

HOSCH *news*

The International HOSCH Magazine



- **HOSCH^{iris} impresses worldwide**

Great potential for digital solutions

- **New property in RE sets standards**

in Occupational Health & Safety

- **Presentations at trade fairs**

in France, Peru, Indonesia and Poland

- **HOSCH mourns Elizabeth O'Connell**

A strong HOSCH woman dies at age 87

Dear Readers,



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

The year 2023 is gradually winding down. Like so many years before, it was an eventful year for the worldwide HOSCH community.

At HOSCH we made good use of the time to continue enhancing our global presence. To be close to our customers, we repeatedly look for distribution partners whose standards are just as high as ours in the areas of customer orientation and quality. We were therefore happy to find such a partner in Serbia and to take another step forward to develop our distribution partnership in China.

HOSCH has stepped up its presence at trade shows around the globe. This has enabled us to stay in contact with existing customers and to acquire new ones. In this issue of HOSCH news, you will see that we have updated our trade fair appearance to present a uniform HOSCH brand that is instantly recognizable.

It is not only at trade fairs, however, that we sense the growing interest of our customers in digital solutions. In the traditional scraper business, we are evidently viewed as a partner with stringent quality standards. HOSCH^{iris} is the umbrella brand for the product groups DETECT, DISCOVER and DATA. The positive market response to the HOSCH^{iris} products is encouraging and justifies our further investments in this product line.

“Keep on investing” is also the motto of our core business.

The expansion of our production capacity in Recklinghausen is progressing well. We all look forward to moving soon into the new facility, which has enormous potential for the future of the HOSCH Group.

Every issue of HOSCH news honors the employees celebrating service anniversaries. We are overwhelmed to see how many people remain loyal to HOSCH for many years and even decades. This is reason enough for us to continue striving to be an attractive employer with a special “family-style” corporate culture.

Let us now look ahead to the year 2024 together and join forces to make it a more peaceful one.

We wish you all the best “Season’s Greetings” and hope you will enjoy reading this issue of HOSCH news.

The Management

Cornelia Kill-Frech

Dirk Heidhues

Ansgar Frieling

Our cover photo:

Our cover photo shows the battery-powered early warning system HOSCH^{iris} DETECT. This digital solution detects, measures and reports belt damage whenever defined limit values are exceeded. This results in higher system availability and lowers the customer’s personnel costs. The first reports from Scandinavia indicate that DETECT functions even in snow and ice. More detailed reports: **pages 10-12.**

Redevelopment of New HOSCH Property Sets Standards in Occupational Health & Safety

New production building and offices adjacent to HOSCH Headquarters. Access to Plant 1 via a bypass for trucks

A lot of digging, bolting and measuring is going on and a huge amount of new space is being created. The conversion of the property, purchased in early 2023 directly next door to HOSCH Headquarters, is in full swing. HOSCH Fördertechnik Recklinghausen GmbH is expanding its production capacity to over 5,000 square meters here and sending out an important signal regarding the future security of the company.

The project conforms to the latest standards for occupational health and safety and environmental protection. At its heart is the direct access to Plant 1 via a bypass for trucks, and a regrouping of the workplaces in Plants 1 and 2 into the new Plant 2T to concentrate installation experience and expertise at a single location.

In the first step, the new production buildings covering over 2,000 sq m were

thoroughly cleaned and then optimized to meet the latest energy standards. This work included installing new flooring, new windows and high-speed gates, an overhaul of the electrical cables in conformity with legally binding DIN standards, upgrading of the compressed air system and, not least, connection to the present IT infrastructure.

In addition, the production buildings were equipped with new facilities, to increase capacity by up to 100 percent. These include, for example four electric stacker trucks as well Shelving systems for approx. 1,300 pallet storage bins. Sustainability also reigns on the building's roof, where a photovoltaic plant is to be constructed. The energy-efficient renovation of the office building includes a new façade, roof insulation and a heat pump system feeding into the floor heating.



View of the new building from the outside ...



... and a view of the inside during installation of the floor heating.

Used Laptops Stay in Service

Think sustainably even when it comes to "small" things! Use resources responsibly! Don't throw away anything that can still be used! This summer HOSCH's IT department in Recklinghausen committed to this motto. Instead of throwing laptops that were replaced despite being in good condition were not discarded as electronic waste but raffled off among the company's employees.

A Christmas Party at HOSCH Headquarters

In mid-December everyone at HOSCH Headquarters in Recklinghausen enjoyed their Christmas party. The idea was to get in the mood for the upcoming holidays by socializing while enjoying good food and drink. The partygoers also had the chance to snag one of the Christmas trees raffled off at the party.

HOSCH HQ is closed between

Save the Date!

An important date to enter in your appointment calendar: next year's annual International Management Meeting (IMM) of the HOSCH Group will be held from May 12 to 16, 2024.

Christmas Eve and New Year's Day. However, a few employees remain on call in each department from December 23 to January 1 to deal with various exigencies, e.g. using the opportunity created by holiday shutdowns on a customer's premises to perform maintenance work.

Increasing Customer Satisfaction and Competitiveness from the Bottom Up

The Continuous Improvement Process (CIP) at HOSCH: More than 100 ideas and suggestions have been implemented

“There’s nothing good that can’t be made even better!” This was the motto of the HOSCH Quality Management Module “Continuous Improvement Process (CIP)” introduced in 2021. Kirsten Gottwald, specialist in integrated management systems, is leading this effort.

The overarching goal of CIP is to increase both customer satisfaction and competitiveness. Kirsten Gottwald explained: “What’s special about this is that all employees are part of the process. Everyone is called upon to contribute ideas and assume responsibility. The crucial elements are the small steps which, if taken continuously over a longer observation period, make a huge difference.”

Small changes that do not affect other departments are approved within the department and then implemented. Larger projects or changes that affect other departments are discussed by the CIP team at meetings held every two



At HOSCH Headquarters Kirsten Gottwald processes the ideas and suggestions submitted as part of the “Continuous Improvement Process” (CIP) at HOSCH.

months and attended by the HOSCH Management. “It’s not important in this context to have an immediate solution ready,” explains Gottwald. “Such a solution may be developed later in a

cooperative process.” The results so far are something to be proud of. As of September 2023, 200 suggestions for improvement had been discussed and 110 of them had been put into action. Another 23 are being developed, while 31 are currently on hold.

The measures taken through the CIP include bundling orders before shipping, defining areas of responsibility clearly, drawing up a checklist for inspecting belt systems, publishing a flyer containing the specifications, and providing further training for employees aspiring to become “Persons Qualified to Test Continuous Conveyors.” Thanks to a regular newsletter and a Code of Conduct for e-mails, in-house communication has also improved.

Ideas and suggestions should be sent either to the person(s) responsible for CIP in the individual HOSCH departments or directly to Kirsten Gottwald at Kirsten.Gottwald@hosch.de

Internal Audit at HOSCH France

Continuous improvement is underway at HOSCH Headquarters, and at HOSCH companies worldwide as well. Recently, for example, Kirsten Gottwald travelled to France for an internal audit at HOSCH France. HOSCH Manager Philippe Bourlard and his assistant, Catherine Vandewalle, gave her a detailed briefing on all processes at this site. The focus

was on Occupational Health and Safety and process optimization, especially at the points of contact between HOSCH France and HOSCH Recklinghausen. Kirsten Gottwald said: “We had productive discussions about the success stories in each country and other topics. The excellent work atmosphere and highly motivated team at HOSCH France both impressed me greatly.”



The team of HOSCH France after the internal audit with Kirsten Gottwald (2nd from left).

HOSCH Runners Strongest Group in Charity Runs

Around the track at the Schalke Arena.
Slogging through the mud in Arnsberg

The athletes from HOSCH are “regulars” at the “B2Run” in Gelsenkirchen. This year 24 “HOSCHis” donned their running shoes to compete, either as runners or Nordic walkers, in the race around the 5.4-km course around the arena of the legendary (albeit now second-league) German soccer team Schalke 04.

The runners were less concerned about results and rankings, however, than about supporting the German Bone Marrow Donors’ Registry operated by DKMS. The athletes from 116 companies, associations and institutions were doing something to help other people while boosting their own health and fitness.

The HOSCH runners made up the largest group of athletes entering

this charity run; five euros are donated to the fight against leukemia for every starter. Ansgar Frieling accepted a certificate attesting to this distinction. In recognition of HOSCH’s support, the HOSCH Managing Director was assigned a second honorable duty, namely to fire one of the two starting pistols for the participants in the “B2Run,” in which 3,400 runners took part in two groups.

“A super team event”

In Arnsberg six “HOSCHis” took part in a slightly different type of competition. At the “Mud Masters” obstacle course around a hunting lodge, they not only had to run six demanding kilometers, but also crawl through muddy holes, leap over water-filled ditches and make their way along bridges hand over hand.



HOSCH Managing Director Ansgar Frieling (left) with the award certificate for being the largest charity group competing in the “B2Run” in Gelsenkirchen-Schalke.

Alexander Thomas (International Sales) was one of the “HOSCHis” who ended the race filthy and exhausted but happy. “That was a super team event!” he said. “From start to finish, we stayed together, giving our teammates a hand and helping them overcome obstacles. Sometimes we had to take short breaks to remove gravel that had gotten into our shoes.”

“HOSCH Health Day” Fosters Strong Backs

HOSCH “has your back”! This play on words is a good fit for the “HOSCH Health Day” held at the company’s headquarters in late October. It offered two workshops and a seminar on the topic of backache, which is a widespread complaint – and not only in Germany!

Employees received effective tips on how to prevent back pain while sleeping and how to strengthen their back muscles without going to the gym. At the “Back-Up” workshop, the attendees were shown a few easy exercises they

could carry out in their work breaks to relax and strengthen their backs. And since sitting in the wrong position on a bicycle can lead to back pain, the “HOSCH Health Day” included a stand where visitors could have their bicycles adjusted according to ergonomic criteria.

Tasty and – most importantly – healthy smoothies were offered as snacks. This year again, the employees had the opportunity to get a flu vaccination on the spot.

Measuring the muscles in the body was on the agenda at HOSCH Health Day.



“I Don’t Have a Special Status!”

Metalworker Rocio Payá Casanova is (still) the only woman in the HOSCH workshop

At HOSCH Fördertechnik “strong women” can be found in production as well as in the administration. Rocio Payá Casanova (25), for example, has been working at HOSCH Headquarters in Recklinghausen for almost two years now. To date the trained metalworker in construction technology is the sole woman in the HOSCH workshop.

This was already the case when she started her training at age 20. “Back then I entered a world dominated by men,” she recalls. “

However, I wanted to show them all that I was capable of learning the ropes in this man’s profession.” At her present place of work she is especially proud that “something I produced with my own hands is sent all over the world.” She denies having any special status in the HOSCH workshop team by virtue of being a woman. “Instead, I am one among many and am treated totally normally by my colleagues from whom I can still learn a lot.”

All the same, her wish is that she will not be the token woman in the workshop for much longer. “I hope that my example encourages other young women to enter this field of work I find so rewarding!”

A “strong woman”, Rocio Payá Casanova, on the job in the HOSCH workshop.



HOSCH series

Strong women mean strong leadership! This is really put into practice in the HOSCH Group. For example, in November 2021 the company received the award “Frauen.Karrieren.Fördern. In Industrie & Handel” from the initiative “Competentia NRW - Kompetenzzentrum Frau & Beruf” for its exemplary promotion of women and enabling them to combine a career with having a family. HOSCH news is running a series showcasing the “strong women” at HOSCH.

Today: Rocio Payá Casanova, metalworker in construction technology

Rocio Payá Casanova grew up in southern Spain. She was 13 when her parents decided to move to Germany. “That was not easy for me at first,” she recalls. “However, I soon realized that this step was good



for my future.” In her free time she likes to read a good book or go to the movies with friends – especially if a documentary or a film about nature or animals is showing.

Visit to ThyssenKrupp

Two groups of eight HOSCHis, headed by Sales Manager Dettlef Domke-von Bichowski, paid a fascinating visit to ThyssenKrupp Steel Europe AG in Duisburg in early November. This long-standing customer gave them an opportunity to look behind the scenes during an impressive guided tour led by Jörg Bresser, himself an old HOSCH hand. The visitors had a chance to see some of the numerous HOSCH products used in various parts of the site in action.

Duisburg is Europe's largest inland port, and is not only home to the head office of ThyssenKrupp Steel, but also the site of five production plants making pig iron and crude steel, plus a large part of the casting-rolling mill and further processing systems. At present, the company produces steel in its conventional blast furnaces, all of which are located in Duisburg. However, it is planning to switch to CO₂-neutral "green" steel as of 2030, which will be produced using hydrogen instead of coke.

Two HOSCH groups gain fascinating insights into the workflow at ThyssenKrupp Steel Europe AG in Duisburg, Germany, from HOSCH "oldtimer" Jörg Bresser.



Learning the Job in the Office and Desert

Ricarda Kuhlmann supports the HOSCH team in Chile for three weeks



Since August 2021 Ricarda Kuhlmann (24) has been undergoing training as an industrial management assistant at HOSCH. The training has taken place in Recklinghausen and, in the summer of 2023, in South America. This year she left her desk at HOSCH Headquarters to support the team of HOSCH Chile in Santiago for three weeks.

In Cesar Vigo's office, her tasks included the daily business of recording incoming goods and booking invoices. "We worked intensely with SAP to optimize the use of this program in the office in Chile," Ricarda Kuhlmann reports. "I learned a lot, too, since we always worked together as a team to find solutions." She has equally fond memories of an approximately two-hour domestic flight over the Atacama Desert. Here, in the northern part of this Andean country, she attended meetings

of HOSCH technicians and saw HOSCH scrapers in operation on the customer's premises.

On weekends, she used her free time to learn more about Chile and its inhabitants. Her outings took her to the port city of Valparaiso on the Pacific coast and to the snow-covered mountains in Cajón del Maipo, a natural paradise just outside Santiago.

In summary, she says: "Chile is a beautiful and fascinating country. In my three weeks

there, I learned so much both professionally and personally. And I knew I could always rely on the HOSCH team."

This was not the first time Ricarda Kuhlmann had been bitten by the travel bug. After completing high school, she spent 10 months in Australia and New Zealand on a "Work & Travel Tour."



Ricarda Kuhlmann dressed for work during a visit to a HOSCH customer in the Atacama Desert (left) and in leisure attire during one of her outings.

+++ HOSCH Personnel Ticker +++

Sadness at the Death of Elizabeth "Liz" O'Connell



Elizabeth "Liz" O'Connell (†) in front of a portrait of HOSCH founder Hans-Otto Schwarze.

We are deeply sorry to announce the passing of a very strong HOSCH woman. Elizabeth O'Connell, universally known as "Liz," died at the beginning of November at the age of 87 following several falls. For 40 years, she worked in the administration of HOSCH South Africa, built

up the company together with her late husband, and was also a close friend of HOSCH founder Hans-Otto Schwarze and his family. Earlier this year, Liz told HOSCH news, "I'd like to come to Germany again and visit my colleagues in Recklinghausen."

The HOSCH management expressed their heartfelt sympathy in a letter of condolence to Liz's family: "It was with great sadness that we learned of the death of your dear mother. Our thoughts are with you in these sad times, and we wish you strength to overcome your grief and the loss of a much loved family member. May you find comfort in the thought that Elizabeth was not suffering towards the end of her life. Right up to the end, she was able to lead an independent life – and that was precisely what she always wanted. We will never forget Elizabeth's commitment to the HOSCH family and her many years of dedication to HOSCH SA. We are grateful for all her hard work over the decades, and will always think of her as a very likeable and strong woman."

A new head of "Accounting & Finance" took up his post at HOSCH Headquarters on July 1. **Thorsten Bepperling** (57) has taken on this responsible



job. He is a trained business manager and has extensive experience in administrative management at medium-sized compa-

nies. Thorsten Bepperling will be ably supported by Sabine Jakobuß. Managing Director Ansgar Frieling said, "We wanted to broaden the personnel base in the administration since HOSCH has made great strides forward nationally, internationally, and in digital business. This growth generates new tasks for us."

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+++ HOSCH Personnel Ticker +++

HOSCH encourages its employees to acquire new expertise. **Kevin Geisler**, for example, is doing advanced



training to become a master metal-worker in construction. He is slated to succeed **Klaus Schlüter** as head

of the company's Bavaria/Austria branch in 2025, when the latter retires. Geisler already worked as a service technician for HOSCH at its branch offices in the German states of Thuringia and Baden-Württemberg from 2014 to 2016. In March 2022 he returned to HOSCH to work in sales and service for the German-speaking countries of Europe (including the Lake Constance region, Voralberg in Austria and Switzerland). In October 2023, he moved to near Ingolstadt to be closer to his new post.

More educational news: On August 1, **Viviane Zimmermann** and **Soheil Russo** started training to become an industrial management assistant and a construction mechanic, respectively.

Adonis Metbala joined the production team on August 1 as a parts fitter in the metalworking area in Plant 1.

Melanie Rensing joined HOSCH's international sales staff on September 1, working as an assistant to Giancarlo Leombruno and his team.

On October 1, HOSCH welcomed **Jan-Mattes Hommers** as a service technician in the North branch office and **Stefanie Meßmann** in the sales back office at HOSCH Headquarters.

There has also been a staff reshuffle in Recklinghausen. On August 1, **Marco Schwittay** assumed new duties and is now responsible for all questions relating to SAP in the Accounting department. Until this summer he was Team Leader in the sales back office, a post he has now passed on to **Daniel Jarzombek**.

Since September 1, **Holger Lange** (43) has been supporting Jari Iversen's team in Scandinavia and working closely with Kristian Steinstø in sales, service and installations in Norway. German by birth, Lange moved to Norway with his family over 10 years ago.



Jari Iversen's plan is for Holger Lange to first become acquainted with the new job and complete various training programs. He will then assume the work portfolio of Kristian Steinstø, who will retire in the near future. Before coming to HOSCH, Lange was a workshop director and trained CNC operator in pumps and pipe-welding. Jari Iversen says: "Holger's a very precise worker and sets high standards for himself. I'm looking forward to seeing him grow as a managerial employee at HOSCH."

On September 1, **Arne Petersen** also started working as a service technician in Denmark.

Narinder Dhaliwal, an Australian mechanical engineer at HOSCH International, has been answering technical questions from equipment

HOSCH Service Anniversaries

The following HOSCH employees at HOSCH Headquarters in Recklinghausen celebrated service anniversaries in the second half of 2023:

15 YEARS
Thorsten Lips
Martin Wiedemann

20 YEARS
Giancarlo Leombruno
Thomas Scherer

25 YEARS
Gregor Bronzel
Ralf Schult
Hella Spiekermann

35 YEARS
Christian Kusber

manufacturers in Australia for some time now. To learn the "right" way to talk to these customers, he came to Recklinghausen in mid-October and took a technical training seminar to



deepen his knowledge of the subject. Trainer Thomas Legner explained how the HOSCH products function

and how to describe them. The seminar included the design and construction of a low profile feeder belt with a width of 4,300 mm. The development of laterally pull-out scrapers and HOSCH^{iris} was also covered during the intensive five-day training program, which involved staffers from the Technical Department and the Research & Development Department.

Digital HOSCH^{iris} Solutions Ensure Satisfied Customers

The experiences of three HOSCH staffers: speed, greater reliability, lower costs, huge potential and more transparency

The belt monitoring systems HOSCH^{iris} DETECT and HOSCH^{iris} DISCOVER, plus HOSCH^{iris} DATA for system and service management, were launched on the market a while ago. So it was time for HOSCH news to ask our customers about their initial experience with the new systems.

HOSCH^{iris} DETECT

– Jari Iversen (Scandinavia):



Jari Iversen,
HOSCH Manager
in Scandinavia.

What are your initial impressions after the market launch in Scandinavia?

Very positive! As we are compared with much more complex "belt scanners," it's obvious that it's very easy for customers to exploit the advantages of DETECT. In contrast to belt scanners, our product is compact, quick to install, not integrated into the control system, and doesn't need an external power supply. This enables the customers to acquire a belt conveyor surveillance system at an extremely low price.

How is HOSCH^{iris} DETECT offered to customers?

At the start, all the DETECTs were installed for a trial period in the form of monitoring units between the belt

surface and the scrapers. The basic HOSCH principle, i.e. the constant and even contact between the HOSCH scraper and the belt, serves as the basis for HOSCH^{iris} DETECT. We can use our modules and blades to "feel" our way over the belt surface – which means that we don't scan the belt, instead we touch it. We sell DETECTs as a digital product that makes the HOSCH scrapers more intelligent and has a great benefit for the customer.

What is your experience following the first deployments?

Great! DETECT can be fully installed and integrated in an hour or two. The contact persons at the customer receive brief training and are added to the alarm e-mail distribution list. Following the first deployment in Sweden under very cold conditions, we found a 28-meter tear in the belt after three weeks. For the customer that was a very interesting experience that saved a lot of money. Our rechargeable batteries can operate for around six to eight months, even at temperatures down to minus 35°C.

HOSCH^{iris} DISCOVER

– Sergio Lizana (Chile):



Sergio Lizana,
employee at
HOSCH Chile.

HOSCH Chile has already ordered HOSCH^{iris} DISCOVER systems. Do you see a large potential for continuous belt conveyor surveillance in your country?

Definitely! The potential for digital solutions is huge and it will continue to grow over the coming years. That will happen at every customer and in every branch of industry that is concerned about the condition of its belt conveyors because everyone sees their belt conveyors as an important asset – and our system increases their reliability. The potential for DISCOVER will in fact be even greater if, after completing the project with the Swedish data analysts from Predge AB, we obtain more opportunities through splice monitoring. The product will be called "SplAlce".

How do you approach the customers in your presentation?

Our initial contact at the customer is usually the particular technician who discusses the remote surveillance solution and its advantages with his or her team. The next step involves the maintenance department because it's concerned with the belt conveyor. Basically, the customer is interested in a trouble-free production and we can help him increase productivity. However, there are also advantages for each individual employee. Because our products reduce the workload and increase occupational safety.

What sort of feedback have you received so far from the customers?

At customer meetings it becomes apparent that the advantages of the HOSCH solution can help increase the availability and reliability of the belt conveyors. I've also presented our

solutions at trade fairs and conferences. The feedback from many customers gives me the impression that they've never seen this type of solution before and they are very interested.

HOSCH^{iris} DATA

– Reiner Gnauert (Germany):



Reiner Gnauert,
Head of BI and
Innovation Management at HOSCH.

How has user behavior changed since HOSCH^{iris} DATA was presented?

When we introduced the system, we concentrated on Germany, Spain, the

Netherlands and Denmark. Here the first thing to do was to create an inventory of the equipment. The next step included Chile and South Africa as well, plus reporting on services using DATA. Furthermore, we switched over the stock list used in the German-speaking countries, Denmark and the Netherlands to the known part numbers and descriptions, and we reduced the number of parts from approx. 4,500 to approx. 2,800. So there was a big increase in the use of DATA this year. It's used in 100 percent of service visits we make in Denmark and northern Germany.

In addition to the internal benefit, is there also a clear customer benefit?

Naturally! Our customers can book their own access to the data we have developed and receive standardized reporting according to their needs. The increased transparency signifi-

cantly improves collaboration and its ability to plan. In addition, by simply scanning the HOSCH^{iris} tag, he can contact the HOSCH employee directly, retrieve technical details or even call up the relevant emergency number in the respective factory area. Using the stored device number, HOSCH service immediately knows which customer and which of our scrapers it is.

What technical developments have you seen in recent years?

Probably the most significant development has been the Offline App. We had an app developed here (for Android and iOS) that permits inventarization and the creation of service reports even when there is no internet connection. Right now we are evaluating various options for further improvements in the user experience, which should result in reduced charging times in particular.

Ambassadors for HOSCH^{iris} Solutions

Intensive training for 39 staffers ensures first-class service around the world

The HOSCH^{iris} digital solutions are being rolled out and installed at customers all over the world. These installations build on the efforts of trained experts in the R&D department in Recklinghausen. To continue this work, in summer 2023 HOSCH launched the Ambassador Program to provide first-class service in the HOSCH companies around the globe as well. Each country was asked to nominate employees for the intensive training enabling them to take part in the installation, maintenance and basic administration of the HOSCH^{iris} products.

We discussed the Ambassador Program with Mirko Liebetrau, who works at HOSCH Headquarters and is responsible for commercializing digital products.

Mr. Liebetrau, how did the Ambassador Program kick off?

The launch was very successful. Nearly all the HOSCH sites have nominated more than one HOSCH^{iris} ambassador.

Which employees have been selected to take part?

Some of the participants are the managers themselves, but we also have staff members from international sales and from customer service. The large volume of feedback indicates the huge interest in the topic. There are 39 people in the group because some countries nominated up to three ambassadors, and many German employees from R&D and sales are also interested. We are very pleased to have such an international group for our discussions.

Are people already being trained?

We have run three training courses so far. The first one provided a basic intro-



Mirko Liebetrau looked for – and found – ambassadors for the HOSCH^{iris} products.

duction and outlined prospects for the market. In the second and third courses we went into more detail on individual products. First we talked about DETECT, and then about DISCOVER. The session in early December will cover HOSCH^{iris} DATA.

BECAUSE IT WORKS

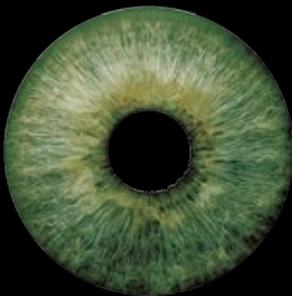
A COMPLETE SOLUTION FOR OPERATIONAL SAFETY.



NOT JUST A PRODUCT, BUT A SOLUTION.

Instead of just a product, we offer you a customised all-round solution including comprehensive services. Our **professional belt cleaning technology** will help you to increase your material output and secure smooth operational processes without unplanned failures. As a result, your profits will increase and costs will decrease.

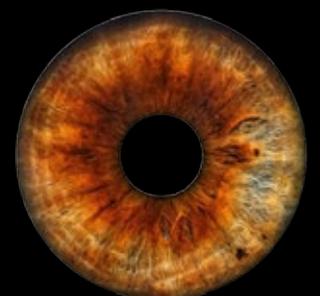
HOSCH **iris**
DATA



HOSCH **iris**
DETECT



HOSCH **iris**
DISCOVER



HOSCH „iris“ stands for „intelligent responsive information system“. Our digital products have proven to provide immediate operational value, being in use in over 1.000 plants and available worldwide. HOSCHiris will be your third eye, constantly monitoring your conveyor system, while gaining additional and new insights. Maintenance, operations and spare part management can be planned more efficiently. HOSCH iris contributes to occupational safety, because a well-maintained system and conveyor belt issues detected at an early stage reduce both personnel costs and safety risks.

KEEP IT RUNNING

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HOSCH **iris**



Complex Installations Completed on Schedule

Customer in Georgia wants to intensify its cooperation with HOSCH and has already sent technicians to Recklinghausen for training

Eastward expansion, Part 1: In July Tobin Frech and Alexander Thomas (International Sales) left for Georgia, a former Soviet republic located where Europe and Asia meet. In 2021 four HOSCH scrapers (two HD-PU-S1s and two B6-Cs) were installed at a plant of HeidelbergCement Georgia. Since these devices performed superbly, the customer has now ordered additional HOSCH scrapers for four belt conveyors.

The days on site were full with complex installations. Alexander Thomas reported: "During our planning, for example, we encountered large counterpressure rollers very close to the

discharge pulley. On another belt the HOSCH team discovered mechanical clamps." They identified the problem and solved it as planned by their fourth working day on site – always accompanied by the customer's maintenance managers and mechanics. During the practical installation work, Frech and Thomas conveyed expertise enabling the local staff to install the HOSCH scrapers in the correct positions when the next belt needs replacing.

During the installation work, HeidelbergCement announced its desire to intensify cooperation with HOSCH. The first result came in October, when two technicians from Georgia received in-



Tobin Frech (right) and Alexander Thomas (left) with a HeidelbergCement employee at the plant in Georgia.

struction on the training belt in Recklinghausen.

HeidelbergCement Georgia describes itself as a supplier of cement and concrete to virtually all the major construction projects underway in Georgia. Here the company operates two cement plants, a cement terminal in the port of Supsa and a grinding plant.

New Distributor for the Balkan Region

Serbian technicians have already done training in Recklinghausen and been introduced to the world of HOSCH^{iris}

Eastward expansion, Part 2: HOSCH has now entered into a distribution partnership with the company NS COPEX for parts of the Balkan region. Contact with the Serbs was made at the bauma in Munich last year. Since then the first installations have been carried out and more are in the pipeline.

The firm NS COPEX was founded in 2000 with headquarters in Krušedol Selo in the Serbian province of Vojvodina, where it now has a large production and office building covering approx. 600 square meters. The company, by its own account one of the largest service providers in the Balkans, deals with all topics related

to transport systems, with emphasis on sales and services. Since early 2023 it has been selling and servicing HOSCH scrapers as well.



Employees of NS COPEX in Serbia install an HD-PU-S1 on the training belt at the HOSCH Training Center.

In late October the two partners intensified their cooperation via numerous personal contacts. Service technicians from Serbia paid a seven-day visit to HOSCH in Recklinghausen and completed the HOSCH Training Program under Thomas Legner. In addition, Reiner Gnauert explained the digital products in the HOSCH^{iris} series.

The week of work was topped off with a bowling evening and a visit to the Schalke Arena in Gelsenkirchen to watch the legendary (but now second-league) soccer team play against Hannover 96.

Further Information:

<https://www.nscopex.rs>

Trade Fair Premiere for HOSCH Peru

“Perumin 2023”: Digital solutions create excitement. Training in HOSCH^{iris} DATA

Sharing knowledge and helping each other are two HOSCH mottos that dominated HOSCH Peru’s first-ever presentation at the “Perumin Convención Minera 2023.” Here the ambitious Peruvian team received support from their HOSCH colleagues in Germany and Chile.

In late September innovations in mining technology were among the products presented at the industrial show held in Arequipa, the capital of the region of the same name in the southern part of Peru. The digital HOSCH^{iris} solutions at the HOSCH stand generated great interest among the – predominantly South American – visitors. In addition, Tobin Frech, Sergio Lizana and Alexander Thomas held a workshop on

HOSCH^{iris} DATA. They presented practical inventory examples and entered the first customers in the system. Alexander Thomas said: “This means DATA will soon be part of the daily reporting routine in Peru.”

Both new and long-standing customers visited the HOSCH stand on the five days of the show. Some came from Peru, others from places like Panama or Indonesia. They were equally interested in the HOSCH solutions for industrial safety and the digital HOSCH portfolio.

Reviewing HOSCH’s stint at the Perumin, Alexander Thomas said: “We sat together every night discussing what we did right and what we could do bet-

ter. I think this was a valuable experience for our Peruvian colleagues.” The show was very well organized and even included a “German Day” complete with Bavarian music, pretzels, veal sausages and German beer.



A successful premiere: the HOSCH trade fair team at the “Perumin 2023” in Arequipa, Peru.

By Air and By Sea

Trade fair exhibits came from South Africa and Germany



At the exhibition in Jakarta, the HOSCH team worked together “like one big family.”

Teamwork in Asia: At the “Mining Indonesia 2023” held in Jakarta in mid-September, Roy Pasak and his team from HOSCH Indonesia presented HOSCH products for the first time – with vigorous support from Mohammad Akmal (HOSCH Asia). Tobin Frech, who had also travelled to the Indonesian capital on the island of Java for the four days of the show, said: “This worked out extremely well. The teams and managers from Germany and Indonesia know how to work

together and support each other.” Teamwork was key at the HOSCH stand as well. Besides various HOSCH scrapers, the digital HOSCH^{iris} solutions were exhibited and explained with some help from South Africa and Germany. Tobin Frech explained: “The frame and pulley for the DISCOVER

exhibits were manufactured in South Africa and literally ‘shipped’ to Indonesia at short notice. The matching scrapers travelled from Germany by air freight.” The premiere was a resounding success for HOSCH Indonesia. In October, HOSCH sales reps paid their first visits to customers whose attention had been drawn to the HOSCH products at the show.

Presentation of HOSCH^{iris} in Poland

In early September a three-day conference on new technologies and practical problems in open-cast mining was held in Wisla, Poland. The “Szkola Górnictwa Odkrywkowego 2023” (School of Open Pit Mining) was organized by the AGH University of Science and Technology in Cracow. HOSCH Poland was one of the



conference sponsors. Tobin Frech and HOSCH Manager Krzysztof Lebioda (photo, at the desk) presented the latest versions of the digital products DETECT and DISCOVER from the HOSCH^{iris} series and fielded numerous questions after their talk.

Strengthening the Bonds with Our Distribution Partner

A delegation from China visited Recklinghausen for instruction in the Training Center and intensive strategic discussions

The distribution partnership between HOSCH and the Chinese company Liaoning Baker Hughes initiated three years ago is now being expanded and enhanced. In November a three-person delegation from Shenyang visited HOSCH Headquarters for two weeks. The program included technical training for the three guests from Thomas Legner and intensive discussions on the best strategic approach for the Chinese markets.

In late September the employees of our distribution partner took part in a spectacular team-building program. After the approx. two-hour bus ride from Shenyang to a hotel resort in Benxi City, they first visited a cave with stalactites.



At their team event, the employees of HOSCH's Chinese distributor, Baker Hughes, proudly presented pennants and banners from HOSCH.

Back at the hotel, the agenda included group activities such as cycling, boating in inflatable dinghies, and playing cards. In the evening there was a party with German beer, local delicacies and a big firework show. All this was followed,

on the second day, by more active team-building events organized by Baker Hughes – such as crossing a river on a wobbly glass bridge and competing to see who could climb up a nearby mountain fastest.

New Technology Impresses French Customers

SIM 2023 in Bordeaux: figures improve in all sectors

With attendance up by six percent and the numbers of attendees and exhibitors both up by eight percent, the SIM 2023 held in Bordeaux on the French Atlantic coast from October 4 to 6 testified clearly to the industry's recovery in France after the pandemic years.

At this annual gathering of the mineral industry, HOSCH France displayed its regular product portfolio plus a demonstration model of HOSCH^{iris} DISCOVER in operation with the scraper combination HD-PU-L and HD-PU-S1. HOSCH Manager Philippe Bourlard manned the HOSCH stand together with the sales staffers and service technicians David Henon, Adrien Audoire, Jean-Marc Pataut and Kevin Boïdin. His résumé: "New customers and long-standing customers alike were impressed by our technology. The digital products DISCOVER and

DETECT especially attracted a lot of attention. We made the first offers right after the show and have already received several orders."

Philippe Bourlard (right) and his team at the "SIM 2023."



HOSCH Will Be at the "MINExpo 2024" in Las Vegas, Nevada

Three exhibition halls with a total area of approx. 700,000 sq m and roughly 1,500 exhibitors – the "MINExpo International" in the U.S. is all set to stake its claim once again to be the world's largest mining show.

Under the motto "Innovation Lives Here," mining producers and leading manufacturers and suppliers will gather at the Convention Center in Las Vegas from September 24 to 26, 2024. HOSCH

Company will be taking part in this show, held once every four years, for the first time. In October Managing Director Ansgar Frieling flew to the U.S. to plan the HOSCH exhibits together with the team from HOSCH Company. "Due to the size of the show and its importance in the U.S., we have to prepare very thoroughly," he explained.

Further information:
www.minexpo.com

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