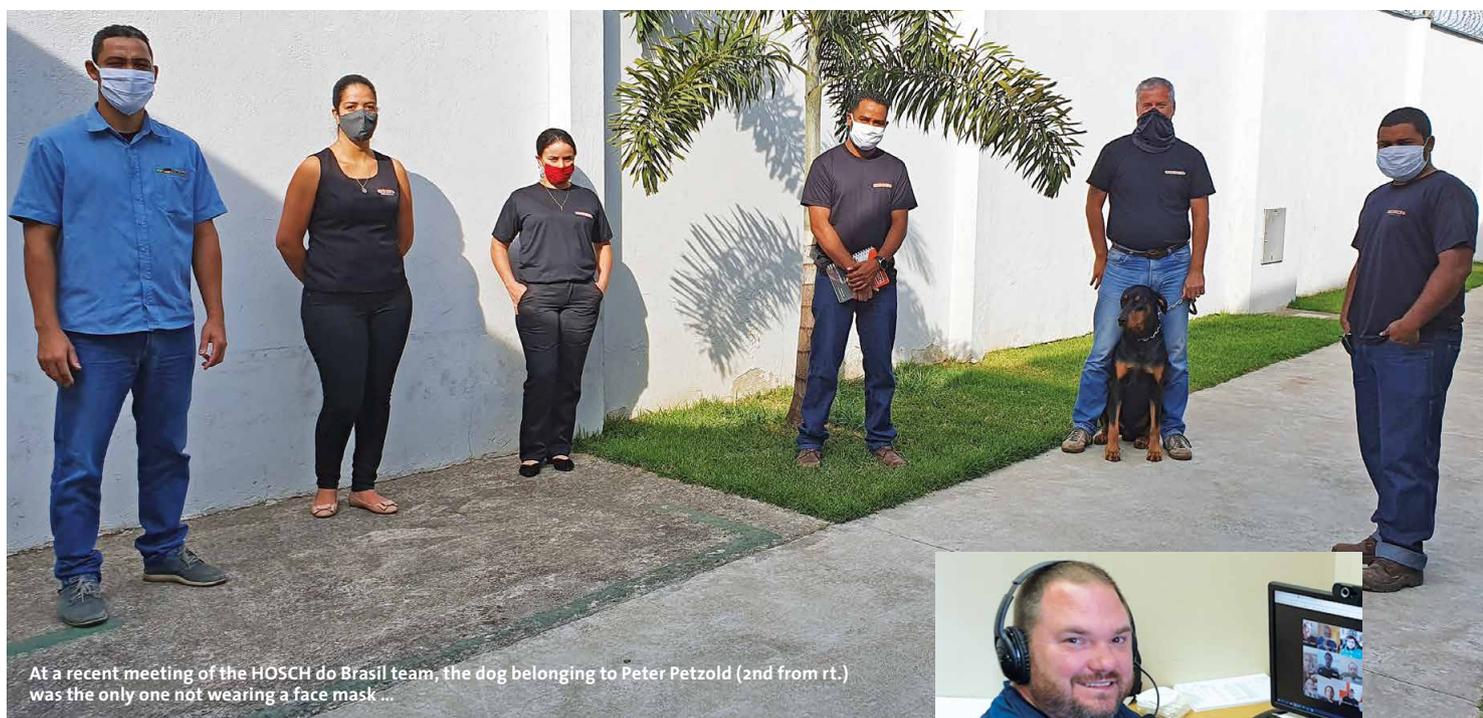
Cornelia Kill-Frech

Ansgar Frieling

Dirk Heidhues

About our cover photo:

Our cover photo shows welding work in Plant I at HOSCH Headquarters in Recklinghausen. Plants I and II are both undergoing massive modernization which will also make production even safer. Plant I will soon have a new extraction system for welding residue; the number of welding booths will be raised from three to four. A new saw, new lifting equipment and a new lighting system will be installed. At Plant II the warehouse area will be enlarged by 300 m². In the central incoming goods area, a testing room with PC access to SAP will optimize material and information flows.



At a recent meeting of the HOSCH do Brasil team, the dog belonging to Peter Petzold (2nd from rt.) was the only one not wearing a face mask ...



Mike Evanitz holding a webinar for his sales staff.

HOSCH Seizes Digital Options: Views the Crisis as an Opportunity

**Covid-19 pandemic: Working “at a safe distance.”
Working from home with telephone and video conferences**

The global Covid-19 pandemic has confronted the HOSCH Group with huge challenges on a daily basis. The targeted, far-sighted and level-headed action demanded by the crisis remains the order of the day. The health of our employees, customers and suppliers is the top priority for HOSCH.

In late February 2020, the HOSCH Management already issued the first recommendations: keeping a safe distance, avoiding personal contact, and minimizing the risks of business trips and conferences. At the same time, the hygiene measures already in place at HOSCH Headquarters were augmented with additional liquid-soap and disinfectant dispensers.

As the pandemic spread in Germany, further measures were enacted: a covered entranceway to the main building, where documents and parts can be deposited, restricted access to the site for external visitors, the strict separation of Plants I and II, and – last but not least – the dismantling of partitioning walls in the conference rooms so that employees can sit at sufficient distances from each other during vital meetings. Furthermore, the party planned for the opening of the newly designed inner courtyard had to be cancelled. The raffling off of jerseys bearing the new HOSCH logo planned for this day took place in a different – and smaller – setting (see [page 15](#)).

HOSCH employees with pre-existing conditions placing them at high risk, as well as employees with young children who had to cope with the closing of primary schools and daycare centers, started working from home. Thanks to the excellent data lines supporting video and telephone conferences – and giving employees access to all important files – mobile working was not a problem for HOSCH. There are signs, moreover, that some of these changes in the way we work will be continued even after the crisis is over.

The company sees another opportunity in the even better communication both within the HOSCH Group and with external partners. The digital options available at HOSCH – such as video conferences with a wide range of software (e.g. Skype and Zoom), chat rooms and SAP – ensured that information could be exchanged globally. And finally, the current issue of the *HOSCH news* is part of this new communication landscape – and its publication in the middle of the crisis is not something to be taken for granted.



From Special Permits to Installation Using FaceTime

The HOSCH companies around the world applied a range of solutions to cope with the Covid-19 pandemic

How did HOSCH handle the corona pandemic around the world? Read a selection of reports covering the period up to mid-May:

HOSCH do Brasil Ltda.:

Peter Petzold spread his team out and from his home he invited them to join him for daily Skype conferences. Each office was occupied by a single employee, while a maximum of two people were allowed to work in the adjacent workshop. Petzold reported that customer services continued “more or less” as normal.

HOSCH Italia S.R.L.:

Italy and Spain are two of the most seriously affected countries in Europe. Mario Del Pezzo made sure protective equipment was available and limited customers’ and suppliers’ visits to the offices or warehouse. Furthermore, he sent his team home to work as soon as the state of emergency was declared. “At the start we were all pretty worried, but we soon realized that working at your own desk is not much different than being in the office,” he said. Initially, the corona restrictions made it difficult to continue customer service activities. However, good cooperation between all service employees and their customers made at least short trips possible.

HOSCH Asia PLT:

HOSCH employees in Malaysia also worked from home during the lockdown. Only the technicians were allowed to continue normal working, for example

assisting customers in the energy sector.

Mohammad Akmal said, “We were classified as systemically important service providers in the coal-fired power plants Jimah and Tanjung Bin. Our teams of service staff and technicians functioned perfectly smoothly, even if traveling to the customer was sometimes difficult because of police roadblocks. But our special permit from the Ministry of Energy got us through the checkpoints without any problem.”

HOSCH Company:

Since the beginning of 2020, the U.S. team has been using SAP – “and we love it,” says Mary Murawski, reporting on their very good experience with it during the Covid-19 pandemic. Most of all, the cloud-based systems helped Elizabeth Barnes and Tim Fircak, who were working at home. From there they maintained contact with the customer support staff, sent out offers and processed orders for the warehouse. Mike Evanitz also used modern technology: he held a webinar for eleven members of the sales team who were stuck at home: “I explained the HOSCH products to them and gave them tips on sales to their customers. The group showed a lot of interest and sent in



Head in the clouds: Lana looks on while her mother, Elizabeth Barnes, works from home.

very positive feedback after the meeting.” Gary Parsons used the video chat service FaceTime to help a customer in Texas install a Type C1V scraper. “He didn’t want to wait until the pandemic was over, and decided to install it himself. I

guided him electronically through the entire installation process, because where there’s a will, there’s a way.”

HOSCH International (Pty) Ltd.:

She really would have preferred a different “first task” in her new job ... Nicole Haddrill, who took over as head of HR in HOSCH International at the beginning of 2020, had her work cut out for her in tackling the challenges of the corona crisis.



At her new job as HR Director of HOSCH International, Nicole Haddrill has had to deal with the challenges posed by the corona crisis from the very start.

However, she rose to the occasion, making sure that all the employees at the head office in Perth kept a safe distance apart, and giving them a handout explaining how they could ensure their own physical and psychological well-being in these difficult times.

This will be one of her areas of work even after the corona crisis, because Nicole Haddrill would like to create a positive work environment for all the employees – one without corona. Before joining HOSCH, Nicole Haddrill worked in the Australian oil and gas industry.

Dynamic, Professional, Committed and Clear

The new HOSCH Corporate Design (CD) will now be used on all the company's products – from scrapers to trade fair stands



HOSCH, a global player for over 40 years, has adopted a new brand identity with its new corporate design. The visual identity of the HOSCH Group was determined at the beginning of 2020 and can be found in a Design Manual that is binding for all HOSCH companies around the globe.

For example, the bicolour company logo: whereas the basic color used – “HOSCH orange” – adds a dynamic touch representing movement, the gray frame stands for commitment, professionalism and clarity. The logo should always be visible on all HOSCH products, advertising media, office items and work clothing.

The arrow is another new design element. Apart from being used to show the direction on signs and as a button in digital applications, this dynamic element provides guidance, e.g. on vehicle banners. A HOSCH font, which is also intended for everyday use in the office and in correspondence, emphasizes the direction and importance of technical innovation at HOSCH. This font and



Whether adorning company cars or work clothes, the new Corporate Design of the HOSCH Group is a real eyecatcher.

the HOSCH colors are also used on the standardized HOSCH business cards and in the e-mail signature. The bicolour version of the logo also appears on information signs on office buildings and warehouses, location plans, HOSCH pennants and flags for use at trade fairs.

Personnel recruitment on company cars

As part of the overall plan that all HOSCH vehicles will reflect the new corporate design, the work of rolling out the logo and company colors got underway in December 2019. In particular, the installation vehicles – with their orange livery, several arrow symbols and a highly visible web address – will serve not only as advertisements for HOSCH but also as recruitment tools. The decision of which design elements are to appear on each vehicle will be made on an individual basis. If a branch office needs installation technicians, for example, the local HOSCH vehicles will carry the relevant information. At times when the readership of the print media is shrinking, this kind of advertising is cheaper and more effective. Last but not least, all the small courtesy items – from cups to foldup meter sticks – will be

aligned with the new CD – just like the trade fair stands, which will emanate a futuristic-technical atmosphere.



The new “HOSCH look” is already visible on the company website at www.hosch.de. It presents information on products, service and consulting services in the new HOSCH font and the basic colors of orange and gray.

Healthy. Motivated. Successful.

The HOSCH Health Day premiered with numerous practical tips and suggestions – The next one is planned for October 2020



Mix a healthy and tasty smoothie with fresh fruit – workshop manager Sven Orlob (l.) and Girol Yurtbay, team leader at Plant I, took advantage of this offer at the first HOSCH Health Day.

avoiding and treating pain and tension. They learned, for example, that you can get fat from drinking the wrong kind of beverage. As an alternative, freshly mixed smoothies were available on the counter – each with a recipe as a handout.

The feedback after the first HOSCH Health Day was so positive that the next Health Day is already planned for October 30. It will cover topics such as vaccinations, stress assessment, and stress management strategies.

“A healthy company needs healthy employees!” The HOSCH Group already lives up to this motto by offering an in-house sports program and distributing baskets of fruit and vegetables chock full of vitamins as work-break snacks. Recently the company also hosted the first HOSCH Health Day at its headquarters in Recklinghausen.

At this event, numerous information stands with “healthy” suggestions were set up in the Training Building in cooperation with a health insurance company. The day’s motto was: “Healthy. Motivated. Successful.” Employees attending the event had the opportunity to learn how they could prevent back pain, a widespread affliction, in their everyday work and to undergo screening of vital parameters. At various stands, they could check their weight and percentage of body fat, fluid balance, and blood pressure. Posture diagnostics was used to identify deficits in the musculoskeletal system. Each employee was then given personalized recommendations for

“Sunshine in a Glass”

Gotten a taste for smoothies? If so, why not just whip up a smoothie that is as tasty as it is healthy? You can find the recipe for a “green smoothie with orange and pineapple” – also called “sunshine in a glass” – below.

Ready in: 10 min

Mixing time: 5 min

Makes: 700 ml

Calories: 160 kcal

Ingredients

- 1 heart of romaine (or Batavia) lettuce
- 2 peeled oranges
- 1 slice of pineapple (approx. 3 cm wide), peeled
- 100 ml of water

What Do Other Companies Do?

HOSCH Managing Partner Cornelia Kill-Frech and HR Officer Nicole Kogelheide were invited to a “Health Day” sponsored by ARK Health Consulting Recklinghausen, a company that provides consulting in occupational health, safety and corporate health management. The topics covered under the umbrella title of “Employer Branding: How can I present myself as an interesting employer to counteract the shortage of skilled workers?” included “communicating values in the company” and “business fitness – the success strategy for a healthy corporate future.”



Method

1. Wash all ingredients, peel them if necessary, and chop finely.
2. First put the soft ingredients into the blender container, then add the remaining ingredients.
3. Blend at high power for about one minute until the smoothie has a uniform creamy consistency.

Source: *GrüneSmoothies.de*

Third International HOSCH TTT Seminar

Eight participants from six nations gather in Recklinghausen - Course ends with a tour of Münster and “Westphalian Tapas”

Postponed did not mean cancelled: the international “Train the Trainer” seminar (TTT seminar) originally scheduled for the end of January 2020 was finally held at the beginning of March (before the corona lockdown). With the completion of this TTT seminar, the last of three, all the HOSCH companies are now up to date with their HOSCH training.

Thomas Legner presented a full program of training in the seminar room and on the training belt in Recklinghausen. The focus was on conveying the technical information in the HOSCH Training Program (HTP) and on “fine-tuning” the guidelines

that apply company-wide to customer seminars.

This year a fourth day was added to the “normal” three-day TTT program for a presentation of the new prescrapers in the HD-PU-S series.

After grappling with theoretical and practical questions for three days, the attendees had a chance to learn more about each other on their last evening together. Managing Director Dirk Heidhues, Giancarlo Leombruno and Hella Spiekermann joined the managers on a tour of Münster. The tour guide, a native of Canada (!), was as competent as he was



The participants at the TTT seminar (f. l.): Andreas Hogan (HOSCH RE), Brahim Bachari (HOSCH in Morocco), Philippe Bourlard (HOSCH France), Cesar Vigo, Juan Pablo Salinas (both HOSCH Chile), Marco Buttitta (HOSCH RE), Michael Evanitz (HOSCH Company), Martin Kirk (HOSCH International).

entertaining as he pointed out the sights in the historic Westphalian capital in English. The walkaround ended at the “Kleiner Kiepenkerl”, where the guests from South America, Australia and Morocco tucked into “Westphalian Tapas” including ham, spicy sausages, crackling fat, pumpernickel bread and other local delicacies.

Last Shift for Bernd Metzinger

Head of HOSCH’s Southwest Office retires

Whether slipping into a suit to represent HOSCH at trade fairs or to work at the office in Saarlouis, or donning a pair of overalls before installing and servicing a wide range of belt conveyors, Bernd Metzinger has proven to be a man of many talents during his nearly 20 years of service at HOSCH.

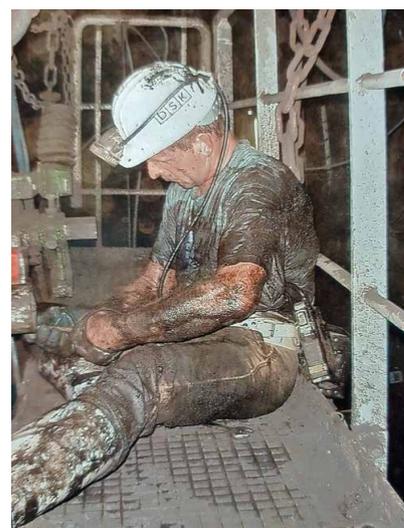
Metzinger has just retired as Head of HOSCH’s Southwest Office – or almost,



Two of Bernd Metzinger’s areas of expertise: servicing scrapers on belt conveyors and giving a presentation at a HOSCH trade fair stand.

since he is still helping his successor, Thomas Blankenburg, learn the ropes.

He stands out mainly because of his extensive technical knowledge paired with impeccable practical skills – a combination that enabled him to serve HOSCH customers in southwestern Germany in both sales and service for many years. The HOSCH Management thanked him with these words: “By going beyond the call of duty, you made a major contribution



to the success of the branch office.” For his retirement it wished him both good health and “the energy and spare time to turn your plans and projects into reality.”

+++ HOSCH Personnel +++ HOSCH Personnel+++

Vocational training at HOSCH: on August 1, 2020, two young adults will begin working life at HOSCH Headquarters in Recklinghausen. **Lia Lendzian** will be learning the job of industrial management assistant, and **Kaan Mustafa Atan** will be training to become a construc-



tion mechanic. Lia Lendzian is 18 years young and lives in Waltrop, a small town in the district of Recklinghausen. After graduating from commercial college, she is now preparing for the serious side of life. In her leisure time Lia Lendzian likes to go riding or to relax with a good book. Starting in August, Kaan Mustafa Atan (also 18) will travel to HOSCH from Dortmund every day. He previously attended the Vocational College Cas-

trop-Rauxel and has already completed several internships in the metal-working sector and in plumbing. He is keen on sports, so to switch off he enjoys swimming, or playing soccer or basketball.

Jason Cutler, IT administrator at HOSCH International, celebrated his ten-year service anniversary in April 2020. Under the corona restrictions, well-wishers were not allowed to give him a hug or shake his hand, but they made up for that with even warmer words. One of his Australian colleagues said, "His IT magic has often saved us." The IT team that Jason Cutler has built up makes a great contribution to the success of HOSCH Down Under. Jason wants to continue his training during the coming years. He also says with conviction that "Thanks to the intelligent HOSCH technology, I am in the right place with my passion for electronics and sensors. In addition, my fantastic team guarantees the perfect work-life balance."



Time to say goodbye after almost 30 HOSCH years: **Eugen Switala** started his well-deserved retirement at the



A farewell party in the corona era: Eugen Switala (rt.) with Managing Director Dirk Heidhues.

beginning of June. At a farewell party thrown at HOSCH Headquarters in Recklinghausen in mid-May, but kept small because of the corona crisis, Dirk Heidhues and Claus Weimann thanked him for the energy and dedication he displayed at his last post – the Production Department, with these words: "With your immense technical knowledge and outstanding practical skills, you were a strong pillar of our R&D Department for many years and made a major contribution to the continuous development of our innovative products and ultimately to the success of HOSCH." The company also thanked him for his decision to continue working for HOSCH part-time after retiring.

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+++ HOSCH Personnel +++ HOSCH Personnel+++

Wedding bells were ringing in the small town of Pigeon Forge, Tennessee, in the U.S. at the end of February 2020.

Mark Charles, a service technician at HOSCH Company, and his girlfriend of many years, Jessi Metz, tied the knot at the Honeysuckle-Hills wedding venue. During the intimate ceremony with immediate family only, the couple's son Zane handed the rings to his newly-wed parents. It was followed by a celebration



in Gettysburg. But the couple will not be celebrating their "real" wedding anniversary very often, as February 29 occurs only once every four years ...

Daniel Loh's new baby: Daniel Loh, a mechanical engineer at HOSCH International, was delighted by the birth of his first child at the end of December 2019. The healthy baby boy is called Clayton and his father wants him to "later follow



in my footsteps as an engineer. But if he becomes a doctor or a lawyer, I will also be happy with that."

Not one, but two! Since their birth on February 23, 2020, twins Feline Anjuli and Fiete Christoph have turned the life of HOSCH employee **Reiner Gnauert** and his wife Svenja topsy turvy! HOSCH news congratulates the proud couple and their two older daughters on the arrival of their twins.



She is one of the "veterans" at HOSCH France: **Maryse Moncourier** has been around (almost) since the company was founded in March 2001. When the long-serving General Manager Claude Trumpf needed to hire a secretary for the head office in Paris, Maryse Moncourier applied for the job, and commenced her important duties in December 2001. Now, after more than 18 years at HOSCH France, she has been given two fond farewells: first, at a meeting with the whole team in her old office, organized by her successor **Catherine Vandewalle**, and, second, at a celebration in a Portuguese restaurant. Of course, the guests included Claude



Farewell party for Maryse Moncourier in her former office: Moncourier (5th from r.) with her husband Alain (3rd from rt.) and the HOSCH France team (f.l.): Kévin Boidin, David Henon, Catherine Vandewalle, Philippe Bourlard, Romain Deschamps, Adrien Audoire, Jan-Marc Pataut, Rafael del Pino and Thomas Clethy.

Trumpf, who expressed his heartfelt thanks to his "right-hand woman" over many years: "For 18 years, you have put all your energy into developing HOSCH France." Maryse Moncourier's departure was brightened by a gift from

HOSCH Service Anniversaries

In the first half of 2020, the following HOSCH staffers at the Headquarters in Recklinghausen celebrated service anniversaries:

10 YEARS

Thomas Kubitzki
Erwin Vogelzangs

15 YEARS

Jörg Derdula
David Fladung
Darius Frankowski
Beate Hendricks
Daniel Moya

20 YEARS

Ralf Barth
Andreas Hentschel

30 YEARS

Thomas Legner
Matthias Proft

the whole team: three days in a French chateau-style hotel, which she intends to share with her husband Alain.

"It's a girl!" At birth the daughter of **Melanie Stüfchen**, a HOSCH employee working in International Controlling, and her husband Sebastian Senger, weighed 3,870 grams and measured 54 centimeters. The photo says it all: Mena and her big brother Sam are already great buddies.



“Sparring Partner and Fitness Coach”

This is how Heinrich Kill described the tasks facing the Advisory Board of the HOSCH Group

At the beginning of 2018, the HOSCH Group decided to establish a four-member Advisory Board to advise the company’s management, support it from an outsider’s vantage point, and make its external know-how more easily accessible.

The Advisory Board meets four times a year and comprises Robert Schmitz, Managing Director and co-owner of the family-run Hardy-Schmitz group, attorney-at-law Heinrich Kill, Professor Norbert A. Harlander, management expert and psychologist, and Stefan Burk, Chairman of the Supervisory Board of BURK AG. *HOSCH news* is introducing the members of the Advisory Board in turn. First up were Professor Norbert A. Harlander, Stefan Burk and Robert Schmitz – to finish off, we talked with Heinrich Kill.

Mr. Kill, What do you see as the role of an Advisory Board in a family-run company?

Heinrich Kill: In a classical family business, the Advisory Board helps enhance professionalism and provides a channel for emotions. But I don’t know whether that’s generally the case. One of our members called the HOSCH Advisory Board a “sparring partner” for the Management. That’s a pretty good description of one part of our job. We have to find common responses to specific questions. To use another sporting image to illustrate the position of the Advisory Board, I would say that we are like a fitness coach. We help in defining and achieving

tactical and strategic goals. We do this by questioning such things as the evaluation of facts underlying business decisions and supporting the planned broadening of the business focus at all levels.

What is your role on the Advisory Board?

Heinrich Kill: To start with, my role is to guide the organizational work of the Advisory Board. I can draw on 38 years of experience as an attorney-at-law, and I hope that will also benefit the Advisory Board. I often take the role of “devil’s advocate,” which is a good way of questioning potentially biased information and decisions based on it, by adopting the opposing position and picking holes in the arguments. This is also useful when it comes to verifying or rejecting hypotheses and projected targets.

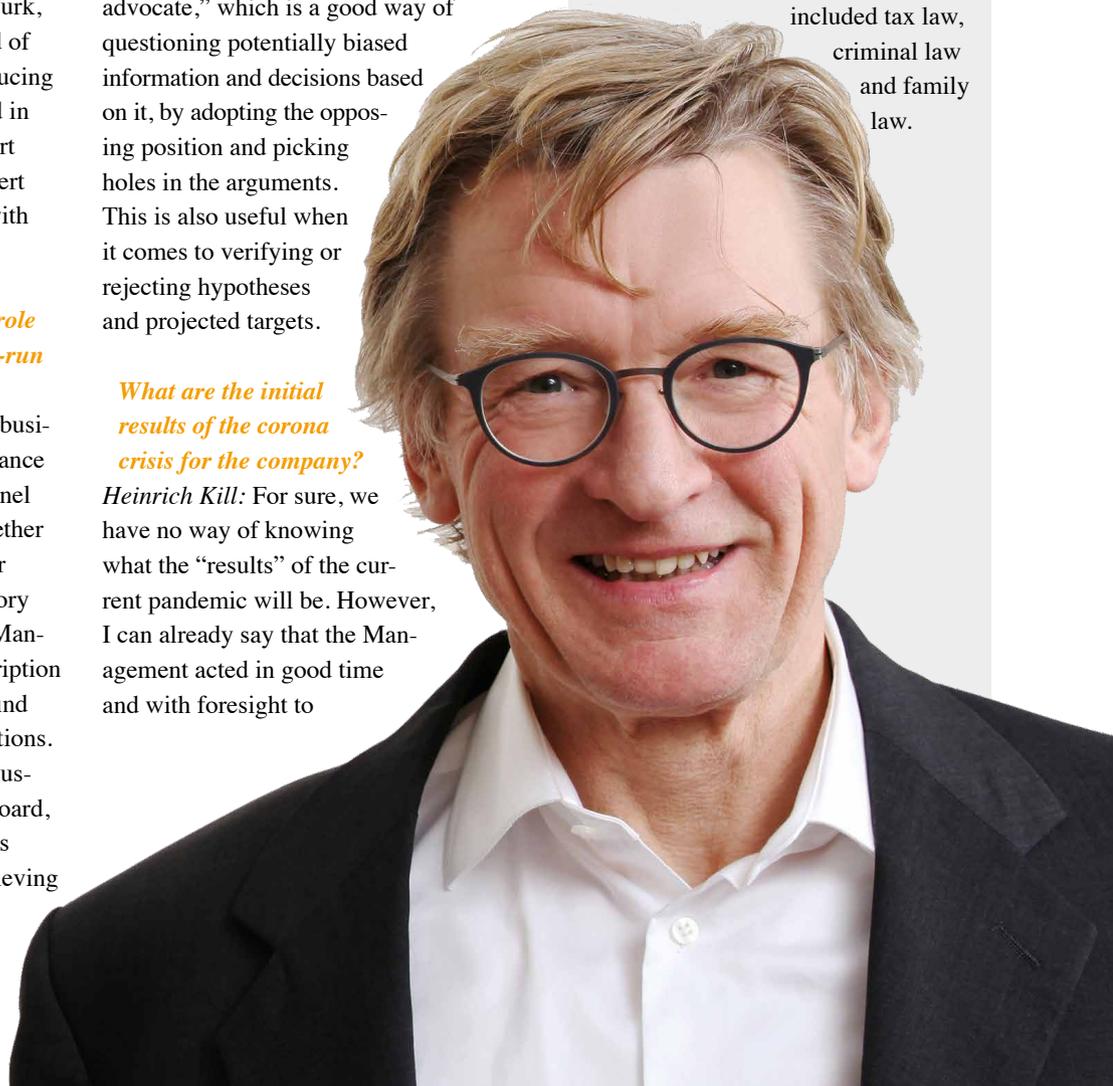
What are the initial results of the corona crisis for the company?

Heinrich Kill: For sure, we have no way of knowing what the “results” of the current pandemic will be. However, I can already say that the Management acted in good time and with foresight to

prepare the company for a situation that was new to all of us. In this situation, the entire HOSCH Group successfully reacted to the various requirements with exemplary speed and caution.

Personal Info

Heinrich Kill (65) is married with two children and two grandchildren. In 1982 he established himself as an attorney-at-law in Wanne-Eickel and today he specializes in labor law. Previously, his areas of work also included tax law, criminal law and family law.



“We Want to Harness the Huge Potential”

New company in South America: HOSCH Peru S.A.C. First focus will be the country’s copper industry

The trio of HOSCH companies in South America is now complete. HOSCH Peru S.A.C. was founded in Lima at the beginning of 2020. The new company is the “baby” of HOSCH Headquarters in Recklinghausen and Cesar Vigo, who is General Manager of the HOSCH company in neighboring Chile and an expert on business throughout Latin America. “The new firm grew out of the need to continue growing as a group, and in addition we want to harness the huge potential in Peru,” says Cesar Vigo.

He brought in Omar Segovia to join the project; the new man has already spent twelve years working as an engineer in the mining sector and is used to handling bulk goods. “What is more, he is familiar not only with our existing customers, but also with those we wish to acquire.” To implement its expansion, the new company will hire another service technician and an administrator in the near future.

Rich Deposits of Raw Materials

Peru is the third largest country on the South American continent. In the north, it shares borders with Ecuador and Colombia, in the east with Brazil, in the southeast with Bolivia, in the south with Chile, and in the west it has a Pacific coastline. It has a population of approx. 32.9 million, almost one-third of whom live in the region surrounding Lima. The economy is strong – analyses have so far suggested annual growth of around 3.5 percent – and based on the country’s rich deposits of raw materials, principally gold, silver, zinc and copper. These minerals are extracted and processed by a wide variety of different mining companies.

HOSCH Peru S.A.C. has set up camp in a brand-new industrial estate in Lurin, around 19 kilometers south of the Peruvian capital, Lima.



Omar Segovia (l.), here with Cesar Vigo, heads the office of HOSCH Peru S.A.C..

Its office and warehouse space covers approx. 300 square meters, and the neighbors are logistics firms and other service providers. Russell Bedford looks after the accounts, while Marko Skambraks supports the fledgling company in all legal matters. Cesar Vigo says, “Omar Segovia keeps a tight grip on what goes on as he manages customers all over the country. Both Giancarlo Leombruno and I will be supporting him.”

Initially, the new team will focus on the Peruvian copper industry. In the city of Arequipa in the south of the country, 2,300 meters above sea level,” we already have customers and wish to recruit a technician to work there permanently,” says Cesar Vigo, describing a little of his plans for the firm.



A technician is to be permanently deployed to service the conveyor belts of the Peruvian copper industry.



The Cathedral Basilica in the center of Lima. The HOSCH headquarters is only about 19 kilometres away.

Fast Action to Solve a Difficult Problem

For a customer in Chile, HOSCH develops a remote-controlled electric belt-pretensioning system – plus an expansion option – in only three months after the first idea sketch

Solving even the toughest problems fast and to the customer's satisfaction is a key element of HOSCH's corporate philosophy. It was recently put into practice once again in South America, where one of the world's largest copper producers – a long-standing HOSCH customer – approached HOSCH Chile with a problem at its mine in the Atacama Desert in northern Chile. Cesar Vigo and his team took on the job, which proved to be a real humdinger!

The problem:

The copper mine operates 24/7; the belt conveyor systems are not stopped even to retension the belts. The customer's demand for "no belt stoppage" also applies to the HOSCH scrapers, which have to be

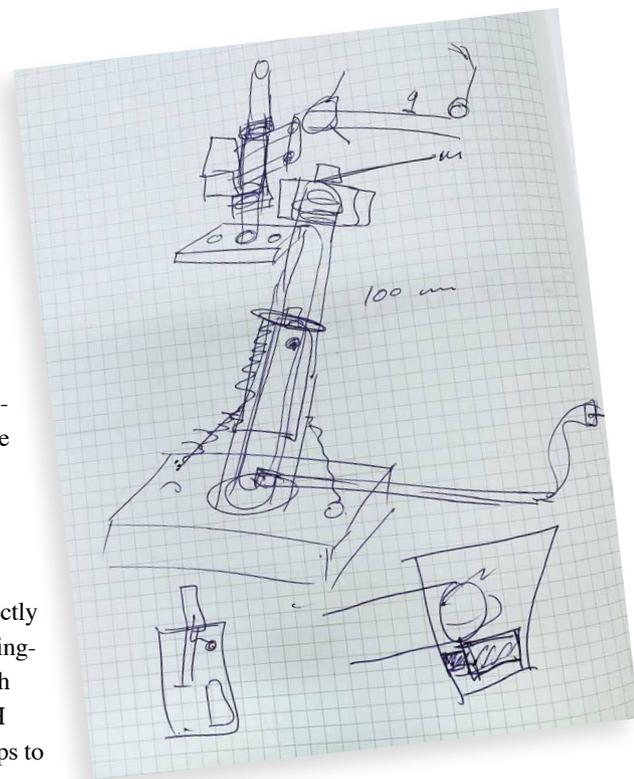
readjusted without halting production. This has to take place outside the danger zone, about 1.5 meters from the drive unit.

The solution:

HOSCH Chile sent its request directly to HOSCH Headquarters in Recklinghausen. Working hand in hand with the R&D Department, the HOSCH Management pulled out all the stops to develop a fully operational remote-controlled electrical belt-pretensioning system – the PFS/PEM-EC – within three months.

The future:

This solution also includes an option for system expansion. Coupling the PEM-EC with the HOSCH^{iris} intelligent



Ansgar Frieling and Cesar Vigo jotted down their first thoughts on the PFS/PEM-EC on a slip of paper.

information system opens up possibilities for tensioning each belt individually, taking account of the particular conveying capacity and the quality of the belt splices, plus remotely disengaging the scraper from the belt when it reaches its wear limit, and for installing HOSCH prescrapers if needed.

Summary:

International collaboration – in this case between HOSCH Headquarters and the team in Chile – is one of the great assets of the HOSCH Group. The resulting products, such as the remote-controlled electrical belt-pretensioning system, and its fast implementation always emerge from smooth communication between the customer, HOSCH technicians and sales personnel on site and the involvement of different departments in the head office. Giancarlo Leombruno, International Sales Director, summed up: "This ambitious project in Chile once again underscores our reputation as the global innovation leader in the industry, thanks to our new developments."



In early April 2020, the first three units were airfreighted to the customer in Chile – only three months after development work got underway in the R&D Department at HOSCH Headquarters in Recklinghausen.

Norway: New Warehouse Saves Both Time and Money

No more loading and unloading in the snow and rain – Customer switches completely to HOSCH products following fire

Journey time... HOSCH Managing Director Ansgar Frieling set off for the far north of Europe at the end of February, to open the new warehouse together with the team from HOSCH in Norway (NUF). Jari Iversen, HOSCH Manager in Scandinavia, joined Ansgar Frieling on his Scandinavian tour, which also took them to Sweden.

The new HOSCH depot is located in Porsgrunn, a major port and industrial city on Norway's southern coast. There were many reasons for choosing this location. For example, HOSCH service technician Roald Skogen lives only five minutes away, whereas it used to take him 90 minutes to reach the old warehouse. "Now he saves a huge amount of time, plus fuel and money, because he pays much less in tolls, which are very high here in Norway," says a happy Jari Iversen. In addition, the new warehouse has underfloor heating, an alarm system and a large industrial drive-through doorway that is big enough to accommodate the HOSCH van. "Now we no longer have to load and unload in the snow and rain and often in the bitter cold," Jari Iversen continued.



Raising their glasses to the new warehouse in Norway: Ansgar Frieling, Jari Iversen, Kristian Steinstø and Roald Skogen (f. l.).

Kristian Steinstø, who is primarily concerned with sales at HOSCH in Norway, is based in Bergen and also looks after the customer Norsk Stein A/S. The company operates Europe's largest stone quarry in the Jelsa Fjord near Stavanger, and had a fire in one of its plants. When it came to replacing the conveyor belt systems, Norsk Stein A/S decided to switch completely to HOSCH products, including the Type

HD-PU-S1 prescraper. "That was a real statement of trust," says Ansgar Frieling.

In Sweden, Ansgar Frieling and Jari Iversen met with Johan Olsson from XBM, who has been representing HOSCH as a distributor throughout the country for many years. The talks about the possible future use of digital sales channels were especially exciting.

Energy from Waste

HOSCH Italy resolves problem of extreme carryback

Generating energy from waste – an Italian energy company decided to take up this

sustainable and environmentally-friendly task. One of its largest waste incineration plants is located in Italy's northwestern Piedmont region and mainly processes waste from the provincial capital Turin and the surrounding area.

The company already ran into significant problems in cleaning its belt systems at the commissioning stage, and brought in HOSCH Italy to find a solution. HOSCH service technician Alberto Vicinanza analyzed the system in a wide variety of processes, and decided to use HOSCH Type B6 and C2 scrapers to clean the belts. "The basic problem in the plant was the extremely heavy workload due to carryback. Our products provide exactly the right solution."



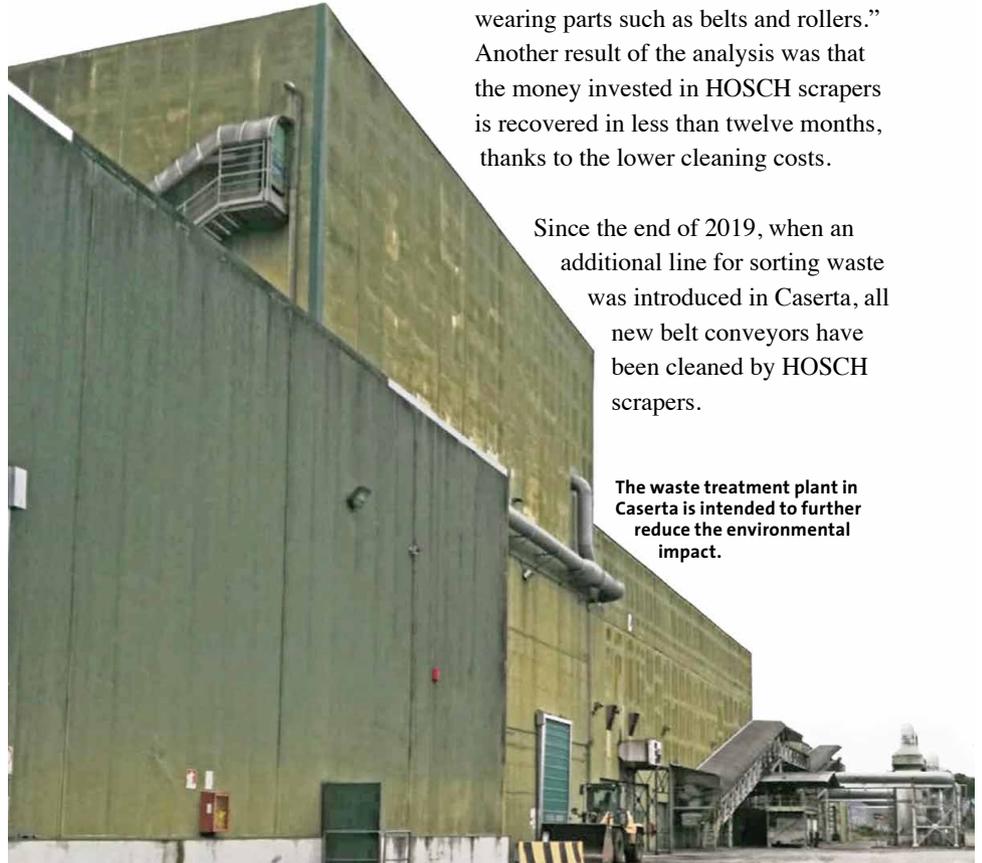
Commission Analyzes Environmental Impact

Italy: good results from HOSCH scrapers in a waste-processing plant in Campania

HOSCH scrapers have already been in use for six years on the belt conveyors in a waste processing plant in Caserta, the capital of the province of the same name in Italy's Campania region.

In February 2019, HOSCH Managing Director Ansgar Frieling joined Giancarlo Leombruno, International Sales Manager, and Mario Del Pezzo, General Manager of HOSCH Italy, on a site visit. They met with the Technical Manager to discuss ways of further reducing the impacts on the environment and other topics.

The company then set up a commission including Mario Del Pezzo and Vito Fimiani, the HOSCH Italy Sales Manager. One of its tasks was to analyze the efficiency of the belt systems, which include the HOSCH scrapers used on site. The commission stressed that “the scrapers not only improve dust dispersion, but also have huge advantages in belt cleaning and extending the service life of



wearing parts such as belts and rollers.” Another result of the analysis was that the money invested in HOSCH scrapers is recovered in less than twelve months, thanks to the lower cleaning costs.

Since the end of 2019, when an additional line for sorting waste was introduced in Caserta, all new belt conveyors have been cleaned by HOSCH scrapers.

The waste treatment plant in Caserta is intended to further reduce the environmental impact.

Offices and Warehouses Together on One Site

HOSCH Asia packs up and moves to a central new location on an industrial estate

It takes just under half an hour to drive to the airport in Kuala Lumpur, and about 60 minutes to the port. The highways are also close by, providing connections to all parts of the country. These are just three reasons for choosing the new location for the offices and warehouses of HOSCH Asia in Malaysia.

Manager Mohammad Akmal described another reason for the move in February/ March 2020 – alongside the central location – in these words: “Previously, our offices and warehouse space were sepa-

rate. What is more, the landlord wanted a massive hike in the rent.”

So HOSCH Asia packed up its office supplies and most of the furniture, and moved the short distance of 13 kilometers to its new “home” on an industrial estate in Puchong. The new site has the added advantages of enough parking space for handling dispatch and delivery of the various HOSCH products, and a larger warehouse.

HOSCH Asia's new office and warehouse building on the industrial estate in Puchong.

The new address of HOSCH Asia: No. 45, Jalan PP 11/4, Alam Perdana Industrial Park, Taman Putra Perdana, 47130 Puchong, Selangor, Malaysia. Its telephone and fax numbers and its e-mail address have not changed.



HOSCH Jerseys Ruffled Off for Two Types of Sports Teams

The U13 team of the soccer club SV Schermbeck (photo) wears jerseys sporting the HOSCH logo when it competes for goals and points. HOSCH employee Ralf Schult presented the high-quality outfits to the club's Youth Department at the end of 2019.

The talented kickers from the small municipality in the Wesel District won their first matches in their new jerseys – until the corona crisis sent them off the pitch in mid-March. The pandemic was also responsible for the fact that three additional sets of jerseys HOSCH

intended to raffle off at the opening of the newly landscaped company garden were delivered to the lucky winners with some delay. The raffle was held even though the garden party had to be cancelled. HOSCH trainee Hüsni Coban volunteered to draw the winning lottery tickets. The lucky winners were: the youth team of TuS 05 Sinsen with HOSCH sponsor Aleksandr Becker, the youth team of SSC Recklinghausen with



The U13 of SV Schermbeck in their new HOSCH jerseys. Also present: HOSCH employee Ralf Schult (back, 3rd f. l.).

HOSCH sponsor Nicole Lehnert (for her son Fynn), and the men's table tennis team of SUS Bertlich with HOSCH sponsor Thomas Legner.

Seal of Quality for HOSCH France

MASE certificate confirms a standardized approach in many processes

They passed the test! In March 2020, the HOSCH France head office in Calais once again acquired MASE certification. This seal of quality corresponds to the international OHSAS-18001 certification system. At HOSCH France, the audit covered the areas of occupational safety, health management, risk management and internal communication during the installation and maintenance of HOSCH products.

Philippe Bourlard, General Manager of HOSCH France, said: “The certi-

fication applies to our entire team. It has helped us all become more aware of safety processes, equipment checks, and vocational training. Our customers also see our regular certification as very important. For example, we can do work for them at specially classified sites without any problem.” Since it was founded in 2001, HOSCH France has had regular MASE audits; the latest certification is valid until March 2024.

The requirements of MASE (Manuel d'Amélioration Sécurité Entreprise,

Company Safety Improvement Manual) apply primarily to companies working at potentially hazardous locations, which in France means principally petrochemical and chemical facilities. The MASE certificate, which is awarded by the relevant MASE regional association, indicates that the company has been audited by an approved body, and confirms that the equipment and processes in place are standardized and therefore eligible for certification.

Looking Beyond Your Own Workplace

HOSCH trainees carry out sustainability project

With their sustainability project, HOSCH trainees Kerim Gülsoy and Hüsni Coban, both of whom joined the company on August 1, 2019, proved their ability to look beyond the confines of their own workplace besides performing top-notch work.

The HOSCH Management had assigned them the task of applying the frequently heard attribute “sustainable” to specific

workflows at their own workplace, i.e. HOSCH Headquarters. The two trainees found examples of sustainability in the environmental, economic and social spheres and made suggestions for sustainable improvements – including a cost-benefit analysis – in the areas of waste separation, lighting and paper use. As their favorite ideas, Kerim Gülsoy and Hüsni Coban cited the digitization of incoming orders,

LED lighting in workshops, three-compartment waste separation, and last but not least the installation of a rainwater collection barrel.

The presentation of the project was well received both by the members of management and by the department heads, all of whom praised the project. The HOSCH news will report on the implementation of these sustainable ideas, which is currently halted by the corona crisis.



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