

# HOSCH *news*

The International HOSCH Magazine



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The HOSCH Group's new Mission Statement

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Virtual meetings at the digital IMM 2020

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# At a Distance - But Still Closely Connected



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

*Dear Readers,*

*A year of very unusual challenges is drawing to a close. A pandemic of seismic proportions has put societies around the globe under unprecedented pressure. Our ideas about how we live and work together were severely put to the test. Remaining in close contact, despite social distancing, was a challenge we had to address and are still doing so.*

*Our company is based on the strength of working together as a team. At present we are keeping our distance, but we still enjoy our close ties. This was shown most recently at our traditional IMM and at our Sales Conference. Both were held as virtual meetings – without a hitch – evidence that we also see the crisis as an opportunity for breaking new ground.*

*We are also breaking new ground in China, Russia and Peru, as well as expanding in South Africa, all of which is strengthening the entire HOSCH Group. In addition, from now on we will benefit from certifications in OH&S and quality management.*

*All of this has only been possible thanks to the commitment of all our employees, who consistently pull together. The special demands of 2020 have made clear to us the advantages of our worldwide HOSCH Group. The commitment and courage of all HOSCH staffers give us grounds to be optimistic about 2021. Whatever it brings – we will master it by making a common effort.*

*During the festive season we are reminded of the important things in life – to respect and watch out for one another! On behalf of the entire HOSCH Group we wish you, from the bottom of our hearts, a happy holiday season with your loved ones and a New Year that does not bring so many worries.*

*The Management*

*Cornelia Kill-Frech*

*Dirk Heidhues*

*Ansgar Frieling*

## **About our cover photo:**

Our cover photo shows the construction of a new tunnel in the multi-billion project “Grand Paris Express.” The Metro network in the French capital is set to double by 2030. HOSCH France has been involved in the project for over five years, cleaning belts for French construction companies. **Read more** on page 12.

# The HOSCH Group Formulates Its Vision

Ten articles state clearly what the company stands for and where it is headed

**“The HOSCH Vision: Values – Orientation – Mission Statement.” This is the title the management of the HOSCH Group chose when it collected and presented the typical values and business principles that guide its actions. The Vision is intended to make the company’s underlying values transparent and to show the direction HOSCH is headed.**

Managing Partner Cornelia Kill-Frech traces the HOSCH Vision – the “what” and the “why” – back to her father, HOSCH founder Hans-Otto Schwarze. She describes him as “an exceptional company founder – very daring, with a

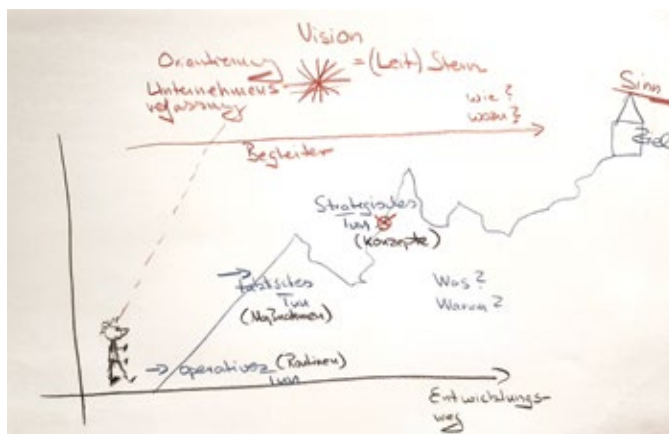
wealth of ideas and a sense of reality, and product-oriented.” Praising his endurance and extreme resilience under stress, she described how he created a company spanning the globe. “With the death of the founder who left his mark on the company, we entered a phase where we needed a stable value system and new ideas on how to secure our future.”

The HOSCH Vision was drawn up over several days at a workshop chaired by Prof. Norbert A. Harlander, one of the four members of the HOSCH Advisory Board. The management, Advisory Board Member Heinrich Kill, Dr. Tim Frech and Tobin Frech (both representing the third HOSCH generation) formulated 10 articles on topics such as personnel, customers, suppliers and finance. Cornelia Kill-Frech explains:

“The Vision and its communication to the entire HOSCH Group is a continuous process which we want to continually put into practice in new ways.”

The HOSCH Vision was introduced at the IMM 2020 and at a meeting of department heads.

**The HOSCH Vision is the constitution of the HOSCH Group and serves as the basic structure for our joint actions. It dictates our direction and our destination and is the foundation for the important values, shared by all parts of the company, which HOSCH strives to achieve. The Vision provides orientation for all employees during their day-to-day activities at work. It serves as a mission statement and describes the way – and the quality – in which executives and employees deal with each other and with their business partners. The Vision statements are easy to remember, speak for themselves and reflect our corporate culture. The Vision is intended to clearly express what the company stands for to our business partners and the general public.**



## The guiding principles of the HOSCH Vision:

- HOSCH is a family business that acts globally and is passionate about people and products.
- We are committed to respect and trust, openness and fairness, reliability and responsibility.
- Every day we earn the trust of our customers anew – on site – worldwide.
- Our employees are the heart of our company – they live our values.
- Our executives combine modern management methods with targeted cooperative leadership.
- We work together in diversified open teams, in which we constantly develop new ideas.
- Long-lasting development partnerships with our suppliers are part of our success.
- We are proud of our products and our service – we stand for “German engineering.”
- Over the long term, a good balance between profitability and liquidity secures our independence and our jobs.
- We are compelled to constantly rethink our strategies and our daily actions to secure our future existence.



# Five Continents Just a Click Away

First digital Management Meeting at HOSCH spans several time zones



The worldwide HOSCH “family” is united on a computer screen at HOSCH Headquarters in Recklinghausen: snapshot from the DIMM 2020.

the HOSCH R&D department, insights into local markets, and data management processes, all carefully prepared and coordinated by HOSCH Managing Directors Dirk Heidhues and Ansgar Frieling. The

**Special circumstances demand special measures. For the first time in the 45-year history of the HOSCH Group, the annual International Management Meeting was held online. The “Digital International Management Meeting (DIMM) 2020” held at the end of September therefore took place on participants’ computers. Over 30 managers from all the HOSCH companies dialed in from all five continents.**

From Kuala Lumpur to Pittsburgh, from Lima to Johannesburg, the HOSCH subsidiaries were only a click away from one another during the digital meeting. Every day from 8 a.m., participants’ images began appearing on

the screens at the Recklinghausen Headquarters like the pieces of a jigsaw puzzle. Their far-flung locations and the large time differences didn’t seem to matter at all.

The daily video conferences ran just as normal, except that the greeting of “Good Morning” in the Americas became “Good Day” in Europe and Africa, and “Good Evening” in Asia and Australia. The daily meetings were accompanied by lively WhatsApp groups as a second network.

## From webinars to individual discussions

The agenda featured a sales workshop, the presentation of new products from

the conference also included the presentation of the “Golden Module.”

All the participants were present virtually at the opening of the DIMM, during which Ansgar Frieling presented some sales figures for this “corona year,” and at the award ceremony for Jari Iversen (reported elsewhere in this issue). At other times, the HOSCH managers spent their days at various webinars (depending on their field of activity) or in individual virtual discussions.

After the DIMM, feedback was requested and the results serve for continuous improvement in preparation of the next IMM.

## Summary and Feedback

### Cornelia Kill-Frech, Managing Partner:

“It was a huge challenge and opportunity for all of us. We have taken another step in our HOSCH GOES FUTURE strategy and made a major leap forward in global digitization. These experiences will continue to be useful after the corona crisis. The meetings were decidedly constructive and productive, even though everyone sorely missed the

personal contact. Our special thanks go to Hella Spiekermann, who organized everything in the background before and during the meetings, and our IT department headed by Carsten Kutschki for the perfect technical realization.”

### Dirk Heidhues, Managing Director:

“For me it was a fantastic experience to see and feel how we can get together virtually. We watched wonderful and in-

formative webinars, and we were able to discuss matters and work together despite being separated by thousands of kilometers and time differences of several hours. We gained deep insights into the challenges and demands of local markets. This will all help us to fine-tune our strategy. For me, the digital IMM was another indication that we can use video conferences more frequently in the future.”

## An Inventor and Troubleshooter

### “Golden Module” for best performance goes to Jari Iversen, HOSCH Manager in Scandinavia

**Wow – everything was different! Even the presentation of the HOSCH Group’s internal “Golden Module” award to Jari Iversen (50), for remarkable achievements in his field, was “only” virtual in 2020. But in a very special way ...**

This was because the Management kept the ultimate winner in the dark for quite a while – even though he was sitting only two doors away at Headquarters. So, after the virtual welcome address (complete with English subtitles) delivered by Recklinghausen’s mayor, Christoph Tesche, to the HOSCH “family” connected by video link, suddenly Cornelia Kill-Frech, Ansgar Frieling and Dirk Heidhues were no longer at their places. They were on their way to congratulate Jari Iversen in person – to surprise him with the award and some gifts of their own.

“Jari is a colleague who never gives up. And he is a real ‘HOSCHi’ through and through. But I can’t call him a ‘veteran’ because he’s too young,” said Ansgar Frieling, paying

tribute to the manager in Scandinavia. Jari Iversen joined HOSCH in 2001, and since 2006 he has been working as Sales Manager, looking after customers in Sweden, Denmark, Finland and Norway. In HOSCH circles he is known to be a real inventor and troubleshooter. We only have to think

of the heating mat to keep the scrapers warm, the “pit stop” for scraper modules or the “black box” for customer service staff, all of which are based on Jari’s ideas.

Jari Iversen himself said he was “completely taken by surprise.” Not only by the award, but also by the very special ceremony that was at least as much fun for him as it was for the Management. In his brief speech thanking his colleagues all over the world, the passionate hunter and wine connoisseur said, “Actually, I was convinced that this would never happen to me. But now I’m standing here with the prize for which I have to thank my staffers and our sales partners in Denmark, Sweden and Norway. Many of these partnerships have developed into genuine friendships.”

**Jari Iversen raises a glass of champagne after receiving the “Golden Module.”**





# New Faces at the Top in Peru and Russia

**Omar Segovia and Dmitriy Devyatov introduced themselves at the DIMM 2020 – but “only” virtually**

**At the DIMM 2020 two managerial employees assigned to positions of responsibility at HOSCH in Peru and Russia introduced themselves via online PowerPoint presentations instead of in person: Omar Segovia und Dmitriy Devyatov.**

partner TTM. Here he was introduced to the entire HOSCH product range – and also met Cesar Vigo.

Omar Segovia defines his goals for HOSCH in Peru as follows: “There is enormous potential here – we have to

**In contact since the bauma 2013**

Dmitriy Devyatov (32) and his father Sergey were the Managing Directors of EFF Technik Ltd., HOSCH’s distribution partner in Russia. Incidentally, this business relationship began at the bauma 2013 in Munich. Dmitriy went to school in Kemerovo in western Siberia and studied business, with a major in “financial studies,” at the local university from 2005 to 2010.

Dima (as his friends call him) elaborated his goals for HOSCH in Russia: “I want to offer more intensive service to promote the spare-parts business with HOSCH customers in western Russia and in the Kuznetsk Basin, a large hard-coal mining region covering approx. 70,000 square kilometers. I see potential new customers for HOSCH in Russia mainly in the cement and metal industries and in the aluminum business.”

Dmitriy Devyatov is married and has a son.



**Dmitriy Devyatov (2nd from right) with HOSCH Managing Director Ansgar Frieling (left), his father Sergey Devyatov and his colleague Giancarlo Leombruno (right) in his office in Kemerovo.**

Omar Segovia (35) has been assisting HOSCH Manager Cesar Vigo in setting up HOSCH Peru S.A.C. in Lima since January 2020. He holds a degree in industrial engineering and started his career in industry in 2003 as a technician at a company making cutting tools, before switching to the post of service technician in the manufacturing industry. After rethinking his career goals in 2013, he was hired by a large construction company as maintenance manager – a position he says involved “a lot of coordinating and organizing.” In 2014 he moved to the HOSCH distribution

figure out how it works pretty quick to create a stable foundation for our business. The main task now is to earn the respect of our customers in Peru by delivering excellent work. We have to show them the added value HOSCH can bring to their plants. In this endeavor I know I can draw on the extensive experience of international HOSCH colleagues.”

Omar Segovia has two siblings: his sister Nancy (45) works as a sales representative and his brother Christian (42) as an industrial engineer. His hobbies include traveling and playing soccer.



**Omar Segovia sees “great potential for HOSCH products” in Peru.**

# External Auditors Certify HOSCH Competencies

**Quality Management and Occupational Health & Safety are audited following intensive in-house preparation**

**“Quality is the characteristic that sets HOSCH apart from the competition!” Following this principle, the Management of HOSCH-Fördertechnik Recklinghausen GmbH put the firm through a tough audit by a certification body.**

And it made the grade: after a demanding audit lasting several days, the Frankfurt-based company DQS GmbH issued the following certificates to HOSCH:

- ISO 45001 – OH&S management
- SCC\*\* (Belgium/Netherlands/Luxembourg region) – OH&S management
- ISO 9001 – quality management

HOSCH Managing Director Dirk Heidhues explained: “With potential new customers in particular, a certified supplier enjoys a confidence bonus from the start. Moreover, a quality management certificate opens up new possibilities for us as a supplier and as a manufacturer in the OEM business and during new tendering procedures.”

The in-house checks and (when necessary) revision of the processes take six months. New process steps are documented and unnecessary steps eliminated. The project team consisting of Marco Buttitta, Kirsten Gottwald, Ralf Schult and Heiko Staub met every week, divided up the tasks, crossed off items on their To-Do lists, and gave the green light for the external audit at the end of May.

## Employees were surveyed

The audit kicked off in June on site at a power plant in Gelsenkirchen, where the auditors were impressed by HOSCH’s performance in OH&S and QM. The topics covered included hazard assessment, personal protective equipment, preventive health examinations and correct inspection of operating equipment and materials

subject to compulsory testing. Furthermore, the local HOSCH employees were questioned about work flows, and company cars and storage containers were examined.

Subsequently, various employees at HOSCH Headquarters in Recklinghausen were interviewed about processes and work flows, all documentation was reviewed, and the production area was inspected. In addition to OH&S, the focus was on QM topics such as storage, labeling, and I&C systems.

Dirk Heidhues concluded: “We pursue several objectives by undergoing exter-



Preparing for the certification audit: Ralf Schult, Kirsten Gottwald and Heiko Staub (from left). Not pictured: Marco Buttitta.

nal certification audits: we meet specific demands made by our customers, create greater transparency and improve our knowledge management. All of this lays the foundation for continuous fine-tuning of our processes.”

## A Mixed Analog and Virtual Event

**“Stress” is the theme of the 2nd HOSCH Health Day**

**Good things should be repeated! The 1st HOSCH Health Day, held early in 2020, was such a success that the company planned an encore at HOSCH Headquarters in Recklinghausen in late October. However, this 2nd HOSCH Health Day was a hybrid, owing to the hygiene and social-distancing regulations. The attendees gave the new formula a thumbs-up, regardless of whether they donned a protective mask or switched on their PCs to attend.**

The program presented by a health insurance company, which also sponsored the 1st HOSCH Health Day with the motto “Healthy. Motivated. Successful,” focused on the over-arching topic

of “stress.” It featured tips on how to cope with stress (including stress at work), EMG testing to detect muscular tension, metabolic analysis, and a talk on “The Seven Keys to Resilience” about individual ways of coping with crisis situations. In addition, the offer of a flu vaccination was used. What was missing, owing to the corona regulations, were the yummy smoothies! However, the blenders will be whirring again at the 3rd HOSCH Health Day. HOSCH Managing Director Dirk Heidhues promised this in his invitation, saying: “We hope that our program will help you to stay healthy this year and we look forward to chatting to you again at the Smoothie Bar in 2021!”

# +++ HOSCH Personnel Ticker +++ HOSCH Personnel

A new employee at HOSCH Company: effective immediately, **Greg Molkenthin** will be bolstering the HOSCH team



in Arizona as a service technician and sales staffer. Before coming to HOSCH, Molkenthin worked for many years as a welder at an American food and beverage company. There he gained experience with water purification systems, paper factories and quality assurance. The new team member has undergone intensive training to acquaint himself with the various HOSCH products. He now wants to use this knowledge to boost HOSCH's turnover in the American Southwest. He has already laid the groundwork. "I fit well into the HOSCH team since I enjoy the support of both management and – thanks to the good teamwork – all my colleagues." In 2017 he and his

family moved to Arizona, where the good weather offers the perfect backdrop for his hobbies – hunting, fishing and hiking.

**Priscilla C. Alves** has been working at the office of HOSCH do Brasil Ltda. in Belo Horizonte since August 2020. She takes care of all aspects of personnel and human resource management. She completed her degree at the Federal University of Minas Gerais just over four years ago. HOSCH Managing Director Peter Petzold says his new member of staff is an "extremely competent and dynamic



woman who really reinforces our team." In her leisure time Priscilla C. Alves enjoys traveling and playing the piano.

**Sonja Volhejn**, General Manager of HOSCH International in Australia since December 2018, and her husband Michael are now proud parents! On August 14 their daughter Lily came into the world weighing 3,600 grams and measur-

ing 53 cm. The healthy baby girl is now the star of the small family living in the Perth suburb of Morley. The entire team of HOSCH International is delighted and hopes that "Lily will soon fit into her custom-made HOSCH-PPE."



A delivery under corona conditions in Indonesia on June 9: **Astin Todingallo's** son, Rafaldi Ekawira Jatmiko, made his first appearance weighing 3,500 grams



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Detlef Domke-von Bichowski, Philippe

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Tel: +49 2361 - 5898-0  
Fax: +49 2361 - 5898-40  
E-mail: hella.spiekermann@hosch.de

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# Ticker +++ HOSCH Personnel Ticker +++ HOSCH Per-

and measuring 48 cm. Unfortunately, father Catur Jatmiko cannot see his young son – who he already affectionately calls “Baby Rafa” – on a regular basis in Balikpapan because of travel restrictions imposed to contain the COVID 19 pandemic. Astin Todingallo, an employee of PT. HOSCH Technology Indonesia, has been married to Catur Jatmiko for over a year and a half.

**Melanie Weiland**, a member of the back-office sales team at HOSCH Headquarters in Recklinghausen, and her husband Michael recently announced the birth of their third son. Jonah was



born shortly before midnight on August 4 in what his proud parents described as “record time.” At birth baby Jonah weighed 4,100 grams and was 54 cm long. He is the younger brother of Robin and Leander in the Weiland family in Haltern-Lippramsdorf.

A brand-new family member in Morocco: Assil, the fourth child of Saliha and **Brahim Bachari**, was born in Casablanca on July 29. Her proud papa, who has



been looking after HOSCH’s business in North Africa since 2017, reports enthusiastically that “She is sooo sweet!” At birth the baby girl weighed 4,100 grams and measured 52 cm. Her parents’ joy is shared by her older brothers and sisters: Abdelhamid, Yasmine and Inas. At HOSCH Company in the U.S.,



**Elizabeth Barnes** and her husband Tom welcomed their son Thomas Xavier Barnes V into the world on September 23. The birth statistics for the couple’s second child are: 4,000 grams and 51 cm. At the Barnes home, three-year-old Lana is now a “big sister.”

## HOSCH Service Anniversaries

During the second half of 2020, the following employees at HOSCH Headquarters in Recklinghausen celebrated service anniversaries:

**10 YEARS:**  
Daniel De Cicco and Nicole Kogelheide

**15 YEARS:**  
Peter Schürmann

**20 YEARS:**  
Karsten Geschke and Martin Heide

**30 YEARS:**  
Jörg Bresser, Brigitte Rutz and Brigitte Tillmann

Ralf Barth and Andreas Hentschel have both been with HOSCH for over 25 years. We incorrectly congratulated them on their “20 years of service” in the HOSCH news 1/2020. We sincerely apologize for this mistake!



## A Relaxing Minigolf Tournament

The regular quarterly meeting was relocated at short notice to a venue with a difference: a minigolf course. When the COVID-19 restrictions were eased in Western Australia, the management of HOSCH International organized a sporting event to thank the entire workforce for their commitment during the six months when the pandemic was at its height. The golfers battled it out on the 18 holes and when all the points were finally added up, it turned out that the victory was shared. This was followed by a cozy get-together with a few drinks and a great many discussions, all of which reinforced the feeling of togetherness in these difficult times.

What does entrepreneurial sustainability mean? The HOSCH Group has defined this term as follows: a company possesses entrepreneurial sustainability if it has a long-term corporate strategy that integrates social, environmental and economic requirements and is reflected in fundamental values, long-term corporate goals and an entrepreneurial vision of sustainability. On this page we present three examples of sustainability projects:

**“Give in a different way!” The HOSCH Group is also sustainable when it comes to Christmas presents, and will not be sending out gifts this year. Instead, it is making donations to two charities. The global medical relief organization Médecins Sans Frontières and a local charity in Recklinghausen called “Gastkirche” will each receive 3,000 euros. “We are providing support internationally and locally, and that’s a great fit with our business concept,” explained Managing Partner Cornelia Kill-Frech.**

Ms. Kill-Frech and HOSCH’s Managing Directors Dirk Heidhues and Ansgar Frieling personally delivered the donation to the “Gastkirche” in the form of a check. The charity was set up over 600 years ago as a foundation to help both pilgrims and the poor. Pastor Ludger Ernsting informed his visitors about the foundation’s impressive work program in the heart of Recklinghausen. “We’re here for people who are in difficulty,” he said

## A Different Kind of Giving

**HOSCH foregoes Christmas presents and instead supports international and local charities**



Handing over the donation wearing masks and keeping their distance: Cornelia Kill-Frech, Ansgar Frieling and Dirk Heidhues (left) with Pastor Ludger Ernsting (2nd from left) in front of the “Gastkirche” in Recklinghausen’s city center.

simply and clearly, explaining what the “Gastkirche” does.

Pastor Ernsting and his team of approximately 250 (!) volunteers help the homeless, people who are alone or lonely, those with psychological conditions, and addicts. The “Gastkirche” and its “Gasthaus” offer church services, support to those who are mourning, consultation on subjects like housing and work, and breakfast and lunch. “We also put people in contact with the relevant public offices

or firms,” Ernsting says, adding: “but the most important thing is that we’re here for everyone, and simply listen to people.”

The 3,000 euros from HOSCH will help the “Gastkirche” finance its regular breakfasts and lunches.

### More information:

[www.gastkirche.de](http://www.gastkirche.de)

In summer 2020 a large photovoltaic array was installed on the flat roof of Hall 1 at HOSCH Headquarters in Recklinghausen. The 296 solar modules spread over 500 square meters generate approx. 85,000 kilowatt-hours of climate-friendly energy annually, thus reducing our CO2 emissions by approx. 45 t/a. kilograms each year. HOSCH uses up to 90 percent of this “green power” itself. The charging station – for e-cars and e-bikes – installed in the central courtyard in Recklinghausen also uses solar power. Any surplus energy is fed into the public power grid. This investment is expected to pay for itself in eight to ten years.

## Protecting the Environment

Environmental protection is one of the most important issues of our age and has been a crucial economic and image factor across the entire industrial spectrum for quite some time. The topic has many facets: renewable energy, efficient recycling, lower emissions and sustainable use of resources are just a few of the aspects that contribute to a sustainable future.

For all these reasons, starting this year the HOSCH news is being printed on paper containing 80% recycled paper and bearing the seal of quality from the Forest Stewardship Council® (FSC®), an international non-profit organization. The FSC created – and continuously improves – the first system in the world for certifying responsible forest

management. The FSC label stands for sustainable forest management: a new tree is planted for every tree that is felled. The various FSC® criteria have to be observed internationally and implemented regionally. The printing firm HOSCH works with has set itself the goal of manufacturing and shipping half of its products in ways that create zero emissions by 2030.

# Introducing ...

As the DIMM 2020 kicked off, six employees at HOSCH Headquarters in Recklinghausen introduced themselves in short video clips

## Kirsten Gottwald

(47) studied media and communication science and has been working at HOSCH since September 2019.



A specialist in integrated management systems, she keeps an eye on the continuous improvement of internal corporate processes and is responsible for certification to ISO 9001. She and her family live in the city of Essen. She likes traveling in her leisure time.

## Johanna Hyzy

(41) joined the HOSCH team in January 2018; since then she has been the public voice and face of



HOSCH at its Headquarters. In addition, she deals with insurance matters in Finance and Accounting. When she wants to relax, “Ms. Hyzy” reads a good book or visits family and friends with her partner.

## Natalie Zajonz

(34) has been working at HOSCH since June 2018 as a member of the international sales back office. In her free time she enjoys cycling, jogging around her home city of Essen, and meeting up with friends.



After training as an industrial mechanic, **Andreas Hogan** (37) worked in the U.S. and later gained a degree in business administration. Since November 2019 he has been part of HOSCH’s International

Sales team. He spends most of his leisure time either with his three-year-old daughter – or creating tasty meals in the kitchen.



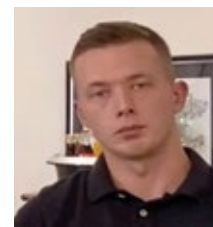
## Helge Kluge

(51) from the city of Bochum first trained in commerce and later studied for a degree in business administration before joining HOSCH as a manager in International Controlling in mid-October 2019. His duties include



setting up and supporting standardized reporting systems in the HOSCH subsidiaries. His leisure activities include trips on his motorbike and simply spending time with his family.

Nine years ago **Alexander Thomas** (25) returned to Germany from Paraguay to study and work here. Since May 2020 he, too, has been part of the HOSCH International Sales team, where he handles the worldwide roll-out of SAP at the HOSCH companies. After work he often visits the gym or cooks one of his favorite meals.



## Sales Staffers Meet Online

### Three-day video conference with HOSCH offices in Germany, Austria and Switzerland

**A comparison of turnover in 2019 and 2020 and a forecast for 2021, a customer satisfaction survey, and the launch of new HOSCH products. These were just a few of the topics on the agenda at the first online HOSCH Sales Conference.**

At the start of the virtual meeting in early November, Detlef Domke-von Bichowski, Sales Manager for Germany, Austria and Switzerland, held intensive one-on-one discussions with the heads of the eight HOSCH offices and companies for which he is responsible.

On Day 2 of the conference, the HOSCH Management also joined by video. Cornelia Kill-Frech thanked everyone for their excellent work in these difficult times – times in which the order situation

is of course affected by the COVID 19 pandemic. Detlef Domke-von Bichowski reported: “We lost some business from the power plants but the good turnover from the gravel, sand and cement plants made up for it.”

A survey on customer satisfaction, a discussion of service and installation activities, field data management and the latest news from the R&D Department dominated the further virtual discussions. Domke-von Bichowski summarized: “It was a highly productive meeting, even if we only saw each other virtually. Everyone is now on the same page and we can pursue a uniform sales strategy in Germany, Austria and Switzerland with an eye to further optimizing our sales strategy in these countries.”



# In the Underground of Paris

## HOSCH France is involved in the multi-billion project “Grand Paris Express”. A visit to the tunnel builders

Paris is always worth a visit! Now HOSCH Managing Director Ansgar Frieling is also saying exactly that after his first visit to HOSCH France. Whereas his first day was filled with meetings at the HOSCH France office in the port city of Calais, he spent the second day in the French capital – or rather, underneath it.

extension of existing lines by summer 2024, when Paris will host the Olympic Games.

**Belt conveyors shift several hundred tons of stone every day**

For over five years HOSCH France has been part of the “Grand Paris Express,”



Ansgar Frieling (left) with an Eiffage engineer in the control room for tunnel-boring operations in Paris.

The visit organized by Philippe Bourlard, General Manager of HOSCH France, and Adrien Audoire, Sales Manager for the Paris region, simply had to include a visit to the tunnels being built for the new “Grand Paris Express.” This mammoth project, for which investments of over 35 billion euros have been slated, will extend two existing lines of the Paris Metro by 2030, and build four new lines. The transport network will be completed with self-driving subway trains and 68 new stations. Another important piece of the puzzle is the modernization and

specifically the extension of Line 14, which will go into service in 2024, connecting important destinations such as Orly Airport and Rungis, the world’s largest wholesale food market. This section of the project has been commissioned by a consortium led by the French construction company Eiffage together with Razel-Bec, which is building a four-kilometer tunnel for the new Metro line. A tunnel-boring machine (TBM) is digging its way through the ground, while every day several hundred tons of stone are transported to the

surface on belt conveyors with a width of 1,000 to 1,400 millimeters at speeds of up to 3.5 meters per second. HOSCH scrapers of the most varied types are mounted on the conveyors, cleaning them with excellent results despite the high speed and the generally sticky and muddy material they have to contend with.

But Frieling, Bourlard and Audoire didn’t only gather information about HOSCH products. They also took a look at the drilling control center and listened to an Eiffage expert describing how the TBM is deployed. In the afternoon they then visited another construction site, where HOSCH scrapers are used to clean belt conveyors for the French construction group NGE.

### Doubling the network

The “Grand Paris Express” project is being realized by the Société du Grand Paris and the Syndicat des transports d’Île-de-France (STIF), which is responsible for local public transport in the Paris metropolitan area. The new construction work will double the Paris Metro’s current 220 kilometers of track that already makes it the fourth largest in Europe after London, Moscow and Madrid.

# Helping Career Entrants

## Intern Anthony Dornis spent two months supporting the HOSCH France team

The HOSCH Group takes young people's training seriously, and the aim is not only to counteract the looming shortage of skilled labor in Germany. The company provides vocational training, and also regularly finds internships and temporary placements for young people to help them as they start their careers.

Take Anthony Dornis (22), a student at a French engineering college, for example. In the summer he spent two months working at the HOSCH France office in Calais, supporting the team in numerous tasks. However, his main interest was the deployment of HOSCH scrapers in the food industry. He also researched the legal requirements that would apply to certification of the equipment. This extensive project, which has not yet been completed, included a visit to HOSCH in Recklinghausen. Here Anthony, accompanied by Philippe Bourlard, discussed various types of scrapers and their application in the food sector with



Intern Anthony Dornis (right) at his workplace in Calais when HOSCH Managing Director Ansgar Frieling paid a visit.

HOSCH Managing Director Dirk Heidhues and Thomas Legner.

In September Anthony Dornis began

the last year of his dual study program, which he hopes will later help him find a job with the automaker Toyota.



## New Look for HOSCH France

The new corporate design of the HOSCH Group, which was unveiled in December 2019, has now been implemented at HOSCH France. The employees working in the service and engineering department all wear identical orange or green-and-gray overalls, and the installation vehicles have been re-branded to match. Last but not least, the employees at the head office in Calais mounted the new HOSCH logo in full view on their office building.



# Peter Petzold Helps Out at the “Wayside House”

**A charitable institution provides accommodation and psychological counselling for cancer patients free of charge**

Helping people who do not live on the sunny side of the street is a task Peter Petzold has taken upon himself. For some time now the Managing Director of HOSCH do Brasil Ltda. has been supporting the organization Casa do Caminho (“Wayside House”).

This private institution founded in 2017 provides accommodation free of charge to men and women with cancer who are being treated at hospitals in Belo Horizonte. “Many of them come from far away and do not have the money for a hotel room. In many cases, they can neither read nor



Peter Petzold poses with volunteers from the “Casa do Caminho” charity.

write,” explains Petzold. Besides lodgings and meals, the Casa do Caminho Institute offers social and psychological counselling. It is financed by the proceeds from

its own bazaar and donations of clothing, equipment and even furniture. Peter Petzold lends a hand with the frequently difficult task of acquisition. He also organizes countless matters in the area of human relations – things that are often more important than money. After hearing that his security manager, Jucelino Damasceno, had a brother-in-law who ran a party service, for example, he twisted his arm ever so slightly to pull some strings. And in no time at all the cancer patients staying at the Casa were enjoying a pizza party. “A great success!” was how the HOSCH manager described the event afterwards.

**Additional information:**  
[www.caminhosparajesus.org.br](http://www.caminhosparajesus.org.br)

# Long Trips by Plane or Car

**HOSCH enters into a highly promising distribution partnership in China. The first online training seminars have already taken place**

On the world map of the HOSCH Group, there are tiny flags on all five continents. By founding a distribution partnership with a company in China, HOSCH intends to fill in one of the blank areas on its map.

The foundation for a possible collaboration was laid at the bauma 2019 in Munich, where representatives of the Liaoning Baker Hughes Industry Equipment Co. Ltd. floated the idea of a partnership when they met Ansgar Frieling and Giancarlo Leombruno at the HOSCH stand. The objective of the business delegation from the Asian firm was to enter into joint ventures with several western manufacturers in the role of local distribution partner responsible for the installation – as well as the regular maintenance and servicing – of the entire materials handling equipment on site.



Employees of the new HOSCH distribution partner in China after their first online training session.

HOSCH explored this idea in greater depth during a one-week trip to Shenyang, the economic hub in northeastern China. Dirk Heidhues, Giancarlo Leombruno and Norbert Beermann were accompanied by a Chinese expert fluent in German and English. Getting-acquainted meetings, technical

presentations, site visits, and trips to coal mines and power plants requiring lengthy flights or car journeys dictated the visitors’ tight schedules.

HOSCH Managing Director Dirk Heidhues summarized by saying: “Liaoning Baker Hughes Industry Equipment Co. Ltd. presented itself as an economically sound company that is very ambitious – and eager to found an independent company to distribute its

high-quality products.” Since then, the first Sino-German online training seminars have been held on HOSCH products and installations, the first HOSCH equipment has been deployed, and our new customer is already receiving support from our new distribution partner in China.



## Opening Scheduled for January 2021

### HOSCH South Africa expands its site near Johannesburg. New suction removal system for welding and grinding wastes

More room, even greater safety and centralized work activities – these are the benefits HOSCH South Africa expects to reap from expanding the production facilities, warehouse and office space at its Witfield site near Johannesburg. Johan de Koker, HOSCH General Manager in South Africa, hopes “to wind up this project at the end of January 2021.”

The annex to the existing building will enlarge the total area by approx. 1,000 square meters. The additional offices are intended to give the Sales and Service Department a new operating base for supporting customers in the African mining industry, for example. The reception and shipping areas will also be enlarged and centralized at the same time. Starting in January 2021, moreover, a traveling crane running on guide rails will make the work of the employees assigned to



The addition of a new annex has created approx. 1,000 square meters of space for HOSCH South Africa. The project is expected to be finished in January 2021.

these areas much easier. “This is a real boon!” exclaims Johan de Koker.

In the production wing, sophisticated suction removal systems will be installed in both the powder coating and the welding and grinding areas. These systems will improve the air quality and also reduce emissions.

The expansion of the office space and the warehouse is intended to benefit not only HOSCH’s business in Africa but exports to Germany as well. Johan de Koker explains: “We will now be able to boost our production by putting more machines into operation. And the larger premises will allow us to keep greater quantities of our products in stock.”

## Mobile Showroom on Four Wheels

### Technicians from HOSCH International take presentation trailer on tour

Neat ideas you won’t find in any manual have always been at the heart of the HOSCH corporate philosophy. One of these great ideas is now being put into practice by technicians from HOSCH International. The first HOSCH trailer in Australia took to the roads as a mobile showroom on four wheels.

The first round trip took Martin Kirk and Stan Rousell to seven HOSCH customers in the region around Kalgoorlie, Western Australia. Thanks to the new trailer, the duo was able to present various HOSCH products right where the largest gold mine in Western Australia is located.



On the road in Australia: HOSCH International’s mobile showroom.

Their presentations included the Type D scraper, which the customers were able to test on the spot. “Our mobile exhibition room enables us to adapt the products to each customer at any time,” the presenters said with great satisfaction after the trailer’s maiden trip. Additional accessories, such as stands for HOSCH

brochures and tablets for the customers to find information on the HOSCH website, help the sales talks along.

HOSCH International is hoping that this new mobility will bring genuine added value in the huge country, resulting in positive customer feedback and boosting sales.



**HOSCH International (Pty) Ltd.**  
Australia  
5 Pitino Court  
Osborne Park  
6017 Western Australia  
Tel +61 8 9315 8000  
Fax +61 8 9315 8001  
E-mail mail@hosch.com.au



**HOSCH Austria GmbH**  
Austria  
Belvederegasse 2  
1040 Vienna  
Tel +43 1 22100-222  
Fax +43 1 22100-223  
E-mail office@hosch-austria.at



**HOSCH do Brasil Ltda.**  
Brazil  
Rua Senador Milton Campos, 986  
30525-190 Bairro Santa Maria  
Belo Horizonte  
Minas Gerais  
Tel + 55 31 32 84 80 68  
Fax + 55 31 32 87 36 80  
E-mail hosch@hosch.com.br



**HOSCH Chile S.p.A.**  
Chile  
José Miguel Infante 8765 – Bodega 10  
Renca-Santiago  
Tel +56 9 6226 5784  
E-mail info@hosch.cl



**HOSCH France S. A. R. L.**  
France  
885, Rue Louis Bréguet  
Z.A. Doret - Bât 6  
62100 Calais  
Tel +33 1 64 13 63 60  
E-mail info@hosch.fr



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



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



**HOSCH Equipment (India) PVT Ltd.**  
India  
The Gariahaat Mall, 4th Floor  
13, Jamir Lane  
Kolkata 700 019  
Tel +91 33 3370 0400  
Fax +91 33 2396 3649  
E-mail hosch@cal.vsnl.net.in



**HOSCH Perú S.A.C.**  
Peru  
Avda. Paseo de la República 3127, Piso 7  
Lima  
Tel +51 1 422 2867  
E-mail info@hosch.pe



**PT. HOSCH Technology Indonesia**  
Indonesia  
Jl. Mt Haryono Perum  
Bukit Damai Indah  
Blok C1 No 33 RT 27  
Balikpapan 76114  
Tel +62 542 88 616 92  
Fax +60 3 7966 5672  
E-mail indonesia@hosch-asia.com



**HOSCH Italia S.R.L.**  
Italy  
Via Lucania snc  
c/o Polo Comm.le "Il Granaio"  
84098 Pontecagnano  
Tel +39 089 84 90 52  
Fax + 39 089 385 47 95  
E-mail mail@hosch.it



**HOSCH Techniki Transportowe Polska Sp. z o. o.**  
Poland  
ul. Zmigrodzka 244  
51-131 Wroclaw 21  
Tel +48 7 13 21 92 21  
Fax +48 7 13 21 92 21  
E-mail info@hosch.pl



**HOSCH Fördertechnik (SA) (Pty) Ltd.**  
South Africa  
P.O. Box 14630  
Witfield 1467  
Burns Business Park  
Unit 4, 12A Jet Park Road  
Jet Park 1469  
Tel +27 11 826 6940  
Fax +27 11 826 6784  
E-mail sales@hoschsa.co.za



**HOSCH IBERIA S.R.L.U.**  
Spain  
Calle Roger de Llúria, 50, 5º piso  
08009 Barcelona  
Tel +34 93 467 49 10  
Fax +34 93 487 38 14  
E-mail hosch@hosch.es



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



**HOSCH Company**  
USA  
HOSCH Building  
1002 International Drive  
Oakdale, PA 15071-9226  
Tel +1 724 695 3002  
Fax +1 724 695 3603  
E-mail hosch@hoschusa.com



**HOSCH Asia PLT**  
Malaysia  
No. 45 Jalan PP 11/4  
Alam Perdana Industrial Park  
Taman Putra Perdana  
47130 Puchong, Selangor Darul Ehsan  
Tel +60 3 5879 9950  
E-mail mail@hosch-asia.com

