

HOSCH *news*

The international HOSCH Magazine



- **Golden Module for HOSCH Polska**
Improved customer service
- **A Plus in Turnover and Profit**
Success stories in the HOSCH Family
- **Important for Its Image**
Recklinghausen is proud of HOSCH
- **Hairy Chins for a Good Cause**
“Movember” in Australia



Editorial

On the Value of Knowledge

Dear HOSCH Employees!

After human resources – this means you, our HOSCH employees – experience and knowledge are the most important resources of a successful company. The basic and ongoing training offered at HOSCH guarantees that the company's exceptional knowledge is available wherever it is needed and gives HOSCH a decisive edge.

Researchers assume that a company's knowledge doubles every few years. Knowledge is thus not static or fixed; it can be more aptly described as a dynamic process of development which includes and challenges every member of the workforce equally.

“More Knowledge Means Greater Success”: the title of the lead story in this issue of the HOSCH news also describes the culture of learning at HOSCH. The store of knowledge we have built up on technology, production, quality and service puts us in a unique and strong position to compete.

For all of the above reasons, we have further expanded our training program. Many articles in this issue show the extent to which the HOSCH Training Center in Recklinghausen is used by our employees – but also by our customers and partners.

Training therefore takes top priority at HOSCH. “HTP – HOSCH Training Program” is a formula for converting knowhow into success. Our in-house training program was created for just this reason. Training requires creativity and new ideas. The HTP brings together employees so that they can share and connect their knowledge. The curriculum of the HTP is the path we have to travel if we want to maintain – and continually improve – the high level of quality across the board that is valued so highly by our distributors and business partners. Approaching learning with a sense of responsibility (while not forgetting to have fun) is the only way to further increase our company's turnover and profits.

We wish you and your families – as well as all our customers and business partners – a Merry Christmas and a Healthy & Happy New Year 2012!

Yours sincerely,

Hans-Otto Schwarze
Hans-Otto Schwarze

E. Hell
Eckhard Hell

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More Knowledge Means Greater Success

A citation for increased turnover and service orientation even in tough times: the “Golden Module” goes to the Polish HOSCH company this year



A proud Krzysztof Lebioda holding the Golden Module under the Polish flag

Krzysztof Lebioda, Managing Director of HOSCH Polska, was awarded the “Golden Module” in 2011 for unflinchingly raising the company’s turnover, even under difficult circumstances. This is the second time since 2006 that Lebioda has received the coveted trophy from HOSCH-Fördertechnik GmbH, an international company with headquarters in Recklinghausen.

Lebioda accepted the Golden Module from Christoph Tesche, Treasurer of Recklinghausen, at the 26th International Management Meeting (IMM). The two-time award winner was appointed head of HOSCH Polska in 1998 by HOSCH Managing Director Eckhard Hell. At the IMM both Hell and HOSCH

Founder Hans-Otto Schwarze lauded Lebioda’s “exceptional achievements” in customer service and the continuing training of HOSCH employees. At the same meeting Cornelia Kill-Frech introduced herself to the worldwide HOSCH community. A practicing attorney and the daughter of HOSCH’s founder, Kill-Frech is a major HOSCH shareholder.

Worldwide standards

Both basic and continuing training at HOSCH are based on uniform HOSCH standards. Every new HOSCH employee worldwide has to work through a version of the training unit “Fit for HOSCH” tailored to his or her particular workplace. All versions of this unit are updated regularly. After this, the

employees broaden their knowledge of HOSCH products, customer orientation, communication and managerial conduct at the HOSCH Training Center in Recklinghausen. Schwarze explains: “Staying one step ahead in knowhow and expertise gives us a decisive competitive edge internationally. For this reason our goal is to achieve comparable qualifications for all HOSCH employees worldwide.”

Fit for HOSCH

Following this advice, Lebioda has been making himself “fit for HOSCH” since becoming Managing Director of HOSCH Techniki Transportowe Polska in 1999. The Polish outpost of HOSCH is located in Wroclaw in Lower Silesia and celebrated its tenth anniversary in 2008. With Lebioda at the helm, it has evolved into a prominent member of the HOSCH group.

Lebioda, who teaches part-time at the University of Wroclaw, likes to venture off the beaten path. He frequently invites customers and business associates on off-road tours with quads and 4WD vehicles. The day after such a tour, his guests are in the right frame of mind when he introduces them to HOSCH’s top-of-the-line HD scraper.


Power plants and coal mining

Lebioda’s ideas are successful: his team scooped the HOSCH award in 2006 after raising the company’s turnover by a considerable percentage. The scrapers sold by HOSCH Polska are used mainly in the power generation and coal mining industries. This cutting-edge technology “made in Recklinghausen” is in service in the coal-mining district of Belchatow near Lodz, one of the largest and most modern open-cast mining areas in the world with an estimated two billion tonnes of brown coal deposits.

Impressive Quality and Service

2010 was a very good year and 2011 will be even better: success stories from the HOSCH Group

Everyone knows you can't rest on your laurels. The success achieved by HOSCH in 2010, the best business year in the company's history, only motivates the company to set another record. However, as in every year of HOSCH history, we continued to grow. The figures released at the International Management Meeting (IMM) showed that HOSCH still has the wind at its back. HOSCH Managing Director Eckhard Hell greeted the managers of the HOSCH companies with the news that the company had achieved a satisfying increase in both turnover and profit. "2010 was a very good year," he said. "And all signs point to 2011 being even better!" He listed quality, service, training and customer orientation as the reasons for HOSCH's global success.

 **HOSCH Fördertechnik GmbH**
By acquiring a globally active group of companies as a customer, HOSCH Germany added one of the largest and most innovative cement and concrete manufacturers in the world to its customer base. The Swiss company has factories and offices in 70 countries, a total workforce of 80,000 and an annual turnover in the two-digit billion range. HOSCH scrapers were recently installed at one of Germany's most modern cement works; their performance is being followed with keen interest by the worldwide subsidiaries. Only recently the company in question purchased several old cement works – as well as building new ones – in Russia. A HOSCH employee visited the plants to assist our customer in optimizing the scraper systems. This visit paid off: HOSCH has already received the first orders for OEM equipment. As of July 1, 2011 HOSCH belongs to the group of "strategic suppliers" of one of the largest energy providers in Germany. Turnover from the tunnel construction sector has also risen substantially, thanks to our HD scraper and a cooperation with an OEM of tunnel conveyor

belt systems, back-up conveyors for tunnel boring machines and conveying systems for the mining and construction industry, the ports and harbor sector, and for all companies which have a lot to move.

HOSCH Austria

Founded in 2010, HOSCH Austria has already made a name for itself as an expert partner for companies in the bulk goods industry. Cement works, waste disposal and management companies and the largest open-cast ore mine in Central Europe ensure that HOSCH Austria's order books are full. At the open-cast iron mine, located in Styria, a type HD scraper got especially good reviews.

HOSCH Poland

2011 was also a good year for HOSCH Poland. Because they are ATEX-certified, our scrapers could also be used underground in hard-coal mines. As a result, we were able to install our products in new mines which had previously operated without HOSCH systems. HOSCH Polska, too, has profited from the sharp rise in the demand for steel recorded this year. HOSCH scrapers are now employed to a greater extent at various steel mills and several coking plants in Poland.

HOSCH Spain

This positive trend is also evident in Spain, where HOSCH Iberia has also been extremely successful in the steel industry. The global boom in this industry has generated increased demand for HOSCH belt-cleaning systems.

HOSCH Italy

In Italy, too, HOSCH keeps broadening its customer basis. Sometimes companies are not familiar with HOSCH products, are using products made by our competitors, and are dissatisfied with the cleaning results they produce. At a large coking plant where HOSCH sra-

pers were recently put into operation, the engineers were very impressed from the start by the high cleaning efficiency of the HOSCH equipment. A decision was made at short notice to replace all scrapers at the plant with HOSCH models.

HOSCH France

The steel boom has also given HOSCH France new momentum. At a large steel mill in southern France, HOSCH recently won out over one of its competitors. The reason: by using HOSCH products the customer was able to realize substantial savings in annual belt-cleaning costs. HOSCH has been equally successful in doing business with companies in French-speaking parts of Africa. At one of the world's largest manganese suppliers, for example, the operators are counting on HOSCH to increase the mine's capacity and lessen production outages due to damaged belt conveyors.

HOSCH Scandinavia

HOSCH Scandinavia has a chilling but heart-warming story to tell. At one of the largest open-cast copper mines in Europe, the engineers were fighting high wear on the outdoor belt conveyors caused by icing-up. HOSCH was able to help: in 2011 heated scrapers were installed for the first time at the mine. HOSCH scrapers with integrated heating elements are increasingly becoming state of the art for conveyor belts in cold countries. As a result, the demand for HOSCH equipment has displayed a gratifying rise.

HOSCH GB

HOSCH GB also reported sustainable success stories in 2011. Here, as everywhere else, the steel industry is booming. At a steel works in Wales, for example, the entire HOSCH product portfolio has now been installed for applications ranging from blast furnaces to sintering furnaces and coke ovens. The experts from HOSCH were also called in to optimize storage modalities.



The wide world of HOSCH: among those listening raptly to the HOSCH success stories at the IMM were James Stamelos, Peter Petzold, Cornelia Kill-Frech, Christoph Tesche (City of Recklinghausen), Hans-Otto Schwarze, Hella Pankoke and Johan de Koker (from left to right)

HOSCH GB is looking optimistically into the future since this upswing in business has given its service activities new momentum, too.



HOSCH do Brasil

For HOSCH do Brasil the excellent cooperation with Thyssen-Krupp's Brazilian subsidiary topped off the year's top success stories. When the flagship steel plant near Rio de Janeiro needed to optimize its belt conveyor systems, it asked the engineers at HOSCH do Brasil for advice and assistance. As its first proposed solution, the HOSCH team installed tracker rollers right away. After only 24 hours of trial operation, the customer was so impressed by the HOSCH equipment that it immediately ordered additional tracker rollers.



HOSCH Company, USA

For HOSCH Company the technical highlight of 2011 was undoubtedly the breakthrough of the 10-km-long Niagara Tunnel, where HOSCH scrapers operating under the most difficult service conditions ensured that tunneling work proceeded smoothly. From the start the performance of the HOSCH engineers – and of the scrapers, too, of course – was praised in the most glowing terms by the firm building the tunnel. A state-of-the-art coking plant

which commenced operation in the fall is now also relying on HOSCH quality. Here again the focus is on clean belt conveyor belts so that the increased demand for HOSCH products in the U.S. steel industry can be met.



HOSCH International, Australia

Not everything that glitters is gold. Nevertheless, the gold business is shining very brightly worldwide at the moment. The price of gold has soared worldwide and triggered a boom in Australia among other locations. One of the youngest gold and copper mines in Australia is high on HOSCH International's list of customers. Reliable cleaning of the larger belt conveyors at the mine is one of the central challenges posed by the project "35+," with which the mine operator wants to boost mining output to 35 million tonnes per year. This is the reason HOSCH International deployed one of its own engineers to the site to develop and implement solutions for optimizing the belt conveyors hand in hand with the customer.



HOSCH India

HOSCH India has experienced vigorous growth for years and is now profiting from the increase in energy requirements worldwide. Exploding service and repair costs for the numerous scrapers

on the many belt conveyors in operation at a coking plant at Haldia in West Bengal caused the plant operator to look for new solutions. Seizing this opportunity, HOSCH India successively replaced the majority of the non-HOSCH products with HOSCH systems. All non-HOSCH products will be replaced by the end of 2011. In addition, the company signed a supply contract with HOSCH for spare parts.



HOSCH South Africa

Thirty years later, HOSCH South Africa is as committed as on day one. In 2011 this company was again given top marks on the Cape. The oldest HOSCH subsidiary is continuously working to improve customer service so that it can meet customer requirements even better. It increased the number of service teams by nearly 20% during the first six months of 2011 alone. HOSCH South Africa also earned points in the OEM sector and was able to extend service agreements with major suppliers and plant operators for several years.



Christoph Tesche's (left) words of praise were well received by Eckhard Hell, Hans-Otto Schwarze, Cornelia Kill-Frech and Krzysztof Lebioda (from right to left)

Recklinghausen Is Proud of HOSCH

“We create a positive economic climate for the companies in the region:” an extract from the speech given by Recklinghausen’s Treasurer Christoph Tesche at the awarding of the “Golden Module 2011”

“Recklinghausen is proud to be the home of a company with such great international success as HOSCH Fördertechnik,” said Christoph Tesche, Treasurer of Recklinghausen, at the awarding of the “Golden Module 2011” to HOSCH Polska. Addressing the assembled international guests and HOSCH top management, the 42-year-old public official said he was continuing the long-standing tradition whereby a high-ranking local official attends the awards ceremony at HOSCH. “It’s a nice gesture and symbolic of the good relationship between HOSCH and the city of Recklinghausen.”

According to Tesche, the city’s finances had been healthy until 2001 but had deteriorated steadily since then. He related that Recklinghausen has developed very positively despite the crisis. He added that this fact could hardly have escaped those in the audience who regularly came to this city to visit

HOSCH. He cited highlights such as “Recklinghausen Illuminated” and the new Arcades shopping center. He was especially enthusiastic about the Arcades, which he said embodied innovative urban planning and would enhance Recklinghausen’s reputation as a good place to shop. Not surprisingly, the social program at the IMM included a visit to “Recklinghausen Illuminated” and “late night shopping.”

Hans-Otto Schwarze: an exceptional entrepreneurial personality

A factor that was especially important for the city’s image, Tesche emphasized, was the presence of successful companies such as HOSCH Fördertechnik. From the idea that sparked the founding of HOSCH by Hans-Otto Schwarze 36 years ago, the HOSCH principle has developed and evolved into a success story with positive effects for Germany, Europe and the entire world. Tesche said this success can be credited largely

to the exceptional entrepreneurial ability of Hans-Otto Schwarze and his unswerving dedication to his life’s work.

Creating conditions for success

In his speech, Tesche said that “people in Recklinghausen know far too little about the outstanding companies active in our city”. The city and its business promotion organizations were called upon, he said, to change this and create better conditions for business. A first step in this direction, he said, was an ad campaign giving companies a chance to present themselves on large screens in the city – an opportunity HOSCH seized last year. Summing up, Tesche said: “We do a lot to create a positive economic climate. Our goal is to promote your company with all the means at our disposal so that HOSCH can continue to be as successful on the global stage as it has been to date”.

A Rock-Solid Concept for Success

HOSCH took part in this unique building material trade fair at “steinexpo 2011”

Today trade fairs are held at all kinds of locations, even in a quarry. HOSCH, of course, was present at the international demonstration exhibition steinexpo 2011 held from Aug. 31 – Sept. 3 in Homberg/Nieder-Ofleiden in Upper Hesse, about 80 kilometers from Frankfurt am Main.

The steinexpo describes itself as the largest demonstration exhibition of its kind worldwide. Europe’s largest basalt quarry served as an impressive stage for the practical live demonstrations of machinery and equipment. These demonstrations make the steinexpo a “reality show” that acts like a magnet attracting exhibitors and visitors alike. Held for the eighth time this year, the steinexpo offers a change of pace from traditional trade fair scenarios and is a valuable addition to the international portfolio of events for the construction and building material industry.

On the four days of the fair, 250 well-known exhibitors demonstrated the high performance of their products in realistic live demonstrations. These demonstrations, in particular, made a lasting impression on the trade fair visitors. The large tents integrated into the trade fair grounds offered companies from the service and other specialist areas the perfect platform for presenting their products and services.

➔ Debriefing

Detlef Domke von Bichowski was at the steinexpo from start to finish. We asked him for his impressions of this unusual trade fair.

What gives the steinexpo its special flair?

This was HOSCH’s fourth time at the steinexpo. This show is held outdoors in the middle of a quarry, with noisy bulldozers and moving belt conveyors, and has a very special atmosphere. At the live demonstrations the quality of the exhibited products can be demonstrated directly to interested customers.

What did HOSCH present in Nieder-Ofleiden?

Our complete scraper program and skirt system.

And HOSCH’s business success at the steinexpo?

I would describe this as highly satisfactory. We acquired several new customers who approached us directly at the show. I am especially happy to report that on two days of the fair Eddie Presh, Sales Director of HOSCH GB, gave us some support.

Inside and outside: the HOSCH stand was one of the most popular gathering places at the steinexpo 2011



+++ HOSCH Personnel Ticker +++



Sarah and Martin Wiedemann tied the knot on October 1, 2011. Both the civil and church ceremony took place in the Wiedemann's home town of Olfen. Martin Wiedemann has been working as a service technician for the company's headquarters in Recklinghausen for the last three years.



After being an item for the last twelve years, Gerardo Fericola of HOSCH Italia and Michaela Russo celebrated a picture book wedding in the beautiful Chiesa Santa Maria delle Grazie on September 3 in their hometown of Buccino, which has 5,000 inhabitants and belongs to the province of Salerno in the Campania region. The party venue was not lacking in style, either:

the celebration with family and friends was held in a villa from the 11th century, also in Buccino. For their honeymoon, the happy couple travelled to Vietnam, Singapore and Cambodia before returning to the town where they grew up as children together.



Clayton McCarthy of HOSCH International in Australia and his wife Celia Philipou are excited about the birth of their firstborn on May 22. Their son, Elias Charlie, took his first breath at 2:26 p.m. "I will certainly never forget that wonderful moment when I first caught a glimpse of my son. Too bad the little one did not hurry up – he could have been born

at 2:22 p.m. on May 22," says McCarthy with a big humorous grin. Elias Charlie weighed 3,600 grams at birth and will guarantee his parents quite a few short nights. Clayton McCarthy and his wife share a relaxed attitude toward this new prospect: "I pretty much expect less sleep for the next thirteen years and, if I give it more thought, probably not much more from age fourteen on, either," says the happy father.



Erwin Vogelzangs, who works in sales and service for HOSCH in the Netherlands and Belgium, and his wife Marielle are in high spirits over the birth of their daughter Lieke.

Firstborn Maud is thrilled to have some lively company in the nursery since June 20, 2011. The family of four lives in the municipality of Venray in the province of Limburg.

ray in the province of Limburg.



On July 19, 2011 HOSCH employee Andy Lizak died suddenly and unexpectedly in his sleep at age 56. Lizak, who worked for HOSCH Company in the U.S. for 15 years, is described as a man who loved his work. David Winslow, head of HOSCH Company, said: "Andy was a positive person who was very proud of his work.

Because of his many outstanding traits, including reliability and dedication to his duties at HOSCH, Andy Lizak will forever remain an inspiration for the entire HOSCH community."



Peter Petzold, originally from Dresden in Germany, has been head of HOSCH do Brasil since 2005. His parents finally flew in from Dresden this summer to see for themselves where their son lives and works.

Peter was the perfect guide, showing his parents the office and the warehouse. Afterwards, the tour led to HOSCH's biggest customer in Brazil –

CSN Casa de Pedra, where 120 HOSCH scrapers are installed. Petzold's parents were quite impressed to observe the faultless operation of the HD scrapers on the belt conveyers. After a chat with the five HOSCH employees working at CSN, they enjoyed lunch in the firm's cafeteria. The drive back to Belo Horizonte was also quite an experience for the Petzold family. "A 100-km car trip in Brazil is an adventure!" commented Peter Petzold.



Happy hunters: twin brothers Anders und Mikael (right) Samuelsson and the wild boars they bagged

A New Approach to Customer Care

Mixing business with pleasure comes naturally to Jari Iversen, Head of HOSCH Scandinavia. Iversen is an avid hunter and regularly takes customers along on hunting trips. On his last trip in mid-October, he set off into the Luneburg Heath on a hunting trip with the twin brothers Anders and Mikael Samuelsson from MBM in Sweden and Willi Spiekermann. Spiekermann is the

“most significant other” of HOSCH management assistant Hella Pankoke, who organized every detail of the trip perfectly. Lady Luck was with the hunters: on their first day out they bagged three wild boars. On other hunting expeditions, Iversen has taken customers moose-hunting in Sweden and deer-hunting in the Haard, a forest area near Recklinghausen.

IMM: Who Was There

The world met at HOSCH! The managing directors of HOSCH companies on five continents came to Recklinghausen for the International Management Meeting. The illustrious group included: Sandip Kumar De (HOSCH India), Johan de Koker (HOSCH South Africa), Mario Del Pezzo (HOSCH Italy), Jari Iversen (HOSCH Scandinavia), Krzysztof Lebioda (HOSCH Poland), David Patterson (HOSCH Great Britain), Peter Petzold (HOSCH Brazil), James Stamelos (HOSCH Australia), Claude Trumpf (HOSCH France), Cesar Vigo (HOSCH Spain) and David Winslow (HOSCH USA).

Service Anniversaries at HOSCH Headquarters

25 years:
Michel van den Biggelaar



Each 20 years:
Annegret Weiher
Hans Niegot
Jürgen Göllnitz



Each 10 years:
Martin Kiel
Jari Iversen
Sabine Jakobuß



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Protection Against Accidents at Work

DQS certifies two HOSCH companies in the area of occupational health and safety

Countless work accidents occur worldwide each year. These accidents are a shock for those involved – and a cause for alarm at the affected companies because of the costs due to lost working time. For this reason, more and more companies are introducing occupational health and safety management systems – including of course HOSCH-Fördertechnik GmbH.

At HOSCH occupational health and safety has always been viewed as the responsibility of management as part of its efforts to protect the company's employees and to serve as role models. Since June 20, 2011 HOSCH has been officially certified in this area.

The objective assessment was performed by DQS GmbH, which describes itself on its website as “an independent and



The official OH&S certificate issued to HOSCH Fördertechnik

competent management partner”. The certifications issued by DQS GmbH, a company headquartered in Frankfurt/Main, are based on “about 100 approved norms and technical or industry-specific standards”. For the HOSCH companies in Recklinghausen and Altenburg, DQS certified the occupational health and safety management systems in place in the sales sector and for the installation, servicing and maintenance of belt conveyor cleaning, tracking and sealing systems in conformance with BS OHSAS 18001:2007.

Incidentally, companies in the chemical and oil industries have taken the lead in applying BS OHSAS 18001. Up to March 2009 DQS certified 770 management systems in accordance with this standard. HOSCH's OH&S certificate is valid internationally.

Even Engineers Need to Keep Learning

Lünen design office deeply impressed by HOSCH products



Detlef Domke von Bichowski in front of a screen

HOSCH Fördertechnik GmbH started a new chapter in the history of its training program in July 2011. For the first time, a “middle man” – and not a HOSCH customer – was trained directly at HOSCH quarters in Recklinghausen.

Detlef Domke von Bichowski and Jürgen Ziegler welcomed two engineers from the engineering firm RCE GmbH in Lünen to the HTC. The two engineers had been invited because of RCE's portfolio as a company carrying out overall engineering

planning and design. “RCE is active worldwide and designs materials handling equipment for its customers,” explained Domke von Bichowski.

RCE's customers include Dillinger Hütte GTS in the Saar, by its own account “Europe's leading heavy plate producer” (See Infobox). At the Hosch Training Center the installation of scraper systems was simulated on PCs and projected on the wall with a beamer for the company. “Using real-life examples, we developed the best solutions for the installation of a wide range of scrapers together with the engineers,” related Domke von Bichowski. “Later RCE incorporated these scraper systems in its planning and design work for its customers.”

On what was an extremely successful day for HOSCH, Domke von Bichowski and Ziegler laid the cornerstone for further productive collaboration: After such

a thorough training, the designers of this engineering company will be much better in planning the installation of HOSCH scrapers.

→ Info

Dillinger Hütte, founded in 1685, is the oldest stock corporation in Germany and one of the companies with the richest tradition in Europe. Today metal plate made by Dillinger Hütte is used in numerous projects worldwide. Whether in steel bridges or sky-scrapers, in offshore projects or in oil and gas pipelines spanning continents, steel plate from the Dillinger Hütte meets a wide range of different requirements and can be used even under the most difficult conditions. The workforce of the corporate group now numbers 5,000.

Movember Makes Beards Grow

HOSCH International in Australia is active against prostate cancer and depression

When Australian men start growing beards and moustaches, they are preparing for “Movember.” On November first of each year, this initiative creates attention and raises money for male health issues such as prostate cancer and depression.



HOSCH International’s members of the “strong sex” joined the health campaign as a team and checked in as “moustache brothers” at www.movember.com. When the campaign started, they were still clean shaven. James Stamelos (photo), head of HOSCH International, said:

“Movember is a great contribution to educational work in the health sector and also a lot of fun. HOSCH Australia has really profited from the event. We have grown together as a team – a great experience.”

Facial hair grew for an entire month at HOSCH. Beards and moustaches were groomed and styled in an attempt to win the race of moustache mastery. Sponsors were acquired with the

eager support of the “moustache sisters,” who supported their husbands’ cause by raising donations. Male health received a lot of media attention when the moustache sisters explained the reasons for their partners’ new look and, in the course of the campaign, turned into ambassadors for this frequently neglected topic.

The event culminated in a barbecue and photo appointment to celebrate growth – both of facial hair and donation money. Rewards were given for the most handsome moustache and the highest donation sum, which was then rounded upwards by HOSCH International.



Hairy guys: HOSCH men taking part in the “Movember” campaign against prostate cancer and depression

Training with VIPs

Laurent Elsensohn from Marseille was impressed by the C4: “It’s really heavy”



Showing off their certificates: Laurent Elsensohn (left) and Alain Glorieux

The IMM 2011 was not the only occasion on which the spotlight was on training at HOSCH. The HOSCH companies around the world repeatedly use the HTP to explain the features and functions of all the HOSCH products to their customers.

In late June 2011 Claude Trumpf of HOSCH France booked the training center at HOSCH headquarters for two “very important persons”: Alain Glorieux, an independent entrepreneur in Marseille assigned to the HOSCH customer ArcelorMittal Méditerranée, and Laurent Elsensohn, manager of Sud Racleurs, a company entrusted with the installation and servicing of HOSCH scrapers in southern France. ArcelorMittal Méditerranée is the biggest steel factory in France. Sud Racleurs, founded in the year 2011, is involved mainly in the mining and utilization of metals in the sector of industrial mechanics.

The two men received training in the installation of different types of HOSCH scrapers, like the C1 and C4. Elsensohn was especially impressed by the weight of the C4 module, commenting that “It’s really heavy!” Summing up, Trumpf called the training days “very instructive and work-intensive.” He hopes that the HTP guests, who had already used HOSCH products with great success during the unloading of ships or on belt conveyors for blast furnaces, will now be able to plan and install HOSCH scrapers even better.

Lavish Praise for HOSCH Training

Cooperation with Swedish mining and steelmaking companies intensified



The November-crew: Johann Olsson, Ronny Brun, Jan Johansson, Roger Nordström and Roland Eriksson (back, from left to right) and Anders Larsson, Jari Iversen and Carl Andersson (front, from left to right)

“The best study program I have ever taken part in!” This was how Ronny Brun from LKAB, a Swedish mining company located in Lulea Harbour, expressed his appreciation of Jari Iversen for doing such a super job of organizing the training program for Brun and several other Scandinavians at the HOSCH Training Center in Recklinghausen in early November.

The idea for the Swedes’ visit to Recklinghausen was born a year ago. At the seminar Nordic Bulk Conveying 2010 in Lulea, it was decided that suppliers like HOSCH and end customers should become better acquainted in the future. For this reason, Jari Iversen and Johann Olsson (LBM, Sweden) reached an agreement that end customers like Boliden AB, Aitik (copper mine of Boliden AB), SSAB

(steel corporation) and LKAB (mining company) would send employees to Recklinghausen for training in 2011 and 2012. At that time Olsson stated: “I am firmly convinced that these visits will strengthen our cooperation.”

This plan was promptly put into action. At the end of March representatives of Boliden AB, a large Swedish mining company specialized in the mining of gold, silver, copper, lead and zinc, took the first step. This was followed in November by the training of employees of the companies LBM, SSAB und LKAB. As part of the “study program,” the Scandinavians observed HOSCH scrapers in operation at Thyssen in Duisburg. Jari Iversen is already making plans: “Next year I want to bring more employees from LKAB to Recklinghausen”.

The Scandinavian participants in the training held at HOSCH in November 2011 were: Johan Olsson (LBM), Roger Nordström (LBM), Carl Andersson (LBM), Jan Johansson (SSAB), Roland Eriksson (SSAB), Anders Larsson (SSAB) and Ronny Brun (LKAB).

“Award” for Special Achievements

HOSCH India regularly selects an “employee of the month”

“Praise from colleagues motivates employees and leads to better performance.” HOSCH India has taken this sentence to heart. It regularly singles out an “employee of the month” with a monetary reward and not just a friendly handshake!

The award consists of a certificate and 2,500 rupees (about 36 euros). Studies on work performance show that employees whose work is honored feel motivated to do their very best. Even top performers work better with the prospect of an award for their work to look forward to.

HOSCH India rewards employees whose work performance is excellent both qualitatively and quantitatively. Employees use the ESIS software (Equipment Status Information System) for their daily reporting. This system allows dedicated and ambitious employees to collect bonus points every day. Manoj Kumar, for example, took advantage of this system and was rewarded with the title “employee of the month” in October 2011.

Sandip Kumar De, head of HOSCH India, always combines the awards ceremony with a small party afterwards .



There were opportunities for dancing at the awards ceremony

The resulting festivities do almost as much as the award to boost team spirit at HOSCH India.

13 Weeks Shoulder on Shoulder

Partnership with TTM Chile: customer visits, installations and training courses



The training guests informed themselves at first hand at the Hambach Open-Cast Mines

The alliance between HOSCH and TTM Chile has already generated a flurry of activities this year. TTM has worked in the bulk goods industry for over 30 years and has excellent contacts in South America.

The ink was hardly dry on the official partnership agreement signed in mid-January at TTM's headquarters in Santiago when the first joint activities started. The first training courses were held in January in the Chilean capital; the

first scraper installations took place soon afterwards. "For more than 13 weeks," reported Giancarlo Leombruno, "HOSCH employees worked shoulder on shoulder with employees of TTM". Visits to customers, the installation of a wide variety of scrapers and – most importantly – training courses filled the partnership with life. TTM employees spent four weeks in Recklinghausen – two in February and two in November. In June Thomas Legner trained TTM's technicians "on site" in Iquique in

northern Chile, the location of TTM's largest division.

Hambach Open-Cast Mines

The training courses held in Recklinghausen in November included a brief visit to Hambach. The open-cast mines in Hambach are located in the heart of the Rhenish brown coal district. Under a field covering 85 square kilometers, 2.5 billion tonnes of brown coal are found in deposits as far down as 450 meters. Numerous C4 and HD04 scrapers – types also intended for the Chilean market – are in service here. Apart from Ricardo Döring, coordinator of distribution activities for HOSCH components, Juan Ignacio Campoo (OEM for new construction) and Eric Padilla (head of the HOSCH office in Iquique) informed themselves about the faultless operation of HOSCH products.

Within the scope of its alliance with TTM, which also extends to Peru and Bolivia, HOSCH plans to become involved in additional business areas in South America. An especially promising project is the world's largest copper mine in Chuquicmata Codelco; here various carryback measurements have already been performed prior to the installation of HOSCH equipment.



The HOSCH stand at the trade fair in Jakarta

New Customers Gained

HOSCH's successful appearance at the Indonesian Mining Expo in Indonesia

At the Indonesian Mining Expo 2011 held in Jakarta from Sept. 21-24, HOSCH International shared a stand with its distributor PT Patria Bima. The teeming capital of the Republic of Indonesia located on the northwest coast of Java provided a fascinating backdrop for the show.

HOSCH's participation in the Mining Expo was organized by Kelsey Lynch from HOSCH International, who pro-

vided this résumé: "The Mining Expo was very successful from our point of view. We saw all our important customers from Indonesia. The demand for HD and C3 type scrapers in particular was quite lively".

Not only existing customers were impressed by the HOSCH products; the company also gained several new customers. Lynch related: "We will be delivering type C scrapers to additional sites".

HOSCH Training in Malaysia

MCIE improves its service for major customers in Malaysia. New contracts



Training in Malaysia: Thomas Legner with employees of our distribution partner MCIE

In Malaysia's booming "tiger economy," HOSCH has found a good partner in the company Malaysian Coal Integrated Engineering Service Sdn Bhd (MCIE). A service company founded in 2005, MCIE is specialized in consulting, support and service activities for material handling systems at power plants and in the chemical industry. The company has been exceptionally successful this year, thanks to several training sessions and visits.

In the past there had repeatedly been questions concerning the installation and servicing of scrapers, which MCIE had been confronted with by most important customers. Thanks to two HOSCH training sessions led by Thomas Legner in January and July 2011, several visits by Giancarlo Leombruno, and various activities mounted by the distribution partner MCIE, the questions could be answered and the customers were impressed by the improved service.

With this training under its belt, MCIE has since signed two new contracts with two major power plants in Malaysia. These contracts stipulate that MCIE and HOSCH will jointly look after the many installed scrapers. The team of 120 employees is now looking optimistically into the future.

➔ Debriefing

The July seminar took place at the Pulau Springs Resort Johor Bahru and was hosted by Mohamad Azmi Jomri, Managing Director of MCIE. The 25 seminar participants, most of them from maintenance, received training from Thomas Legner. His summary of the five days in Malaysia: "An excellent seminar on a high technical level. The concept – nuts-and-bolts instead of a sales presentation – went down well with the participants. Visits to two major power plants topped off the program. Mohamad Azmi Jomri is toying with the idea of repeating this seminar in 2012 – either in Malaysia or Germany."

"Solids" in Rotterdam

The decision makers of the bulk material industry got together at the "Solid"



Giancarlo Leombruno looked after the HOSCH stand at the trade fair in Rotterdam

Taking part at the "Solids", a trade fair in Rotterdam devoted to technologies for powder, granular and bulk solids, was an absolute "must do" for HOSCH.

On October 5 and 6, the HOSCH team (with Giancarlo Leombruno und Erwin Vogelzangs) briefed trade visitors on the company's products. The "Solids" attracts all the major suppliers of solutions and tools for the sectors of machinery construction and process engineering; mixing and metering; safety and environment; separating, sieving, screening and filtering; storage and

transport; and measuring and controlling to the Dutch metropolis. Industry insiders say the "Solids" is a good platform on which exhibitors can present strategic information on the latest technologies, products and services to the decision-makers in the bulk goods industries.

Summing up, Leombruno said that HOSCH's appearance at the show was "100 % successful with positive results such as requests for offers, appointments for site visits and trial installations of HOSCH equipment."

Sport's Right at Home at HOSCH

At HOSCH the playing field is as international as the work force but full of similarities



Sport is a universal preoccupation that increases health and fitness in people of all ages and connects people in different countries and cultures. Many national governments designate one sport that best represents their country as the national sport. This sport typically has a long tradition and is part of the national identity. Apart from national sports, there are also mass-participation sports. We have made a list of the national sports in the countries in which HOSCH is represented.

Australia: Australian Football is the national sport of the Aussies. The sport was developed in 1858 to keep cricket players fit in the winter. It is now played professionally by the Australian Football League.

India: Hockey is the national sport. India won eight Olympic gold medals in

hockey between 1928 and 1956 and the country has one of the world's best teams. But the population prefers to play cricket.

Greece: Weight-lifting was originally the Greek national sport. Since the Greek soccer team won the European Cup in 2004, soccer mania has prevailed. The original Olympic Games were held in Greece; today the Olympic Torch is ignited here.

Austria: All the winter sports are at home in the Alpine republic. Every 12th Austrian owns a set of skis. The enthusiasm for skiing is rivaled only by the soccer madness that strikes every summer.

USA: The United States have four national sports: American Football, baseball, basketball and ice hockey. The U.S. teams are always strong contenders for the North American championships.

Switzerland: The Swiss national sport is

actually "Swiss wrestling" or "Schwingen." However, skiing has been immensely popular since the 19th century.

Soccer connects countries

England is where the professional structures of soccer developed. Soccer is – not surprisingly – the national sport. However, rugby and cricket are also very popular.

Brazil is where soccer is both a national sport and a sport for the masses. The most successful national team is at home here. For children living in the favelas, soccer is a way to rise out of poverty.

France is where the Équipe Tricolore is adored or deplored – depending on whether it wins or loses. In this country marked by great cultural, ethnic and regional diversity, soccer is a flag everyone can rally round. However, the rugby team is one of the world's best and the Tour de France knows no equal.

Germany is a great soccer nation. Teams are sponsored by clubs, schools or neighborhoods but the goal is always the same: "putting the round thing into the square thing."

Italy is the home of the world's best-loved soccer clubs. However, the Italians are also crazy about automobile and bicycle racing.

Spain has what are surely the world's best-known soccer teams. In the Basque region, however, the national sport is pelota, a sport similar to squash.

Poland is rich in lakes and the Poles love water sports. Soccer, however, is the national sport.

South Africa is where, during apartheid, the white population played rugby and the black population soccer. Today soccer is the national sport loved by all.



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