

# HOSCH *news*

The International HOSCH Magazine



- **Four Directions - One Destination**

21<sup>st</sup> International Management Meeting

- **Hello, this is HOSCH**

The reception desks - the company's business cards

- **Brucutu Relies on HOSCH**

On site at the world's largest iron ore suppliers

- **And the Best will Become Trainers**

HOSCH training programme makes fit for success



## Editorial

**It is the right mixture.**

*Dear HOSCH Employees!*

*When the first issue of the HOSCH news left the printing press in the summer of 2006, we were confident that our new magazine would go down well. The enthusiasm with which the magazine was accepted in the HOSCH family of companies has exceeded even our high expectations. The overall response was overwhelming - as the letters to the editor on page 13 clearly show.*

*Everyone involved has done a good job. Employees from around the globe supplied photos and stories, which made many readers – both inside and outside of HOSCH – really amazed. We received praise and recognition not only from people within the company, but also from business partners and customers, which has made us happy and proud.*

*We particularly appreciate the growing “We-feeling“, which receives a strong tail wind from the HOSCH magazine. The members of the international HOSCH family move closer together – on all levels. A real team spirit is created in this way, which knocks all of us into shape for the business challenges of tomorrow.*

*To inform all the HOSCH employees world-wide, motivate them and fill them with enthusiasm – this is the nicest job of*

*the HOSCH news. We consider the magazine to be an important component of our company communication, which is meant to be an interesting mixture of information, global meeting and training. In this respect, one of the annual highlights is the International Management Meeting with the presentation of the HOSCH Award, on which we report on pages 5 and 6. For an exciting autumn week, executives from all HOSCH daughter companies gather in Recklinghausen for an exchange of ideas, to set new things in motion and to develop common strategies for the future.*

*In many countries on this planet, the end of the year is used for looking forward to the new year and to make plans. We would like to take this opportunity to thank all our employees all over the world for their commitment to our company. We wish all of you, your families and all our customers and distributors in Germany and abroad a Merry Christmas and a happy, successful and healthy New Year!*

*Sincerely*

*Yours*

*Hans-Otto Schwarze*

*Eckhard Hell*

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“Oktoberfest“ in Munich is the biggest fair in Germany

## Specialist Conference with Visit to “Wiesn“

“Bulk Material Handling 2006 – New Technology and Procedures” –this was the motto of the specialist conference in the Bavarian state capital from 28 to 29 September 2006, to which the Technical University of Munich had sent invitations. Next to the large German OEMs, such as Thyssen-Krupp, FAM and MAN TAKRAF, HOSCH employee Roland Lußky was also on site. “Here I had the chance to establish contact with the companies or to intensify existing relations”, the manager of HOSCH Altenburg said. In addition to a variety of lectures on theory, research and innovations of bulk material handling technology, there was a visit to Munichs Oktoberfest on the agenda in the evening of the first day of the conference. Following their stroll over the biggest fair in Germany, about 70 experts in bulk material handling visited the biggest tent on the “Wiesn”, the “Hofbräu” with space for 10.000 guests.

## A New Member in the HOSCH Family

From ten to eleven: In September 2006, a new member joined the large HOSCH family of companies. Under the management of Mario Del Pezzo, HOSCH Italia started its operation in Milan. With the foundation of this new daughter company, HOSCH adheres to its basic company strategy to open new markets direct and without the support of any distributors. In general, this means a considerable increase in sales. Italy plays an important role as one of the world’s leading industrial nations. 12 major power stations, 3 steelworks as well as a flourishing cement, sand, gravel and ceramics industry in this country offer a wide variety of applications for HOSCH products and many options to sell them. One of the main targets of this new daughter company is the improvement of the HOSCH reputation in Italy and the foundation of a structure that is similar to that of the other HOSCH companies.



Visitors from Poland in Lignite Power Station in Boxberg (Oberlausitz)

## HOSCH Quality for Poland’s Energy Market

New impetus to Poland’s energy market: In the next few years, a new power station block will be built in each of the two lignite power stations Patnów and Belchatów. Both of them will be equipped with HOSCH scrapers. In Patnów, the construction of the new block with an output of 466 megawatt is expected to be completed by the end of 2007. Belchatów – the biggest European lignite power station – is expected to put the new block (with an output of 833 megawatt) into operation in 2010. In order to receive some preliminary information on the performance of HOSCH scrapers, guests from both Patnów and Belchatów were invited by HOSCH Polska to pay a visit to the German lignite power station Boxberg in Oberlausitz (Saxony), where 275 scrapers have been in operation for more than 10 years. On site, both the power station operators as well as the OEM PIOMA, supplier of the conveyor belt systems to Patnów Power Station, received a direct impression of the highly efficient HOSCH technology.

## HOSCH India’s Final Spurt

Just a few more brushstrokes and some final actions are required, before HOSCH India can move into its new company building in Calcutta. In May 2006, after 2 months of planning with the architects, construction of the three-part building complex began. The factory and the assembly shop as well as the new office block on more than 5,740 square metres of ground with 1,640 square metres of buildings offer generous space, to put HOSCH India in the position to carry out the services required by the steadily growing demands and the continuously increasing sales. The new complex is characterised by the best possible infrastructure, the most modern equipment as well as state-of-the-art design. The formal opening ceremony for the new buildings will take place in February 2007. With them, HOSCH India will be prepared for present tasks and also be well equipped for future challenges.



New flag, new drive: HOSCH Managing Director Hans-Otto Schwarze, Peter Winter (HOSCH-Fördertechnik), Johan de Koker (HOSCH South Africa), Krzysztof Lebioda (HOSCH Poland), HOSCH Managing Director Eckhard Hell and Jochen Welt, District Administrator of Recklinghausen (from the left) at the ceremony

## Four Directions – One Destination

In October, the HOSCH Management Team from all over the world held their 21<sup>st</sup> International Management Meeting in the company head-quarters in Recklinghausen

Four directions – one destination! At the beginning of October, all the Managers of the HOSCH companies met in Recklinghausen to hold their 21<sup>st</sup> International Management Meeting (IMM). HOSCH Managing Director Eckhard Hell welcomed his guests in a good mood and with pleasant news.

The conference participants could look back on a successful business year – with considerable sales increases in particular in South Africa, Poland and India. The past months were also characterised by increases in personnel. Meanwhile, about 120 members of staff are now employed in the HOSCH headquarters in Recklinghausen. In other HOSCH companies, the number of employees also rose considerably, in Australia by more than 100 %. As a result, about 350 employees now belong to the HOSCH family of companies worldwide. The HOSCH Management comment this development is as follows: “We consider this trend very positive.

At the same time, however, more employees mean more responsibility for the Management and thus also a higher workload”.

### Positive Trends in Germany

In his welcoming speech, Managing Director Eckhard Hell pointed out some highlights which had occurred in the German headquarters since the last Management Meeting. The development of the co-operation between HOSCH and the big German power suppliers gives rise to great hope, as they are planning and building new power stations in Germany. For instance, HOSCH developed a new disengaging device for RWE, which the conference participants could see in operation on the occasion of their guided tour of RWE Power Station Niederaußem.

Another highlight was the foundation of an official daughter company in Italy. Mr. Hell welcomed the Manager of HOSCH Italia, Mr. Mario Del Pezzo, as

a newcomer to the International Management Meeting.

Even if there is no official HOSCH daughter company in Scandinavia yet, the Management have high hopes in this growing market, which Jari Iversen from the HOSCH branch office in Denmark is in charge of.

### District Administrator Welt Grants HOSCH Award 2006

Traditionally, one of the focal points of the yearly Management Meeting was again the presentation of the HOSCH Award, for which we could this year persuade District Administrator Jochen Welt to present. In 2006, 3 awards were presented to HOSCH companies in South Africa and Poland as well as to a deserving employee in Germany.

### 50 Percent Plus at the Cape

On behalf of the oldest foreign HOSCH company, HOSCH Fördertechnik SA, their Manager, Mr. Johan de Koker, was presented with the HOSCH Award 2006.



Autumn decoration for the managers from all over the world: Lord David Heaton and HOSCH Managing Director Eckhard Hell (from the left) welcomed their guests in German and English.

Currently, the company is expanding, and as a consequence, will in 2007 move into a larger and more modern building right next to Johannesburg Airport (more on page 11). Johan de Koker received the award for sales increases of more than 50 % in the local market.

#### Poland on the up and up

A much smaller HOSCH company abroad, HOSCH Techniki Transportowe Polska, achieved about the same increase in sales. With a total of 6 employees, this company, which was only founded in 1998 and is managed by

Krzysztof Lebioda, achieved a 51 % sales increase in the business year 2006. This performance, according to the HOSCH Management, was, of course, also worth an award.

#### Fatherly Consultant

For the first time in the long HOSCH tradition, an award was granted in recognition of the life's work of a deserving employee. The Management picked out Mr. Peter Winter, who had taken early retirement on 30 June 2006. In 1989, after sound training in the mining industry and with some basic sales experience, Peter Winter joined HOSCH as an engineer. Very soon – as early as 1 January 1992 – he was promoted to Deputy Sales Manager Germany. In this position, he was also in charge of the branch offices in Germany. Mr. Winter is characterised not only by a high technical competence and ability in his field, but also by a high personal competence. He was, and still is much appreciated as a “fatherly consultant” for his younger colleagues.

## A Day Full of Energy

### Power Station First, Queen Musical Afterwards



Imposing backdrop – the IMM participants in front of Cologne Cathedral

For more than 40 years, RWE Power Station Niederaußem has supplied power to the region where it is located. On 11 October 2006, a day-trip to the giant power station near Cologne was organised for the participants of the 21<sup>st</sup> International Management Meeting. During the guided tour of this long-established power station, the visitors could also have a look at the newly developed HOSCH disengaging device. Afterwards, the RWE hosts invited the HOSCH delegation for a delicious lunch in the works canteen, where everybody ate in a happy atmosphere. A walk through Cologne was the next item on the agenda. Everybody had a terrific

time, enjoying a cup of coffee on the banks of the Rhine River in good weather or going window-shopping through the city of the famous Cologne Cathedral. The highlight of this quick tour was a visit of the musical “We will rock you” in the Musical Dome close to the main station. The story with plenty of go, based on songs of the legendary rock band Queen, got under the visitors’ skin. Everybody knew the classic pop songs composed by the legendary singer Freddie Mercury and enjoyed them. At about 9:30 p.m., the tired but elated guests returned to their hotel in Recklinghausen after a long, but also exciting day out.

## “I do” on the Beach

Sunshine, waves and the feet in the warm sand: On 29 September 2006, Kristian Steinstö, HOSCH Sales- and Serviceman in Norway, got married to Kjersti Botnen on the beach of Ao Nang in Krabi (Thailand). “We wanted to have a very special and romantic wedding celebration, which will always provide us with fond memories. For that reason, we decided on Thailand”, Kristian Steinstö said. Only on the day of their departure from Norway, did they inform their friends and relatives about the forthcoming wedding. On 4 November, the happy couple celebrated a big late wedding party in Norway – with about 75 guests.



## Welcome, Little Princess!

Mario Del Pezzo is not only the freshly-qualified Manager of HOSCH Italia, the youngest member of the HOSCH family of companies, but also a proud young father. On 2 August 2006, his wife Marica gave birth to little Sara. At her birth „the little princess“ weighed 2.95 kg, she was 49 cm tall and had blonde hair and blue eyes. Marica and Mario Del Pezzo have been married since 2003. The family lives in Salerno near the Amalfi coast, 50 km away from Naples.



Harmony at a large table – the HOSCH GB team at their half-yearly conference

## Conference in Pleasant Atmosphere

HOSCH GB could report positive results at July sales meeting – 20 % sales increase compared to 2005

Office staff, sales people and service technicians – all of them were invited to attend the half-yearly sales meeting at HOSCH GB on 3 July 2006. All the employees of the daughter company joined the Managing Director of HOSCH GmbH Eckhard Hell and the International Business Director Lord David Heaton at the company’s headquarters in Thornaby. During this meeting, HOSCH GB checked their figures for the first part of 2006 – they are more than positive.

“We had an excellent start in 2006 and a very successful first half-year“ said David Patterson, the Manager of HOSCH GB. 20 % sales increase compared to 2005 – just this figure by itself would make people in the company feel a lot better. Another reason for the positive atmosphere is the harmony within

the HOSCH GB team. Changes in personnel have been coped with quite well. In the meantime, all the employees have accepted their new roles. They have all mastered their new tasks and are prepared to assume further responsibility.

### From Service Technician to Technical Consultant

For some employees, these new challenges mean a new position: Ian Horsfield and Paul Cleveland performed so extremely well that they are now working in the sales department as technical consultants. Ian Horsfield works principally in the Midlands, whereas Paul Cleveland is mainly in charge of customers in the North of Great Britain. In their respective sales areas, both of them would like to ensure that the “well-feeling factor” at HOSCH GB rises even more in the future.

## Employees in South Africa

Together with the oldest daughter company, one of the earliest employees, celebrated her 25th jubilee. Since the foundation of the company in 1981, Elizabeth O’Connell has been working for HOSCH South Africa.

In a letter, Hans-Otto Schwarze thanked her personally for her commitment over all these years. In the summer of 2006, Elizabeth O’Connell welcomed four new colleagues: Dylan Neethling, Charl van Straaten, Petrus van den Heever and Jaco Strydom.

# Together they are Strong

## HOSCH GB: New allocation of tasks in customer care - Erica Radics has been supporting the team since May 2006

A fresh wind is blowing in the customer care department of HOSCH GB: Due to the employment of trainee Erica Radics, the team around Departmental Manager Christine McDonald could re-allocate their tasks – with a positive effect on both morale and motivation. “These changes have had a very positive impact on our work“, Christine McDonald says. “The team spirit in our department has been strengthened. We work together as a real team, in which everybody supports each other“.

Apart from Christine McDonald and Erica Radics, Claire Race and Debora Evans also work in customer care at HOSCH GB. Both of them are now facing new challenges. Adele Travis-Jones having left the company, Claire Race – who has been working for HOSCH for four years now – is also in charge of personnel and marketing matters. In addition, she keeps an eye on vehicle administration, further education of employees and travel management. Debora Evans has taken over Claire’s tasks from customer care. Showing a lot of commitment, she sees to it that all the orders placed with the nine HOSCH GB engineers are carried out efficiently and smoothly.

### Training for Customers and Staff

For more than ten years, David Smith has been working as the Workshop Manager at HOSCH GB. In qualification and training seminars at the HOSCH headquarters in Germany, he has improved his knowledge of the HOSCH products and the company philosophy. For his role as trainer, he will further develop his knowledge of health and safety. In the future, David will carry out more training units for staff and customers and he will also support the service technicians.

### A Gain for the Team

Christine McDonald finds words of praise for the new trainee Erica Radics. “She is a real plus for our team. Due to her assistance, we are now in a position to support the sales people more efficiently”. Under the guidance of Claire Raice, Erica Radics went through a strict training procedure. “She learns very quickly and though she is only 19 years old, she is very professional and thorough in what she does. With the support of Ian Horsfield, she is already in a position to take on the handling of quotations and orders for the Midlands.



**Strong team: Christine McDonald, Erica Radics, Claire Race and Debora Evans**

### Strengths and Weaknesses of the Team Became Apparent

All in all, the personnel changes in customer care have made a considerable contribution to making the team stronger. “Therefore, our special thanks go to our General Manager David Patterson”, Christine McDonald says. “He supported me in working out the strengths and weaknesses of our team and to structure it in such a way that all of us get on very well together”.

## in memoriam

*According to Immanuel Kant, those who continue to live in the memory of their loved ones are not dead, only far away. Dead are only those who have been forgotten.*

The news on the sudden death of Karsten Tönnies deeply saddened the HOSCH team in Recklinghausen. Karsten Tönnies died on 3 Oktober 2006 at the age of only 33. For more than ten years, he had been employed as a service technician for HOSCH in Recklinghausen. The Management, his colleagues and our customers held the young technician in very high esteem. The death of Karsten Tönnies has left a gap in the HOSCH team, which it will be difficult to fill. The whole HOSCH team wish his wife Sonja and all their relatives and friends a lot of strength for the future; they will all honour Karsten Tönnies’ memory.

## New Employees

Support through a pack of three: In the middle of 2006, HOSCH Company in the USA could welcome three new members of staff. Eddie Toney supports the team as a Regional Sales Manager, Rick Johnson is employed as a Service Technician. The third men in the team is Barry Gasper, who has started his training to be a Service Technician.



# Hello, this is HOSCH!

They are the company's business cards – the ladies at the HOSCH reception desks around the globe. Whether it be a customer, an employee or an initial contact person – their friendliness and professionalism directs all enquiries and requests to exactly the right address. But who is hiding behind the nice voice on the other end of the telephone line? In our series "Enquired" we will introduce them to you.



## **HOSCH COMPANY** KAREN CAIN

"Good morning/afternoon, HOSCH Company, this is Karen. How may I help you?"

**Name:** Karen Cain  
**Age:** 35  
**Marital status:** single  
**Children:** none  
**Pets:** a dog named Chester  
**with HOSCH :** since September 1999  
**Languages :** English  
**Further tasks:** accounting  
**Hobbies:** handicraft, do-it-yourself projects, reading



## **HOSCH POLSKA** MAGDALENA SAJKO

"Firma HOSCH, Magdalena Sajko, dzień dobry."

**Name:** Magdalena Sajko  
**Age:** 39  
**Marital status:** married to Marek Sajko  
**Children:** a 17-year-old son called Michal  
**Pets:** none  
**with HOSCH:** since June 2002  
**Languages:** Polish, German, English  
**Further Tasks:** secretary's office, accounting, order processing  
**Hobbies:** dancing the Flamenco



## **HOSCH DO BRASIL** SILVÂNIA MARQUES

"HOSCH do Brasil, Silvânia, bom dia!"

**Name:** Silvânia Marques  
**Age:** 41  
**Marital status:** single  
**Children:** none  
**Pets:** none  
**with HOSCH:** since 2005  
**Languages:** Portuguese, English  
**Further tasks:** any administrative tasks  
**Hobbies:** reading, Brazilian pop music, nature



## **HOSCH INTERNATIONAL** MARGARET TRUDGEON

"Good morning/Good afternoon, HOSCH International, this is Margaret!"

**Name:** Margaret Trudgeon  
**Age:** over 21  
**Marital status:** lives together with partner Peter Sutton  
**Children:** none  
**Pets:** none  
**with HOSCH:** since July 1995  
**Languages:** English  
**Further tasks:** secretary's office, accounting, storekeeping, order processing  
**Hobbies:** reading, V8 motor racing, Australian rules football





# Enquiry



**HOSCH GB ERICA RADICS**

“Welcome to HOSCH GB, Erica speaking, how can I help?”

**Name:** Erica Radics  
**Age:** 19  
**Marital status:** single  
**Children:** none  
**Pets:** none  
**with HOSCH:** since May 2006  
**Languages:** English  
**Further tasks:** secretary’s office, prepare calculations and schedules, order processing  
**Hobbies:** dancing, swimming, shopping, meeting with nice people



**HOSCH SOUTH AFRICA CORAL KLEYNHANS**

“HOSCH, good day!”

**Name:** Coral Kleynhans  
**Age:** 46  
**Marital status:** married to Louis Kleynhans  
**Children:** three  
**Pets:** a dog  
**with HOSCH:** since April 2006  
**Languages:** English, Afrikaans  
**Further tasks:** secretary’s office and general office work  
**Hobbies:** hiking



**HOSCH FÖRDERTECHNIK GMBH MECHTHILD KÖHLER**

“HOSCH Fördertechnik, mein Name ist Köhler, guten Tag!”

**Name:** Mechthild Köhler  
**Age:** 53  
**Marital status:** single  
**Children:** none  
**Pets:** none  
**with HOSCH:** since April 2002  
**Languages:** German, English  
**Further tasks:** secretarial work for the accounting department, administration of personnel files, orders with suppliers  
**Hobbies:** biking, walking, cooking with friends



**HOSCH FÖRDERTECHNIK GMBH BRIGITTE TILLMANN**

“HOSCH Fördertechnik, Sie sprechen mit Frau Tillmann, was kann ich für Sie tun?”

**Name:** Brigitte Tillmann  
**Age:** 40  
**Marital status:** single  
**Children:** Clemens (18), Johanna (9)  
**Pets:** a dog called Louis  
**with HOSCH:** since 1990  
**Languages:** German, English  
**Further tasks:** accounting, handling car damages  
**Hobbies:** reading, painting, swimming, music (Queen)

## Enquiry

We now know the Managers, we also know the ladies at the reception desks - but who are the ones that keep the line of fire free for the HOSCH Managers world-wide? We will give you an answer in the next issue of the HOSCH news and will introduce the team in the second row - the Management Assistants.



Iron ore for China's booming industry



30 million tons yearly output



State-of-the-art scraper technology from HOSCH

## Brucutu Relies on HOSCH

**HOSCH do Brasil supplies 50 Scrapers to Brucutu Iron Ore Mine – 1.1 Billion Dollar Project Expects a Production Capacity of More Than 24 Million Tons**

An investment of about 1.1 billion US-Dollars and more than two years time required for construction: With the new Brucutu iron ore mine in Sao Goncalo do Rio Abaixo in Brazil, the world's largest iron ore producers Companhia Vale do Rio Doce (CVRD) want to increase their annual production capacity to more than 24 million tons. The mine was inaugurated on 5 October 2006. From the very beginning, the most recent scraper technology supplied by HOSCH makes sure that things run smoothly.

HOSCH do Brasil supplied 50 scrapers for the conveyor belts in the mine. "We mainly use prescrapers of the type B6-short V and main scrapers of the type B6-short Z", Peter Petzold, the Manager of HOSCH do Brasil says. "In two cases, we had to use CT scrapers as main scrapers, due to a lack of space". The conveyor belt systems with belt widths between 600 mm und 2,200 mm were supplied by METSO Minerals as well as TAKRAF do Brasil.

### Supplies Sufficient for 30 Years

Until the year 2008, CVRD intends to increase the yearly output of the Brucutu Mine to about 30 million tons. In that case, the total output of the Brazil-

ian iron ore producer would at the same time increase by 10 percent. With that, the group reacts to Asia's growing hunger for iron and steel. It is estimated by some experts that China's booming economy, in particular, will in 2007 be in need of an additional amount of about 45 million tons of steel compared to 2006 requirements. Part of this consumption is to be covered by the Brucutu mine. About 740 million tons of iron ore are stored here in the depths of the Brazilian highlands. According to expert calculations, these reserves will be sufficient for the next 30 years.

### Most Modern Facility of its Kind World-Wide

Together with CVRD, HOSCH do Brasil meets the challenge to cover the growing demand for iron ore with the Brucutu mine. For the Brazilian daughter company, it is an honour and at the same time a challenge to be part of this giant project. After all, the Brucutu mine is currently the most modern facility of its kind in the world. In addition to the state-of-the-art conveyor belt technology, the mine is composed of an ore processing plant in which material of poorer quality is removed, so that an ore mix with an iron content of 64 % to 65 % is reached in the end.

### Mining in Brazil

The Brucutu mine is located in São Gonçalo do Rio Abaixo, in the federal state of Minas Gerais, about 110 km east of the city of Belo Horizonte. Minas means mines – so just the name of the fifth biggest federal state makes it obvious that ore mining has had a long tradition in this region. In the 17th and 18th centuries, it was gold above all that speeded up the economic development of Minas Gerais. The South of the federal state, in particular, made a large profit from the gold veins. However, in the North, it was mainly the diamond deposits that promoted settlement in this area. Today, in the region around Belo Horizonte, next to manganese and nickel, the huge iron ore deposits are the centre of attention. In some places, this becomes visible with the naked eye. Many roads in the surrounding cities and many rivers are coloured red because of the iron ore dust. Oil, natural gas, silver, tin, bauxite and beryllium: Brazil is extremely rich in mineral resources. However, laborious transport conditions make mining difficult. Whether in the almost impassable terrain of the Amazon, or in the mountainous grounds in Minas Gerais – transportation of the extracted products confronts logicians with ever new problems.

# 25 Years Success at the Cape

25 years ago, Hans-Otto Schwarze founded the first HOSCH daughter company abroad in South Africa – New company building ready for occupation in February 2007

In 1981, Hans-Otto Schwarze founded the first HOSCH subsidiary abroad in South Africa. In 2006, the eldest member of the HOSCH family celebrated the 25th year of its existence. Managing Director Hans-Otto Schwarze: “This jubilee shows us that the foundation in South Africa was the right step. We are very pleased with the enormous sales increases at the Cape”.

Expansion is scheduled at the Cape. In February 2007, the 50 members of staff of the South African daughter company under the Management of Johan de Koker will move into a new building – and there, appropriately celebrate the jubilee with a big party. In July 2006, the initial construction work for the new company building began; it is conveniently situated close to the airport of the city of Johannesburg. In a new industrial area, modern offices, a workshop and training rooms are built on a 5.300 square-metre site – with enough space for later expansion. The workshop with 1.350 square metres and the two-storey office block with 460 square metres offer considerably more space than the old building in Wadeville. Apart from HOSCH, another four companies share the new industrial area, which has a central access and is kept under 24-hour surveillance.

## Long and Successful Co-Operation with Customers

For HOSCH South Africa, the move into a new building is the result of the long and very successful co-operation with big customers of the country’s mining industry. Iron ore, platinum, chrome, copper, gold and diamonds – South Africa has at its disposal a variety of mineral resources and is one of the world’s leading suppliers of raw materials. In many cases, HOSCH plays a central role in the mining of these mineral resources.

## Visit to Diamond Mines along the West Coast

Regarding the diamond mines along the west coast of South Africa, in particular, the employees again and again have to accept major challenges. The strict security regulations, for instance, require them to register at least two weeks prior to the visit; access will only be granted following a complete check of the personal data. In addition, the often impassable terrain makes a visit to the mines quite difficult. In the winter months, in particular, heavy rainfalls turn the streets into muddy paths. However, HOSCH South Africa will continue to take up all these challenges – and thus ensure further growth in the next 25 years.



Lesotho – on the way in snow and ice

## HOSCH Resists the Extremes

Whether at a dizzy height or deep in the ground: HOSCH scrapers can be found everywhere. The highest and the lowest of them are in operation in South Africa. They work reliably in the world’s highest mine, the Letseng Diamond Mine of Minopex in Lesotho. The mine is located about 3,100 meters above sea level. In October, the “Lesotho Promise” was found there, a 603 carat diamond. In 2003, the Letseng Diamond Mine was equipped with HOSCH scrapers throughout. Every six weeks, the HOSCH service technicians have to make this arduous trip uphill – it takes two days to go in each direction. However, the trip to the lowest scrapers is no less difficult for the servicemen. These are located in shaft 5 of the East Driefontein Gold Mine, about 60 kilometers southwest of Johannesburg. The high-precision quality supplied by HOSCH is in operation at 3.700 meters below the surface – once a month, the HOSCH servicemen check the performance of the scrapers.

Space for expansion – the Johannesburg team are looking forward to the topping out ceremony



## A Useful Experience

In August 2006, Jim Dorsey, Technical Consultant in the HOSCH Company Sales and Service Team, went on his way from the US to Germany. For the 49-year-old, it was his first visit to the company headquarters in Recklinghausen. Following a meeting with the Management and an extended tour of the HOSCH parent company, Dorsey took the opportunity to exchange experiences with the other four participants of the seminar. “Though we come from very different corners of the world, we got on extremely well”, Dorsey said in retrospect. In Jim Dorsey’s opinion, the individual workshops were extremely helpful. “I can make good use of many of the training subjects in my daily work with employees and customers”, the Technical Consultant said. He found friendly words of praise for Training Manager Thomas Legner: “We could feel how much time and care he had invested in his preparations. It was very positive, indeed, that there were many situations in the seminar in which we could affiliate with our own experiences. For all of us, those three days in Recklinghausen were a very useful experience, which will support ourselves and our work for HOSCH for a long time in the future”.



Have a break: Bez Bezuidenhout (South Africa), Detlef Domke (Germany), Jim Dorsey (USA), Dave Ferguson (Australia) and Ian Horsfield (GB) and Training Manager Thomas Legner at the TTT seminar 2006



Professional: Employee training in the HOSCH training centre in Recklinghausen

## And the Best will Become Trainers ...

**Fit for success: HOSCH training programme relies on training according to the snowball effect – thus being unique in this industry world-wide**

Whether it be in India, Brazil or South Africa: Around the globe, the name HOSCH means quality, competence and service. For more than ten years, the company has been investing considerable funds in a professional employee training programme, which world-wide is unique in this industry, in order to establish certain standards. Both training and qualification are based on the so-called snowball effect. The best among the best are allowed to become trainers themselves. HOSCH – a learning system.

At the beginning of the nineties, under the motto “Fit for HOSCH”, Managing Director Hans-Otto Schwarze laid the foundations for this kind of well-structured and substantial knowledge transfer, which accompanies all employees all over the world from the day they start with HOSCH throughout their entire career. In this way, they gradually grow into the big HOSCH family in a very systematic and well-organised manner.

They become absorbed in technical questions and sales matters, and they get used to the HOSCH philosophy in order to be able to put it into practice at work. “With this programme, we have set ourselves the goal to give our customers at the Cape the same qualified advice as in India or Germany”, Managing Director Hans-Otto Schwarze says. There are no comparable company-specific training systems to be found world-wide among the HOSCH competitors.

### Comprehensible and Practicable

The basis of the training programme is an extensive manual in which the contents of the “Fit for HOSCH” training are presented in an easily comprehensible and practicable way. Meanwhile, the whole compendium has been translated into English, and some of the chapters also exist in French, Spanish and Polish. Several years ago, the HOSCH company buildings were extended to incorporate a professional training and qualification

centre equipped with the latest conference technology, so as to create a professional learning and training environment. At least one seminar is held there every week. Apart from the International HOSCH Management Meeting, which is held in autumn every year, other highlights of the “school year” are the popular Train-the-Trainer seminars (TTT) with participants from all over the world.

#### Examination and Certificate

TTT – these three letters symbolise the highest level of the “Fit for HOSCH” philosophy. Only employees who have shown an outstanding performance in the different training units and exceptional social competence and leadership qualities, will be admitted to these seminars. In TTT, they learn how to explain the necessity and the advantages of the HOSCH Training Programme to other members of staff. At the end of the seminar, there will be an examination, and on passing, will be certified. There are already four active HOSCH-trainers qualified like that world-wide, others are still being trained. In August 2006, Bez Bezuidenhout (South Africa), Detlef Domke (Germany), Jim Dorsey (USA), Dave Ferguson (Australia) and Ian Horsfield (GB) attended the most recent Train-the-Trainer seminar in Recklinghausen.

#### Training Programme to be Established World-Wide

A fully packed training unit awaited them, too. It is not the installation, maintenance or sales of HOSCH scrapers which are in the centre of attention, but the organisation of a training unit, the knowledge of communication methods and the handling of customer questions that arise again and again. In this case, the main criterion is also the standardization of knowledge transfer. HOSCH Training Manager Thomas Legner: “It is our goal to establish the training system in all the HOSCH companies with the help of these TTT seminars and in this way, to achieve a common technical level in the HOSCH family world-wide”. According to Mr. Legner, only efficient and well-structured



**State-of-the-art technology is necessary**

training enables us to stay successful as a competent problem solver and technological market leader in view of the steadily growing competition.

#### Milestone in the Career

Those who commit themselves to learning the HOSCH ABC, also lay some important foundations for their own professional success. “It is an honour, which is worth any effort, to be invited to attend a TTT seminar”, says HOSCH Managing Director Eckhard Hell. “Those who qualify in TTT, recommend themselves for tasks with more responsibility”. Eckhard Hell takes the opportunity to teach in the TTT seminar himself. “There is no better chance to get to know one’s colleagues”, Hell says. And what is good already, has to improve further – in this case, the HOSCH philosophy also applies. Those in charge in Recklinghausen are already collecting ideas how to develop and intensify the training system further. In particular, those already active as trainers are to be supported, as they would like to reflect on their practical training abilities and to further refine them.

## Sports and Training

Out of the training room, into the adventure. During a very unusual customer workshop organised by HOSCH Polska in Szczyrk (Upper Silesia) on 8 and 9 September 2006, more than 30 participants were given the opportunity not only do prove their intelligence but also show their athletic skills and their physical fitness. On horseback through the wood, at a tightrope act or during an act of strength in the jungle park, or at a paintball shooting competition – immediately upon their arrival, the group plunged into adventure. “Everybody welcomed this change“, the General Manager of HOSCH Polska, Krzysztof Lebioda, says. The second day, there was training for the employees of the customer companies – members of staff of mines, coking plants and ironworks attended the seminar. In these workshops, they were informed about the necessity of regular service and about the different applications of original HOSCH spare parts. “This is the only way of asserting ourselves against our strong competitors in Upper Silesia“, Krzysztof Lebioda says. “By organising this adventure experience, HOSCH has been able to win additional points”.



**Balance and power – not only on the tight-rope in the jungle park**

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Happiness in silver - Petra and Eckhard Hell



Once upon a time – the wedding in 1981

## Taking to the Floor Until Dawn

**HOSCH Managing Director Eckhard Hell and his wife Petra celebrated their silver wedding anniversary in October 2006 – a stylish celebration with relatives, friends and members of staff**

25 years ago, HOSCH Managing Director Eckhard Hell and his wife Petra got married in Oberhausen. As long as a quarter of a century, they have been living together as a couple. For that reason, the two invited many guests to a lively party on 21 October 2006. Next to family and friends, a number of HOSCH employees were also among the approximate 75 guests.

In honour of the occasion, Petra and Eckhard Hell had chosen a very romantic location: Voshövel Country Hotel in Schermbeck on the Lower Rhine. "We were invited there to a wedding once", Eckhard Hell said. "We liked it that much that we wanted to spend a nice evening with our own guests there". After a champagne reception with piano background music in the elegant hotel hall, a delicious four-course meal was served in the "Lindenstube". After a careful renovation of the historical barn, the overall impression is now a stylish mixture of old and new components. A DJ created a good atmosphere with a variety of different songs – the hosts and many of their guests were on the dance floor until dawn.

### Photo Show Made Guests Grin

The highlight of the celebration was a photo show that the children of Petra and Eckhard Hell, Pia (24) and Christoph (23) had composed for their parents. How did they manage to celebrate their silver wedding anniversary? The offspring responded to this question with a presentation and with a wink in the manner of the amusing specialised stories broadcast on TV "Programme with the Mouse", an extremely popular programme for kids on German television. The guests found the "historical photos" of the main actors – which Christoph and Pia had lovingly selected – very amusing. At the end of this successful celebration, the guests said goodbye, expressing the wish that there will be many more jubilees together following this silver wedding anniversary.

## HOSCH news – in the Readers' Opinion

The HOSCH news meet with the approval of many readers – this can be concluded from the positive reactions throughout to the first issue. Many congratulatory wishes and suggestions have arrived in the headquarters in Recklinghausen. The editors would therefore like to thank the readers for their overwhelming interest with a short extract from these letters to the editor:

*"Even or perhaps in particular as an external observer, I find this magazine most interesting and very informative, right and important. I am already curious today in order to read the next issue".*

Marc Ambrock

International Intergest S.R.L., Barcelona

*"I read both versions and the magazine seems to me to be a valuable contribution to the co-operation within the group of companies. At least, people can now connect a face to the voice on the phone".*

Hugh Nevin

Cohen & Grigsby P.C., Pittsburgh (USA)

*"I spent 25 minutes reading the HOSCH news. After I had finished reading, I knew a lot more about my colleagues in the HOSCH family. I particularly liked the article "Working at Minus 35 ° C".*

David Patterson, HOSCH GB

*"I very much enjoyed reading the first issue of the HOSCH news. Your company magazine demonstrates in a very impressive way the consistent and steady development of your company to a "global player".*

Prof. Dr.-Ing. Christian Schroeder, Bochum

## From the Christmas Bakery

When it smells temptingly of biscuits in the kitchen, it's Christmas time. Just try some typical baking recipes: Milk Tart is one of the favourite sweets in South Africa throughout the whole year – and also at Christmas. Vanilla-Kipferl should not be missing on a German advent plate. Enjoy pinching the sweets!

### Milk Tart

#### Ingredients:

1 packet tennis biscuits or butter biscuits  
1 heaped tablespoon custard powder  
2 eggs  
1 desertspoon butter or margarine  
1 tin condensed milk (397 gr)  
1 desertspoon vanilla essence  
3 heaped tablespoons maizena (corn flour)  
pinch of salt  
1 cup milk  
3 cups water

#### Method:

Line pie dish with tennis biscuits or butter biscuits. Combine 3 cups of water with 1 tin condensed milk, add butter and bring to the boil. Using an egg beater, beat together maizena (corn flour), eggs, custard powder, 1 cup milk and vanilla essence. When condensed milk mixture boils, add very slowly the maizena (corn flour), custard mixture, stirring until thick. If lumpy beat with egg beater until smooth. Pour into pie dish and leave to cool. Sprinkle generously with cinnamon. Makes two average tarts or 1 large tart.

### Vanilla Kipferl

#### Ingredients:

250 g flour  
210 g butter or margarine  
100 g hazelnuts  
70 g sugar

#### for the decoration:

icing sugar

#### Method:

Knead cold butter or margarine, hazelnuts and sugar. Put in the fridge for several hours. Form dough to a roll and cut in slices. Form slices to be small half-moons (Kipferl). Heat oven to 180 to 200° C. Bake Kipferl for about 30 minutes until they turn gold-brown. Mix icing sugar and plenty of vanilla sugar on a plate and coat hot kipferl carefully.

From Christmas sweets to summer culinary delights: in the next issue of the HOSCH news, we would like to publish customary barbecue recipes: spits, meat, salads or dips- please mail your best barbecue recipe to [mail@hosch.de](mailto:mail@hosch.de)

### Letter to the Editor

How do you like the HOSCH news?  
What would you like to hear about?  
What do you miss?  
We will publish your letters.  
Just send an email to: [mail@hosch.de](mailto:mail@hosch.de)





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