

# Imperial News

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*Dear Employees and Customers,*

2009 was a turbulent year overshadowed by the negative impacts of the recession on our business. Although the economic research institutes' growth forecasts for 2010 are more positive, they cannot hide the fact that the global economy is starting to gain momentum again from a very low level.

The worldwide collapse in steel production affected our group's inland shipping operations badly. The sharp decline in foreign trade also had a negative impact on our container traffic. Thanks to the government's car scrappage incentive – which gave consumers a bonus towards a new car if they scrapped their old one at the same time – some important car manufacturers were able to achieve high production figures despite the recession and our Automotive Logistics Division profited as a result.

On hindsight, the cost reduction measures which we implemented last year were the only sensible option to safely manoeuvre our organisation through the crisis. In addition to the – in some cases painful and regretful – decision to introduce redundancies and short time working, we also postponed investment plans and M&A activities until 2010. That's why we are hoping that 2010 will see the economy return to normal. The steel industry's furnaces are going back into operation, foreign trade growth figures are positive and all economic performance indicators are pointing towards recovery. We are convinced that we will be able to move 85 percent of our normal consignment volumes again in 2010 and that our 2009 / 2010 fiscal year, which ends on 30 June 2010, will be characterised by a recovery phase.

Against this background we will continue to pursue our expansion strategy, which includes the most recent acquisition of Provaart Logis-

tics B.V. We have also purchased our first coastal freighter "Amadeus" in conjunction with the Spliethoff Group so that we can expand our operations in this segment in future. New activities are also in the pipeline in Eastern Europe, where we will be starting up a block train service to transport coke to Western Europe in the near future. Numerous other projects are currently in the preparation phase and we hope to be ready for implementation soon so that we can continue to pursue our ambitious growth objectives.

So our response to the question of how we intend to emerge from the crisis as a stronger organisation is: by moving into new markets, extending our services to new regions and working "hand-in-hand" with our customers.

I would like to thank our staff for their commitment and our customers for their loyalty in these difficult times.

Kind regards,



Gerhard Riemann



Gerhard Riemann  
Executive Director of Imperial Holdings Ltd. and  
Chief Executive Officer of Imperial Logistics  
International GmbH



Sunny times for Imperial's Insurance Specialist: Regent now also offers dedicated insurance services to further customers such as PV system manufacturer SiG Solar GmbH

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**Publisher:** Imperial Logistics International GmbH  
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**Editors:** Imperial Logistics International GmbH  
vom Hoff Kommunikation GmbH, Düsseldorf

## Sunny Times for Imperial's Insurance Specialist

**REGENT** >> *Regent Insurance Brokers (Europe) GmbH has been Imperial Logistics International GmbH's European insurance services provider since the end of 2001. The company now also offers dedicated insurance services to further customers such as PV system manufacturer SiG Solar GmbH.*



The solar power station in Almería

stallation period," reports Rogge. This involved taking into account both the PV system purchaser's requirements of SiG

Regent Insurance Brokers specialises in transport and logistics insurance and services Imperial on all aspects of insurance coverage. Meanwhile it also handles the insurance lines of many other customers outside the Imperial Group. "We have profited enormously from our experience during the initial years with Imperial. It is not our policy to provide 'standard' insurance policies, but to develop 'tailor-made' concepts that are optimised in terms of risk, insurance and loss management," says Stefan Rogge, Managing Director of Regent Insurance Brokers.

One of the insurance company's customers is SiG Solar GmbH of Stuhr near Bremen. In 2004, the company decided to establish a new line of business in the PV sector. SiG Solar is exclusive importer in Europe of high quality SunEarth® branded PV modules for Chinese photovoltaic specialist, Ningbo Solar Electric Power Co. Ltd. SiG Solar has also been involved in the planning and implementation of solar parks and photovoltaic systems since 2008. SiG Solar and Regent Insurance Brokers worked hand in hand during a project to build a solar power station in Almería/Nijar, Spain. "We had to provide the most comprehensive yet inexpensive coverage possible for all feasible risks during the transportation and in-

Solar and the complex contractual relationships with sub-contractors.

The Almería project is a complete success: "Since the end of August 2008, 45,080 mono-crystalline SunEarth® modules have been generating 7.76 megawatts peak on an area of 15 hectares and producing around 12 million kilowatt hours of electricity per year.

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#### Facts & Figures about the Almería Project

19,516	Sigma posts
97,580 kg	brackets
1,500 m	A planks
148,708	screws
90,848	clamps
127,000	cable binders
36	750 ml cans of marking spray
81 x 40'	containers
45,080	SUN Earth modules
5,152	plugs
56,472	metres of PV cable
14	transformer stations (9 tonnes = 126t)
8,230 litres	diesel

This leads to CO<sub>2</sub> savings of more than 10,000 metric tonnes a year compared with energy production from fossil fuels," says Jan Schmötzer, Marketing and PR Manager at SiG Solar. The solar park's total output is 23.2 megawatt peak, which makes it one of the biggest solar power stations in Europe. SiG Solar and Regent will be contributing the experience gained during the Almería project in new projects, such as the construction of a large-scale 3 x 1 megawatt PV system in southern Italy. In 2009, SiG Solar also established an additional line of business comprising the import and marketing of electric scooters. "We have also developed a suitable insurance concept for this project and we appreciate the new challenges that are often associated with our partnership," says Rogge.

## Imperial Reederei Acquires a Majority Stake in Provaart

**Imperial Reederei Gruppe** >> With retroactive effect as of 1 January 2009, Imperial Reederei Group and Compagnie Française de Navigation Rhénane S.A. (CFNR) have acquired a stake in Dutch Provaart Logistics B.V. Imperial Reederei is the majority shareholder with a 55 percent stake in Provaart, while CFNR holds 20 percent of the company's shares.

Provaart was founded in 2003 and is based in Dordrecht. It specialises in push boating and operates predominantly in the ARA region (Antwerp, Rotterdam, Amsterdam). This acquisition consolidates the Imperial Reederei Group's market position at the Port of Rotterdam and enables it to step up its push boating operations.



**PROVAART**  
logistics

## Cooperation Agreement with Saint-Gobain Sekurit Extended

**Panopa** >> Gillhuber Logistik GmbH will continue to cooperate with Saint-Gobain Sekurit GmbH & Co. KG. The contract with the automotive glass manufacturer was concluded back in 2000 and it has now been extended for an indefinite period of time. As a result of the two companies' very positive partnership and Saint-Gobain Sekurit's high level of satisfaction with Gillhuber Logistik's



services, Gillhuber has retained the contract for the management of Saint-Gobain Sekurit's Regensburg warehouse. 30 Gillhuber employees inspect and pick around 800,000 windscreens and side windows for leading automotive manufacturers every year on behalf of Saint-Gobain Sekurit and put them in the correct sequence for assembly. The cooperation agreement also involves empty packaging management. After a very successful nine-year partnership, certification of conformity with the quality management standard DIN EN ISO 9001:2008 now further documents Gillhuber's reliability and attractiveness as cooperation partner.

The Gillhuber employees are happy about the extended contract.

## Panopa and smart Continue a Successful Partnership

**Panopa** >> Car manufacturer smart France S.A.S. and Panopa Logistique France SARL, Panopa Logistik GmbH's French subsidiary, have agreed to continue their partnership until the end of 2011. Panopa handles smart's transportation operations, consignment store and transportation management. smart recently demonstrated just how satisfied it is with the partnership by awarding the Prix d'Honneur (Honour Award) to Panopa in March 2009. This is the first time that the award has gone to a logistics partner.

Panopa has its own administration building and an over 10,000 square metres warehouse which it has been operating for smart and further automotive suppliers since 1997. Since that time, it has always satisfied customer requirements of process reliability, quality and service excellence. A recent detailed analysis of processes and structures has indicated the areas in which further efficiency improvements can be made. The exploitation of synergies in various areas and the



introduction of SAP for warehouse administration process management have improved process reliability and efficiency.

smart



## Basic and Advanced Training for Truck Drivers

**neska** >> Laabs GmbH, a subsidiary of Imperial Logistics International GmbH, is optimally prepared to provide basic and advanced training to drivers with a new and extended range of training measures. Laabs introduced the advanced training course for professional drivers which has been a requirement under the German Professional Driver Qualification Act since September 2009.



Seminars at Laabs: advanced training for professional drivers

The course includes five different workshop modules providing participants with an additional knowledge of safety technology and social legislation, plus an eco training unit about driving techniques which reduce fuel consumption. Participants who complete the course receive the certificate they need to get the 95 classification number on their driving license.

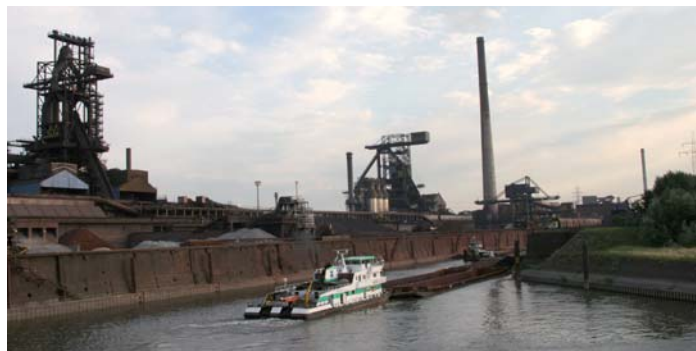
Laabs has been committed to providing basic and advanced training to drivers for many years now and it has continually extended the range of training measures since 2005. The "Tanker Driver" and "Driver Qualification" courses are now firm fixtures and very popular. The company also obtained certification according to advanced training standards (AZVV) in 2008. In the same year it opened a new training wing and, since then, courses on all aspects of transport and traffic have been regularly held in the two large seminar rooms.

## Imperial Schiffahrt GmbH Extends Its Contract with Hüttenwerke Krupp Mannesmann GmbH

**Imperial Reederei Gruppe** >> The existing contract between Imperial Schiffahrt GmbH and Hüttenwerke Krupp Mannesmann GmbH (HKM) was prematurely extended in December 2009. It now runs until the end of 2016.

HKM is one of Europe's leading steel manufacturers and Imperial Schiffahrt GmbH's biggest customer. Up to ten Imperial push boats are in operation 24 hours a day, 365 days a year, transporting around 9 million tons of ore and coal for HKM. HKM's second furnace was put back into operation on 4 January 2010.

The close partnership between the two companies has stood the test of time since the early 1990s. In 1991, Krupp Binnenschiffahrt – which handled supplies for the Krupp Rheinhausen steelworks until they closed in 1992 – acquired Mannesmann Reederei – a ship transportation services provider to the Krupp Mannesmann smelting works in Duisburg-Huckingen. In 1999, Krupp Binnenschiffahrt was acquired by Franz Haniel & Cie. GmbH and changed its name to "Haniel Reederei". In 2000, Imperial Logistics International GmbH acquired a majority shareholding in Haniel Reederei and in 2002 it took over the entire company, which has been trading under its present name since then. With a fleet of ten push



Working for HKM for 20 years: the push boats of Imperial Schiffahrt GmbH

boats and 75 push barges, it is today one of the biggest European push boat operators on the Rhine and its tributaries.

## Hansmann: Audi Contract Extended

**Panopa** >> The Hansmann Group has been providing logistics services to Audi AG in Ingolstadt for two years now. Intense negotiations resulted in the extension of the contract for a further year in October 2009.



In a 10,000 square metres hall in Ingolstadt, Hansmann warehouses and picks around 500 different parts. It uses the so-called Pick-by-Voice system, which enables Hansmann's employees to perform a total of 40,000 picks per day. The individual parts are also sequenced for delivery in the precise order in which they are required by Audi.

The contract includes the transportation of individual vehicle parts. A program which was developed by Hansmann controls and monitors the delivery tours. Hansmann's employees also pre-assemble parts such as the side panels for the car's boot. This contract extension consolidates the Hansmann Group's position as a successful logistics service provider for the European automotive industry.

## New Train Service between Rhineland and Rotterdam

**neska** >> neska intermodal has introduced a new container shuttle service in September 2009 linking the DCH Düsseldorf Container-Hafen and the CTS Container Terminal in Cologne to the Euromax Terminal in Rotterdam. A train departs from the two Rhenish freight hubs five times a week and travels overnight to the North Sea port. "This new service is a fast alternative supplementing the existing CTS and DCH shipping service to Rotterdam Euromax," explains Oliver Grossmann, forwarding manager at CTS Cologne.

The Euromax Container Terminal in Rotterdam, which opened in 2008, can handle the largest container ships currently in operation and is predominantly geared to the hinterland carriers of inland vessels and railways.



neska intermodal's new rail line supplements the existing CTS and DCH container shuttle system, the "Cologne-Düsseldorf Express". "We are delighted to have been able to start up this new rail service. It gives us the opportunity to provide our customers with flexible solutions for their transportation requirements," says Grossmann.

## Cabotage Ban on Eastern European Hauliers Lifted

**REGENT** >> The cabotage ban on Poland, Hungary, the Czech Republic, Estonia, Latvia, Lithuania and the Republic of Slovakia was lifted in May 2009. Hauliers from these countries are now permitted to carry out cabotage transports within Germany provided that they satisfy the legal requirements.

One specific requirement which has to be satisfied is the mandatory insurance requirement under section 7a of the German Road Haulage Act (Güterkraftverkehrsgesetz). It stipulates that if the loading and unloading point is within Germany, the carrier has to take out liability insurance providing statutory coverage for damaged goods and delay according to German transport law. The minimum insured sum is EUR 600,000 per loss event.

Many Eastern European carriers do not have adequate insurance coverage. "Often this is because they are unaware of the statutory re-

gulations in Germany. Also, many insurers in the countries of origin only offer limited insurance coverage. The use of carriers without adequate insurance coverage can result in substantial legal and economic problems, which can have a negative impact on customer relationships," explained Udo Griewatz, liability expert of Regent Insurance Brokers (Europe) GmbH. "We can run professional checks on eastern European carriers' insurance coverage and provide solutions where necessary," continues Griewatz. Polish transport companies carriers can also conclude the appropriate insurance policies in their own language with Regent Polska Sp. z o.o. in Poznan and Katowice.

**Cabotage** is the haulage of goods between two points in the same country by a foreign carrier.

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## MULTINAUT Transports "Linzer Auge"

**Imperial Reederei Gruppe** >> In August 2009, MULTINAUT Donalogistik GmbH, a subsidiary of the Imperial Reederei Group, organised the special transportation of the "Linzer Auge". It was MULTINAUT's job to transport the artificial island, a round floating platform, from a shipyard in Bratislava to Linz.



The "Linzer Auge" project was initiated by the Chamber of Architects and Engineering Consultants for Upper Austria and Salzburg during Linz's European Capital of Culture Year in 2009. It is an artificial island consisting of a fixed rotating platform in the Danube. The "Linzer Auge" is 16.5 metres in diameter, weighs 57 metric tons and can accommodate around 200 people. The platform is rotated by the Danube's current, providing the people standing on it with a brand new perspective of the city of Linz.



Angela Pawlik

"We had to transport the 'Linzer Auge' by water because of its special construction," says Angela Pawlik, "Linzer Auge" Project Manager at MULTINAUT. The sluice gates on the Austrian Danube are 24 metres wide. "That's why we decided to use the narrow motorised cargo vessel 'REINA', which is 7.05 metres wide," continues Pawlik. The "REINA" has been in MULTINAUT's fleet for around 15 years now. Its owner, Johann van Weel, has been working in the inland shipping business for almost 40 years now and his expertise guaranteed the professional transportation of the "Linzer Auge".



The 'Linzer Auge' during the celebratory dedication

## The Verband Kölner Spediteure Association Has a Long Tradition of Supporting Professional Education

**neska** >> Since October 2009 the traditional Cologne-based freight forwarders and port operators association, Verband Kölner Spediteure und Hafenanlieger e. V., has been offering preparatory courses for people who are studying for the Chamber of Industry and Commerce's traffic economist examination. This means that the association is extending its range of services for member companies and supporting them in their efforts to prepare for and overcome future challenges. neska Schiffahrts- und Speditionskontor GmbH and its Cologne-based associated company, CTS Container-Terminal GmbH, are two of the association's members which are actively involved in these tasks.

The Verband Kölner Spediteure und Hafenanlieger e. V. association's long history extends as far back as the 19th century. Since its foundation, the association has supported and promoted member interests in the public sphere and it also represents members toward organisations, public bodies and authorities. The first articles of association were drafted in 1867 and remained valid until the 1940s. Since then, they have been circumspectly modified to satisfy the association's increased requirements. In the 1970s, the association's name was changed to its present-day one. Alfred Kranz, the former manager of the neska branch in Cologne, is the association's chairman. One of neska group's managing directors, Hans-Peter Wieland, is also a member of the board here.

"We believe it is our task to represent the interests of our members, all of which are freight forwarding companies, warehouse operators and trading companies based at the port of Cologne and in the immediate vicinity," explains Kranz. Since the beginning of 2009, the association has also been supporting Häfen und Güterverkehr Köln AG in the publication of the port of Cologne's "Hafenzeitung" newspaper. It contains information about current developments relating to the port of Cologne and gives readers a glimpse behind the scenes. For example, one of its featured articles was about the harbour police in Cologne-Deutz. With a circulation of 50,000, the newspaper has an extensive readership and supports Cologne's positioning as a port location.

One of the associations' focal areas of work is social and transport policy lobbying and the eleven association members are committed to supporting basic and advanced professional



Support advanced training at the organisation: Alfred Kranz, Michael Pütz, Norbert Nersath, Hans-Peter Wieland, Georg Baumann



education. The association aims to specifically promote training opportunities for logistics sector employees. "Flexibility and versatility are two personal attributes which are very much in demand on the labour market and, obviously, also in the logistics sector," says Kranz. That's why the freight forwarders association has been offering courses since October 2009 for people who are preparing for the Chamber of Industry and Commerce's traffic economist examination.

Anyone who passes the examination can work autonomously as a commercial manager at freight traffic, passenger transportation or traffic infrastructure companies. "They perform an extensive range of functions, from project design and implementation, through employee management to communication with partner

*"Flexibility and versatility are two personal attributes which are very much in demand on the labour market."*

companies and customers," explains the association's managing director, Georg Baumann. The preparatory classes take place every Saturday on neska's premises at the Cologne-Niehl port. "We're very pleased about how many people have enrolled on the course. There are a total of ten participants, three of whom are CTS employees, in our two-year programme," adds Kranz. By offering this course, the association is also supporting members' efforts to improve employee loyalty and motivation, and to equip them for the challenges of this new millennium.

You can visit the association's website at [www.verbandkoelnerspediteure.de](http://www.verbandkoelnerspediteure.de).

## All Pohl Locations Certified

**neska** >> Pohl & Co. GmbH, a full subsidiary of neska Schiffahrts- und Speditionskontor GmbH, obtained certification of conformity with the new DIN EN ISO 9001:2008 standard at two of its locations in January 2010. The audited quality management system ensures that processes are being continuously optimised to achieve long-term customer satisfaction and good supplier relationships.

Pohl's Hamburg and Berlin locations were the first to obtain the DIN EN ISO 9001:2000 certification in recent years. They were followed by the two locations in Dresden and Cologne at the beginning of 2010. The TÜV Rheinland's certification audit established that both locations unconditionally satisfy the certification requirements. neska will continue to expand its quality management system over the coming years.



Forwarding manager Frank Fischer, marketing manager Heinz Andrae and warehouseman Volkmar Lehnhart during the certification of the Pohl location in Dresden

## Gillhuber's Garching Location Is Now Certified



Also certified: the Gillhuber location in Garching in Bavaria

**Panopa** >> Another Gillhuber Logistik GmbH location, the Garching Logistics Centre, has been upgraded with the Panopa Management System and it now has the DIN EN ISO 9001:2008 certification. The Neufahrn location's decision to have its quality management system certified in June 2009 has proven to be very beneficial.

On 14 September 2009, the independent technical inspection association AJA Registrators Germany performed a certification audit at the Garching location. It attested Gillhuber's excellent customer orientation, efficient processes and clear objectives with measurable results. In an approximately 7,000 square metres warehouse, Gillhuber Logistik sequences and picks orders for over one million parts per year on behalf of several first tier suppliers to various OEM customers. In future, the quality management system will be upgraded and rolled out at further Panopa and Gillhuber locations.

## Extension of the CTS Building in Cologne

**neska** >> CTS Container-Terminal GmbH, an associated company of neska Schiffahrts- und Speditionskontor GmbH, added two new floors to its Cologne office building at the end of 2009. The offices and conference room had become too small, so CTS decided to build an extension in spring 2009. At the same time, Häfen und Güterverkehr Köln AG reconstructed the CTS terminal.

CTS has been operating at the Cologne-Niehl port for over 25 years and it has established itself as an important hub for trimodal container transportation. Now that the building has been enlarged, CTS can considerably increase its capacity. "We believe it won't be long before the recession is over and that a stable upswing is on the way – and we're ready for it," says Hans-Peter Wieland, CEO of CTS.



## Reederei Presents Its New Premises in Würzburg

**Imperial Reederei Gruppe** >> On 22 September 2009, Donau Logistik GmbH, a subsidiary of Imperial Reederei GmbH, officially presented its new Würzburg premises to customers. A reception was held at the new offices with a presentation of the Imperial Reederei Group's activities, particularly the extension of its Danube operations. In addition to bulk cargo traffics, the company's employees now specialise in heavy cargo and project logistics.

After replenishing their energy at a joint lunch, the event participants set off to the vineyards at the local wine growing village of Randersacker, where both the Donau Logistik GmbH employees and their guests rounded off an enjoyable day with another savoury snack.

## BeKa Imperial GmbH: New Office in Alsace

**Imperial Reederei Gruppe** >> BeKa Imperial GmbH, headquartered in the city of Kehl, Germany, moved into a new office in Ottmarsheim, Alsace, in 2009. The Imperial Reederei Group holds a stake in the forwarding company since 2007. Since then BeKa has been performing freighting and forwarding operations of the Imperial Reederei Group in the region of the Upper Rhine. The Ottmarsheim office is located close to the German, French and Swiss borders and it is managed by Francesca Muff-Bichon. Her office in the administration building of the Port d'Ottmarsheim overlooks the entire transshipment quay for fertilisers. Because of this proximity to the quay Francesca Muff-Bichon can stay in close contact with the ship operators and the transshipment personnel at the port.

## Panopa: A New Member on the Management Board



Thomas Hüttemann

**Panopa** >> Thomas Hüttemann joined the Panopa Logistik GmbH management team on 1 January 2010. As member of the management board, the 45 year-old fully qualified lawyer will play a part in directing the company's future.

Thomas Hüttemann is a partner at the Duisburg-based law firm Klapdor. He is already familiar with the ins and outs of the logistics industry having previously worked as managing partner at HUETTEMANN Logistik GmbH. Thomas Hüttemann has also provided consultancy services to Panopa's affiliated company, Gillhuber Logistik GmbH, in the past. "I'm looking forward to the new challenges and proud to play a role in shaping such a successful company's future," says Hüttemann.

### Employee Portrait

## Internationally Versed neska Employee, Andree Port, Speaks Six Languages

**neska** >> Andree Port has been working at neska Schiffahrts- und Speditionskontor GmbH since August 2000. In March 2007, the logistics manager took charge of the International Transport department at the company's Cologne location. Port's talent for languages comes in very useful because the company operates services to France, Spain, Portugal, the UK, Ireland, Scandinavia and several Eastern European countries.



Andree Port

The 32 year-old was born and brought up bilingually in the German region Siegerland – his mother is a native Italian. Andree Port speaks German, Italian, French, English and a little Spanish and Portuguese. "When you deal directly with customers, it's a big advantage if you have a command of their native language," says Port.

His love of languages is also evident outside work: "My wife and I love travelling and we want to see as much of the world as we can," he says. The Port family have visited places such as Asia and South America and they take a trip to see their family in the southern Italian region of Puglia every year. Andree Port is interested in museums, theatre, concerts and all things culinary. He also does a lot of sport to help him wind down after work. "My colleagues and I have been going to the gym three times a week for the last two years. It's practically a tradition now," says Port.

## New Managing Director at Walrhein



Now retired:  
Horst Tomanek

New Managing  
Director: Thomas  
Küpper

**Imperial Reederei Gruppe** >> On 31 December 2009, Horst Tomanek, long-standing Managing Director of Walrhein Strom- und Kanalschiffahrts GmbH, took a well-earned step into retirement. Thomas Küpper, the new Managing Director, supports Rainer Jung with the management of the company. Küpper still holds the function of General Manager at Imperial Reederei & Spedition GmbH and Donau Logistik GmbH.

## Imperial Reederei Pays Tribute to Jubilarians



**Imperial Reederei Gruppe** >> On 16 December 2009, the management of Duisburg-based Imperial Reederei GmbH invited its jubilarians and the employees retiring from the company in 2009 to take a trip on board of the guest ship "Franz Haniel 14". During lunch and a tour, the jubilarians were thanked for their services to the company, while Wilhelm Schulz and Ulrich Eilenbrock (both RBT Neuss) received a well-earned retirement send-off.



Heinz Bartels

Karlheinz Klee

Mario Battistiol

**neska** >> The following employees celebrated their 25-year jubilee at neska Schiffahrts- und Speditionskontor GmbH on 1 January 2010: Heinz Bartels, Chief Executive Officer, Karlheinz Klee, Managing Director, and Mario Battistiol, Managing Director of dbt and RBT in Duisburg. All three started work at neska on 1 January 1985.

## RRT Gets a Visit from "wünschdirwas"

**neska** >> Five year-old Johann's wish was to "Ride in a big crane". So the wünschdirwas (make a wish) organisation took him to the Rhein-Ruhr Terminal (RRT) in Duisburg in September 2009.

The Cologne-based wünschdirwas organisation makes wishes come true for severely ill children and young people throughout Germany. Founded in March 1989, wünschdirwas had already made 5,000 wishes come true by the time it celebrated its 20th anniversary in March 2009. Rita Wirts who works at wünschdirwas gets all kinds of wish requests – from an overnight stay in the Barbie Hotel to visiting FC Bayern München. Johann, who suffers from heart disease, had always dreamed of riding in the cab of a big crane. He loves every kind of technology that moves, especially if it's close to the water, so RRT invited Johann, his father and a wünschdirwas representative to Duisburg to make his wish come true.



and living quarters and explored the giant machine room.

During his ride on a reach stacker, Johann was able to explore the site and help the crane driver to load containers onto a truck. Then he was taken up 20 metres into the air – on the 37 metres-high crane bridge. Johann skilfully steered the crane back and forward between the warehouse, a truck and a container ship belonging to Alcotrans Container Line B.V. When he and the crane operator had loaded the Imperial subsidiary's ship, he had the opportunity to take a look around the vessel, where he visited the captain's bridge

After such an exciting visit to the RRT site, Johann was reluctant to say goodbye to "his" crane. His father managed to persuade him with the promise of a trip around the harbour to finish off the day. "We were absolutely delighted to have Johann visit us and it was lovely to see how enthusiastic he was. We'll continue to support wünschdirwas in making children's wishes come true," promises Heinz Andrae, marketing manager at neska.

### ANNIVERSARIES

#### CONGRATULATIONS TO...

##### Panopa Group

35 years of service  
Ulrich Brüß, Panopa Bochum

##### 25 years of service

Kemal Atsan, Panopa Bochum  
Heinz Belger, Hansmann  
August Kordes, Panopa Bochum  
Bernd Rohde, Panopa Bochum  
Klaus-Dieter Rösner, Panopa Bochum  
Falko Stefanowski, Hansmann

##### Imperial Reederei Group

##### 35 years of service

Roger Hohmann, Imperial  
Schiffahrt GmbH  
Johan Timmermans, Imperial  
Schiffahrt GmbH  
Horst Tomanek, Walrhein Strom- und  
Kanalschiffahrtsgesellschaft mbH

##### 25 years of service

Rudolf Nick, Imperial Reederei &  
Spedition GmbH  
Theodor Wissing, Imperial  
Shipping GmbH

### PERSONNEL

#### Panopa Logistik GmbH

Jan Wegmann, Head of the business division Planning & Consultancy, was appointed authorised signatory with effect from 1 January 2010.

Rainer Vosbeck, Head of the business division Transport Organisation at Gillhuber Logistik GmbH in Neufahrn, was appointed authorised signatory with effect from 1 January 2010.

Wilfried Rensing, Head of the business division Quality Management, was appointed authorised signatory with effect from 1 January 2010.

#### Imperial Reederei-Gruppe

Astrid Braam, Head of the business division Accounting / Controlling, was appointed authorised signatory with effect from 1 January 2010.

## Imperial's Management Meets in Maastricht

**Imperial** >> The operational management of Imperial Logistics International GmbH met for their annual "Hand in Hand" event in September 2009 in Maastricht. The employees spent the day at the Maastricht School of Management learning about new group developments and participated in workshops to develop solutions that could bring the Imperial Group in the position to emerge from the crisis as a stronger organisation.

Once the 138 participants had been welcomed to the event by Jürgen Hasler, Head of Corporate Development, Gerhard Riemann, Chief Executive Officer of the Imperial Logistics International GmbH, gave a short speech. Representatives of Imperial Logistics International GmbH, Imperial Reederei GmbH, neska Schiffs- und Speditionskontor GmbH and Panopa Logistik GmbH then reported on current developments.

Matthias Horx, trend and future researcher, presented a paper on "Future Markets – Future Business". Horx is an author, future researcher and lecturer at the Zeppelin University near Lake Constance. The Future Institute that he founded near Frankfurt am Main in 1999 is now one of the most important think tanks for German future research.

Horx believes that, from an historical perspective, the financial and economic crisis in 2008/2009 is merely one of numerous crises that have preceded it in the past. He also mentioned that crises stimulate long-overdue innovations, eliminate outdated models and lead to the development of new organisational forms. Horx supported his theory with examples such as developments in China and the upheavals in Iran.

Bearing these global developments in mind, the participants of "Hand in Hand" were divided up into a total of twelve workshop teams and requested to come up with solutions that will help the Imperial Group to emerge from the current economic recession as a stronger organisation. Their collective brainstorming produced over 550 suggestions and ideas which were placed into eleven categories. The most important issue – with a total of 107 mentions – is closer cooperation outside the individual group divisions. The development of new markets and mergers & acquisitions came in second place with 83 mentions, followed by the extension of customer retention measures and quality leadership with 67 mentions, then education and training (51) and personnel development (40).



Jürgen Hasler, Head of Corporate Development at Imperial, presented the workshop results.



Gerhard Riemann (left) welcomed the 138 participants at the event.

The participants were very pleased with the results, which were presented by the workshop leaders. Obviously it is impossible to do everything at once, but a very good start has been made.

The evening programme included a visit to the "Caverne de Geulhem", a limestone cavern grotto, for an interesting insight into Southern Limburg's thousands of years of limestone quarrying history. The last "Mergel" – the local German term for limestone – was quarried there in 1992. A dinner in the festively illuminated gallery brought the evening to an impressive close.

Not only does this independent feedback from employees provide confirmation to the Imperial Group's management that it is on the right track, it also gives it the incentive to remain committed to its strategies. In future, the group will be making more acquisitions in new markets and regions. Closer cooperation within the Imperial Group and beyond the boundaries of the group companies will enable the establishment of a broader portfolio of services which will deliver benefits to customers.

## Successful Broker and Assistant Broker Meetings

**Imperial Reederei Gruppe** >> "Upholding existing traditions and creating new ones" was the motto of the Imperial Reederei Group's brokers for the inland waterway sector in autumn 2009. The brokers and the assistant brokers had the opportunity to discuss current issues with each other at their meetings.

The work groups met in Duisburg on 10 September 2009. First of all, the regional managers presented the situation in their operating areas to the meeting participants. Customers, shiphold capacity utilisation and further news affecting their specific areas of work were discussed. The 25 participants then split up into smaller work groups to discuss new acquisition opportunities, ship optimisation options and current problems.

One month later, on 8 October 2009, the assistant brokers met for the third time in Mannheim. One of the main items on this meeting's agenda was the impacts of the economic crisis. The young brokers discussed its effects on their day-to-day business and they also worked on ideas to optimise relations with customers, independent inland waterway carriers and internal cooperation. An explanation of default risk and how to



The young charterers at their tour of the Rhine-Neckar harbour in Mannheim

minimise it by issuing invoices promptly was also provided to the participants. The day ended companionably with a tour of the Rhine-Neckar harbour Mannheim.



The charterers of the Imperial Reederei Group met in Duisburg.

## Successful Automotive Conference in Ingolstadt

**Panopa** >> Panopa Logistik GmbH's Automotive Conference 2009 took place on 19 November. Around 80 participants arrived at the Audi Forum in Ingolstadt to discuss the latest developments in the automotive sector.

The workshop topic was "Upswing and Reorientation". Once the conference had been opened by Gerhard Riemann, Chief Executive Officer of Imperial Logistics International GmbH, Professor Bernd Gottschalk, former vice-president of the Federation of German Industries (BDI), talked about opportunities for the German automotive industry in a global competitive environment.

Dr Georg Richartz, Logistics Manager at AUDI HUNGARIA MOTOR Kft., then presented "Approaches to Optimising Logistics", AUDI HUNGARIA's strategy in response to developments in the automotive sector. Guy Siebert, Senior Manager Logistics at smart France S.A.S, also talked about lean manufacturing.



Professor Bernd Gottschalk (left) talked about the chances of the German automotive industry.



The day was rounded off by a best practice example for collaboration between an original equipment manufacturer and a logistics service provider. After visiting the Audi plant, the participants visited Hansmann Logistik GmbH & Co. KG which processes Audi orders using the pick-by-voice system and other methods.

# A Record Number of Participants in the Citi Run 2009

**Imperial** >> Duisburg's Citi Run 2009 set a new record this year with over 5,000 participants. Imperial Logistics International GmbH, one of the biggest sponsors of this corporate run, also entered 56 participants in the race on 27 August. Jörg Küpper was the runner on the Imperial team to cross the finishing line first, achieving 24th place in this fifth Citi Run. A portion of the entry fees was once again donated to charity organisations in Duisburg.

The start and finish line of the 5.5 kilometre route was located right outside the Stadttheater in Duisburg, as it was in 2008. The attractive fringe programme, the informal After-Run Party and the beautiful sunshine gave the Duisburg Citi Run 2009 a fantastic folk festival atmosphere.



Participating in the Citi Run 2009: the Imperial team

## neska and Pohl & Co. Share a Booth in Liverpool

**neska** >> neska Schiffs- und Speditionskontor GmbH and its subsidiary Pohl & Co. GmbH exhibited on a shared booth at Pulp & Paper International (PPI, conference and exhibition for paper and forest product logistics) in Liverpool from 7 - 9 October 2009. Both companies demonstrated their comprehensive expertise in the field of paper logistics, had the opportunity to hold key talks with potential customers and consolidate existing contacts. Andreas W. Otto, CEO of Pohl in Hamburg, also presented a forward-looking speech covering the main future issues of the industry.

Around 600 participants from 15 countries convened in Liverpool to discuss future developments in the sector. neska and Pohl's booth was very popular and both companies are looking forward to exhibiting at the PPI in Amsterdam in 2011.



The attractive fringe programme at the Citi Run was also interesting for the Imperial team.

# Children Benefit from Christmas Donations



The Imperial Logistics International GmbH subsidiaries made donations to good causes again in December 2009:

The Kinderheimat im Verein für Mission und Diakonie e.V. children's home in Neukirchen-Vluyn was delighted to receive a donation from neska Schiffs- und Speditionskontor GmbH. Panopa Logistik GmbH made a donation to the Ober-

hausen-based children's aid organisation Aktion Friedensdorf e.V., which provides aid to children in war and crisis zones. The Imperial Reederei Group's donation went to the St. Raphael Children's Hospice in Duisburg, which provides assistance and support to terminally ill children and their parents.

## COMPETITION



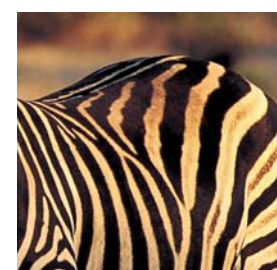
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>> On which pages are the photo excerpts featured? Add up the page numbers and tell us the total. With a bit of luck, you could be the winner of an illustrated book about South Africa. E-mail your answer to [imperial@imperial-international.com](mailto:imperial@imperial-international.com) or mail it to:

Imperial Logistics International GmbH  
Marketing  
Kasteelstrasse 2  
47119 Duisburg

by 22 March 2010.

## Competition issue 2/2009

Peter Welling from Kaarst was the delighted winner of a bottle of premium South African red wine. He answered the last competition question correctly and found the five mistakes in the trade fair photo.



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## Last, but not Least



# Imperial Holdings Ltd.'s Tourism Division is on Course for Expansion

**IMPERIAL** >> Imperial Holdings Ltd., the South African mother company of Imperial Logistics International GmbH, is planning to extend its Tourism Division over the next few years. Springbok Atlas, a subsidiary of Imperial Holdings Ltd., will play an important role in this process.

Springbok Atlas has been part of the Imperial Group since 1992 and it employs around 290 people. With headquarters in Cape Town and branch offices in Durban, Johannesburg, Port Elizabeth and Windhoek, it has now evolved into one of the biggest tourism companies in South Africa. In addition to package holidays such as safaris and coach tours to destinations in South and Eastern Africa, Springbok Atlas also offers

customers a comprehensive range of transport services. Springbok Atlas and the other companies in the Imperial Tourism Division are currently preparing for the FIFA World Cup 2010. "We're optimally equipped and we're looking forward to welcoming so many visitors in our country," says Moeketsi Mosola, Imperial Tourism Division's CEO.



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