

# HOSCH *news*

The International HOSCH Magazine



- **HOSCH Gets Even Closer**  
Video conferences are fast and in real time
- **Not a Simple Wrapping Job**  
Logistics expert from Marl packs for HOSCH
- **Premiere at easyFairs**  
Successful appearance at the "Schüttgut"
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## Editorial

### HOSCH Gets Even Closer

*Dear HOSCH employees!*

„The Globe at a Glance“ – The title story of this issue of the HOSCH news shows just how active the HOSCH companies have become worldwide. At the same time it conveys the idea that all the people working for HOSCH in different parts of the globe – whether in Australia or Brazil, India or South Africa, the U.S. or Europe – have moved closer together. Thanks to modern communications technology, we can now sit across from each other at the click of a mouse to discuss technical questions and exchange tips for our daily work. In this way knowledge is spread throughout the company and our expertise grows steadily and quickly.

During the first half of 2011 HOSCH proved once again that it has become an indispensable player on the global market. The new communications technology not only brings us closer to you – the people who sell, install and

service our excellent products locally every day. This newly acquired mode of communication, which is fast and uncomplicated, has also made us an even more reliable partner for our customers and business partners.

The second half of 2011 is sure to bring us lots of work again and a number of innovations – not only in internal communications. We are certain that we will master these challenges together – thanks to the international teamwork supported by modern communications technology.

We wish you and your families, as well as all our customers and business partners, a happy and successful second half of 2011.

Yours truly,

Hans-Otto Schwarze

Eckhard Hell

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So far away and yet so close: HOSCH Managing Director Eckhard Hell and Hella Pankoke talk to David Winslow 6,500 kilometers away in Pittsburgh

## The Globe at a Glance

Talking, discussing, deciding: How video conferences bring the HOSCH world together

It's quiet in the room. HOSCH Managing Director Eckhard Hell is seated comfortably in the conference room of HOSCH Headquarters in Recklinghausen. While his left hand works a computer keyboard, his right one moves a mouse across the table. A shift of only a few centimeters suffices for the cursor to activate the right location on the "Employees" icon displayed on the wall-mounted flat screen. The selected file belongs to David Winslow, Head of HOSCH Company in Pittsburgh. Within only a few seconds a video and an audio connection have been established. The video conference between Recklinghausen and the steel city in the U.S. kicks off with a friendly exchange: "Hello David, how are you?" followed

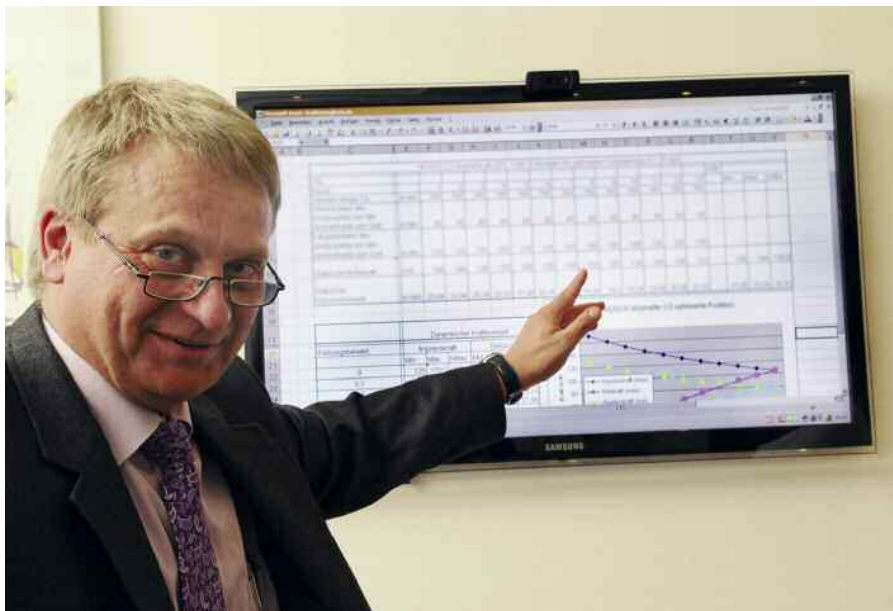
by the reply "Fine, thanks." David is 6,500 kilometers away but it sounds like he's in the next room.

### Fast and productive in real time

For any global player, internal communication is just as important as excellent products, service and state-of-the-art know-how. For this reason HOSCH founder Hans-Otto Schwarze always dreamt of placing the international dialogue at HOSCH on a foundation enabling everyone in the company to talk to everyone else – and to discuss and reach decisions – without cost-intensive international travel. Improved telecommunication technology – with no more time-consuming "dialing up" of modem or ISDN lines – has made

Mr. Schwarze's dream a reality. Today Mr. Schwarze or Mr. Hell can talk to HOSCH employees in all corners of the world every day without having to coordinate dates, book flights or pack suitcases. By using new technology they can now discuss spreadsheets ad hoc or evaluate videos of important HOSCH products. All this is fast and productive and takes place in real time. Eckhard Hell comments: "At HOSCH we are growing even closer together as a result of the new video conference system. We are optimizing our communications and getting the HOSCH daughter companies more involved in the workflows and strategic decisions of the entire company." He adds that 'being seen' on the screen is not as important as 'being





**Virtual meetings: at the video conference it is possible to discuss the latest R&D results and production concepts with our colleagues around the world without leaving HOSCH Headquarters**

heard.' He explains further: "The sound is more important than the picture. We call up files together and analyze the latest R&D results or production concepts for example. We discuss them and then decide quickly. The reason this is so important is that in our business time is much more important than money."

#### **Conversing with several countries simultaneously**

Most of the 14 HOSCH companies now have video conference systems similar to the one in Germany. These systems are now connected. The specifications for this networking came from Recklinghausen. Guidelines for the use of the video conference system can be found in the HOSCH intranet. An illustrated guide explaining the individual components and how to operate them helps users to get started. Hans-Otto Schwarze himself was a driving force during the design of the conference room and the selection of high-quality individual components. The company's founder also had video conference equipment installed in his house so that he can converse with HOSCH staffers around the globe from his home office. Carsten Kutschki, Head of the IS Department, organized the purchasing

and set-up of the technical equipment with practical support from Werner Schulz. HOSCH Recklinghausen goes "on the air" at least three times a week – sometimes for five minutes, sometimes for two hours.

The video conferences are held in English. All participants speak into microphones in front of them on their desks and look into small cameras above their monitors. Because HOSCH is equipped with state-of-the-art technology, it can hold virtual meetings in different cities and countries simultaneously – and with images and sound of such good quality that the participants in Poland, Australia or Italy are hardly aware that they are only facing a monitor. Because of the possibilities offered by video conferencing, the practice of holding conferences at the same place is a thing of the past; this saves time and cuts traveling costs substantially.

#### **Regular meetings once a month**

Another point is very important for the HOSCH Managing Director. "Everywhere in the world we have outstanding specialist personnel who work with and for us. Their input on important questions reaches us much earlier than it did

#### **➔ Titbits**

*Video conference technology achieved the decisive breakthrough in Germany about ten years ago. The era of videoconferencing was ushered in by fully digitalized speech and video data and the general availability of computers. In the wake of the growing trend toward IP-based switching technology, modern video conferences benefit from a high data transmission rate (broadband) and speed. For this reason experts predict the growing use of this communications technology.*

in the past," explains Eckhard Hell. He says that he has had "only positive experience" with the video conference system since it was launched in early April 2011. He adds: "The new communication creates closeness." He says that the next step – regular monthly meetings with the various HOSCH companies – will be taken in the near future. The only practical problem he sees is the existence of different time zones. "While we are still working in Germany, HOSCH employees in Australia have already been off work for several hours." However, Eckhard Hell is confident that a solution will be found.

Back to the conference with David Winslow: Even if the picture on the monitor flickers a bit now and then, Eckhard Hell is happy. After telling David that: "We can see you clearly!" he adds that "You should smile a little bit more" since at this particular conference a photographer is shooting the scene for the current issue of the HOSCH news. David Winslow changes his sitting position again and then his striking features are visible again on the screen along with the two small flags on his desk in Pittsburgh. The line is stable, the conference can begin.

# Good Packing Is Half the Job

HOSCH ships material worldwide. The logistics company Kuhlmann makes sure that everything arrives intact

Whether big or small, packages and crates unfortunately do not pack themselves. For this reason HOSCH Headquarters in Recklinghausen has been working with Werner Kuhlmann GmbH for more than 20 years.

Initially Kuhlmann supplied exclusively wooden crates and pallets. Owing to the increased sales recorded by the HOSCH companies last year, HOSCH markedly intensified its business with Kuhlmann. Inside Europe HOSCH still does its own packing. For shipments of all sizes headed for destinations overseas, however, Kuhlmann is responsible for planning, building and filling the crates – and for their seaworthy packing. Dirk Heidhues, Head of Production in Recklinghausen, states: "As a result we have been able to double the shipping capacity for orders placed by the daughter companies at no extra cost."

As a pilot project for overseas shipping, a commission for Australia was selected. This order involved about 20 tonnes of material. The project was successful: in his feedback James Stamelos from HOSCH International rated the packing performance as "faultless."

To guarantee proper allocation of parts for both the packing firm and the customer, a batch parts list is drawn up. This list includes various types of information such as the order and article numbers, the article designation in several languages, and of course the quantity. On the basis of the batch parts list, duplicate batch part labels with barcodes are printed. Such labels are affixed to each packing unit, ensuring clear-cut identification along the entire logistics chain. During the packing process part of the label is detached and scanned to draw up the packing list. This is then compared with the batch parts list in Kuhlmann's Cratemaker software.

## High degree of transparency for customers and HOSCH

This has the advantages of ensuring the completeness of the order and of automatically generating a detailed packing list. Dirk Heidhues explains: "What is decisive for us is that this solution not only allows us to increase our shipping capacity; the barcode-assisted preparation of the packing list also achieves a high degree of transparency for both the customer and HOSCH and it prevents delivery of the wrong parts!"

## A family-owned medium-sized company

Founded in the mid-70s in Marl, Werner Kuhlmann GmbH is a medium-sized family-owned logistics company currently employing 20 people. With over 40 years' experience, the company is one of the industry leaders in the professional packing of industrial goods to be shipped overseas for plant and machinery construction. Over the years Kuhlmann has expanded its range of services to include crate-building, industrial packing, logistics, freight forwarding, storage, and logistics software. The dimensions of the wooden crates are crucial for the proper packing and subsequent shipping of the goods.

## Flexible reaction

After this, the customer decides whether it wants to entrust Kuhlmann with the packing or do the job itself. In the latter case it requires only packing material from Kuhlmann. Heidhues comments: "What is important for us is that Kuhlmann always reacts very flexibly. At its site in Marl, it has 2,000 square meters available for intermediate storage, order-picking and packing; this area can be expanded flexibly to meet increasing requirements."



Even the tiniest parts get a barcode



Seaworthy packing: the HOSCH crates are shipped overseas in a container

# Definitely State of the Art

## New FTP server speeds up data transfer between the HOSCH sites

In a modern company like HOSCH the careful handling of information and data is extremely important. Since the normal e-mail system employed by numerous users is often no longer sufficient for handling larger amounts of digital data, HOSCH Fördertechnik GmbH has now installed an FTP server. FTP stands for "File Transfer Protocol" – this means that information is placed on a central platform which can be accessed by HOSCH employees at all

locations. To use the new platform, an employee has to know the server address, possess authorized log-on data, and have the corresponding software installed on his or her computer.

### High-quality data transfer

For modern companies with communication networks covering large areas, like the HOSCH Group, rapid, reliable and high-quality data transfer is becoming more and more important. To hold

its own during everyday business, a company must have state-of-the-art technology – a factor that often tips the scale between success and failure. Comprehensive information is of enormous importance for the decision-making process in controlling and for system and product analyses. Rapid data transfer is now an important communications factor at the HOSCH Group – one that makes it easier to steer the company toward its goals.

# Lifelong Learning

## Continuing education at HOSCH Headquarters in Recklinghausen: "added-value concepts" and personnel management

Because the continuous training of its employees is a key to HOSCH's success, in-house training programs are offered regularly. These deal not only with technical matters but also with sales and management. In February two in-house seminars were held in Recklinghausen.



The two-day sales workshop was devoted to the topic of "Winning Customer Support for Added-Value Concepts." The speaker was Carsten Schulz from Apricot & Partner, a highly regarded Dortmund firm specialized in market and customer management.

Thirteen HOSCH employees attended the workshop, which dealt with relationship management for important customers and the preparation and conduct of negotiations.

### Leading also has to be learned

Another module of the HOSCH corporate philosophy describes how executives deal with employees. Apricot & Partner had sent another expert, Hartmut Biesel, to discuss this topic. For two days Mr. Biesel explored the topic of "Consistent Employee Management" from every possible angle. In preparation for the seminar, moreover, the participants had been asked to complete several questionnaires.

The essence of Mr. Schulz's talk was that companies are increasingly applying so-called added-value concepts to win and keep customers. This term refers to the wide variety of ways to "add to" the value of the actual product or service. According to the expert, added-value concepts can be used to obtain new customers, to keep customers and to analyze profitability. For HOSCH employees the following statements are important: 1) The customer must be informed of the advantage when it can make use of it; 2) The advantage must be large enough to awaken the customer's interest at all

The essence of this speaker's message was that executives hold key positions at a company. They lay the foundation for a high willingness to perform on the

part of the employees and for a high work quality. They must know how to align the interests of the employees with the interests of the company. In the future the executives will be expected to display a more extensive understanding of their role. The employees of today are critical and more self-confident. They have higher expectations, they assume more responsibility for themselves, and – a point that is especially important – they are more sensitive than their counterparts of a few years ago. With their new sense of self worth, they do not respond as well to an authoritative leadership style. The employees of today do not like to receive criticism – even if it is non-personal.

### Corporate culture

Therefore, an executive's most important tool is his or her own personality. A cooperative leadership style oriented to a company's objectives and employees is part of the corporate culture and must extend to all executives and employees. The authority of the executives is derived from three sources: their positions, their professional expertise, and their natural authority. Nearly all the HOSCH executives of the different departments took part in the two-day workshop.





Besides Detlef Domke von Bichowski, the HOSCH trade fair team at the easyFairs "Schüttgut" in the Dortmund Westfalenhallen consisted of Jürgen Niehues, Werner Schulz, Hans Niegot, Ralf Schult and Peter Köster

## Simply Successful

### HOSCH presents itself at the easyFairs "Schüttgut" in Dortmund

The concept of the easyFairs "Schüttgut" in Dortmund – a mining show devoted to technologies for the handling and storage of bulk goods – is simple and effective: to make sales to trade visitors, forget about intricate stands and concentrate on convincing products. This idea has caught on: about 300 companies (including, for the first time, HOSCH) seized this chance to show off their products at the fourth Schüttgut in the Dortmund Westfalenhallen Trade Fair on May 18 and 19.

#### Exhibition area expanded

Visitors to the fair had two large exhibition halls to explore. After the enormous success of the Schüttgut 2009, which attracted twice as many exhibitors and visitors as the previous fair, the organizers of the 2011 event went one step further and expanded the exhibition area.

#### More than 3,000 visitors

Admission to the fair is still free. Far more than 3,000 visitors seized this chance to visit the fair in Dortmund, which is not far from HOSCH Headquarters in Recklinghausen. Many of the visitors came with definite purchase intentions and took advantage of this chance to talk at length with the exhibitors.

What a premiere! "Everybody liked our stand! We are over the moon!" This was the summing-up given by Detlef Domke von Bichowski of HOSCH's first appearance at the easyFairs Schüttgut after the two-day show. All of the major customers from Germany came by, listened to explanations of the innovative HOSCH products, carried out interesting conversations, and either made new contacts or refreshed old ones over a cup of coffee. "We were even visited by customers from Great Britain and Russia," was the happy report of Detlef Domke, who had to call in extra personnel on the first day.

The successful premiere calls for a repeat performance, of course. On the last day of the "Sales Platform for Bulk Goods Technologies in the Processing Industries" – the official name of the fair – HOSCH therefore reserved a stand for 2012. However, next year's stand will be much bigger. Domke explained: "This year our stand measured 3 x 7 meters; next year we want to expand our exhibit to 40 square meters."

# +++ HOSCH Personnel Ticker +++



Retirement? Relaxing? Saying good-bye to the world of work? For HOSCH Founder **Hans-Otto Schwarze**, these are all unknown concepts. Even though he has gradually disengaged himself from the operative business of the company, he still looks after his life's work – HOSCH Headquarters in Recklinghausen. On 16 May 2011 Hans-Otto

Schwarze celebrated his 74<sup>th</sup> birthday. Aware of his love of animals, his colleagues at HOSCH presented him with two bird houses – one for his beloved garden and one for company headquarters. The HOSCH news belatedly wishes Hans-Otto Schwarze a "Happy Birthday" and many happy returns of the day!



At the beginning of March **James Stamelos** celebrated his 40<sup>th</sup> birthday with an "Open House" at the home he had recently moved into in Perth, Australia. The Head of HOSCH International (Pty) Ltd., winner of the HOSCH Honorary Award last year, was given a surprise present by his family, friends and acquaintances. They had put together a video containing birthday greetings from everyone of

importance in James Stamelos' private and professional life.

Not to be outdone, the staff at HOSCH Headquarters in Recklinghausen leased professional video equipment for the occasion and made a birthday video in which Managing Director Eckhard Hell conveyed birthday greetings from everyone at HOSCH Germany. The FTP server then sent the video sequence to Australia for further processing.



What a party! On May 21 **Hans-Jürgen Niehues** celebrated his 60<sup>th</sup> birthday with his family and countless friends at Hotel Seehof in Haltern. For over half his life (33 years to be exact), the "birthday boy" has belonged to HOSCH.

"And HOSCH to him," according to the Steverjournal, a birthday newspaper written by his friends. The Steverjournal

goes on to say that "Hans-Jürgen Niehues tackles all his work at HOSCH – boring office chores and exciting "men's work" alike – with dedication and élan. Not surprisingly, Niehues has infected so many friends and relatives with the "HOSCH fever" that his home town of Haltern-Hullern is now known locally as "HOSCH-Hausen – the Scraper Village."

Hans-Jürgen Niehues was born "on the Stever" on 21 May 1951 and has remained loyal to his birthplace. Everyone in town knows him as a result of his active participation, either as an athlete or unpaid official, in sports clubs for soccer, tennis, marksmanship and water sports. He has been married to his wife Antje for over 20 years. They are both "family types" who enjoy being part of a large family.



## HOSCH news – in the Readers' Opinion

Alexandra de la Varga,  
Adminex, General Manager,  
Barcelona

*Dear Mr Hell,*

*I've read with pleasure the HOSCH news. Nowadays it's so gratifying to see how some firms put their efforts in setting up new offices and opening new markets, instead of talking just about the crisis.*

*Congratulations for your new subsidiary in Austria!*

*Through your editorial, you told that 2010 has been the most successful year in HOSCH history due to several reasons (excellent products, costumer service, for instance). Nevertheless, I'm sure that your team spirit has contributed a lot. I would like to wish you the warmest season greetings.*



## Important Birthdays and New Babies

The team at HOSCH International (Pty) Ltd. has had many reasons to celebrate in 2011



On January 24 Kelsey Lynch turned 21. At a birthday party with a Spanish theme, Kelsey served her guests mouth-watering specialties such as tapas, chocolate cake and churros (Spanish donuts). Kelsey was especially pleased that so many colleagues from HOSCH joined her friends and family at the party.



For the last year and a half Kate Preston has been working the distribution department at HOSCH International. On February 22 she celebrated her 30<sup>th</sup> birthday and threw not one but several parties – one for friends, one for her family and one for her colleagues. Kate's hobbies include art, movies, good food, pole dancing, cooking, reading and traveling. Moreover, she can conduct a simple conversation in Japanese.



On April 7 Paul und Kym Harris became the proud parents of a healthy baby boy. The baby of the Sales Manager weighted 3.575 kilograms at his birthday and was named Tanxsta Jayg. His parents are a bit short on sleep but over the moon about their bouncing baby boy.

## Borders Disappear in the Kitchen

HOSCH connects people and cultures. In an event jokingly referred to as "France Meets South Africa," Claude Trumpf, Manager of HOSCH France, made a side trip to South Africa during a vacation trip to La Réunion and Mauritius with his wife Martine. Their hosts in South Africa were none other than Johan de Koker, General Manager of HOSCH South Africa, and his wife Doreen. The de Kokers are a happy couple who recently celebrated their 30<sup>th</sup> wedding anniversary.

### Whipping up an excellent cross-cultural meal

While the two HOSCH managers were talking scrapers, their wives whipped up an excellent meal. Despite the language barrier, the two women hit it off from the start and created a cross-cultural menu featuring, among other things, fresh vegetables from South Africa and an excellent French vinaigrette.



Doreen de Koker (left) and Martine Trumpf

### Employee Anniversaries at HOSCH Headquarters

#### 20 years:

Norbert Beermann  
Peter Köster  
Roland Lußky  
Eugen Switala

#### 15 years:

Gottfried Himmelbach

#### 10 years:

Birgit Gehrke

20

15

10

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HOSCH-Fördertechnik  
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Hella Pankoke

Am Stadion 36

45659 Recklinghausen

Tel. +49 23 61 / 58 98 - 0

Fax +49 23 61 / 58 98 40

E-Mail mail@hosch.de

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## HOSCH Gets the Ball Rolling

HOSCH scrapers play a major role in stadium construction projects in Gabon

The small country of Gabon in central Africa has big plans for the year 2012. In many cities in this country of about 1.6 million inhabitants, new soccer stadiums are currently being built for the "Coupe d'Afrique 2012" (Africa Cup). The most important stadium, with room for the most spectators, is taking shape in the capital city of Libreville. However, the small mining town of Moanda is also reaping benefits from the CAN, which is to Africa what the European Cup is to Europe. The stadium going up in Moanda will be used by the competing teams to practice and prepare for the matches.

HOSCH scrapers play an important role in the construction work for the tournament, which will be hosted jointly by Gabon and Equatorial Guinea from January 21 to February 12, 2012.



Preventing production outages at the port facility

The use of HOSCH scrapers prevents non-cleaned belt conveyors from causing production outages at harbor facilities, enrichment and blending plants, or cleaning facilities for mineral ores. Comilog, a HOSCH customer located in Moanda, is also one of the winners. Comilog is one of the most important companies in the field of manganese mining worldwide and would like to

expand the positive results it has recorded in recent years. HOSCH scrapers have been improving workflows in Gabon since 1986. The head-pulley scraper type HD, for example, displays exceptionally good performance both with respect to cleaning results and service life. In the near future HOSCH plans to mount a head-pulley scraper on a 1.6-meter-wide belt carrying heavily caking raw ore. A unit for the extraction of iron-containing manganese is already under construction.

The work in Gabon is supervised by Claude Trumpf, Manager of HOSCH France for many years. Claude makes regular trips to central Africa, most recently in March 2011. His primary mission on these trips is to support and advise the Comilog engineers on questions related to conveyor belt cleaning.

## He Loves Chocolate, Roses, Germany and Japan

Lionel Miquet-Troisvalets is the new Sales Manager at HOSCH France

For a solid year now the staff of HOSCH France, headquartered in Réau in the Department Seine-et-Marne in north central France, has been reinforced by a genuine linguistic talent in the form of Lionel Miquet-Troisvalets, aged 38. The new Sales Manager provides customer advisory services and customer support. Lionel's language skills are extremely helpful during his contacts to customers, of course. Apart from his native language, he speaks German, English and Spanish. As if that were not enough, the multilingual staffer is now studying Japanese. He is motivated to learn this language, which does not come easily to Europeans, by a "genuine interest in Japan" and a desire to be fit for the booming Asian market.

Our French colleague was born in Epinal in the Department Vosges in Lorraine. After completing his Baccalaureate with

mathematics, physics and electronics as his main subjects, he studied business administration for four years. He did



Lionel Miquet-Troisvalets (in Kendo gear) and his four children in their own garden

his military service in the German-French brigade; during this time he was stationed for six months in the area of former Yugoslavia. Today he lives near Meaux with his wife and four children aged 12 months to ten years. Many people have heard of this small town 40 kilometers east of Paris because of the famous cheese – Brie de Meaux – made there.

However, chocolate – and not cheese – is the enduring passion of Miquet-Troisvalets. Not content with just eating this irresistible food, he is also chairman of a Chocolate Fan Club. When he's not working or eating chocolate, he is probably cooking or working in his garden – he proudly reports that he has "37 different kinds of roses." To work off the calories he consumes in the form of chocolate, he runs regularly and practices the Japanese martial art of Kendo.

## A Successful Premiere

HOSCH Italia makes its first appearance at the "Samoter"

From March 2 to 6 of this year HOSCH Italia presented itself as a professional scraper specialist at the "Samoter" in Verona. Incidentally, this was the first appearance of the Italian HOSCH company at this earth-moving and construction machinery exhibition – comparable to the German "BAUMA" – and it was a smashing success.

"Not only established customers informed themselves at our stand; we were also approached by companies which already used our products but did not know us personally," reported Giancarlo Leombruno happily. These included, for example, customers who had previously obtained HOSCH products via a distribution partner. The



Giancarlo Leombruno, Gerardo Fericola and Mario Del Pezzo (from the left) talking to a customer at the "Samoter" in Verona

presentation at the small-yet-elegant HOSCH stand focused on possible applications of the B6 scraper and the

head-pulley scraper type HD. "Our pitch generated real interest among experts from the mining and concrete industries, in particular," reported Giancarlo Leombruno. Some competing companies also praised HOSCH and congratulated the company on its first time at the show.

Apart from Giancarlo Leombruno, the HOSCH Italia team consisted of Mario Del Pezzo, Gerardo Fericola and Gerardo's fiancée Michaela Russo (the wedding is planned for September 2011). Giancarlo Leombruno's summing-up: "It was important that we raise the HOSCH flag here in Verona to underscore HOSCH's growing claims to a sizable chunk of the Italian market."

## HOSCH Italia "Racing on Two Fast Wheels"

Cutting-edge technology, power and elegance paired with a tough and exciting athletic spirit: all these terms apply to the "Trofeo Nazionale Maxi Scooter" in Italy. This competition is held under the aegis of the National Italian Motorcycle Association on 12 routes in Italy.

### HOSCH logo on the racing gear

For the last three years HOSCH Italia has been one of the main sponsors. The

HOSCH logo can be found on the racing gear of the motor scooter artists and on numerous web pages. Moreover, prestigious motorcycle magazines report on the race and list HOSCH as one of the technical sponsors. The last three races in this season will take place on July 3 in Binegar, September 4 in Magione, and October 2 in Vallelunga.

[www.trofeomaxiscooter.it](http://www.trofeomaxiscooter.it)



The scooter pilots speed over the Italian racing track in their HOSCH tricots



The Italo-German HOSCH employee Serafina Bruno at her workplace in Pontecagnano

## An "Italo-German" Employee

Since January 4 of this year Serafina Bruno has been working at the head office of HOSCH Italia in Pontecagnano, a town with about 25,000 inhabitants in the province of Salerno in the Campania region. The 30-year-old was born in Attendorn in the Sauerland region of Germany and has worked in the export departments of suppliers to large automotive companies. Serafina Bruno lived in the Sauerland with her mother and her father, who had come to Ger-

many from Salerno as a guest worker. When her father died in 2002, she decided to return to Italy. Serafina has learned the ropes at her new place of work very quickly. With her excellent German and good sense of humor, she has come to play a leading role in the almost daily communication between HOSCH Italia and Recklinghausen. In her free time Serafina looks after her daughter Allegra Nicole and, if time permits, checks out the latest fashions.



## Patterson Talks About HOSCH Innovations

At the "Bulk Handling Conference" in North Lincolnshire, England



For over 70 years now the Materials Handling Engineers Association (MHEA) in Great Britain has been supporting the interests of national and international companies engaged in the transport of a wide variety of materials.

At the Bulk Handling Conference held by the MHEA in North Lincolnshire in England on May 11 and 12, David Patterson (photo left), Manager of HOSCH GB Ltd. and an active member of the

MHEA for many years, spoke on the subject of "Innovations in Belt Cleaning." David's talk, which was very well received, dealt mainly with the development of the head-pulley scraper type HD01 - 04. HOSCH Managing Director Eckhard Hell was also present on both days of the conference to answer questions posed by experts in bulk goods conveyor technology and to discuss the importance of efficient conveyor belt cleaning.

## Visitors from Scotland

Employees of the Clydeport Hunterston Terminal in Scotland visit HOSCH Headquarters in Recklinghausen



Import coal for all of Great Britain is transhipped at Clydeport Hunterston Terminal

At the end of February Bryce Brown and John Moore from the Clydeport Hunterston Terminal in Scotland received first-hand training in the use of HOSCH scrapers. Together with Eddie Presch, Sales Manager of HOSCH GB Ltd., they spent three days at the HOSCH Training Center, where they learned the basic principles of the scraper systems and, last but not least, the HOSCH corporate philosophy. Together with Managing Director Eckhard Hell, Training Manager Thomas Legner welcomed the two guests. Bryce Brown is employed at the Hunterston Terminal as a belt maintenance manager and John Moore as a works manager.

Since 2009 HOSCH GB Ltd. has been doing a brisk business with Hunterston, one of the largest port facilities in North Ayrshire and the foremost facility for coal imports in the U.K. A total of eight

1500-mm B6 scrapers and one 1500-mm C12 scraper are now in service at the facility. At the end of 2010 the focus at Hunterston switched to primary scrapers, high time to invite the Scots to HOSCH Headquarters.

### Discussing high belt speeds

Apart from the technical training and numerous discussions at the Training Center about conveyor belt systems with high belt speeds, a visit to RWE's Neurath Power Station, where several HOSCH scrapers and RG2 tracker roller systems are in operation, was on the agenda. In the evenings the Scottish visitors had a chance to try out German beer in various pubs in Recklinghausen.

By the way: after returning to Clydeport the visitors said "thank you" by ordering some scrapers type HD01S and B6I.

## Steel Crisis in Teesside Now Over

The Tata Steel Plant (formerly Corus) near Middlesbrough in northeastern England has come out of the steel crisis stronger than before. The sale of the plant to the Thai company ISS Steel averted an impending shutdown. But that's not all: the present plans have sparked hopes that 800 new jobs will be created.

### Full capacity expected at 3.5 million tonnes

HOSCH GB Ltd. used to have a close business relationship with the plant located directly on the Tees River; between 2006 and 2009, it accounted for 15 percent of HOSCH's sales in Great Britain. Following the reopening of some areas of the plant, 150 scrapers and 30 belt conveyors have been installed at the facility. Starting in September 2011 Tata Steel is expected to resume steel production at the site. David Patterson from HOSCH GB Ltd. commented: "If the plant operates at full capacity, its annual production should be around 3.5 million tonnes of steel."

# Installation at an Altitude of 4,800 Meters

Since the beginning of 2011 TTM Chile is the official HOSCH distributor in Latin America



Heat and high altitude: the grueling conditions during the installation work in Chile ...

A new alliance in Latin America: Since the beginning of 2011 the company TTM Chile is the official HOSCH distributor in Chile, Peru and Bolivia. In mid-January HOSCH Managing Director Eckhard Hell and Export Head Giancarlo Leombruno signed a contract with TTM at its headquarters in Santiago. TTM has been working in the bulk goods industry for over 30 years and thus has excellent contacts to the mining industry in South America.

The ink had hardly dried on the signatures to the contract – which rated a longer article in the Chilean daily *El Mercurio* – when the first action was taken: for three weeks in April Giancarlo Leombruno traveled all over Chile to provide support for the TTM team carrying out the first installations of HOSCH products. He was frequently accompanied by Francisco Carvallo Jarpa, who had been instrumental in building the business relationships between HOSCH and TTM. The Chilean company had previously sent its

District Manager – whom Giancarlo Leombruno refers to as "my main contact in Chile" – to Recklinghausen for training.

The first equipment installations by the new HOSCH distributor were performed at the Cerro Colorado Mine in northern Chile. After travelling 2,000 kilometers to the north from the capital of Santiago by plane, the HOSCH/TTM team covered "another 150 kilometers straight through the desert by car." They installed scrapers type HD01 and CT in the leaching line, where copper ore is sprayed with sulfuric acid. This was followed by the installation of scrapers type B6C and CT2 with a run-back device. Measurements showed that the installations were successful and Giancarlo Leombruno happily reported that "the customer was highly satisfied with the results."

Additional HOSCH products were installed in Collahuasi, which is currently the third largest copper mine in the

world and is expected to be the world's largest in three to four years, according to TTM. The work was carried out at an altitude of 4,800 meters – a real challenge for both scrapers and technicians. "Eat lightly, drink a lot of water, and pace yourself!" These were the instructions given to the team installing a C3L scraper on an 11-km-long and 1800-mm-wide belt carrying ore out of the mine. At this location as well the customer was very satisfied with the work and results delivered by HOSCH – and further installations of HOSCH products are planned.

In the near future TTM and HOSCH plan to open up new fields of business at two copper mines visited by Giancarlo and Francisco during their three-week tour. BTW: TTM has now signed on a new employee who will be responsible exclusively for the HOSCH products.



... didn't diminish the unfailing good spirits on site

## ➔ Titbits

*Chile is a country in South America bounded by the Pacific Ocean on the west and south. About 17 million people live in the presidential republic, at an average length of 4,275 kilometers and a width of 180 kilometers. Its most important trading partner is neighboring Argentina – followed by the U.S., Brazil, the People's Republic of China and Germany.*

## New Faces at HOSCH International

HOSCH International (Pty) Ltd., the HOSCH company “down under,” is expanding. James Stamelos, Head of HOSCH in Australia, has added some new faces to his team to make customer contacts and service even better

Virginia Luff has been working as a service engineer for HOSCH since May 2010. In her free time she competes in triathlons and helps out at various events. +++ Monique Lurvink has been greeting guests at the HOSCH International office since signing on in January as a receptionist. The mother of two daughters and two sons is interested in films and cooking; she likes to spend her free time with her family. +++ John Cann has been the workshop manager since March 2010. He is married and has two sons. After work he coaches a soccer team, listens to music, cooks and reads. +++ Account Manager Shane Curtis also has two sons. The home

handyman has been with HOSCH since December 2010. Family camping trips are his favorite way to chill. +++ Darren Lee O'Brien has been employed by HOSCH as a service engineer since January. Darren is interested in botany and loves traveling. +++ Dimitri Orkopoulos has been working for HOSCH as an account manager since April. He can converse with customers in Greek, English and French. His free time is devoted to water sports, music and traveling. +++ Service engineer Vitaliy Nazarov has been with HOSCH since December 2010. He is married and has two children. He likes to watch films and cook – preferably with or for his family.

## Short Trip to Quobba Station Washed Out

Shelly Bovernkerk wanted to treat herself to an exciting DVD-making jaunt before starting work at HOSCH. The trip did not go quite as planned



Streets were almost impassable after the monsoon

Shelly Bovernkerk joined HOSCH International (Pty) Ltd. in Perth as a service administrator in December 2010. One week before she was to start her new job, she set off for a DVD shooting of a 4WD lifestyle adventure in Western Australia. Since her hobbies are fishing, driving 4WD vehicles, camping, traveling and photography, the trip had sounded perfect.

When Shelly and her best girlfriend flew to Carnarvon to meet the film crew on 4 December 2010, a sunny day with a clear blue sky, they had no idea just how much adventure lay in store. The crew and the two women then traveled to Quobba Station. They had just arrived when a monsoon struck. To evade the storm, they travelled on to Gnaraloo. Within an hour, however, everything was flooded and Gnaraloo was cut off from the outside world. Cars sank in the mud; roads were closed off. Shelly was able to stay in contact with her husband only via satellite telephone. It was clear by now that Shelly would not make it to her first day of work at HOSCH on time. The next storm was already on its way and food was becoming scarce. Fortunately, helicopters were able to fly in fresh supplies. The group remained in Gnaraloo for almost ten days before they could finally return home on Christmas Eve.

## HOSCH Polska Impresses the Experts

In mid-April 2011 mining experts from several countries met in the Belchatow mining area in Poland for the Seventh International Brown-Coal Mining Conference. The meeting was naturally attended by HOSCH Polska, which has been providing reliable services to the open-cast mining area near Lodz since 2003. The products presented by Managing Director Krzysztof Lebioda and his team included the HOSCH sprung blade scraper type C4. The conference participants – who had come to the meeting from Australia, Ukraine, Serbia, the Czech Republic and Poland – listened to an explanation of HOSCH technology and, according to Krzysztof Lebioda, “displayed a keen interest in our products.” With an annual mining output of 35 million tonnes, the mining area in Belchatow makes a decisive contribution to power generation in Poland. HOSCH Polska made such a good impression there that HOSCH products were specified exclusively for all new belt conveyors in the second conveyor track, which was inaugurated in 2005.

## HOSCH do Brasil One of the Best Again

The criteria were stringent: delivery time, punctuality, quality and the ethics of the sales process were assessed by the Brazilian company VALE during its competition for the “Best Medium-Sized Supplier.” HOSCH do Brasil did not shy away from competing – and once again emerged a winner. At the end of February 2011 Managing Director Peter Petzold accepted the award from VALE, the world's third largest mining company, at a festive ceremony in Rio de Janeiro. It is worth noting that VALE, formerly Companhia Vale do Rio Doce (CVRD), is the largest employer in Brazil.



# “Big Becky” Breaks Through

A major milestone for the hard-rock tunnel-boring machine

"Big Becky," the hard-rock tunnel-boring machine, finally saw light at the end of the tunnel on May 13. For five years it had churned nonstop through more than 10.2 kilometers of solid rock to widen the tunnel under the city of Niagara Falls in Canada to a diameter of 14.4 meters – corresponding to the height of a four-storey building.

The HOSCH Company in the U.S. contributed to this mammoth project by installing its type HD04 scraper on the booster conveyor belt carrying excavated material out of the tunnel. The problem with the booster belt was that the compressed muddy material overloaded the system; this caused serious wear damage and higher costs for electric

power. Several prescrapers had already failed to do the job before HOSCH came on the scene with modules produced especially for the booster belt. The TC-tipped scraper blades, produced in South Africa, are completely covered by wear-resistant carbide back plates. They prevent rapid wear of the blades through the extremely abrasive slate. In general, the installed HOSCH scraper simplified the work in the tunnel.

### Energy for 160,000 households

The project carried out by Ontario Power Generation and the Austrian construction company Strabag is designed to raise the capacity of the Sir Adam Beck Generating Station. It diverts the water of the Niagara Falls



The breakthrough after almost five years: “Big Becky” finally sees light at the end of the tunnel; Photo: [www.niagarafrontier.com](http://www.niagarafrontier.com)

through the tunnel to the hydroelectric plant for this purpose. The project will provide ecologically sound renewable energy for 160,000 households.

The tunnel is expected to be completed in 2013 after an eight-year construction period costing 1.6 billion US dollars.

[www.niagarafrontier.com/tunnel](http://www.niagarafrontier.com/tunnel)

## HOSCH at the “Coal Prep 2011”



This year again the HOSCH Company was represented at the "Coal Prep" in Lexington, Kentucky in the U.S. – the world's largest trade fair devoted to coal preparation and processing. This year's Coal Prep was the 28<sup>th</sup> and the organizers recorded the highest attendance ever. For the HOSCH Company team with David Winslow, the participation at the fair was a total success.

## Informal Conversations on Campus

Vincennes University, located smack in the center of the Illinois mining area, maintains close ties to the surrounding community. It offers further technical training for people working in the mining industry and is the venue for numerous meetings and events. Kevin Weidner and David Winslow from HOSCH Company visited the university campus to attend a meeting of the coal-processing industry. At this meeting they discussed topics such as safety and production with representatives of the industry. Apart from engaging in informal conversations, they took advantage of this unusual opportunity to meet their customers outside of their everyday work environment.





**HOSCH International (Pty) Ltd.**  
**Australia**  
 P.O. Box 2848  
 Malaga WA 6944  
 67 Boulder Road  
 Malaga WA 6090  
 Western Australia  
 Tel +61 8 9209 3466  
 Fax +61 8 9209 3477  
 E-Mail mail@hosch.com.au



**HOSCH Austria GmbH**  
**Austria**  
 Sekull 16  
 9212 Techelsberg am Wörthersee  
 Tel +43 4272 60063  
 Fax +43 4272 60068  
 E-Mail office@hosch-austria.at



**HOSCH do Brasil Ltda.**  
**Brazil**  
 Avenida do Contorno 6846  
 Sala 203 - Lourdes  
 CEP 30110 - 110 Belo Horizonte  
 Minas Gerais  
 Tel + 55 31 32 84 80 68  
 Fax + 55 31 32 87 36 80  
 E-Mail hosch@hosch.com.br



**HOSCH France S. A. R. L.**  
**France**  
 51 Rue d'Ourdy  
 77550 Réau  
 Tel +33 1 64 13 63 60  
 Fax +33 1 64 13 63 61  
 E-Mail info@hosch.fr



**HOSCH Fördertechnik Recklinghausen GmbH**  
**Germany**  
 Am Stadion 36  
 45659 Recklinghausen  
 Tel +49 23 61 58 98 0  
 Fax +49 23 61 58 98 40  
 E-Mail mail@hosch.de



**HOSCH (G.B.) Ltd.**  
**Great Britain**  
 97, Sadler Forster Way  
 Teesside Industrial Estate  
 Thornaby Teesside  
 TS17 9JY  
 Tel +44 1642 751 100  
 Fax +44 1642 751 448  
 E-Mail mail@hosch.co.uk



**HOSCH Hellas Monoprosopi E. P. E.**  
**Greece**  
 Allatini 33 & Amorgou Street  
 54250 Thessaloniki  
 Tel +30 2310 334318  
 Fax +30 2310 334319  
 E-Mail hosch@otenet.gr



**HOSCH Equipment (India) PVT Ltd.**  
**India**  
 40 / 1A, Block 'B'  
 New Alipore  
 Calcutta - 700 053  
 Tel +91 33 3001 9000  
 Fax +91 33 2396 1311  
 E-Mail hosch@cal.vsnl.net.in



**HOSCH Italia S.R.L.**  
**Italy**  
 Via Venezia s/n  
 Parco Venezia  
 I-84098 Pontecagnano  
 Tel +39 089 84 90 52  
 Fax + 39 089 385 47 95  
 E-Mail mail@hosch.it



**HOSCH Techniki Transportowe Polska Sp. z o. o.**  
**Poland**  
 ul. Kamienskigo 201-219  
 51-126 Wroclaw  
 Tel +48 7 13 20 74 35  
 Fax +48 7 13 21 92 21  
 E-Mail info@hosch.pl



**HOSCH Fördertechnik (SA) (Pty) Ltd.**  
**South Africa**  
 P.O. Box 14630  
 Witfield 1467  
 Burns Business Park  
 Unit 4, 12A Jet Park Road  
 Jet Park 1469  
 Tel +27 11 826 6940  
 Fax +27 11 826 6784  
 E-Mail sales@hoschsa.co.za



**HOSCH IBERIA S.R.L.U.**  
**Spain**  
 C/Diputación, 237 8<sup>o</sup>3<sup>a</sup>  
 08007 Barcelona  
 Tel +34 93 467 49 10  
 Fax +34 93 487 38 14  
 E-Mail hosch@hosch.es



**HOSCH Schweiz GmbH**  
**Switzerland**  
 Birkenstraße 49  
 CH-6343 Rotkreuz  
 Tel +41 41 790 25 33  
 Fax +41 41 790 51 09  
 E-Mail info@hosch-schweiz.ch



**HOSCH Company**  
**USA**  
 HOSCH Building  
 1002 International Drive  
 Oakdale, PA 15071-9223  
 Tel +1 724 695 3002  
 Fax +1 724 695 3603  
 E-Mail hosch@hoschusa.com