

multicube osthessen

Construction site in July 2022



Recruiting
across borders
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Our next generation
in the spotlight
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We are organic
logistics experts!
from page 36



Cover story

More space for logistics in East Hesse

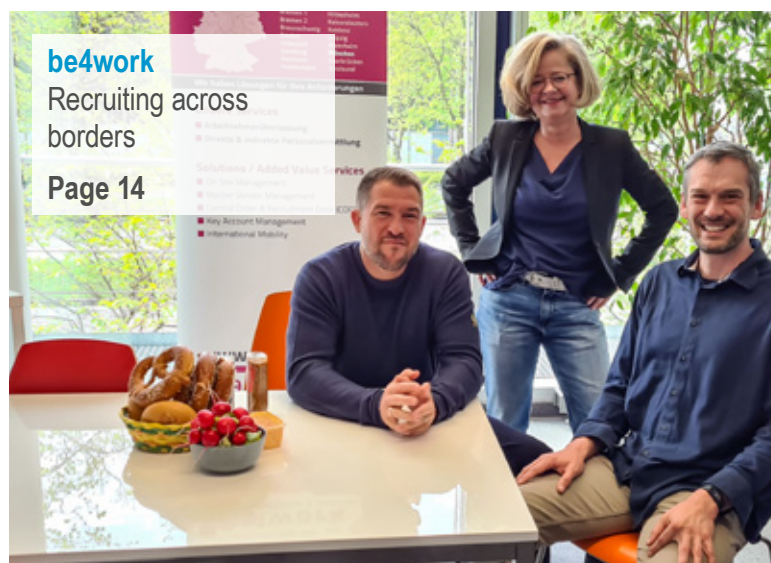
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be4work

Recruiting across
borders

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Next Generation

Young people
in the spotlight

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Sustainability

We are organic
logistics experts!

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Employees

German Women's
Forklift Champion
in the StaplerCup

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Members of the pfenning group

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Talking heads
Interview with Daimler
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The ECHO

of 12 months in brief



**Dear readers,
dear colleagues,**

As the year draws to a close, in the ECHO we take a look back at the year with you and are once again amazed at all the things that happened in 2022.

For us, it was marked by the company's 90th anniversary, which we have been looking forward to and preparing for a long time. Looking back at our compa-

ny's history also means looking at the Pfenning family and its achievements, or rather interviewing contemporaries about them. From anecdotes and historical documents, a diverse picture of the company's history also emerged for us – but you can read more about this in the historical supplement.

We were also able to welcome a new generation in the workforce: the integration days for our apprentices and students took place in early September. Finding motivated workers by promoting the next generation from within our own ranks is important to us. Especially against the backdrop of the shortage of skilled workers affecting many sectors of the economy in Germany.

Even in difficult times, it is important to us to show our commitment to the people and communities with whom we are associated at our locations. Whether in professional or amateur sport or for social or cultural institutions. This year we sponsored the Bad Hersfeld Festival, also known as the "Salzburg of the North", with concerts, theatre performances and musicals. One of our current project developments is also under construction in Bad Hersfeld: the freshcube osthessen. Right next door, in the neighbouring community of Mecklar-Meckbach, the multicube osthessen is being built. More on this in our article on construction projects.

I hope this brief outline whets your appetite to read on! And now a word from our managing directors Rana Matthias Nag, Manuel Pfenning and Martin Königstein.

Enjoy this issue and have a wonderful Advent season!
Your Yeliz Kavak-Küstner
Chief Editor

**Dear employees and
business partners,**

The German Chancellor Olaf Scholz introduced the term "turning point" into the public discourse to describe the current situation since the outbreak of the war of aggression in Europe. For us in the logistics industry, the turning point had already come earlier, with the outbreak of the COVID pandemic in 2020. Since then, global supply chains have been shaken up and not one stone has been left standing on another. The pandemic is still having an impact. We feel this in the form of disproportionate growth in some of our target sectors and shortfalls in others.

We are currently in a phase of economic recession. Skyrocketing energy prices are weighing on people and businesses alike, fuelling inflation and generating fears and concerns about Germany as a business location.

The labour shortage now spreading across all industries shows us once again, dear employees, how valuable all of you are to our company. Our USP is specialised contract logistics services and sustainable logistics real estate, but it is people who really breathe life into our services. Under the most difficult conditions, you deliver outstanding performance. We sincerely thank the entire staff for this.



The managing directors of pfenning logistics (from left to right): Manuel Pfenning, Rana Matthias Nag, Martin Königstein

Over the past two years we have been able to navigate steadily, expand our warehouse and transport network, deepen our industry expertise and thus develop and secure the growth of our company in the medium to long term. Despite all the challenges we are therefore optimistic about the future. It will not be easy and once again, dear colleagues, we ask you for your perseverance and commitment.

Our thanks also go to our business partners for the trust they place in us, even in difficult times.

Last, but not least, we would like to extend a warm welcome to the colleagues at the new subsidiaries who have become a valuable part of the pfenning group since January: Cichon Personalmanagement, Oelrich Logistics and the former HR-Transporte staff. With them we now have 6,900 employees on the pfenning team. A number that makes us proud because in just four years we have almost doubled our workforce.

We now wish you interesting reading, a peaceful pre-Christmas period and loads of optimism for the coming year!



The Pfenning family (from left to right): Karl-Martin Pfenning, Marie-Elizabeth Benois, Annika Pfenning, Janina Pfenning, Manuel Pfenning, Rafael Pfenning.

Handwritten signatures of the Pfenning family members.

pfenning.TWEET

– what was "twittered" about pfenning logistics this year

#OelrichAcquisition – January

The pfenning logistics group continues to expand. The newest member of the group of companies since early January 2022 is Oelrich Logistics GmbH, a family-run logistics service provider specialising in building materials and food logistics. The customers of both companies benefit from expanded storage capacities, more efficient and intermodal transport networks as well as new options in the area of value-added services.



150 359 1.526

#ThirdMan – February

Martin Königstein (39) has been Managing Director at the Heddeshheim contract logistics provider since 1 February 2022. In his new position, the Palatinate native is responsible for Sales, Marketing, Logistics Management, Logistics Operations North, Strategy as well as Mergers and Acquisitions. The new organisational structure supports the company in continuing its ongoing growth and strategic expansion, as well as further optimising the areas of responsibility for customers and business partners.



233 89 1.250

#AdditionToFleet – February

The pfenning logistics group has gained a new addition to its fleet: the all-electric Skoda ENYAQ has a range of about 500 kilometres, which means you can get from our Heddeshheim location to the multicube osthessen in Mecklar and back, for example. With the fast-charging function, the vehicle is 80% recharged in 40 minutes. This allows our staff to keep appointments with customers and at our locations while travelling in an environmentally friendly manner.



89 562 781

#SchoolDonationHeddeshheim – February

In February, pfenning logistics presented a donation of 4,000 euros to the Hans Thoma School and the Karl Drais School in Heddeshheim. This sum is to be used on fitting out exercise areas as well as for theatrical plays and community games. The handing over of the cheque was attended by: Michael Kessler (former Mayor of Heddeshheim), management member Janina Pfenning and HR Manager Katharina Kumpf.



465 542 3.258

#Groundbreakingmulticubeosthessen – March

On 17 March 2022, family-run contract logistics service provider pfenning logistics group celebrated the symbolic groundbreaking ceremony for the "multicube osthessen", a logistics centre in the Ludwigsau business park in north-east Hesse. At the same time we announced that food manufacturer Nestlé Germany will move in as an anchor customer.



45 103 1.677

#UkraineRelief – March

Together with HFL Herbst Frischelogsistik, we were able to participate in two relief operations for Ukraine. Articulated lorries with tonnes of essential relief supplies were provided. These were sent on their way to Poland in March, where they were distributed to the people who needed the goods most.



73 1.318 4.591

#CivilDialogue – March

The online platform for civil dialogue was created for residents, neighbours and citizens to keep them up to date on our logistics centres and construction sites. There they can find e.g. a web-cam and further information. They can also ask questions or get in touch about other concerns: www.multicube.org/buergerdialog

248 715 3.892

#MaterialFlowProductoftheYear – March

pfenning logistics group's multicube concept has received another award. pfenning logistics won the "Product of the Year 2022" award in the Logistics, Logistics Real Estate and Transport category. This acknowledges the innovation and high sustainability standards that have gone into the design of the logistics real estate for over ten years.



51 268 1.954

#PreparationFor90thAnniversary Part 1 – April

2022 is a very special year: pfenning logistics is celebrating its 90th anniversary. Preparations are in full swing, for example conducting interviews with contemporaries from all stages of the company's history.



364 75 2.534

#BispingenSite – April

Our cross docking warehouse for trade logistics and food has moved from Seevetal to Bispingen. The new warehouse is more efficient, more modern and has a cooling option.



44 91 1.235

#FirstHoneyFromBeesProject – May

In early summer 2021, we gained new neighbours at the Heddesheim and Monsheim sites. As part of the "Imke" project (Imker is the German word for beekeeper), two beehives were installed on each site to accommodate wild bees and as a home for one colony of honey bees each. The industrious creatures are regularly visited and checked by a professional beekeeper. During this summer we were able to enjoy the first honey from our own bees.



168 38 972

#BritishMasters – May

In May this year, golfer Hurly Long, who pfenning logistics has supported since 2020, finished 6th in the British Masters. In 2021, the successful Hurly, from Golf Club Mannheim-Viernheim, was already at the Olympics in Tokyo.



56 101 1.687

#WAREhouses+ – June

In June, pfenning logistics launched its new concept for short-term storage needs: WAREhouses+, a particularly flexible and individual logistics service. Initially in the Rhine-Neckar region, the concept is now available nationwide. This enables us to serve the requirements of customers from the consumer goods segment particularly well.



65 562 3.201

#FoundationStoneLayingmulticubeosthessen – July

On 7 July we celebrated the symbolic laying of the foundation stone for the multicube osthessen in Mecklar. The logistics centre with two construction phases will have a total of 100,000 m² of logistics space.

1.538 678 5.465

#GroundbreakingfreshcubeosthessenBadHersfeld – July

The symbolic groundbreaking ceremony for the freshcube osthessen took place on 14 July 2022. Completion is scheduled for spring 2023. The new headquarters of HFL Herbst Frischelogsistik is also being built at the site.



482 524 4.327

#BadHersfeldFestival – July

This month the Bad Hersfeld Festival took place for the 71st time. Together with our Bad Hersfeld subsidiary HFL, we support local cultural initiatives by sponsoring the festival.



588 75 2.344

#FirefightingExerciseMonsheim – July

This year the annual main exercise of the VG Monsheim volunteer fire brigade took place on the premises of the multicube rheinhessen in Monsheim. On site, the emergency services practised the real thing and for us too it was exciting to watch and experience the professionals at work.



165 55 956

#HeddiCompetition – July

We received lots of suggestions for names for our pfenning logistics duck. She is now very happy that, as a real Heddesheimer, she can now be called Heddi. Three people can count themselves lucky as winners of their own Heddi.



865 455 6.286

#PreparationFor90thAnniversary Part 2 – July

This month saw the second round of interviews with contemporaries with the Pfenning family and Managing Director Rana Matthias Nag. They told personal stories as well as exciting milestones in the company's history over the past nine decades.



652 84 2.685

#DaimlerTruck – August

We conducted an interview with Managing Director Manuel Pfenning for the Daimler Truck magazine. For this purpose, a photo shoot was organised at the Heddesheim site, in which our driver colleague Andreas S. also took part with his truck.



652 84 2.685

#KappichWedding – August

Our colleague Mario started his career at pfenning logistics 23 years ago at the Starbach trade supply depot. 17 years ago, our colleague Ivonne also came on board. In August 2022 they said "I do" and at the same time celebrated their combined 40-year anniversary together at pfenning logistics. A real reason to celebrate – the pfenning logistics truck just had to be at the wedding too.



798 364 4.558

#IntegrationDays2022 – September

The integration days for the new apprentices and students took place in early September. We welcomed our new colleagues and gave them a tour of the warehouse locations. During joint activities and games they got to know each other better and mastered small challenges as a team.



599 54 1.235

#AdlerMannheimCompetition – September

At the start of the new ice hockey season, we raffled off two Adler Mannheim jerseys on our social media channels. As supporter of the club, the pfenning logo is on the shoulders of the jersey. Participation was huge and our winners were delighted.



816 75 2.968

#GILOGSummerParty – September

In early September, on the Rhine beach with a wonderful view of the Cologne skyline, we celebrated the 20th anniversary of our subsidiary GILOG (Gesellschaft für innovative Logistik) from North Rhine-Westphalia. The exuberant party atmosphere at the Cologne Beach Club prevailed despite the rainy weather.



356 66 1.728

#JobsForFuture September

Shaping the logistics of tomorrow together and becoming a logistics hero. We were once again represented at this year's "Jobs for Future" in Mannheim. This year we had new ideas and a special accompaniment. Our pfenning duck Heddi was a real eye-catcher, as she was driven through a parcours on a pallet, which in turn was loaded on a miniature forklift. Visitors to the stand competed with her and put their logistics skills to the test.



There was also a special raffle at our stand this year. As supporter and jersey sponsor of Adler Mannheim, we raffled off a jersey for the new season. The raffle was very well received and we hope for active support in the arena.

468 113 3.154

#BMESymposium2022 – October

Colleagues Lea Alimi, Jochen Haag and Robert Riediger had interesting discussions and gained many new impressions at this year's BME Symposium.

133 274 1.102

#GraduationDinner2022 – October

Once again this year we were able to congratulate a number of apprentices and students on their successful graduation with us. As in the previous year, the traditional graduation dinner took place on this occasion, at which Managing Director Manuel Pfenning took the opportunity to personally congratulate everyone and wish them every success for all the challenges ahead.



283 458 1.896

#LogisticsSummit2022 – October

Together with our subsidiary GILOG GmbH we were at the Logistics Summit in Hamburg this year. There were many interesting discussions and new impressions. Now you realise what you were missing with all the online events.



655 287 3.785

#KinderkrebshilfeMünster – October

For many years, the children's cancer aid organisation Kinderkrebshilfe in Münster has been supporting families with children suffering from cancer with a range of different and individual programmes. A project we are very happy to promote and support. An artistic young lady painted three pictures for us on the theme of "Underwater Worlds".



871 566 5.584

#GermanLogisticsCongressBerlin – October

The German Logistics Congress is THE networking event for logistics and supply chain management. Top executives from the industry meet at THE networking event in the German capital. Right in the thick of it: our colleagues Jochen Haag and Robert Riediger.



689 325 3.588

Portrait Hurly Long



For many years already, pfenning logistics has supported German golf pro Hurly Long from golf club Mannheim-Viernheim 1930 e.V. As a small token of his gratitude for this long-standing partnership, Hurly presented us with his golf bag from last season and a polo shirt signed by him.

The native of Heidelberg was able to celebrate some notable successes this year, regularly securing top 10 finishes on the PGA as well as the European Tour. One of the highlights of the past season was definitely his shared 6th place at the British Masters in Sutton Coldfield, UK. After strong performances early on, there was briefly even the prospect of victory. In the end, he achieved a very good top 10 finish on the prestigious DP World Tour. His golf bag, with which he achieved these great performances, will definitely have a place of honour in our gallery.

The entire pfenning family wishes Hurly all the best for the future and every success in all the challenges ahead.

Presentation of golf bag and polo shirt by Hurly Long (centre) to Marie-Elizabeth Benois (left) and Rafael Pfenning (right)

Opportunities across borders

The EU recruiting of be4work

The industry-specific and regional shortage of skilled workers has become a tangible reality in Germany. Whether at airports, in restaurants, at supermarket checkouts or in logistics, people's helping hands are missing everywhere.

Our personnel service provider be4work is responding to this with a new specialist department and has been active on the European applicant market since July 2022. The EU recruiting led by branch manager Alexandra Auer is currently still focusing on Eastern Europe and here in particular on potential employees from Poland and Croatia.

The colleagues working with Ms Auer, Wojciech Wegrzyn and Nino Topic, are multilingual EU recruiters and job coaches who are very well connected in the respective markets and find and support international skilled workers from the initial approach to successful integration in the companies. Multilingual colleagues in be4work's operational branches help them with successful onboarding.

We asked about this in more detail.

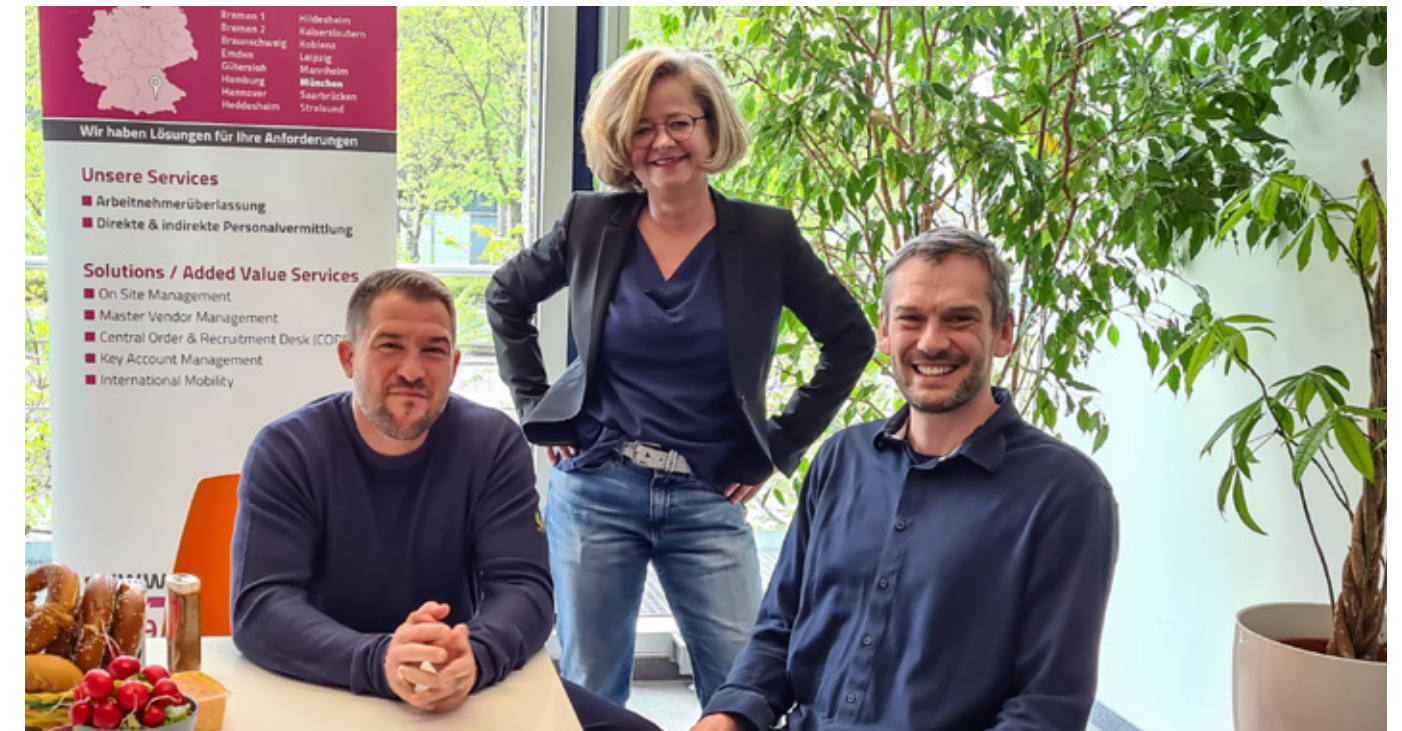
ECHO:
Hello Ms. Auer, nice to have you on board! Can you please tell us critical success factors for recruiting staff from the EU?

Alexandra Auer:
I see three issues in particular here. First and foremost are **transparency and commitment** in the recruitment phase already: applicants arriving from abroad need very precise information on responsibilities, working hours, wages, allowances, but especially on the accommodation provided. More and more often, applicants ask for photos of the accommodation before deciding on an employer abroad.

Moreover, the subject of **accommodation** will become increasingly important, especially against the backdrop of rising energy

prices. On top of this, there are too few affordable as well as registerable places of accommodation in Germany that meet our standards. This includes standards such as a maximum of two beds per room, free Wi-Fi and shared bathrooms and kitchens, which must be clean and equipped with a kitchenette, washing machine and fridge as standard. Landlords charge an average of €700 per bed for this, which varies regionally. Having your own accommodation is a great advantage for both applicants and the company, as the acquisition of accommodation for our colleagues at the branches in particular is becoming more and more time-consuming and expensive.

Last but not least, **ongoing support is everything**: EU workers often need a lot of support during the onboarding phase because they have no health insurance, social security or tax ID. Unfortunately, German bureaucracy is still a major hurdle. Not only, but



From left to right: Christian Wojtkowski (Managing Director), Alexandra Auer (Head of EU Recruiting), Alexander Stein (be4work Munich)

especially for immigrants. Together with their colleagues from the operational branches, our EU recruiters provide very intensive support during this integration phase. If the support is not first-class we run the risk of losing our hard-won colleagues from the EU, which would be very regrettable given our presentable turnover figures (see box).

ECHO:
Would you say recruiting works differently today than it used to?

Alexandra Auer:
Definitely. The old recruiting moves no longer work; instead, full service for EU applicants from a single source is a core and successful element of our expertise. We start with recruiting, go through a very modern application process, take care of bureaucracy and facilities in equal measure and tirelessly work with the employees.

ECHO:
That sounds like a very demanding 24/7 job. We wish you continued success and thank you for the very interesting and informative interview, dear Ms Auer.

Looking to the future – medium-term recruitment projects
be4work.com/trucker

Figures - Data - Facts since July 2022
The EU Recruiting department currently consists of three employees in total under the leadership of Alexandra Auer: Mr Wojciech Wegrzyn is responsible for operational recruiting in Poland, Mr Nino Topic is a recruiting specialist for Croatia.

| | | |
|---|-------|---|
| Applications received | > 300 | ✓ |
| Applicant interviews | > 250 | ✓ |
| Candidate profiles to operational units | 130 | ✓ |
| Placements/hires | 37 | ✓ |
| Currently in progress | 32 | ✓ |

Recruitment channels: job portals in countries of origin, social media recruiting, networks and referrals, educational partnerships in countries of origin (under development)

Qualifications: metalworkers and electricians, production, warehousing/logistics, transport

be4work.com

From family to family – a partnership on equal terms

Did you know that around 93% of Germany's 3.6 million companies are family businesses? Of course, not all of them are exclusively owner-operated, but in many the owner family is still active in key areas, including the pfenning group. When approaching potential customers, this is often an area that is well received, by large corporations and small and medium-sized enterprises (SMEs) alike. With the latter, our sales colleagues often notice numerous commonalities that result in a very special conversational dynamic.

We asked our sales manager Jochen Haag to tell us more about this.

ECHO: Jochen, what do you think of when you think of our business relationships?

Jochen: For the most part, we have many long-standing business relationships that have grown increasingly stronger over the years. This only works on the basis of mutual trust and treating each other with respect, so that all parties are on an equal footing. In this way, we can establish and continuously develop business dealings with tangible added value for both sides. Not only do we benefit from this stability, but also the customers of our business partners. What strikes me about this is the increase in the number of family businesses that have joined us in recent years.

ECHO: Interesting, what do you think is the reason for that and what do SMEs value?

Jochen: In these times of crisis, partners are particularly looking for security and stability. At the same time, however, the emphasis should be on the quality of the logistics service. In order to be able to achieve this, it is important to proactively identify and focus on crucial issues. This begins with process optimisation and extends to complex areas such as innovation and sustainability.

ECHO: So it's about cooperation on equal terms?

Jochen: Yes, absolutely. As a medium-sized and partly owner-operated family business, we have a very similar DNA, including flat hierarchies with quick decision-making processes – from managing partner to warehouse manager. Furthermore, our commitments are reliable and while very dependable, we are still flexible enough to cater to individual needs.

With this approach we have recently successfully implemented two logistics projects for SMEs. With one, an industrial cleaning equipment manufacturer, only four weeks passed between the enquiry and the operational start on 20,000 m² at our "WAREhouses+" location in Philippsburg. For the other, a manufacturer of pharmaceutical excipients, or additives, we consolidated a total volume of almost 25,000 pallets at our multicube rheinhesen in a very short time.



ECHO: Where do you see the added value here in working with us?

Jochen: Our logistics concepts are 100% customised and are not standard concepts. I know many companies use this as a selling point, but in fact standardised offers are quite common in logistics. In a fair relationship based on partnership, which is what we offer, we can talk together and work out ways to achieve a more individual approach. Then everyone works together, from management to the operational team.

ECHO: We already mentioned at the beginning that numerous large corporations trust in our expertise. How does that fit together?

Jochen: Indeed, we are increasingly seeing that the issues of reliability, flexibility, quality and, above all, flat hierarchies are just as important to large companies and corporations. It is precisely this kind of cooperation that enables long-term and mutual success.

Jochen, thank you very much for this interesting interview.

Flexible warehousing concept WAREhouses+ goes live

Supply issues in the flow of goods have led retail, industrial and automotive companies to increase contingency stocks in recent months in order to make themselves less susceptible to supply chain disruptions.

With the logistics service "WAREhouses+" we can now optimally serve the needs of our customers. The "+" in the logo stands for the wide range of value-added services related to the "WAREhouses+" that we provide for customers in a wide variety of industries. The services are based on our profound logistics expertise in target industries such as retail, chemicals and automotive. The new concept is accompanied by the claim "fast. flexible. customised.", which emphasises rapid availability, additional flexibility and the fulfilment of specific customer requirements at the location.

Since the beginning of the pandemic, we have added additional capacities and resources at the transport hubs Karlsruhe, Düsseldorf, Koblenz and Waldlaubersheim near Bingen. Together with the long-standing locations in the Rhine-Neckar region as well as Bremen, Bisingen and Berlin, the "WAREhouses+" capacities have grown by 150,000 m² to a total of 371,000 m². The benefit of the new "WAREhouses+" warehousing concept lies in the ability to respond flexibly to changing customer needs. Especially in dynamic and uncertain times, the rapid availability of suitable storage space is an essential competitive advantage – for us, but especially for our clients.

Get to know our two warehouse logistics concepts at a glance:



multicube concept

- ✓ Logistics centres developed in-house for our own needs (planning, construction and operation by our own property specialists)
- ✓ State-of-the-art warehouse capacities
- ✓ Cost optimisation through multi-user concept
- ✓ Excellent infrastructure
- ✓ Efficient IT and resource management



WAREhouses+ concept

- ✓ Research & rental of external warehouse capacities for individual customer requirements
- ✓ Availability at short notice
- ✓ Great flexibility in the choice of location and rental period
- ✓ Excellent infrastructure
- ✓ Properties for specific industry requirements

Firmly in the saddle over the next hurdles

TURNING POINT –
the key term from German Chancellor Olaf Scholz's speech on 27 February 2022 aptly describes the uncertainty and dynamics we are facing in many areas of social, economic and private life. New times are ahead of us, in logistics too.

Our business has long been dependent not only on supply and demand, but also, as we can clearly see, on geopolitical developments and crises. The COVID pandemic has many countries firmly in its grip and lockdowns hamper the global flow of goods. One crisis has not yet subsided, while Russia's war of aggression in Ukraine is creating the next challenges. Manufacturing companies, including customers of ours, have increasingly started to shift production capacities back. In this way, they are protecting themselves against production stops in the event of supply issues. For us as a contract logistics service provider, this has been reflected in increased demand for storage space available at short notice. Being able to respond to such requests demands a lot from us as an SME. For this reason we created the WAREhouses+ concept so we can provide space and corresponding personnel services quickly and flexibly. be4work is a great help here.

Skills shortage: you can't do it without people

Personnel is another important keyword when it comes to the future of logistics. Two million job vacancies in Germany are unfilled – more than there have been for a very long time. Around 400,000 drivers are missing in the transport sector, and there is also a lack of qualified young people in the operational logistics professions. The German government has recognised the problem and adopted a new skilled labour strategy. Women are to be more involved in working life and the Immigration Act is to be modernised to make it easier for skilled workers from abroad to access the labour market. The "Vocational Training Excellence Initiative" aims to prepare young people earlier and better for vocational training.

We at pfenning logistics welcome this and see it as confirmation of our own measures. We take part in career fairs in the Rhine-Neckar region in order to inform young school leavers about the many opportunities available to them. Each year we welcome new apprentices and co-operative education students who get to know their area of responsibility and the company from the ground up and help to shape it. Through a culture of mutual respect within the team, a wide range of continuing education courses provided by our pfenning academy and thanks to our commitment to sport and culture in the region, we forge respectful relationships with the people who make up our company.

In order to remain agile and competitive in the market, changes in consumer behaviour must be closely observed and taken seriously. This is the only way you can read trends and proactively make the right business decisions. E-commerce has firmly established itself as a distribution channel in the areas of FMCG (Fast Moving Consumer Goods), electronics, books and many more product groups. Increasingly, this also applies to food and beverages, which need to be available more and more quickly in ever smaller order formats. These developments are particularly relevant for our customers in the retail and food sectors. In order to be able to master the logistical challenges in the future too, we have positioned ourselves well through strategic acquisitions in the area of e-commerce.

Promoting innovation, exploiting synergies, mastering the future

To be able to cope with the high degree of dynamics and complexity in this industry and to keep rising personnel costs under control, there are already many digital tools and automation technologies that can take some of the workload off employees in various areas of the warehouse. Intelligent route planning thanks to artificial intelligence shortens walking distances and times and can help store fast-moving items on more accessible shelves, which is more ergonomic for people. For uniformly shaped items such as shoe boxes, AMRs (Autonomous Mobile Robots) can handle transport from the shelf to the picking station. The more flexible and scalable such concepts are, the better – in the best case, they can be seamlessly integrated into existing warehouse structures without any conversion work.

This requires a high level of digitalisation and a motivated team that recognises and embraces the added value of new solutions. We are already very well positioned in this respect and are constantly evaluating which processes can be digitalised even better. This helps us to operate efficiently and to be able to react to unexpected fluctuations. In view of the current economic situation and downbeat economic forecasts this is a good starting position, because we, like everyone else, are also affected by increasing cost pressures.

Even if the world seems confusing given the current news coverage and sometimes you don't even know which fire to put out first, we need to stay the course. We see this, for example, in our property development: currently we are building the multicube osthessen in Mecklar, which we can operate climate-neutrally thanks to a photovoltaic and air-to-air heat pump system. This makes us independent of fossil fuels and allows us to cushion the exploding costs of natural gas and feed the surplus electricity into the municipal grid. Ecological, social and economic sustainability go hand in hand.

OF FACTS

50 junior staff altogether in the entire pfenning Group
with a wide variety of professions.

Dear anniversary celebrants,
dear employees,
dear junior staff –
thank you for 90 years
of the pfenning group

Another year has passed and once again we have been able to welcome new colleagues, apprentices and students. We are delighted that so many people from all over the country have found their way to us because they believe in us as an employer. Because the past few months have made one thing very clear to us: despite technological progress, despite digitalisation, without people the best company and the biggest growth project will not work. The same also applies to our anniversary celebrants who have been with us for many decades. Our heartfelt thanks therefore go especially to all of you for your commitment and loyalty to the company. No matter where you work for us, whether in Bremen, Berlin, Bad Hersfeld, here in the Rhine-Neckar region or in Munich, we have in fact already been able to send very many of you into well-earned retirement. All the best for that!

With such top performers at our side, we feel empowered not only to be able to go the extra mile, but also to leave our footprints. And the pfenning group has been doing just that for more than 90 years now.

Sincerely, your management



The pfenning logistics management
(from left to right):
Manuel Pfenning,
Rana Matthias Nag,
Martin Königstein



A farewell to Carlo
Cammilleri Khamis

AND DIVERSITY...

OUR 2022 ANNIVERSARY CELEBRANTS

30 years

Ralf Dembski · Hakan Kuru · Roland Schnelle · Jens Vorpahl

25 years

Silvio Frauenstein · Andreas Kahlfeld · Jaroslaw Lazarczyk
Manuela Franziska Wally

20 years

Alexandro Bleses · Thomas Hirschfeld · Steffen Pankotsch
Annika Pfenning · Ingo Rädcl · Enrico Wagener

10 years

Thomas Agsten · Agbankeh Ako Ayuk Eyong
Johann Billstein · Michael Böhrer · Marcus Brückmann
Deniz Celik Abdi Ciftci · Stefan Dimitrov · Norbert Eng
Ernst Engel · Alexander Erbes · Ruth Gall
Frank Gottschling · Rene Haubold Gabriele Heidinger
Timo Hennemann · Malgorzata Holeczek · Daniel Ihlgus
Michael Jahn · Bahar Kahraman · Altin Kalanxhi
Alexander Kauter · Yeliz Kavak-Küstner · Rebecca Kettner
Saddek Khalfa · Astrid Klein · Ralf Kleinholz · Andree Koch
Lars Kumpfert · Viktor Levak · Uwe Lorenz · Stefanie Mayer
Werner Moeller · Martin Mohr · Eugeniusz Nagorka
Kristina Nickel · Tanja Nordmann · Hans-Jürgen Ossenfort
Mathias Osterloh · Nadja Paterson · Manfred Petershagen
Axel Randermann · Matthias Reimers · Jasmin Schmidtke
Winfried Schneider · Katja Schöne · Viktor Seibel
Oliver Srock · Milan Steinlechner · Abdullah Taskin
Norbert Toll · Martin Traumann · Mario Urner
Volker Wessely

- Office management assistants
- IT specialists – system integration
- Warehouse specialists
- Forwarding & logistics services specialists
- Cooperative education programme Business Administration for Forwarding, Transport & Logistics
- Cooperative education programme Logistics Management (International University)
- Industrial management assistants
- Protection and safety specialist
- Automotive management assistants
- Automotive mechatronics technician for car and commercial vehicle technology



Farewell to Mr Al Khamis

"WE LOOK FORWARD
TO THE COMING
YEARS!"



Group photo of apprentices at GILOG



Group photo of apprentices at Sonima

OUR YOUNG PROFESSIONALS



Group photo of apprentices at pfenning logistics



Group photo of apprentices at Autohaus Ebert



Mais A. – single-minded – sincere – highly motivated

Mais came across our subsidiary HFL Herbst Frischelogsistik during her search for a training company and has not once regretted her application. Since 1 August 2021 she has been training here to become a freight forwarding and logistics specialist, reporting to branch manager Manuel Steinert, who has encouraged and challenged her ever since. She enthusiastically tells how she was contacted within just half an hour of sending in her application. The interview with her future supervisor as well as commercial manager Stefan Baier, who explained all the benefits of the apprenticeship to her, followed just a week later. **Impressed by Mais's background and her discipline to both learn German and at the same time complete her secondary school leaving certificate in a strange country in just two years, they immediately offered her the apprenticeship.** For Mais only came to Germany at the age of 15. She was born a Palestinian in Syria on 28 November 2000 and until 2015 lived a normal teenage life.

She is one of those young people who had to leave the country with their families and become adults practically overnight on their way to Europe. Mais's father worked as a mechanical engineer throughout the Arabian Peninsula until a medical incident left him blind and unable to provide for his family or keep them safe. At the time the Syrian civil war had already been raging for four years and deprived many citizens of their livelihoods, forcing the family to leave the country. First they headed for Turkey. From there they continued on foot through several countries until at some point they were allowed to cross the border to Germany. This happened as part of that historic decision by the German government. Mais did not fully understand the reason for the march during those 15 days and only thought: have we now swapped the war for a life on the road? In Greece, she recalls, many locals

with supply vehicles provided water canisters and bread, talked to people and offered them encouragement. In autumn it was sweltering during the day and bitterly cold at night, and she vividly remembers one night in particular when she almost froze to death. A profound experience that changed her. Less than two months after her arrival in Germany she started a language course so she could get her secondary school leaving certificate. She managed to do this in a record time of just under two years. After that, she first completed a commercial internship and worked part-time in a fast food restaurant, where her days had 16 hours. The next stop also took her to an e-commerce warehouse before she found her way to HFL.

Her path so far, however, was by no means a foregone conclusion for her, but was thanks to her parents, who always encouraged their children to learn and be independent. Starting school was an enormous burden at first because she didn't speak the language, but that changed almost overnight. So was the fact that she and her siblings matured faster than their peers. These differences still define her today and she laughs when she talks about them. Indeed, Mais laughs very often, including when she tells us what she learns in her training and, above all, about her progress.



?!

HFL Herbst Frischelogsistik

Mais, please tell us what activities you enjoy the most.

- I really enjoy managing time-critical vehicles. I learn something new every day and the contact with people, which is very important to me, means it always remains exciting. In quality management, we help the forwarders manage their time-critical trucks in such a way that they can deliver their loads on time.
- Currently I look after six trucks on a regular basis in local transport operations and, in addition to route planning, I also keep the quality management logs and do everything else that goes with it.

HIGHLIGHT STORIES



?!

Sonima

Dominik Juric, 18

Apprenticeship/course of study:
Industrial management assistant

How did you come across your training company?
I came to this apprenticeship through my father, as he works in a similar field.

What activities do you enjoy:
I enjoy communicating with people, always interacting and, in the course of this interaction, identifying problems together, discussing them and, ultimately, finding a solution. In other words, I enjoy activities that involve potential solutions, and I enjoy completing the activity even after a long time and a lot of hard work.

What are your strengths and weaknesses?
I would definitely list my team player quality as a strength. One weakness is that I still take some things too personally when they go against me or my work. I am very self-critical and want to deliver high quality in my work, but I have to try to learn that mistakes can always happen and any criticism as a result is about my work and not about me personally.

How do you deal with it?
Pretty well, but wish I was more open.

What would you like from your training company or future employer?

I would like to have a good training period during which I can develop professionally and personally. I hope for ongoing support and the aspiration on the part of Sonima GmbH to constantly increase my level of knowledge as an industrial management assistant in the mobility industry. I want to grow with my work and take on responsibility – but I also want them to have my back when things don't go to plan. Because mistakes are part of the learning process.

Where do you see your own strengths and weaknesses?

- I would like to keep improving my language skills so I can also express myself at a more advanced level.
- That I can work with very different personalities. I put that down to my very high level of adaptability. For example, if I don't know a subject area, I simply read up on it. So I can talk to people about very different topics. That broadens my horizon and my knowledge enormously.

What would you like from your training company or future employer?

- At the moment I have everything I could wish for. I have a good relationship with my supervisor and my colleagues. If we don't have what we need for our work, we get it. My supervisor Mr Steinert has helped me immensely and taught me so much, especially how to deal with customers over the phone.
- That I can develop further and learn new things, for example by getting to know other departments, such as the pallet department, accounting and much more.
- In any case, I am very happy with my employer, even if that sounds unbelievable to many.

What do you wish for your personal future?

- Lifelong learning is number one for me, and here, in addition to professional development, personal development is also important.
- I would also like to start a family at some point. But that's still a few years away.

Mais, thank you so much for the great interview and continue to have so much success and fun.



HIGHLIGHT STORIES

Trade small automobiles for big ones

Lea Sophie Alimi is 23 years young and has been working in sales at the pfenning logistics group as a DHBW student since September 2022. But sales is not entirely new to Lea, because she's pretty much an old hand. Most recently, she worked for nearly 2 years as a sales assistant at car dealership Autohaus Ebert, where she had previously successfully completed an apprenticeship as an automotive management assistant. Cars were and still are her great passion. **Lea was all the more disappointed when she found out that Mercedes-Benz will be introducing direct sales from 2023 and that the opportunity for further training as a car saleswoman is therefore no longer possible.**

"Due to the new technologies the automotive industry is undergoing major upheavals, which will create new jobs in the future. At the moment, it's not yet clear what these developments will be, so I have understandably been thinking about my future. I was already very familiar with pfenning logistics through daily customer contact and had been very interested in the company for some time. The logistics facilities and the administration do have a certain fascination for me. In a way, I have now swapped the small automobiles for the big ones."

So Lea spontaneously seized her opportunity and applied for the DHBW course in business administration specialising in transport and logistics with us. Our management then also seized the opportunity and decided to use Lea primarily in sales so she can grow into supply chain services from the ground up.

This diversity of responsibilities and opportunities is an absolute added value for young people the pfenning group can offer with its numerous fields of expertise.

Her impression of the first few days at the company: "A lot of input at once, but only positive. I'm really looking forward to working with colleagues, especially interdisciplinary collaborations."



pfenning logistics group

What activities do you enjoy most?

Definitely working with and communicating with people. So customer contact is just the thing for me.

What are your strengths and weaknesses?

I am very good at structuring and organising. And I always maintain an overview.

I'm not yet as fluent as I'd like to be when it comes to giving company presentations, but anyone who knows me also knows my motto: practise, practise, practise. Because practice makes perfect, as the saying goes.

What would you like from your training company or future employer?

A comprehensive insight into all relevant areas in order to understand the processes even better. The active support of my colleagues with regard to future project work. At the same time, I'd also want them to proactively involve me in day-to-day business, with no ifs or buts.

Dear Lea, thank you very much for the interview and have fun and success in the future.



Gilog

Lucas Haase, 24

Apprenticeship/course of study:

Cooperative education course, logistics and forwarding specialist, logistics management

How did you come across your training company?

Via the portal of the European University of Applied Sciences

What activities do you enjoy:

- Working with colleagues
- New projects
- Leading the apprentice project
- Sorting out problems, for example: if goods were sent incorrectly, organising the re-dispatch and communicating with the forwarders. → Where was the error, consultation with the customer on how to proceed
- Drawing up Excel lists with special formulas

What are your strengths and weaknesses?

Strengths:

- Ambitious
- Able to work well under pressure
- Quick grasp

Weaknesses:

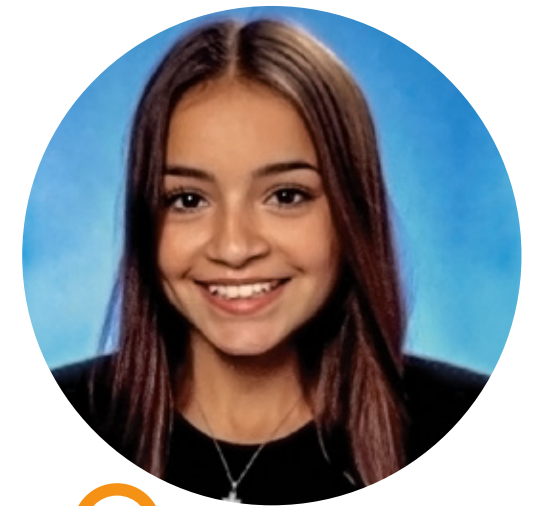
- Impatient

How do you deal with it?

- Being active in sports

What would you like from your training company or future employer?

- Lots of insights into different areas
- To be able to delve deeply into topics
- To be given responsibility
- Feedback
- Projects with other employees
- Support with uni and training (theoretical part)
- Opportunities for advancement
- To be able to do a master's degree while working



Autohaus Ebert

Lorena Surdi, 19

Apprenticeship/course of study:

I'm doing an apprenticeship at Autowelt Ebert as an automotive management assistant.

How did you come across your training company?

I became aware of my training company through our Instagram page: autowelt.ebert.

What activities do you enjoy:

I really enjoy looking after customers in person and on the phone and helping them further.

What are your strengths and weaknesses?

Thanks to all the customer contact, friendliness has become one of my strengths. I have often been able to win over customers with my friendliness and elegantly resolve some conflicts as a result.

I find it hard to keep on top of things – my weakness.

How do you deal with it?

In order not to lose track on particularly demanding days, I have discovered to-do lists for myself. Every morning I make a list and work through it step by step.

What would you like from your training company or future employer?

On the whole, what I would like from my future employer is support with regard to my future. This means, above all, opportunities for further training and opportunities for advancement.

Under construction: more space for logistics in East Hesse



freshcube osthessen: earthworks in September 2022

In autumn 2021, pfenning logistics announced it had acquired land for two new logistics properties in the East Hesse region. The freshcube osthessen is being built in Bad Hersfeld and the multicube osthessen in Mecklar. Time to look back at the milestones to date and the current status.

With this, pfenning logistics is very consciously gaining a foothold in one of Germany's top logistics regions: central location in the Federal Republic, favourable connections to various modes of transport by land, water and air, in North Hesse more than 10% of employees work in logistics – more than anywhere else in Germany. So it was a strategically important step for the Heddeshcim-based contract logistics company to tighten up its warehouse and transport network with two new locations. The requirements of the industries are becoming more specific, for example with regard to temperature-controlled storage and transport.

as a result, we are now strengthening the region economically and maintaining the successful relationship with Herbst Frischelogistik."



freshcube osthessen: groundbreaking in July 2022

In the neighbouring municipality of Mecklar, two construction phases with 77,000 m² and 29,000 m² are planned on the 220,000 m² site of the multicube osthessen, distributed over eleven hall modules. In 2021 the municipality issued us the building permit and thus gave the official go-ahead for the two projects. From the outset, a high sustainability standard was also part and parcel of the design: for both projects, the aim is to develop in accordance with the criteria of

Herbst Frischelogistik (HFL) has been part of the pfenning group since 2019. Having its roots in Bad Hersfeld thus means excellent contacts between the municipality and pfenning logistics. Good prerequisites, therefore, for developing a new logistics location. HFL's new administrative headquarters is also being built at the freshcube osthessen site. Thomas Fehling, mayor of the county town of Bad Hersfeld, commented on the project at the groundbreaking ceremony on 14 July 2022:

"The proximity to the motorway meant there were some tricky things to solve and external hurdles to overcome, which together we managed to resolve. With pfenning logistics' project development and the new jobs created

the DGNB Platinum Certificate (German Sustainable Building Council). This allows us to contribute to our customers' sustainability strategies and help them reduce CO₂ emissions along the entire value chain.

As a transport hub, the location of both logistics centres enables savings in empty kilometres, which have a positive impact on customers' transport balances. In addition, photovoltaic systems are being installed on the roofs to generate climate-friendly electricity for the properties.



High standard of sustainability is multicube osthessen's USP

A major share of CO₂ emissions is generated by the construction and operation of logistics properties, which is why we really focus on these two aspects and examine what efficiency potentials can be exploited. Right next to the property in Mecklar a stream was renaturalised during the earthworks to create a natural habitat for animals and plants. A pond is being created through which rainwater flows to seepage so evaporation is avoided. In close cooperation with the general contractor, care is taken to ensure that pollutant-free and environmentally friendly materials are used in order to minimise the impact on flora and fauna. In both construction phases of the logistics centre a sophisticated temperature control concept realised with state-of-the-art technology comes into play. The prerequisite is the best possible insulation to avoid temperature fluctuations. Instead of conventional and environmentally harmful cooling with chemicals, pfenning logistics relies on the use of air-to-air heat pumps that are operated with locally produced green electricity and thus create independence from gas.

Winfried Hagemann, mayor of the municipality of Ludwigsau, acknowledged this too:
"We appreciate the good cooperation with pfenning logistics so far and are pleased that the two projects multicube osthessen and freshcube osthessen will create about 300 new jobs and positive settlement effects in the region."



Laying of the multicube osthessen foundation stone in July 2022: filling the cylinder

In January 2022, the first excavators were already underway in Mecklar to level the ground for the construction work. In July the preparations were successfully completed with the laying of the foundation stone for the multicube osthessen. Rana Matthias Nag, Managing Director of pfenning logistics, commented: "Today we are not only laying the foundation stone for the multicube osthessen, but also another building block in our nationwide expansion strategy. From this location we can serve the growing



Laying of the multicube osthessen foundation stone in July 2022: Fleischer, Nag, Stammer



multicube osthessen: compensation areas & roof work in September 2022

needs of our customers and optimally absorb the increasing volatility in the industry." Shortly afterwards, representatives from pfenning logistics and HFL celebrated the groundbreaking of freshcube osthessen in Bad Hersfeld with Thomas Fehling.

The first user of the multicube osthessen has already signed up: Nestlé Germany, which plans to supply its customers in Germany with coffee, chocolate and cereals as early as 2023. Björn

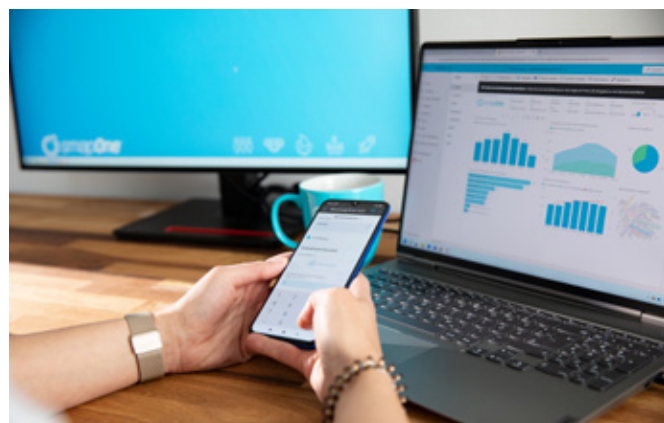
Stammer, Head of Logistics, is delighted that as a contract logistics provider we can make a valuable contribution to Nestlé's sustainability strategy by building a sustainable property.

As ECHO went to press, construction work on the building sites in Mecklar and Bad Hersfeld was still in full swing. We look forward to spring 2023 when the projects will be completed and operational.



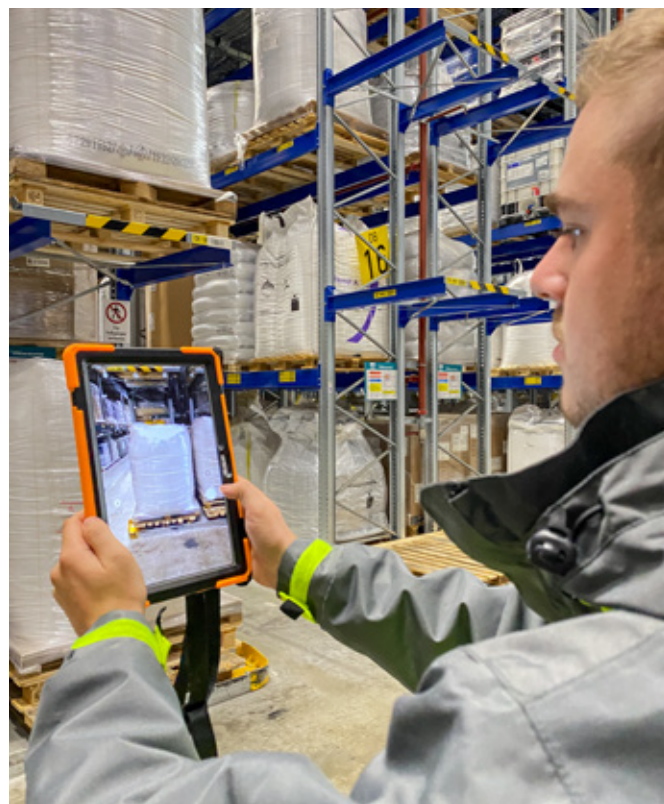
Digitalisation of warehouse processes made child's play

Fabio Schaudt, 27 years young, Master's student in Sports Management, is currently writing his Master's thesis at the TU Darmstadt on the "Future of Human Resource Management" and came to us through the compulsory internship in the Master's programme. To be precise, he is creating personnel planning with the help of smapOne and has designed much more than just personnel planning processes as part of his subsequent work-study activity. But first things first.



smapOne Creator

"With smapOne, companies can digitalise their processes. Team members can build, learn and try things out. After all, it is they who are the true experts and can turn their own ideas into apps" – that's how the company itself promotes it on its website. And it's true, with the help of the app, which works like a modular system, Fabio has already digitalised numerous, extremely



Fabio photographs a prepared palette

heterogeneous warehouse processes. And with a success rate of a whopping 90%. He has already digitalised 47 warehouse processes across numerous projects in so-called smaps, almost all of which are now in use on a daily basis. During the interview it became really clear what this digitalisation means for the company. The numbers, data and facts just

flew around the room. Specifically, the 47 smaps in total have been created since the end of 2021 and have generated 10,000 data records so far. The work process in a smap replaces up to four work steps with one work step and thus reduces the work process from 13 to 3.5 minutes. Furthermore, susceptibility to errors has decreased, since the smaps contain mandatory fields whose processing cannot simply be skipped. You can read about the enormous gain for the environment in a small calculation example (see box).

Four smaps represent a saving of around €8,500 over eight months, because they...

- generate up to 4,500 data records in just a few steps,
- result in a time saving of about 700 payroll hours,
- replace between 4,500 and 9,000 sheets of paper and thus printing costs of around €300 to €600,
- and are thus more than good for the environment.

| Savings/Costs over 8 months | in € |
|---|--------------|
| Wages (724 h/€12 minimum wage) | 8,692 |
| Printing costs (avg. 6.5 cents/sheet * 46 sheets) | 297 |
| Costs with smapOne | 545 |
| Total savings | 8,445 |



Fabio documenting his observations in the app.

COOL drinks

Warehouse project Cool Drinks Checklist WA

Warehouse project Cool Drinks Checklist WA
Start new draft

Warehouse project Cool Drinks Checklist WA 30.09. 10:53:
Warehouse project Cool Drinks Checklist WA

Freight data

Delivery note *

Date and time *

Select date & time

Vehicle data

Registration number vehicle/tractor unit *

Registration number trailer/semi-trailer *

Vehicle of the company/freight forwarder *

Fabio is currently working on personnel planning within an automotive project, where he will depict a complete employee journey in a smap. Ultimately, this is to become an employee app that will be used in future not only for personnel planning but also for efficient communication with colleagues on the shop floor. The digitalisation of the warehouse processes is also being supported by DHBW student Joanna K., who has already completed her apprenticeship as a logistics assistant with us and as an employee has worked on numerous warehouse projects. In future, it is planned to strengthen this area with further resources.

The internship at pfenning logistics sparked Fabio's interest in logistics, so he decided to accept our job offer from spring 2023 following his work-study position. In order to delve deeper into logistics processes, he is joining us as a project and innovation manager and will use the knowledge he has acquired so far to drive digital innovation management. We are delighted that he wants to stay with us and help us shape the future.

**That's why we'd like to say right now:
thank you for stepping into the game Fabio!**



GILOG Summer Party (from left to right): Frank Oelschläger, Yeliz Kavak-Küstner, Sven Küstner



GILOG Summer Party: a relaxed atmosphere at the 20th anniversary party.



GILOG Summer Party (from left to right): Rana Matthias Nag, Bernadette Nag, Yannick Cezane, Lisa Straube, Yeliz Kavak-Küstner, Sven Küstner



GILOG – Gesellschaft für innovative Logistik mbH

Innovative logistics? Is that too lofty a notion? What does it mean for a logistics service provider to be "innovative"?

Exactly 20 years ago when my company was founded, the question of a name came up. Oelschläger Logistik didn't sound as smooth as pfenning logistics. So the core statement – the USP – of the company became part of the name.

For me, being innovative means constantly developing, changing, trying out new things, but also questioning and correcting things – always offering the customer something more and "taking them by the hand" logistically.

Of course, this has not always worked over the past 20 years and mistakes have been made. But when customers remain loyal for 10, 15 and almost 20 years and employees have stood by you for just as long, the good things must clearly outweigh the bad.

With 90 employees, we pick, pack and register more than 600,000 orders per year at three of our own logistics locations and two customer locations. We ship these with selected forwarders and parcel service providers to over 40 countries worldwide – by land, air and sea.

Warehouse logistics, e-commerce fulfilment, value added services and freight management are the focus of our services along our supply chain.

Since 2021, we as GILOG have been part of the pfenning group and looking back today we can say – we are more than satisfied! In particular, the collaboration, both on a personal level and professionally, works very well at all levels and, above all, on equal terms. We have already been able to exchange ideas in many areas; from purchasing to marketing and sales to strategic matters, an active partnership developed right from the start, from which we as an SME benefit greatly, but which also allows us to contribute our experience and know-how.

Many jointly developed ideas and plans for a successful future together in the heart of NRW – the Rhineland – are being forged and so today we can say – we feel we have arrived as part of "part of your process".

Thanks to everyone for a warm and positive welcome into the "pfenning family".

Frank Oelschläger and the entire GILOG team



Organic logistics experts! Successful certification in Heddesheim



Meeting EU and national targets for reducing greenhouse gas emissions is a challenging task, not only for industry and commerce. pfenning logistics also makes an important contribution to more sustainable logistics in this regard. A strategy of sustainability is pursued in logistics real estate development, resource-saving storage and environmentally friendly transport. For the first time, our location in Heddesheim has received certification for the storage of organic food. This represents yet another step towards climate-friendly business practices. Likewise, our completely climate-neutral multicube osthessen in Mecklar will be completed in 2023.

Consumer behaviour is constantly changing and in ever shorter cycles, driven by social change. As a result, our customers' requirements are becoming ever more complex. Furthermore, standards and regulatory requirements are constantly being updated. To be able to provide the highest quality standards we have our processes certified annually. In this way we stay up to date and strive for forward-looking improvements to keep pace with developments.

Organic logistics will play an increasingly important role in the future. The greater willingness to buy organic products is reflected in market growth. In 2022, based on consumer spending data from the German Federal Statistical Office, in an industry report the German Federation of the Organic Food Industry (Bund Ökologische Lebensmittelwirtschaft – BÖLW) observed the growth of the organic niche's market share. There has been a steady upward trend for years, which increased significantly with the covid-19 pandemic. According to the research, since 2008 sales of organic food have tripled. The industry is expected



to continue growing. In the German sustainability strategy, the federal government set out to increase the organic market share six-fold to 30% by 2030.

At our multi-user logistics centre in Heddesheim, the multicube rhein-neckar, we have already successfully taken the step towards organic logistics. We have been awarded organic certification for our services at the site. This is a significant step, because organic products may only be transported, stored and packaged by service providers certified according to current standards and specifications. The sought-after organic foods require additional controls along the entire supply chain.



The new multicube osthessen in Mecklar is scheduled for completion in May 2023. The modern logistics centre is designed to meet all current requirements of the target industries. In addition to climate neutrality and platinum certification from the DGNB (German Sustainable Building Council) for the construction of the property, the IFS (International Featured Standard) seal of approval and the important organic certificate for the food industry are therefore also being applied for there.

Promoting sustainability through organic certification

In order for a food product to be labelled "organic", requirements must be met along the entire value chain – so part of this is the responsibility of the logistics service providers who transport and store the goods. Contract logistics providers with organic certification must ensure seamless tracking of the foodstuffs from receipt of the goods to storage and dispatch. At the same time it is necessary to prevent the mixing or contamination of organic with non-organic substances. Only in this way can consumers be sure they are actually holding an organic product in their hands when they recognise the organic label while shopping at the supermarket or in the online shop.

In the long term, increased production of organic food will help reduce greenhouse gas emissions in Germany. The energy consumption of organic and ecological farming is significantly lower because they do not use mineral nitrogen fertilisers and synthetic chemical pesticides, which are very energy-intensive to produce. They also do not rely on monocultures, so the soil remains fertile long term. We count successful organic certification as an important measure for green logistics.

Danny Eilers, a life for the forklift

More at staplercup.com

Danny is a real winner. Many years ago, the 34-year-old was more or less infected with forklift driving fever by her supervisor. At any rate, to this day she has not been able to cure it; rather, she has also been feverishly striving for first place. Since 2015, Danny has taken part in the Suffel StaplerCup every year and in 2017 at this regional championship for the first time she qualified for the championship in the Single Women's forklift driving, where she immediately became runner-up. In 2018 she defended the silver title again and in 2019 she took bronze. Danny had absolutely set her sights on unseating her former boss Stefanie S., who, however, officially declared her competitive career over 2 years ago. You can really see her annoyance about this retirement, but also about her messed-up entry in 2021. She became really ill shortly before the competition and was unable to take part, and that was on top of the suspended event in the first pandemic year of 2020.

But now she qualified again for the championship in forklift driving, Single Women, and on 29/10/2022 competed at the national competition, traditionally held in Aschaffenburg. Her joy was immense and her motto was: "All good things come in fours!"

The fact that her whole family could accompany her to the mega event to motivate and cheer her on spurred her on even more.

We are lucky that Danny is now part of our Hockenheim warehouse team and can tell us her winner story herself. In 2012 she got her forklift licence as part of a 10-week retraining course, during which she realised relatively quickly that she was good at driving and found it fun too. Her forklift driving skills were so obvious that she really left the other course participants in the dust. As a result, she decided to train as a warehouse logistics specialist. Her boss at the time had wallpapered the office with the certificates of the championships she had won, which really sparked Danny's ambition for the forklift driving championships. In 2019, Danny ultimately moved to our beautiful Rhine-Neckar region for the sake of love, where she then joined us as a warehouse worker in October. Since she is a winner, as described at the beginning, she has already climbed the career ladder here and developed from team leader to shift manager. She clearly enjoys her job and the moment you arrive at the warehouse you can tell that Danny is very popular with her colleagues.



At the German Forklift Driving Championships, Single Women, the participants have to demonstrate their skills by assembling tricky and fragile formations of delicate materials up to four metres high with the forklift. From a total of 100 German participants, one female and one male winner as well as one company team will prevail in the end. Additionally, ten international teams compete in the NationsCup. The only thing that worried Danny a little was the fact that, unfortunately, she doesn't work with a Linde forklift at work, but with a competitor's product that has slightly different controls. But she showed everyone what she is made of.

Newly crowned German Women's Champion

Danny thus remains true to her motto "All good things come in fours" and secured first place in this year's competition. In an exciting final she managed to prevail over the favourite of the battle. Shortly before the finish line, the competitor's almost four-metre-high stack fell. Danny kept her nerve and got her stack in place. Then, full of emotion, she ran to the buzzer and thus established herself as the deserved winner of the StaplerCup 2022.

Our warmest congratulations to our German champion
Danny Eilers on this well-deserved win.

The StaplerCup is an annual skill and speed competition for drivers of forklifts and other industrial trucks, which was first launched in 1992 by Suffel Förder-technik in Aschaffenburg as a regional competition. Under the motto "Safety First", since 2005 the manufacturer of industrial trucks and provider of services for intralogistics, Linde Material Handling, has been organising the competition of the same name as the "German Forklift Driving Championship". Since then, up to 15,000 spectators attend the finals every year.

After regional preliminary rounds hosted by the company's authorised dealers, since 2006 the annual national final was held on the grounds of Aschaffenburg Castle, until it was given a new home in the f.a.n. frankenstolz arena in 2021. In 2014, a team and individual world championship was held for the first time. In 2015, Linde Material Handling hosted the first women's forklift driving championship, which has since been held annually at the StaplerCup.

Source: wikipedia.de



StaplerCup German Women's Champion: Danny Eilers



StaplerCup 2019: Danny makes necessary preparations



StaplerCup 2022: pure suspense



Pure winner emotions pushing the buzzer

Bernhard Gahn: Retiring with a quiet "see you later"

After more than 34 years of working at pfenning logistics, in early 2022 he entered well-deserved retirement – Bernhard Gahn, the long-time Head of HR Administration. But he is not completely gone – because much of what he has built up and introduced will continue to bear his signature in the future. Speaking to the ECHO, he takes us on his personal journey through time – and says goodbye with a quiet "see you later".

ECHO: Please tell us how it all started with pfenning logistics and you in 1987.

Bernhard Gahn: I actually wanted to start at pfenning logistics as Head of Local Transport Operations. In any case, that was the job I had applied for after serving as a sailor in the German Armed Forces for twelve years in a logistical capacity and completing various commercial training courses up to business administration. But after the interview, Karl-Martin Pfenning and his managing director Uwe Nitzinger had another, in hindsight arguably even better idea – and offered me a job as an administrator for human resources and IT organisation, a function that didn't even exist in the company at the time. And they gave me the necessary authorisations to get started on my own.

ECHO: Free rein, so to speak...

Bernhard Gahn: Correct. My "starting capital" back then was 57 employees in the company – neatly managed in a wooden box with index cards. The first thing I did was to "digitalise" this analogue employee database, as we would say today. Some will still remember the term "Commodore C64" - for everyone else, just know that this 8-bit home computer was called a "bread box" at the time and had an incredible 64 KB of RAM. I brought it with me from home and created the first digital employee data. At some point, Uwe Nitzinger took pity on me and the limitations set by 64 KB – and procured the first PC ever at pfenning logistics with a 20 MB hard drive. An amazing improvement in those days, but at the same time, in retrospect, unimaginable that one

could work with so little disk space. So I already went digital long before Scheduling at pfenning logistics, and since then I have introduced a total of five payroll accounting systems, merchandise management systems such as SAP R/3 and various time recording systems.

ECHO: As Head of HR Administration you are in close contact with people – colleagues, employees, apprentices and student trainees or applicants. What was particularly important to you in dealing with all these people?

Bernhard Gahn: For me, people have two main drivers at work. They want to be valued for their performance, their commitment to a company – and they want to be paid fairly and reliably for their job. I have always strived for respect and recognition and I hope that I have succeeded. But what I do know for sure is that over the past 34 years, all employees have been able to get their wages and salaries on time. I'm proud of that. As an HR manager who not only administers a workforce but also feels responsible for it, fair treatment of employees is also particularly close to my heart. That's why for many years I also took on responsibility as an honorary judge at labour and social courts.

ECHO: What did this role, to which you were appointed, mean to you? Professional accolade, personal honour, participation in a "just" legal process?

Bernhard Gahn: Honorary judges in a labour and social court are on an equal footing with the presiding judge. In this respect,



Managing Director Rana Matthias Nag thanks Bernhard Gahn for his outstanding achievements.

the appointment already expresses particular appreciation of my expertise. It has been a great personal honour and a source of pride for me to be able to contribute on behalf of pfenning logistics to a fairer and as equitable as possible legal process.

ECHO: This honorary position ended when you left the company. How were your last few weeks at work, your last day at pfenning logistics?

Bernhard Gahn: Like the last 34 years, the last weeks and days at pfenning logistics were exciting and stimulating too. For example, we had to integrate two new clients into payroll accounting and time recording at short notice. That required all my efforts right up to my last day. There was just enough time to clear out my office – but no time to think much about leaving. Probably just as well, because the company was and still is my second family. I have felt appreciated personally here and have always been supported directly and promptly in my decisions. Work companions remain, many of whom have become friends.

So when the company parties can take place again after covid, I look forward to seeing them all again.

ECHO: Unless your un-retirement dictates otherwise. What's the plan?

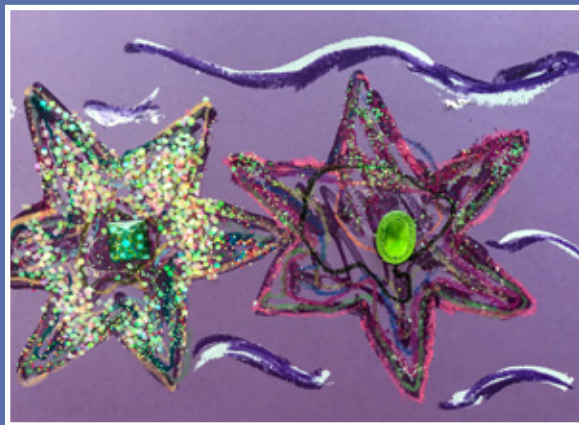
Bernhard Gahn: While I'm grateful for the time I was able to be part of the pfenning family, I am now also looking forward to this new chapter in my life. My wife, for whom I didn't always have enough time because of my work, will be the centre of attention. As healthy as we still are, we want to tour Europe with our new caravan in the next few years. Initial plans are for trips to the Netherlands, the Bavarian Forest, Croatia and Lake Garda. There is no shortage of other destinations. And when we are home from time to time, we want to enjoy our grandchild.

ECHO: Mr Gahn, thank you very much for the interview, all the best for the future. We too say a quiet "see you later".



At the farewell to Bernhard Gahn (from left to right): Katharina Kumpf, Rana Matthias Nag, Martina Hacker, Franziska Gahn-Reiss, Bernhard Gahn, Gerlinde Becker, Marie-Elizabeth Benois, Karl-Martin Pfenning at the farewell.

"WE HELP LIVES."



This motto describes the fundamental goal and motivation of the work of the children's cancer aid organisation Kinderkrebshilfe Münster e.V., which benefits the little patients of the paediatric oncology ward at Münster University Hospital.

The non-profit association is made up of volunteers, mostly affected parents, who provide funds to optimise medical treatment as well as to support research into new treatment methods. To this end, they work hand in hand with the carers and the psychosocial team to make the time of therapy bearable for the children. But not only that, the association also takes care of the needs, fears and worries of the parents, which for many is an enormous help in an already stressful situation. From funding staff positions to time-out and fun projects, from sports therapy to grief counselling, there is really an indescribable amount to be done.

Our colleague from Westerkappeln, Ralf O., was able to see this for himself. On his initiative we became aware of the work of the Kinderkrebshilfe and supported it with a donation.

Here you can find out more about the association and its work (German only):
kinderkrebshilfe-muenster.de/wie-alles-begann/

The three hand painted pictures were done for us by a little artist from the Kinderkrebshilfe. This is how she imagines the big "underwater world" with the different creatures and colours. We were so delighted and hope that for a brief moment she swam in her own underwater world. The motifs will definitely get a place of honour with us.

Made by children's hands to forget the rigours of treatment for a moment.

Wedding bells have chimed!

Working, living, laughing and loving together.
 This year, our long-time colleagues Ivonne and Mario tied the knot.

Both are employed at our trade supply depot in Starbach and met there many years ago. Ivonne has been with the company for 17 years and Mario for 23 years.

So this year they are not only celebrating their wedding but a combined total of 40 years at pfenning logistics. After such a long time, naturally the pfenning truck just had to be at the ceremony!

We wish the happy couple all the best, endless beautiful moments and, above all, good health for their future life together.



Our colleagues Ivonne and Mario pose in front of a decorated pfenning truck.



To mark this happy day, our highly regarded couple received their own pfenning logistics artic in miniature.



#TALKINGHEADS

Career Culture

Daimler Truck Magazine

Photos: © Henrik Morlock

On equal terms.

When you talk to Manuel Pfenning, you sense pretty quickly what can lead a company in new directions: with a clear goal in mind and a determined team spirit, the managing director of pfenning logistics from Baden-Württemberg is consciously taking a more modern approach.

Manuel Pfenning learns both in team sports: as a player for the Heilbronn Eisbären, he has brought home four championship jerseys. This spirit helps at pfenning logistics group too, and so after starting as an intern, an apprenticeship followed, then a logistics degree and finally, today, responsibility for Transport and Logistics Operations North.

Cards on the table: what do your applicant numbers look like over the last few years?

Honestly? Pretty good. With our entry into the social media world and the digital application options, the curve has gone steeply upwards. We have – and this is no exaggeration – increased the number of applicants to about 200 per month. Within a few months!



Attention to detail: Mercedes-Benz vehicles from the Pfenning fleet as models behind glass.

Wow. When and how did this, shall we say, "trucker boom", start?

That was in 2016, when the FairTruck initiative was launched: by participating, companies have been campaigning for more fair play and respect in the industry ever since. In the same year, we launched the online platform Lkw-Logenplatz (best seat in the truck), where we address applicants not with glossy pictures, but with authentic statements from our drivers.

“Ultimately it's a question of credibility and recognition.”

Manuel Pfenning – Managing Director of pfenning logistics group

How do you actually know what makes your potential new recruit tick?

We are there where the people are – for example in social media, on websites and video platforms. There we communicate with people in an authentic, straightforward and respectful way.

That sounds too simple to be true...

You're right. First of all, the conditions for the next generation have to be created. That's why we work together with the employment agencies, for example, and finance the qualification of truck drivers. Once this foundation has been laid, further training programmes are offered by the pfenning academy – for professional and personal development. That this works can perhaps be seen quite well from our 6,900 employees.

Okay. Now we want to know: what's your secret?

It has nothing to do with secrets. The retention of existing colleagues is simply enormously important to us – almost more important than the number of new applicants. Satisfaction spreads by word of mouth and is more effective than any image campaign. Then there is fairness in the regulation of working hours and remuneration, in allowances and – of course – also in the way the trucks are fitted out.

The company has 200 applicants every month



Being willing to maintain a dialogue and to listen: Manuel Pfenning knows how important this is.



Looking "outside the box of the company premises" not only leads to new ideas, but also to long-term growth with satisfied employees.

“Keeping our drivers in the company is actually more important than recruiting new employees.”

Manuel Pfenning, Managing Director at pfenning logistics

New brands at AUTOWELT.EBERT



Maxus product launch 11/5/2022



Dodge and Ram, Ebert Automobile GmbH



Dodge group photo EA July 2022

After Dodge and Ram, multi-brand dealer Ebert now also has the car brand SsangYong, van brand Maxus and truck manufacturer Ford Trucks in its portfolio.

In addition to its core brands (Mercedes-Benz, vans, trucks and ŠKODA), Autowelt Ebert has always offered niche products. For example, in addition to smart and Fuso (light commercial vehicles), the Ebert Group is now also the largest BRABUS dealer in Germany. In addition, there is a classic car programme (sales and service), but also customised open Mercedes-Benz G vehicle models rebuilt to individual specifications.

At a total of 12 locations in the Rhine-Neckar/Odenwald/Neckartal region, sales and servicing are offered as a service. The 360 employees at these locations strive to achieve the greatest possible customer satisfaction.

Since May, three more brands have been added to the Autowelt Ebert range. In the commercial vehicle sector, this is the Ford Trucks brand, which offers heavy tractor units with 500 hp.

The van segment has been expanded to include the Maxus brand, a Chinese manufacturer. In addition to diesel vehicles, in particular the range includes a large number of electric vans. Worth noting here regarding the various battery options are the long range with short charging times and a compelling price/performance ratio.

In the passenger car segment, the SsangYong brand – a South Korean vehicle manufacturer – complements the Ebert range. There are a wide variety of models, from small and medium to large SUVs, pickup models, but also the first cross-over electric model, which starts at a retail price of under 30,000 euros after deducting premiums. All individual wishes, whether 4-wheel drive, 3.5 tonne towing capacity or straightforward workhorse (pickup), can be met.

More information at: www.autowelt-ebert.de



From the value chain to the value cycle

Innovation in times of production and supply bottlenecks

This year, our Sonima colleagues proved that new business areas not only generate sales but can also contribute to future environmental awareness. Since projects like this don't come about overnight, there was naturally a lot going on at Sonima GmbH in Göllheim. In addition to the appointment of our long-time pfenning colleague Florian Gerber to the management of Sonima GmbH, which allows for greater leveraging of synergies, 2022 was marked in particular by numerous conversion measures as well as the planning and implementation of a new industrial cleaning plant, crane systems and other necessary equipment. Nadine Gerlach and her team did a great job and pushed full steam ahead with the development of a new business area. As a result, the truck engine dismantling and cleaning business unit was able to go live on schedule on 1 October 2022.

To be precise, truck engines are dismantled here on behalf of customers, cleaned and made available again for the production process. Currently, the team is gradually increasing the number of engines to be dismantled so that next year **a smooth production start in January 2023 with up to 20 truck engines per day is assured**. That adds up to 1,000 individual parts per engine, which are then cleaned using various processes such as industrial washing or glass bead blasting.

Considering the size of a truck engine, you can imagine the size of the plant. In cooperation with plant engineering company BVL, an individual 18-metre-long industrial cleaning plant was developed and installed. A one-off, so to speak, that was very individually tailored to the needs and requirements of the customer project. The scope of the project is roughly equivalent to the work of about 40 to 45 full-time equivalents.



Engine on arrival



Valve before cleaning



Valve after cleaning



Industrial cleaning plant

Taking current supply chain problems into account, the realisation period of around two years is pretty much a record, as the entire project was only delayed by 2.5 months. Especially when you consider that the supply chains, already hammered by covid, have been made even more volatile by the impact of the war in Ukraine. Extremely nerve-racking parameters for all involved, but everyone agrees the order was placed in good time. At the same time, the team was resourceful enough to simply "improvise away" any missing components. In any case, the customer's feedback was very positive, especially regarding the transparency in the proactive communication.

This facility can wash components weighing up to 1,000 kg and not only that, it even pays into the sustainability aspect. To this end, an evaporator system was implemented in the water cycle, which helps return around **80% of the water contaminated**

with oil and dirt to the cleaning cycle. It is estimated that, compared to new production, remanufacturing products results in **energy savings of up to 85%.**

The disassembled individual parts of the engines are sorted after cleaning and collected directly by the manufacturer. These are sold on the secondary market with a warranty or used to build new engines. In view of the production and supply bottlenecks in the mobility industry that have been rampant for months and simultaneous discussions about sustainable management, the dismantling and thus the recycling of existing material holds great potential. It is therefore planned to expand the department as another profitable area to make an important contribution to sustainability and resource conservation in the future.



New Year around the world: hope, luck and traditions

Many people use the time between Christmas and Epiphany – "between the years" – to take an introspective look back at the year gone by and make plans for the future. A midnight celebration on 31 December with sparkling wine and fireworks is just as much a part of it for many people. We want to take a look at different traditions around the world that are observed to mark the New Year.



When you read the ECHO this year, you are probably in a full year-end sprint both at work and in your private life. The last projects have to be completed and plans made for the coming year, so there is little opportunity to catch your breath.

So in the final article in this issue of ECHO, let's take a look at the end of the year and the various traditions that have grown up around the transition from the old to the new year. Christmas and New Year's Eve fall at a time of year when the days are short and darkness is very present. Perhaps this is why people are so keen to particularly celebrate the transition to a brighter time and look ahead to the good things the New Year has in store.

In Germany, people like to bid farewell to the old year with spectacular fireworks and bangs, toasting good health with family and friends. At this time, lucky charms are typically present in shop windows and in public life: little pigs (made of marzipan, for example), an old symbol of prosperity and wealth, chimney sweeps or ladybirds.

Giving prosperity a helping hand – in regions where a carp is typically part of the New Year's Eve meal, you can put a scale from the fish in your wallet or purse. In Italy, a dish of lentils is part of the typical New Year's meal, because the round seeds are reminiscent of coins and are said to attract them. Red underwear on New Year's Eve ensures luck in love – although this is probably more of a recent custom.



Japanese mochis

Instead of red, in Brazil the colour white plays an important role on New Year's Eve, because it symbolises peace and purity here, which is why people dress in white for this celebration. This custom has its origins among the Afro-Brazilian population, for whom white clothing was a way of communing with higher powers.

In Japan, New Year is celebrated a day later than in Western countries, on 1 January. Fireworks and celebrations in public places are as much a part of the picture as eating "mochis", typical rice cakes. In Spain, twelve grapes are eaten. But only after putting them in your mouth one by one at each stroke of the bell at midnight. If you manage to keep them all in your mouth until the end, you are sure to be lucky.

Whether or not lucky charms and customs actually work, they help us to look to the future with confidence. This year we can all use an especially large dose of it. Perhaps this article will inspire you to adopt a New Year's custom or create your own? Or you resolve not to make any resolutions this year and do your best to bring in the New Year relaxed and optimistic.

We wish you success, a relaxing time and a Happy New Year!





What is our women's forklift driving champion's first name?

- ☐ Danny
- ☐ Jenny
- ☐ Sandy



What is the digitalisation software for warehouse processes called?

- ☐ smapFive
- ☐ smapTwo
- ☐ smapOne



What is our new marketing concept called?

You can win:

An original Adler jersey with pfenning logistics logo from the 2021/2022 season.

Last year's prize was a coffee mug and a stick lighter from pfenning logistics!

Entries close on 31/3/2023

– no correspondence will be entered into.



Good luck!



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