

express



Customer magazine 3_2021



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A successful first year

In conversation with members of the Night Star Express Advisory Board

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“DONATE AND HELP OUT!” INITIATIVE
COMMITMENT AND VOLUNTEERING



our company for many years and her loss is keenly felt. Our thoughts are with her family and we wish them every strength. We will miss Mariele a lot, both on a personal and professional level.

When disaster strikes, you yearn for the important things in life. This was certainly the case for Sebastian Ehrentraut and Günther Harder, operations managers of our sites in Unna and Kassel. They acted quickly and selflessly to help out after the devastating floods in Germany in July. Read more about it on page 12. In addition, we launched our “Heimtorspende” (Home Goal Donations Drive) in the Hünfeld region. This is where our main hub is based and where we became aware of one particular local man’s fate. As the new sponsor of SG Viktoria Bronnzell e.V., we are donating EUR 20 per goal scored at home by the first team. We want these donations to make Tim’s life a little more comfortable. On pages 10 and 11, you can read all about the initiative and about Tim Goldbach.

In this issue, we will also introduce some members of our Advisory Board in more detail and hope you enjoy reading the

interview and about the other exciting topics from the world of Night Star Express.

Yours,

Matthias Hohmann



Mariele Lorenz

Good people are like stars
– they continue to burn
bright, long after they
have been extinguished.

We miss you! We will never
forget you.

The whole Night Star
Express team



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SUCCESSFUL FIELD TEST FOR
24/7 PARCEL DEPOSIT BOX
PARCEL TERMINAL IN UNNA GOES INTO OPERATION

A digital parcel deposit box recently went into operation on the grounds of the Night Star Express headquarters in Unna. This has helped the company to simplify its internal processes. If necessary, other companies and cooperation partners should also be able to use the modern technology.

“At the start of the field test, the parcel terminal is being used as a supplier service point for our drivers in the Unna area,” explains Jörg Witteborn, Project Manager at Night Star Express. “The 24/7 pilot terminal will initially be earmarked for internal consignments but, with a total of twelve compartments, has the potential for much more extensive use. It is straightforward and safe to use.”

The new technology is the result of the “KoLibRi” partnership project with the Fraunhofer Institute for Material Flow and Logistics (IML) in Dortmund on whose grounds the terminal was recently set up. The parcel and goods locker, which is controlled via intelligent software and is connected with the Internet, serves as a replacement for an old analogue deposit box on the site on Heinrich-Hertz-Straße. Manufactured by the specialists at Kern GmbH, it makes it possible to transfer goods reliably, including when the courier and recipient are not present at the same time. It works by the courier opening the terminal with a code that is printed on the parcel and depositing the consignment in the box. The recipient then receives a code to open the box via SMS, e-mail or push notification so that they can then receive the parcel.

ATTRACTIVE ADDED VALUE FOR THE
REGION

Soon it will be made available for a fee to the region and to Night Star Express’ cooperation partners. The focus is on businesses from a range of industries with online offerings, courier services whose customers are not always available, and public authorities. The parcel terminal is therefore ideal for companies from the electronics industry, for example, who can offer it as an attractive additional service for their end customers. If the customer orders a smartphone in the

late evening, for example, it could be picked up from the parcel deposit box by the early morning. The same applies to books or other suitable products sold via online retail.

In order to advertise the advantages of the deposit box, Night Star Express is drawing on its regional networks. One contact partner helping to figure out the relevant potential is the business development organisation

Wirtschaftsförderung Unna. “The parcel terminal not only helps to keep costs low – it also reduces road traffic because unnecessary multiple trips are avoided. In turn, this reduces emissions and thus helps to protect the climate,” emphasises Jörg Witteborn. In the coming months, various options for use are to be rolled out gradually.



The parcel terminal is
already ready for use

ON COURSE FOR SUCCESS TOGETHER

JOSKIN S.A. EXTENDS PARTNERSHIP

JOSKIN S.A. and Night Star Express Hellmann have signed and sealed their long partnership with a multi-year contract. JOSKIN has been using the Night Star Express service for many years now. Because deliveries are made during the night by 8 a.m., the agricultural company can supply its many retailers and customers with urgently needed JOSKIN parts and replacement parts thanks to a “first-class” service from Night Star Express.



JOSKIN, THE FAMILY-RUN COMPANY

JOSKIN, which today is a company of international renown, is primarily a family-run business founded by Victor Joskin in Liège, Belgium, in 1968. The first customers of the family business were local farmers. The core area of business included services during harvest time, breakdown services, repairs and the sale of new and used machinery. The company developed very quickly and went into the import business. As a result of the experience garnered in this area and the many specific customer enquiries, Victor Joskin decided to manufacture the first JOSKIN machine in 1984. It was a slurry tanker – the first in a long line!

Marie-José Joskin, wife of Victor Joskin, supported her husband right from the start in order to guarantee the financial health of the steadily growing company. Having headed the company for over 50 years, Marie-José and Victor have been aided by their three children since the 1990s. This has thus ensured the continuity of the family-run business and Belgian success story. Vinciane, Didier and Murielle Joskin make up the rest of the management of the JOSKIN Group. Despite its exceptional expansion and global presence, the company DNA has remained intact. The focus has remained on the family and the well-being of its employees.

INNOVATIVE MANUFACTURER WITH EXTENSIVE PRODUCT RANGE

In just under 50 years, the JOSKIN brand has managed to make a name for itself among the giants of the agricultural sector. The machines are now used on farms all over the world.

The JOSKIN product range is one of the most extensive in the world. It includes machines for transportation, for spreading liquid and solid manure and pasture maintenance machines for high-quality feed.

To date, the group has more than 850 employees and is represented globally by over 600 authorised retailers. JOSKIN has five manufacturing sites situated in Belgium, France and Poland. Since its founding, the JOSKIN Group has manufactured more than 120,000 agricultural machines.

NIGHT STAR EXPRESS SUPPLIES ESSENTIAL REPLACEMENT PARTS

Deliveries are made to retailers in the Benelux countries and Germany via “first-class” overnight express service by 8 a.m. the following day. Recipients in Austria, Switzerland and Denmark receive their consignments via next-day delivery.

Christophe Taeter, Spare Parts Manager at

JOSKIN, says: “In the agricultural sector, we know how important it is to be able to offer our customers the best service for the distribution of replacement parts for a range of activities and climate conditions. In order to be able to offer the fastest speeds and best quality, JOSKIN has been working with Night Star Express for many years now. In 2021, our order volume will reach no fewer than 3,000 consignments for countries where Night Star Express is active.”

Robert Overgoor, Commercial Manager, Night Star Express Hellmann B.V., says: “JOSKIN is a fantastic family-run company that has become a global player in the agricultural sector within about 50 years. We are delighted to have such a loyal customer as JOSKIN on board and to be able to continue to offer them a first-class service in the years to come. Here's to JOSKIN and Night Star Express Hellmann: a successful partnership.”



SUMMARY AFTER ONE YEAR

ADVISORY BOARD AT NIGHT STAR
EXPRESS – ON COURSE FOR
SUCCESS DESPITE THE PANDEMIC

In October 2020, two new members were voted into the Night Star Express Advisory Board. Dr Christian Jacobi and Dirk Rahn have started their work with enthusiasm and, after just under a year, they are both agreed: The cooperation with Chairman Arnold Schroven, the company’s system partners and Managing Director Matthias Hohmann not only means advising people but also helping to set the course of the company.



ABOUT US

ARNOLD SCHROVEN

has been the Chairman of the Night Star Express Advisory Board since 2017 and holds positions on the advisory boards and supervisory boards of various companies in the logistics industry. Since 1992, he has held various executive positions at DPD and now works as a freelance advisor. In addition to a range of voluntary commitments, Arnold Schroven teamed up with other companies from the logistics industry to set up the Club of Logistics e.V., of which he has been Chairman since 2005, and he was appointed to the Rat der Logistikweisen [Logistics Think Tank] in 2014.

DIRK RAHN

was most recently responsible for business operations, i.e. line haul, handling, sorting, last mile and engineering, at Hermes as its COO. He has many years of experience in the management of companies in the logistics industry, as well as in the management and coaching of employees and management staff, and in change management. He shares his extensive expertise with companies, managers, students and trainees as a freelance advisor, lecturer and speaker.

DR CHRISTIAN JACOBI

is Managing Director of agiplan GmbH, a consultancy and planning company for industry, commerce, the logistics business and the public sector. He is also a member of the Executive Board of the BVL (Bundesvereinigung für Logistik e.V., German Logistics Association), spokesman for the BVL Working Group for Urban Logistics, Director of the VDI-Gesellschaft Produktion und Logistik [VDI Association of Manufacturing and Logistics] and is active in a range of honorary posts.



Editor-in-chief Meike Stephan
in conversation with members
of the Night Star Express
Advisory Board



MOTIVATION

DR CHRISTIAN JACOBI

*Night Star Express, a successful company
with an exciting product*

“When Arnold Schroven asked me whether I could imagine joining the Advisory Board, one important point for me was the fact that Night Star Express is a successful company that offers a highly interesting product with a bright future. Night Star Express is a well-established company that has an exceptional reputation thanks to its reliability and, of course, its high quality standards. The headquarters and partners are highly efficient. There are lots of people in the Night Star Express team with an incredible amount of expertise. The second point is its robust structure of system partners – system partners who are well established and highly motivated to drive this company forwards. I hope that I can make an effective contribution with

the inspiration I bring and with my strategic decision-making. We see our role as one of advising the company so as to help it grow. I am delighted to be on board!”

DIRK RAHN

The people are what make the company
When Arnold Schroven called me over a year ago, we clicked straight away. While I was only fleetingly acquainted with Christian Jacobi and Matthias Hohmann up until that point, it was immediately clear to me that I wanted to work with them again. The second point was the overnight express business model, whose operations were, until then, a mystery to me. I also find the structure of the alliance very interesting. In the logistics business, things change almost every day. I was very keen to be able to help shape change management within such a partnership. It was just impossible to say ‘no!’”

12-MONTH REVIEW

DIRK RAHN

Great momentum and resilience

"The exceptional quality level at Night Star Express was a fantastic surprise and a revelation for me. We're talking about a quality level northwards of 99.5–99.6%. That is absolutely incredible. Crises like this pandemic make people pull together. Everyone is highly motivated and there's not much chit-chat – people just roll their sleeves up and get on with it!"

DR CHRISTIAN JACOBI

Working for a common goal

"It is a joy to work with such a strong company. The owners themselves have a great interest in driving Night Star Express forwards – that's something you can really feel. I can agree with Dirk Rahn here: Despite the huge challenges of the past year, everyone involved pulled together for a common goal. This showed

that the system headquarters occupy a very strong position that could perhaps become even stronger in future."

ARNOLD SCHROVEN

Coping with the pandemic in fine style

"It is admirable how well Night Star Express has come through the last 18 months and through this pandemic. Both in terms of all of the operational considerations and in terms of staying in contact with its customers. But also in terms of how reliable deliveries can be made possible despite the challenges. At Night Star Express, people are closely involved with the processes and very closely linked with their customers. They just know what needs to be done in this business, after all these years. I really find that truly admirable."

WELCOME BACK NEW COLLEAGUES AT SYSTEM HEADQUARTERS

Anyone who has followed the Night Star Express story for a while will know that the overnight express system never stands still. In order to achieve the best service and functionality, we constantly review what could be improved. Two vacancies at the system headquarters have now also been filled by great candidates – colleagues who have already worked for Night Star Express for years.

Managing Director Matthias Hohmann is sure that he has made the right choice: "Mr Maße and Mr Strohbecke are both expert, experienced candidates. It is always a plus when the person is already familiar with the complex overnight express business because the training phase can be shortened dramatically."

After two years out and working for other companies, Marko Strohbecke returned to Night Star Express in late August as Manager International. Previously, he had worked for Night Star Express in a variety of roles.

Initial impressions: "I am delighted to return to Night Star Express. It feels like coming home."

Objectives: "I want to be there for our international partners as a contact partner and to build on the options for our customers. International logistics is becoming very important for many of our most loyal customers. Of course, we want to do all we can to expand this service."

Benjamin Maße will take up his new role as Sales Coordinator on 1 October 2021. Until then, he will have been responsible for sales at system partner Gertner Express.

Expectations: "I already know all of my colleagues but I am looking forward to getting to know them better and to working more closely with them."

Objectives: "I am looking forward to helping push Night Star Express towards more growth and to expanding the business. My colleagues in the sales group, which comprises all of the system partners' sales managers, have always worked hard to offer our customers the best service and to impress new customers. As Sales Coordinator, I can now contribute even more."

We wish them every success with their new tasks!

DEVELOPMENT POTENTIAL

ARNOLD SCHROVEN

B2C as a future area of business

"I see B2C as a business model that Night Star Express will be involved with and one that could be very beneficial to us. Night Star Express has an incredible amount of experience with delivery without signature and would be the natural port of call for the provision of such solutions. We should start looking into this today in order to be able to make the most of this opportunity in future."

DR CHRISTIAN JACOBI

Increased customer benefit thanks to digitisation

"Key aspects include the market, products and, in particular, new customers – which customers can we impress with our service in the future?"

The topics of data management and digitisation will also play a key role in the

future. In addition to the provision and sharing of data, data bundling, analysis and evaluation also play a major role in order to boost the benefit for our customers. Further challenges include internationalisation, cooperation with partners in neighbouring countries and the ongoing development of our European strategy."

DIRK RAHN

Continually scrutinising the strategy process

"Night Star Express should continue to focus on the essentials, continue to work on its strategy process and development and continue to submit them to scrutiny. As the Advisory Board, it will be our task to work with the system partners and the management to master the internal and external processes, to ignore the extraneous and to prioritise the essentials."



You can hear the full interview with Dirk Rahn, Arnold Schraven and Dr Christian Jacobi in our next Night Star Express podcast: <https://www.night-star-express.de/de/mediathek/podcast.html>



Marko Strohbecke returned to Night Star Express in August as Manager International



Benjamin Maße will be assuming the role of Sales Coordinator as of 1 October 2021

NIGHT STAR EXPRESS DONATES 20 EURO PER HOME GOAL

Night Star Express is committed to the Hünfeld region, where the overnight express service provider's main hub is located. For each goal scored at home by the first team, EUR 20 will be donated to Tim Goldbach, who was left severely disabled after being the victim of a crime. A donations drive aims to boost the proceeds for the former sportsman from the region.

The idea for the donations drive came from Night Star Express employees André Jehn and Rüdiger Spiegel. Both of them feel a strong connection to the club SG Viktoria Bronnzell e.V. as former player and current stadium announcer. "Tim's situation has affected us for years and we really wanted to be able to help. Our employer was immediately ready to support us."

SOCIAL COMMITMENT AS A MATTER OF COURSE

Managing Director Matthias Hohmann on social commitment within the company: "We regularly support a whole range of projects. One fixed component of our activities in this area is our annual Christmas donation. Last year, it went to Tafel Deutschland e.V. [German food bank association], for example, as well as a hospice in Dortmund and the Arbeitskreis anerkannter Blindenwerkstätten [task force for approved workshops for the blind]. We particularly like supporting charities and associations that are close to our employees' hearts and with which they are already personally involved."

ASSUMED VICTIM OF CRIME

The events of the night when Tim was found, seriously injured, are still unclear. His parents assume that the now 29-year-old was beaten up. Since then, he has been in a vegetative state and cannot walk or talk.

HOPING FOR PLENTY OF GOALS FOR SG VIKTORIA BRONNZELL E.V.

Rüdiger Spiegel, Head of the Night Star Express hub in Hünfeld, is delighted that he is able to help in this situation: "We spoke to Uwe Goldbach, Tim's father, about all this beforehand. Tim needs lots of therapies, some of which are not fully covered by health insurance. With our donations, we can help Tim to get more of the support he needs, which will make his life a little easier. And of course we are all hoping that the team scores plenty of goals at home!"

DONATIONS DRIVE

André Jehn likes the idea of working together to do good. The Head of System and Transport Planning at Night Star Express therefore proposed a donations drive. As the new sponsor of his own team, Night Star Express is setting up charity boxes at the pitch and advertising the donations drive. In this way, we hope to boost the amount donated.

IF YOU WOULD ALSO LIKE TO HELP, YOU CAN SUPPORT TIM WITH A DONATION:

Donations account:

Deutsche PalliativStiftung

IBAN: DE65 5306 0180 0200 0610 00, BIC: GENODE51FUL

Genossenschaftsbank Fulda, reason for payment: Tim Goldbach

(Note: If you enter your address in the subject line, you will automatically receive a donations receipt within four weeks.)



DEVASTATING FLOODS IN THE AHR VALLEY

NIGHT STAR EXPRESS
EMPLOYEES HELP
THOSE IN NEED

In the night of 14–15 July 2021, inconceivable amounts of water hit the Trier and Ahr Valley region. The consequences were a high death toll, many injured and damage amounting to billions of euros. In the days and weeks after the disaster, many volunteers came to the Ahr Valley to help. Some such volunteers were Night Star Express employees Sebastian Ehrentraut and Günther Harder, who were committed to providing assistance.

“It is absolutely unbelievable what has happened there. The people are just devastated,” Sebastian Ehrentraut, Operations Manager at the Night Star Express operation ZUFALL in Unna, says. You can see on his face how deeply the disaster has affected him. Uncles, aunts and cousins of a friend live in Marienthal and Bad Bodendorf and were directly affected by the floods.

MOVING ACCOUNTS

Since the flooding of the Ahr Valley, Sebastian Ehrentraut has spent many weekends there, helping where he can. Disposing of furniture and shovelling water and mud out of the house, as well as chiselling walls and floors. When the volunteers are there, they sleep in the attic of their friend’s uncle, which has been temporarily set up for the purpose. Sebastian Ehrentraut is particularly affected by the residents’ fates: “When you look around the streets and the extent of the destruction becomes clear, you can understand why the people are desperate. They have lost their entire identities. Even if the house has stayed standing, their documents, photos, letters are all irretrievably destroyed. Many have been hit very hard psychologically by the loss of relatives or their own livelihoods. The whole area is covered by a very oppressive atmosphere. The only thing that

is anywhere near nice about the situation is the way people have banded together. The willingness to help, the solidarity, which is tangible everywhere you go.”

FAST, UNBUREAUCRATIC ASSISTANCE

One major problem for many in the Ahr Valley is that lots of essential items are just not available. The shelves in the DIY stores are empty, heavy-duty dehumidifiers have been requested from all over Germany but there are still not enough available. There aren’t enough surveyors and construction companies cannot start work before the properties have been assessed. This was a problem that Günther Harder also faced when he tried to help. A few days after the disaster, the Operations Manager of the Night Star Express operation ZUFALL in Kassel spoke to a technician who works for a long-term customer. He wanted to find out whether consignments could still be delivered as usual to his vehicle because he lived in the badly affected region of Antweiler.

TECHNICIAN SUPPLIES, RIGHT TO THE VEHICLE

As part of its technician supply service, Night Star Express delivers urgently needed replacement parts overnight, straight to the vehicle. Many companies with their own

fleet of technicians make use of this special service, as does the technician’s employer – a major company offering heating technology solutions.

“We have been working together for over ten years and, of course, we know some of the technicians in person. During our conversations, I found out how he himself was managing and offered my help at the same time.”

As was the case for so many people in the region, what the technician needed was a heavy-duty dehumidifier. And Günther Harder was actually able to get his hands on one very quickly!

“I gave up looking for one in the DIY stores around Kassel very quickly,” Harder explains. “Just like the many other restoration specialists I called, all of the DIY stores I phoned had already sent their heavy-duty dehumidifiers to the Ahr Valley region. Then it occurred to me that my colleague’s husband worked for a restoration company. She called her husband, who happened to be in the region at the time and had two heavy-duty dehumidifiers in his car. We were then able to tell the technician ten minutes later that someone would be with him in the next half-hour to install two heavy-duty dehumidifiers. It was great to be able to help people in need with very little effort, just a few phone calls.”



Sebastian Ehrentraut gives up his weekends to help in the disaster-struck area



Günther Harder quickly organised two heavy-duty dehumidifiers



A PARTNERSHIP OF EQUALS

TRADITIONAL COMPANY HOELZLE AG AND NIGHT STAR EXPRESS SCHWEIZ AG

Since its founding in 2011, Night Star Express Schweiz AG has focussed on a few select industries. As a result of its specialisation, the product range has been developed continually in both depth and breadth in an innovative, product-oriented way. Achieving quality leadership enabled the company to acquire discerning clients in the automotive, motorbike and bicycle segments, as well as in the agricultural sector.

Night Star Express Schweiz AG impresses with its hybrid concepts, where consignments of replacement parts from foreign and domestic warehouses are collated within the Night Star Express platform and delivered in the same night as a single unit directly to the recipients. In this way, it is able to offer coordinated customer-oriented solutions that cannot be matched in terms of speed or reliability.

Night Star Express Schweiz AG has also developed additional services at the national level that are geared towards the requirements of B2B customers. The top priorities for dispatchers and recipients in this sector are punctuality and the consignments arriving intact. As a result, Night Star Express Schweiz AG has been increasingly popular over recent months and years with neutral distributors and suppliers of electronic, mechanical and hydraulic components. Following discussions with partners and individually coordinated solutions, this resulted in a partnership with the company HOELZLE AG in 2020. After over a year, we asked Simon Baumann, Owner and Managing Director of HOELZLE AG, for more details on his level of satisfaction with our service:

Editorial team: Mr Baumann, what is the background to what is now HOELZLE AG? What does it represent, and what does it make?

Simon Baumann: HOELZLE AG was founded by Richard and Ella Hoelzle in Zürich 70 years ago, in 1951. As a specialist in vehicle electrics and electronics, over 6,500 repair shops from all over Switzerland now trust in our supply capability and our expertise.

Editorial team: What makes HOELZLE AG unique, and how does it distinguish itself on the market?

Simon Baumann: Our expertise in vehicle electrics and electronics in the repair shop, on the phone and online is highly appreciated by our customers. We are specialists and not a generalist. We don't just deal in boxes of goods, but in expertise, too.

Editorial team: How big a part does logistics play in this?

Simon Baumann: "Order today, delivered tomorrow" – we do everything we can to

keep this promise to our customers. Efficient logistics processes play a key role here.

Editorial team: What were the main reasons for choosing to work with Night Star Express?

Simon Baumann: The partnership has everything that you would wish for from a partnership of equals: Excellent service for a reasonable price and honest, personal communication.

Editorial team: When you decided to go with Night Star Express in the first quarter of 2020, how did you experience the introductory project, the support and the switch-over?

Simon Baumann: It was great – a harmonious relationship.

Editorial team: HOELZLE AG had already been offering its customers a classic overnight express service for a while by then. However, this service was not used very intensively by customers in the past. This service is now experiencing continual growth. How and with which measures were you able to win customers over to this option?

Simon Baumann: We are convinced of the fact that professionals in repair shops need planning reliability. Thanks to overnight deliveries by Night Star Express, the customer has this planning reliability, and for an affordable price, too. It is our aim to

promote our customers' growth and we have been addressing this topic actively since the launch of Night Star Express.

Editorial team: What were the most common concerns and reasons given by your customers regarding this logistics solution?

Simon Baumann: There are situations where overnight deliveries are not necessary and where our customers have opted for a cheaper alternative. Setting up depository location agreements also takes time – and time is a precious commodity.

Editorial team: This partnership has now become routine, part of day-to-day operations. How do you experience day-to-day customer care and the partnership with the Night Star Express Schweiz AG customer service team?

Simon Baumann: It all works well – it's a great partnership.

Editorial team: How satisfied are your customers, i.e. the recipients of your consignments, with the overnight express service?

Simon Baumann: We generally hear very little, which we see as a positive sign.

Editorial team: Would you recommend Night Star Express to others?

Simon Baumann: Yes: The more suppliers trust in Night Star Express from the agricultural machinery, construction machinery, commercial vehicles and automotive industries, the more efficient overnight express companies can become. If these gains in efficiency are transferred via the retailers to the repair shops, everyone involved stands to gain from the situation.

Simon Baumann, Managing
Director, HOELZLE AG



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