

goodnews.

We move freight of all shapes and sizes

February 2017

**SPECIAL
EDITION**

about the Schweizerzug
starts towards the end of
this magazine.

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The first phase in Frenkendorf completed

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Successful introduction of slot booking

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Combine.
Move.

swissterminal

golive.



Dear Readers,

October 2016 was a historic month for Swissterminal, as the Schweizerzug departed on its first journey from Frenkendorf to Rotterdam on 4 October. After six years, Swissterminal is back in the transport business, and with the Schweizerzug we offer a reliable product at competitive prices. The first few months have confirmed that we are on the right track and after the schedule change in December, Rekingen (Zurich North) is now also connected to Rotterdam by means of an AC connection. You can read more about the Schweizerzug in our Special Edition, which starts towards the end of this magazine.

We also successfully established slot booking for truck drivers at all our terminals during autumn

2016. It took us only a few weeks to optimise waiting times significantly for the truck operators – a classic win-win situation.

Furthermore, we managed to rehabilitate the foundations of the crane runway at our terminal in Frenkendorf in record time. The renovation works in Frenkendorf will be ongoing in 2017 and we will continue to work in such a way that day-to-day business remains unaffected.

We are making further developments for you and hope you enjoy reading this edition of goodnews!

Roman Mayer

Roman Mayer

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■ **RENOVATION**

First phase of renovation works at Frenkendorf Terminal completed



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Successful introduction of slot booking



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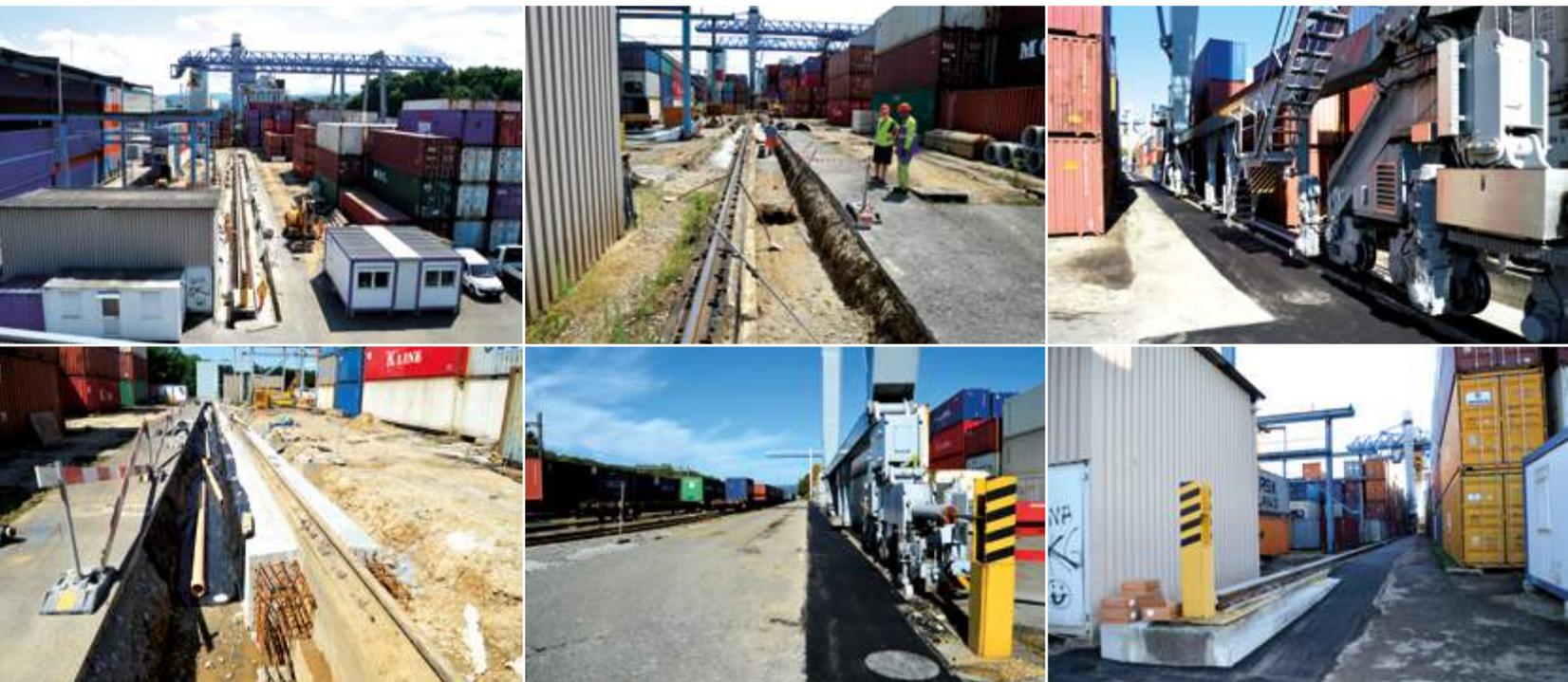
renovation.

FIRST PHASE OF RENOVATION WORKS AT FRENKENDORF TERMINAL COMPLETED

During routine checks, subsidence was discovered in the existing crane railway foundations of the gantry crane facilities in Frenkendorf. Tests revealed that the subsoil had been washed out and softened by groundwater. The structural layers under the foundations no longer satisfied static engineering requirements. Rehabilitation of the foundations and measures to drain the underlying structural layers had to be taken without delay.

Planning and implementation of the renovation works had to take into account the following requirements:

- 1) No interruption of operations in the terminal during the renovation works
- 2) No appreciable restrictions for customers in cargo handling operations
- 3) Strict compliance with all safety regulations





Swissterminal AG decided to tackle the project together with Sutter Ingenieur- und Planungsbüro AG. For the statics, we contracted Hochbetrieb GmbH.

We were able to overcome the initial scepticism of the construction experts through the experience we obtained when we set up new crane facilities, while keeping operations running in 2006 and 2010 and we won them over straight away.

Approaching the renovations in 3 phases proved to be the best solution, and in Marti AG we found a builder capable of satisfying our high standards.

Unlike the crane railway, the track systems under the crane and the sidings were available in their entirety during the construction period. It was therefore possible to handle the existing rail traf-

fic by moving the rail wagons by means of additional manoeuvring within the track system.

The transfer between the 3 construction phases – which was done in each case on weekends – required rearranging the containers in the container storage areas that could not be used in the following construction phase, and of course also moving the gantry cranes.

Thanks to the professional and tireless commitment of all those involved in the construction – and not least, thanks to the good luck we had (and needed) with the weather – all the building requirements were met in full. The work was successfully completed with the building handover on 15 October 2016 and the subsequent topping-out ceremony.

Planned renovation works in 2017

In addition to the restoration of all traffic routes in the terminal and the storage areas for loaded containers, the terminal area – including the track area – will be enclosed and secured against unauthorised access with automated gates, barriers and camera monitoring systems. After completion of this project AEO certification will follow later in the year. And it goes without saying that the same three principles that applied to the work undertaken in 2016, will also apply to this job.

SUCCESSFUL INTRODUCTION OF SLOT BOOKING

Swissterminal is consistently staying on course to expedite handling at the terminal and minimise waiting times for truck operators.



slotbooking.

Unlike rail traffic, and for the most part also barge traffic, truck handling could not be accurately planned. This led to huge backlogs at the terminals due to the highly volatile nature of traffic flows. The truck operators and Swissterminal experienced a steady increase in the amount of unproductive time. Besides the structural changes already mentioned, time-consuming clarification procedures at the gate-in due to incomplete or incorrect information also resulted in additional delays.

Swissterminal identifies the areas of weakness

Swissterminal quickly identified the causes and has developed a two-phase procedure to ensure a lasting improvement in the situation.

Phase 1 – compulsory registration

At the beginning of 2014, “Priority” truck registration was introduced with the truck operators, whereby the operators provided Swissterminal with their container data prior to their arrival at the terminal. This data was verified by Swissterminal, who reported back to the truck operators, so that there was no need to deal with more queries at the entrance to the terminal.

Phase 2 – slot booking

With the compulsory introduction of slot booking on 1 November 2016, transport operators were provided with a tool with which they could book a time window for their visit to the terminal. This second step resulted in better predictability of handling at the terminal and smoother traffic flows to the terminals.

This measure has led to the following advantages:

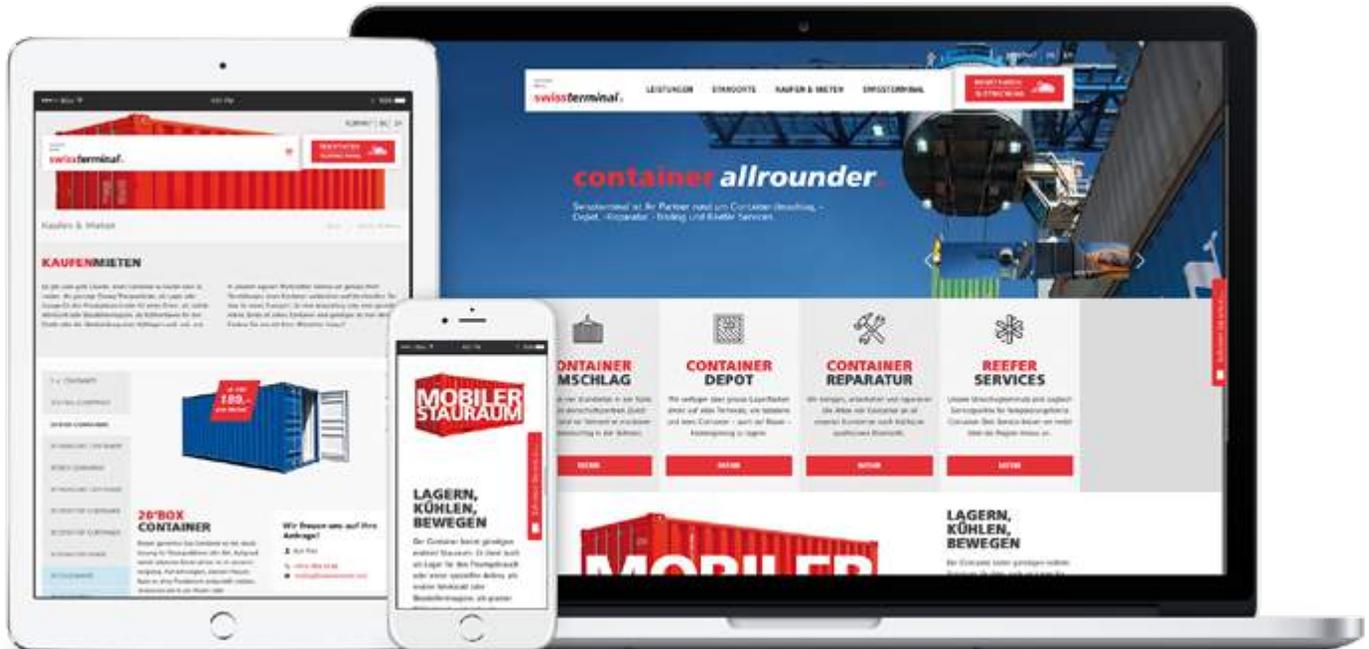
- Faster handling at the terminals
- Guaranteed handling in the time windows that were booked
- Significant reduction in waiting times
- Extension of terminal opening times when volumes warrant this

A smooth start and several positive feedback show that Swissterminal is on the right track with the implementation of the registration and slot booking. With innovative and solution-oriented approaches Swissterminal is making a step forward in its service excellence.

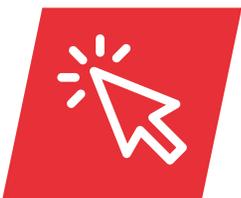
“Since Swissterminal introduced slot booking at their terminals for trucks, our scheduling has been more predictable and transfers are very easy.”

*Evelyn-Carol Egger
Max Egger Transporte*





SWISSTERMINAL HAS A NEW ONLINE PRESENCE – HAVE A LOOK!



Just like the Frenkendorf terminal, Swissterminal's digital appearance has also long been in need of a fresh coat of paint. Swissterminal has therefore redesigned its website from scratch. The most important information about our services is now easy to find. An overview of the four Swissterminal locations in Switzerland shows the most important data and contact details.

The trading section, which deals with the sale and rental of all types of containers, has a new, simplified look and requests can now be submitted via a user-friendly online form.

The new website is now also easy to access via your mobile, and **goodnews**. can still be read online! Do have a look on www.swissterminal.com!

footballfestival.

6TH SWISSTERMINAL CUP WITH FC AESCH

The Swissterminal Cup has been a joint annual event with FC Aesch since 2011. The Cup is always the final event of the football academy, which is supported by Swissterminal. Together with our customers and our partners, we play a football tournament of the highest standard, on a par with the Swiss Cup – except perhaps for spectator numbers. The subsequent party with refreshments is a time for recovery and post-mortem discussions about the tactics used, from catenaccio to attacking football. We would like to thank all those who participated in yet another successful Swissterminal Cup and look forward with great anticipation to the next Cup in 2017. **Save the date now:**

Friday, 11 August 2017.



graduation.

SWISSTERMINAL CELEBRATES APPRENTICESHIP GRADUATION WITH DHL

Once again, it was with great pride that Swissterminal had the opportunity to celebrate the successful graduation of 29 DHL apprentices. The jam-packed schedule for this day started at the Swissterminal premises in the Port of Basel. On the agen-

da was a ride on the Rhytaxi in the most beautiful weather. Swissterminal employees showed the graduates around the terminal and explained and demonstrated the processes and workflows to them individually. The day ended with a look back at the apprenticeship and the awards ceremony.

Swissterminal warmly congratulates all the apprentices on their graduation and we wish them an interesting, successful future.



promotion.

André Kühne, an operations employee at our terminal in Basel, was promoted to Basel Operations Manager on 1 January 2017. We offer him our warmest congratulations. We wish André continued success and great satisfaction in his new position.



newgeneration.

Welcome, Ajuna!

Ajuna, daughter of Vladimir Wulf (terminal employee in Frenkendorf) and his wife Eugenia, made her entrance into this world on 9 November 2016. We wish the happy parents and the tiny new citizen all the best and many wonderful times together.

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teamspirit.

DISPATCHER / CUSTOMER SERVICE SALES EMPLOYEE

Do you have a flair for coordination and organisation?

Swissterminal AG is a successful family enterprise that operates throughout Switzerland providing services in the field of the transport logistics of shipping containers. We have the following vacancy in our Customer Service department. In this versatile, demanding and lively position of trust you will have insight into all the important planning activities related to containers. Your work will put you in contact with shipping companies, barge and rail operators, and transport companies.

This full-time (100%) position includes the following tasks:

- Telephone-based customer service locally and abroad
- Interface between external customers and terminals
- Internal coordination of customer requirements and requests
- Billing and order control, and data evaluation
- Receiving and recording bookings

You have:

- A completed commercial apprenticeship
- Professional experience (logistics/shipping company) (would be an advantage)
- Customs experience (would be an advantage)
- Social competence, ability to work in a team, think logically and work under pressure, flexibility
- An independent, target-oriented, structured and process-oriented approach to your work
- A keen understanding of the needs of customers and colleagues
- A friendly and courteous manner
- A good command of written and spoken English
- Sound PC skills (MS Office)

We are looking for highly qualified and team-oriented applicants, whose objective it is to work in a modern, innovative and future-oriented family concern. If you can stay calm in stressful situations and a customer-oriented, competent demeanour is one of your trademarks, we look forward to receiving your application.