

HOSCH *news*

The International HOSCH Magazine



- **Office Manager and Home Tutor**
Working from home during the pandemic

- **Joint Venture in Russia**
In partnership with a loyal HOSCH distributor

- **“We Get the Best Out of Your System!”**
HOSCH expands its service program

- **Finding a Replacement for Coal**
New fields of business in the U.S.

Creativity Flourishes Even Under Pressure



The HOSCH Management: Cornelia Kill-Frech, Ansgar Frieling and Dirk Heidhues (from right).

Dear Readers,

If you look at the topics covered in this issue, you might be forgiven for thinking that we've gone back to "business as usual." We've been adding new members to the HOSCH team in many parts of the world, investing in new premises, tapping into new markets, developing new products, founding new HOSCH companies, and implementing new working methods and operational processes with new materials.

Yet we are still facing the special demands and challenges of the worldwide pandemic both at work and at home. For this reason, we wish to emphasize the enormous dedication of all our employees and express our thanks to them. Everyone in the team has made a huge effort and pulled together to continue satisfying our customers. We are delighted that this issue of HOSCH news carries not only a review of recent events but also an optimistic outlook. Creativity flourishes even when people are under pressure and in difficult conditions.

We have definitely become much more aware of the options for electronic interaction. We are making much better and more extensive use of existing technology. Remote working has become normal practice in all areas where it is possible. We have virtual meetings and online training courses.

A lot of things are working very well, more easily and faster... But this also makes us realize just how much we miss face-to-face discussions and meetings.

Personal contacts with our customers and potential customers are also limited. Large international trade shows have been postponed again this year. So here, too, a great deal of creativity is needed in addition to being digital and online.

Some members of the HOSCH Group are trying to build up personal dialog with (potential) customers through in-house fairs held in line with the regulations in the respective countries. We will be interested to see whether these ideas can be realized, and we hope to be able to tell you more about them in HOSCH news 02/2021.

So we continue to be optimistic about the current year 2021, and hope all our readers remain healthy and full of energy.

The Management

Cornelia Kill-Frech

Dirk Heidhues

Ansgar Frieling

About our title photo:

Our title photo shows HOSCH scrapers in action on the construction project for the Brenner Base Tunnel between Austria and Italy. The two-tube tunnel is scheduled for completion by 2028. It will then be the world's longest railway tunnel, shortening traveling times for passengers and – most importantly – shifting freight traffic from trucks to trains. We will report in detail on the innovative technologies HOSCH is using on this project in our next issue.

Office Manager and Home Tutor

Christine McDonald from HOSCH GB talks about her experience of working from home. The dining room became an office and a classroom

“We’ll use the crisis as an opportunity!” HOSCH adopted this motto right at the beginning of the COVID-19 pandemic. Digital skills were sharpened to keep communication going both internally and externally – with the necessary social distancing. This also applied to people working from home because the option of remote working was and is an instrument for containing the pandemic.

Thanks to very good connections for video and telephone conferences, and access to all the necessary files, numerous HOSCH employees made the switch to working from home. One of them was Christine McDonald from HOSCH GB, who has had two “jobs” since the end of March 2020. She is office manager in Craig Peacock’s team, and also teaches her children at home. The school attended by her daughters Olivia (13) and Emily (11) closed when the lockdown was introduced. Christine’s husband is a

key worker – “so I took on the role of home tutor.”

Right from the outset, it was important to have a structured school day, even at home. “This routine was essential,” Christine says. The family’s dining room was divided into two parts – a HOSCH office and a classroom – and then the double workload began. “As a teacher, I had to think back to my own schooldays in order to help my daughters with things like math, punctuation and geography. But I’ve also learned a few new things, for example about religion and technology.” The girls watched their tutorials on the YouTube channel on their iPad or the TV, and short walks provided some variety in the daily program.



The dining room serves as a HOSCH office and a classroom: Christine McDonald with her daughters Olivia and Emily (right).

“I really missed the direct contact with my colleagues”

Christine McDonald felt she was under a heavy workload: “In the late evening or on the weekend I caught up on the things I hadn’t been able to do while teaching.” But what she missed most was the personal interaction with her colleagues at HOSCH.

Yet in spite of everything, the McDonalds coped with the lockdown even though Olivia and Emily experienced a few sad days when they missed their school friends very much. Most importantly, they stayed healthy. On March 8, 2021, the girls were finally allowed to go back to “real” school, where the staff declared that “they had made a lot of progress during the lockdown,” according to their tutor. She herself was grateful for the chance to work at home, and for the additional time she could spend with her daughters: “We had some tears, but we also laughed a lot.”

Using Self-Tests to Protect Yourself and Others

In early April – well before this was prescribed by national law – the HOSCH Group took the decisive step of offering antigen self-tests to all HOSCH employees working in Recklinghausen or at the German branch offices. “For us this is a further step – besides working from home, wearing masks, practicing social-distancing and using disinfectants – towards containing the coronavirus pandemic,” explained the HOSCH Management. Employees can avail themselves of the self-tests (which are voluntary) once a week free of charge. The objective is for as many employees as possible to take advantage of this option, while the pandemic is still in a critical phase, to “protect themselves and others.”

Good for the Environment

Sorting waste at HOSCH HQ – a project launched by the trainees Kerim Gülsoy and Hüsni Coban

Environmental awareness is growing – and so is the insight that resources are becoming ever scarcer and more attention must be given to utilizing wastes. The project of Kerim Gülsoy and Hüsni Coban, two of the first HOSCH trainees, shows that this principle can also be applied in daily office life.

Waste disposal based on the three-compartment principle was one



Waste disposal based on the three-compartment principle: a project initiated by HOSCH trainees.

of the specific proposals submitted by the duo, which had been asked by HOSCH to look into the topic of “sustainability at companies.”

Hüsni Coban is training to be an industrial management assistant and Kerim Gülsoy to be a construction mechanic. The first two steps they proposed were: correct waste-sorting at HOSCH and a central collection point for office wastes. “This is good for the environment – and it also adds some ‘exercise’ to daily office life,” they remarked with a grin.

Some of the most important innovations at HOSCH HQ:

- Every workstation now has only one waste container, which is solely for paper waste.
- Separate containers have been placed in the kitchen for organic waste, residual waste and plastic/metal.
- A large compost waste bin has been set up at a permanent location.

Moving Meetings Outdoors

Masks, hygiene and social distancing – the COVID-19 pandemic confronts the HOSCH corporate group with new tasks daily. Attention has been focused on minimizing direct contact among employees – for example, at the weekly meeting of department heads at HOSCH Headquarters.

These meetings are held at 9 a.m. every Monday and usually last for 45 to 60 minutes. They have now been moved from the Conference Room to the newly designed garden, where there is enough space for everyone to observe the necessary distance – unless it rains, of course. “Cold, in contrast, is not an obstacle,” says Hella Spiekermann, who takes the minutes of the meetings. Another advantage of open-air meetings: the fresh air blows away any mental cobwebs and leaves you ready to start your (work) week.

Used Filling Materials Go into the Compost Bin

Promoting sustainability and protecting the environment start with little things – such as packaging materials. When the HOSCH Group ships either small or large products, it uses only filling materials that are completely biodegradable without leaving residues.

“These organic packing peanuts are light and protect the parts pretty well. We’ve tested many types of packaging, and this

is the best compromise we’ve found so far,” says HOSCH Managing Director Ansgar Frieling.

The organic packing peanuts are certified to the German DIN standard and are made from non-genetically-modified raw materials. After use, the peanuts decompose into fully usable compost, which

means they can be disposed of quickly and simply in the compost waste bin.



At the end of April, the efforts of HOSCH-Fördertechnik GmbH to curb the coronavirus pandemic at its Recklinghausen site were recognized with a quality seal. After examining all the protective measures against COVID-19 and the entire documentation, an external service-provider issued the certificate “Tested SARS-CoV-2 OH&S Standard – valid until April 1, 2022 – according to the testing criteria of the German Federal Ministry of Labour and Social Affairs.”

Many Small Steps Can Have Great Results

HOSCH applies the Continuous Improvement Process (CIP) module in its quality management. We interviewed Kirsten Gottwald about the requirements and goals of CIP

“There’s nothing that can’t be improved!” Kirsten Gottwald (47) has adopted this universal motto in her work in integrated management systems at HOSCH. Kirsten, a graduate in media and communications studies, works at the HOSCH headquarters in Recklinghausen, where her main task is ensuring continuous improvement in internal corporate processes. Most recently she has been supporting certification to ISO 9001.



But what lies behind the name “Continuous Improvement Process” (CIP for short)? HOSCH news asked Kirsten Gottwald to explain.

Ms. Gottwald, what is the challenge with a CIP?

“It’s a basic principle in quality management and an essential part of ISO 9001. Workflows are continually examined and, if necessary, they are continually improved as part of process optimization. The special feature of CIP is that changes aren’t dictated in a top-down fashion, but instead are generated in small steps by the team itself. Many small steps taken together can have great results. In contrast, it has often been found that large change projects with outside support don’t have the desired effect because the employees are not brought on board. We want to do things differently: we want to motivate all our employees to continually improve their own workplaces, and thus to contribute to the company’s success, which in turn will help secure their own jobs. We feed into the CIP the practical experience of those who are involved in manufacturing our products on a daily basis or have to live with ongoing processes.”

What form does CIP take in our day-to-day work?

“The departments hold regular brief meetings twice a week. Improve-

ments that don’t affect any other departments and require little or no investment can be implemented immediately in consultation with the head of department. Measures that affect other departments and those requiring more investment are discussed at the meetings of all departments. Our regular discussions with the HOSCH Management, which take place twice a month, always start with our core processes – service, sales, production and engineering. The other departments here in Recklinghausen can also attend if necessary. At this time we report on what has been put into practice. In addition, each team puts its top three multi-departmental topics on the agenda so that more activities can be agreed.”

How are the results followed up?

“The central documentation tool is the list of measures. Every department keeps its own lists that always use the same structure. Topics such as “implementation by ...,” input/costs, time lines or suggested solutions are documented.”

What does HOSCH want to achieve with this module?

“We have many goals. The short-term ones are to improve the quality of our work, establish clear-cut workflows and responsibilities, and avoid waste and unnecessary work. Our long-term goals are to increase customer satisfaction, improve our competitiveness, and safeguard our jobs.”

Kirsten Gottwald is responsible for the “Continuous Improvement Process” (CIP) at HOSCH.

HOSCH's Traditional Paper "Calling Card"

New corporate brochure consciously focuses on employees



360° – The title photo of the new HOSCH image brochure.

The title says it all: "360°", HOSCH's new image brochure, is perfect all round. The 28-page brochure now functions, alongside the company's website (www.hosch.de), as a traditional calling card for the international HOSCH Group. The first edition has been printed in German and English, and translations into other languages are planned.

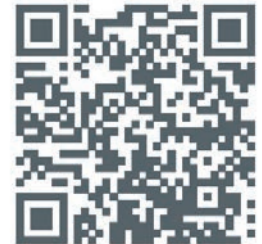
"360°" consciously focuses on the employees themselves. After all, they

determine the image HOSCH presents both to the outside world and inside the company itself. Tobin Frech, who headed the creation of the new brochure, said: "Many of our employees feel that we have a very positive image, and we want to convey that in the brochure." Another brochure, that concentrates more on HOSCH products, technology and services, is scheduled for publication soon.

According to Tobin Frech, the new

corporate brochure was "urgently needed because for a long time we had been distributing information material that wasn't really up to date. That left many members of staff wanting a new version they could hand out to customers, suppliers and other potential customers to introduce them to the world of HOSCH."

While Tobin Frech was busy editing the content, graphic designer and external marketing expert Christine Burlon (who designed the new HOSCH logo) did the layout for the brochure. "360°" was initially written in German, and then Hella Spiekermann and a team from HOSCH International translated the texts into English.



Scan the QR code to discover additional possible applications in the video sector.

HOSCH Expands Its Service Program

A neat list of services for belt conveyors

A long checklist of items is something we are all familiar with from automotive repair shops. The HOSCH service teams are now putting together a service package in which exactly this kind of comprehensive checkup plays a starring role – not for motor vehicles, of course, but for belt conveyor systems of all kinds. HOSCH is now offering its custom-

ers the high-quality services it already provides for its own products for other systems as well. Its sales argument is: "We know how to get the maximum performance out of your belt conveyor system." The services offered for "everything related to conveyor belts" include acting as a point of contact for the customer's system in order to lower administrative and coordination costs and

increase safety. The HOSCH service team is in a good position to do this since it is familiar with the customer's facilities and can get down to work right away. The package includes important components such as thorough stocktaking, minor belt repairs, feed-point optimization, chute maintenance and wear protection.

HOSCH has drawn up a handy flyer to advertise the program to both current and potential customers.

HOSCH “Grows” in Russia

Joint venture with long-standing distributor. Customers now receive joint support from Siberia



The newly “branded” HOSCH RUS LLC company car: Giancarlo Leombruno in the freezing Siberian weather in front of the RUSAL aluminum plant in Achinsk.

On-Site Quality Check and Strategic Planning

During the COVID-19 pandemic, travel generally required a special permit. Giancarlo Leombruno had a permit from the Russian authorities when he flew to Siberia in mid-February. In the freezing cold, he and Dima Devyatov visited a plant belonging to the global player RUSAL (the world’s second-largest aluminum producer) in Achinsk in southwestern Siberia. The visitors spent two days examining the many HOSCH scrapers installed there and



Sergey (left) and Dmitriy “Dima” Devyatov in the HOSCH RUS LLC office in Kemerovo.

“Go East!” In April 2021 the HOSCH Group founded HOSCH RUS LLC as a joint venture with its sales partner of many years. HOSCH is the majority shareholder in the new company, which has its registered office in Kemerovo, western Siberia.

The partners first met at the “bauma 2013” trade show. Since then, Sergey and Dmitriy “Dima” Devyatov have been establishing HOSCH products principally in the Kuznetsk Basin, an area of approx. 70,000 km² known for its hard coal. The Devyatovs (father and son) are acknowledged experts in the Russian bulk materials sector and also have the best contacts to the coal and steel industry that offers potential for HOSCH.

On this basis the partners have pooled their expertise in customer support on the Russian market. “Doing everything from Germany wasn’t really effective,” says HOSCH Managing Director Ansgar

Frieling. But founding the joint venture took longer than planned due to COVID-19. Frieling explained: “Arranging the powers of attorney for lawyers in Moscow, so contracts could be signed, and certifying the deeds was much more complicated than if we had been able to sign right there.”

HOSCH RUS LLC has now hired its first employees. The management is integrated into the HOSCH organization, for example the Controlling Department. Ansgar Frieling says confidently: “We fully expect this positive development to continue in the future. Now we’re better placed to support customers in other former Soviet republics, such as Kazakhstan, by being present and by speaking their language.” Giancarlo Leombruno, International Sales Manager, explains, “The signs point to growth

held intensive talks with the plant managers. Leombruno comments: “RUSAL is a very important customer determining the future direction our joint venture will take.” The plant in Achinsk was therefore also a central topic for 2021/2022, which Giancarlo and Dima continued discussing in detail after their return to Kemerovo.

in both staff numbers and turnover. Our joint venture will build up local structures close to customers’ sites – for example in Lipetsk, where the steel producer NLMK has a major plant.”

+++HOSCH Personnel Ticker+++

The HOSCH group of companies takes its responsibility to society seriously: this year again it is offering young people career opportunities. On August 1, 2021, Ricarda Kuhlmann and Jason Ecek will enter training programs lasting for three years, leading to the titles of industrial management assistant and logistics specialist, respectively. **Ricarda Kuhlmann** (22) earned her B.Sc. in "enterprise logistics" at Westfälische Hochschule in Recklinghausen (her hometown) while



working part-time at several companies in customer services and other service departments. Ricarda speaks English and

Italian; in her free time, she coaches the cheerleaders at the ETG Recklinghausen sports center. Shortly after graduating from high school, she toured Australia and New Zealand for 10 months on a work & travel visa.

Jason Ecek (18) lives in the neighboring city of Gelsenkirchen, where he completed technical high school. He is now taking courses at the educational service-provider Stiftung



Bildung & Handwerk in Gelsenkirchen as preparation for his traineeship. He speaks English and has a good basic knowledge of Turkish and Spanish.

She knew all the ins and outs of the figures at HOSCH. At the end of January, **Andrea Starke** embarked on her well-deserved retirement after more than 20 years with the company. At her farewell, a representative of the Management thanked the new retiree for her "many years of service and extreme commitment as an auditor in our Accounting Department." The spokesperson added, "Andrea Starke always had the interests of HOSCH at heart and enjoyed the confidence of her work superiors and colleagues.



Andrea Starke with HOSCH Managing Directors Ansgar Frieling and Dirk Heidhues (right) at her socially distanced farewell party.

"We will all miss her in our daily work." For the future, her colleagues at HOSCH wished her good health and the time and energy to translate her plans into action.

Josh Wells, warehouse manager at HOSCH International in Australia, and his wife Lauren are a happy couple.



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+++HOSCH Personnel Ticker +++

On February 5 they proudly announced the birth of a healthy baby girl, Mackenzie Ava. At birth, she weighed 3.2 kg and measured 51 cm. The new baby has brought much joy but also a few sleepless nights. Her father hopes that she will grow up to be a big strong girl – with the emphasis on “strong” – who will follow in his footsteps in the mixed martial arts – “and perhaps even become a world champion one day.”

Siena Marie is the new family member of **Clinton Alexander**, Regional Sales Manager for Pennsylvania at HOSCH Company. On January 28 Clinton’s wife Dina gave birth to a tiny daughter weighing just over three kilograms.



Siena Marie is the second child of Clinton and Dina and has a big brother, Clinton Junior. Her father, Clinton Alexander, joined HOSCH in the U.S. in 2015.

“Thirty-five years at HOSCH” – **Gary Parsons** is now celebrating this unusual service anniversary. The U.S. citizen started his career at HOSCH Company in 1986 – in time to witness the launch of the Type C scraper. He now knows all the company’s products – and not just the fabled Type C – like the back of his hand. Not surprisingly,



the 56-year-old service technician is often assigned to hold training courses where he can pass his extensive knowledge on to the next generation of HOSCH employees.

Vanessa-Katharina Harrmann

returned to HOSCH in mid-April 2021 after her parental leave. She started her career at HOSCH Headquarters in Recklinghausen at the end of 2013 as a member of the back-office sales staff and is now in the technical procurement department. While on parental leave, she devoted most of her energy to raising her two daughters Liliana and Amilia.



HOSCH Service Anniversaries

During the first half of 2021, the following employees at HOSCH Headquarters in Recklinghausen celebrated service anniversaries:

10 YEARS
Thomas Fox

15 YEARS
Adalbert Appel
Detlef Domke-von Bichowski
Andreas Großmann
Heike Hilgers
Jürgen Ziegler

30 YEARS
Norbert Beermann
Eugen Switala

Christopher Busch and his wife Juliane proudly announce the birth of their first child. Their son Fynnjas entered the world on May 22 weighing 2,810 grams and measuring 50 centimeters. Christopher Busch, who works at the HOSCH Branch Office in Altenburg as a sales technician, has been married to Juliane since 2020.



Directly on the “Panamericana”

HOSCH Perú S.A.C., a company founded at the beginning of 2020, now has a building of its own. Omar Segovia and his team recently moved into premises covering almost 300 square meters in a state-of-the-art industrial estate in the Lurin District, approx. 20 km southeast of Lima, Peru’s capital city. The HOSCH site is located directly on the Pan-American Highway, the most important north-south connection in the Americas. “It’s a very secure location with access controls and surveillance 24/7,” says Segovia. The HOSCH products are now being classified and stored in a high-bay warehouse with the aid of an electric stacker, which makes the task a whole lot easier.

New at HOSCH – We Present:



Electrical engineer **Christian Reinoso Paredes** (31) has already

spent four years working in the Chilean mining industry, where his posts included that of technician for installing and servicing scrapers. At HOSCH Chile he will be a specialist assisting a major customer in the copper mining sector in Chile's Antofagasta region. "I'm looking forward to this challenge. The most important thing for me and our great team is to provide excellent service and intensive advice in order to tie the customer to HOSCH even more closely." Christian Reinoso Paredes is married to Amanda (31) and has a son, Álvaro (3). Christian likes playing soccer outdoors in his free time, but now and then he also plays computer games at home.



Christian Reinoso Paredes and Roberto Marín Torres (right).

Roberto Marín Torres (38), business administrator, knows a lot about Chile – especially mining in Chile. In this sector he gained many years of experience in marketing both products and services before switching to HOSCH Chile in the capital, Santiago. His job here is Key Account Manager, and he has no doubt that "in a very short time we'll be the market leader in Chile and Peru, because we have exceptional

products and an exceptional team." Roberto and his wife Karol have two children – Fernanda (16) and José Pablo (5). His hobbies include "heavyweight" topics like business, geopolitics and contemporary history, and the "lighter" pastime of playing blues guitar.



Will Harris has joined HOSCH International as a mechanical engineer. His previous job was project engineer at

an Australian mining company that most recently sent him to a remote island off Australia's northern



coast. At HOSCH he will have an extensive and varied range of tasks – alongside handling customers' inquiries and compiling invitations to tender for new projects, he will also visit the construction sites where his HOSCH colleagues work.

Will Harris spends his leisure time playing soccer for a club in Perth, "a luxury that I sorely missed on my remote island," or looking after his dog Pepper, a young German Short-haired Pointer.



Kathlene Toward has been handling the accounts at the main office of HOSCH Company since February. She is an absolute expert in this field: before coming to HOSCH,



Lucy" – as she is called by her family and friends – worked in accounts payable and accounts receivable & payroll accounting in various sectors. Ma-

terials handling was a new field for her, but she learned the ropes quickly. Kathlene Toward says she is also happy "to be finally working near home." There she and her husband look after Daisy and Maizy (two dogs who are sisters), and several cats.

Kevin Moreland studied mining engineering at prestigious Virginia Tech before starting his career as a quality manager and foreman at a stone quarry in Texas. From there he moved back to his home state of Virginia and joined



HOSCH Company – "to be closer to my girlfriend Kelly and my family" among other reasons. At HOSCH Kevin Moreland will be devoting most of his energies to Customer Support and is looking forward

to numerous new challenges. He loves spending his free time with his niece Liliana, born in March, and his nephew Peyton, who is just taking his first steps.



Jan Hansen knows HOSCH from his student days. After training as an industrial mechanic, Hansen (34) studied mechanical engineering at the Ruhr-Universität in Bochum. While working as a student, he wrote his final dissertation on automated module installation for HOSCH scrapers. In April 2021 he took up a permanent position in the "Research & Development" department at the HOSCH Headquarters in Recklinghausen. His work will focus on testing prototypes in laboratory and field trials. After finishing work, Jan Hansen likes tinkering with gadgets such as his drone or his 3-D printer. When he needs to unwind, he goes skating by Lake Kemnade in Bochum.



Gabi Hafner now supports the staff of the HOSCH Southwest Office in Saarlouis in the German state of Saarland. Gabi Hafner is a trained foreign-language correspondent and administrative assistant who speaks French, English and



Spanish. Now working half-time, she will carry out all office-management tasks.



Julissa Malpartida (35) has been on the team of HOSCH Perú since the beginning of January 2021. A trained translator and administrative assistant, she already has more than eight years of work experience in various capacities – including as a translator, management assistant and administrative director – in mining, international trade, and the service sector. Like Nick Champi, she came to HOSCH from its former distributor. "Back then I worked with both Cesar Vigo and Omar Segovia," she remembers. At the Head Office of HOSCH Perú in Lima, Julissa Malpartida works in both administration and sales. "I'm very happy to be part of this small but very dynamic team," she says. "We're only starting out, but I'm sure that we're optimally prepared for the future." Julissa Malpartida and her five-year-old son



live with her parents in Callao, a city about 10 minutes from Lima Airport. In her free time, she is equally at home jogging and cycling.

Nick Champi (27) has also been supporting the team at HOSCH Perú since the beginning of January 2021 in the role of Technical Manager. After studying maintenance mechanics in his hometown of Arequipa in the southern part of the Andean country, he started his professional career with the local mining company Sociedad Minera Cerro Verde (SMVC). He spent three years at SMVC before becoming chief mechanic at a HOSCH contractor. Here he oversaw various projects in the capacity of group manager and headed a maintenance team with roughly 20 members. His first contact to HOSCH took place in 2019, when he went to work for a HOSCH distributor as a specialized technician. Together with Omar Segovia (an employee of HOSCH Perú since January 2020), he installed and serviced HOSCH scrapers. When asked to describe his present employer, which deploys him to the largest mining company in southern Peru, Nick Champi replied: "Not only does HOSCH Perú enable me to use the knowledge I gained during my studies. It also lets me apply my planning and organizational skills. What is more, it gives me the chance to develop both professionally and personally." Nick Champi is married and the father of two daughters aged one and six.



Introduction of SAP at HOSCH "Down Under"

Think and act globally: After being rolled out at HOSCH in the U.S. and France, SAP programs for accounting, controlling, production, sales and human resources have now been introduced in Australia as well. At the beginning of the year, Mary Murawski and Mike Evanitz (HOSCH Company) joined Tobin Frech and Nils Dittmers (Synergize Solutions, HOSCH's contact for SAP for many years) armed with tips and tricks to smooth the switch to SAP. At the end of the "nerve-wracking" transition period, Steve Unwin gave this positive summary: "All relevant data are now available to the entire team. The new system saves time and makes it easier to work with our entire documentation."

Comeback in Gold Mine in Western Australia

Success for HOSCH International: Scrapers return to “their” place

Cleaning the belt conveyors in the largest opencast gold mine in Kalgoorlie in Western Australia is a real challenge. HOSCH installed the first scrapers there five years ago. The processes used for treating gold ore mean that these scrapers have to battle against thick layers of sticky materials. The Type D scrapers installed on the belts in 2016 have an excellent track record. “We’ve never seen the belts so clean in the 16 years we’ve been in business,” one of the operators said.

During the COVID-19 pandemic, the HOSCH scrapers were replaced with competitors’ products that the mining company said were easier to maintain. But these new scrapers were not robust enough and there-

fore frequently out of order, which led to production downtimes and safety problems. This brought the management of the mine back to HOSCH. The HOSCH Regional Manager Stan Rousell ensured that much more robust HOSCH scrapers were quickly installed again on the belt conveyors.

This successful comeback delighted Stan Rousell (HOSCH International), who said with a wink: “The managerial staff have now been converted to HOSCH and also tell other people in the company about our very good performance.” For example, Stan recently discussed installing additional equipment with the management of Kalgoorlie Operations. “In the next few months and years, this will result in a large part of the



Sturdy HOSCH scrapers in service on a belt conveyor at the opencast gold mine in Kalgoorlie (Western Australia).

scrapers used here coming from us,” he concluded.

Discover HOSCH International’s Presentation on “LinkedIn”

The latest news, videos and a review of the firm’s history

Virtual meetings have really taken off because of the coronavirus pandemic. Video conferences are now nothing unusual, and around the world social media are being used more than before the crisis.

HOSCH International has now also jumped on the bandwagon. Sonja Volhejn and her team in Australia use the platform LinkedIn for professional communication with customers, partners and staffers, and to present

their latest news reports and videos about the company.

One of HOSCH International’s first posts on LinkedIn, under the guidance of Steven Smith, offered a carefully prepared review of HOSCH’s corporate history. The individual texts each cover a special year for HOSCH – from 1975, when the company was founded, to the introduction of the various scraper types, and all the way to worldwide expansion. The

corporate history is supplemented with montages of pictures illustrating over 45 years at HOSCH.

For a closer look, please check our profile: <https://www.linkedin.com/company/hoschinternational/> LinkedIn is one of the largest social networks, offering a platform for communication and presentation. It contains presentations in over 24 languages from almost 30 million companies located all over the world.



Expansion in the Southern USA

Sales Manager Mike Evanitz moves to Florida to be closer to the customers

HOSCH has always been close to its customers; in the southeastern USA, this means physical proximity. Michael ("Mike") Evanitz is now making his home at a dream vacation spot. The Sales Manager of HOSCH Company is moving to Venice in the "Sunshine State" to serve the market in the southeastern and western USA more efficiently.

"From my new home I can reach all the major customers in the phosphate and cement industries in Florida in only three hours by car. And a direct flight to Texas takes only two and a half hours," says Evanitz, who sees a substantial growth potential for HOSCH in these two states. The nine ports in the immediate vicinity of his home are an additional draw. "Bulk materials are handled at all

of these locations – giving me an opportunity to generate new business in a much more targeted way," he explains.



With palm trees in the background: the new home of Allison, Paul and Mike Evanitz in Venice on the Gulf coast of Florida.

As a result of the change of location supported by the HOSCH Management, the U.S. subsidiary will shift its focus to expanding in Florida and Texas in the next few years.

HOSCH Company has already stepped up its activities in states such as Louisiana, Alabama and Arkansas. In

traditional "HOSCH regions" such as Pennsylvania, Virginia, West Virginia, Ohio and North Carolina, the company is represented by experienced sales

and service technicians. It is now intensifying its efforts in the Southeast since, as Mike Evanitz explains, "Ten percent of the entire U.S. mineral production takes place in Florida and Texas. If I also count the surrounding states of Arkansas, Alabama, Mississippi and Oklahoma, the figure is over 15 percent."

HOSCH Company Ventures into New Business Sectors

Following the decline of hard-coal mining, once the lifeblood of HOSCH in the U.S.

"Time to get out of coal!" This decision marks a turning point in both Germany and the U.S. The coal industry generated half of HOSCH Company's total turnover just 10 years ago – but barely nine percent today. The reason, says Sales Manager Michael Evanitz, is that "the consumption of domestic coal has dropped sharply due to the lower costs for natural gas and renewable energies and the regulations passed to reduce greenhouse emissions." The result: between 2015 and 2018, four U.S. coal com-

panies ceased their mining activities and shut down mines and processing facilities.

Owing to the decline in hard-coal mining, once the lifeblood of HOSCH in the United States, the U.S. subsidiary started to alter its customer portfolio in 2015 to move into new business fields. "To help us decide where to best spend our energies, our market research people presented us with a map showing the value of the non-fuel minerals in the various U.S. states – and this is where we have been active in the last six years," says

Mike Evanitz. HOSCH Company has recently been focusing on customers in Arizona, Colorado, New Mexico, California, Florida, Wyoming, Utah, Georgia, Louisiana, Oklahoma and Arkansas. During the past year, it generated about 30 percent of its overall turnover with companies mining copper and quartz sand but also with companies in the chemical and paper industries. And the potential is not yet exhausted. "There's still a lot of work for us here," he says. Looking back on the trying past year, he remarks that – independently of the question of growth – the HOSCH product line has proved to be "pandemic-proof."

New Sales Office with Training Center

HOSCH Indonesia now has a branch in the capital Jakarta

The HOSCH company in Indonesia, with its registered office in Balikpapan on the island of Borneo, has now made a bold entrance in the capital Jakarta.

HOSCH distributor Advanced Technology Solution (ATS) rented an office building in the metropolis on the northwestern coast of Java, redecorated it, and made it available to Robert Steiner's team. After paying his first visit to the site, Steiner, HOSCH Manager in southeast Asia, said, "We're right in the center and easy to reach. This is a wonderful site for us, which we can use both as a sales office and as a training center." The first training programs have already been held in the new premises. Robert Steiner comments: "They went off really well!" And now

they're all set to be continued on a regular basis. Julius Sidharta, the proprietor of ATS with Chinese origins, has already been offering HOSCH products on the Indonesian market for over ten years and has expanded his team for further growth.

Expansion is the order of the day throughout the HOSCH team in the huge Indonesian archipelago – despite the pandemic that has also affected Indonesia. The HOSCH staffers, always observing the quar-

antine rules and after a negative PCR test, have carried out a wide range of installation, maintenance and service work at major customers on the islands of Borneo, Sumatra, Sulawesi and Java.



You can't miss it: the highly visible branch office of HOSCH Indonesia in the capital Jakarta.

Online Training Now Also for Production

Final installation of the C Series for the Indian market: airline tickets exchanged for a PC workstation

The airline tickets and visa were left lying in a drawer – and instead the entire process was shifted to a PC. Marco Buttitta, Head of International Production, wanted to offer training in module installation for the HOSCH Type C scrapers locally in India. However, his plans were scotched by the COVID-19 pandemic.

The final installation for the C Series can be carried out for the local market in India in three forms:

- Stage 1 or "partly knocked down": pre-assembly in Germany with final installation in India.
- Stage 2: standard parts are sourced locally.
- Stage 3 or "completely knocked down": no pre-assembly in Germany; only the individual parts are supplied to HOSCH India.

Marco Buttitta was scheduled to run the introductory course for the

team headed by Sandip Kumar De, HOSCH Sales Manager in India, but because of the pandemic the company switched to an intensive online course with video training units and video conferences instead.

HOSCH Managing Director Dirk Heidhues sees the successful implementation of this whole process as evidence that "We can also use modern methods like video and online options for production training."

Expansion in South Africa

Production, warehouse and offices have all been enlarged. Emergency power generator ensures independent supply during power outages

HOSCH South Africa has finished expanding its premises at the site in Witfield, near Johannesburg. The construction work to expand the production facilities, the warehouse and the offices took almost one year. The new buildings finally went into operation at the beginning of March 2021.

"The move really went off very well. All the departments were up and running by mid-January, and the production flows got back to normal very quickly. The big difference is that now we have much more space and can organize the general flow of materials better," says a happy Johan de Koker, Director of HOSCH South Africa. In addition, the offices have

already been fitted out, and all our employees in sales or administration now have their own workstation.

One new feature is the emergency power generator. It can supply 300 amperes – enough to cover 100 percent of HOSCH's energy needs in Witfield, should the electricity grid go down, and for HOSCH customers this makes production and delivery more reliable. Furthermore, the electrical installation in the new building included all the necessary preparations for the future use of solar modules.

"For us, this expansion represents an important further step in 'HOSCH



With its own emergency power generator, HOSCH in South Africa no longer depends on the somewhat unreliable local power supply.

GOES FUTURE.' It not only benefits operations here in South Africa, but also helps exports to Germany and thus supports deliveries of parts to all HOSCH sites worldwide," says HOSCH Managing Director Ansgar Frieling.

Doing a Perfect Job in a Very Narrow Chute

The two new employees of HOSCH Company, Kevin Moreland and Ryan Lambert, were given no easy task: to install a Type C1V scraper in a very narrow chute for a HOSCH customer in the state of Virginia. In this endeavor they received theoretical training and practical support from Tim Fircak. He also oversaw the fine-tuning after the installation, and the inspection of additional HOSCH scrapers. His summary of the "premiere" of Kevin Moreland and Ryan Lambert: "A perfect job! All the components worked, and the C1V scraper displayed maximum cleaning efficiency."

Teaching, Training and Discussing at a Computer

The HTP has been updated and adapted to virtual requirements

The corona crisis did not disrupt the HOSCH Training Program (HTP), says Thomas Legner after several months in which online training courses and webinars became almost a normal way of life. From his computer, the HTP Trainer taught training courses on HOSCH products and provided virtual training for employees of HOSCH's Chinese distributor – in this case, directly on the premises of the customers for whom he provides technical support. "It helped a lot that we had updated the HTP and added modules such as PowerPoint presentations and installation videos." He did all of this with major assistance from Martin Kirk (HOSCH

International), a native speaker of English, who provided perfect-fit English audio for the introductory and installation videos. The video conference tool used by HOSCH proved to be pandemic-proof. Functions such as "Share screen" and "PowerPoint view" enabled the participants to view the information written – or drawn – on the slides as a group. Thomas Legner summarized his corona year as follows: "Many skeptics discovered that virtual sales processes and training courses worked out better than anticipated. In the future, personal contact will still be important – but the distances travelled to the courses will be much shorter."



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