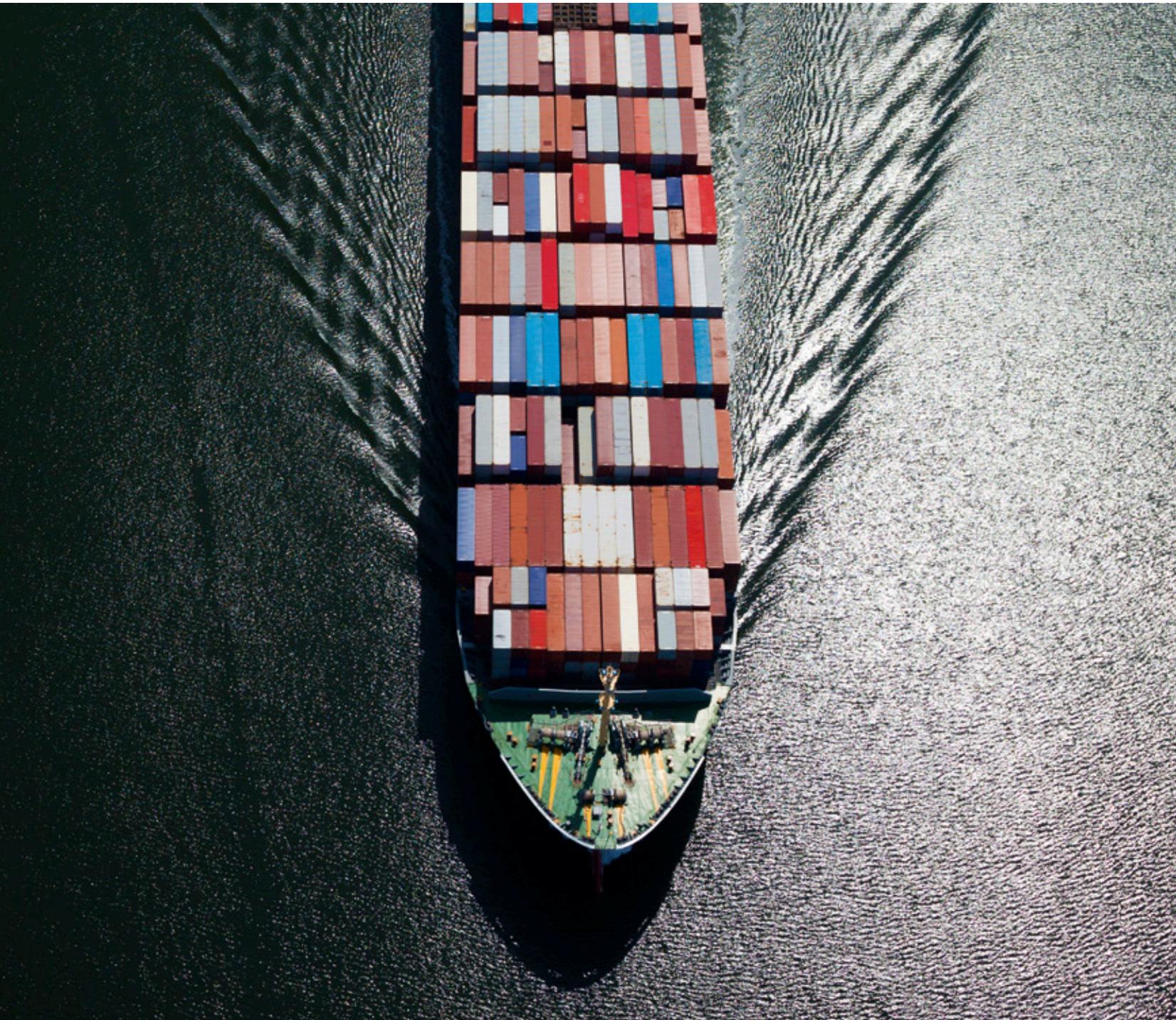


goodnews.

JANUARY 2015

The magazine that moves you.



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Combine.
Move.

swissterminal.



Roman Mayer
President and Delegate
of the Board
T +41 (0)61 906 45 00
roman.mayer@
swissterminal.com

Dear readers

Happy New Year! We wish you and your families good luck and best of health for the new year 2015. We would like to take this opportunity to thank you for the many fulfilling moments we could share with you during the past year. For us, the year 2014 was an eventful, exiting and successful year. We upgraded our product portfolio in a decisive manner and significantly improved in the area of Safety & Security. A fantastic start into the new year is ensured with the introduction of the new Hannibal rail service between Switzerland and Italy effective January 18th. We welcome Hannibal, Member of the Contship Group, to our Terminal in Frenkendorf.

In order to continue our success in a sustainable way also in 2015, we shall tackle our plans and projects with great persuasion and enthusiasm, as we always did during the past 42 years. Take us at our word!

Roman Mayer



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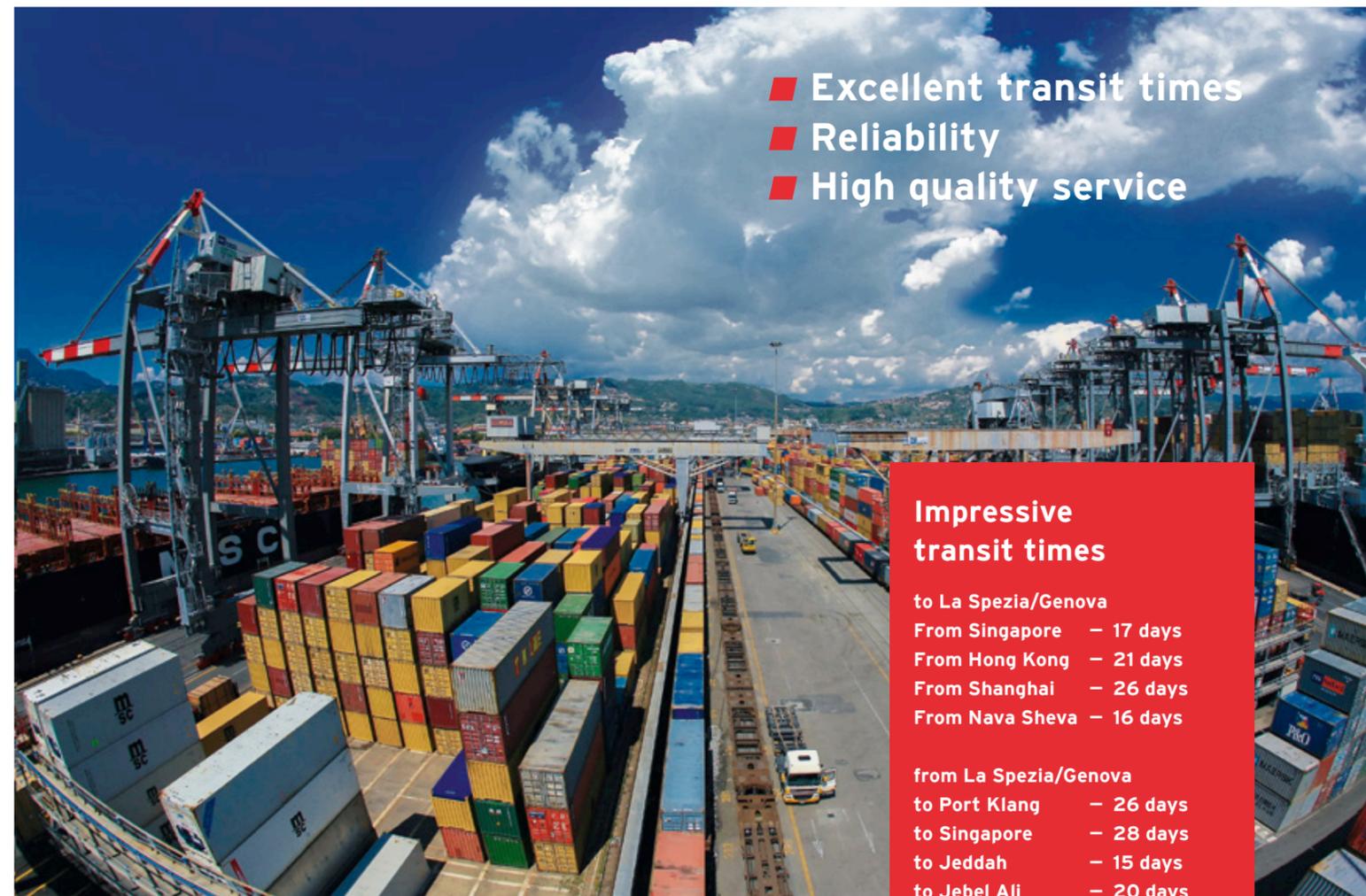
switzerlandItaly.

**Hannibal: A new connection
Switzerland - Ligurian ports 3x weekly and back.**

A new service that will connect Hannibal terminal in Melzo (MI) with Swissterminal in Frenkendorf 3x weekly will start as of 18 January 2015. The existing rail services between Melzo (MI) and the Ligurian ports run 2x daily/direction La Spezia Container Terminal and once daily/direction Genoa VTE. These services are ensured by Oceanogate, another company in the Contship group. The logistical process is organised and controlled by Hannibal in Melzo (MI) from their premises in the Sogemar Dry Port. This terminal, which covers an area of about 160,000 m², is currently being extended by another 100,000 m² and is the heart of the Contship Group's Intermodal Services. At Hannibal a young, well-trained team serves international clients in the major European languages.



Alessandra Fontana, Sales - Paolo Califano, Sales - Lea Cattaneo, Operations - Franco Placa, General Manager - Ilaria Folle, Operations - Irene Nunziato, Operations (absent when the photo was taken)



- Excellent transit times
- Reliability
- High quality service

Impressive transit times

to La Spezia/Genova
 From Singapore - 17 days
 From Hong Kong - 21 days
 From Shanghai - 26 days
 From Nava Sheva - 16 days

from La Spezia/Genova
 to Port Klang - 26 days
 to Singapore - 28 days
 to Jeddah - 15 days
 to Jebel Ali - 20 days

Shipments (import and export) via Ligurian ports are now characterised by reliability. In addition, they benefit from high quality service and excellent transit times. In the area of imports (westbound), goods arrive in 17 days from Singapore, 21 days from Hong Kong and 26 days from Shanghai - these are transit times to be proud of. For example, imports from India (e.g. from Nava Sheva in 16 days) are also ideal for shipment via the Ligurian ports.

But even in the export area (eastbound) it is possible to achieve impressive transit times. For example, goods are shipped in 26 days to Port Klang, 28 days to Singapore, 15 days to Jeddah or around 20 days to Jebel Ali/Dubai. Virtually all major shipping lines sail to the two ports of La Spezia and Genoa every week - either as their destination, or as part of a Mediterranean service. Not to mention the connec-

tions around the Mediterranean, such as Algeria, Tunisia, the Levant, Turkey etc. That big Swiss shippers such as Migros or Nestlé rely on this route and take advantage of the favourable transit times (often 4-6 days shorter) speaks for itself. But they also cite excellent and reliable services as reasons why they have been using this route regularly. This loyalty is very gratifying and encourages us to expand and improve our services further .

Thomas W. Rickli, representative of the Contship Group, is always ready to assist Swiss customers with advice and support. He devotes himself with great dedication to attracting more public attention for this southern route via the Ligurian ports, the economic and environmental benefits of which are obvious.



TWR-Consulting
Thomas W. Rickli

represents the Contship Group
in Switzerland

T +41 56 426 33 11
thomas.w.rickli@bluewin.ch

safetyfirst.

The new emergency tank at Swissterminal in Basel.

Jürg Wiggli
COO/CSO

T +41 (0)61 906 45 02
juerg.wiggli@
swissterminal.com

On 21 October 2014, the cantonal authorities inspected and approved the renovation and expansion works at the Basel terminal. This official building inspection was also the moment for the commissioning of our new emergency tank, which complies with the latest safety standards. With immediate effect, Swissterminal is now in a position to park liquid containers with hazardous materials - instead of merely transshipping them. This in the past often caused waiting times for handover to the various modes of transport.

Now in addition to the box containers, liquid containers with hazardous materials can thus be parked for up to 72 hours - depending on the available storage spaces, and by advance notification and reservation. The commissioning of the new dangerous goods intermediate storage space, which is compliant with the legal safety provisions, makes the handling of liquid and solid dangerous goods in combined transport not only safer, but also very much more efficient. And for emergencies (also external), there is a mobile spill collecting tub available for liquid containers.

Although the site is to be dispensed with by 2029, we decided to continue investing in the infrastructure and safety of the Basel terminal so that we can respond even better to the needs of our clients and further improve our services. Since one of our

biggest concerns is the safe handling of (dangerous) goods, we continue to refrain from storing hazardous materials and handling HCDG (High Consequence Dangerous Goods), despite the new safety installations. The same applies to "Stuffing & Stripping" of dangerous goods. The current dangerous goods exclusions thus remain unaffected.



The safety standards documented in the dangerous goods regulations are constantly being adapted to the latest findings and, where necessary, extended. An ever-growing environmental awareness contributes significantly to safety and security, which is the measure of all things in supply chain management. Safety and security is therefore a fixed integral part of the ISO 9001/2008 certified SQM (Swissterminal Quality Management) at Swissterminal.

Technical data for the emergency tank in Basel:

The emergency tank can accommodate 5 x 20' to 24' tank or box containers and 5 x 40' box containers. With a collection capacity of over 100m³, the emergency tank is well prepared for an incident, as well as for extreme rainfall (5 year event).

Technical data of the mobile spill collecting tub:

Net weight 2,100 kg. Capacity 24,500 litres, transportation by truck 20' chassis, handling with gantry crane/spreader.



Hazardous material committees

Placard	Class	Constraints
	Class 1	All UN numbers in all terminals (except ammunition in Class 1.4S only in the Basel terminal in direct transshipment and by special permission of the Port Authority)
	Class 2	All UN numbers of Class 2.1 in liquid containers and all UN numbers Class 2.3 in all terminals
	Class 3	Liquid containers for packing groups I and II, as well as all desensitized substances in the terminals Basel, Birsfelden and Frenkendorf (Rekingen on request)
	Class 4.1	All UN numbers from 3231 up to and including 3240 in all terminals
	Class 5.2	All UN numbers from 3111 up to and including 3120 in all terminals
	Class 6.1	Packing group I (very toxic materials) in the terminals Basel, Birsfelden and Frenkendorf (Rekingen on request)
	Class 6.2	All UN numbers in all terminals
	Class 7	All UN numbers in all terminals
	Class 8	UN number 1829 in all terminals, as well as liquid containers of Class 8, Packing Group I in Basel, Birsfelden and Frenkendorf (Rekingen terminal on request)



cooltainer.

New: Our reefer all-round service

Kurt Frei
Trading
T +41 (0)61 906 45 66
trading@
swissterminal.com

We offer a complete range of services in the field of refrigerated containers for both business and private customers. For a flat rate rental per day or per month, we can also, upon request, take care of transport or maintenance (included in long term rentals). Our modern fleet has the most advanced 20' and 40' reefers with a temperature range from -25°C to +25°C.

This is ideal for those with an eye on costs, who have too little storage space and need a quick and inexpensive solution in the short to medium term. Our customers can thus within hours secure for themselves additional cooling capacity for perishable goods such as fruit, vegetables and meat, or for high-value products such as pharmaceuticals, health products and the like.

Temperature

The optimum operating range of our Cooltainers is between -25°C and +25°C. The reefer unit maintains the set temperature reliably and consistently. Because this accuracy is crucial for the quality of the stored goods, we only provide reefer containers from our new and modern reefer fleet.

Flexibility

The only requirement for the Cooltainer is a flat, stable standing area with access for the transporter, as well as a high current connection (400 volts/ 25 amps) and a EURO plug/5 pin. These facilities can be rented by the day or by the week, can be used for cooling or heating, can be used outdoors or indoors and are also stackable.

Service

A comprehensive service is included in the rental price of the package, which is guaranteed by a competent refrigeration technician and repair team. But we still offer more: transport, consulting, planning etc. - we care about your needs. At five selected centres in Switzerland and France, experts are caring for Cooltainers rented out by us. You can call us for Cooltainers with maintenance contracts on a 24-hour hotline - around the clock, 365 days a year.

Let us advise you on the best way to store your goods - and you'll reap the benefits!

Offer

Take advantage of our modern Cooltainer fleet either way with our Cool Deal (a daily rental rate) or our Premium Deal (a monthly rate). Depending on how long you need our **20'- or 40' reefer containers**, either option is guaranteed to be worth your while. Allow us to advise you on the best option for you.

	Exterior (mm)	Interior (mm)	Door opening (mm)	Weight (kg)
20'	Length: 6'058	Length: 5'350	Width: 2'200	Gross weight: 30'480
	Width: 2'438	Width: 2'200	Height: 2'200	Tare: 2'860
	Height: 2'591	Height: 2'200		Payload: 27'620
	Volume: ca. 28 m ³ Floor: Aluminium Stacking capacity: 9-fold			
40'	Length: 12'192	Length: 11'500	Width: 2'250	Gross weight: 35'000
	Width: 2'438	Width: 2'250	Height: 2'530	Tare: 4'530
	Height: 2'895	Height: 2'500		Payload: 30'470
	Volume: ca. 67 m ³ Floor: Aluminium Stacking capacity 7-fold			



reeferservice.

New: In Strasbourg

Since September 2014, in collaboration with the Port Autonome de Strasbourg (PAS), we have also been offering our reefer service to the commuter belt around Strasbourg. Our services include repairs, cleaning, test runs and more. With years of experience and ISO 9001:2008 certification, we also ensure a high quality service to meet the needs of reefer containers - including our Reefer Emergency 24-hour Service. For more information, please contact us or the Port Autonome de Strasbourg (PAS).



Port Autonome de Strasbourg (PAS)
Lionel Husser
 Tel. +33 3 88 65 70 67
 Email l.husser@strasbourg.port.fr

Swissterminal AG
Moreno Krattiger
 Tel. +41 61 906 45 01
 Email moreno.krattiger@swissterminal.ch



ecofriendly.

New: The green container line from Danser.

The first container shipping company on the Rhine to make the change to gas power, Danser has converted their tug-barge "Eiger Nordwand" to run on liquefied natural gas (LNG). With two dual-fuel engines (diesel/gas) and a diesel share of only 1% in the dual operation, pollutants such as CO2, NOx, SOx and particulate matter will be reduced by 40-95%. The cost of the conversion, which includes a new special tank for the LNG, amounted to EUR 1.9 million. If the conversion also turns out to be profitable in operation, Danser can well imagine carrying out additional retrofits to its fleet. This transition is already profitable - especially for the environment. We wish DCL every success with the new fleet and look forward to being the first terminal operator in Switzerland to use environmentally friendly ships.



Eiger-Nordwand

crosstalk.

Customer support from A to Z

Customer Service at Swissterminal - what is behind it? We find out - **Adriana Dittrich**, Head of Customer Service, explains all.

goodnews: *Customer service is a big field. Can you narrow it down a little for us?*

Adriana Dittrich: In a nutshell, our team consists of eight employees and represents the "back office" of the operational business. We are the point of liaison between our customers and our terminals. We do the administrative processing and the billing of services.

goodnews: *Can it get quite stressful?*

Adriana Dittrich: As in the entire transport sector, I would be lying to you if I said there is no stress or tough times. But with our "tools of the trade" - our programmes and processes - everything is actually well-timed and keeps flowing nicely. Of course, with the newly introduced "registration" system we had to go through a learning phase at the beginning. Now it has a very positive impact on administration.

goodnews: *So you interact with the entire world?*

Adriana Dittrich: Well, the entire world is perhaps a little exaggerating - we are mainly in touch with Europe. But we also have mail traffic with Asia, where some shipping companies handle centralised processes.

goodnews: *So the shipping companies are also your customers?*

Adriana Dittrich: To a large extent, but not exclusively. Our clients also include the rail/barge operators and truck companies.

goodnews: *If the process is so well organised, don't you get bored?*

Adriana Dittrich: The mere fact that our team takes care of all the Swissterminal operations provides us with new challenges every day. Just think of the traffic on the road and you can imagine under how much pressure our processes are. Not to mention short-term requirements or flexible services. But these are also precisely the tasks that are fun and keep us on our toes! New challenges every day leave no space for routine. And that's a good thing!



Swissterminal AG
 Adriana Dittrich
 T +41 61 906 45 64
adriana.dittrich@swissterminal.com

internalnews.

Executive board



Another member of the family and shareholder, **Mark Mayer**, replaced Ivan Bombin on the executive board of Swissterminal AG on 1st November 2014, taking over the role of Chief Financial Officer (CFO) as well as Chief of Human Resources department (CHRO). The departments of Finance and Operations are thus managed directly by the owners. We wish Mark Mayer much success with this new challenge.

On 1st August 2014 we had the pleasure of welcoming **Moreno Krattiger** as CCO of the Marketing Sales & Service department and as a new member of the Executive Board of Swissterminal. We look forward to an interesting working relationship and wish Mr. Krattiger a good start in our company.



Retirement

After more than 15 years with Swissterminal AG, Bernadette Laubach is leaving us to start her well-deserved retirement. We thank her wholeheartedly for the great commitment she has shown and for her warm collegiality. We wish her all the best, good health and exciting experiences for this new era in her life.



Dream wedding

On 2nd August 2014 Kathrin Laukart, our colleague at the Basel terminal, said "I do!" to her sweetheart Matthias and is now Kathrin Tschamber. We wish them much happiness and a wonderful life together.



Anniversary: 25 years with Swissterminal

On 1st August 2014 Jörg Paulicke celebrated his 25 years of service at the company as a handling employee in the Basel terminal. We congratulate Jörg and thank him warmly for his dedication, commitment and loyalty to Swissterminal AG.

HKS
Fördertechnik AG
Gabelstapler
052 305 47 47
www.hks-hyster.ch



RETROSPECT

fun in the rain.

4th Swissterminal cup: "Hup Holland"

This year saw the 4th Swissterminal Cup kick off at the Aesch soccer school. To mark the soccer school's 20th anniversary, we said an emotional goodbye to the reputable OK team amidst smiles and tears. This year our sporting event required waterproof players. Yet despite bad luck with the weather, all the participants had an unforgettable day of soccer. The SBB Cargo team won the match - but everybody who was there left a winner. Besides soccer there was enough time and the right atmosphere to chat to one another outside the work environment and enjoy a friendly, festive time together. Treated to all kinds of Dutch specialties and ample liquid refreshment, the participants all enjoyed a really friendly "competition". We can't wait for the 5th Swissterminal Cup in 2015!



finish line starting gun.

DHL trainee graduation ceremony at Swissterminal

It was a great pleasure and a special honour for us to welcome the 33 newly qualified trainees from DHL Switzerland to Swissterminal for their trainee graduation ceremony. The trainees came to us in Basel on 4th July 2014 from all over Switzerland, accompanied by members of DHL management. During a tour of the facility and grounds, the graduates from the logistics service provider learned all about container logistics in the field of transshipment from our staff members Jürg Wiggli and Adrian Ishi. And speaking of transshipment - later in the course of the closing ceremony the now former students switched to water transport and took their leave by Rhytaxi. Of course, we are always happy to lend a hand if we can give a motivated new generation of logisticians a better understanding of our business. On that note, we wish the graduates all the best for the future and an exciting career in the transport industry.

pack and move.

Swissterminal at the Basel trade fair

From 9th to 12th September 2014, Swissterminal participated with great success in the Swiss trade show for integrated logistics solutions and packaging technology, Pack&Move. Many interested visitors gained better insight into our services and our comprehensive range of container solutions. Various forums such as "Perspectives of the Port of Switzerland: The future points to Basel" or "4th Cluster Forum - Logistics Cluster Region Basel" etc. added body to Switzerland's largest trade fair for logistics and transport. Much of the feedback showed us that not only can we compete internationally with our offering, but also we can make quite a mark with our innovative approach. This is of course a source of great satisfaction to us and gives us good reason to face the future with motivation.



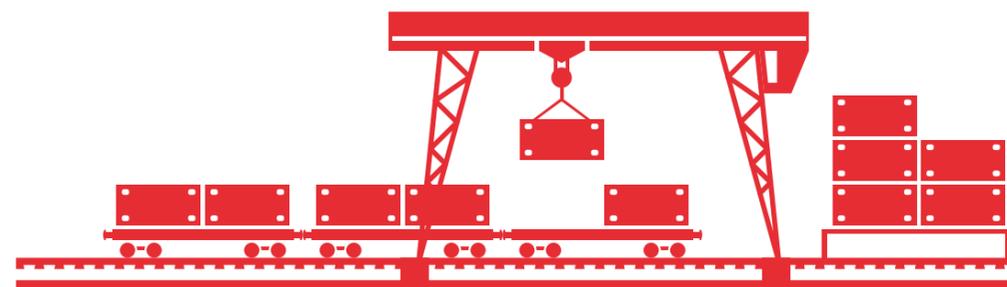
port festival.

The day of open container doors

The 2nd Basel port festival took place from 12th to 14th September 2014. Despite the long break, this event is a real tradition and had many visitors from across the region captivated. Anyone who has ever wanted to experience a large cargo ship up close, to be taken high up in a container crane, or to take a trip through the harbour basin in a police boat was there - to marvel and to celebrate.

Besides offering crane rides up high, Swissterminal also opened its facility to offer visitors guided tours through the area and an exciting exhibition of various containers and equipment. Contact with the public and the industry outside our everyday business is very important to us. Especially in today's time of great upheaval in our industry, it is systematically relevant to be able to show clearly how important Rhine shipping, port logistics and especially our handling activities are.

We all had just as much fun as the visitors, and we thank all our guests and our employees for their great attentiveness and participation. We look forward to the next port festival!





PORT AUTONOME DE STRASBOURG



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- Obernai (5 x per week)

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VT AG CH - 4132 Muttenz

VTT Industriebedarf GmbH D - 77933 Lahr

Tel. +41 (0) 61 717 98 98

Tel. +49 (0) 7821 940 40

info@vtt-group.com

lahr@vtt-group.com