

 Cargoline at transport  
logistic trade fair:  
hall A5, booth 306  
June 12-15, 2007  
Neue Messe Munich

# CargoTime

**The EU is growing:  
How to master  
transnational  
challenges**



Where CargoLine  
is headed in  
Europe. [▶ Page 16](#)

**No more white spaces**



How a milkrun system  
reduces freight and  
storage costs. [▶ Page 9](#)

**From Mini to Maybach**



What it takes to find  
exactly the right  
fastener. [▶ Page 10](#)

**The perfect twist**

**Alles paletti?**

Vermietung

Clearing



Reparatur

Verkauf

## **Ohne Lademittel läuft gar nichts.**

Wir vom Cargo Repal Service optimieren und organisieren für Sie zentral und kostengünstig Ihre Lademittelbewegungen mit dem Ergebnis, dass der Aufwand für Rückführungen, Verjährungskontrollen und Verwaltung deutlich verringert wird. Sie werden in einen Pool integriert, welcher aus Transportunternehmen, Handelshäusern, Produzenten etc. besteht.

Durch unser Lademittel-Management-System wird ein zentraler Pool errichtet, wodurch die im Umlauf vorhandenen Lademittel nicht um, sondern auf bis zu 25% der ursprünglichen Menge reduziert werden können.



**Europaweit**



**Dear Reader**

Since its latest expansion, the EU has grown to become home to around half a billion people. Borders are falling and international trade is blooming. There is even the feeling of a “gold rush” in some Eastern European countries. After all, an ever-growing number of companies are relocating their production facilities to countries such as Bulgaria or Romania, setting up local branches there or building regional warehouses. “Let’s go East!” is the motto. But what are the pitfalls of investing in Eastern Europe? What are the logistical challenges that companies have to master? And how will they deal with rising transportation needs in future?

In this issue, CargoTime seeks the answers to these questions: In our focus article, we take a look at the legal situation and infrastructure of the new member states, spotlight opportunities and risks for investors as well as offer tips for building a reliable supply chain. After all, we have maintained the very best East-West relations for many years. One example of this is Setto, our partner in the Czech Republic featured on page 14. Another international company we highlight is Gruber Logistics: This expanding CargoLiner specialises in heavy and abnormal load transports and is causing a sensation well beyond its home region of South Tyrol (page 15).

There is no shortage of activity at home in Germany either, as a visit to Berrang showed: The Mannheim fastener specialist advises many well-known companies in selecting the perfect screw thread. And thanks to CargoLine, smart connections are also guaranteed for its transportation services (page 10). The supply chain at automotive supplier Woco is also running like clockwork since logistics company John Spedition introduced milkruns to their European transportation system (page 9).

I hope you enjoy reading the latest issue of CargoTime!

**Jörn Peter Struck**  
(Managing Director)

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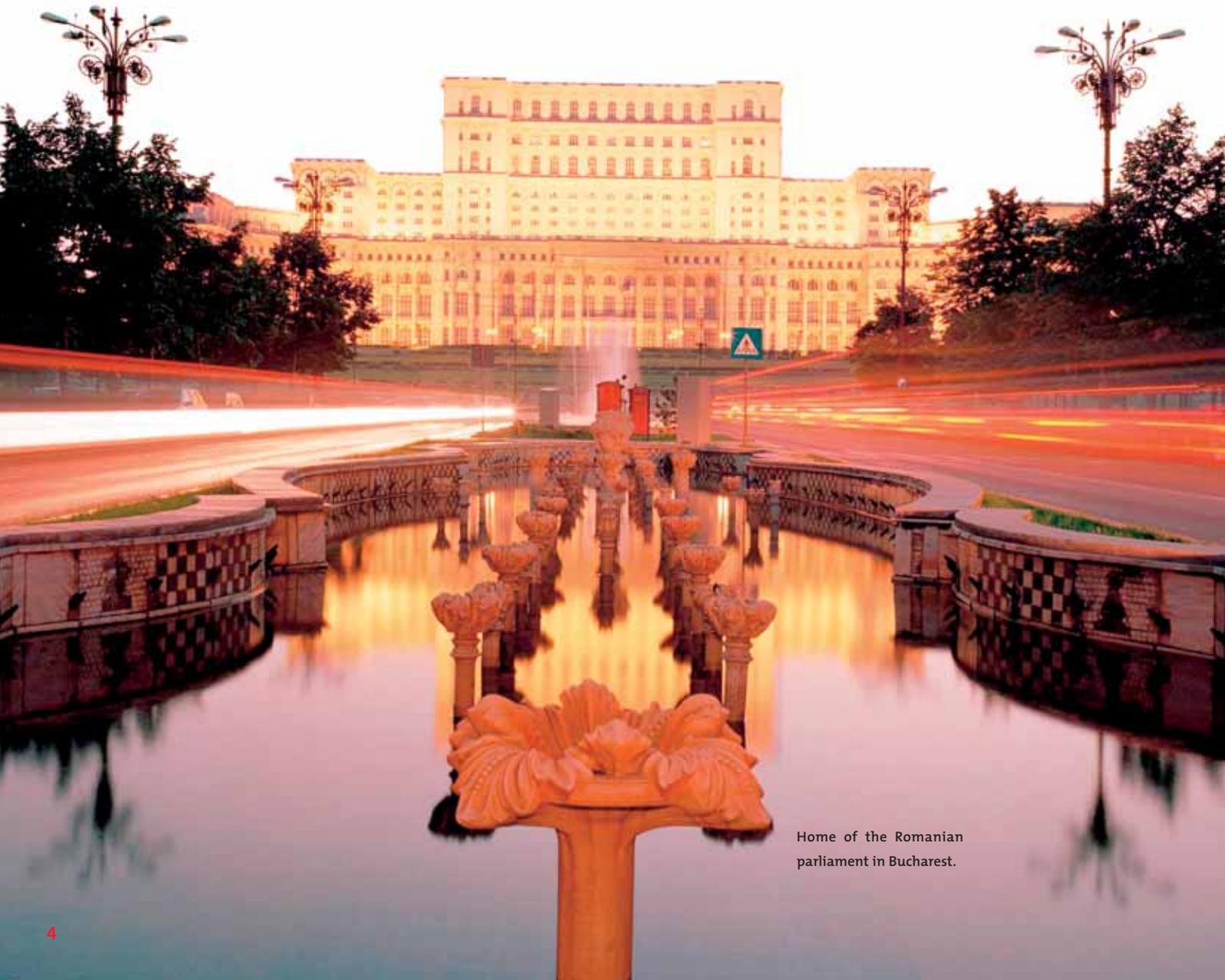
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# Let's go East

With the accession of Romania and Bulgaria to the EU, transportation of goods to Eastern Europe has been made even easier. The path there is, however, bumpy.



Home of the Romanian parliament in Bucharest.

► The ground vibrates and the noise is deafening. The jack hammer booms unceasingly on the ground in Bucharest, because a construction boom has broken out in Romania. A couple of hundred kilometres further, in the Bulgarian capital of Sofia, things are not much different.

The reason for this gold-rush like mood is the acceptance of the two countries in the EU on 1 January 2007. With this, the customs processing for goods transportation is omitted so that trade with them becomes easier. Even before this, the export and import business of these two countries had rapidly increased. Therefore, exports from Austria to Romania alone have increased eightfold in the past ten years.

Low salaries and the geographic proximity attract more and more foreign investors to the Eastern European states and cause their economies to thrive. According to estimates, already every third company in producing industries has already relocated parts of their production to the East. Many of them are happy with this decision. A poll made by the German-Bulgarian Chamber of Commerce for example shows that around two thirds of all German companies located in Bulgaria are satisfied with their situation and foresee excellent prospects for increasing their turnover. In view of the growing competitive pressure, which forces internationalisation, more companies will intensify their East-West relationships in future.

#### Consider possible obstacles

“Let’s go East” is therefore the motto. But despite all promising increases in turnover, each individual step should be exactly planned, particularly if the entire production or other parts of the company are relocated to the East. An important question is the competence of the employees on location. Above all, with demanding production, training sessions are necessary in order to



ensure a specific quality level in the long run. After all, low personnel costs aren’t everything. Bulgaria for example is especially attractive for foreign investors. Here, workers receive an average salary of 174 Euros a month, the lowest pay within the EU (status March 2006). “However, the market for qualified workers has in the meantime almost been swept empty,” reports to the German Office for Foreign Trade.

Political turbulences, linguistic and legal barriers as well as financial developments must also be taken into consideration. This is shown by the example of Hungary. A drastic saving and tax program by the state caused corporation tax to grow from 16 to 20 percent and VAT from 15 to 20 percent. For some investors, the country has there-

fore become less interesting. In Latvia in turn, inflation is noticeably higher than in other EU countries (most recently 6.7 percent). In Estonia, Lithuania and Slovakia the inflation rate is also high. This leads to corruption and grey markets. “In many places therefore, higher safety standards are necessary than in Germany,” explains Helmut Blanke, who is responsible for the international network division of CargoLine.

#### Reliable supply chains

The planning of the supply chain requires special attention. Salary costs in Eastern Europe may be low, but property and carrying costs in some regions are comparatively high. The establishment of national regional warehouses therefore is only worth it if in particular short delivery times are necessary and logistic processes must take place on location. Otherwise an express delivery from or to Germany can be cheaper.

In addition the infrastructures in the various countries differ greatly. In railway transportation for example, there are technical barriers such as differing signal systems, track gauges and electrical currents. They can make transport of goods by train take up to ten days from Berlin to Moscow. A

#### TRANSPORT LOGISTIC ‘07

The increasing globalisation is the topic of the “transport logistic 2007” from 12 to 15 June. Here you can find out more about the network of CargoLine and its international strategy:  
Hall 5, Stand 306,  
Neue Messe Munich.



Alexander Nevski Cathedral in Sofia, one of Bulgaria's landmarks.

lorry needs less than half the time for the journey.

### Use unified standards

Short run times in cross-border goods transportation are a matter of course for CargoLine. Their international network makes this possible. "With our 70 partners, we offer Europe-wide coverage, which allows us high departure frequencies and delivery times of 24 to 96 hours," explains Blanke. "One of us is always located near the customer."

Whether Jöbstl in Slovenia or Labtraba in Polish Orzesze-Zawisc – all partners work according to the same, binding standards and are ISO-certified. A qualitatively high performance is thus continuously guaranteed. Also additional services typical of CargoLine, such as free delivery to the point of use, are valid everywhere. This means that the goods are brought to where they are needed. "If necessary up to the tenth floor," says Blanke.

In order to deliver supply parts, raw materials and finished products at exact times and to exact destinations, all processes are precisely coordinated and goods are bundled

according to requirements. A comprehensive organisation and the most modern IT are absolutely necessary for this. Therefore CargoLine works with CEPRA II, a cross-border shipment tracing tool, as well as with "Atlas". Atlas is an electronic customs processing system which makes paperless and automatic pre-registration possible for dispatch and customs clearance. It is intended to be made obligatory throughout Europe in 2008.

In addition, all partners are setting up a highly modern anti-terror compliance software, which should be in place in Germany by the end of the year. It supports a smooth flow of goods and information that is legally compliant, and compares all shipments with the updated boycott lists of the EU and the USA. Possible risks are thus lowered to a minimum, and sanctions are made unlikely in advance. "As far as we're concerned, the EU can continue to grow," states Blanke. "We are well prepared." ♦

## THE EUROPEAN UNION (EU)

The EU's founding treaties were signed in March 1957 by representatives of the Federal Republic of Germany, Belgium, France, Italy, Luxembourg and the Netherlands. In May 2004, the first Eastern European countries joined the EU. The second eastward expansion followed at the beginning of this year with the inclusion of Romania and Bulgaria. The next country to join will probably be Croatia (in 2010). The EU is based on three pillars: the European Communities (EC), the Common Foreign and Security Policy (CFSP) as well as the Police and Judicial Co-operation in Criminal Matters (PJCCM).

### Romania

Area:

approx. 240,000 square kilometres

Neighbouring countries:

Bulgaria, Hungary, Moldova, Serbia, Ukraine

Population:

approx. 22.6 million

Capital:

Bucharest

(population: approx. 2 million)

Official language:

Romanian

GDP per capita in 2006:

7,000 euros\*

### Bulgaria

Area:

approx. 111,000 square kilometres

Neighbouring countries:

Greece, Macedonia, Romania, Serbia, Turkey

Population:

approx. 7.7 million

Capital:

Sofia

(population: approx. 1.3 million)

Official language:

Bulgarian

GDP per capita in 2006:

7,200 euros\*

\* taking inflation into account

# Everything on the way

The EU is growing and with it the flow of goods. New solutions for both road and railway are in demand.

► Since 1 January 2007, the EU has had almost a half a billion citizens. But not only the European Union is growing, yet also the transport volume of its 27 member states – by 2015, it is predicted to grow by two thirds to a total of 6.4 billion tons.

The question is how the flow of goods can be handled in future. The EU intends to increasingly shift to rail and ships, but that only can be realised partially: even if rail and inland water transportation were to double its current capacity of 250 to 300 million tons a year, it could still handle merely a fraction of the transported goods. In addition, in the trans-European railway networks there are country specific differences such as differing track gauges or electrical voltages, which particularly with transports in the East can cause extensive delays. We are very far away from a harmonisation.

## Where super lorries roll

The experts agree: the lion's share will continue to be transported by road. And that means that where today three lorries are used, tomorrow five will be on the road. This makes it all the more important to make goods transportation in future even more effective. In this context, currently there are active discussions about 60 ton lorries. The “super lorries” – as they are commonly named – permit optimised transport utilisation. In addition, they use comparatively little fuel and thus lower the emission of pollutants.

However these heavyweights are controversial, because not every crash barrier and street can hold out against them. In Romania for example, due to poor road conditions, only lorries with an axle load of 11.5

tons are permitted. Even in Germany, special approvals are necessary. Here, an overall weight of 44 tons and a length of just under 25 meters may not be exceeded. In contrast, in Holland and Scandinavia, the giga-liners are already in everyday use.

## Help in sight

Regardless of which vehicles are used – improved traffic conditions are absolutely necessary. Some states have already recognised this. Thus Bulgaria, in the scope of a national strategy, intends to invest around 19 billion Euros in their country in the coming eight years. Some seven billion of this will be used for the infrastructure. Thus relief is in sight. ◀



# At home everywhere

At BHS, all transports find a perfect connection. Because of its strategic alliances with Group 99 and Future, the CargoLine partner has the best position also with air and sea freight. The middle-sized company thus presents itself as an international logistics service provider whose world-wide network stretches to more than 180 locations. In Europe alone, there are 8,430 employees in 151 offices. CargoTime wanted to know from BHS CEO Michael Guttrof which challenges have to be mastered in transnational transportation.



## ► Mr. Guttrof, to what extent has the EU expansion made an impact at BHS?

Michael Guttrof: Through the EU membership of countries like Romania, the Czech Republic, Poland and Hungary, it has become essentially easier for our customers to export to these countries. Many of them have relocated their production there. As a result, the number of transports is also continuously increasing. Our clearest increase is in the automotive branch. Here, most deliveries take place by lorry, and only very urgent shipments by air freight.

## What is to be especially observed in relation to transport to Eastern Europe?

In particular the handling of dutiable goods is a problem in these countries. Above all in smaller towns there is only insufficient knowledge regarding these. In addition, many vehicles do not have an ADR certificate and the corresponding hazardous goods equipment. A specific quality level is however a must. We therefore work exclusively together with partners who we know

and who we trust – for example Setto in the Czech Republic or Labatra in Poland.

## Are there further barriers that should be taken into consideration?

Yes. Whereas in Poland or Hungary the infrastructure is now quite good, in other places the road conditions and the motorway networks are often very bad. Our Eastern European partners are well acquainted with this, however, and take this into consideration with their offers. Apart from this, many states have specific requirements. Switzerland for example as a third party country – in addition to the normal toll – demands a toll for heavy transports (LSVA) and the presentation of the commercial invoice. This is much easier in the EU countries.

## How can international transports be made more effective and costs reduced?

Above all through the bundling of goods. In doing so, the CargoLine hub is an advantage: here we can also include smaller shipments.

**The flow of goods will continue to increase in coming years. Which steps are necessary in order to cope with the growing amount of traffic?**

The EU and the federal government are pursuing the goal of relocating transportation to the railways. But the railway infrastructure is by no means constructed for this. In addition, more and more companies are doing without their own warehouse. Instead they want to deliver or be supplied just in time. That means that transportation by road is essential, which makes it all the more important to continuously develop the road network in Eastern Europe as well as in Germany and to, if possible, soon relieve traffic junctions like the A1 and A7. ◀



Michael Guttrof has been working in the logistics industry for more than 20 years.

## MICHAEL GUTTROF

Michael Guttrof started his career in the logistics sector in 1986, with an apprenticeship as a forwarding merchant at MWT, an overseas freight forwarding company. Other positions took him to Hellmann Worldwide Logistics in Bremen as well as to Schmidt-Gevelsberg

where he was the departmental manager responsible, amongst other things, for inland transport. He was also active as an authorised signatory for the CargoLine partner. The 38-year old has been Managing Director of BHS since the summer of 2004.

# From the Mini to the Maybach

An ingenious milkrun system has allowed Woco, an international automobile industry supplier, to optimise its transportation system and considerably reduce its freight and storage costs as a result.



Noise reduction made by Woco.

► Do you drive a family car, sports car or luxury limousine? If you have noticed how quietly your car runs, you probably have Woco to thank. The company has its headquarters in Bad Soden-Salmünster and develops acoustic and vibration solutions, which are used in the automobile industry to minimise noise and vibration. And they are used worldwide - from South Africa to their home in the German Federal Region of Hesse. That requires a first-class supply chain.

However, until the 1990's Woco's logistics were not centrally organised. Although all

the European locations ordered rubber and plastic mixtures they needed for production from the same central mixing plant in Wittenberg (Saxony-Anhalt) there were no collective transports. Instead, the mixtures were transported separately to the corresponding locations processed there and manufactured into semi-finished and finished products, which were then shipped, again separately, to Bad Soden-Salmünster. In addition, there were separate journeys for transporting empty transport containers such as drop-side mesh pallets to the production locations – but the trucks would leave without taking finished products away with them.

frequency of journeys. In the second stage, the locations were connected by a fixed schedule of transport circuits, which increased the utilisation of truck capacity and reduced the number of deadheads.

Although the Woco branches were initially sceptical and wanted to remain loyal to their local freight forwarders, the company headquarters immediately recognised the potential for improving the system. “Our factories used to pay a flat-rate freight price per journey. Today they only pay for the amount of space they actually occupy on the truck,” explains Dr. Stefan Jacobs, who is responsible for logistics and a Member of the Board at Woco. “John also combines the transportation of empty containers, raw products, semi-finished and finished products. This allows each of our locations to save up to 25 percent on their original freight costs.”

## Running like clockwork

To make sure that everything runs smoothly, one of John's staff has set up a permanent

## Woco

Woco specialises in innovative automobile technology and intelligent solutions focusing on vibration technology, acoustics and vehicle comfort. The Woco group of companies has its headquarters in Bad Soden-Salmünster in the German Federal Region of Hesse. It has production facilities, joint ventures and partners in more than 20 countries in Europe, America, Asia and South Africa and approx. 4,500 employees. [www.wocogroup.com](http://www.wocogroup.com)

## Pay per use

Klaus Schröder, owner of John Spedition, the freight forwarder with whom Woco began working at this time, spotted the problem. He collected all the relevant transport data, analysed it and, in 2000, suggested that Woco adopt a milkrun system. The first stage involved using jumbo trailers, which could transport almost twice as many drop-side mesh pallets as a standard truck, and thus reduce the



desk at Woco headquarters. From there, he organises the dispatches and schedules the trucks to maximise their capacity utilisation. This decision has paid off richly – just one year after introducing the system Woco awarded a certificate to the freight forwarding company for running its transports to perfection. The CargoLine company now operates sixteen milkruns for Woco throughout Western and Eastern Europe.

The introduction of scheduled transports has produced another advantage: “Our factories used to manufacture and warehouse the products, if possible only sending the truck away when it was full,” remembers Dr. Jacobs. “Thanks to the milkruns, which take away smaller batches at regular intervals, we no longer have to do that. That has cut our warehousing costs and reduced the capital tied up in that area significantly.”

John has also organised national purchasing logistics for Woco via the CargoLine network. The service provider and its carriers invested in trucks with thermal insulating tarpaulins and refrigeration units so that they could transport the rubber and plastic components in high summer and warmer countries to reach their destination in perfect condition. John employees also make regular visits to Woco to investigate ways of further improving transport logistics. Because it is “the backbone of all modern logistics” as Dr. Jacobs says. “If you don’t master that, you can forget everything to do with supply chain management.” ♦

### JOHN SPEDITION

John Spedition was founded in 1945 in Eichenzell (Fulda) and was one of the founding members of CargoLine in 1993. It employs some 170 staff and has over 16,000 square metres of warehouse and cargo handling area. John also operates the central hub of the CargoLine network.  
[www.john-spedition.de](http://www.john-spedition.de)

# The perfect

**From Airbus aircraft to automobiles: Everything needs screws. Yet the demands placed on these small components are often very high. This also applies to their purchase and delivery – areas in which Berrang is a specialist.**



Screws put to the test.

♦ A microscope is the first thing you notice and the fact that the fastener specialist’s premises resemble a research laboratory. “We take samples of material and analyse them precisely,” explains Joachim Hermes, Manager of Marketing/Sales and a Member of the Board of Berrang. Quality control is one part of the full service provided by the company, in which everything revolves around screws and other fastening components. In addition, Berrang does everything it takes to find precisely the right screws for their customers, transport them carefully and keep the processing costs as low as possible. “The price of the screw itself accounts for just one fifth of the total cost. The rest is purchasing, inspection, storage, transport etc.,” explains Hermes.

### Small components – big challenges

Berrang engineers regularly visit their customers to make sure that the correct screws

are used from the outset. These clients include well-known suppliers and manufacturers in the automobile sector as well as companies in the aviation and space industries. They put the design documents under the microscope, provide advice and, if necessary, take a look at the range of fastening components already in use. “One of our customers used eleven different types of screws,” reports Hermes. “After our consultation, he was able to reduce this to just one and save 15 percent in costs.” Berrang experts also recommended using a different type of exhaust mounting to one automobile supplier. Thanks to this change, the supplier was able to eliminate a complete stage of production. Every customer also has their own requirements – especially regarding the safety of the design. “Screws are actually C-components with A-component properties,” says Hermes, who prefers to call them “high quality fasteners”.

### KARL BERRANG

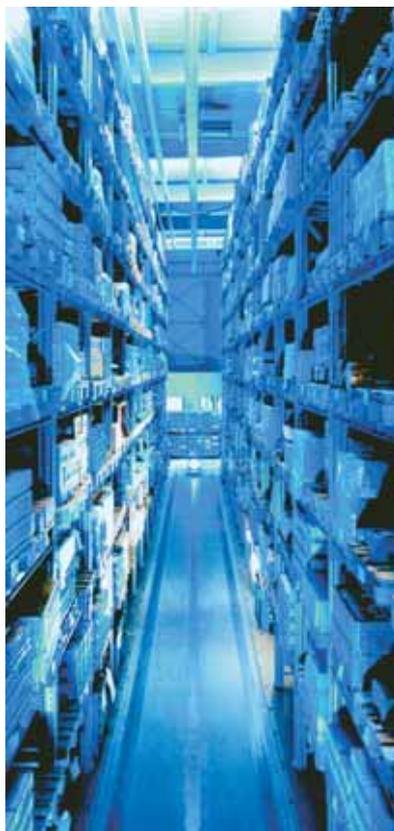
Karl Berrang GmbH was founded in 1948 combining the business of a fastener dealer with services such as engineering, supply chain management and quality control. With its headquarters in Mannheim, the company has seven branches throughout Germany as well as one branch each in France and the USA. The company employs approximately 400 people and delivers around 80,000 different components each year.  
[www.berrang.de](http://www.berrang.de)

# twist

## From design to production

Once all the requirements of the fasteners have been determined, the search begins for manufacturers who can provide the components in the desired quality and quantities. Some are a metre long, others just a few millimetres – destined for use in medical instruments, microscopes or satellites. Approximately three quarters of all the screws produced worldwide are manufactured in Germany. Only one twentieth are purchased from overseas. The rest come from within the EU.

For years, purchasing the components has been predominantly in the hands of Car-



The Berrang warehouse, where all customer requirements are catered for.

goLine partner Schmidt-Gevelsberg (based in Schwelm). They transport the products from the main manufacturing area in the Sauerland region of Germany to Berrang in Mannheim. The components are checked and only accepted when the batch meets all the specified criteria. They are then stored in Berrang's own warehouse. From there they are delivered in the required quantities just in time – and if required in exactly the crates and boxes the customer needs. This requires a high degree of flexibility and punctuality.

Until 2003, a number of different freight forwarders as well as Berrang themselves delivered the orders to the customers. Then the company decided to consolidate its shipping services. The successful cooperation with Schmidt-Gevelsberg was an important factor when searching for the right logistics partner. As a result, the screw experts contacted another CargoLine partner: MTG in Mannheim. They were the winner of a large bidding process and were contracted to take charge of all deliveries for distances over 150 kilometres. Every evening MTG provides a swap body and picks it up the next evening. The load is sorted in the freight forwarder's own warehouse and dispatched to the various destinations. The company even offers guaranteed delivery by 8 a.m.

“We chose MTG because it is a medium-sized company and is supported by a dense, reliable network of partners,” says Michael Seifert, Logistics Manager at Berrang. “Our contacts at the company are always the same. Plus we discuss and negotiate as equals.” The same applies to Balter Logistics, the third CargoLiner working together with Berrang. The company is responsible for transportation to a large manufacturer of construction machinery.

## The art of turning a screw

All the customer has to do is tighten the screw. But even this is impossible without specialist knowledge: If it is tightened too much it deforms and loses the required properties. So Berrang offers training courses teaching technicians to recognise when the screw is sitting perfectly in position, thus giving just the right twist to every fastener. ◀

## MTG

Mannheimer Transport Gesellschaft Bayer GmbH – or MTG for short – was founded back in the 1920's. It employs 150 people and has over 15,000 square metres of cargo handling and storage area. Last year it handled 387,000 shipments.  
[www.mtg-tlc.de](http://www.mtg-tlc.de)

## New team in Cologne

▶ The 100 percent CargoLine subsidiary TLC Transport & Logistik Colonia GmbH has replaced the transport and logistics service provider KM Logistik as CargoLine partner in Cologne. TLC is managed by Director Bernd Harnacher. Just as for KM Logistik previously, the company is located at:

Am Eifeltor 10,  
50997 Cologne,  
Germany,  
phone +49 (0) 221 93 65 70,  
email: info@tlc-spedition.de ◀

## Nuremberg in the focus of science

▶ 35 students of Prof. Dr. Dr. Pfohl at the renowned University of Applied Sciences in Darmstadt visited the highly modern handling facilities of Amm Spedition in Nuremberg on 31 January. The visit took place in the scope of a study day for the examination of traffic and logistics competence of the metropolitan region Nuremberg North Bavaria. ◀

## Schlecker Award

▶ When the company Intigena, manufacturer of toiletries, won the coveted award from Schlecker (a big German drugstore chain) for the best trade brand supplier, they gladly passed on the praise to their long-time logistics partner Hermann Maier Spedition (Singen). Because "for such an award we need excellent, cooperative and reliable partners," explained Herbert Siedler, Intigena CEO, in December 2006. ◀

## Viva España

▶ Since the beginning of the year, CargoLine has had a new partner in Spain, José Salvat S.A. The Salvat group is one of Spain's leading logistics providers. In the year 2006, 450 employees at 13 international locations created a turnover of 155 million euros. The company, which is certified according to DIN EN ISO 9001:2000 and S.Q.A.S., has a national network with 67 locations throughout Spain. In addition to the possibility of tracing shipments, Salvat also offers its customers in pan-European transport electronic archiving of proofs of delivery. The transport and logistics expert has already begun transport business with the CargoLine partners Koch (Osnabrück), Lebert (Kempten), SBC (Bexbach) and Schmidt-Gevelsberg (Schwelm). In future they will also work together with Schäflein (Schweinfurt-Röthlein), among others.

For CargoLine, winning this partner is a further important step for strengthening the European network, something the cooperation is currently working on intensively. ◀



## Secure information highway

▶ For its use of an interactive computer-based learning program, CargoLine partner Schmidt-Gevelsberg (Schwelm) has received the special IT Award for "Exemplary Awareness Training" ("Vorbildliche Bewusstseinsbildung") from the German Federal Region of North Rhine-Westphalia (NRW). The program raises the awareness of employees concerning the dangers of IT and

the internet, such as spam mails. The NRW Minister for Innovation, Prof. Dr. Andreas Pinkwart, presented the award at the "Fifth IT Security Conference NRW" in Hagen.

The computer-based learning program presents its content using cartoons and catchy sayings. This reduces the inhibitions of employees to learn about the topic. It also makes it easier to communicate the serious content to the people using the program and allows them to remember it more easily.



NRW Innovation Minister Prof. Dr. Andreas Pinkwart (left) presents the award to a happy Rolf Lorenz, Managing Director Schmidt-Gevelsberg (middle), and IT security specialist Reinhard Reichel.

"Carelessness or a lack of basic knowledge when dealing with data can create dangerous security breaches. We want to prevent this and also protect our customers by running regular training courses," explains Rolf Lorenz, Managing Director of Schmidt-Gevelsberg. ◀

## Hand in Hand

▶ Since 1 February, BHS together with Latek covers the entire national bulk and retail customer distribution network of Beko, a manufacturer of entertainment electronics and white goods. The order volume includes between six and twelve swap trailers of groupage freight a day, which is distributed nationally through the CargoLine network.

Latek Logistics Germany is the logistics service provider for Beko Electronics Deutschland. "We looked for a flexible partner located in Bremen – as we are – with a reliable general cargo network. We found this with BHS and CargoLine," explains Suat Ersoy, CEO Latek Logistics Germany. ◀

## 100 years of Balter



▶ They started in 1907 as a food wholesaler with a single horse-drawn carriage. 100 years later, Balter Logistics has grown into a transport and logistics company with a large fleet of vehicles covering a full range of products and services. The company is currently managed by Dieter Balter, great-grandson of the founder, and Willi Thiel. Located in Mülheim-Kärlich, it has 160 employees and is now in the fourth generation. Together, Dieter Balter and Willi Thiel have extended the company's know-how in the area of logistics, especially in the pharmaceutical and consumer goods sectors, and expanded the covered warehouse and cargo handling area to 21,000 square metres over the last few years. ◀

## Keeping terrorism at bay

▶ As a result of the attacks on 11 September 2001, the EU has enacted two anti-terrorism orders. Their goal is to prevent any economic or financial support of terrorist organisations and individual persons. Consignors as well as transport and logistics companies must therefore compare the sender and recipient of each individual shipment with the black lists of the EU and the USA. These lists include more than 20,000 names and are continuously updated, so comparison cannot be performed manually. Therefore all national CargoLine partners will install a special compliance software by the end of the year. This means that CargoLine is one of the first networks that comprehensively implements the EU anti-terrorism orders. For customers who do not use such software, CargoLine decreases the risk of accidentally maintaining a business relationship with a suspect person. If a customer checks the list themselves, CargoLine nevertheless double-checks it to be safe. ◀

## Kunze joins board of directors at VKS

▶ Matthias Kunze (38) has recently moved into the board of directors of the Vereinigung Deutscher Kraftwagenspediteure (VKS, Bonn). The CEO of CargoLine partner Spedition Kunze GmbH (Bielefeld) was elected to the important board at the last general meeting. It is the goal of VKS to reinforce the competitiveness of the mainly owner-managed, middle-sized member companies through representing their interests on a national and European level as well as through numerous information and general services for the companies. ◀



Matthias Kunze

## Continental rolls on with Köster & Hapke

▶ On 14 December 2006, the central tyre logistics team from Continental AG (Hanover) visited the freight terminal of Köster & Hapke in Sehnde, Lower Saxony. For the team led by Carsten Sziegoleit, Head of Global Storage and Distribution, this was the opportunity to experience live how "their" tyres are handled in the warehouse. In 2006, this terminal handled over 430,000 tyres manufactured by Continental through the CargoLine network, distributing them to customers throughout Germany and Eu-

rope. "It is important to be able to depend on long-term partners like Köster & Hapke, especially when customers' demands in terms of quality are increasing," praised Matthias Vogel, who supervises several locations in central tyre logistics. As proof of the successful partnership, Continental has extended its partnerships with Köster & Hapke in Hanover-Stöcken and CargoLine partner Streit cargo systems in Straubing until 2007 and 2008. ◀



The central tyre logistics team from Continental AG listens intently to explanations by Lutz Gimbel, authorized officer at Köster & Hapke.

## Starting the handover to the next generation

▶ With the recent entry into the company of Jan (31) and Jörg (29) Feldberg, both with diplomas in business administration, BTG Feldberg & Sohn (Bocholt) has taken the first steps in handing over the logistics company to the fourth generation. Jan is responsible for the areas of controlling, accounting and IT, his younger brother for logistics and marketing. Together with their father Clemens A. Feldberg, they want to strengthen and expand the 112 year old family business, which specialises in general cargo, warehouse logistics and furniture transport, with new areas of activity. The sons, like their father, believe in the advantages of medium-sized companies: quick decision-making, motivated employees and pan-European services as part of CargoLine. ◀



The third and fourth generation in one picture (f.l.t.r.): Jan, Clemens and Jörg Feldberg.

## Substantial growth

In 2006 CargoLine was able to benefit notably from the boom of the general cargo business, and increase the number of shipments as well as its turnover substantially. More than half of the increase was due to organic growth, the rest resulted from integrating several sites from ABX LOGISTICS (Germany) into the CargoLine network.

Turnover in euros	1,088 mio. (+ 16 percent)
Employees	6,100
Number of partners of which shareholders	46 15
Number of daily line hauls	> 1,140
Number of swap bodies	4,600
Number of trucks	3,560
Number of shipments	8.5 mio. (+ 36 percent)

# Goal for the golden city



With a clever mix of direct transports in the network, high warehouse capacity and innovative transport solutions, Czech freight forwarder Setto has burst into the list of the country's most successful companies.

► The leather ball flies unstoppably into the opposition goal. The team in the blue and yellow shirts run like crazy and make Setto the proud winner of the CargoLine football tournament 2006. The Czech freight forwarder has two reasons for smiling. After all, the next tournament will be held in the victor's home city: in Prague. Which is perfect, because football is the most popular sport in the East European capital.

## Important link in the European network

Setto chose its location consciously and wisely: Prague is not just the "golden city" – as Emperor Karl IV once called it – but also an important European intersection. Almost all transportation routes in Bohemia lead to the historic metropolis. So for example, the westward superhighway heads off via Pilsen in the direction of Nuremberg while the eastward route passes Brno to Bratislava. It is the main artery for Setto's daily freight business. Since beginning its partnership with CargoLine at the end of 2005, the company has been using this route for im-

ports and exports via the Eichenzell cargo handling facility – the central hub of the CargoLine network.

## From refrigerators to auxiliary heaters

Setto was founded in 1990 and is well on the way to becoming one of the largest privately run companies in the Czech Republic – completely without the involvement of foreign capital or shareholdings.

As well as its outstanding location, the other factors that have made the company so successful are high warehouse capacity and flexibility. For example, Setto has been systematically expanding its automobile department for the last five years. "From ski roof-racks and tyres to roll bars for Jeeps – we store over 80,000 components for Mazda, Hyundai and Mitsubishi in 5,000 square metres," reports Michal Hadbavný, CargoLine Project Manager at Setto. "We are also very quick. All the day's orders are assembled and ready for transport by midnight. By 6 a.m. all the required parts are

in our customers' night boxes," he adds proudly.

The Czech company has also been working with well-known names in the domestic appliances sector for many years, including Electrolux, Baumatic and Bosch-Siemens. "We operate approximately 25,000 square metres of storage area for these companies and handle over 100,000 consignments each year," says Hadbavný. To ensure that everything runs smoothly, the team at Setto has developed an ingenious combination of road and rail transport. In 2005, this won Setto the first prize for combined traffic at LOG-IN, the Prague logistics trade fair.

The latest customer of this innovative service provider is the British supermarket chain Tesco. With its 120 branches distributed throughout the Czech Republic, the chain has its own unique logistical requirements. "We store around 2,500 different products for Tesco. Every day we manage the arrival of ten containers and send out over 1,000 direct deliveries," explains the project manager, "even on Saturdays and Sundays." That is only possible if you can keep your eye on the ball. No problem there for the Setto team. ◀

## SETTO SPEDITION

### Headquarters:

Prague

### Branches:

Brno and Ostrava, Bratislava (Slovak Republic) and Kiev (Ukraine)

### Warehouse capacities:

56,000 square metres

### Shipments:

210,000 p.a.

### Employees:

240

[www.setto.cz](http://www.setto.cz)

# Never say never

With a very modern fleet, international orientation and services which far exceed heavy and special transports, Gruber Logistics is on the path to success.

► Can it take the corner? 620 horsepower move an enormous, 105 ton heavy transformer step by step through the streets. Spectators have gathered together in front of the exit to the Brenner motorway because you can only rarely see such heavy transports in South Tyrol. The super lorry, which abounds in power, is a hyper-modern module vehicle that costs more than 900,000 euros with a length of up to 54 meters and an impressive 190-ton loading capacity.

## Steep rise

Not every freight forwarder can afford such a new acquisition like Gruber Logistics. The ambitious Northern Italian company has just taken over the German logistics company Jung & Leyener and owns now about 430 transport units. With an annual increase in turnover of an average of just under 15 percent and a turnover of 125 million euros alone in 2006, Gruber Logistics is expanding. "In 2015 we want to reach a turnover of 320 million euros," explains CEO Kurt Gruber confidently.

## Specialties for individualists

A reason for the successful development of the 70 year old family company is the early specialisation. "In addition to the general cargo business for which we have our own branches in Verona and Padua that work together with CargoLine, we have been dealing with heavy and special transports for 25 years. They represent our core competence," emphasises Gruber. "The special transport sector is very individual, demanding and the processing is extremely complex. We thus offer additional services such as an exact overview of the route, the acquisition of official approvals and the unloading by crane."

## GRUBER LOGISTICS

**Headquarters:**  
Auer bei Bozen

**Branches:**  
12 offices in 6 countries

**Warehouse capacity:**  
32,000 square metres closed warehouse space with 75-ton hall cranes and 70,000 square metres open storage space

**Turnover:**  
125 million euros

**Employees:**  
320

[www.gruber-logistics.com](http://www.gruber-logistics.com)

The company in addition demonstrates special expertise in construction machines. They are freighted directly from the assembly line to the company's own distribution centres. Here, Europe-wide distribution is organised and the final quality check is carried out. "We also carry out maintenance and reconstruction work and, if necessary, deliver the

construction devices directly to the construction site," explains Gruber.

The offering of the Southern Tyroleans also exceeds the common spectrum in other ways. For example, through the corporate responsibility for logistics centres of their customers: Gruber Logistics selects the location for them, builds the warehouse, operates it and ensures joint profits together with their own personnel. In addition, through the integration of Jung & Leyener, new business fields have opened up such as project shipping and thus the relocation of entire production facilities, as well as their re-building in different countries and continents.

## Young international team

On its course of expansion, the locations in several European countries as well as the CargoLine network are advantageous for the all rounder. "Our international focus is also reflected in the cultural diversity of our 320 person team from eight different nations," says Gruber. "There is a quite special company climate here. Both the innovative ideas of our young employees as well as the competence of our experienced professionals contribute to this." Their motto has always been the same: "Never say never." Therefore, the 54 meter long lorry certainly will take the corner. ◀



# Europe: No more white spaces on the map

A well-organised national general cargo network is no longer good enough. Consignors want scheduled transports, track & trace and a uniform quality standard – internationally. But can a network of medium-sized companies really offer this? And what does such a cooperation have to do to achieve these standards? CargoTime spoke with Helmut Blanke, Divisional Manager International Network, about CargoLine's European strategy.

► **Mr. Blanke, how will CargoLine be positioned in Europe by the end of 2007?**

Firstly, CargoLine has promised its domestic partners that it will offer a transport and logistics provider working to the standards of CargoLine in every European country by the end of this year. We are currently integrating freight forwarding companies in Romania and Bulgaria. Secondly, we want to integrate our existing European partners more closely through system partner contracts.



**What does that mean exactly?**

For customers this means greater range and more service. Our European partners, like our national partners, are obliged to pick up from the hub in Eichenzell every night. This allows us to offer daily departures and competitive scheduled services even to remote regions of Europe. By connecting European partners to our computing centre and our standardised CEPRA II track & trace system, our customers can locate their deliveries even abroad. Our goal for all partners in Europe is to be able to communicate at least the delivery status electronically by the end of the year. What's more, consignors benefit throughout Europe from a uniform service with a standardised, regularly inspected level of quality.

**Does this mean a completely new strategy requiring new partners in Europe?**

No, on the contrary: With this system partner contract, we would like to express our gratitude to the European partners with whom we have already been working for a long time. We want to tie them closer to us. Most of them already fulfil the criteria we ask for in this type of contract anyway. And we expect that this way we will be able to integrate new partners into the network more rapidly. In effect, we are simply putting our current practice onto a broader, more precisely defined footing. And this will benefit one group above all others: our customers.

**What does a European transport and logistics company have to offer to be awarded one of these contracts?**

Ideally our domestic and international part-

ners are "top dogs", by which I mean medium-sized companies that are very strong in their own region, with development potential, a quality-conscious mentality and the ability to implement our products in their own distribution area. In addition, they must have or be prepared to invest in high-performance IT, be able to pick up daily from our hub and follow our product and quality guidelines without exception. We want to be able to offer flexible, integrated solutions with uniformly high quality in every country in Europe.

**How many countries can CargoLine currently serve?**

We already ship to every country in Europe through our 27 international partners and several national gates. By the middle of the year we will have 36 partners. Then there will be no more white spaces on our European partner map.

**What transit times does CargoLine achieve for its consignments internationally?**

That depends on the distance. Generally up to a distance of 1,000 kilometres we have

## HELMUT BLANKE DIVISIONAL MANAGER, INTERNATIONAL NETWORK



2004. The 43-year old is well-qualified

Helmut Blanke has been responsible for expanding and maintaining CargoLine's international partner network since

for the job having gathered considerable experience in a similar function at Spedition Schäflein (Röthlein), a company in the Schäflein logistics group. Since 2001, Blanke has been principally active as Managing Director of this CargoLine partner in the Franconia region of Germany.



transit times of 24-48 hours door-to-door. Beyond that the transit time can be up to 96 hours. And that is important especially for just-in-time/just-in-sequence business. By integrating our partners into the central hub, every CargoLiner can offer its customers daily scheduled services even to remote regions of Europe. An individual freight forwarder would find it very difficult to operate this kind of service profitably or would only be able to offer it with poor frequency.

#### **Do you offer all your products throughout Europe?**

Many of our premium products such as OrderLine, which is a purchasing logistics product, or Warehousing & Logistics are already established in all the countries where we operate. Right now we are working hard on our NightLinePlus deadline deliveries. Our goal is to offer deadline deliveries through to express deliveries in every country in Europe. At the moment, we can already guarantee delivery of shipments to neighbouring countries by 12 noon on the following day.

#### **How will you ensure that all partners work according to CargoLine standards?**

All European partners who are connected to our hub or receive a system partner contract take part in product and IT training courses as well as international partner conventions several times each year. This applies to every level in the company hierarchy. They are also subject to the same quality guidelines as our national partners. We conduct unannounced audits several times a year to ensure that our partners are meeting these strict requirements.

In addition, several of our domestic and international partners run independent employee exchange programmes. Visiting each other's workplaces clearly helps to integrate new partners into the CargoLine system more quickly. And it promotes solidarity.

#### **Do you provide pan-European certification?**

CargoLine itself is certified according to DIN EN ISO 9001:2000 including the HACCP concept. Our partners Interfracht from Switzerland, Otto Hansen from Denmark and Rotra from the Netherlands as part of CargoLine have already gone through this certification procedure. By the beginning of 2008, we want to certify our remaining European partners who serve our hub or receive a system partner contract. Apart from these schemes, each partner is also certified according to the range of services they offer outside CargoLine and according to the requirements of their customers.

#### **Where do you see your special strengths?**

CargoLine offers its customers three things. Firstly, we are a strong European network with well-known partners, a market-oriented portfolio of products, strict quality guidelines, sophisticated controlling, national centralised invoice clearing, key account management, extensive third party logistics experience as well as IT systems, which are used by all our partners. Secondly, several of our partners are very active in the air & sea sectors, so we can offer these services throughout Europe as well. But most of all we still offer the advantages of a medium-sized company such as very close proximity to our customers and long-term

## **EXPANSION OF THE EUROPEAN NETWORK**

In September 2006 CargoLine decided to take account of the latest developments in its business and present itself as an international rather than a national network. As a result of this, the cooperation is offering system partner contracts to European partners who meet precisely defined requirements. This will reinforce the international network and put promises regarding product and quality on a broad uniform footing throughout Europe. In 2007, CargoLine is also making great strides in the rapid and systematic expansion of its European network in order to close the last gaps in its partner coverage. Currently CargoLine dispatches shipments via 27 partners – twelve of whom are integrated into the central hub in Eichenzell – in every European country. By the middle of the year, CargoLine will increase its number of international partners to 36 and thus provide complete European coverage through its own partners.

business relationships, flexibility and quick decision making processes. This puts CargoLine in the position to meet both the specific needs of small and medium-sized companies as well as rising to the logistics challenges of large companies. ◀

## Meet the mermaid

► In order to increase awareness of the European dimension of Cargo-Line, John Spedition (Eichenzell/Fulda), operator of the central hub of the cooperation, invites its customers each year to a culinary ramble through one of the partner countries. In addition to this event, John has started an exchange program with the international partners of the cooperation (reported in CargoTime). We spoke with John's trainee Aleksej Dolheimer, who observed for four weeks at Otto Hansen in Vejle (Denmark).

### Aleksej, what was the first thing you noticed at Otto Hansen?

Aleksej Dolheimer: The peace and quiet – although at Otto Hansen about 50 employees work in an open-plan office, the noise level is very low thanks to the use of headsets. You no longer hear the phone ring and the people speak more softly.

**You don't speak Danish. Did you have any communication problems?** None at all! Almost all colleagues



speak good or very good German and in addition all speak fluent English since English language TV series or films are only rarely dubbed.

### What was similar in comparison to John, what was different?

Since Otto Hansen is a CargoLine partner like us, many processes are the same, for example the OrderLine processing or the shipment tracking. On the other hand, responsibilities are not as strictly regulated as in many German companies, even if there is al-

ways one person who carries the main responsibility.

### Do you have suggestions for other CargoLine partners?

At Otto Hansen the employees use the PC very intensively. Processes are performed digitally as far as possible, as the company has planned to clearly reduce the use of paper for environmental purposes. I liked that.

### How would you sum up your experience?

Every trainee or employee who is given the chance to get to know a CargoLine partner in this manner should certainly take advantage of it. It contributes very much to a stronger coherence and better understanding among the partners. Above all, if you also receive private accommodation with the co-workers like I did. You shouldn't be afraid of possible language differences, it works out. The Otto Hansen employees were all extremely friendly and looked after me. ◀

## Green gas pedal

► In January 2005, the Institute for Applied Transport and Tourism Research (IVT e.V., Mannheim) created the qualification and training campaign *Ökologik* for more environmental awareness in logistics. Throughout Germany 14 freight forwarders, among them CargoLiner Klumpp+Müller (K+M, Kehl), participated in the two-year project, which was mainly aimed at trainees. Among other things, the companies independently developed concepts for economic controlling and a more environmentally friendly transporting. The trainees from K+M introduced the "City Logistics" concept to the inter-company cooperation, for which they developed ways to minimise the diesel and pollutants in the inner city of Kehl. Invited by the German president and the German Federal Foundation for the Environment, *Ökologik* will present all these innovative ideas in June 2007 at the "Environmental Week" in Berlin. [www.oekologik.info](http://www.oekologik.info) ◀

## Excellent

► The number of trainees in the Cargo-Line partner companies is continuously growing much to the delight of the Chambers of Industry and Commerce. Therefore, the Chamber of Industry and Commerce in Bremen, for example, recognised the above-average commitment of BHS in the area of training with a honorary certificate. The CargoLiner is currently training 17 trainees. This corresponds to 16 percent of the team.

Also ABX in Dietzenbach, whose trainee quota is at least 15 percent year after year, was given a honorary certificate. In order to be able to better meet customer-specific demands and to expand the training spectrum, ABX has additionally hired a teacher to supplement the vocational school lessons, who intensively trains the trainees in coordination with the specialist industry association. ◀

## Learning in cyberspace

► Since January 2007, CargoLine has been going down new training paths. Together with an external trainer, the cooperation has developed a virtual training room on the Internet. This is used above all by the trainees of the partner companies in order to get to know the structure and the products of the cooperation from the ground up. The training is modularly designed. For each module, participants have one week to study and answer the questions. After eight weeks all chapters have been worked through. For mutual support and to get to know each other, the participants have a chat room in which they can exchange experiences. A logistics dictionary and a competition among the "cyberspace students" complete the offer. ◀

## X files in Singen



Training with xtras for Spedition Maier's trainees.

► Gaining experience abroad should nowadays be a part of any good education. Hermann Maier Spedition (Singen) therefore participated in 2006 in the "xchange" trainee exchange program of the international Lake of Constance Conference (IBK), thus making transnational training in Switzerland possible for their trainees.

The significance of vocational training was also shown by the results of

the final examinations 2006: two of Maier's five trainees were given a distinction for their performance. In addition, Rosita Sissini received the Chamber of Commerce trainee prize of the district of Constance. Rosita completed "exemplary training", emphasised District Administrator Frank Hämmerle – praise that of course also pleased Spedition Maier as the trainer. ◀

# Tailored products and services



## **NightLine – National system transports.**

System-managed general cargo service with 24-hour standard delivery time.



## **NightLine NextDay – Guaranteed transports.**

Guaranteed deliveries on the following day.

## **NightLinePlus – General cargo service with delivery options.**

Delivery on request by 8 a.m., 10 a.m., noon or between 6 and 10 p.m.



## **OrderLine – Procurement transports and logistics.**

Supplies and raw materials procured throughout Europe, delivered punctually to the exact destination.



## **ServiceLine – Free delivery to place of use and more.**

Well-established CargoLine products with value-added services. From removal, unpacking and taking back of packaging through to assembly.



## **EuroLine – European system transports.**

Pan-European distribution via hub, gate and direct transports. High departure frequencies guaranteed.



## **Warehousing & Logistics – Contract logistics.**

Storing, commissioning and distributing with value-added services.



## **CEPRA II First class business®.**

The tracking & tracing tool works proactively and reacts flexibly.



# “Am Stück. Gut.” Right across Europe. One of our partners is never far away.

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