

LOGO

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**MAJOR CHANGES AT FIEGE
HEADQUARTERS IN GREVEN**

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Innovation forms the bedrock of the company's concept

The Westphalian town of Greven, formerly the “largest village in the Münsterland”, is home to the headquarters and wellspring of our company. This is where Joan Joseph Fiege started a haulage business in 1873. It is also home to the origins of a family-run business which today holds a reputation in the industry that stands for innovation and tradition.

In 1980, a good 100 years later, Fiege's forwarding company was outsourced from the small city of Greven to the newly-built industrial estate on the city's outskirts, where the company's concept evolved from forwarding and transportation, to forwarding and logistics. The hexagon-shaped hallmark of the goods distribution centre – known well beyond the local region – became the enterprise's landmark and later even inspired the company's logo.

Now, 37 years later, the company's headquarters are once again undergoing change. In the months to come, a significant conversion and expansion project will take place and the actual concept of the location will equally be modified. It is innovation that turns a recognised enterprise into an outstanding concept. Three new halls will be built over the next months, for which the current logistics centre had to make way. Once the conversion and expansion works have been concluded, Greven-Reckenfeld will become one of the largest and most cutting-edge locations of the Fiege Group.

The company's long-standing attachment to its headquarters is even further consolidated by the long-term loyalty of its employees towards it. Some of them have spent their entire working life at Fiege, one ex-



The hexagon-shaped goods distribution centre became a company landmark.

ample being Karl Schlautmann, who has been employed with Fiege for 60 years now – a very special period of employment which naturally was honoured accordingly. Karl Schlautmann is 74 years old. He started his apprenticeship with Fiege as a 13-year old boy and today still works in minor employment as a warehouse clerk for Fiege tec in Greven.

And another special anniversary highlight was on Fiege's agenda this year: The Mega Center Ibbenbüren turned 25. “It is a project with model character which on such a scale and of this type has not existed before”, writes Michael Stoffregen-Büller

who authored the German original of the Fiege chronicle whose English title reads: “From Westphalia into the World”. “It caused a stir in the professional world and became something of the company's very own ‘Big Bang’, a model for a chain of services centres and thus the foundation for the ascent into Europe's top class.”

The goal that was set back then, Fiege reached over the years that followed. A feat which not only the owner families can be proud of, but also the employees who contributed towards this success.

Your LOGO Editorial Team

Presentation at the 34th Supply Chain Conference

● Opening perspectives, setting impulses, provoking thoughts and providing orientation all while offering a forum for debate – that is the essence of the 34th International Supply Chain Conference held in Berlin from 25th to 27th October. The International Supply Chain Conference is Europe-wide one of the most important events for the logistics and supply chain management industry. Since its beginnings in 1983, it has evolved into an industry get-together that boasts over 3,000 participants from all supply chain segments. At no other event in Germany is it possible to grasp the supply chain market as strongly as during the International Supply Chain Conference. Each year sees entrepreneurs from supply chain IT, transportation and services, logistics real estate and the processing industry meet up with scientists, politicians and journalists in Berlin. An exchange creates innovations and synergies between the industry, trade and supply chain services. And even the Fiege Group will participate in this event which is so important for the sector. At its booth at the Hotel Intercontinental, room Potsdam II, booths 02 and 03 is where the company will be showcasing its latest supply chain strategies and solutions.

Fiege event on innovation

● Fast & Forward by FIEGE: that is the name of a brand-new event which the Fiege Group organised during the logistics congress for its clients, partners, and friends. The event will take place at a so-called off-location, von Greifswald, in Berlin, Prenzlauer Berg on 26th October as from 10.30 a.m. The list of invitees includes managing directors and those in charge of logistics at large to mid-sized enterprises as well as at start-ups, plus other participants from the start-up ecosystem. Next to interesting presentation elements about innovation, there will be sufficient time to engage in an exchange, and to network. On this occasion, it will also be possible to meet with start-ups that are close to the market wishing to introduce their products, technologies and new business models during the event.

Heavy division added-on in Halle

The 1st September 2016 marked the start of the new Fiege facility in Halle/Leipzig. 44,000 square metres are currently home to the international spare parts segment for Doosan. In May 2017, a further partial segment of Doosan, the heavy division, also moved.

Relocating more than 50,000 different articles from the previous service provider, DHL to the Fiege warehouse in Halle was successfully concluded in July. Around 200 truckloads handled in two shifts were needed to consolidate both business segments on time at the Fiege warehouse.

NEWS

Renewal of co-operation

● The Finnish tyres maker, Nokian Tyres has renewed its contract with Fiege ahead of time, until the end of 2019. Nokian Tyres runs two plants: one in Nokia, Finland and another in Vsevolozhsk, Russia, where tyres are made that ensure a safe driving experience under extremely demanding conditions. Fiege Logistik has been handling logistics for car tyres of the Nokian brand at the location in the Hessian municipality of Otzberg since 2015. “We are thrilled that one of the leading tyre makers in the world continues to place their trust in us. Our customer, Nokian records continued strong growth which is why we will manage all 44,000 square metres of storage space in Otzberg for Nokian”, says Christian Thiemann, member of the management for tyre logistics at Fiege. From Otzberg, Fiege supplies retailers across Germany as well as multiple European countries with tyres by Nokian. In addition to the location in Germany, Fiege runs another distribution warehouse for Nokian Tyres located near Warsaw, and handles the distribution destined for Austria from the Czech Republic.





Major changes at Fiege headquarters in Greven

In 1980, with the construction of the hexagon-shaped goods distribution centre at the headquarters in Greven-Reckenfeld, Heinz Fiege and Dr. Hugo Fiege initiated the change from a forwarding and haulage company to an international supply chain group. Today, 37 years later, a new generation has established itself on the Board with Jens and Felix Fiege and even the original site of the headquarters on Carl-Benz-Straße in Greven is about to undergo major changes.

In collaboration with the Executive Board, Fiege Real Estate has established the new strategy for the company's headquarters in a master plan. In addition to a modernisation, the plan also specifies an expansion. Three new hall segments will be built over the months to come, for which part of the current logistics centre has to make way. The to-be-built complex is scheduled to be completed by early 2019. Two of the three halls, however, will already be available for operations by winter 2018.

"The expansion of the logistics centre in Greven-Reckenfeld is one of the most complex projects within the Fiege Group to-date", says Kai Alfermann, Director Real Estate & Quality, who is in charge of the project.

"We are setting up structures for a new account there, and at the same time are restructuring for our existing customers while operations continue. This means we must take into consid-

eration a number of crossing points." The modernisation forms an integral part of the project and extends far beyond roof repairs and optimising the heating system only.

At 17 metres height, the new hall will be roughly six metres higher than the existing one. "We have planned the three new hall segments as a two-storey structure so that we can achieve a particularly compact level of storage", says Jan Fiege, Director Real Estate Development. Once all the work has been completed, the location will have roughly 90,000 square metres of logistics space available. The large-scale project inclusive of intralogistics is being developed and controlled by Fiege Real Estate. For the future, a space of around 20,000 square metres has been earmarked for expansion.

But not everything will change at the Greven-Reckenfeld location. Many things will keep on as-is: The know-how specific to the industry from the

fields of fashion, eCommerce, industry and fast-turning consumer goods will remain available. Value added services will be integrated. "It is in equal measure a significant opportunity and a challenge to prepare the oldest existing location of the Fiege Group for the tasks that lie ahead. The entire team is highly motivated and greatly looks forward to this project", says Managing Director BU F/ OR, Martin Rademaker. ●





A 25-year long success story

The Fiege Mega Center Ibbenbüren is celebrating its 25th anniversary – a success story to this very day. “The concept was a total novelty, unique

Europe-wide”, says Günter Westrup, long-standing managing director. “At the same time, it was a sign for the innovative entrepreneurial spirit of the then managing partners, Heinz Fiege and Dr. Hugo Fiege, who assumed a pioneering role in contract logistics with the goods distribution centre.”

25 years ago, the centre was opened in the presence of the Minister of the Economy, Jürgen W. Möllemann, the then head of Deutsche Bahn railways, Heinz Dürr, and Dr. Klaus Eierhoff, managing director of the key account Karstadt, together with 400 invitees. The roughly 200,000 sqm-large site located in Ibbenbüren-Hörstel witnessed the construction of the build-

A considerable dimension

ing complex within a short period of nine months only, whose 110,000 sqm of floor space, with 25,000 sqm on the second level, is equivalent to around 20 football pitches – back then and even today, a considerable dimension. “But in addition to being a large building only, the Mega Center is an idea, an innovation. It turned the forwarding industry inside out.



The Fiege Mega Center Ibbenbüren after being completed in 1992.

The innovative entrepreneurial spirit shown by the Fiege siblings and their courageous decision made the Mega Center possible." Those are the words in an article published in the Ibbenbürener Volkszeitung newspaper on the occasion of the anniversary.

The huge warehouses were primarily built for the special campaign business of the Karstadt department store. Supplied from all parts of Europe and Asia by sea, air and road, the merchandise was picked at the Mega Center and then consolidated before being sent out to the 170 outlets of Karstadt spread across Germany. 70 per cent of this was dispatched by railway. For its concept of merging transports, the Fiege Group received the German Logistics Award in 1992 from Bundesvereinigung Logistik e.V. shortly after starting operations at the Mega Center.

"The goods distribution centre in Ibbenbüren/Hörstel is a model project which had never existed before on this scale and of this type. It created a

stir amongst professionals and became something of the company's very own 'Big Bang', with model character for additional service centres. It marks the foundation for the ascent into Europe's top class", so the Fiege chronicle titled "Aus Westfalen in die Welt". Naturally, the immediate proximity to the motorway and the connection to the railway plays a role in selecting the site, just like the excellent collabo-

Model for other centres

ration with the authorities in Ibbenbüren and Hörstel. The first employees, without exception, all came from the immediate surroundings and were highly motivated and dedicated – a trend which applies to this very day. The fact that many employees today have been part of the operations from the very beginning, is an achievement which the managerial team is particu-

larly proud of: "Many of our employees are celebrating their 25th anniversary with us this year", explains Tobias Hepke, branch manager at the Mega Center. "The average time of service with the company is 16 years." Adds Christoph Mangelmans, managing director BU F/OR: "Our foremost topic is the creation of safe, long-term employment."

Because naturally, here, too, just as for any other success story, there were short critical periods. "During the very first campaign operation which we supplied, the railway went on strike", recalls Günter Westrup. "It was a nightmare, but our employees stood by the company and they fought for it; they were loyal and highly dedicated and in the end, we

Motivated and dedicated employees

overcame the crisis together!" Only one year after the opening it was a given that the Mega Center concept would be successful.

A first break in the daily routine of supply chain processes came with the end of the contract with Karstadt. New customers had to be found. With its constantly changing range of fashion items, the international fashion group, Esprit, filled the warehouses until in 2011 when a new mono-user centre opened in Mönchengladbach which was dedicated exclusively to Esprit. During the following "third spring", the Fiege Mega Center Ibbenbüren evolved into a multi-user centre for eCommerce, which currently handles the logistics for 18 customers under one roof. "Operations have become more detailed, faster and flexible", emphasises Christoph Mangelmans. eCommerce customers frequently place their orders over the weekend so that the main work input is required at the start of the week. "Without the constant readiness of our employees who time >



A modern warehouse defines the face of the Fiege Mega Center Ibbenbüren.

and again are willing to take on the challenges of the daily business routine, the Mega Center Ibbenbüren would not have become such a successful model!"

And where is the Mega Center today? "We have gathered experiences, but maintained our pioneering spirit. We continue to trial things which are not as yet on the daily agenda in lo-

gistics, such as, for example, the use of intelligent robots for intralogistics. We intend to maintain a pioneering role even in the future", says Tobias Hepke. "But all the technology and automation which have entered the workflow over time serve to support our employees, not to replace

eCommerce will become backbone

them." And Christoph Mangelmans adds: "We want to reduce the turn-around times at the warehouse and design the future together with our colleagues."

And the future at the Mega Center Ibbenbüren is eCommerce. This segment will become the facility's backbone, making Fiege once again a pioneer in the industry. ●



The management crew at the Mega Center: Tobias Hepke, Günter Westrup and Christoph Mangelmans (from left).

Anniversary fireworks

The staff of the Mega Center Ibbenbüren naturally also celebrated the 25th anniversary: Around 300 guests had arrived on 8th July during summery temperatures to celebrate the big day together. Günter Westrup, branch manager of the very first hour and managing director of the Ibbenbüren site for many years; Christoph Mangelmans, Managing Director; and branch manager Tobias Hepke presented some brief anecdotes on a quarter of a century of the MC Ibbenbüren and thanked the employees during their short addresses for their commitment and loyalty towards the company. A perfect holiday atmosphere by the beach came with the mountains of sand which had been piled up on the compound of the MC, together with deckchairs and a cocktail bar. Naturally, there was plenty of food and drink. A DJ made sure the dancefloor was packed from the very start. The highlight of the festive evening, however, was without a doubt the nocturnal fireworks.



The fireworks were the undeniable highlight of the celebrations.

Go-live for Zalando and Fiege in Gryfino

Only a few months ago, the foundation stone was laid for the new distribution centre in Gryfino, located in the immediate vicinity of Szczecin. August of this year already witnessed the go-live for Europe's largest Internet retailer, Zalando. The centre will run at capacity by summer 2018.



David Schröder, Senior Vice President Operations at Zalando (I.) and Jens Fiege during the official groundbreaking ceremony.

The logistics centre will boast 130,000 square metres of space once the first building phase has been completed. Following its final completion, it will provide employment to around 1,000 people. Especially Polish shoppers and consumers in Europe's Nordic countries will benefit from even shorter delivery times, thanks to the centre's ideal location. Zalando partners in Poland with Fiege – a strong supply chain provider who is highly familiar with the needs of customers in the Polish market due to its local know-how – which has taken charge of the entire supply chain.

"We are extremely proud that Zalando placed its trust in our competence in the fields of fashion and eCommerce and look forward to extending our collaboration. Fiege has been present in the Polish market for almost 20 years. Having knowledge of the situ-

Collaboration extended

ation on-site paired with well-trained skilled personnel are vital advantages in this context. We look forward to the privilege of executing this large undertaking with our qualified Polish employees for Zalando", emphasises the board member, Jens Fiege.

8th August 2017 marked the start: Zalando celebrated together with its



The local go-live team celebrated at the new logistics centre with many invitees.

logistics partner, Fiege, the go-live in Gryfino. When the first parcel left the new centre, Frank Stehle, Zalando Head of Logistics Operations; Martin Beyer, Zalando Head of Service Provider Operations; the mayor and deputy mayor of Gryfino as well as Fiege Poland's Managing Director, Piotr Kohmann; Lars-Peter Stefanowski, Fiege Senior Key Account Manager; and the local team at the facility, managed by the branch manager, Grzegorz Warzecha were all there to mark the special occasion.

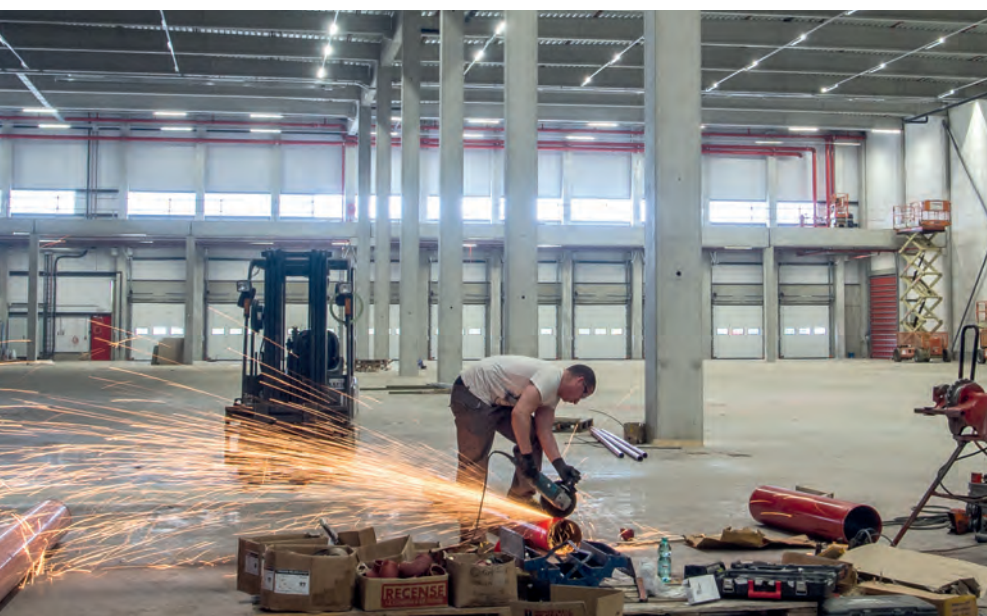
"We are very proud indeed that our team is already able to serve our first client within one year of the construction having started", highlighted

Paweł Laska, Zalando's on-site manager. And Grzegorz Warzecha added: "We prepared extremely well for the go-live and the project's imminent start-up phase. We are fully aware of the relevance of our service and its contribution towards our partner's customers being satisfied and therefore, based on our long-standing experiencing in eCommerce, we take care of every single detail related to the logistical processing of a customer order." Today, 300 employees work at the centre already. Each day, 6,000 orders are processed and then shipped out to Poland, Germany, and Scandinavia. More countries are to be added soonest. ●

New supply chain solutions in Puurs

Fiege Logistik, Makro and the real estate developer, Goodman laid the foundation stone in March of this year for the comprehensive expansion of the supply chain facility in Puurs.

Fiege utilises this space to respond to the changed requirements of its customer, Makro.



The Puurs Logistics Center comprises two units that occupy 20,600 square metres of space. The logistics centre will be extended by a further 32,000 square metres, with the largest share being let immediately to Fiege again. The extension is scheduled for completion by November 2017.

Connected to Golden Triangle

The Puurs Logistics Center is ideally located for logistical operations that supply Belgian markets domestically, and European markets situated in the west. Located between Antwerp and Brussels and only six km from the Willebroek container terminal that sees daily shipments to the largest two seaports in Europe, Antwerp and Rotterdam, the strategic location in the centre of the Belgium's 'Golden Triangle' allows companies such as Fiege and Makro to efficiently manage the flow of their goods.

Walter Goossens of Makro explains: "Our new commercial strategy fo-

cuses on the logistical integration of our food and non-food suppliers. This new strategy also calls for new supply chain solutions, which is why we were looking for a logistics partner who was able to deliver not only the appropriate logistics facilities but who was also to partner with us to better serve our stores and consequently, better serve the customer."

The anticipation of customers' needs is key, said Pascal van der Linden, CEO Fiege Logistik Belgium: "The timing was perfect: in May 2016, Makro decided it wanted to centralise its activities, which meant Fiege needed 20,000 sqm on top of the space we already occupied at the Puurs Logistics Center. By extending the lease and expanding the multi-user site we could offer the perfect solution to Makro's centralisation strategy."

All three parties involved in the project shared the commitment to optimise the sustainability potential of the new development in Puurs. The close collaboration during the planning and design phase enables the sustained optimisation of design elements while simultaneously minimising the impact on the environment.

To meet the requirements of Europe's leading Lean and Green programme, the facility will be equipped with sustainability features such as dimmable LED lighting with motion sensors and infrared heaters. It will also provide ample natural daylight to warehouse staff via light strips above the dock doors. Additionally, the building benefits from a rainwater recuperation system. These features will help to

An attractive location

reduce energy consumption costs and the facility's use of natural resources. Koen Van den Heuvel, Mayor of the Municipality of Puurs concluded during the small celebration of the first stone: "Because of its central location and easy access by public transport, Puurs remains an attractive location for companies to settle. Thanks to this new investment, Puurs is a dynamic and enterprising municipality, able to expand its position as a job-creating, economic hub in Belgium's Golden Triangle." ●



The laying of the foundation stone for the extension to the Logistics Center in Puurs was marked in March with a symbolic cut of the spade.

Groundbreaking for a fashion-only facility

Large-scale project in Hanover region

Four halls are currently being built at the location in Großburgwedel with pallet racking for over 13,200 pallet spaces and shelf-type racking with 47,700 shelves. In total, a docking area of around 12,000 square metres is being created as well as roughly 5,000 square metres of concrete mezzanine flooring and offices, plus recreational areas of around 4,000 square metres.

Fiege will occupy three of the halls itself.



A new Fiege location is currently being built in the Hanover region, in Großburgwedel. It was planned primarily for customers operating online and in fashion and will be completed by the end of October of this year.

It will take between 200 and 400 employees to handle and process eCommerce operations for the Hanover region at the central location of Großburgwedel as of the end of the year. Fiege is the project developer and will also run the property later. The site has a size of around 77,000 square metres and around 40,000 square metres of this will be used for the building. Offices and recreational spaces take up an area of roughly 4,000 square metres. Four halls will be built; Fiege will occupy three of them. Hall number four is being planned for a large druggist. All buildings are Green Building-certified and have been planned and built in accordance with the German Sustainable Building Council (DGNB). Numerous guests from politics and the regional economy had arrived for the official groundbreaking of the large project, including many employees

from the companies involved in the project. Board member, Jens Fiege emphasised in his brief address the excellent collaboration with the city of Großburgwedel and with the employees at the responsible authorities. He introduced to the visitors the history of the construction and planning and listed key details about the build-

Successful collaboration

ing and the project. Fiege and the city had been negotiating since 2012. The mayor of the city of Burgwedel, Axel Düker, emphasised the successful collaboration with the company, Fiege: "We look forward to our mutual future and are convinced to have found the right partner for this significant project." ●



Together they celebrated the laying of the foundation stone for the new centre: Christoph Mangelmans, Head of Business Unit Fashion; Marc Menßen, branch manager Langenhagen/Sehnde; Ralf Knorr, CBR; Frank Dreske, Ricoh; Harald Keding, Ricoh and Fiege board member, Jens Fiege.



Growth of healthcare logistics continues

Continued growth at the Medical Order Center (MOC): St. Franziskus-Stiftung Münster and the Fiege Group opened an extension to their facility in Ahlen in July which will significantly increase capacities at the logistics centre dedicated to all things hospital.



Felix Fiege (top) and Dr. Klaus Goedereis highlighted the tremendous success of the MOC concept in their respective address.



Following a one-year construction period, the project created around 1,800 square metres of warehouse space with almost 1,200 pallet spaces stacked up to a height of more than ten metres, plus an additional 400 square metres of space for cutting-edge offices and recreational spaces.

"Today impressively emphasises the professional competence, the comprehensive range of services and the economic efficiency which the MOC provides to affiliated hospitals, long-term facilities and doctors' offices", said Dr. Klaus Goedereis, chief executive of St. Franziskus-Stiftung Münster, during the opening ceremony. The annex documents the success of

the Medical Order Center concept which guarantees first-grade supply services from a single source for its healthcare clientele. The expansion also clearly acknowledges the

Recognition of employees

value of the location of Ahlen which, from the very beginning, proved to be ideal. At the same time, he expressed his recognition of the 270 staff at the MOC. It is they who made the success story of the centre possible.

The Medical Order Center is the largest centre for external supply services.

"It was the first of its kind and to this day enjoys a unique selling proposition within the healthcare sector", said Felix Fiege, member of the board of Fiege Logistik. "The MOC showcased the success of two courageous pioneers of hospital logistics". The rapport between the two enterprises was always partner-like and based on trust, as Fiege pointed out: "Here in

Pioneers of hospital logistics

Westphalia, the spoken word counts. As a business, we could always rely on the word of St. Franziskus Stif-

Service centre for healthcare

The Olfetal industrial estate in Ahlen, Germany is home to the Medical Order Center (MOC), a supply hub dedicated to the healthcare sector. It provides a broad spectrum of highly-qualified services to hospitals, doctors' offices and other facilities located in a 100-km radius around the centre: From medication to medical products, to recycling and the sterilisation of surgical instruments, almost the full range of hospital and clinic activities is covered.

The MOC has been active at the Ahlen location since 2001. Founded at the time as a completely new model, it has since evolved to become a staple in the

German healthcare sector. It currently supplies roughly 50 hospitals with a capacity of around 8,000 beds, plus several hundred doctors' offices from its main facility in Ahlen and its second location in Bochum which opened at the end of 2012, with a broad product range.

The central sterilisation unit of the MOC currently prepares and sterilises around 350,000 individual surgical instruments. High-performance procedures checked for quality guarantee that the affiliated hospitals enjoy the maximum-possible level of safety in the supply of sterile products. The hospital dispensary's bedrock remains the supply of medica-

tion which is processed cost-effectively and with particular speed. Response times between the incoming order and the actual delivery have been significantly shortened due to automated order picking technology, rounded-off by comprehensive pharmacological advice from the resident pharmacists at the clinics.

The MOC is a subsidiary of St. Franziskus-Stiftung Münster, one of Germany's largest denominational hospital groups which co-operates for this project with the Fiege Group. A workforce of around 270 are employed at the Ahlen head office and at the Bochum facility.

tung and this naturally was also the case vice versa." And this, just like the courage to pursue new paths, will continue in the future. "We are an innovation driver within the logistics sector and together with St. Franziskus Stiftung we intend to create new projects", said Felix Fiege. In the near future, for example, electrical vehicles are to be employed to cover the shorter distances to hospitals in immediate proximity to the MOC.

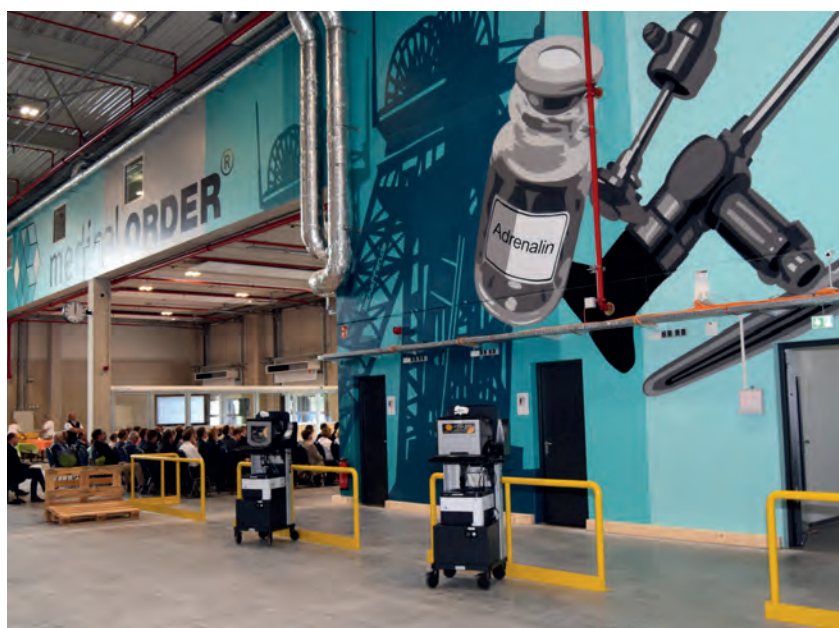
Georg Rosenbaum, Managing Director and head of the MOC, looked back at how the logistics centre has evolved since its formation in 2001. In the meantime, it has become a leader in

dedicated services for certain medical products have been created for clinics. Over the past 16 years, it is not only the MOC that has evolved further, but also the internal infrastructure at the hospitals that it supplies. A modular tray system, operations-

specific tracing, pharmaceutical recording at the clinics on site as well as many more consultancy services in fields such as the hospital dispensary, sterilisation and trading with products have lastingly intensified customer relationships. ●

Lasting, intensive customer relationships

the field of hospital logistics in Germany. Sales at the two MOC in Ahlen and Bochum have increased almost ten-fold since 2001 and additionally,



Numerous invitees came to the opening ceremony which took place in the festively adorned hall.

Optimised control of material flows

In May of this year, Fiege Healthcare held a presentation in the Integrated Procurement Management category at one of the most important specialist fairs for healthcare logistics, the med.Logistica in Leipzig.



Carina Haverstreng gave a talk at the med. Logistica fair.

Carina Haverstreng, branch manager at the Fiege Healthcare location in Münster, spoke about an optimal control of material flows into the hospital with the goal of reducing order efforts for hospitals while increasing supply chain efficiency.

“By implementing VMI concepts in the health market in particular where the replenishment of consignment stock at hospitals is no longer triggered by an order but instead, by an automated order generation when specific thresholds are reached, Fiege was able to achieve significant advantages for its customers”, specified Carina Haverstreng. These advantages

originate on one hand within logistics, by decreasing the number of trips to the hospital and avoiding emergency deliveries as a result of improving on-site availability; on the other, manufacturers benefit from these advantages because a needs-based supply results in a faster consumption of products and consequently, a faster turnaround while simultaneously minimising overall stocks (tied capital).

Ultimately, the user, i.e. the hospital, also benefits from an improved product availability and more stable supply process. “Prior to converting to VMI consignment stock we were frequently confronted with the situation that hospitals had triggered a repeat order as soon as a product had been

Improved product availability

removed, without taking into account what the actual need could be”, she explained. “Each order which we would receive was immediately delivered without checking any other on-site stock at the hospitals. This led to excess inventories at the hospitals for the manufacturers without actually having generated any sales, paired with a major capital tie-up.

“In spite of this situations arose where emergency deliveries became necessary – every time when the buyer had forgotten to trigger an order. This clearly demonstrates a faulty product allocation: On the one hand, there is stock that does not generate turnover while on the other, there is a need that can only be satisfied with some form of an express supply.

Recurrent emergency deliveries

And ultimately, it was also an unsatisfactory solution for the hospital, to have to deal with ordering processes time and again and to quickly be punished with the non-availability of a product whenever time did not permit a direct re-order”, explained Haverstreng further.

Fiege manages the consignment stock for medical technology customers at hospitals and conducts for some of these the deliveries based on VMI concepts. The presentation held during the med.Logistica fair was met with great interest by the professional audience and was followed by an intense discussion with manufacturers and buyers. ●

Continuous growth of healthcare logistics

The past years have witnessed the continued and significant growth of Fiege healthcare logistics. Stefan Kepp, regional manager healthcare logistics in Ahlen, spoke about this positive trend and the central topics of the future in an interview with LOGO.

The healthcare logistics segment has experienced continued growth over the past years. In the meantime, you supply over 150 hospitals, nursing homes and more than 300 doctor's offices. How important is the choice of location for this?

Kepp: The locations of our warehouses play a crucial factor. They have been chosen strategically for us to be able to reliably supply our customers in no time. And for this it is important that we, just like many hospital chains, expand the network both locally and Germany-wide. We make daily drops to hospitals in Germany's south, all the way up to Hamburg.

How important is IT for modern healthcare logistics, or within a hospital?

Kepp: IT has evolved over the past years into a central topic. Core topics include, for example, Hospital 4.0 and the digitisation of healthcare logistics. They offer the potential to design more efficient process flows within healthcare logistics.



Stefan Kepp talks about the development and the future of hospital logistics during an interview.

Hospital 4.0: What could such a hospital look like and which challenges does it impose on healthcare logistics?

Kepp: Hospital 4.0 is the response to a tremendous lack of specialists and the wish to have more time for the individual patient. Part of the Hospital 4.0 concept is to create a stronger bond between man and any existing, or new,

IT systems. These IT systems then need to be tied in closely with logistics, to achieve a faster, more custom-fit delivery to patients. One key word here is, for example, the digital patient file. The future challenge lies almost certainly in merging the underlying IT of logistics providers even more efficiently with that of the hospital. ●



Committed to the well-being of people

St. Franziskus-Stiftung Münster was founded in 1997 by the religious order of the Franciscans of Münster-St. Mauritz, whose main focus since 1844 has been to help the sick. In 2004, the religious order integrated the hospitals that it built up and operated into the foundation.

FRANZISKUS
STIFTUNG



The logo of the foundation

The core of the logo of St. Franziskus-Stiftung Münster is a symbolic piece of a rope which refers to the Franciscan roots and the founders, the religious order of Mauritz Franciscans. Saint Francis signed his correspondence with the rope sign. On top of the symbolic piece of rope is an open book of the Gospel. In the logo, the rope is encircled by a cord which stands for liveliness and unity in diversity for which the Franciscan Foundation stands. The individual branches are allocated inclusive of the designation of their respective facility and the shared logo of the foundation which unites all. At the core of the identity is the idea of a Christian-based group of companies.

St. Franziskus-Stiftung Münster today is one of the leading denominational and charitable hospital groups in Germany's north-west. Under its umbrella there are currently 15 hospitals with over 4,000 beds, nine facilities for differently-abled persons and senior citizens, as well as two hospices. Around 520,000 thousand people receive in-patient and out-patient treatment at their facilities each year. Their facilities for long-term care are home to around 1,000 persons. Over 1,200 employees working in medicine and nursing in addition to caring for the differently-abled and the elderly share the responsibilities for their patients, residents, and visitors.

Franziskus-Stiftung is an ecclesiastical foundation under private law. The facilities of Franziskus-Stiftung form healthcare networks in the individual regions which benefit local residents.

"It is about providing a professional offer of healthcare and social services borne by Christian values", says Dr. Klaus Goedereis, Chairman of St. Franziskus-Stiftung Münster. "It is against this background that we envision the future operation of hospitals, senior citizens' homes and facilities for the differently-abled, as well

as schools, as a crucial responsibility of practised charity."

Differentiation, specialisation, the formation of interdisciplinary competency centres and the expansion of co-operative networks beyond hospital borders define the development in the healthcare segment of Franziskus-Stiftung. Of particular relevance is the collaboration with resident doctor's offices, rehabilitation facilities and caregiving services. The various offers available to assist the differently-abled in the district of Warendorf are merged under the umbrella of St. Vincenz-Gesellschaft. They include a broad spectrum of out-patient and in-patient residential and support offers for differently-abled adults. The facilities for senior citizens in the Münsterland and Ruhr area provide a pleasant home to them where their independence is promoted. One special focal point concentrates on support concepts for residents suffering from dementia.

Next to special care-giving and the medical care support for people who are severely ill or dying at the hospitals, a personalised structuring of an individual's final phase in life is also facilitated by the hospices. Guests and relatives are given the necessary freedom to say goodbye to their loved ones with dignity.



Continuation of successful partnership

Roche Diagnostics Netherlands has again chosen Fiege for the distribution of its diagnostics. This marks the continuation of a successful partnership between Roche and Fiege.

The objective of Roche to offer to each and every patient on the basis of the respective diagnostics the right therapy at the time is being given far-reaching support from the recently renewed Healthcare Cross Dock Center of Fiege Zaandam. Its decision in favour of a completely closed GDP* distribution net from Fiege Healthcare allows Roche to guarantee the supply of the highest-possible product quality to its customers. (*GDP = Good Distribution Practice)

"We initiated an international tender for 'Last Mile Delivery' last year. We made the final call in December: to continue with Fiege. Fiege is the best partner with the highest quality level in relation to the best price", says Suzanne Tolsma, Procurement Manager at Roche Diagnostics.

Wouter Sluiter, CEO Fiege Netherlands, is extremely happy that Fiege



is again to be the best partner for Roche and that the partnership is to be continued. "Roche is an important customer. The renewal of our co-operation proves once again that partnership is crucial in this segment of the market. By focussing on quality and meeting the demands

and expectations of Roche with our specific healthcare solutions, Fiege indeed distinguished itself in this competitive market. And the ongoing co-operation with our customers allows us to continue updating our supply chain services for healthcare diagnostics."

Fiege Netherlands opens new Cross-Dock Healthcare Center

Fiege Netherlands has officially opened its new Healthcare Cross Dock Center in Zaandam. This centre was developed specifically for the transportation of healthcare products which require special care due to their temperature restrictions.

With more than 20 years of experience in healthcare distribution, Fiege is one of the leading companies in this market. The Cross-Dock Center consists of two

segments, each with an independent temperature management which maintains a constant temperature that is monitored around the clock. In this way, Fiege can guarantee that temperature specifications are always complied with.

The new healthcare facility is the most recent development in the continuously improving, fully closed distribution net which maintains a temperature of

between 2 and 8 as well as 15 and 25 degrees Celsius. With this next step forward, Fiege Netherlands can guarantee the handling of goods within the temperature range specified for the individual product, from pick-up to delivery, and, at the same time can secure its future in this continuously growing and innovating segment of the market.

Healthcare in Switzerland

● In April 2017, Fiege HealthCare Logistik participated in the LogiPharma conference held in Montreux, Switzerland. The LogiPharma conference, officially titled Global Pharma Supply Chain Conference, is where healthcare professionals gather for an in-depth exchange. The three days of the conference saw many important representatives from pharmaceutical companies on location. "The conference was a resounding success for Fiege. We had the opportunity to liaise with established contacts, but also to make new ones. This allows us to continually stay up to date with what's happening in the pharma segment", says Carina Haverstreng, head of Pharma and MedTech at Fiege HealthCare.

Higher Level IFS certification

● Fiege Logistik in Neuss, Germany has again reached the Higher-Level certification according to the International Featured Standards (IFS) Logistics Version 2.1. for its export logistics dedicated to the confectionery maker, Haribo. The IFS Logistics is a standard which is used to assess supply chain services in relation to product quality and product safety. During the audit, DEKRA's external auditor verified whether the different elements of the quality management and product safety system at the branch are documented, implemented, complied with and continuously improved. "We can be highly satisfied with the outcome. This justifies the trust customers have in us", says Olaf Hügelmeyer, branch manager in Neuss. Five of Fiege's locations are IFS Logistics-certified. "Our goal is to always develop our locations in accordance with our customers' requirements, and in line with ecological and social aspects", says Göran Thälker, Head of Quality of the Fiege Group.

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New fulfilment centre in Holland

● The Fiege Group opened a new fulfilment centre in Nieuwegein, Netherlands this year. This 49,000 square metres-large centre helped to accomplish the goal for a consolidated eCommerce platform. With the possibility to expand the centre by a further 10,000 square metres, the new fulfilment centre meets the future growth potential of Fiege Netherlands. The excellent geographic location right in the heart of the Netherlands close to the motorways A1, A12 and A27 in combination with the neighbouring network partners make Nieuwegein an ideal location. With this, Fiege Netherlands offers its Dutch clientele a cross-border eCommerce solution while contributing to the strategy of the Fiege Group to establish itself as a specialist in the international eCommerce market.

Action relies on Fiege as its logistics partner

The Dutch non-food discount store Action, in a further step to drive its Germany-wide expansion, has chosen the Fiege Group to run its new distribution centre.

Action, Fiege and the real estate developer, Dietz opened Action's first distribution centre in Germany in June. The new warehouse built in southern Hesse, in Biblis, supplies Action branches in Germany, Austria and parts of France. "Action is Europe's fastest-growing non-food discount store. With the opening of our first distribution centre in Germany and the support of our partnering companies, Dietz AG and Fiege Logistik, we are creating a further milestone in our expansion strategy", said Sander van der Laan, CEO Action, during the opening. "With the total number of branches opened in Germany, France, Belgium, the Netherlands, Luxembourg and Austria reaching 197, we recorded tremendous growth last year already. In 2016, we opened 60 branches in Germany alone – with its population density and size, Germany is one of the countries which our growth strategy focuses on."

The fact that Germany is playing a central role for Action is reflected in the company's plans for its future: For 2017, Action is planning to create up to 2,000 new jobs. "Action's growth targets are a major challenge for us which we are happy to accept", emphasised Jan Fiege, Director Real Estate Development, during the opening ceremony.



Celebrated the opening of the new building: Jan Fiege, Director Real Estate Development, CEO Action, Sander van der Laan, CEO Action Germany, Steffen Rosenbauer and Dietz Managing Director, Wolfgang Dietz (from left).

"It fills us with pride that Action has entrusted the responsibility for its supply chain activities with us and that we are already supplying its roughly 80 branches in Germany from Biblis with a staff of 200."

Because construction had already significantly progressed, storage operations started in March already. First branches have been supplied from the location in Biblis since April. On a good 85,000 square metres of logistics space, Action's 13 product categories are stored and supplied to the branches on a daily basis. The growth that Action seeks calls for building up a team of around 800 people by 2018, who – once the expansion has been completed – will perform over 230,000 picks per day.

"We are planning on hiring many new people. Relocating resources from other sites has allowed us to create a solid, experienced basis for the new team", says Dr. Herbert Stommel, Managing Director Fiege Logistik Biblis GmbH. Fiege will also create new vocational training positions at the new location with the goal of training young people to become warehouse logistics specialists. With these new operations Fiege continues its growth efforts in the region and is progressing into a crucial pillar for the regional labour market. "Action is a vital new customer of Fiege for the Consumer Goods segment", says Michael Lorca, Managing Director Consumer Goods. And: "We are proud that Action trusts in the efficiency and quality of Fiege and wishes to advance its growth with Fiege by its side." ●



Optimising supply chain processes

The fashion retailer Esprit, with whom Fiege enjoys a 16-year long partnership, has comprehensively optimised many internal flows during a major transformation. One important element of this reorientation is the best-possible increase of efficiency of the company's supply chain processes.

The expansion of the warehouse space in Mönchengladbach equally serves this purpose. The logistics centre, once the expansion has been completed, will then have a total floor-space of 133,000 square metres and be fitted with special features such as, for example, 80 gates and 24,000 square metres of mezzanine space with four cargo lifts. In Mönchengladbach, Esprit consolidates multiple regional warehouses and in future will use the property for the European distribution of its articles.

"The additional capacities at the Regiopark Mönchengladbach form a vital part of the strategic reorientation at Esprit and the associated future development of its business model. Thanks to a modern design of the expansion to Goodman's property we supply our partners as well as our own shops in future even faster and with a greater focus on demand", em-

phasises Jose Antonio Ramos, Chief Commercial Officer at Esprit.

"Shorter product lifecycles, the constant enlargement of product lines, consumer habits and growing competition for the fastest delivery times are currently real challenges for retailers and their supply chain operations. By using cutting-edge logistical

Vital location for logistics for textiles and fashion

real estate at top locations, we support our customers in meeting these requirements", says Jordan Corynen, Regional Director DACH at Goodman regarding the fast-changing conditions for retail companies. The contract logistics company Fiege will

still be managing the logistics facility. Within this context, Esprit and Fiege will be increasing the number of jobs to around 750.

The Regiopark Mönchengladbach industrial estate is located only one kilometre from the A61 motorway. But motorways A44, A46 and A52 equally make the location highly accessible via its broad regional road infrastructure. Regiopark thus stands for the fast, reliable delivery of merchandise to Germany and Europe, and especially to the Benelux countries. Over the past years, Regiopark Mönchengladbach has evolved into a crucial location for logistics for textiles and fashion in Germany, equally benefitting the city of Mönchengladbach.

"We are highly pleased that Esprit decided to consolidate its logistics in Mönchengladbach. The city is an ideal location for companies based in retailing and online as it offers a perfect traffic infrastructure and direct access to one of the most densely-populated areas in Europe. I am sure that Esprit will be able to reach its discerning goals after having made this decision", explains Hans Wilhelm Reiners, head mayor of the City of Mönchengladbach during the opening. ●



Celebrating the opening (from left): Felix Fiege, Fiege board, Ernst-Peter Vogel, CFO Esprit, Jordan Corynen, Regional Director DACH Goodman Germany, Hans Wilhelm Reiners, head mayor of the city of Mönchengladbach.

Fiege transport solutions along the Silk Road

The Trans-Siberia Route which follows Asia's former Silk Road is currently experiencing an interesting upswing. It connects Europe and Asia by railway and presents an appealing alternative in both directions for sea and air cargo.

In Russia, Belarus and the Ukraine, transportation is carried out via the local broad-gauge network.

Containers are transshipped to normal-gauge networks at certain stations in Poland, Belarus, Ukraine and Slovakia as well as China. Currently there are two routes for these transports: The South Route which connects with China's south; and the North Route, which connects with China's north, Korea, and Japan.

At the moment, the average transit time for transportation between China and Europe takes between 12 and 18 days, depending on different factors such as the chosen route, the volume as well as the respective preliminary and onward transport options in Europe and China. The transit time, compared to air cargo, takes roughly a week longer but the cost of transporting goods by rail are a fraction at one tenth of the price that it costs to transport freight by air. A direct comparison with the transportation alternative by sea/air with roughly an identical transit time, means that railways are the cheaper alternative.

In China, the land section and onward carriage is organised from/via various train stations in different regions. In Germany, by the end of last year, the train stations in Duisburg and Hamburg were destinations but since the beginning of this year, the Nuremberg, Munich and Berlin train stations are included as destinations. Other train stations in e.g. Poland and the Czech Republic are also on the



route. Next to Germany, Poland and the Czech Republic, there are train stations in the Netherlands and England which are directly connected to the Trans-Siberian Railway. For now, some transport services are available up to five times a week. The railway is being expanded further, to utilise capacities better and more effectively while clearly increasing transport volumes.

This transport alternative allows Fiege to offer to its customers in Europe a completely new alternative to current transportation versions (sea/air). Over the past years, Fiege already shipped large volumes of containers and LCL consignments by train be-

tween Asia and Europe. The Business Unit International Freight Forwarding (BU IFF) has thus already the respective experience and solutions to present to customers offers and transportation concepts and to process their transports. Over the past years, they even managed to acquire different existing customers for this transport alternative.

One of the pioneers in using the Trans-Siberian Railway is Fiege Schweiz AG, which, as a founding member of the CETO (Community of European Trans-Siberia Operators) until the decline of the Soviet Union had loaded and shipped more than 10,000 containers each year. ●

Digitisation and its impact on the supply chain

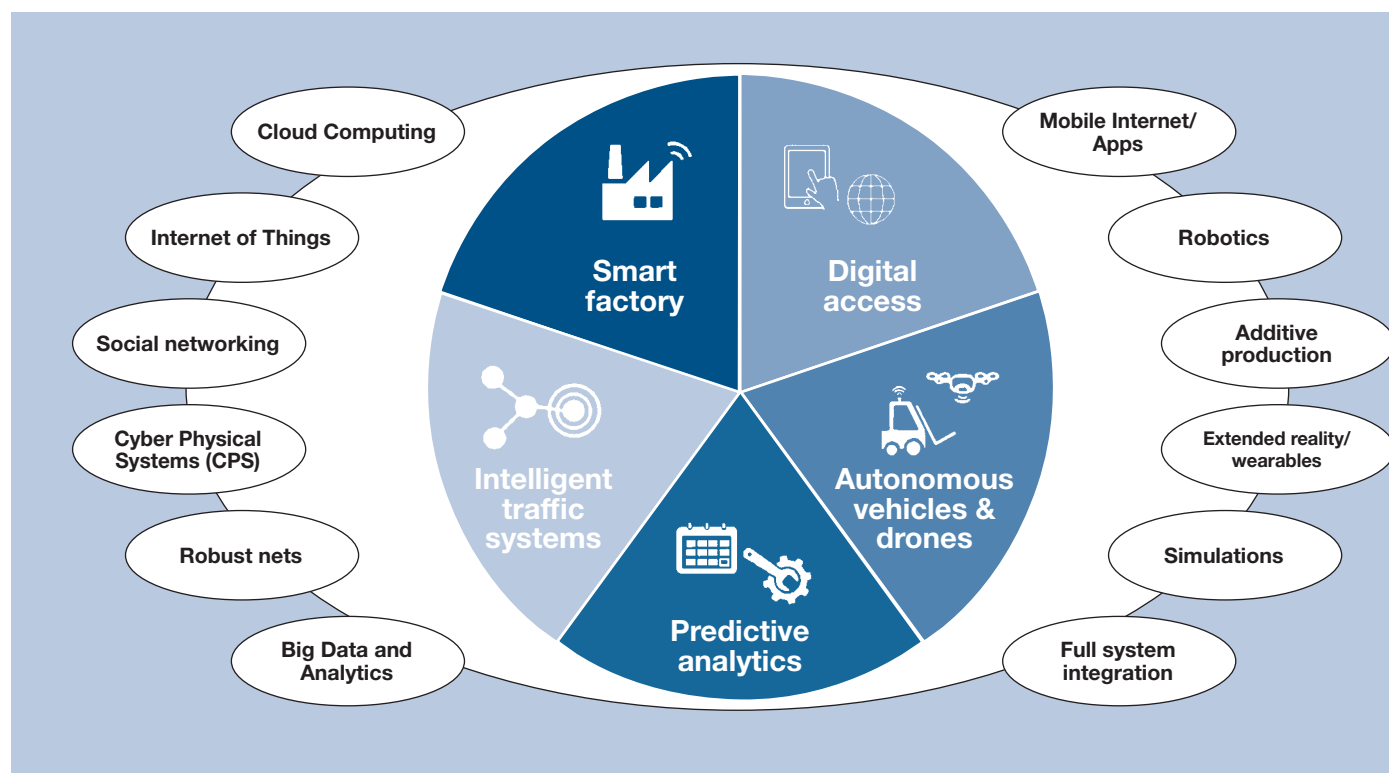
AUTHOR Prof. Dr. Franz Vallée

Hardly any topic will consume companies in the years to come like the challenges tied to digitisation. It produces risks as well as opportunities in equal measure. Commerce, trade, and even society per se will be completely reformed in the future because of the digital change.

Digitisation means nothing other than recording just about everything in 0 and 1 for IT systems to be able to process the data. This is not just about data from paper files made electronically available. It is also about machines and trucks (e.g. on-board computers, sensors), process flows (automated ordering), com-

munication and products (E-Book, Netflix, Spotify) becoming digital. Even we as humans are interconnected by now and can work at different locations at almost any time with each other. We control processes with our smart devices or sometimes, they control us. Digitisation opens up many new business fields in the services segment

and also, in the industry. On the other hand, pressure from the competition will increase throughout just about all business fields and beyond. Customer requirements are rising, there is cost pressure which forces companies to engage in efficient processes. Moreover, there are not only established, known competitors vying for the markets, but also many start-ups



Technology fields within supply chain management

whose fresh ideas and hunger for success drive them to strive for a piece of the pie. The companies in the market must prove their competitiveness.

Just about everybody in the media especially is talking about the technology fields in logistics. This includes topics like Smart Factory, Intelligent Traffic Systems, Predictive Analytics, Autonomous Vehicles & Drones as

well as Digital Access. For these technology fields to find functional applications, various so-called Enablers are required. This includes Cloud Computing, the Internet of Things, but also Robust Networks, to name a few examples of Enablers listed in the illustration.

But exactly what relevance do these technology fields have now? And

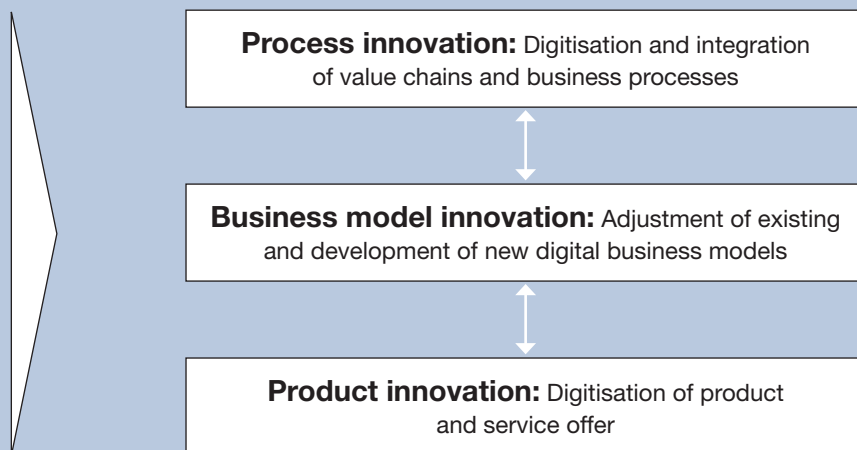
which influence do they have on the activities of different market participants in industry, commerce and services? Three lines of innovation can be differentiated here which cover multiple facets: process innovation, business model innovation, and product innovation.

Growing demands

Process innovation pursues the digitisation and integration of value chains and business processes. In relation to logistics, digitisation implies the modification for the entire value chains. Ever growing demands regarding transparency, deliverability and individualisation can be expected here. IT will play a key role in this. It paves the way and yet doubles as a tool for customer-oriented solutions. The processes in future value chains must be strongly interconnected. The relevance of IT becomes even clearer when looking at merging data and mitigating or preventing risks along the value chain. It is ultimately about efficiency aspects and the idea of reducing errors which underline the necessity of well-appointed IT.

Business model innovation, on the other hand, records an adjustment of existing, and the development of new, digital business models. One exemplary business model pattern >

Fields of activity



Particulars

Prof. Dr. Franz Vallée is the spokesman of the Board of the Institute for Process Management and Digital Transformation (IPD) University of Applied Sciences Münster, head of the Masters Course for Logistics at Münster University of Applied Sciences, the founder and partner of VuP GmbH – Vallée und Partner, consultancy for logistics and IT, spokesman of the regional group Münster/Osnabrück of Bundesvereinigung Logistik e.V.



for logistics is “analytics for optimisation”. In the context of this pattern, transport and traffic data can be used on the basis of the Business Analytics Process to optimise the route and to improve personnel planning at the customer’s warehouse.

Product innovation, on the other hand, refers to the digitisation of a product and services offering. But how can companies best approach the topic? Companies must secure their business field and their market shares. Solid solutions are called for which extend beyond establishing an issue only. The point is to integrate the employees working at the company into these changes. Process structures and the organisation must just as much be analysed as the communication structures amongst the people. IT must be set up as such that it reflects all processes and guarantees data integrity. Ultimately, in this context, it is also about the protection of inherent business secrets.

One possibility for a company to gain a quick overview and specifically start is a quick check which is being offered by different professional consultancies. Fundamental questions must be cleared initially by those who are responsible. Where does the company stand today? What must be done to evolve further digitally and what actually makes sense? What can one’s own business idea look like in a digi-

Solid and pragmatic results

tal future? Once the fundamental questions have been clarified and the goals have been defined, it is possible to derive a specific approach therefrom. The more accurately the goals are defined at this point, the more exact an approach can be found which helps to achieve the same. At the end of a quick check the company should have solid, pragmatic results which allow it to initiate concrete measures. The transition based on a fixed action plan ensures that the project does not disappear forever in the drawer. In this manner companies can benefit from the opportunities of digitisation as best as possible and avoid, or in the least mitigate, any existing market and industry-inherent risks. ●

Senate of the Economy meets at Fiege

Following the invitation extended by the board member, Peter Scherbel, the Fiege Group organised the first conference on foreign trade of the Senate of the Economy in 2017. Around 50 Senators came together at Fiege in Greven.

Renowned speakers debated of-the-moment topics relative to foreign trade at system headquarters, especially in view of the current, ever-changing global economic situation and the associated security and trading restrictions.

The Chairman of the Senate of the Economy, Dieter Härthe, and the Chairman of the Senate of Economy Europe, Dr. Walter Döring guided the invitees through the interesting and diverse programme. And even the long-standing EU Vice President, Prof. Günter Verheugen, President Senate

of Economy Europe, was amongst the audience and gave a surprise presentation on the relevance of the election of Donald Trump as the President of the United States of America for the rest of the world, and here in particular for Europe: He assumes that Trump's "America first" ideology embodies the fear that a concerted Europe which acts and speaks as one could jeopardise America's decades-old leading position – for example, through common armed forces, trading and security systems. Trump's election creates opportunities for Europe and demonstrates just how im-

portant it is to speak with one voice and to advance the unity between European countries.

Dirk Schwenzfeier from the Federal Ministry for Economic Co-operation and Development underlined during his presentation the special and crucial role of the economy for a Marshall Plan with Africa. Intergerst Southafrica presented on this topic opportunities available to German mid-sized enterprises in Sub-Saharan Africa. According to this, economic growth there is set to reach two- to three-times the rate than that in OECD countries.

By 2020, economic experts anticipate a GDP growth of five to seven per cent per annum in the five largest African cities, with consumer expenditure reaching 25 billion US dollars respectively, annually. Germany currently ranks tenth amongst Africa's top investors.

The circle of interested participants was also given the possibility to gain insight into the operational process flows of Fiege eCommerce Logistik in Ibbenbüren. A get-together which facilitated a professional exchange, rounded off the programme. ●

Logistics create solutions

IntraSolutions, Smart Last Mile Solutions, Building Solutions and Start-Up solutions – those are the topics that logistics are currently dealing with. During the annual conference of Logistik-Initiative Hamburg held in mid-June and titled "Creating solutions with logistics", industry practitioners debated with representatives from politics, lobby groups as well as research and science facilities. Fiege board member Peter Scherbel held the keynote address during which on the one hand he provided insight into the solutions currently applied by Fiege while, on the other presenting future logistics under smart aspects. Subsequent impulses and workshops on the four subject fields showed that, next to science, logistics, too have long adjusted to the challenges that stem from the rise of automation, robotics and connectivity. Many smart solutions from technology and IT engineers are ready. Interconnecting them intelligently allows for a future innovative drive in



Keynote speaker Peter Scherbel introduced solutions offered by Fiege.

conveyor and control technology which currently cannot be fully assessed.

"Logistics are becoming more and more sustainable and have long been working intensively on the challenges that come with digitisation and automation. Logistics create solutions" – that was the unanimous tenor at the annual conference.

Co-shaping innovative ideas

To co-shape innovative ideas from an early stage on: Fiege shapes new business models in many ways, motivated by the digital transformation and trends in logistics. This approach is best summarised as outside-in and inside-out innovation.



Andreas Pott (centre) visited Rocket Space's technology campus in Silicon Valley together with Rolf Beckmann, Head of Engineering and Michael Lorca, Managing Director Consumer Goods.



A pionering spirit has always been firmly anchored at Fiege. To promote this further and advance it through inside and outside impulses is the actual goal", says Andreas Pott who, as Director Corporate Development co-ordinates and pursues the topic of innovation at Fiege.

Outside-in innovations include pilots and partnerships with start-ups. The network with the start-up scene is also extended through the commitment with international and local accelerators that pursue a supply

chain-based focus. For almost a year now, Fiege has been part of the international Logistics Tech Accelerator from California. By partnering with San Francisco's RocketSpace technology campus and Spain's Kaleido, Fiege entered the second round of the Logistics Tech Accelerator in July already.

"We took along many good impulses from the last round and struck up an intensive rapport with some of the start-ups", says Andreas Pott, Director Corporate Development at Fiege. With a few of his colleagues, he had accompanied the Accelerator and with the Head of Engineering, Rolf Beckmann and Michael Lorca, Managing Director Consumer Goods, visited the Rocket Space technology campus in Silicon Valley. Over a four-month period, ten selected start-ups benefited from the expertise supplied by Fiege and other partnering Accel-

erator members, in an attempt to advance their business model.

"One highlight for me was the presentation of the pilot projects", recalls Pott. "At RocketSpace in San Francisco, we presented our results together with the start-ups to a professional audience comprising entrepreneurs, investors, and other start-ups." Fiege had chosen four start-ups with whom it had discussed the possibility of join-

Intra-logistics one focal area

ing in the advancement of their idea and launching potential market tests. "For example, we conducted multiple workshops with the IAM Robotics start-up from Pittsburgh – both in USA and in Germany", says Pott. >

Angel solves Last Mile challenge

Parcels are expected to reach their destination when shoppers are ready to receive them. A simple idea which can prove to be a logistical challenge. Fiege started a project by the name of "Angel" at the end of July which is set to solve this Last Mile delivery challenge. For Kisura, an online fashion stylist, Fiege organises the delivery of parcels and refers to vacant capacities of fleet operators by using an IT platform developed in-house.

Fiege has been working with different partners in the context of the European Union's "NexTrust" project on developing a collaborative, resource-friendly delivery option for Last Mile logistics. The part of the project which Fiege spearheads is about making vacant vehicle resources available for the delivery of parcels. The goal is to sustainably handle the

dramatically growing volume of parcel shipments which are a result of the booming online trade.

Axel Niessner, Senior Project Manager at Fiege and official representative of the "E-commerce logistics innovation" task package, explains: "Parcel service providers currently offer little to no convenience to recipients. We will deliver the parcel at the recipient's preferred time and place."

The heart of the "Angel" logistics concept is an IT platform developed by Fiege which aims to organise eCommerce logistics using collaborative networks. Fleet operators transmit their vacant capacities to the system. The IT platform connects the vehicle with an optimised tour which it then offers to the drivers.

"Recipients are pro-actively informed of the exact time of delivery as soon as the

delivery driver is on his way", explains Axel Niessner, who expects the solution to produce these results: "A much higher delivery success rate prevents additional delivery attempts and sustainably contributes towards a reduction of inner-city trips."



The American start-up produces mobile picking robots. "Robotics in intra-logistics is a focal area for us." In this new Accelerator round, Fiege wants to specifically dedicate its resources to start-ups targeting Smart Warehouse and Smart Trade solutions.

Starbuzz in Mülheim an der Ruhr is a brand-new accelerator set to take off. Starting September, Fiege will be mentoring start-ups with the help of Marcus Gropp, in charge of eCommerce Solutions, and Andreas Pott. But Fiege obtains vital impulses also

Fiege advances good ideas

through participations in start-ups and the close collaboration with those young enterprises. "Our participation in Zenfulfillment allows us to provide solutions to a totally new cus-



tomers segment", says Martin Rade-maker, Managing Director Fashion & Online Retail. Zenfulfillment offers standardised supply chain solutions for smaller and medium-sized online shops. More often than not, they are not a good fit for the structure at Fiege. "The order volumes tend to be too small just now", explains Rade-maker. The demand, however, is there, which led Fiege to question its own structures and existing processes. Any and all approach that Fiege pursues in terms of outside-in is to fulfil this goal: to increase efficiency, question existing process flows and provide access to innovative solutions.

Fiege uses inside-out innovations to promote good ideas and business models coming from within. Projects such as Palettenheld.com, Angel or Westphalia Data Lab took off only recently. The online platform Palettenheld.com gives a real-time overview of the loading equipment flows to facilitate planning – retailers, manufacturers, forwards and logistics companies thus always have an eye on their pallets. "This improves our customers' planning security", explains Harry Matschulat, Managing Director Parcel & More. "We document all movements of loading equipment, all exchange processes and note the quality." This information is then merged and the respective booking documents are generated for customers – on Palettenheld.com they have a digital overview of their account.

Fiege has teamed up with different partners under the NexTrust project funded by the European Union to develop a co-operative and resource-friendly delivery option for Last Mile logistics. This led to the development

of Angel, an approach where Fiege organises for eCommerce retailers with an IT platform which it developed in-house a premium service for parcel deliveries such as delivery within a preferred time window. Vacant capacities of fleet operators are referred to for this. This model is already being successfully applied in real life for an online fashion retailer. "An exciting project where we sustainably handle the growing volume of parcels that are the direct result of the booming online trade", says Pott. "All the while giving the customer the possibility to select a preferred time window for the delivery."

"All these commitments towards the different business fields demonstrate that as a company, we want to promote entrepreneurship", says Felix Fiege, board member. This is also

Trends are quickly spotted

what led to the creation of the Fiege Innovation Challenge where the best ideas and business models of employees are sought. More than twenty submissions were examined and the best ideas were awarded a prize following a pitch held in Greven. "We actually pursue the ideas and try to bring them to market maturity", says Andreas Pott.

All of these initiatives are to lead to an innovative eco-system within the Fiege organisation where employees exchange their ideas amongst each other, and by working with partnering companies recognise innovations which they take up to improve their own process flows. This, according to Andreas Pott, has decisive advantages: "We are perceived as part of an innovative network and tend to spot a new business approach faster. For us it is very important to be close to the decisive developments of the time and to not only respond to them, but to pro-actively create them." ●

NexTrust

NexTrust is funded by a grant from the European Commission. The funds were awarded under the Horizon 2020 research and innovation programme. NexTrust's objective is to increase efficiency and sustainability in logistics by developing an innovative business model with interconnected, dependable collaborative networks along the entire supply chain. Through a number of pilots, NexTrust expects to reduce the means of transports used by 40 per cent and the number of deliveries by 15 per cent, all while decreasing CO₂ emissions by 70 per cent and achieving a 50 per cent increase of load factors.

www.nextrust-project.eu



Support programme for start-ups

The end of August marked the deadline for founders from at home and abroad to submit their applications for a business idea to STARBUZZ.ruhr. Andreas Pott, Director Corporate Development at Fiege, who together with Markus Gropp mentors the young companies, answers questions in an interview about the reasons for a participation of the Fiege Group in this programme.

Leading commercial enterprises and logistics companies have started an independent support programme for start-ups in digital retailing and logistics in collaboration with Hochschule Ruhr West as well as the city of Mülheim an der Ruhr and the business promotion initiative.

Why did you commit to becoming a mentor? From your perspective, what makes STARBUZZ special?

As a long-established and family-owned business headquartered in Westphalia we are direct neighbours of STARBUZZ. Having STARBUZZ in our region is an interesting opportunity for FIEGE – not only due to our geographic proximity but also in terms of our commitment to support start-ups in the region. We are already involved in an international accelerator programme with start-ups from all over the world and have received valuable impulses. We look forward to a fruitful partnership with STARBUZZ, other corporate partners and the first selection of start-ups.

How can you support start-ups in your role as a mentor? How will Fiege support start-ups by partnering with STARBUZZ?

At Fiege, we already have plenty of experience in co-operating with start-ups and supporting them with their business development. We can look back on several successful projects of collaboration and co-creation. We see ourselves as a partner who can help entrepreneurs take their start-up to the next level. This is exactly where our strength lies: As a medium-sized family-owned business we are very agile and can make many things possible. We provide start-ups with the opportunity to test and pilot their ideas with one of the largest logistics services providers in Europe. As a mentor, I will advise and guide start-ups on their way from an idea to the implementation in a real setting.

Why would you advise start-ups to apply for STARBUZZ?

The exchange of expertise with, and the support from an agile corporate partner are invaluable during the initial phase. Mentoring and networking are important to transform a good idea into a solid business model.

What do you expect from start-ups that apply to STARBUZZ?

At Fiege, we constantly challenge our own processes and efficiency. Start-ups often apply unconventional approaches that are of high interest to us as a corporate partner. We are always open to new ideas and lateral thinking. We aspire to be close to the hotspots where new ideas are developed and future solutions are created. ●

Successful co-operation with a start-up: Adnymics

Competition is becoming fiercer by the day. Online retailers are increasingly relying on an emotional and personalised approach to reach their customers once they have clicked the Buy button. Thanks to a co-operation with the Munich-based start-up Adnymics, customers of the Fiege Group can draw on this trend beyond their online shop, all the way to the dispatched parcel, with immediate effect.



Fiege has entered a co-operation with Adnymics to offer new services to its clientele for individualised shipping inserts. For this, the company, whose eCommerce customer base includes names like Deichmann, MediaMarkt and Zalando, integrates Adnymics' so-called Target Packaging solution into its supply chain processes. With Adnymics' hardware and software solution, online retailers can customise package inserts destined for the individual customer. This approach is particularly suited for personalised product recommendations that are based on the individual customer's buying history, for incentivised voucher campaigns, or for customisable editorial content.

"For us as a logistics specialist, the most important thing was that we could integrate the printing and packing of the brochures in such a process-optimised way into our existing flows that there were no interruptions", is how Ilja Gunigin, project and account manager at Fiege Logistik, explains the requirements for the co-operation. "Also, we had to be sure that the brochures, once printed, could be assigned to the individual order without difficulty, so as to avoid any unintentional mix-ups." Target Packaging meets all of these requirements because of the system's simplicity. The Adnymics system applies identifiers like colour codes, to each bro-

chure. "This helps our employees to immediately spot which brochure needs to be allocated to which delivery, to ensure an error-free operation", explains Mathias Schmidt, eCommerce Operations Manager in Großbeeren for Fiege Logistik. The system was integrated without problems and employees continued with their work as usual without additional waiting times or movements. ●



Adnymics

The Munich-based start-up Adnymics was founded at the end of 2014 and offers a system to produce intelligent package inserts for online retailers. The all-in-one Target Packaging system analyses the buying and surfing behavior of online shoppers and, based on the result, generates an ideal product offer and prints this as quality package inserts. The individualised brochures or

flyers are produced just in time directly at the online retailer and can then be added to the parcel in which the ordered merchandise is shipped to the customers. Addressing customers with specific product proposals not only increases customer loyalty, but also ups repeat buying rates and sales. Target Conversion allows advertisers to post printed ads target-specific in these inserts.

Investment in start-up Zenfulfillment

Fiege Logistik has invested in the Berlin-based start-up, Zenfulfillment. Zenfulfillment handles the storage, packaging and shipping of merchandise for online shops and online marketplaces like Shopify and WooCommerce, offering efficient supply chain solutions for small and medium-sized online retailers.

Their software development makes it possible for online retailers to connect marketplaces and online shops with a few clicks only, and to conveniently outsource their returns management. Strong growth is guaranteed at two locations near Berlin and Frankfurt.

“We are thrilled to have won a strong, strategic partner in Fiege that allows us to expand our platform as well as the team”, says Daniel Werner, co-founder and CEO of Zenfulfillment about the investment of the Greven-based family-owned company. The start-up has been active for over a year now and already handles supply chain processing for over 50 online retailers. For Fiege, the participation is much more than a financial investment alone. “With Zenfulfillment we can provide a very convenient solution to small online retailers that are

growing strongly, to outsource their logistics for the first time. We provide the know-how and the network of the entire group at the disposal of Zenfulfillment and look forward to sharing an exciting path”, says Martin Rademaker, Managing Director BU F/OR at Fiege. Next to optimising supply chain processes, interconnect-

ing with additional online retail platforms is the focal point for Zenfulfillment. “The business model and the agility of Zenfulfillment are a good fit for our strategy of implementing innovative concepts in Smart Trade and Smart Warehousing”, says Jens Fiege, board member at Fiege Logistik. ●

Zenfulfillment founders: Daniel Werner (r) and Denis Ciccale. The two now have a strong partner by their side in the Fiege Group.



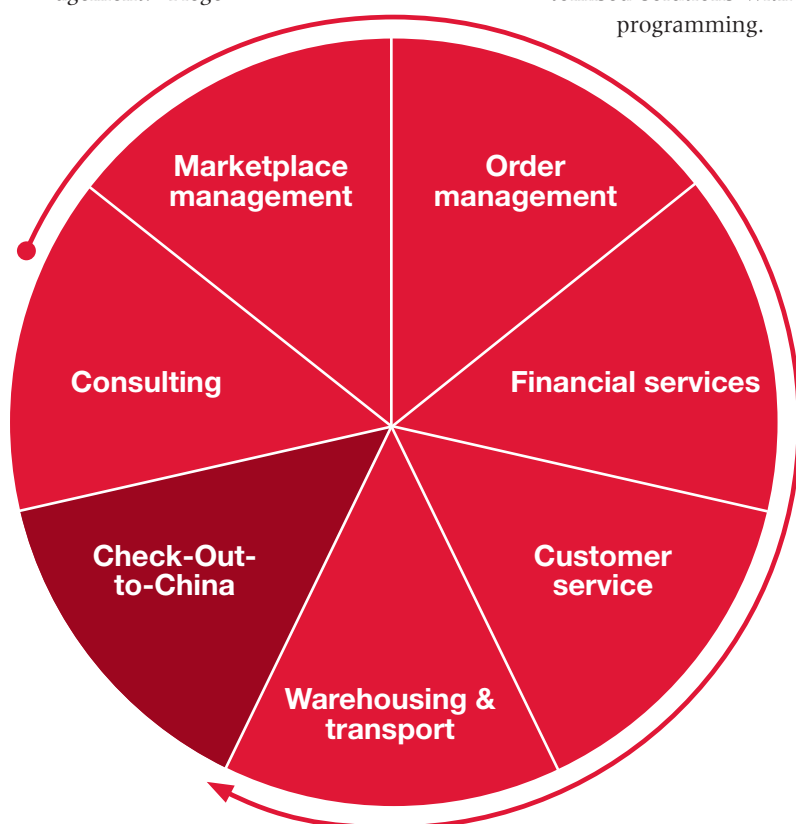
eCommerce Solutions added to portfolio of services

As a family-owned enterprise steeped in tradition and a pioneer of contract logistics, the Fiege Group continues to evolve and remains up to date even in the age of digitisation and automation. For this reason, eCommerce Solutions were added to the company's portfolio of services in 2011.

The eCommerce team offers expert individualised solutions in online retailing for international businesses. With its end-to-end solutions, Fiege takes care of smooth online flows – from order processing to returns management. Fiege

has created a stable eCommerce basis with its Order Management System which engineers individualised and process-specific customer requirements. In different workshops Fiege examines together with the preferred customer processes and creates customised solutions with in-house programming.

Whether there is already an independent online shop or whether products are to be sold via marketplaces – the requirements of online operations are specific and highly complex. Fiege eCommerce Solutions supports customers with focusing on their core competencies, thereby saving time and reducing costs.



Modular availability

Fiege's eCommerce solutions come as a single package or in individual modules.



Customer-based IT set-up

Fiege eCommerce combines all services in a customised order system.

Consulting	Marketplace management	Order management	Financial services	Logistics EU → CN	Customer services
<ul style="list-style-type: none"> Market potential and brand awareness Competitive analysis Product analysis Product range configuration and price strategy 	<ul style="list-style-type: none"> Management of marketing-campaigns Monitoring and reporting Cost management Content: Concept processing and cost optimisation 	<ul style="list-style-type: none"> Interface management Product information management Inventory management 	<ul style="list-style-type: none"> Payments processing Debtor management Merchant of records 	<ul style="list-style-type: none"> Warehousing in Europa Customs clearance: Exporting/importing Transport management 	<ul style="list-style-type: none"> Local support 24/7 Native speaker in both regions Call, e-mail, chat, social media

Order Management is the heart

eCommerce solutions include all processes backing an online purchase – or all so-called back-end services. Order Management forms the heart of such processing. It gathers all required order information and co-ordinates all other modules. The various payment types as well as the non-personal buying transactions in eCommerce increase the risk for businesses. Consequently, Fiege also offers fraud prevention, local and international payment options, as well as the management of a subsidiary ledger. Next to said increased risk, the request for information from many end customers also presents a challenge. One in three online orders produces a question from the buyer during the process. Fiege's customer service has the answers and replies in six different languages by phone, e-mail, chat or via social media networks to questions while keeping the company's interest in mind. Moreover, Fiege offers consultancy services for all businesses wishing to start or improve their online retail process flows.

Cross-border eCommerce solutions as new business unit

Fiege eCommerce solutions are modular in structure and can be separately contracted by customers. The cross-border eCommerce solution, for example, presents one such business extension.

Within its cross-border solutions, Fiege accompanies the expansion of European enterprises to China. In 2015, Fiege kicked off its Check-Out-2-China supply chain solution which enables customers to deliver their merchandise within four to eight days, duty paid, to the end client in China. Since September 2017, Fiege has been offering an integrated solution as a full-service provider: Fiege's cross-border solution covers all aspects required for the successful market launch.

With this business model, Fiege assumes also the direct sale to the end customer, providing extremely quick access to the Chinese market. Companies can select those services that fit best from a selection of modules.

Plug & Play solutions by Fiege

In addition to the above services, customers may also refer to the Fiege Group as a distributor on Chinese marketplaces. Fiege operates its own flagship store for this on China's cross-border online marketplaces, to successfully place products. For this, Fiege offers Plug & Play solutions which do not require any integration and which enable their clients to become active on a range of different Chinese marketplaces.

The Chinese online market offers major potential and growth opportunities. However, it is important to obtain comprehensive information before entering the market and making the respective comprehensive investments, because the Chinese market marches to a different beat. Fiege provides support in designing an independent and localised concept for Chinese marketplaces and running a successful online trade in the Middle Kingdom. ●

Westphalian tradition meets high-tech science

Through innovation and by thinking ahead, Fiege has become one of Europe's leading contract logistics provider. The team comprising Professor Reiner Kurzhals and the doctoral student, Cornelius Brosche, as data research scientists of the Münster University of Applied Sciences, stands for high technology and digitisation.

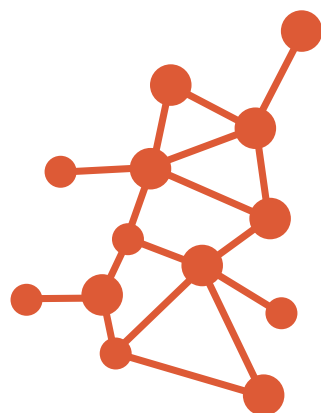
Professor Kurzhals acquired many years of experience as a consultant to, and founder of, start-ups – last in 2015 with the sale of his big data start-up to the strategic consultancy, McKinsey & Company, New York. As a former employee of a leading automotive consultancy, Cornelius Brosche has ample consulting experience in the field of data analytics. Fiege and the data research scientists jointly founded Westphalia DataLab (WDL), a dependable partner for the automated analysis of business data.

The WDL will be offering automated data analyses for all market parties. In addition to the content-based complexity of Big Data and Data Analytics, human resources such as, for example, data scientists, computer programmers or statisticians, are difficult to find in the market, and costly, too. For this reason, the vast majority of businesses, especially small to medium-sized enterprises, will not be able to participate in data mining. WDL solves this challenge and offers with its globally unique, automated data analysis platform DAAS (Data Analytics As A Service) every compa-

ny the possibility to run data analysis as a retrievable service. The platform thus includes a universal self-service for cross-industry data analysis issues. Its features are

- **Web-based:** Any time, from any place and any device.
- **Simple:** Use for everybody without statistical know-how.
- **Flexible:** For all leading data formats.
- **Universal:** For all crucial fields of application to increase sales or lower costs.
- **Innovative:** Scientifically sound.
- **Safe:** Protected by the maximum security standards.
- **Budget-friendly:** Within a few seconds only and at a fraction of the customary costs.

WDL uses the most current data-processing high technology from, amongst others, Silicon Valley in combination with industry-specific know-how to facilitate data mining access for all companies. ●



**Westphalia
DataLab**
Datenanalyse für alle



Logistics space in Hamburg expanded

● The Mega Center in Hamburg is expanding its usable logistics space and building a new platform inside its 70,000 square metres-large warehouse. The platform will feature a direct-access freight elevator with the possibility to set up an access control system. All work stations have computer access and power supply. 24/7 video surveillance and security cages for premium goods further underline the quality of the security concept in Hamburg. Fiege's Hamburg subsidiary is designed as a multi-user location – Fiege handles the facility alongside the A1 motorway for clients operating in tyres, the industry, textiles and consumer goods.

Biggest Fiege Soccer Cup ever in Warsaw

● 39 teams, 800 players and fans from eight countries: It was the biggest Fiege Soccer Cup of all time that was held in Warsaw in July at the stadium of the Polish football champions, Legia. This year's edition of the intra-Fiege football tournament brought together the many different nations of the company more than ever before. The teams from Bremen and Krakow faced off in an exciting final. With only a one-goal lead, Fiege Krakow secured the cup. And this automatically set the location for the Soccer Cup 2018 – for the third time in a row, it will be staged in Poland.



The Polish team rejoiced following the win of the Krakow team at the Warsaw stadium.

NEW'S

Professional, customer-focused care

● Vitos GmbH, a provider of specialist clinics as well as institutions dedicated to youth welfare and services for differently-abled persons, has teamed up with Fiege Logistik for its supply chain operations. Since early July 2017, Fiege Healthcare has been in charge of operative buying, storage and the transportation of goods as well as order picking for Vitos.

Münster-based Fiege Healthcare Logistics is specialised in supply chain operations for hospitals, medical technology products, and pharmaceuticals. Vitos GmbH merges twelve not-for-profit entities headquartered in Hesse. In Hesse, Vitos is the largest provider of out-patient, semi-residential and full in-patient care, whose facilities offer 3,500 beds/spaces for people suffering from mental illness. "We are thrilled about the trust placed in us and look forward to the co-operation in the years to come", says Dirk Berlemann, Managing Director Fiege Healthcare. "By switching over its logistics, Vitos anticipates professional, customer-minded care at a superior level", says the head of Vito's central procurement unit, Oliver Kranz.



A gift from Singapore.

Day of Logistics in Neuss and Bremen

Many interested persons came to the Day of Logistics held at the Fiege Bremen and Neuss branches in April of this year. The Day of Logistics is an initiative by Bundesvereinigung Logistik e.V. which is staged with the support of numerous organisations, associations, educational facilities, and businesses.



A billboard addressing trainees.

Everyone who showed interest, whether a pupil, a working expert or a pensioner, was allowed to look behind the scenes free of charge on this Day of Logistics. Three groups of visitors came to see the Fiege Bremen branch in April. Together with Deutsche Außenhandels- und Verkehrsaka-

demie (DAV), the German Academy for Foreign Trade and Business, Fiege organised the look behind the scenes at the logistics provider. DAV is a close partner of Fiege Bremen. Various employees have pursued further education there already.

Amongst those who came to look around was a group from Singapore. The 23 participants toured the compound on the Day of Logistics in the context of their study tour. A 15-member group came from Wabeq Waller Beschäftigungs- und Qualifizierungsgesellschaft. There was a vivacious exchange with the participants; many had brought their application documents with them, to take advantage of the direct contact with Fiege. The third group of visitors consisted of interested citizens from Bremen who used the Day of Logistics to look inside the large halls at Fiege. The Fiege location on Ludwig-Erhard-Straße accommodates its consumer goods customers on 75,000 square metres of warehouse space. Fiege in Neuss had also opened its gates to visitors on the Day of Logistics with the motto: "We. Do. Logistics. Do you?". Here, the trainees had autonomously planned and organised

the day. "The guests were surprised about how diverse the tasks within logistics are. Each customer has different supply chain requirements which we fulfil on a daily basis", explained Andre Stark, coach at the Fiege locations in Neuss.

Logistics is planning and controlling

Logistics cannot be reduced to transportation, transshipment and storage alone – that was the core message of the brief presentation by Georg Roder, a student of an integrated studies programme at Fiege, at the start of the visitors' day. Instead, it requires the planning and controlling of all information and material flows in a globalised world. The logistics industry is the third-largest economic segment in Germany. Following the presentation, the visitors could see for themselves during a tour of the different halls of the branch just what the working routine of a logistician requires. ●

Order picking with 20 smart glasses

Pick-by-Vision is heading into a digitised warehouse: Fiege uses 20 smart glasses at its location in Worms to order-pick merchandise for a maker of power tools.



Employees in Worms were quick to accept the use of the smart glasses.



Since April 2017, Fiege has been first testing, and then advancing the development of the Glass Premium Edition headsets which Picavi has brought to market maturity specifically for the logistics industry. And with much success: “The use of smart glasses helps us to save valuable time – for us as a contract logistics provider a particularly important argument in favour of this technology”, says Michael Suden, Managing Director Fiege Industry Logistics in Worms.

Faster and safer with digitisation

Power tools and garden equipment including attachments are picked at Fiege’s Intercontinental Distribution Center (IDC) Worms using smart glasses. Whereas previously, order picking was carried out with handheld

devices and a pick-by-voice format, warehouse staff have been working with 20 optical headsets for daily real-time operations. They pick large garden equipment or pool small attachments and tools ready for shipment. While order pickers can perform their work faster and safer thanks to the hands-free format and the head-mounted display which continuously feeds information of relevance for the order, they can at the same time focus on ergonomic movements.

Time-savings of up to 10 per cent

The performance using Pick-by-Vision at Fiege is equivalent to the previously applied Pick-by-Scan and Pick-by-Voice order picking methods. “Our employees have reduced time requirements by up to ten per cent”, says Jens Ritscher who has been in

charge of the Pick-by-Vision pilot at Fiege. The display on the smart glasses takes the order picker through the order step by step, with Picavi shaping the information and transmitting it in real time.

Smart glasses to be used on a broader scale

Fiege employees use the new system intuitively and the headset has been accepted quickly. “Our employees picked up on how to use the optical head mounted displays very quickly. Feedback has been nothing but positive. The glasses are comfortable to wear and only display information when required”, says Jens Ritscher. Use of the smart glasses is initially to be expanded at the IDC Worms to include more processes. A roll-out to additional locations within the World of Fiege is in the pipeline. ●

“Nietzsche’s Rock” as Fiege’s responsibility

Extending the interaction between onlooker and sculpture from the museum to the public space was one of the underlying ideas for the Skulptur Projekte exhibition called to life in 1977, which was staged this year for the fifth time.





The concrete components were secured safely for transportation on the lorry.



The walkers back the foundation of the rock.

Back then, there were nine contemporary artists, mainly from the USA, who took up the invitation extended by the curators to execute their oeuvres in the city of Münster as a project segment. This year, 35 projects were spread across a large radius across the city, all created by artists from around the world. To the interested viewer of this exhibition, the question that quickly presents itself is how those at times large and heavy projects could be realised in a public space. For example, the concrete components weighing up to 250 kilograms for the Nietzsche's Rock sculpture by Justin Matherly were produced over a period of three months in a barn in Havixbeck – and the flat by N. Schmidt at the LWL Museum by the German artist Gregor Schneider was part of a house project in Mönchengladbach. Today, the 'Rock' stands on a meadow along Münster's promenade and the flat was installed on Domplatz at the beginning of the exhibition on 10th June.

Using a large lorry and a tail lift the employees from Fiege in Greven-Reckenfeld drove to collect the huge



Satisfied with the work of his transportation team: Uwe Nienaber after the successful setting up.

fractions making up the concrete rock from Havixbeck. It took four strong men to move the individual parts of the sculpture. "We had to use thick rope to tie down each concrete

Four Fiege employees

element on the loading platform, securing them double and triple with straps", explains Uwe Nienaber, who organised the demanding transport.

"Under the watchful eyes of the artist we naturally had to be especially careful to ensure that the pre-fabricated blocks in which the medical walkers were integrated as the base made it safe and sound to Münster!" It then took all four Fiege employees again to take the concrete parts from the lorry to the intended location on the Promenade. Overall, this transport campaign, the cost of which the Fiege Group assumed as a sponsor, had to be performed twice, to take all parts of the rock to Münster.

The various parts of the flat of "N. Schmidt, Pferdegasse 19 in >

42 · Social Responsibility

"We are extremely pleased about the commitment on behalf of Fiege! Thanks to the smooth and expert collaboration with the staff of Fiege we are able to display two amazing works of art to visitors in Münster this summer."

*imke itzen project management/
managing director
Skulptur Projekte*

Münster" – the project by Gregor Schneider – had to be collected with a trailer and a motor vehicle from a warehouse in Mönchengladbach. "One special challenge was the use

Re-chargeable forklift

of a forklift which we needed to load the large walls", emphasised Uwe Nienaber, because even the following transport to Münster had to take place during regular commuter traffic.

To offload the trailer in front of the LWL Museum, the police cordoned off a large part of Domplatz for two hours. After all, the Fiege employees transported, in addition to the walls, 16 doors, six windows, ten lights, eight radiators, two showers, two toilets, two sinks and numerous floor tiles.

In the case of the flat, Fiege not only handled the outbound transportation, but also the inbound transportation at the end of the exhibition free of charge. "Nietzsche's Rock" remains either in Münster at its current exhibition location or will be sold to a potential buyer. ●



Justin Matherly and Gregor Schneider

A large grey rock stretches into the sky right in the centre of Münster on a green space of the Promenade on Servatiiplatz. Tears and holes in the material allow on-lookers to peek inside Nietzsche's Rock, which the American Justin Matherly created from concrete and wood. The inside of the sculpture is made of walkers which support the structure, assuming the function of a base. As objects of everyday life, they have become part of the sculpture itself. Despite its weight, the entire object appears to be lightweight, as if hovering above the ground. Justin Matherly sources the visual models for his oeuvres in texts that are mainly rooted in classic antiquity and philosophy. Photos that are connected to the objects, complement his work.

Two identical flats, developed by Gregor Schneider, were integrated as an object into the LWL Museum for art and culture for this exhibition. A separate entrance to the museum's west takes the visitor via a staircase to the first floor from where the flat branches off. When walking past the entrance, living room, bedroom and bathroom, the visitor enters an anteroom and a further mirrored unit whose physical sequence and interior are identical with the first. In a circular direction, the visitors once again reach the first anteroom.

"This makes it possible to repeat experiences which, now modified by memories, open another space", explains Nicola Torke of the LWL Museum.

Training at Fiege Logistik

A new year of training has started: Over 80 trainees and participants of integrated courses of studies are starting their professional lives at the different German branches of Fiege Logistik.

START

Fiege trains young people in eleven different industrial and commercial professions. Around a quarter of the trainees aim to become management assistants in freight forwarding and logistics. But even outside of classic supply chain professions, the family-owned business offers exciting opportunities to start a professional career, such as for example an apprenticeship as an electronic technician for industrial engineering or an integrated course of studies with a focus on IT.

"We are especially proud of a number of young displaced persons who, after having completed their entrance qualifications, are now being trained. In Dieburg and Bremen, for example, successful projects have been con-

cluded that demonstrate this wonderful development", says Martina Schlottbom, Strategic HR Manager. With its motto "Diversity in Motion", Fiege summarises all activities that endeavour to integrate refugees. Roughly 40 displaced persons could be given employment in this manner; a dozen of whom are undergoing training.

In total, 231 young persons are currently being trained at Fiege, 100 in the industrial, and 131 in the commercial segment. Also, 30 students are participating in an integrated logistics course at, for example, Münster University of Applied Sciences, Worms University of Applied Sciences

or at the Duale Hochschule Baden-Württemberg in Lörrach. Six of them started in August. "Five young women will gain insights into logistics for a period of three years and strive to acquire a Bachelor degree", says Bettina Pick, research officer HR Development. Amongst the students, the rate of women reaches 40 per cent, for training in total 27 per cent. "We would love to see even more young women become interested in logistics and start their professional career with us", says Bettina Pick and explains: "After all, next to classic supply chain professions we have much more to offer, like for example training to become an IT specialist." ●

TRAINING



30 young people in total participate in an integrated logistics course; three of them are shown here with Bettina Pick (r.).



Many displaced persons were also able to find work at Fiege.



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HEADQUARTERS IN GREVEN**