

HOSCH *news*

The International HOSCH Magazine



- **“Grand Opening” in Perth**
Champagne corks pop at HOSCH International
- **HOSCH Asia in the Pipeline**
HQ will be in Kuala Lumpur

- **Visitors from 44 Countries**
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- **“Head west, young man!”**
HOSCH Company keeps expanding



Editorial

HOSCH Stays Right on Course

Dear Employees,

This year again HOSCH will hold consistently to its charted course of bolstering and expanding its position as the world leader in belt cleaning. Quality, service and a close relationship to our customers: these are the key elements of the HOSCH corporate philosophy. The HOSCH Training Program serves as the starting point for our efforts to put the HOSCH philosophy into practice on all five continents and in this way secure all the jobs in the HOSCH Group. The impressive “Grand Opening” of HOSCH International in Perth was a clear signal to the world and a symbol of what we have achieved. However, HOSCH’s steady growth on the Eastern European markets and the expansion of our activities in Asia are equally remarkable.

The economic trend evident in large areas of Europe gives us ample food for thought. The global economy has shifted its center of gravity markedly toward Asia. We have been working successfully in this region for quite some time – through our high-performing partner HOSCH India and via the business activities of HOSCH International and our distributors in Asia. By founding a new HOSCH company in Kuala Lumpur – HOSCH Asia –, moreover, we are pursuing the goal of bringing our company, with its excellent reputation as a specialist for efficient conveyor belt cleaning, to the other ASEAN states as well. The challenge we now face is to find suitable personnel with outstanding intercultural skills enabling us to exploit the enormous potential of these markets and to achieve the sustainable success we are striving for.

We wish you and your families, as well as all our customers and business partners, a wonderful summer and a happy and successful second half of 2013.

Yours sincerely,

Hans-Otto Schwarze

Eckhard Hell

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An Attractive Domicile in Australia

HOSCH International holds a “Grand Opening” to present its new headquarters in Perth

Spacious rooms bathed in light, gleaming marble floors and sophisticated furniture: the new headquarters of HOSCH International in Perth is a real jewel from the façade to the technical infrastructure. On the occasion of the festive “Grand Opening” in April the invited guests – including high-ranking representatives from politics and industry – were given a first glimpse behind the panorama windows and a chance to explore the building. The new facilities include a production area covering several thousand square meters and equipped with two cranes, which make work a lot easier for the HOSCH employees. Heavy-duty vehicles, i.e. trucks, can drive directly into the area.

HOSCH Managing Director Eckhard Hell from HOSCH Head Office in Germany seized this opportunity to travel to the other end of the world and to personally congratulate the team of HOSCH International. In his festive address he conveyed the best wishes of HOSCH founder Hans-Otto Schwarze before expressing his very special gratitude to James Stamelos, General Manager of HOSCH International. “It was James who found this building through sheer

persistence and James who turned it into a real eye-catcher with his strong commitment and excellent taste!” he said. “The new headquarters demonstrate the success HOSCH International has achieved in recent years.” In a less serious vein, Mr. Hell remarked that “Our employees in Germany have dubbed the new headquarters in Australia ‘the marble palace.’” This is because the building’s owner – a marble merchant – incorporated large amounts of this luxurious material in the building. The new office and warehouse buildings were designed 12 years ago by the world-famous architect Harry Seidler (as already reported in the HOSCH news), who also designed the first office skyscraper in Sydney, the “Australia Square”, and one of the highest and most modern residential complexes in Vienna, the “Hochhaus Neue Donau”.

High-carat guest list

The “Grand Opening” was the first time the new building was shown to the



The design of the reception area is a real eye-catcher in the new HOSCH building.

public with its new design. Besides the German HOSCH management, Mayor David Boothman, Deputy Minister Dr. Kim Hames and Liza Harvey – as well as employees, distributors and customers of HOSCH International – accepted the invitation to the event. While canapés were served to the strains of a string quartet, the guests took advantage of the opportunity to talk to the HOSCH employees and the guest speakers or to join one of the guided tours of the building. The festive evening was topped off by a dessert buffet with sweet confections sporting the HOSCH logo.

Scene at the “Grand Opening” (from left): James Stamelos, Marisa Akamatis and Eckhard Hell.



Designer Sculpture

The “Grand Opening” was hosted by Marisa Akamatis and lasted three hours. Additionally to Eckhard Hell, the event had an elaborate group of speakers including James Stamelos, David Boothman (Mayor of Perth-Stirling), and Dr. Kim Hames (Minister for Health and Tourism).

Eckhard Hell of course did not arrive in Australia empty-handed. Following his opening speech, he presented the HOSCH International team with a specially engraved designer sculpture made of glass. The gift was highly appreciated by the colleagues in “Down Under”.

From Continent to Continent

Eckhard Hell travels from Australia to Malaysia

There is a lot to do – and we are tackling it! This (slightly adapted) quotation aptly describes the two-week business trip recently made by HOSCH Managing Director Eckhard Hell to Australia and Asia.

Mr. Hell's itinerary in "Down Under" included the "Grand Opening" of the new headquarters of HOSCH International (see main text) and a brief visit to a gold mine in Boddington, a town about 120 kilometers southeast of Perth in the state of Western Australia. HOSCH's plans for expansion on the immense Australian continent are not limited to the western part of the country, however: the company already has started to employ people in Queensland in Eastern Australia.

From Australia Eckhard Hell travelled to Malaysia, where he exchanged views with Mohamad Azmi Jomri, Head of our distributor MCIE. He came away from these conversations with an extremely positive picture of the education and technical know-how of the MCIE employees. He was equally impressed by the capital city, which looked attractive and very modern. Besides the national language of Bahasa English was spoken nearly everywhere. Visitors from the Western hemisphere are always surprised at the extraordinary courtesy and friendliness of the people, which is the typical way of dealing with each other in most of Asia. Kuala Lumpur with its roughly 1.5 million inhabitants, in many respects compares favorably with the not too distant metropolis of Singapore.

Indonesia

Neighboring Indonesia, the largest island state in the world with about 240 million inhabitants, is also a highly interesting market for HOSCH, owing to its large raw material deposits. As compared to Malaysia, however, the conditions are different. Bahasa is the national language in Indonesia; English is not so widely spread yet. HOSCH will take up the challenge to have the in-house training program translated into Bahasa and to rely more on visualization. So the HOSCH technology will come across vividly to our future employees and distributors in Indonesia.

Another major task for HOSCH is the logistics in a country made up of 13,677 islands and stretching across a length of about 5,100 kilometers. The support of a skilled logistics partner is required when organizing the transport of material. Warehousing must be organized in such a way that despite long distances the customers will receive their consignments within a short period of time. Dr. Mark Macqueen, an engineer who has lived in Malaysia for many years and has excellent contacts in Asia, joined the HOSCH team as of June 1. Together with Robert Steiner Dr. Macqueen will be in charge of developing HOSCH Asia. In the next few issues of the HOSCH news we are going to report on the progress of our new company in Asia.

Summing-up after the two-week trip: both Australia and Asia are economic areas characterized by movement and high growth. HOSCH will participate in this positive development.



Born in Australia – Raised in Austria

Dr. Mark Macqueen will help build up HOSCH Asia with HQ in Kuala Lumpur

High-caliber reinforcement for the HOSCH Group: as of 1 June 2013 Dr. Mark Macqueen will be working for HOSCH developing the new company HOSCH Asia.

The 49-year-old engineer was born in Australia but grew up in Austria. Here he studied mining and mining economics and later completed his doctorate in process engineering. He has already been working in Asia in a managerial capacity for several years. Macqueen is living in Kuala Lumpur, the capital of Malaysia and the country's second largest city with a population of about 1.5 million. The majority of those who live and work in the city are Chinese (52 %) and Malays (39 %).

Dr. Mark Macqueen is already very fa-



miliar with the ASEAN economic region and is therefore an excellent choice to head the new HOSCH company in Asia.

Master Craftsman's Certificate at Age 47

Maik Jähmig from HOSCH Austria Goes Back to School

Burning the midnight oil after work and on weekends paid off in the end. In February Maik Jähmig passed the examination in Klagenfurt, Austria, qualifying him for the title of "Commercial Manager."

This examination is administered in accordance with the Austrian Industrial Code (Gewerbeordnung) and is roughly equivalent to the master craftsman's examination in Germany. Passing is a prerequisite for carrying out certain service and maintenance activities.

The 47-year-old employee of HOSCH Austria GmbH located in Techelsberg

on Wörthersee will now be able to assist Eckhard Hell and Detlef Domke von Bichowski on the commercial front – a development that will boost HOSCH's already strong position on the Austrian market.

Maik Jähmig had 20 years' experience in installation and service when he enrolled in the 70-hour course to expand his commercial knowledge. The topics covered included customer orientation, price calculations and cost accounting, industrial health and safety, and the art of drawing up a business plan.

HOSCH Asia is planned to be headquartered in the megacity Kuala Lumpur.
Photo: Katharina Wieland Müller / pixelio.de

Visitors From All Over the World Come to HOSCH

Visitors from 44 countries flocked to our stand at the “bauma 2013” trade show in Munich

For just over a week in mid-April, hall B2 stand 422 was home to HOSCH-Fördertechnik GmbH at the “bauma 2013,” the world’s most important trade show for construction machinery, building material machines, mining machines, construction vehicles and construction equipment. Every three years the entire sector meets at the Munich Trade Fair Centre – and HOSCH has its open and inviting stand right in the middle.

The stand covered quite some square meters where the team headed by Detlef Domke von Bichowski presented the tried-and-tested C series scrapers, a range of prescrapers and scrapers, tracker rollers and sealing systems, along with the head pulley scraper type HD. Guests from 44 (!) countries turned up to find out about the functionality, durability and innovation embodied by HOSCH’s products. The fact that they can also be deployed under the harshest conditions and on all conveyor belts in the world was shown, for example, by a video demonstration of a C4 scraper installed at a large belt conveyor system. “Over the whole week we recorded several hundred visitors, most of whom came in groups of three or five,” says Detlef Domke von Bichowski with satisfaction, describing the keen interest in our products. At times up to 30 guests were squeezing onto the HOSCH stand at once. “One reason for that was definitely that our trade show team always approached the visitors directly. Our stand had a special atmosphere because it was so inviting.”

The international nature of “bauma” was

also reflected at HOSCH. “Our visitors included people from many different countries, among them Russia, Israel and Chile,” Domke von Bichowski reports. Furthermore, a large number of OEM system projects were discussed right there at the exhibition. One discussion with a Russian customer turned out to have very concrete consequences, since after spending two hours in consultation with our experts he agreed to place an order.

The HOSCH trade show team at “bauma 2013”

Yvonne Köppe, Melanie Stüfchen, Detlef Domke von Bichowski, Giancarlo Leombruno, Bernd Metzinger, Uwe Machaczek, Christian Nieland, Hans-Jürgen Niehues, Kurt Preisig, Thomas Scherer, Klaus Schlüter and Markus Weber.



➔ More than half a million visitors

“bauma 2013” was held in the Bavarian city of Munich from April 15 to 21. According to the organizers it was attended by some 530,000 visitors from over 200 countries. The number of attendees from abroad exceeded 200,000, which was higher than ever before. The ranking of countries sending the most visitors was headed by Austria, Switzerland, Italy, Russia, France and the United Kingdom. Afterwards the exhibitors spoke of “simply overwhelming interest and good business.” More figures from “bauma 2013”: 3,420 exhibitors from 57 countries (1,346 companies from Germany and 2,074 from abroad), making their presentations on an area of around 570,000 square meters. The next “bauma” is already scheduled to take place on April 11 to 17, 2016, once again in the Bavarian capital.

The Proper Handling of Scrapers and Customers

HOSCH employees from the U.S., Australia, Germany, Poland and Malaysia “trained” in Recklinghausen

The ongoing education and continuous professional development of its employees is one of the cornerstones of the HOSCH philosophy. To achieve this, the company regularly organizes in-house training seminars on topics ranging from technology, distribution and personnel management to – most recently – “customer training.”

In late February some employees of HOSCH companies and HOSCH distributors with direct daily contact to customers went back to school for four days. This was totally in keeping with the basic idea behind the HOSCH service philosophy, which is that the days of simple selling are over. Today’s customers demand proof of a product’s efficiency and high performance.

The seminar in Recklinghausen was based on the HOSCH Training Program (H-T-P) and centered on three objectives set by Instructor Thomas Legner and his team:

- Consolidating the participants’ technical HOSCH knowledge.
- Presenting methods enabling them to efficiently process and



During HOSCH training in Recklinghausen: Robert Polak (Poland); Christian Nieland (Germany); Michael Brandt (USA); Kelsey Lynch and Clayton McCarthy (Australia); Abas Hafize, Mohamad Azmi Hafi and Kairul Azmi Mansur (Malaysia).

convey knowledge with the aid of the H-T-P and media such as videos and picture series.

- Empowering them to instruct customers on HOSCH technology and to design and conduct seminars for customers themselves.

In response to a request from the Polish HOSCH company and the distributor MCIE, an entire seminar day was devoted to the topic of “belt conveyors in reversible operation.”

The seminar was broken down into several blocks. For example, the participants drew up guidelines for a customer seminar, performed a technical analysis of a scraper installed on a training conveyor belt, and practiced presenting the key steps in scraper installation to customers. Each participant prepared a 20-minute lesson; these lessons were then presented and evaluated jointly by the group. The last day (and culmination) of the seminar was devoted to the theory and practice of reversing belt operation; the participants practiced their skills on the training belt with the HOSCH C2 and CT2 sprung-blade scrapers.

➔ IMM 2013 from September 24 to 26

The International Management Meeting (IMM) of HOSCH-Fördertechnik GmbH will be held from September 24 to 26 of this year. The schedule will follow a time-honored pattern: while the actual conference will be held on Tuesday, Wednesday and Friday, the attendees will arrive on Monday and return home on Friday. These extra “travel days” will also offer opportunities for the managers from five continents to meet with the HOSCH management. The exact venue will be announced in time for the conference.

Introducing Nicole Kogelheide, Instructor

Passes IHK Examination with the Grade of “Very Good”



Nicole Kogelheide passed the examination for vocational training instructors at the North Westphalia Chamber of Commerce and Industry with the best possible grade following a two-week intensive seminar. The 43-year old, who returned to HOSCH in October 2010 after her parental leave, is now entitled to train office administrators and office communications assistants. The HOSCH news congratulates Nicole Kogelheide on her excellent exam results.

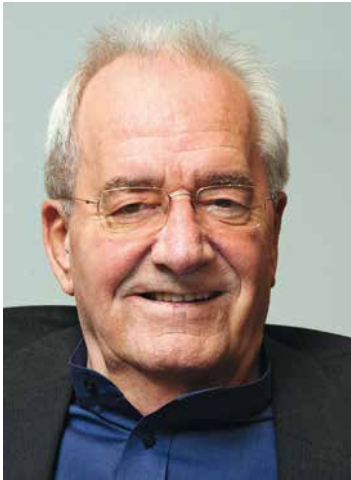


HOSCH news – Letter to the Editor

Marc Ambrock
Chairman adminex
Barcelona, Spain

Dear Mr. Schwarze and Mr. Hell,
The Dec. 2012 issue of the HOSCH news sends a clear message: we can build our business even during crises by focusing on values such as excellent service and customer proximity. We must place more importance on values so that people do not lose faith in the economy. HOSCH is an outstanding role model in this respect. Keep it up!

+++ HOSCH PERSONNEL TICKER +++



Hans-Otto Schwarze, CEO of HOSCH, celebrated his 76th birthday on the 16th of May with friends and family. The staff at HOSCH Headquarters in Recklinghausen of course also honored the boss with a thoughtfully chosen gift: a handcrafted, exquisite birdhouse that offers feathered visitors several possibilities to perch, rest and feed. Next to many

friendly wishes and congratulations, the self-declared animal lover Hans-Otto Schwarze also received a sum of money to donate to animals in need.



Wedding bells were ringing three times this spring at HOSCH do Brasil. After a three-year “trial period,” **Peter Petzold** (top) and his fiancée Grace tied the knot on May 10.



Barely four weeks later **Cristiano Almeida** (center), Technical Manager of HOSCH do Brasil, followed suit and married his Adriana on June 9. “Now Cristiano and I both have a new administration,” joked Peter Petzold. The Brazilian wedding fever is evidently contagious:



Renato Plácido de Amorim (bottom) and his fiancée Leila exchanged vows soon afterwards. The entire HOSCH community wishes the three newly married couples all the happiness in the world!

The death of **Birgit Gehrke** triggered shock and sadness among both employees and management at HOSCH Recklinghausen. Birgit worked in sales administration at HOSCH Headquarters for over 10 years before she lost her seven-year battle against cancer in April 2013. She was only 54 years old.

Colleagues close to Birgit recall that, as late as last Christmas, she still hoped for a full recovery. She had an especially good relationship to her direct superior, Anne-gret Weiher, who provided unfailing support during the difficult last months.

Hans-Otto Schwarze and Eckhard Hell sent a condolence letter to Birgit Gehrke’s long-standing partner on behalf of the entire workforce. The text is worth reprinting here: “In addition to her outstanding human qualities, Birgit Gehrke displayed a high degree of identification with our company and dedication to duty – even when she did not feel well. Her untimely death leaves a painful gap in our ranks. All of us will cherish and honor her memory.”



Changing of the guard at HOSCH in Altenburg: as of 1 April 2013 **Michael Czichos** (43) is Branch Manager of the HOSCH company in the Thuringian city known as “the birthplace of skat.” Czichos, a father of two, succeeds **Roland Lußky**, who served as branch head from 1991 to 2013. Trained as a mechanical and civil engineer,

Czichos joined HOSCH in October 2012 as Assistant Branch Manager. Before coming to HOSCH, he worked in the construction and building materials industry as senior site engineer and operations manager. In his spare time, he can be found flying an engine-driven aircraft or improving his marksmanship on the shooting range.

Service Anniversaries at HOSCH

20 years:
Bernd Schuster



10 years:
Melanie Weiland
Holger Blaas



15 years:
Frank Giove



Further and Further West

The HOSCH Company is intensifying its relations with firms in Montana, California and Canada



During the Californian Gold Rush (1848 to 1855), when the adventure-seeking prospectors all wanted to pan for gold in the rivers, “Go west” became something of a catch phrase. Today it still applies to business in the U.S.

For example, the HOSCH Company has taken the saying “Go west” to heart and is expanding its plants in the west of the U.S. This prompted Shaun Baker, Regional Manager for West Virginia, to visit a new customer in the Powder River Basin to familiarize its employees with HOSCH’s corporate philosophy and provide advice helping them procure the right HOSCH products and the necessary service and maintenance. The Powder River Basin lies in the southwest of the state of Montana, northeast of Wyoming, and is known for its huge coal reserves. Baker also met with HOSCH’s long-standing distributor Longwall West to intensify relations with the company and enhance the position of HOSCH in the region around Price, Utah.

Vice President David Winslow also decided to “go west.” In San Francisco (California) he monitored the correct installation and commissioning of scrapers on conveyor belts used for unloading freight from a ship in the harbor.

After this, David Winslow moved on – to the west of Canada. There he helped the technicians at BC Bearing Engineers Limited, a division of Motion Canada, with a truly “sticky” problem. The technicians had contacted HOSCH because they were looking for a suitable method for cleaning their belt conveyors used for sticky materials – and David Winslow turned up at least with one proposal for this tough cleaning problem.



Shaun Baker “went west” with HOSCH.



A Firefighter on Our Team

Brian Murray has been on the team at HOSCH Company for five years

Brain Murray (26) has been working for HOSCH Company in the U.S. for the last five years. His territory is western Pennsylvania and eastern Ohio. Murray, a married man, is the captain of the local firefighting brigade “Harmony Township” not far from his home. When he’s not working for the fire brigade or for HOSCH, Murray likes to go on boat trips with his wife Leah. After the endless Pennsylvania winter, they are both dreaming of a long hot summer.

Printer’s Imprint

Publisher
HOSCH-Fördertechnik
Recklinghausen GmbH

Responsible
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Managing Director

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Giancarlo Leombruno, Peter Petzold,
Pixelio.de, James Stamelos, Claude
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The HOSCH news is the company newspaper of HOSCH-Fördertechnik GmbH in Recklinghausen, Germany. It is published twice a year. The next issue will come out in December 2013.

Be First Rate and Stay First Rate!

Belt Tech Industrial is the sole supplier for products of HOSCH Company in Illinois

“Be first rate and deliver only first-rate products.” This is the corporate philosophy of Belt Tech Industrial, the sole supplier of HOSCH products in Illinois and in fact the entire Middle West of the U.S.

For more than two years HOSCH Company has been working hand in hand with Belt Tech Industrial in the gigantic coal-mining areas of Illinois. In 2011 Belt Tech’s employees successfully completed the special HOSCH Training Program. They subsequently went on to learn more about the fine points of belt cleaning at training seminars held in Pittsburgh, in Indiana and Illinois, and at a local customer where Belt Tech has an excellent reputation as a supplier. The choice of the latter venue was hardly a surprise: this customer knew that Belt Tech was always able to deliver first-rate belt-cleaning products precisely because it worked “hand in glove” with HOSCH. Belt Tech now has three branch offices and is the main supplier of belt-cleaning equipment for a large number of customers in the region.

Working “Side by Side“

David Winslow, Vice President and Head of HOSCH Company in the U.S., explains why the relationship with Belt Tech is so important for HOSCH Company: “They offer unique support for the maintenance and distribution of products for conveyor systems, a category that includes belt cleaning systems. And they know what they have to watch for when delivering



David Winslow (left) poses for a picture with a scraper and the employees of Belt Tech Industrial (from left): Brian Gladish, Terry Jones, Shawn Webb, Brandon Cook, Michael Brown, Nick Durnil, Corbin Padgett and David Padgett.

high-quality HOSCH products to their customers.”

Belt Tech Industrial was founded in 1991 by Jeff Russell, says **David Winslow**, with “an abundance of hard work, creative ideas and willingness to make tough decisions.” When Russell started the company, he drew on his extensive knowledge of the mining industry to develop better conveyor systems and belt conveyors offering decisive advantages for the customer. Today Belt Tech Industrial is a second-generation family-run operation that is steadily expanding and setting up new offices. “We know that our customers’ success depends on their having reliable equipment. This is why we supply only first-class products and also why we work together with HOSCH!” exclaims Jeff Russell.

Solving Problems with Communication

Honest and straight forward: Michael Brandt’s approach to problems



Michael Brandt has been supporting HOSCH Company in the U.S. as a sales manager since May 2012. His motto: work is always a process and never just an accessory. This approach has been vindicated by the excellent results he has attained up to now in both sales and service. Brandt has applied his high practical intelligence to implement the new blueprints

and suggestions for solving customer problems. The 43-year-old is proud to be selling a top-notch product and to be an important member of the HOSCH team in the U.S. Brandt, a graduate of Youngstown State University in Ohio, worked in the areas of sales development and sales management at another company for many years before coming to HOSCH. At this job he already learned that no problem is so big that it cannot be solved with “good communication and an eye for details.” That is why Brandt, father of a 13-year-old daughter, tackles all problems that arise honestly and straightforwardly. To him what counts is providing the best possible service for his customers.

Next Stop: Retirement

Gareth Morgan leaves HOSCH GB Ltd. after 26 years

Gareth Morgan's chief characteristics are commitment and hard work. He has now retired after 26 years at HOSCH GB Ltd. and his whole team gave him a well-earned send-off at the end of March. At the retirement party held at a restaurant in Middlesbrough, numerous well-wishers honored him for his outstanding achievements. "We wish you many more happy and healthy years with your wife and family, and would be delighted to hear from you now and again," said General Manager David Patterson.



It all started on March 20, 1987, when he began working at HOSCH as a mechanic. Eight years later he switched to Sales & Service, where he was responsible for coal mines in South Wales.

Of course, Gareth has a lot of interesting stories from the past 26 years. So at his farewell party the new retiree was able to recount some amusing anecdotes about his years at HOSCH. Now he will turn his attention to other things, primarily spending time with his family and singing in a male voice choir.

For over a quarter of a century, Gareth Morgan (now 68) has been making his mark at HOSCH GB.



Scrapers in the Sultanate of Oman

The HOSCH team visits Vale

Scenes from a "Thousand and One Arabian Nights" spring to mind when one thinks of the Sultanate of Oman in the eastern part of the Arabian Peninsula. Now HOSCH is working with Vale S.A. – one of the world's largest mining companies – in this fairytale setting. The Brazilian company, by its own account one of the world's largest producers of iron ore and pellets, operates an impressive pelletizing plant in the Port of Sohar.

Technical support for the HOSCH scrapers in Oman is provided by HOSCH GB Ltd. In March David Patterson got an urgent call from the resident engineer in Sohar – HOSCH's contact in Oman since the cooperation with Vale got off the ground – that several HOSCH scrapers were not working properly. A HOSCH team from England set out at once to

cover the distance of more than 6,000 kilometers between the U.K. and the Middle East. Upon their arrival they were able to solve the problem rapidly: the scrapers on site had not been adjusted correctly and so their cleaning efficiency was rather low. In order to correct the installation and adjust the scrapers, the system had to stand still for about two hours. Within this short period of time, the experts from Great Britain were able to adjust all the scrapers properly again. After that, all the units were in the usual perfect working order again. After completing this job, David Patterson made a quick survey of the scrapers in service in the different areas of the pelletizing plant, among them the ship loading and unloading points in the port. He then sent Vale a proposal for an assortment of HOSCH scrapers taking account of the different belt widths the HOSCH team had seen on the site.

Lloyd Quality Auditors Certify HOSCH GB Ltd.

After auditing the company for two days, the quality auditors from Lloyd certified HOSCH GB Ltd. for another three years under the ISO 9001:2008 standard. During their two-day visit to the company the auditors first looked at the approach taken by the HOSCH service technicians during the installation and maintenance of scrapers. The focus here was on quality. On Day 2 the team from Lloyd investigated internal workflows at HOSCH GB. Among other things they rated how HOSCH handled customer complaints, the types of preventive action taken, and the distribution and warehousing procedures. The auditors from Lloyd were more than satisfied that the management system at HOSCH GB Ltd. still met their requirements. The certificate for the ISO 9001:2008 standard is valid for another three years.



Mr. HOSCH Jr. Comes to Visit

It's never too early. James Edward Presch, newborn son of Eddie Presch, recently paid his first visit to the Head Office of HOSCH GB. Born in September 2012, "Mr. HOSCH junior" got his first briefing on the secrets of successful selling from the secure vantage point of his father's arms.

HOSCH Training Program Now in Spanish, Too!

Cesar Vigo is training employees of HOSCH's distributor TTM in Chile. A flying visit to a power plant

Presenting the special HOSCH Training Program on site in Spanish: this was the challenge taken up by Cesar Vigo, Head of the HOSCH company in Spain. Cesar Vigo did not use this particular program in his native Spain, however, but in Chile, where he trains service personnel and sales engineers and pays regular visits to several customers.

Although Spanish is the official language of the Republic of Chile, Chilean speakers use many special words and idiomatic phrases. They generally talk incredibly fast and tend to swallow the 's' at the end of a word. The result is that Chilean Spanish often sounds like it is being sung rather than spoken. For foreigners, even Spanish-speaking people from other Latin American countries, it is often not easy to understand what the natives of Chile are saying.



Cesar Vigo (4th from left) with his "students" at TTM Chile.

Cesar Vigo spent the first week of his trip to Calama, a city in the north of Chile with about 160,000 inhabitants. At the training program held at the hotel "Diego de Almagro" the focus was mainly on the correct installation of HOSCH scrapers. During the second week of his trip Vigo traveled to Santiago, the capital of Chile and the home of TTM. From there he took a plane to Copiapó, where his itinerary included a visit to the power plant operated by the Chilean power utility Empresa Electrica Guacolda S.A.



"Enormous potential for HOSCH"

After a work-intensive business trip crowned by a weekend in Viña del Mare, a resort on the Pacific, Cesar Vigo ventured a summing-up. "For me the trip was a wonderful and exceptionally satisfying experience. Chile is an exciting country with a huge potential for HOSCH. I am sure that the employees of TTM can now pass on the knowledge they gained about HOSCH products during the training."

Very similar comments were made by Ricardo During from TTM Chile. "It can be said in summary that the training was very useful for the participants, who came from a wide range of work areas. We received a lot of positive feedback after this intensive training. This was due mainly to Cesar's enormous experience in the installation and commissioning of HOSCH scrapers. During his visit we also discovered possibilities for expansion, which our employees in sales are already looking into."

Arduous Training Pays Off for Vigo

Congratulations! In April Cesar Vigo (48), Head of HOSCH Iberia, reaped the rewards of his arduous training program. At the 35th "El Corte Inglés Cursa," the most popular running competition in Barcelona, Vigo covered the distance of 10,725 meters in the respectable time of 71 minutes.

More than 72,000 runners had assembled at the beginning of the historic route. The start and finish were both at the famous Plaça de Catalunya in the center of Barcelona. The route took the competitors up the 173-meter-high Montjuïc and past the Dalí Museum and the Olympic Stadium erected for the 1992 Olympic Games.



In the Heart of Barcelona

At the beginning of 2013 the employees working at the headquarters of HOSCH Iberia started packing suitcases and boxes. On February 15 the company moved to new offices in Barcelona, right in the center of this city on the Mediterranean.

The new address

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Service Agreement and New Hiring

HOSCH provides full service at a Brazilian iron ore mine

This year HOSCH do Brasil intensified its cooperation with Nationale Minerals SA (NAMISA), one of the leading iron ore producers in Brazil.

NAMISA had been a customer of HOSCH for some time when the first scraper was installed about 70 km from Belo Horizonte in a mine near Ouro Preto in the state of Minas Gerais. The first scraper operated so successfully that 12 months later all 23 belt conveyors at the mine had been fitted with HOSCH scrapers.

A good three months ago Peter Petzold, General Manager of HOSCH do Brasil, went on to sign a Service Agreement with NAMISA, which is controlled by the Brazilian steel producer CNS. To put the time-tested HOSCH service philosophy into practice at NAMISA, Petzold hired two new employees from the region and

entrusted them with the responsibility for the inspection and servicing of the HOSCH products at the mine. "They successfully completed the requisite HOSCH training as well as special training on all safety issues," he adds. With these two and further new employees, the number of full-time people on the HOSCH do Brasil payroll increased considerably as compared to the year before.

NAMISA owns another mine, with numerous belt conveyors, near Itabirito. HOSCH do Brasil has already performed measurements and studies at this location as well in preparation for replacing all the scrapers at this mine with HOSCH products. Peter Petzold is now looking ahead to his next goal: "We want to draw up a Service Agreement for this mine as well so that the equipment will be serviced professionally."

An Optimal Solution

Installation of an HD scraper at a Brazilian mine produces amazing results

Vale S.A., a company headquartered in Rio de Janeiro, is one of the three largest mining companies in the world and has been a HOSCH customer for years. At the beginning of 2013 Vale experienced serious material losses on a belt conveyor system operating at its Alegria iron ore mine.

HOSCH products have proven their mettle at Vale for the past 15 years. So the persons in charge did not waste any time before calling in the people they trusted to do the job: the HOSCH do Brasil team headed by Peter Petzold. The HOSCH crew installed an HD scraper on the belt conveyor; the results astonished even the experienced Vale service personnel. The blades of the HD have a service life several times longer than compet-



Searching for a solution at the Alegria iron ore mine.

ing products, and the new scrapers are more efficient and superior from a safety perspective.

Peter Petzold reports that the HOSCH team has already installed another HD scraper and has firm plans to install several more at Vale's Alegria mine and nearby Timbopeba mine.

Double Honors for Madan Mohanka and His Group of Companies

Honored as a groundbreaking pioneer of India. HOSCH Recklinghausen sends congratulations to its Indian business partner



In March two pieces of good news reached HOSCH headquarters in Recklinghausen from India. The first was that Madan Mohanka, who has been a business partner of Hans-Otto Schwarze for many years and founded "HOSCH Equipment India" together with Mr. Schwarze in 1991, had reached the final round of the "Entrepreneur of the Year 2012" competition. The international accounting firm Ernst & Young had nominated the 70-year old and several other extraordinary entrepreneurs for their outstanding commitment to India's economic development in the past several years. Hans-Otto Schwarze and Eckhard Hell followed the impressive awards ceremony in Mumbai per webcast. Only two weeks later, the Indian business partner called again with more good news: the Economic Times, India's leading economic newspaper, had named Tega Industries Limited the "Best Existing Large Corporate" in Bengal. The company had prevailed against some very stiff competition in one specific turnover category. On behalf of HOSCH Hans-Otto Schwarze congratulated his longtime business partner Madan Mohanka and his team in writing for the well-deserved honors.

Trade Fair “Solids 2013” in Antwerp

HOSCH stand attracts visitors from many different industries



This year the “Solids,” a trade fair that bills itself as “a unique platform for decision-makers in the bulk goods industry,” took place in Antwerp. This city in northern Belgium is famed for its diamond cutters and diamond merchants. However, it is also the third largest seaport in Europe and is considered by many to be the number one global hub for transshipment of raw materials.

At the “Solids 2013” held on March 27/28 HOSCH had an attractive exhibition stand where Erwin Vogelzangs and Jens Asmuth welcomed numerous visitors from a wide range of industries in the Netherlands and Belgium. The HOSCH team explained HOSCH products and technology to representatives of plant engineering and waste recycling companies, manufacturers of mineral fertilizers and engineers from power plants and brickworks. Well-known HOSCH customers from the steel industry and a large sugar refining plant also stopped by. With all this traffic it was not surprising that Erwin Vogelzangs gave a positive summing-up, reporting that “since the show we have made bids, installed equipment on a trial basis, and set dates for potential customers to visit us at HOSCH Headquarters.”

Measuring Carryback in Liguria

Considerably lower material costs for Italian HOSCH customer

Tested, rated and replaced: Tirreno Power, one of Italy’s leading power producers, called HOSCH Italia in March about some major problems on a bucket-wheel excavator at its plant in Savona in Liguria. TP asked HOSCH to measure carryback with the competitors’ products, and then with HOSCH scrapers installed at the plant. Carryback measurement means that the weight of the material remains still sticking to the belt surface after the cleaning process is compared. Giancarlo Leombruno, Gerardo Fernicola and Christian Nieland carried out the carryback measurement developed by HOSCH (CBM) on the transfer conveyor at the “stacker & reclaimer.” The purpose of this measurement was the comparison of the cleaning efficiency of the scrapers already installed to the efficiency of the HOSCH scrapers. On Day 1 carryback was measured at the customer’s conveyor belt system with the competitive scrapers installed.

On Day 2 the HOSCH team installed the pre-scraper HD01S and the main scraper B6-C on the belt. The results of the carryback measurement, performed under the same conditions as on the day before, revealed very positive results for both HOSCH and the customer. There was distinctly less carryback. Giancarlo Leombruno was pleased. “The cleaning efficiency of our scrapers is, as usual, several times higher. The customer will save several thousand euros annually in material costs only by switching to HOSCH scrapers.” A point that carried conviction! HOSCH made a good showing in Savona with other services as well. Gerardo Fernicola trained the mechanics at the plant. The video made by the HOSCH team documented the precise work steps performed during the carryback measurements and showed the customer the positive outcome of the switch to HOSCH equipment.

Driving into the Sunset in a Corvette

Claude Trumpf drives a cult car

What a cool car, all in white! Claude Trumpf, Manager of the HOSCH company in France, doesn’t make leisure trips in a normal car, but in a genuine Corvette built by Chevrolet. The C3 dates from 1977 and “has an engine, a tank and two seats – and that’s all,” Trumpf says with a grin. The classic car fan likes best of all to take his Corvette out on the “Route Nationale 7” (N7), which has a cult status in France on a par with the legendary “Route 66” in the US. A good 50 years ago, when France did not yet have any freeways, the N7 was the road that went directly from Paris to the sun – the “Route du Soleil.”



A perfect picture: Claude Trumpf, his Corvette and a dramatic sunset over the French Mediterranean.

The special features of the Corvette are a delight for Claude Trumpf, but for his wife Martine they represent a problem. First, you don’t sit in this car, you lie in it. And second, the trunk in this cult car is more the size of a pocketbook. “So Martine always has to cut down considerably on the amount of luggage we take. For example, the whole rear part of the car is taken up by the fuel tank,” says Claude Trumpf, explaining the capacities of his car with its eight-cylinder, 5.7-liter engine. And there is another fact that makes the 36-year-old dream on four wheels something out of the ordinary: in 1977 Chevrolet was not able to bend steel into all the necessary shapes. So the vehicle consists of 40 plastic components glued together, and is noticeable for its rather aggressive design. Claude Trumpf keeps quiet about whether he gets a shock every time he stops at a gas station on the “Route du Soleil.” But the classic car connoisseur knows that driving a Corvette is more than driving a car.

Sun, Sand, Soccer and Wine



Spain has a population of around 47 million. Since 2005 the country has been home to HOSCH IBERIA S.R.L.U.

“The ball must go into the net.” The Spaniards really know how to apply this slogan. The soccer clubs Real Madrid and FC Barcelona are two of the best in the world, and the national eleven are currently both European and world champions. But despite the sporting rivalry, Germany and Spain have very good relations. The two countries get along just great at the levels of politics, business and tourism – and this also applies to HOSCH. For eight years now, HOSCH IBERIA S.R.L.U. has been headquartered on the Iberian Peninsula (see box).

The southern European country knows how to present itself – not only its sporting success, but also its royal family. King Juan Carlos has been head of state since 1975. His kingdom stretches over 500,000 square kilometers that includes the Balearic Islands and the Canaries. Its north-western border to France and the tiny state of Andorra follows the Pyrenees. The country is a parliamentary monarchy and has approx. 47 million inhabitants.



It consists of 17 autonomous communities whose competences are similar to those of the German federal states. Spain became a full member of the European Union in 1986.

Tourism is a major sector of the economy

Spain ranks as the 17th most important exporting nation and the 14th most important importing nation. Germany and France are two of its most important trading partners. The most important sectors of the economy are tourism, communications and information technology, the metal-processing industry, heavy engineering and agriculture. Exports to

Germany include primarily cars and motor vehicle parts, chemical products, machinery and foodstuffs. However, Spanish wines are especially popular and therefore also well known, especially among private consumers.

Viticulture has been practiced in Spain for over 6,000 years. The country has the largest wine-growing area in the world, covering around 1,200,000 ha (almost 3

HOSCH IBERIA S.R.L.U.

HOSCH Iberia S.R.L.U. was founded in 2005 and has its official headquarters in Barcelona. However, it has outsourced a large part of its administrative work, including accounting and salary accounting, to the Adminex Group. Proposals, delivery notes and bills are drawn up by the export sales staff in Recklinghausen in close cooperation with Cesar Vigo. Although the Head of HOSCH Iberia has his office in Barcelona, his colleagues are scattered across the entire country: Jose Tiscar (Sales & Service) looks after his customer accounts from Madrid while Juan Duarte (Service) and Jose Quintana (Service) work from Gijón.

million acres) and cultivating more than 250 varieties of vines. The best known region is La Mancha, home to the largest contiguous area of vineyards in the world.

This also delights the tourists who flock to Spain on vacation. They come all year round to enjoy paella, flamenco and breath-taking scenery, along with sun, sand and sea. The most popular destinations include Catalonia, the Canary Islands, Andalusia, the Costa Brava (with the city of Barcelona), the Costa del Sol, and of course the island of Majorca.



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