

goodnews.

SEPTEMBER 2013

The magazine that moves you.



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Combine.
Move.

swissterminal.

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in pursuit of *quality.*

Dear readers

The term «Quality» as proof of excellence is often overused to such an extent that increasingly it loses its importance. However, we as a terminal have no choice but to continue to strive for «Quality». For us, this orientation towards quality means an increase in the degree of automation of our operation and ever-growing efficiency of our processes. Our entire range of services can only be more efficient and therefore more profitable if we manage to improve the quality of our work, steadily and persistently. At this point we would like to thank you, because you motivate us to improve our quality on a daily basis - to your benefit!

We would therefore like to dedicate the major part of this edition of «goodnews» to quality. We are convinced that you will once again find this an exciting and informative issue, and we hope you will enjoy it. As always, we are happy to assist you with any questions or comments.

With warm regards

Roman Mayer



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clinically tested.

■ BACKGROUND



«goodnews» has reported on the development of our quality management and the road to ISO certification several times before. Now we've done it - Swissterminal has officially been certified as per Norm ISO 9001 on 31 May 2013. Due to the accurate preparatory work of our own quality team in cooperation with an external expert, the audit was a mere formality. The company Societe Generale de Surveillance SA (SGS) was highly complimentary about the way staff and management alike implemented quality in their daily work. This is certainly due to the fact that every employee has been firmly behind this project since the start - and practiced the «quality approach» in their daily working life. Although having overcome all the challenges which come with the implementation of quality and processes, we see this certification not as the end of our efforts toward quality management but rather as confirmation for the approach we have chosen. We will continue on this path and are determined to produce an even better quality in the future, by also further refining safety and security issues in our processes. An initial evaluation already indicates that customer and partner satisfaction has increased! Our heartfelt thanks goes to all of you who have supported this project.

ISO 9001:2008

This certification establishes the criteria for quality management in a company and confirms that these criteria are met. The size of a company or its business segment does not matter - any organisation can be assessed against this standard. To date, ISO 9001:2008 has certified more than 1 million businesses and organisations in over 170 countries. For more information, please visit www.iso.org



D&B Rating Certificate

We have also achieved another validation of our quality standards - the D&B Rating Certificate. The D&B Rating Certificate is the quality label for business and represents reliability and stability. Only two per cent of Swiss companies meet the conditions for the D&B Rating Certificate. One of the criteria for being granted this certificate is that the company must already have been rated in the best risk class by Bisnode D&B the year before. This award confirms that our operation is a trustworthy and attractive business partner that demonstrates a stable business positioning and very good payment practices.



Decide with Confidence





launching *partner.*

Stella Brandenberger Transporte AG is one of Switzerland's leading trucking companies for container transport. As a major partner of Swissterminal supporting us to ensure a smooth logistics process, we asked Marco Brandenberger, CFO, some questions about container traffic.

goodnews *Marco Brandenberger, your company is subject to the same volatility in the export and import industry as ours is. How do you deal with it?*

Marco Brandenberger Having had to live with these fluctuations for decades, we have by now practically internalised this situation. Our answer is a high degree of flexibility and sufficient capacity. When we experience high work volumes, we use temporary drivers, such as retirees. Volatility furthermore also follows repetitive yearly cycles, which in essence makes some sort of planning possible.

goodnews *As a Container Terminal Operator, we experience that when it comes to questions about safe and secure transportation for our country, only rail and barge transport is being discussed about. How do you see this?*

Marco Brandenberger On routes to the Swiss border, these two carriers share the transport volume. Within Switzerland itself, however, container road transport contributes a significant share of the revenue, since the trucks have greater flexibility to reach places the railways do not service (any more). Here we would also like to see greater appreciation of our services.

due to the better flexibility, price and speed – and contrary to the political will, of course. We don't really want to comment any further on this issue, but as you may expect, we naturally draw our own conclusions. We are focussing very clearly on combined transport, because this is sustainable and the only sensible long-term solution which will be supported by politics.

goodnews *Where do you see your company in ten or twenty years?*

Marco Brandenberger In today's political and economic environment, we are happy if we can make

goodnews *Let's talk about our project «advance booking» – you spontaneously agreed to be our «launching» partner. Why?*

Marco Brandenberger We are keen to drive any innovation that reduces waiting times and enables more efficient operation. Although this fully automated advance booking system generates greater IT development costs, these are entirely offset by time saved at the terminal. We are wholly convinced that such a system will contribute toward optimising terminal/trucker cooperation. Since our system offers fully automated execution of this information exchange, we will initially



goodnews *Concretely, where do you see the challenges of the future?*

Marco Brandenberger In order to gain the recognition and respect our industry deserves, as a lifeline of the economy, we undertake a lot of efforts to move away from the «stinky» image road transportation has. With a view to the increasing rise in containerisation and globalisation, we are also working on developing IT technology that will help us make our processes more efficient.

goodnews *The political will across Switzerland and Europe, seems to prevail more and more towards rail. Is this approach solution-oriented or simply a farce for the good conscience?*

Marco Brandenberger Road transport volumes are increasing every year – that is a fact. As a matter of principle, bulk cargo remains with rail – except where the railroad simply does not serve certain destinations any more... Other types of cargo are increasingly moving from rail to road transport. This is certainly

a serious plan for the next three to five years. Our stated goal is to be able to exist independently and successfully in the transport industry in the future. We want to expand our position as a leader in container transport in Switzerland and retain the essential character of a family business while doing so.

also have a certain edge over our market competitors, who still need to transfer the information manually.

goodnews *Thank you very much for the interview and best wishes for the future.*

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pioneeringwork.

■ BACKGROUND

Once again, Swissterminal assumes a leading role in Switzerland in the domain of handling technology. We are the first container terminal operator in Switzerland to introduce advance booking for trucks, thereby increasing efficiency and reducing processing times.

With most Swissterminal customers, data exchange is already taking place via an EDI interface. The new so-called advance booking system for trucks combined with state of the art handheld devices for container checkers in Frenkendorf is earmarked for launch during the 4th quarter of 2013. We will be introducing this system gradually in order to



control its deployment. Not only do we expect to see a significant improvement in information flow and a reduction of media disruptions, with this development we are above all taking an important step towards ISPS/AEO compliance. Our purpose is to meet our customers' requirements decisively. After a thorough testing phase with the trucking company Brandenberger AG, we aim to go live in September. This new system is aimed at all transport companies who move through our terminals several times a day. Coincidentally, with the advance booking system for trucks, the general traffic situation around Swissterminal in Frenkendorf will also greatly improved. The Pratteln-Liestal H2 will open in late 2013 and the new **Frenkendorf/Füllinsdorf Süd** highway access has reached completion. Adding to this, the modernisation of the container terminal in Frenkendorf, the oldest in the Swissterminal network, with two new cranes and a fourth railway line, Swissterminal makes another vital contribution to rounding off the dynamic development in the region.

Faster in, faster out!

Advance booking for trucks involves transmission of the order data, which is done via an XML EDI interface with the transport company. This transmission includes collection/delivery data, operator references (rail and ship) and even before the arrival of the trucks, a time slot for delivery or pick-up by the transport company. When the advance booking is made and data is successfully updated, Swissterminal assigns a reference for delivery or collection, which serves as a clear

identification of the pre-booked transport. The container is accepted by Swissterminal without delay, or similarly issued immediately if it is available on the terminal. Pre-booking the truck therefore reduces time-consuming data entry and corrections to an absolute minimum and also makes it possible to reduce the waiting and processing times for the truck. In short, it is a win-win situation for all parties involved, because processes and procedures are simplified. Swissterminal plans to progressively upgrade all terminals with this technology.

shortnews.

■ NEWS

Retirement.

Manfred Barghusen started his well-deserved retirement on 9 April 2013. He joined the company back in 1990, on 1 February, when he started working for the former Conteba. He has also worked as head of our workshop and technical buying department at Swissterminal in Frenkendorf. We thank Manfred Barghusen warmly for his loyalty to Swissterminal, his personal commitment and his great collegiality. We wish Manfred Barghusen all the best, good health and many wonderful experiences during this new era in his life.



Anniversary.

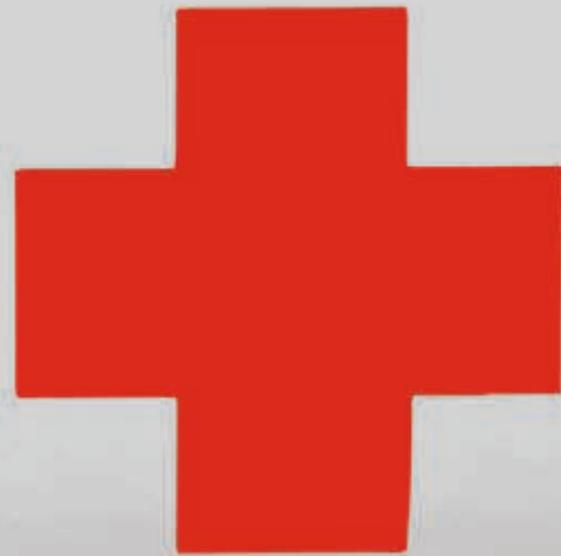
On 1st February 2013, **Kurt Frei**, Sales & Trading, celebrated his 25th anniversary with the company. Kurt Frei started his professional career with Swissterminal in 1988 and has remained loyal and completely dedicated to our company to this day. We thank Kurt Frei wholeheartedly for his dedication and loyalty and congratulate him on his anniversary.



Promotion.

Adrian Ischi was promoted to Terminal Manager of Swissterminal as of 1st April 2013. After several years working as a member of staff, he now has the opportunity to apply his skills at a higher a level. We offer Adrian Ischi our warmest congratulations and wish him every success in his new position.





think*safety.*

INSIDE

Although Swissterminal's operations are not characterised by high risks, employees still face a variety of hazards. The site itself is a network of crane tracks, railways and streets, with people moving in between these. Then there is still the technical handling of equipment and apparatus to factor in. Here employees face a variety of dangers, such as electricity, flammable fuels and different chemicals. Quality is therefore also a top feature of our approach to safety. Our own 11 in-house paramedics are annually «put through their paces», so to speak.

At a refresher course presented by the emergency services training team from Emergency Training Team Switzerland on 20th April, the participants learned new methods and reviewed existing knowledge. Using knowledge gained from theory learned and case studies discussed, our employees were able to exercise in the practical application. At the subsequent closing session, it was clearly evident that our emergency team is perfectly «fit». We thank all the participants and of course the highly professional team of Emergency Training Team Switzerland on.

further*training.*

INSIDE

Customs clearance is something that a tourist hardly notices any more at European borders, but in international shipping it remains a daily challenge. Swissterminal's customs status is that of an authorised consignee (AC). As such, we are responsible for electronically transmitting all relevant data to customs administration, all the while observing extensive provisions with regard to the required paperwork. There are also flexible tools that support the need for timely movement of cargo available to all customs traders and customs administration. In order for us to be able to guarantee our customers and partners reliable processing also in this area, we regularly conduct «customs training» sessions with our employees.

We do this to maintain as high a standard of quality. Our quality management team works out a systematic planning schedule for conducting various courses. This ensures that all employees receive due notification of upcoming sessions. We also collaborate with Spedlogswiss to offer those employees who are involved in customs issues regular basic and advanced training. There is a definite need for on-going training in this domain, because customs regulations specifically in transcontinental traffic can change rather quickly. We are very proud of our four employees - two ladies and two gentlemen - who have completed the previous course and obtained a 6, the highest score. This piece of the jigsaw is also a clear indication that we are heading in the right direction in our efforts to perform at the highest possible levels of quality.

- 1 Jean Claude Auchli
- 2 Adriana Dittrich
- 3 Claudia Kühnle
- 4 Angelo Bevacqua

verkehrs*haus*.

LOOK BACK

There is currently an all-encompassing transport exhibition in the largest Swiss Museum of Transport and Logistics under the name «CARGO». Very well presented, the exhibition offers a vivid presentation of the goods traffic industry. For this reason - and also because Swissterminal supports this special logistics exhibition and has even supplied a container for the exhibition - we invited all our employees and their families to the Museum of Transport in Lucerne on Saturday, 1st June 2013.

As the largest terminal operator in Switzerland, we are proud to have played our part in this unique exhibition. It was lovely to see how our employees were able to get their families more closely involved in their own professional lives through the exhibits on display. We thank all the participants - we are already looking forward to the next event!



it's raining*soccer*.

LOOK BACK

Rainy weather, sunny outlook - game on!

It can actually already be called a tradition - this year saw the third Swissterminal Cup take place at the Aesch soccer school on August 7th. And despite the rainy weather this time, in no way did this put a damper on the good mood. On the contrary, it was definitely a memorable day for everybody who was there. After some exciting and fair games, the cup went to the

«Locomotives» - aka the SBB Cargo team. The Swissterminal team, strengthened by FC Frenkendorf, took an honourable second place. Other teams who played were the «FC Aesch Parents» and «FC Aesch Coaches». Everybody agreed that the games had been tremendous fun, despite the rain. No doubt about it - next year, we will all be there again, even if it rains cats and dogs!

events.swissterminal.ch



■ THINGS TO KNOW

Would you like to announce anything in **goodnews?**
Do you have a newflash or an interesting story to tell us?
Do get in touch with us! medienstelle@swissterminal.com

megalin^{er}.

A picture is worth a thousand words - and it is certainly more impressive than numbers: 474 TEU, approx. 5000 tons. Compared with maritime shipping, this is of course a lightweight. However, on the Rhine this cargo is without a doubt a record. For our customer and partner, H&S Container Line, it is definitely an all-time record - and another sign that shipping on the Rhine continues to grow as means of transport. This is due to the fact that logistics with regard to shipping on the Rhine keeps developing. As a terminal operator, we naturally follow these developments with great satisfaction and wish H&S Container Line many more such records.



the new generation.

NEWS

Swissterminal baby

Lara Fiona, daughter of Sasa Trcovic and his wife Bianca, was born on 1st May. We wish this new arrival and her happy parents much joy together for the future.



crosstalk.

INTERVIEW

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Adrian Ischi: From sailor to Terminal Manager.

goodnews Adrian, let us first of all congratulate you on your promotion to Swissterminal in Basel. Are you pleased with this new appointment?

Adrian Ischi Thank you, yes, I am very pleased. I am enjoying tackling the challenges together with my team here in Basel.

goodnews Your first job was in fact that of sailor on the Rhine. Why a sailor?

Adrian Ischi That was more of a coincidence. In my last year at school I discovered the then so-called career as a Rhine sailor in a career guidance book and did a short pre-apprenticeship – a «Schnupperlehre». After those two weeks on the ship, I knew that I wanted to learn this profession.

goodnews What exactly does the training involve? How would you describe this profession?



Adrian Ischi Training takes 3 years and covers a variety of disciplines. In addition to the nautical subjects, we also studied mechanical engineering, electrical engineering, Dutch and home economics.

Theoretical training takes place in block courses at the beginning, middle and end of the apprenticeship. I still benefit from the knowledge and experience I gained during that time to this day.

goodnews Later you joined our company as a member of the staff. With that you took a step away from the «romantic» life on the Rhine to a permanent position on land – why was that?

Adrian Ischi That was due to the rather «unromantic» twenty-four-seven week on the ship. The desire for a regular work day prompted me to look for a position on land, which I found at Swissterminal in the Basel harbour.

goodnews Do you ever miss life as a sailor?

Adrian Ischi Through my daily contact with the ships and their crews I still have a lot of contact with shipping. This is enough for me and I really enjoy being able to go home in the evenings and on weekends.

goodnews Can you draw comparisons between being on the Rhine and working at the terminal?

Adrian Ischi Indeed. I see it in the way we tackle the work as it occurs and respond flexibly without worrying about overtime and shift work.

Working in a small team also resembles life on board a ship to a certain extent.

goodnews And now that you are Terminal Manager, what do you want to focus on?

Adrian Ischi I want to optimise our processes so that our customers, Rhine operators, shipping companies and truck transport companies receive trouble-free service. I would further like to create the best possible working atmosphere within our team, so that we can work together closely to achieve the Swissterminal objectives.

goodnews Our current «goodnews» accentuates quality and safety. How do you promote these issues in everyday business?

Adrian Ischi Especially now, after our ISO certification, we are trying very hard to emphasise these two values. Even in stressful situations, safety must be upheld and a cool head

preserved in order to ensure good quality. Safety-mindedness is instilled in each individual in my team through courses and training.

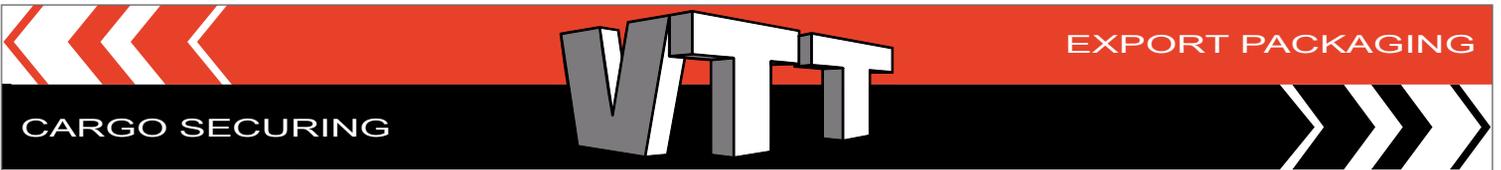
goodnews Adrian, thank you for the interview; we wish you every success in your new function.

Nur fliegen geht schneller ...



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