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GLOBAL



GROWING TOGETHER
BUHLMANN & LISEGA

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EDITORIAL

Process Optimization



Dear readers,

Many companies are working on making processes more effective, leaner and faster. It can't be any other way, because customer satisfaction – and therefore the success of a company – is heavily dependent on goods and services not only being of excellent quality, but also being delivered as quickly and reliably as possible. Even if the word process optimization sounds very technical, it is always people who are responsible for improving processes. And it is also people – namely our customers and our employees – who benefit from an improved process flow.

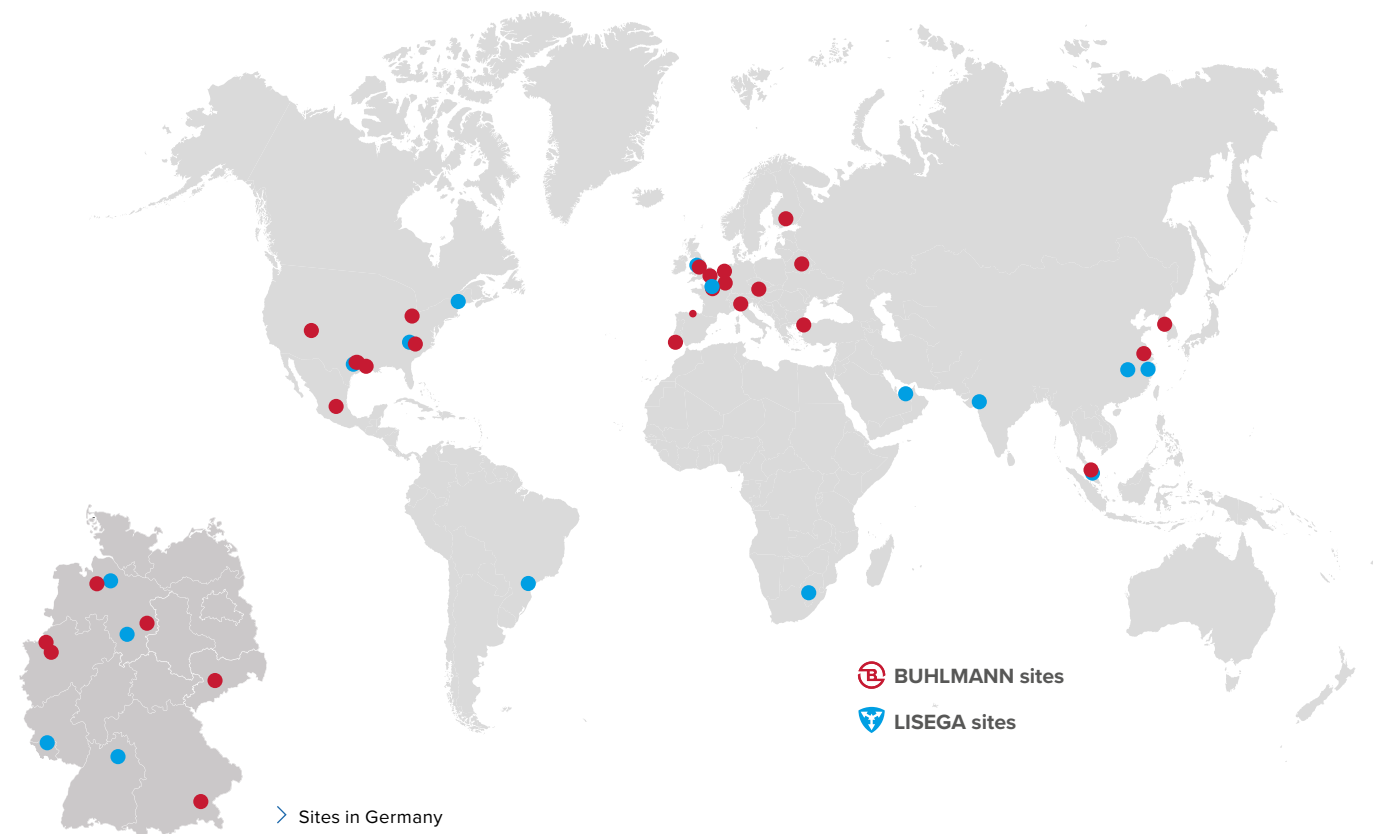
Our company is constantly working on process optimizations that benefit both groups of people. Some examples of this are the subject of this issue of **B GLOBAL**: for example, the introduction of our new Cargoclix time slot booking system in the Duisburg warehouse. Secondly, we report on the experts at prius

consult gmbh, whose goal for 20 years now has been to improve processes in medium-sized companies and who have been part of the BUHLMANN Group for a year now. And last but not least, we would like to introduce you to SIA – the AI-controlled sales assistant that relieves employees and helps to process standard requests for materials even more effectively and quickly. And the best thing about it: your company could potentially benefit from SIA too! You can find out more on the following pages. We hope you enjoy the read!

Ihr

Jan-Oliver Buhlmann

BUHLMANN & LISEGA: Growing together



Following the takeover of the LISEGA Group, there was much discussion of future synergies and possibilities for cooperation. We have now been traveling this road together for almost a year and are looking at the current state of our growth and the specific practicalities of joint projects.

A globally active, warehouse-operating pipe and steel dealer on the one hand, the world's largest supplier of industrial pipe support systems on the other: it definitely sounds like a logical fit. But how can these much-discussed synergies be put into practice? Regular meetings are arranged to explore commonalities and opportunities for cooperation as well as to avoid duplicate structures. "Torsten Cordes, Director Domestic Sales, Adrian Windmann, and I on the BUHLMANN side meet regularly with Senior Vice President Dr. Michael Weinrauch and Marc Jacobs from LISEGA," explained Christian Dörner, Director of the International Sales Division. BUHLMANN has benefited from a number of new contacts in LISEGA's network of agents, for example, and the same is also true vice versa.

In parallel, there are regular meetings regarding large projects

and EPC customers hosted by Jan-Paul Godhoff and Dr. Weinrauch from LISEGA to also work out the commonalities here. In fact, numerous joint customer visits have been organized together for ongoing projects such as Hinkley Point and future prospects like Sizewell. In the nuclear segment in particular, BUHLMANN can benefit from the global network LISEGA has built up successfully in recent decades.

A brief excursion into set theory is well worth it to illustrate the developing cooperations. If set A describes the customers of the BUHLMANN Group and set B those of the LISEGA Group, work has been done to identify the intersecting set of the two companies, i.e., customers served by both. The long-term goal is to expand this intersecting set so as to be able to offer both customer groups the product portfolio and services of the respective other company as well. Both sides can learn from each other. So much – in a simplified form – for the theory.

The same also applies for sites and agencies: in addition to the cooperation within the intersecting set, the sites outside of the overlap should also be in a position to offer the respective other



The management levels of BUHLMANN and LISEGA came together at the 2024 Management Meeting in Düsseldorf.

company a platform in the future. To this end, the two companies are in intensive dialog regarding their global networks of agents, explained Christian Dörner. For example, he recently visited LISEGA's representative for Croatia. As BUHLMANN has not had a 100% representation solution for the country in the past, a cooperation seems a logical option. Similar measures are also planned for other countries, and the two companies have already been discussing the matter for some time.

The practical side

There are already some successes to report on the practical side, for example at the PT. YTL Jawa Timur power station in Indonesia (2x 610 MW coal-fired power plants). Materials and services were provided for the project in Paiton on the island of Java. Stefan Schwandt, Director BUHLMANN Singapore, reported: "In cooperation with LISEGA Malaysia, we delivered pipe support systems and hydraulic shock absorbers from LISEGA USA for the power station. This was preceded by a factory visit by BUHLMANN colleagues Davin Hadikusuma and Josep Taher along with our sales colleague Aghilan Darmalingam from LISEGA Malaysia. The visit took place at the end of March, and the order soon followed. After delivery, the installation work was supervised and approved by our Malaysian service colleague Nazrin Shah. This was one of the largest orders to date where BUHLMANN procured items from LISEGA and LISEGA also sold services at the same time."

With the aim of ensuring good coordination of inquiries and offers, one of the measures implemented was the setting up of a key account for LISEGA, which is managed by Adrian Windmann, Head of Sales North. "We installed this LISEGA key account so that we can process the various inquiries that BUHLMANN re-

ceives for LISEGA products in one place. The coordination of joint activities has been assigned to Sales North, as LISEGA has been a customer of ours for many years," added Mr. Windmann. The production of pipe support systems also requires pipes, which is why there are already long-standing contacts in the Sales North department.

He continued to explain that nothing is possible without a counterpart at LISEGA: "Marc Jacobs, a project manager in the Estimating department, is my counterpart, so to speak." At the same time, it is also important that customer inquiries received directly by LISEGA are also processed by LISEGA. "It's not about taking over LISEGA orders," said Mr. Windmann, "but rather avoiding double structures in the future and channeling and bundling inquiries that are received directly by BUHLMANN referring to LISEGA products." Adrian Windmann sees himself more in a strategic advisory role, as: "not all business is conducted via Sales North."

The project in Indonesia is also not the only example of ongoing cooperations. Marco Steffes, Managing Director of BUHLMANN Industrie Technik (BIT), reported how long-term customers can now receive all products for pipeline construction from a single source. First and foremost here is BSS Anlagenbau GmbH from Nuremberg: "Together, we were able to offer complete solutions for a garbage incineration plant in Aschaffenburg and a small power station for a paper factory. The customer employs the LICAD planning software from LISEGA and now procures all the required materials from our network." In addition, BIT also provides support here with products for steel construction like girders and sheets, which are not typical for BUHLMANN.

Christian Dörner also noted BUHLMANN's presence at the



LISEGA booth at Adipeec, the world's largest energy exhibition, in Abu Dhabi at the beginning of November. "LISEGA had traditionally had a booth in the German pavilion and allowed us to share it with them this year. Although we had attended the exhibition as visitors in the past, Senior Team Manager Ralph Brockmann and I were now able to establish and maintain contacts together with LISEGA at the booth on site."

The shared use of sites is another, very pragmatic synergy in Dr. Michael Weinrauch's eyes. For example, starting next year, the LISEGA Service department will be utilizing the existing BUHLMANN site in Burghausen and thus increasing the regional coverage by service technicians in southern Germany.



> Left: Novariyanto (Procurement Expediter, PT YTL Jawa Timur), Sutrisno Wisnug-roho (Procurement Officer, PT YTL Jawa Timur), Davin Hadikusuma (Senior Manager, BUHLMANN), Josep Taher (Key Account Manager, BUHLMANN), Nazrin Shah bin Zulkifli (Service Engineer, Lisega), from left to right.



Frank Bittorf (right), Director South and Central America, during a tour of the LISEGA production site.

Above right: funnels of the Paiton power station

Future prospects

"The aim is to promote both companies in cooperation," explained Adrian Windmann, adding information on other specific initiatives: "Werner de Saedeleer, Sales Director BUHLMANN Spain, and Frank Bittorf, Director South and Central America at LISEGA, took a business trip to Colombia together in the summer." In his opinion, the South American market offers a wealth of untapped potential for both BUHLMANN and LISEGA, so being present there together and as partners expands the business prospects.

Text: Wiesenhavern/Kopaniarz

DIRECTOR BUHLMANN ITALY RETIRES

Arrivederci Gambi!



It's "Ciao!" after 20 years: BUHLMANN Italy's parting manager Gian Mario Gambirasio, together with Director International Sales Christian Dörner (photo in the middle)

In 2005, Gian Mario Gambirasio embarked on what he himself calls an adventure: after several years in the steel trade in Italy, he was asked by the then Managing Directors Karl and Bernhard Buhlmann whether he would like to set up a BUHLMANN site in Italy. After 20 years, it can be said that this was an absolute success – the right time for "Gambi", as he is affectionately known, to retire from day-to-day business.

It was a double challenge at the time, says Gian Mario Gambirasio. "On the one hand, the Italian steel market was very tight and highly competitive within the country. And then establishing a foreign company here seemed like an almost impossible task," he recalls. He felt like "Nemo in a sea full of sharks", he says.

He had already established contact with BUHLMANN through his previous employer Tenaris and the alloyed tubes business, for example with Christoph Tirre and Jörg Klüver. When the then Managing Director Karl Buhlmann approached him directly and offered him the opportunity to set up a site in Bergamo, he liked the BUHLMANN philosophy of hiring local workers who know the country and its people. "At first I was alone, then an assistant joined me." Nine employees now work at the Italian site. "My successor, Enrico Vitali, has also been on board for ten years," says Gambi.

In his previous job in sales, he was simply responsible for selling. Suddenly he had to deal with administrative, tax and personnel matters ... He therefore describes Managing Director Jörg Klüver as the "key person" during his early days at BUHLMANN, who stood by his side and paved the way. "Nowadays, people would

probably call me and my work a 'start-up,'" he laughs. And, he continues, "I would never have made it without the straightforward support of Christian Dörner, Director International Sales. I'm very proud that I was able to work with him."

Perhaps it is a certain lightness that distinguishes the approach to work and life between Germany and Italy. "The way of working is simply different – perhaps a little more chaotic, but very inventive," he says. And the Italian way of life, which is based on cultural richness, culinary diversity and conviviality, has also found its way into the BUHLMANN family through Gian Mario Gambirasio.

Now he is leaving – but fortunately not completely. Gambi will remain with the company in an advisory capacity. "I am pleased that I can continue to be available to the company as consultant with my experience and expertise," he says. And then he reveals that he is very much looking forward to taking things a little easier and having plenty of time for his hobby, cycling.

Buon viaggio in bicicletta!

Text: Gabriele Wiesenhavern

Recycling research



Red mud collection basin close to Stade in northern Germany

If you succeed in inventing a process to treat a toxic waste product in such a way that it is not only recyclable but can also be considered “green”, then you’ve achieved something truly remarkable: the Max Planck Institute for Sustainable Materials shows how green steel can be produced from the waste from aluminum production in a relatively simple way.

A glance at the problem: the production of aluminum from bauxite results in around 180 million tonnes of toxic bauxite residue (also known as red mud) – a mixture of iron oxide, aluminum oxide, titanium oxide, silicon dioxide, and various other compounds remaining once the aluminum has been extracted. At present, the residue is stored in special dams at waste disposal sites. This is associated with risks, as dam failures and leaching can release toxic substances and have adverse effects for the environment. As such, the regular maintenance of these massive dams is both expensive and technically very demanding. Against this background, science and industry are increasingly focusing on the treatment and recycling of bauxite residue.

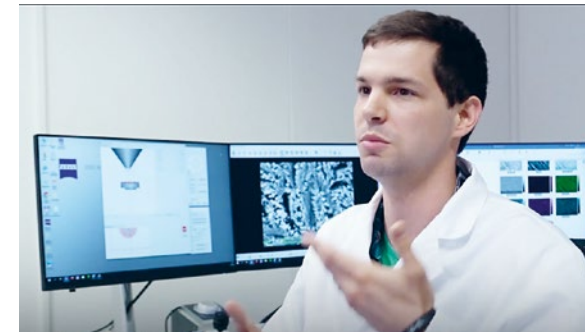
Scientists at the Max Planck Institute for Sustainable Materials (the Max Planck Institute for Iron Research until April 2024) have now managed to convert the iron oxide contained in the bauxite residue into iron in an electric arc furnace using hydrogen

plasma. This process would make it possible to produce almost 700 million tonnes of CO₂-free steel from the four billion tonnes of bauxite residue that have accumulated worldwide to date. That corresponds to a good third of annual steel production around the world. The whole undertaking would also be worth it from an economic perspective.

Now, the obvious question is: why hasn’t plasma reduction already been in use everywhere in aluminum production for a long time? Is the whole thing still so much in the experimental phase that there are still no options on an industrial scale? Dr.-Ing. Matic Jovičević-Klug, Group Leader of Sustainable Magnets and Recycling at the institute, gave us this answer: “That is a good question. The treatment process for bauxite residue is relatively new and must be further researched to develop it for the industrial scale. However, in general, the electric arc furnace technology is readily available for such purposes, meaning that it is possible to redesign it to accommodate the necessary adjustments as regards the prospects for reduction and bauxite residue.”

We then consulted Aluminium Oxid Stade (AOS). The company from Stade-Bützfleth in the north of Germany is the only one in the whole country that still produces aluminum oxide and aluminum hydroxide for industry from bauxite on an industrial scale.

AOS’ waste disposal sites are some of the largest in Germany. Company spokesperson Andrea Czojor said in reference to the research: “We cannot contribute to the process, but we are happy to be available as a future supplier of raw materials.”



Dr.-Ing. Matic Jovičević-Klug, Max Planck Institute

Matic Jovičević-Klug explained what else is needed: “The requisite green hydrogen is certainly no trivial challenge, but in this case it is less critical, as the concentration of the reducing gas is lower in comparison with direct reduction – for plasma reduction, we only used a gas mixture of 10% H₂ and 90% Ar. As a result, the utilization of hydrogen for reduction is very high and the losses of valuable hydrogen can be much lower, as the work is performed at atmospheric pressure and low H₂ concentrations.”

Future research efforts will focus on developing more effective methods for the treatment. In particular, the recovery of rare-earth metals and the use of bauxite residue as a building material could take on greater importance in the next few years. All in all, bauxite residue treatment offers a promising opportunity to minimize waste and recover valuable resources – all with a single process and reaction apparatus. Further technological innovations and economic incentives could thus transform bauxite residue from a waste product into a valuable resource contributing to the reduction of environmental pollution.

In response to the question of what researchers would like to see from politicians and industry in order to bring the process into widespread use, Jovičević-Klug said: “At present, we need to develop the process on a larger scale and set up the first, clear pilot plant. The support of both industry and governments would be of decisive importance here as regards setting up a suitable pilot plant and gaining the best insight into how this technology can be transferred to different scales and, naturally, to different bauxite residue materials.”

Text: Gabriele Wiesenhavern



Further recycling possibilities

Cement and building materials industry: Bauxite residue can replace raw materials in cement production. The large quantities of aluminum oxide and silicon dioxide make it a suitable additive in the manufacturing of cement clinkers. It can also be employed in the production of bricks and other construction materials.

Rare earths and metal recovery: In addition to iron, bauxite residue also contains small quantities of rare-earth metals, which are crucial for electronic appliances, batteries, and other high-tech applications. Special chemical processes make it possible to extract these valuable metals from the residue.

Neutralization and soil rehabilitation: Another possibility is to lower the pH value of the bauxite residue via neutralization in order to make it usable for agricultural purposes or soil rehabilitation. The treated residue can then be used as a soil conditioner or as a material for landscape restoration.

Challenges and future prospects

Despite the very promising approaches, there are still numerous technical and economic hurdles standing in the way of the technology’s widespread use. The costs of the treatment and recovery of valuable metals from bauxite residue are high, and there is – at least at present – often a lack of infrastructure and market incentives to implement these processes on a large scale.



TEAMING UP WITH MERENTIS

According to a press release published by the digital association Bitkom in October, the majority of the German business sector is now exploring the introduction of artificial intelligence. BUHLMANN has already moved past this stage, and AI is being put into practice with the development of the sales assistant SIA.

Full focus on the essentials while routine tasks are completed in the background without errors and practically automatically: in collaboration with the Bremen-based IT company Merentis, BUHLMANN has founded s. i. innovations GmbH and developed the AI-controlled assistant SIA to process standard inquiries both effectively and promptly.

“Following successful initial testing of SIA in the company, we are now using AI-controlled assistance across the board in the sales area,” said Torsten Cordes, Director Domestic Sales Division. He accompanied and co-developed the implementation of the program at BUHLMANN as a joint project with the IT department. True to the motto “Artificial intelligence can’t do the thinking for us, but it can render our work far more productive,” the aim is to reduce the workload for sales staff. The major advantage is that the program works in the background and assigns the appropriate product to the inquiry independently. In this way, SIA helps to build up the necessary product knowledge so that new employees can be trained more quickly. Once it has been verified by the employee, the quotation is created at the touch of a button and sent to the potential customer. An interface to Navision ensures that the customer data relevant to the order is filled in automatically.

This leaves more time for more complex inquiries. “With SIA, we want to offer the sales staff extra support so that they can focus on inquiries with special requirements demanding their full at-

Photo from the founding event



Marco Niebur, Philipp Tengel, Andree Plat, Hendrik Wülbers and Torsten Cordes

tention,” emphasized Torsten Cordes. This automation of routine tasks is intended to lessen the workload for employees, allowing more inquiries to be processed and more orders generated at the same time. The Domestic Sales department is currently working with SIA. The next step will be the rollout in the Export area before the assistance software is then also implemented beyond Germany.

However, SIA is not only intended to simplify processes within the company. s. i. innovations, founded by BUHLMANN together with Merentis, also aims to offer other companies advice on and support in the development and implementation of AI assistance systems. “The challenges we face on a daily basis have made us aware of the need for intelligent assistance systems. With s. i. innovations, we offer smart solutions from companies for companies,” said Philipp Tengel, Chief Financial Officer at BUHLMANN.

You can find out more about s. i. innovations at www.si-innovations.de.

Text: Katrin Steinkamp

FACTS AND FIGURES ON THE GERMAN START-UP ECOLOGY

1,384
start-ups

were launched in the first half of the year. That is 15 percent more than in half two of 2023.



31
“unicorns”

have been counted in Germany: These are start-ups with a rating of at least one Billion USD, which ranks Germany in 5th place in the international context.



520,000
people

work in the German start-up sector. More than 80 percent of start-ups intend to hire more in the coming year.



8 out of 10
tech start-ups

in Germany cooperate with established mid-size companies. This way they acquire new customers and markets and improve their products and know-how.



Start-ups and BUHLMANN

A start-up company, or start-up for short, is a company founded with an innovative business idea and high growth potential. Start-ups often operate in young or non-existent markets and first have to find a functioning business model. To get off the ground, the young companies not only have to find investors, but sometimes also need very practical help, for example with setting up their business or with contractual matters. Or they simply need test customers on whom their start-up ideas can be tried out in practice and tested in a working environment.

This is an exciting field for BUHLMANN: alongside Managing Director Philipp Tengel and Head of IT Marco Niebur, CEO Jan-Oliver Buhlmann was also involved in several start-up summits on the “Bremen Startups” platform (in the photo as one of the jurors at an event in October with organizer Jan Wessels). An example of a cooperation that has come about with BUHLMANN’s involvement to date: Digital solutions for the automatic measurement of material are used in the warehouse in Bremen together with the startup dAlmensions.



Jan Wessels from Bremen Startups and CEO Jan-Oliver Buhlmann

The lighthouse strategy

The German government’s EXIST program, which has been the most important building block for promoting start-ups from science for 25 years, has awarded 15 universities in Germany with an award for “Startup Factories” in mid-2024. These include the University of Bremen and the University of Oldenburg. “The North German economy is supporting the “Lighthouse Northwest” project with great pleasure and strong interest. We are convinced that this initiative can

further strengthen the start-up scene in our region,” explains Eduard Dubbers-Albrecht, President of the Bremen Chamber of Commerce.

Jan-Oliver Buhlmann and University Rector Dr. Jutta Günther attended a plenary session of the Bremen Chamber of Commerce in August to discuss cooperation between science and business. They discussed the framework conditions and opportunities offered by “Lighthouse

Northwest” to increase the number and quality of science- and knowledge-based spin-offs. These start-up factories are to be privately organized and entrepreneurially managed. Innovative start-ups are to be initiated and financed through links to universities or non-university research institutions with high innovation and talent potential.

Text: Gabriele Wiesenhavern

New location in Ukraine

Economic reasons, solidarity and support for the reconstruction of the war-torn country: Senior Team Manager Export East, Andreas Gutjahr, explains in an interview why the new BUHLMANN Ukraine t.o.w. site near Kyiv has now been opened.

GLOBAL // Mr. Gutjahr, after Russia's attack on Ukraine in February 2022, BUHLMANN RUS in Moscow was shut down. How much did that affect you personally?

Andreas Gutjahr // When BUHLMANN Rus was registered in March 2009, I actually had the hope that our work would contribute to the development of the Russian economy. We supplied a lot of pipes made from P91 material. These are far better than the Russian material. However, our hopes were dashed just 5 years later when Russia occupied Crimea. But even then I believed, Ukrainians and Russians would solve the problem through negotiation. But when on February 24, 2022, Russia invaded Ukraine, I saw how wrong I was about the people there. That deeply affected me personally. I had put a lot of energy and commitment into the subsidiary and was on friendly terms with my Russian colleagues. However, the closure of BUHLMANN Rus was very important and right for me. The company should not offer work and income to anyone who supports and approves of this war. I had to initiate the closure process, which was finished in October 2024.



Are the locational advantages in Eastern Europe greater than war-related risks? Or is there no risk?

Having your own location in the country makes your work easier. You are more likely to be noticed by Ukrainian customers than if you operate from Germany. You can settle accounts with customers in hryvnia, the local currency. You can register on tender platforms. With our own presence in Ukraine, we are simply more interesting for many end customers. As far as the risks are concerned, we are housed in an office building, which also includes a warehouse that we can use to reload a groupage shipment, for example. At the moment, the building is empty, and everyone is working from home.

Even our employee in Kyiv. We are trying to minimize the risk as much as possible.

Do construction projects / energy projects take place in times of war, how should we imagine the economy there?

When I was in Kyiv, I saw a lot of construction cranes in the city. But I was told that there has been no construction in the private sector since the war began. We know from the news how much Russia wants to hit the energy objects, unfortunately with success. It is to be expected that some material from our range will soon be needed. Among other things, the heat supply must be guaranteed again by winter. Larger construction projects can currently be seen around the western Ukrainian city of Lviv (formerly Lemberg). Large logistics centers are essentially being built here. It is hoped that a great deal of building material will be moved after the Ukrainian army's victory and is already creating sufficient capacity for this.

What are the reasons for opening a Ukrainian BUHLMANN site near Kiev - Kyiv, as it is spelled now?

With the Foundation Solidarität Ukraine, Mr. Buhlmann has given a clear direction and a statement of support for Ukraine. Estab-

lishing a BUHLMANN branch near Kyiv is a further sign of support for the country, in which we as the BUHLMANN Group show that we believe in the victory of the Ukrainian army and dare to take the step to Kyiv, especially in times of war. This creates trust and offers us a good starting position for local trade. The question of the location (only Odessa, Bremen's twin city, and Kyiv came into question, as all the decision-makers necessary for our future work are located there) was also quickly resolved, as Kyiv is located in the center of Ukraine. All important roads and other communication routes run through it.



BUHLMANN employees are an active force in packing and loading the trucks.

Stiftung
SOLIDARITÄT UKRAINE

An overview of the aid projects

Stiftung Solidarität Ukraine (Solidarity Ukraine Foundation) has been continuously providing aid to those affected by the war for two years now. To date, 96 truckloads have been delivered to the Ukrainian cities of Odesa and Ivano-Frankivsk in collaboration with the Evangelical Church of Bremen and the Senate of Bremen. The deliveries included eight field kitchens, drinking water trailers, water bags, furniture for social institutions, technical and medical equipment, life jackets, clothing, sweatpants for injured soldiers, food, and medication. In addition, a number of other vehicles were provided and substantial funds mobilized for the reconstruction of the civilian infrastructure. We will also be repeating our Christmas bag campaign "Eine Freude vertreibt 100 Sorgen" (One joy dispels 100 sorrows) this year, which specifically benefits Ukrainian children.



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on Instagram!

You will be Managing Director of the new subsidiary. How is the company integrated into BUHLMANN Group?

BUHLMANN Ukraine is a 100% subsidiary of Buhlmann International GmbH. A local colleague and I are initially responsible for the start.

You were in Ukraine in August 2023 to check the market and prepare the new colleague. Can you tell us something about him?

He was born in 1975, is married and has two children. His wife and children fled to Husum in northern Germany to escape the

war. He himself is an Ukrainian from Kyiv, an engineer and experienced in project sales in the energy sector and in industrial companies (metallurgy, chemicals and oil refining). He has been with us since May 2023. He is very open and sociable. His knowledge, especially in boiler construction, is excellent. I really enjoy working with him.

Questions by Gabriele Wiesenhavern

Faster loading in Duisburg

The new booking system Cargoclix was introduced in September. Loading foreman Michael Jennert explained how operations in the Duisburg warehouse have changed since then.

“A bit chaotic” is how Michael Jennert would describe the first few days. However, processes in the warehouse were noticeably faster after just one week. “We have definitely been able to reduce the number of waiting trucks and their respective waiting time. All in all, loading is now far quicker,” said Mr. Jennert. The advantages for the customers are obvious: trucks have no or shorter standing times, planning security is much higher, and the status of the truck including time stamp can be viewed online directly – from registration to the start of loading until its completion.

Customers and the contracted freight companies were informed about the new system and the booking of time slots via the Cargoclix platform in August. The new system was launched on September 2: the ordered goods are prepared in the warehouse and then loaded onto the truck at the booked time. This also required some reorganization in the

halls, Mr. Jennert explained: “With the old system, the drivers visited the halls in turn to collect the ordered materials. We have now transformed Hall 9 into a central loading hall. The goods are put together there in advance, meaning the truck only has to visit one hall.”

This kind of streamlined process requires everything to be picked the day before and ready for collection in Hall 9. With this in mind, a restructuring process was implemented in the warehouse prior to the introduction of Cargoclix. Head of Warehouse Michael Thölken explained: “All processes within the shifts were scrutinized in order to optimize the organization of the work.” One key result is the creation of fixed teams. “This includes, for example, traditional order-picking teams, teams for all forms of additional services, and loading teams in the outgoing goods area supervised by Michael Jennert.” This process optimization benefits not only freight companies and drivers but also the BUHLMANN warehouse crew. “We are still operating three shifts in the warehouse, but their time slots have been reorganized. This, in combination with the time savings thanks to streamlined and more efficient workflows, means we no longer have to work on Saturdays,” said Michael Thölken.

“Of course, everything doesn’t always go to plan. Traffic jams cause delays, and the drivers are also required to take their breaks,” explained loading foreman Michael Jennert. For this reason, we also have to leave a little room for maneuver, including for “wild cards” – his nickname for surprise or particularly urgent jobs.

Text: Gabriele Wiesenhavern



About Cargoclix

Cargoclix is a neutral Internet marketplace for the electronic tendering of transports and logistics services as well as a provider of modular time slot management systems. With over 28,000 registered members from industry, trade, and freight forwarding,

the system is one of the leading international tender platforms for transport and logistics. The central product of the time slot management business unit is the modularly adaptable “Cargoclix SLOT” software for optimizing processes at the ramp. With more

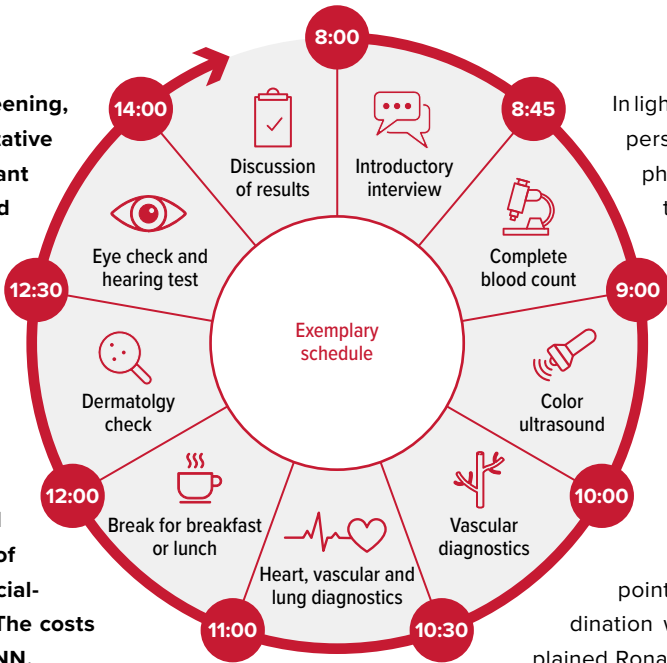
than 65,000 members, SLOT is one of the most widely used time slot management systems. Booking a time slot costs €0.50. Those are the only costs involved.

www.cargoclix.com

The BUHLMANN Health Check

Complete blood count, skin screening, and vascular diagnostics – preventative medical examinations are important for identifying health risks and treating any conditions without delay. However, in our day-to-day lives, we often don’t find the time to deal with the matter. Furthermore, even arranging an appointment with the respective specialists often proves difficult. The BUHLMANN health check offers all BUHLMANN RFS, BIT, and Barthel employees the possibility of being examined by different specialists within a period of six hours. The costs (€1,790) are covered by BUHLMANN.

Our company’s founder, Karl August Buhlmann, was already well aware that “people are the most important asset”. After all, each and every individual makes a decisive contribution to the success of the company. Back then, just like today, the health of our staff was a top priority at BUHLMANN, which is why the company has initiated a wide range of benefits promoting good health in recent years. Alongside the opening of the company cafeteria offering freshly prepared and balanced meals every day, our employees also benefit from a range of fitness and bike leasing offers. The health check is the latest measure to be introduced.



In light of the growing lack of qualified personnel, the company founder’s philosophy is now more relevant than ever. Care means prevention: “With the health check, BUHLMANN is investing in the health of its staff at the BUHLMANN sites in Germany and enabling them to have a combination of relevant examinations performed on one day and in one place. All that needs to be done in advance is to arrange an appointment at the hospital in coordination with the HR department,” explained Ronald Speidel, Director Corporate Business Division, who initiated the program in

cooperation with Helios. Helios is Europe’s leading provider of private healthcare services. Its aim is to offer people all over Germany access to the best possible medical treatment. The company’s network of hospitals spans the whole country, meaning the nearest one to any BUHLMANN site is never more than 125 km away. The offer is available at Helios hospitals in Berlin, Hamburg, Krefeld, Leipzig, Munich, and Wiesbaden.

Text: Katrin Steinkamp



Compact, individual, and confidential

The health check is based on the comprehensive and careful examination of key health parameters and physical performance functions. The advantage of this is that if any health risks are identified, measures to combat them can be implemented quickly and efficiently. Employees benefit from short waiting times, short distances, and holistic medical care in one place.

Once the examinations are complete, the specialists explain the results and findings. Should any issues be identified, the employees and practitioners discuss and reach decisions on preventative measures and further diagnostic procedures.

Ronald Speidel emphasized that it goes without saying that medical confiden-

tiality applies. “Neither the HR department nor the respective supervisors are provided with any information at all regarding the findings or any subsequent measures. From the moment the appointment is arranged, all communication is exclusively between the hospital and member of staff.”

Anniversary at prius consult



> View of the office building in Düsseldorf, Germany

prius consult gmbh was founded in December 2004, exactly 20 years ago. The Düsseldorf-based industrial and management consultancy has been part of the BUHLMANN Group for almost a year now. The consulting professionals specialize in small and medium-sized companies (SMEs).

The decision was formalized in February 2024: prius consult gmbh has been part of the BUHLMANN Group for one year, with retroactive effect from January 2024. It didn't take much for prius and BUHLMANN to grow together, as they had already been working together for many years. "We have been cooperating on a large number of projects for ten years, especially with BUHLMANN RFS. Not only the not only the BUHLMANN organization and processes but also the planning and controlling systems have been optimized with great success in recent years. We are also intensively working together at the moment, focused

on future topics such as the development and implementation of a CSRD management system aiming on complying with the EU sustainability reporting obligation," says Dr. Burkhard Wölfling, Chairman, Managing Director and founder of prius. "A merger with the BUHLMANN Group was therefore a logical step to ensure prius is well positioned for the future and responsibly manage and initiate the upcoming generational transition."

www.prius-consult.de



Dr. Burkhard Wölfling, prius consult

The first activities that have already been implemented show that this "growing together" is working seamlessly. Those who follow the BUHLMANN webinars were able to attend live in the middle of the year when Dr Burkhard Wölfling and Ralph Krawczyk from prius consult gmbh spoke on the topics of "Innovation as a lifeline for small and medium-sized enterprises (SMEs)" and "Digitalization solutions and the implementation of modern

merchandise management systems". In addition, the topic of "sustainability" has also recently developed into an important field of consulting. Other key areas of focus are "supply chain management", "market and innovation" and "strategy and internationalization".

A team of experienced and interdisciplinary business experts and a network of freelancers are available to prius consult clients. Thanks to the trusting and long-standing cooperation, strong synergy effects are now being created: For example, existing and new clients of prius consult benefit from the experience gained in practical projects at the BUHLMANN Group. The common goal is to develop prius consult gmbh into a leading consultancy in the EU with a global focus as part of the cooperation. Here's to the next 20 years!

Text: Gabriele Wiesenhavern

Documentation in detail

BUHLMANN has reached a significant milestone in the civil nuclear sector: successful certification in accordance with ISO 19443:2018 by TÜV Rheinland at the sites in Duisburg, Germany, and Cergy, France. This step underscores our commitment to the highest quality and safety standards.

Dr. Diana Toma, Senior Team Manager, Nuclear-Technical, explained: "The certification in accordance with ISO 19443 reinforces our position in the nuclear supply chain. It ensures sustainable quality assurance, improves our services, and minimizes risks through standardized processes. In a sector in which safety is of the utmost importance, this is of decisive significance." In addition, the standard also boosts customer and employee satisfaction with a vibrant safety culture. It can be combined with all management systems and thus offers global comparability.

Global relevance

The current development in the nuclear sector shows just how important this certification is globally: there are around 440 nuclear power plants already in operation and a further 60 or so under construction around the world. In France alone, there are 14 new nuclear power plants planned for the next two decades.*

It was against this background that the certification process began in May 2023 with an extensive check of the existing QM system by the TÜV Rheinland. Intensive preparations and training in the new standard were followed by the certification audits. "We exchanged information daily, adapted processes, and documented them," reported Dr. Toma. The team of auditors from TÜV Rheinland then determined that all the necessary measures had been implemented without any critical deviations. As a result, BUHLMANN received the certification at the first attempt.

Teamwork is the key to success

Close cooperation with the responsible nuclear teams in Duisburg and Cergy played a decisive role in the success. Colleagues from Bergamo authorized to perform inspections in the nuclear sector also contributed to this. "The synergy between our sites was crucial. We learned a lot from each other and bundled our strengths," emphasized Stephanie Miramont, Managing Director, BUHLMANN France SAS.

The requirements in the nuclear sector are also far stricter than conventional quality standards. "The documentation begins long before the production is actually approved," explained Dr. Diana Toma. For example: various documents tied to the manufacturing processes and the production tests need to be compiled and approved by the customer in advance. The whole process can take between two months and two years.

To guarantee the quality, a comprehensive inspection and test plan (ITP) needs to be completed during the production, dated, stamped, and signed. Numerous reports are compiled, including a heat treatment report, a dimension inspection



Dr. Diana Toma, Senior Team Manager Nuclear Technical

report, a report on the visual inspection, and an acceptance report documenting the number of produced parts and their condition. At the end of production, all the documents including a material certificate are summarized in an end of manufacturing report, which must be approved by the customers before the products can be further processed.

The conformity of the quality management system with ISO 19443 and ISO 9001 will be checked again over the next two years in the scope of surveillance audits before the certification audit is conducted again – 2025 in Duisburg, 2026 in Cergy.

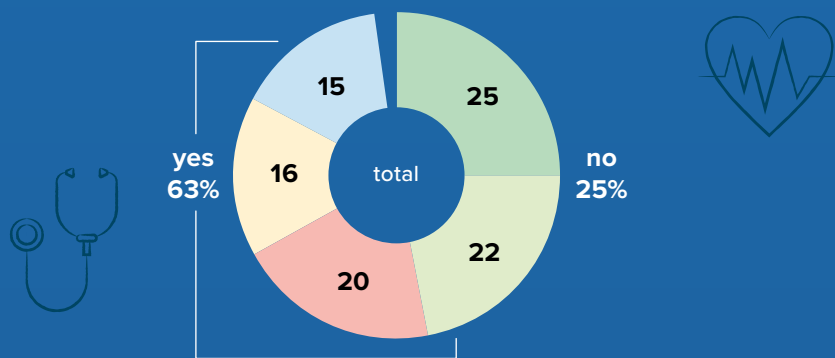
*Source: World-Nuclear-Performance-Report-2024.pdf

Text: Alice Hossain

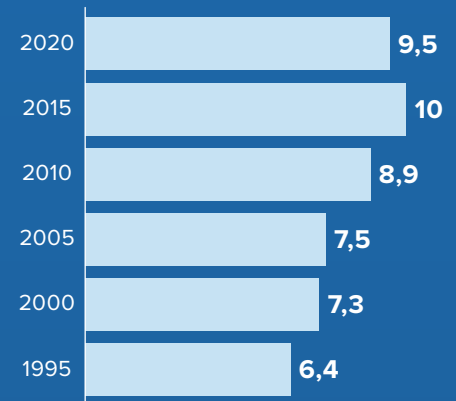


Healthcare in figures in Germany

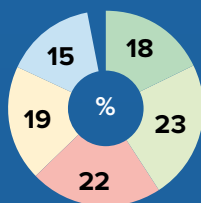
Do you have to wait long for a physician's appointment?



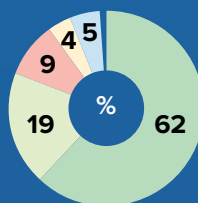
How often Germans visit the doctor on average



statutory health insurance

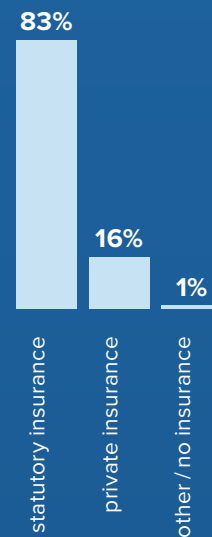


private health insurance



no
yes, two weeks
yes, four weeks
yes, two months
yes, over two months

Health insurance in Germany



What are the biggest annoyances when making an appointment?

