

# HOSCH *news*

The International HOSCH Magazine



- **Farewell to Hans-Otto Schwarze**

HOSCH founder dies aged 80

- **Europe's Largest Quarry**

HOSCH scrapers clean belts at the Jelsa Fjord

- **Golden Module Goes to Asia**

Sought-after company award for Mohammad Akmal

- **New Sales Partner in Iran**

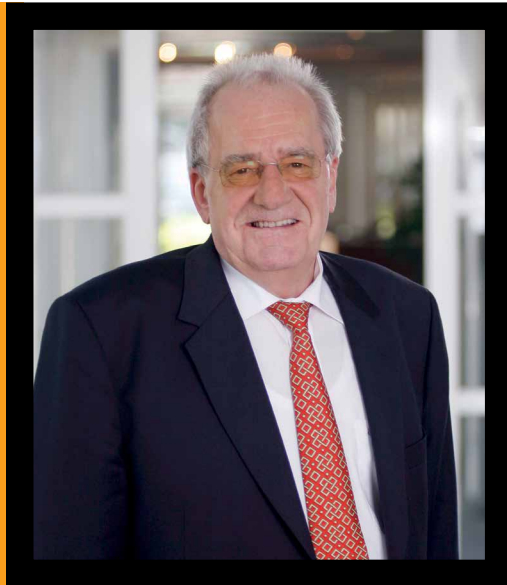
Training, trade fair presence and product presentation

# Building on Today's Success ...

**“WHERE THERE IS LOVE, THE PURPOSE OF LIFE IS FULFILLED.”**

*With this quotation from German theologian Dietrich Bonhoeffer in their obituary notice, the Schwarze family took their leave of their husband, father, father-in-law and grandfather Hans-Otto Schwarze.*

*Hans-Otto Schwarze, the founder and managing shareholder of HOSCH Fördertechnik GmbH for many years, died on October 15, 2017 at the age of 80 at his home in Recklinghausen.*



I would like to take this opportunity to thank all the managers and employees of the global HOSCH family for the support and encouragement I received from all of you after my father's death. I would also like to thank you for your unbroken dedication to the company and for your hard work, which some of you have been doing for decades in order to make HOSCH a success. Without you, HOSCH would not have been possible, and we want to continue the success story of HOSCH in the future together with you.

I would like to express my personal gratitude to Eckhard Hell, who shaped the management of the company in constructive dialogue with my father for almost 20 years, for his tireless commitment to the company's well-being. His promise to continue supporting HOSCH in the long term fills me with joy.

Dirk Heidhues, who was appointed as further director of the German parent company together with Eckhard Hell and myself during my father's lifetime, will continue to familiarize himself with this position and, as a member of the company's management, will set the course for the future and implement innovative ideas. HOSCH was the life's work of my father. You all know that he has left us an extensive heritage, for which we are now taking on the responsibility.

# ... to Shape Tomorrow Together



Cornelia Kill-Frech with Eckhard Hell and Dirk Heidhues (m.).

My father was a thoroughly passionate entrepreneur and developer. His vision of a company present on every continent motivated him right until the end. He had a keen sense for technically sophisticated solutions to problems. His ingenious creativity and his immense expertise repeatedly and continuously produced new outstanding and technically mature products for our customers.

His commitment to HOSCH was boundless and shaped his life completely and comprehensively.

My childhood, for example, was spent among large drawing boards in small apartments, with scraper designs and sketches of blades on the walls of the dining room. My father didn't really ever have an evening off; everything that had been important at work was discussed within the family later. As part of that family, I was familiar with the world of HOSCH from a very early age.

As a shareholder, I experienced the development of HOSCH into a globally operating, globally recognized company almost from the start. Later on, my training as a lawyer helped me to provide professional advice to the company on corporate and labor law issues.

HOSCH will continue to be managed and further developed as a globally active, innovative family business. And your commitment and creativity are the pillars that will continue to support our corporate development in the future.

**Cornelia Kill-Frech**  
Shareholder and General Manager of  
HOSCH-Fördertechnik GmbH

# The World Comes to Recklinghausen

## HOSCH managers conduct intensive discussions at the IMM 2017 and get to know new products

For more than 30 years now, the managers of the 16 subsidiaries of HOSCH-Fördertechnik GmbH from all over the world have been attending the annual International Management Meeting (IMM). In addition to intensive discussions with the management, the main topics of this year's conference in the Vest district included the presentation and demonstra-

tion of new products, the introduction of new employees and a seminar on customer-oriented communication in sales. In his opening speech, Managing Director Eckhard Hell addressed the sales development of the worldwide HOSCH Group and presented the plans for the coming year. In the form of Recklinghausen's mayor Christoph Tesche, shareholder

er Cornelia Kill-Frech and Eckhard Hell welcomed a high-ranking guest to the IMM gala dinner. In his greeting address, he thanked the HOSCH "family" "for not only providing jobs but also publicizing the name of Recklinghausen all over the world. They have very good products and very good employees."

IMM 2017

## "Golden Module" Goes to Asia

### Mohammad Akmal wins 2017 HOSCH Award: "Now I'm a real ,Hoschi'!"

**Kuala Lumpur – Dubai. Dubai – Düsseldorf. Düsseldorf – Recklinghausen. Mohammad Akmal (36) spent 13 hours in the air in order to take part in his first "International Management Meeting" of HOSCH-Fördertechnik GmbH in Recklinghausen. On the return trip, he had an extra item of baggage. At the end of the meeting, the HOSCH Group had awarded him the "Golden Module 2017" for the most successful international manager in recognition of his outstanding achievements.**

Mohammad Akmal, one of the managers at HOSCH Asia, accepted the coveted prize on behalf of the teams in Malaysia and Indonesia. He was bursting with pride, but admitted to being "a bit

nervous" as he received the "Golden Module" at the gala dinner. "This is the first time I've been to one of these meetings and I never expected this. Now I'm a real 'Hoschi'." Akmal lives in Kuala Lumpur, the capital of Malaysia, and has been working for HOSCH since February 2014.

### Hell: "A pretty hard choice"

HOSCH Managing Director Eckhard Hell and shareholder Cornelia Kill-Frech had a tough time selecting the 2017 winner. Hell said, "We had quite a large field of potential winners. They included Krzysztof Lebioda and HOSCH Polska, Paul Harris with HOSCH International, and HOSCH do Brasil under General Manager Peter Petzold. Then there was



HOSCH Managing Director Eckhard Hell and Recklinghausen's Mayor Christoph Tesche (right) with Mohammad Akmal, winner of the "Golden Module 2017".

also HOSCH Company in the US, which is now among the leaders owing to the hard work put in by the successful team of Mary Murawski and Michael Evanitz." However, the other HOSCH companies could not quite match the "excellent performance" of HOSCH Asia. Eckhard Hell mentioned in particular the achievements of the whole team headed by Mohammad Akmal (Country Manager of HOSCH Malaysia) and Robert Steiner (Country Manager in Indonesia): "Well done, Mohammad and Robert. I especially wish to thank the two of you for supporting me so energetically during the reorganization of the corporate structure after Mark Macqueen left for personal reasons."



Participants at the IMM 2017 with guests at the grand gala dinner in Jammertal.

## May We Introduce Ourselves?

**On Wednesday of the week of the IMM 2017 three employees who had taken on new responsibilities at HOSCH said a few words about themselves.**

### Maria Steinhoff

Maria Steinhoff has been working in the sales back office at HOSCH since



August 2017. After completing her training as a court clerk at the Local Court of Marl, she did stints at companies specialized in

environmental engineering and HVAC, and at other employers. She was born in Marl but has Italian roots: her father immigrated to Germany in 1973. Maria Steinhoff has been married since 2011. In her free time she loves to travel, go on long walks, or ride her motorcycle.

### Reiner Gnauert

Reiner Gnauert (43) has been Head of the Department of Product and Information Management at HOSCH in Recklinghausen since September 2017. Previously, the graduate electrical engineer worked in his father's firm in Marl and at Airbus.



Rainer Gnauert has been married for 13 years and has two daughters, aged nine and twelve. He is a family man who likes to engage in sports; on his days off you are likely to find him wind surfing or skiing. His other passions are soccer and going for walks with his dog.

### Dominique Heinecke

Dominique Heinecke (27) has been working for HOSCH since 2014 – first in the eastern part of Germany as a service technician and subsequently at HOSCH Headquarters in Recklinghausen as a sales technician. Since November 2016 the trained mechanist has been assisting Giancarlo Leombruno with international HOSCH business as a sales



technician. In his leisure time he engages actively in sports. He likes to go hiking and climbing and to travel to far-away places. The latter hobby has involved spending nine months in New Zealand and two months in India.

### + NOTES FROM THE IMM 2017 NOTES FROM THE IMM 2017 +

The IMM in the Jammertal Resort kicked off on Tuesday with a seminar on “Customer-Benefit-Oriented Communication in Sales.” Experts from the Institute for Commercial Education (IWP) worked together with the HOSCH managers to elaborate tools, structures and proposed formulations for a successful sales pitch, which could also be practiced right there at the meeting.

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On the second day, a total of five employees introduced themselves and new products were presented. Late on the Wednesday afternoon the HOSCH managers took a bus to the town of Soest, where they enjoyed the beautiful old town center and a four-course meal with a difference: Westphalian specialties were served for the four courses – but each in a different restaurant. In between, the participants strolled around the town and were entertained with stories from its history since it was founded in 1449.

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The Thursday was largely given over to a report on experience with the new HOSCH HD-PU-L prescraper. That evening the IMM 2017 finished off with a grand gala dinner and the awarding of the “Golden Module.”

## Participants at the IMM 2017

HOSCH managers came from all over the world to attend the IMM 2017. They included Mohammad Akmal (HOSCH Asia), Philippe Bourlard (HOSCH France), Johan de Koker (HOSCH South Africa), Mario Del Pezzo (HOSCH Italy), Mike Evanitz (HOSCH Company), Paul Harris (HOSCH International), Jari

Iversen (HOSCH Scandinavia), Krzysztof Lebioda (HOSCH Poland), Mary Murawski (HOSCH Company), Craig Peacock (HOSCH GB), Peter Petzold (HOSCH do Brasil), Carlos Orviz (HOSCH Iberia), Cesar Vigo (HOSCH Chile) and Erwin Vogelzangs (representing HOSCH in the Netherlands and Flanders).



After training (from left): Jari Iversen (HOSCH Scandinavia), Daniel Fossa, Christer Hansen, Egil Magnus Dahl-Olsen (all from Norsk Stein), Kristian Steinstø (HOSCH Norway) and Espen Kvåle (Norsk Stein).

## Working 24 Hours a Day in Five Shifts

### HOSCH customer Norsk Stein A/S runs Europe's largest quarry on Jelsa Fjord in Norway

Two superlatives meet in Europe's far north: the firm Norsk Stein A/S operates Europe's largest quarry on the Jelsa Fjord near Stavanger. The company, a subsidiary of the Scandinavian Mibau and Stema Group, is also the largest HOSCH customer in Norway. At the IMM 2017, HOSCH Managing Director Eckhard Hell described this interesting customer with these words: "Norsk Stein works virtually 24 hours a day, in five shifts. It handles granite which causes a huge amount of wear and tear to the systems. What is more, the company is planning to expand its facilities."

In 2009 and 2010, the quarry was expanded to its current capacity of up to 3,000 tonnes per hour, enabling it to supply around eleven million tonnes of high-quality aggregate to the European market every year. Material from the quarry is used in the production of concrete and asphalt for freeways, off-shore wind farms, and oil pipelines, and also ballast for laying railroad track.

In the Jelsa Fjord the high-grade material is loaded onto ships carrying up to 50,000 tonnes. The company reports that



Installing a Type B6 scraper in the quarry at Norsk Stein A/S.

## A Customer with its Own Fleet

Mibau and Stema describes itself as one of the largest suppliers of heavy construction materials in northern Europe. Norwegian quarries supply up to ten million tonnes of aggregate per year destined for the most varied uses. The group transports the materials to the customers either directly using its own fleet of self-discharging ships, or indirectly via 40 port terminals at points along the North Sea and Baltic coast.

**More information:**  
[www.mibau-stema.com](http://www.mibau-stema.com)

a second quay has improved the port's logistics, reduced waiting times optimized costs. The quarry is estimated to have deposits of around 500 million tonnes and Norsk Stein has secured the mining rights to about 60 percent of the total.

## Training courses for old hands and newcomers

The quarry near Stavanger, the fourth-largest town in the Kingdom of Norway, employs around 200 people. The conveyors are fitted with over 100 HOSCH scrapers on belts of widths between 500 and 2,000 millimeters, which are maintained by the Norsk Stein employees themselves. HOSCH Norway therefore offers annual training courses for both seasoned and new employees. Kristian Steinstø, who works mostly in sales at HOSCH Norway and handles the customer Norsk Stein A/S, says, "The most recent training was for the Type B6 and the Type C2/C3 scrapers. The next course is planned for January 2018, when we will concentrate on the Type HD and Type D2 scrapers."

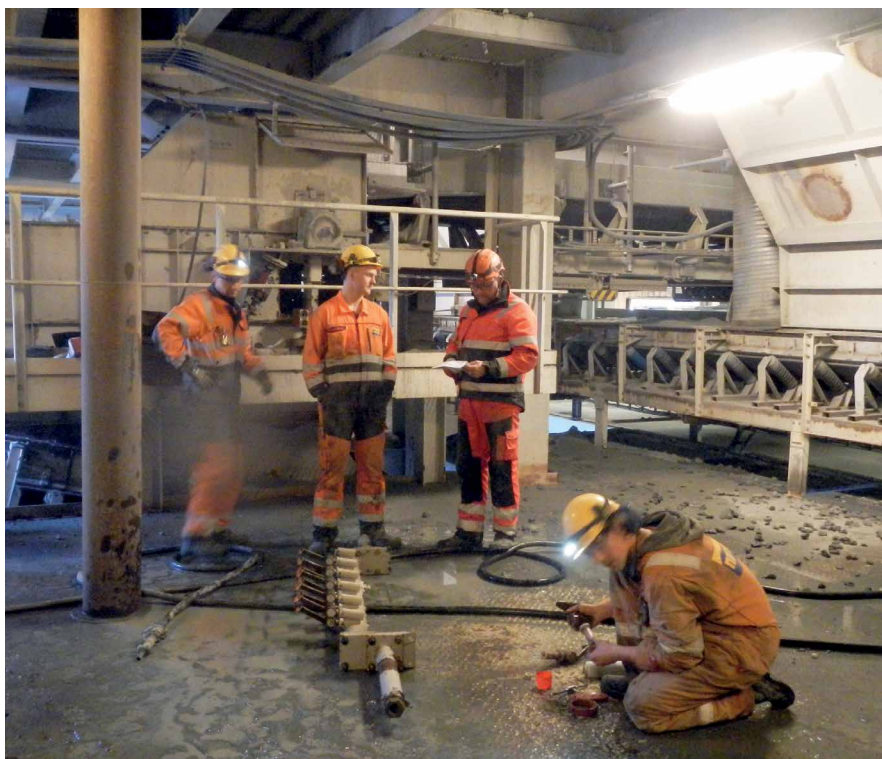
HOSCH Norway (NUF) was founded about two and a half years ago, on July 1, 2015. The company is part of



The Norsk Stein A/S facility on the Jelsa fjord near Stavanger is the largest quarry in Europe.

HOSCH-Fördertechnik Recklinghausen GmbH and headed by Jari Iversen. HOSCH Norway is headquartered

in Asker, a western suburb of the Norwegian capital Oslo, right on the Oslo Fjord.



Maintenance work on a Type C3 scraper.

## +++ HOSCH Personnel Ticker +++

“Oops!” Someone said “Frau Pankoke” again by force of habit! However, “Frau Pankoke” is now “Frau Spiekermann” – **Hella and Willi Spiekermann** tied the knot in summer 2017. The HOSCH news warmly congratulates Hella Spiekermann, who has been the right hand of the HOSCH Management for many years, and her husband on their wedding.



It was time for **Peter Köster** to say goodbye. After working on the technical side at HOSCH in Recklinghausen for over 25 years as Technology Manager and Product Manager, Köster decided to take his well-deserved retirement after “a lot of careful thought.” HOSCH shareholder Cornelia Kill-Frech and Managing Director Eckhard Hell spoke at his farewell party to thank him for his hard work and dedication. “You know the HOSCH products like the back of your hand and were

extremely well-informed at all times about the problems our customers face on site,” they said in their joint speech. “Over the years, this also made you invaluable to our sales staff, who came to rely on your inside knowledge.” The management and the work force wished Peter Köster “lots of time, good health and the energy to implement all your future plans. We will always be happy to hear from you.”

**Sonja and Daniel Jarzombek**, who works in International Sales at HOSCH in Recklinghausen, are delighted to announce the birth of their second son. Elish was born on November 7, weighing 3,690 g (8 lb 2 oz) and measuring 51 cm (1 ft 8 in).



**Jutta Dorodzala** has chalked up 40 years with HOSCH. Congratulating her on “this very exceptional service anniversary,” the HOSCH management thanked her for her “commitment over four decades” and her “devotion and loyalty to the company.” Dorodzala is one of a handful of employees who have been with HOSCH since the start and have witnessed the company’s development at close hand.

A first at HOSCH do Brasil Ltda. **Vander Lúcio Oliveira** (44), known as “Vander” for short, is the first employee to rack up ten years of work at our company in Belo Horizonte. Vander was hired on June 4, 2007, and today he is Supervisor III. Paying tribute to him, Manager Peter Petzold

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**To our cover picture:**

Our cover picture shows the Jelsa Fjord  
near Stavanger in Norway, where HOSCH  
scrapers clean the conveyor belts of Euro-  
pe’s largest quarry.



# +++ HOSCH Personnel Ticker +++

described him as “highly motivated and conscientious in his work.” His service anniversary was rewarded with a romantic dinner with his wife Ariene in the best steakhouse in Belo Horizonte and a financial bonus. Vander also celebrated



slightly more modestly with a pizza party for all his colleagues in the HOSCH office. “This has been ten years of excellent cooperation. Let us continue being tolerant and open to discussions, because sometimes we spend more time here than we do with our families,” he said. Vander himself is a family man and has a six-year-old son. He also enjoys reading but, being a Brazilian, he is of course football crazy – and is a great fan of the local Cruzeiro Belo Horizonte team.

**Gökhan Yilmaz**, who works in production and metal processing at HOSCH Recklinghausen, and his partner, Ann-Kristin Gundermann, proudly announced the birth of their third son. Liam



## HOSCH Anniversaries

The following HOSCH employees working at our Headquarters in Recklinghausen celebrated service anniversaries in the second half of 2017:

- 10 YEARS:** Markus Niehues
- 15 YEARS:** Oliver Kuhlmann
- 20 YEARS:** Andrea Starke and Klaus Schlüter
- 40 YEARS:** Jutta Dorodzala

Gundermann was born at Sixtus Hospital in Haltern on September 14 and weighed 3,250 grams at birth. “Our family is now complete!” Yilmaz stated. He was especially happy that Semih (9) and Levi (3) were being so kind to their baby brother.

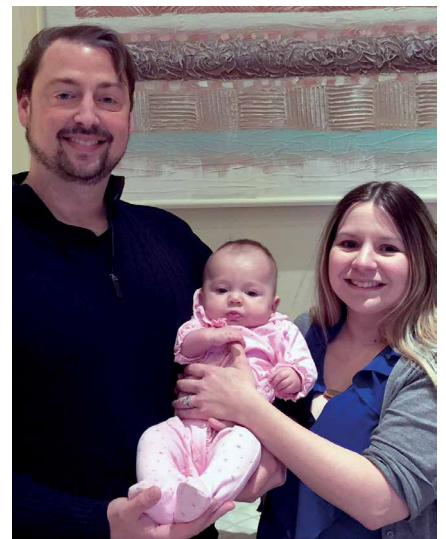


HOSCH International also reported a new baby: **Trina Barnett**, a sales employee at the company’s Perth office, gave birth to the “little princess” Luella Marie on October 2. The infant was “half a meter long” at birth and weighed almost three kilos. Her older brother Jai, Trina and Drew Barnett’s first child, was born almost three years ago. Not surprisingly, Luella Marie has already visited the offices of HOSCH International in the arms of her mother.



At HOSCH Spain, Manager **Carlos Orviz** ecstatically announced the birth of his second child – and first son – on June 12. Since then Ruben has been making every effort to keep up with his sister (22 months young) – at least on the scales! Proud father Carlos reports: “Ruben weighed 3.6 kilos at birth; he now weighs 6.45 kilos!” Orviz says his son is growing so fast that he hardly fits into his baby carriage any more.

At HOSCH Company in the U.S. **Elizabeth Barnes** and her husband Tom welcomed Lana Jean into the world on July 3. The couple were married in May 2016 and the new baby is their first child. The little girl celebrated her first party in mid-November, when the couple’s large circle of family and friends gathered in Franklin Park, Pennsylvania, for her christening.



# From Rotterdam to Duisburg

**EECV imports iron ore and coal for the thyssenkrupp steel plant. Maintenance contract for all scrapers**

Rotterdam, Europe's largest port, is home to the Ertoverslagbedrijf Europort C.V. (EECV). The Dutch company's name translates roughly as "ore transshipment company Europort C.V." It describes itself as importing approx. 30 million tonnes of iron ore and coal every year, most of which is used by thyssenkrupp AG to heat the blast furnaces at its Duisburg steel plant. Every day 60,000 to 80,000 tonnes of material are transported by barge from EECV along the River Rhine to Duisburg.

thyssenkrupp Steel AG and Hüttenwerke Krupp Mannesmann GmbH – both of them solid and long-standing customers of HOSCH – own the majority of shares in the EECV terminal that employs around 300 people. Erwin Vogelzangs (see box below) sees good opportunities here for positioning the company and is also preparing the ground for even closer cooperation in the future.

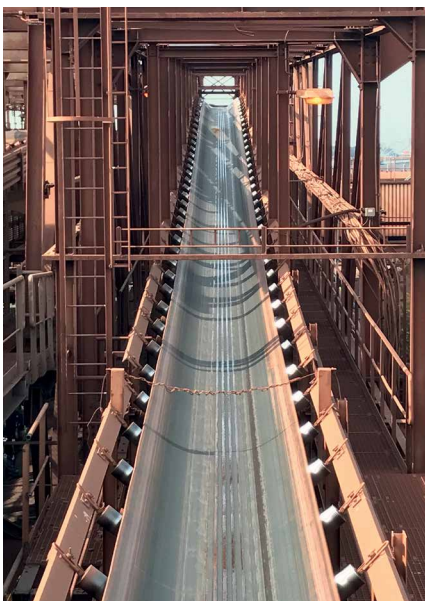
Following a raft of carryback measurements and test installations, additional



EECV imports approx. 30 million tonnes of iron ore and coal annually – most of it destined for the thyssenkrupp steel plant in Duisburg.

sprung-blade scrapers have now been installed at EECV. Furthermore, HOSCH concluded a service contract with the company, which covers the maintenance of all the scrapers at the plant. Dominique Heinecke and Giancarlo Leombru-

no share responsibility for the international HOSCH business: "With over one hundred scrapers in the facility, the contract covers not just HOSCH products. We will also be servicing systems from competitors," they explained.



The conveyors in the Rotterdam facility.

## Erwin Vogelzangs

Erwin Vogelzangs (46) was born in Venray, practically on the border between the Netherlands and Germany. He has been working for HOSCH since 2010. His main customers in the Netherlands and in Flanders (one of three regions in the Kingdom of Belgium) include RWE Kraftwerk Eemshaven near Groningen (NL), the thyssenkrupp Terminal EECV in Rotterdam (NL), and the ArcelorMittal facility in Ghent (B).

Vogelzangs studied mechanical engineering and wrote his bachelor's thesis on "Improving Grain Screening Machines." He and his wife Mariëlle got married ten years ago. Mariëlle



joined the commercial team at HOSCH in April 2017. They have two daughters, aged six and nine.

Erwin Vogelzangs devotes his leisure time to planted aquariums and cycling – or sometimes to driving heavy agricultural machinery such as maize choppers.

## “Clean Work” on the Ohio River

**HOSCH scrapers clean belt conveyors at a power plant that can supply electrical power for a city of one million people**

The Clifty Creek power plant is located on a site covering 820 hectares (about 2,026 acres) along the Ohio River – a tributary of the Mississippi – in southern Indiana in the U.S. Each of the six generators has a capacity of 217.26 megawatts, giving a total capacity of 1,303.56 megawatts – enough to supply power for a city with one million inhabitants.



The Clifty Creek power plant in Kentucky (U.S.) is right on the Ohio River, a tributary of the Mississippi.

The first HOSCH scraper was installed on belt conveyors on the site before 2008, and more were added several years later. Kevin Weidner from HOSCH Company looks after this customer and has built up a good relationship to the coal yard manager, Adam Craig, whom he persuaded to conclude a service contract with HOSCH for scraper maintenance.

In 2017 HOSCH Company installed further scrapers at Clifty Creek including several B6 scrapers on the belt conveyors East and West and several HD-PU-L prescrapers on the travelling tripper.

Kevin Weidner reports: “The HD-PU-L prescrapers distinctly decrease carry-back and make belt performance more reliable.”

Just recently additional B6 scrapers were installed on the 34 East and West belts. By the end of the year, the HOSCH team will be carrying out other tasks at Clifty Creek including the installation of HOSCH scrapers on the belts carrying limestone and gypsum. The main objective here is to solve problems related to belt cleaning and removal of limestone residue.

On the basis of the outstanding results achieved by the HOSCH scrapers and the positive testimony given by Adam Craig, other managers at Clifty Creek are looking into the installation of HOSCH scrapers on limestone-carrying belts. “The power plant currently has plans in the drawer to cut back on maintenance personnel and to outsource belt maintenance to HOSCH,” reveals Kevin Weidner. “I hope to land a long-term contract for HOSCH once the program gets started.”

## Training, Training, Training

**HOSCH Company: seminar in Recklinghausen and training in Oakdale**

**Peter Coffey, Tim Fircak and Gary Parsons from HOSCH Company crossed the “pond” at the end of August to take part in the three-day technical Train the Trainer (TTT) seminar in Recklinghausen. This is the highest level of training in the HOSCH Training Program.**



Trainees in Recklinghausen: Peter Coffey, Tim Fircak and Gary Parsons (from left).

The extensive agenda included updating the specialist knowledge and expertise required for all HOSCH products, along with putting this know-how over in a manner that is readily comprehensible to both colleagues and customers. “Everyone who works in customer services should be able to act as a salesperson,

and as a competent consultant and a contact point for the customer,” says Thomas Legner, Head of Training at HOSCH. Managing Director Eckhard Hell joined in the discussions with the three “U.S.

boys” at the beginning and end of the training course.

Training is also a regular feature at HOSCH Company itself. Revisiting familiar material and covering new ground form the backbone of the annual “refresher training.” During the training at the company headquarters in Oakdale, customer service employees honed their technical skills and learned about product changes and updates. For the first time the commercial employees also attended the training. They became acquainted with various conveyor systems and learned how HOSCH scrapers can be incorporated into the belt systems.

# Tunnel Construction in South Tyrol: Problem Solved!

## HOSCH products impress customers after three-month test phase

Wherever belt-cleaning solutions are needed, HOSCH experts are never far away. In South Tyrol employees of HOSCH Italy recently helped a civil engineering firm improve the cleaning efficiency of its belt conveyors during a tunnel-building project.

The HOSCH technicians visited the site for the first time in July 2017. The site manager explained that the belt-cleaning equipment in service was not doing the job. HOSCH Italy offered a “perfect solution” to this problem in the form of Type B scrapers and the new HD-PU-L prescraper. In early August the customer agreed to trial installation and operation of the HOSCH scrapers.

At the beginning of November, after three months of continuous operation, the HOSCH scrapers had won 100% approval from the tunnel builders. The



The HD-PU-L prescraper deployed in tunnel construction in South Tyrol.

HOSCH scrapers for three months, we’re convinced they do a distinctly better job of cleaning our belts than the equipment we used before. What’s more, we are very satisfied with the expert technical support provided by HOSCH from the first belt inspection through to the follow-up inspection. We believe that the HOSCH products and

head engineer summed up their experience as follows: “After testing the

the HOSCH team are the partners we've been looking for!”

# The Added Value Of A Company

## Mario Del Pezzo delivers a conference lecture at the University of Salerno

In October 2017 the economics department at the University of Salerno, Italy, hosted a conference attended by representatives from the city administration along with managers from a range of local companies. The main topic at the meeting was the economic development of the port city in southern Italy and of the surrounding area.

Mario Del Pezzo, General Manager of HOSCH Italy, was one of those invited to take part. He delivered a lecture describing the links between HOSCH and the local industry. This was followed by a lively debate with the university's dean, members of Salerno's city council, managers and students. The students

were especially interested in the question of where the added value of a company came from. Mario Del Pezzo replied, “For us the added value comes from our

employees' strong identification with their company, and from the highly developed technology we use to supply the industry in this area with powerful and reliable solutions.”

Mario Del Pezzo talks with students at the University of Salerno.



# A Smart Warehouse System

More security both for customers and for sales staff

Eddie Presch, who now lives in the United Arab Emirates (UAE), developed an idea for an improved warehouse system for scrapers in cooperation with the HOSCH sales and service partner, Ocean Rubber Factory (ORF) LLC. This was triggered by “calls I kept getting from ORF employees asking whether customers had definitely received the scrapers they had ordered.”

Eddie Presch and Mr. Noushad, warehouse manager at ORF, got to work on a solution. They developed a practical box system for the racks in the warehouse. Each box contains four complete HOSCH scrapers. The boxes are made of galvanized steel and each one has four chambers inside for the various models. Product labels, images and codes now



Every box has four chambers for the different HOSCH products.

give sales staff the certainty that they are supplying the customer with the correct scraper. A satisfied Eddie Presch said,

“Instead of hopping over to the warehouse every few days, I can now use my time more productively.”

## Going For Goals in HOSCH Jerseys

**Football club SV Hullern plays in Recklinghausen's regional B league**

Good jerseys, good performance: the B-league football team SV Hullern kicked off the new season wearing a



brand new strip with the HOSCH logo on the front. Half-way through the season, at around mid-November, the team had

accumulated 24 points from 14 matches, which put it in a very respectable fourth place in the league table. HOSCH and SV Hullern have had a partnership for many years. It was initiated by Hans-Jürgen Niehues, who also lives in the Hullern district of Haltern with his family.

## Shorter Maintenance Intervals Gaining a foothold on the American copper market

Together with Michael Evanitz, Sales Manager at HOSCH Company, Giancarlo Leombruno visited two open-cast mines in Arizona and New Mexico in November 2017. There, the US subsidiary is planning to gain a foothold on the growing American copper market.

HOSCH scrapers Types D2 and D3 are being used with great success in both copper mines. In the first phase of the

cooperation, HOSCH Company helped to solve fundamental cleaning problems in a sustainable manner at both locations. The long service life of the special HOSCH blades for these applications in copper mining also ensured shorter maintenance intervals. The customers are highly satisfied with the initial results achieved and have indicated that they may also use HOSCH products in their other mines.



Copper is produced at numerous open-cast mines in North America.

# New Sales Partner in Iran

**First activities: HOSCH training, trade show and product presentation in a copper mine**

Starting immediately, the HOSCH Group has a new sales partner to serve the huge market in the Near East: the company Atrin Eshtad, headquartered in the north of the Iranian capital Tehran.

Back in May Giancarlo Leombruno and Dominique Heinecke made the initial contact in Iran with Managing Director Masoumeh Kheirollahi and Sales Manager Arash Eftekhari – who just happen to be husband and wife. Two months later,

## Atrin Eshtad

The company Atrin Eshtad describes itself as a service provider serving a large number of sectors. They include mining, mechanical engineering, the steel industry and electricity generation. “We are always on the look-out for innovations and creative new services to improve our technical support, customer service and customer satisfaction,” the firm says.



Masoumeh Kheirollahi (left) and Arash Eftekhari from Atrin Eshtad, the Iranian sales partner, at the training belt in Recklinghausen.

Heinecke was back in Iran, this time to support the new partner with HOSCH products at a mining trade show in Kerman, over 1,000 kilometers south of Tehran. After the fair, there was a site visit with a presentation of HOSCH products at the Sarcheshmeh Copper Complex, a large, open-cast mine in Kerman Province.

The partnership was taken to the next level in mid-October, when Masoumeh Kheirollahi and Arash Eftekhari came to Germany for a week to receive training in Recklinghausen. Their five-day training program covered a range of installations learned on the training belt, and all the basic HOSCH theory and practice.

# Brazil Also Has a “Golden Module”

**HOSCH do Brasil Ltda. receives the “TOP Engineering Award” in mining**

**HOSCH do Brasil Ltda. scooped the top prize! In mid-September the company in South America received the “TOP Engineering Award” in mines and mining from the Federal University of Minas Gerais. The team headed by Manager Peter Petzold can now pride itself on taking the prize for the best Brazilian firm in the subclass “Cleaning equipment/scrapers and rollers for belt conveyors.”**

The winner of the coveted award was chosen in a survey of company direc-



Renato Plácido de Amorim (Technical Manager) accepted the award on behalf of the entire team at HOSCH do Brasil Ltda.

tors, engineers in the “Center for the Engineering History” at the university,

and specialized consultants working throughout Brazil. They graded firms and suppliers active in the category of “mines and mining” on the criteria of product quality, specialty, market position, value for money and service. The other sectors that were judged included vehicle construction, railroad construction, agriculture and health services. Peter Petzold commented: “The prize is a great advertisement for us, practically a Brazilian ‘Golden Module’.”

**More information:**  
[www.topengenharias.com](http://www.topengenharias.com)

# Customer Loyalty and Team-Building

## Two-Day “Open House” in Calais, France

Customer loyalty was high on the agenda when HOSCH France, under the direction of General Manager Philippe Bourlard, opened its office, warehouse and workshop space to the public for two days last summer. HOSCH France has occupied premises in the middle of an industrial area in the port city since the end of 2015.

Not only did the two-day “Open House” impress the customers with its presentation of the latest HOSCH products. It also strengthened the HOSCH team. “All of our employees in France were involved in the project,” said Philippe Bourlard. “After all, a total of about 150



Philippe Bourlard (3rd from right) and the HOSCH France team put in a lot of work to prepare their successful “Open House” days.



Intensive discussions between customers and HOSCH employees.

work hours went into preparing for the event.”

Employees in sales designed the advertising flyers and distributed them to their contacts in northern France. Support came from Germany, too: Michel van den Biggelaar and Delphine Léonard contributed documentation, photos and films that were shown on a large TV screen. The technical staff had polished the warehouse and workshop to a high gloss for the big event and installed demonstration models of all HOSCH scrapers.

Philippe Bourlard commented: “All our employees were highly motivated and dedicated on both days. Everyone was proud to show the HOSCH products to interested customers.” The latter liked what they saw at the HOSCH branch. They stayed for a long time (many for several hours) and engaged in intensive conversations with the HOSCH representatives. These customers were especially interested in new HOSCH products such as the Type D scraper and the Type HD-PU-L prescraper.

## An Office in Casablanca

### Engineer Brahim Bachari joined HOSCH in October. He lived in Germany for 15 years

Expansion in the northwest of Africa: Brahim Bachari (37) has been working for the HOSCH Group since October 1, 2017. The engineer, who lived in Germany for 15 years, is based in an office in Casablanca, Morocco, and develops sales and services in the francophone part of Africa. The HOSCH branch in Morocco's largest city, right on the Atlantic coast, is supervised by the Headquarters in Recklinghausen. As soon as he started his new job in the first week of October, Brahim

Bachari underwent an intensive five-day training program at the HOSCH Training Center.

Brahim Bachari and his wife Saliha live with their two children Abdelhamid (6) and Yasmine (3) in Mohammedia, around 20 minutes north of Casablan-



ca. “After 15 years in Germany, of course it was not easy to leave the country. We did so with very mixed feelings. The move to Morocco was very stressful and exciting but now we've gotten used to being here. Our son loves his school and our daughter likes the kindergarten.”



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