

trans-o-flex

# magazine

## The coronavirus strategy

*How trans-o-flex successfully mastered the first months of the crisis • Impressed customers express their gratitude for high-quality and reliable service*



### International double victory

trans-o-flex wins awards for quality and service in the EURODIS transport network

### Climate-neutral shipping

How the veterinary cooperative WDT uses the  $\text{CO}_2$  green service

### The three USPs of trans-o-flex

Why the cosmetics company Revlon has changed logistics service providers

++ TRANS-O-FLEX ON FILM ++

# The services we provide and what makes us so efficient

Express and active temperature control, parcels and pallets, hazardous goods, direct deliveries, nationwide market launches, national and international industry logistics – the list of services available from trans-o-flex seemingly goes on and on. But what form must a network take that can implement all these highly specialised logistics solutions efficiently, reliably and with the highest quality day in, day out? A new video provides answers to this question. It offers a look behind the scenes at the brand new facility in Hamm and shows some of the tips and tricks that make trans-o-flex so efficient.

The way to the film is very short: just scan the QR code shown here and load the film or forward the link. This allows the film to be viewed on mobile devices, but also on the big screen at home.



Link to the film (Video available in German only):  
<https://youtu.be/Q7zbVPNtqws>



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## Dear Readers,

*Around 90% of all customers certify that trans-o-flex has a higher quality than our competitors. I was absolutely thrilled when I read that figure. My first reaction was, wow! Respect for this tremendous team effort! My second reaction: is the result also true? I read the report again and checked internally how the result came about. But this figure is not a fake, but a fact. In our latest customer survey, nine out of ten customers confirmed that trans-o-flex's quality is better than that of the competition.*

*You are reading reaction three right now: I would like to thank all those who helped to create the basis for achieving this rating. The drivers and sorters, the quality managers and branch managers, the sales staff and customer service employees who analyse customer needs and, together with our IT and operations specialists, convert them into suitable products and top quality. But I would also like to thank all those who acknowledge our quality and then honestly certify this for us. You can be sure that we will not be resting on these laurels. We are still ten percentage points away from 100%. This is the goal that has accompanied and shaped me throughout my entire professional life, because customer satisfaction is the be-all and end-all of every business.*

*Paradoxically, it is not least the deep crisis we are all going through this year that has contributed to our quality being rated so highly. This is underlined by the numerous reactions from customers who have contacted us. They thanked us for our commitment, for our careful planning and above all for our unrestricted service in a time dominated by restrictions. Because it makes us proud and motivates us, we have published extracts of this customer praise from page 14 in a separate report within this magazine. Many thanks to everyone who gave us this feedback!*

*Apart from the risks to health and life, a feeling of great uncertainty is one of the most defining characteristics of the coronavirus pandemic. Nobody knows how infection rates will develop, when a vaccine will be available, who will get it or how long it will work. More than ever, there are many more questions than clear answers. However, we must not fall into a state of shock like a rabbit caught in the headlights, but will continue to pull out all the stops, drive developments forward and remain innovative. Essentially, the response from trans-o-flex will continue in future to consist of one word: quality. The pandemic in particular highlights how difficult, but also how important, top quality is for the distribution of medicines and other sensitive goods.*

*That is why trans-o-flex will not let up in its efforts to achieve first-class quality. With good preparation and full commitment, we have successfully mastered the challenges of the first wave of the coronavirus outbreak. With the same determination and many new ideas, we will also tackle the challenges of a possible second or third wave. I give you my word on that.*

*Yours*

*Wolfgang P. Albeck  
Chief Executive Officer*



28



6



10

## News

- 2 **trans-o-flex on film** · The services we provide and what makes us so efficient
- 6 **Orange and green** · New stickers for express deliveries
- 6 **New delivery service** · Sending documents becomes even easier
- 6 **Online service** · New English website available on the Web
- 7 **Delivered in person** · Postcard advertises consignee app
- 7 **Endurance test** · Are electric vans suited for tough daily delivery?
- 8 **Consignment tracking** · Digital transport chain complete
- 9 **Expansion of central hub** · ThermoMed increases network capacity by more than 25%
- 9 **International double victory** · Best quality and best service
- 30 **Integrated network** · Rostock back under our own management

31



18



25



## Pandemic management

10 **Lead article** · The roadmap that led us through the crisis

14 **Enthusiastic customers** · Corona is when it rains praise

## Industry solutions

18 **Cooperation expanded** · This is why Revlon switched to trans-o-flex

22 **Climate protection** · Seven fewer car trips around the world

25 **Nationwide survey** · Any shipment without temperature control can compromise the effects of pharmaceuticals

28 **Production changeover** · How a distiller has overcome the coronavirus lull with trans-o-flex

## Network

30 **Energy-saving cooling concept** · 13 million euros for the new facility in Hesse

31 **trans-o-flex ThermoMed Austria** · Vehicle fleet sets new quality standards

## ++ ORANGE AND GREEN ++

## New stickers for express deliveries

Because express consignments are so important, they need to be eye-catching and stand out from the mass of standard consignments. After the sticker for delivery by 10 a.m. had first been given a new design in bright orange, the stickers for express consignments by 8 a.m. and by 9 a.m. have now also been adapted accordingly. Express consignments by 12 noon are still green as before. All express stickers make it clear to both employees and consignees: this parcel requires special attention. Any shipper who needs express stickers can simply order them via trans-o-flex Customer Service. For environmental reasons, we ask that you first use up your stock of old stickers.



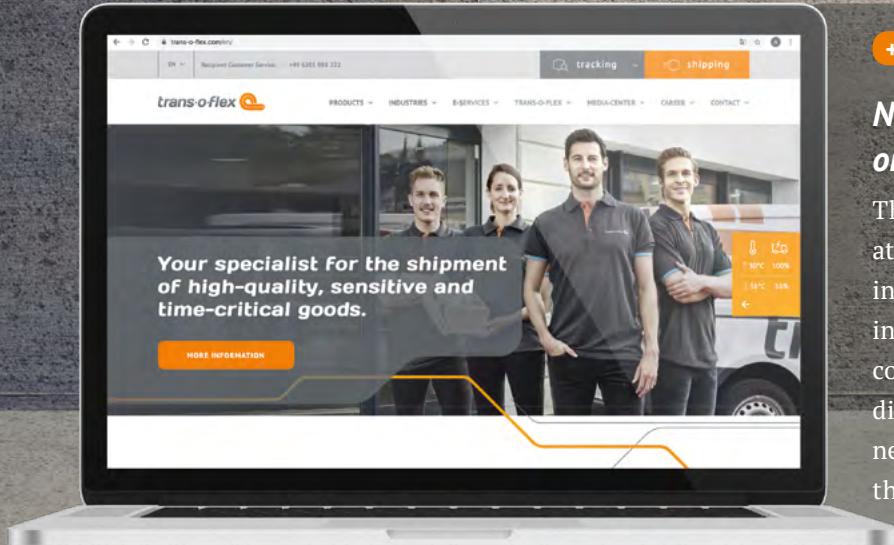
*Express treatment: To ensure that scheduled consignments are even more noticeable, senders receive special stickers for them.*



## ++ NEW DELIVERY SERVICE ++

## *Sending documents becomes even easier*

To further simplify the sending of documents and small consignments, trans-o-flex Express plans to introduce a new service in the first quarter of 2021. The next issue of this magazine will present the new delivery service in detail. Anyone who has a need for this product in their company, which has been specially developed for sending office documents, can already get in touch with their contact at trans-o-flex.



## ++ ONLINE-SERVICE ++

## *New English website available on the Web*

The updated and completely redesigned website at [www.trans-o-flex.com](http://www.trans-o-flex.com) is now also available in English. The direct route to the trans-o-flex information in English is [www.trans-o-flex.com/en](http://www.trans-o-flex.com/en). But you can also change the language directly on each page. Simply click on the arrow next to the language selection on the top left of the website.

**++ DELIVERED IN PERSON ++**

## Postcard advertises consignee app

Can the classic postcard be used to advertise an innovative mobile app? It worked for trans-o-flex. The number of downloads of the consignee app insight has risen significantly after delivery drivers personally delivered a corresponding postcard to all recipients of trans-o-flex consignments in spring. trans-o-flex insight is the only app that allows consignees to check the temperature history of a consignment and provides a wide range of additional information at any time. This includes: Consignees always have an overview of all deliveries that are on their way to them, what kind of consignments they are (temperature-controlled, hazardous goods, C.O.D., from which consignor, etc.) and also a history of the consignments of the last two weeks.



**++ ENDURANCE TEST ++**

## Are electric vans suited for tough daily delivery?

To test the possible uses of electrically powered vehicles under tough everyday delivery conditions, trans-o-flex is subjecting a battery-electric vehicle to a two-year endurance test at its site in Hamm-Rhynern, Westphalia. The first missions for the Work L model of the Streetscooter brand are express deliveries within the vicinity of the site. "Based on previous tests, we were sceptical as to whether current e-vehicles were suitable for our purposes," says Wolfgang P. Albeck, CEO of trans-o-flex. "On the other hand, we don't want to miss any opportunity to make our work practices ever more environmentally friendly, and that is why we want to gain even more experience with the use of e-vehicles." The vehicle has a box body, but does not feature active temperature control of the loading space, therefore it cannot be used for Ambient or Thermo deliveries. With a loading volume of 7.7 cubic metres, the box body has space for four europallets, which can weigh up to 900 kilos in total.



# NEWS

## ++ CONSIGNMENT TRACKING ++

# Digital transport chain complete

Since May of this year, trans-o-flex Express has had an end-to-end digital transport chain in its line haul operations. "We have added the last missing link, which allows us to improve internal processes and further increase our informative value for customers and consignees," says Stefan Thömmes, Managing Director of trans-o-flex IT Service. "We know at all times which goods are on which truck and where each particular truck is."

This was made possible by the implementation of the next stage of the Control Tower project, in which another 400 telematics units were procured. These are mobile devices the size of a pack of cigarettes. They are equipped with a magnet that sticks to the inner wall of the

trailers used for trans-o-flex. Every three minutes, the device communicates its exact position as well as the charge status of the battery, which is additionally indicated by LEDs on the device itself. When fully charged, the battery will last for seven days. It is possible to recharge or exchange the devices at all trans-o-flex sites. Each telematics unit has a barcode which is linked to the respective trailer when the unit is changed.

Telematics devices had already been permanently installed in the Control Tower project as early as last autumn

on around 600 trailers regularly used in trans-o-flex line haul operations (see issue Autumn 2019 of this magazine). In May, the 400 mobile units were purchased for trailers that are booked at short notice or only used sporadically. All trans-o-flex sites now also receive additional information from these reserve trailers as standard, for example about the estimated time of arrival. This allows various processes such as gate allocation, provision of personnel for unloading and, if necessary, further loading or sorting to be controlled according to requirements. In the event of anticipated or unavoidable delays, it

is possible to inform customers or consignees in advance about delays and about alternatives.



## ++ EXPANSION OF CENTRAL HUB ++

## ThermoMed increases network capacity by more than 25%

The transport capacity in the trans-o-flex ThermoMed network is set to increase by more than 25% in January 2021. To this end, the company, which specialises in actively temperature-controlled transport between 2 and 8 degrees Celsius, is investing around 3.5 million euros in the expansion and development of its central hub in Baunatal. The work is expected to be completed by the turn of the year.

The extension to the existing building has been completed since June, and the interior work is in full swing. The expansion will increase the handling space by around 50% from 1,300 to almost 2,000 square metres and there are additional loading and unloading gates. At the same time, the site will be equipped with a fully automatic sorting plant. “The central hub is always the bottleneck factor in a hub and spoke

system. This expansion will enable us to achieve two major goals at once,” announces trans-o-flex CEO Wolfgang P. Albeck. “On the one hand, we will increase the volume handled, reduce the handling time per consignment and thus boost our network capacity. On the other hand, the automatic sorting system in particular will make life much easier for the handling staff.”



*The trans-o-flex ThermoMed hub will have additional loading and unloading gates, more handling space and a fully automatic sorting plant as a result of an extension to the building. The interior work is currently underway.*

## ++ INTERNATIONAL DOUBLE VICTORY ++

## Best quality and best service

At this year's quality competitions of the international transport network EURODIS, trans-o-flex achieved a double victory for the first time. For the fourth time in a row, trans-o-flex Express has won the award for best quality. For the first time, trans-o-flex was the winner of the award in the best customer service category. Never before has a partner of the network active in 36 European countries received awards in two categories. The third EURODIS award in sales went to the Hungarian partner Express One.

The competitions are part of EURODIS' quality management. The network for the joint carriage of goods in parcels and on pallets, in the B2B and B2C sectors, honours the achievements of EURODIS members in the previous calendar year with the three awards. For this purpose, EURODIS evaluates all consignment data every business day and uses this to determine a ranking list. Decisive criteria in the quality assessment are the various consignment scans, data transmission, observance of standard delivery times, consignment information and proof of delivery (POD). In the customer/partner service category, a ticket system is used to record how quickly and in what quality enquiries are answered.



LEAD ARTICLE

# *The roadmap that led us through the crisis*

*No site closed, 98 out of 100 parcels delivered daily on the first delivery attempt, careful planning and consistent implementation as key success factors: How trans-o-flex has mastered the first 180 days of the coronavirus pandemic for its customers*



“There is nothing more practical than a good theory.” This finding comes from Kurt Lewin, the inventor of modern social psychology. It is more than 70 years old. “Now the coronavirus pandemic has shown in impressive style how true this statement is,” says trans-o-flex CEO Wolfgang P. Albeck. In an interview with this magazine, he explained why trans-o-flex’s pandemic management has been so successful thus far, where he sees the key success factors and how his team has proceeded with implementation.

“We were able to react quickly and consistently right from the start because we were also well prepared for managing a wide range of crises,” says the trans-o-flex boss. “Naturally, every crisis is different, but we don’t start from scratch. Rather, we also have a structure for dealing with pandemics that guides our operations.” So, on 12 February, work began on updating these plans. At the same time, an internal campaign to raise awareness about coronavirus was launched in the company. All employees were informed in writing about risks, sources of information and rules of conduct.

“In the management of any crisis there is one central influencing factor: the flow of information,” says Albeck. “This applies not only to actively informing employees, service providers and customers, but also to gathering information.” In previous pandemic plans, trans-o-flex had already decided to rely mainly on the official channels with regard to medical information, and here primarily on the Robert Koch Institute (RKI) as a source. “The fact that we had made this decision helped us, even when criticism of the RKI came up. We didn’t bet on Kerkulé today and Drosten tomorrow, but followed

the official recommendations. We do not switch off common sense and stick to official sources as long as they do not make obvious mistakes. This has helped to increase our reliability.”

## All sites checked

The next important date Albeck refers to is 3 March this year. “That was the day we officially activated the updated pandemic plan and appointed a crisis management team. And then the real work began.” All sites were checked. Do processes need to be changed so that distancing rules can be observed? Do teams need to be separated to reduce the risk of infection?

Disinfectants, masks and gloves were purchased, as well as disinfection wipes for delivery computers. Office staff were directed to work from home, reporting structures for cases of illness were introduced, contact protocols were established to identify chains of infection. Fixed teams were formed so that the same people always work together and the possibilities of infection are limited. Distance markers were stuck to the floor. The cleaning plans were updated throughout the company and the carriers were advised to follow the hygiene instructions in place at consignees’ in a helpful manner. All hygiene notices have been replaced and all entrances, corridors and washrooms have been equipped with the new signs – large graphics that everyone can understand at a glance, regardless of which language they speak. The distance and hygiene rules were communicated on all channels: staff newsletter, notices, team meetings. >>

During the coronavirus crisis, trans-o-flex employees expressed their solidarity with the drivers by staging numerous thank you campaigns.



## Solidarity: thanks to the drivers

Thanks to and solidarity with the drivers! Under this motto, trans-o-flex has carried out numerous campaigns that have given special recognition to drivers during the crisis. It started off with two sales assistants at the Herford site, who – sponsored by the branch manager – distributed 60 lovingly labelled sandwich bags filled with chocolate bars, chocolate sweets and small gummy bear bags to the drivers. The drivers were very touched! The other sites took up the idea and, in addition to small gifts, came up with creative thank you messages. They ranged from “Thank you for being there” to “You are the best, thank you” to “Thank you for your commitment, you are our heroes on the road.” The company’s management started its own thank you campaign for the drivers on social media and trans-o-flex CEO Wolfgang P. Albeck wrote a personal letter to all drivers.

As the crisis in Germany came to a head in March, the plans were expanded and refined. “By mid-March, we had not only carried out a classification of all processes, but also established a detailed and complete overview of all critical system processes. We have operational contingency plans that our sites have been monitoring daily since 16 March. If necessary, the crisis management team is informed. Since then, industrial and commercial personnel have no longer had any direct points of contact. We have made the workplaces more flexible for all support areas and made it possible to work from home.”

## Contactless delivery: solution must be GDP-compliant

In the meantime, the public discussion had increased the safety requirements of many consignees and drivers to such an extent that new further operational processes had to be defined. This is why trans-o-flex introduced two GDP-compliant solutions for contactless delivery in April. “Even in the coronavirus pandemic, we cannot do without having the consignee sign a receipt for the delivery of a consignment,” was Albeck’s brief, citing two main reasons for this. “Firstly, our consignors do not want to dispense with the requirement to provide a receipt, as this would mean that they would assume the liability risk. For our part, however, we cannot and do not want to pass on the liability risk to drivers or subcontractors. Secondly, because of the special rules governing the transport of pharmaceuticals, we must ensure that we only deliver to authorised persons. Therefore we need the consignee to confirm the receipt. Service providers who allow their own drivers to confirm the delivery are, according to Albeck, “skating

on very thin ice”. With the solutions found, the consignees do not need to touch any equipment and can maintain their distance from the driver. Nevertheless, there are documents signed by the recipients which are archived and subsequently linked to the consignments. Albeck: “In addition to the responsibility for the health of our employees and our consignees, we also have a special responsibility as a pharmaceutical logistics company, which often delivers vital medicines and has therefore rightly been classified as a critical infrastructure.” This was also confirmed by the German government, with whom trans-o-flex has been in direct contact since the beginning of April.

Meanwhile, the rules for access to the trans-o-flex infrastructure have been further tightened. “External visitors were only granted documented access in emergencies, such as technicians for urgent maintenance work.” All visitors are subject to strict guidelines regarding their conduct within the company. Since 18 May, industrial personnel have been required to wear masks at all trans-o-flex sites. “Before access, we carry out temperature checks and document this in compliance with data protection regulations. Many sites had already voluntarily introduced the checks before May.” If an infection is suspected, all sites and transport partners are informed and know what to do. Direct isolation, followed by detailed contact documentation, is initiated for every suspected case.

“Various inspections by authorities have acknowledged our exemplary crisis management. There were no complaints about conduct, signage or information.” In fact, unlike other service providers, trans-o-flex has not had to close any of

its sites to date and has maintained its delivery quality, especially at the beginning of the crisis, despite large fluctuations in volume. On average, 98 out of 100 items were delivered the next day also in the second quarter of this year.

During the critical phase, customers were informed on a daily basis, later twice a week and in the meantime only as required. Information was provided on all trans-o-flex companies and current events in the international environment. In parallel, the crisis management team used an internal information platform to ensure that all managers had access at all times to all information relevant to health protection and operations and were informed about important current developments. “An up-to-date, consistent information pool is the basis for rapid action,” says Albeck.

Since 15 June, initial steps have been taken to normalise processes. For example, the commercial employees were recalled to the offices. External visitors, business travel by public transport and face-to-face meetings should continue to be limited to the absolute minimum. In addition, risk assessments were carried out for all workplaces and safety issues addressed.

## ***Investment in air washing equipment***

Based on the meat industry’s current knowledge of the danger posed by air conditioning systems in refrigeration facilities, trans-o-flex ThermoMed was the first logistics service provider to equip all its sites in Germany and Austria with air washing filter systems in mid-June. To further reduce the risk of infection, employees in the morning sorting shift were also equipped with FFP2 masks.

“Our goal has always been and will always be to be a 100% reliable partner for our customers and our consignees, for whose connection we represent the critical infrastructure. We are very happy that we have succeeded so far,” says Albeck and summarises what he sees as the most important findings: “A good crisis management plan is one thing, but the decisive factor is consistent implementation. And this is where you can tell whether an organisation is quality driven or not.” Networks such as trans-o-flex Express and trans-o-

flex ThermoMed, which are accustomed to implementing prescribed processes one hundred per cent and to optimising them again and again, find it relatively easy to install new processes and forms of organisation. “Of course, nobody was enthusiastic about suddenly having to work with a mask on, to pay meticulous attention to hand hygiene, to observe distancing rules and to be constantly reminded and made aware of them,” says Albeck. “But the crisis has also brought us together.” As evidence, he refers to “the many solidarity actions that took place across team and departmental levels, e.g. when customer service baked cakes for the hall staff, when sales staff packed lunch boxes with sandwiches, muesli bars and drinks for the drivers.” ■



## ENTHUSIASTIC CUSTOMERS

# Corona is when it rains praise

There was praise for the foresighted and intelligent pandemic management. There was praise for the tremendous commitment displayed by all employees. There was praise for the fact that trans-o-flex did not restrict its service even during the most difficult days of the outbreak. For the fact that consignments were delivered on time despite the high risk of infection, for the fact that no expense or effort was spared to protect employees, consignors and consignees, for the fact that every route was driven despite the drop in volume associated with business closures. "Never before have we received so much positive feedback from such a wide range of customers in such a short period of time," says Eugen Günther, Head of Sales at trans-o-flex. "We have always passed on the praise internally, and this was certainly an additional incentive for everyone to deliver top performance even and especially in these difficult times." On behalf of the many customers who have thanked trans-o-flex for its special efforts during the coronavirus outbreak, these pages are intended to reproduce messages from a dozen smaller and larger companies. All the companies have consented to these being printed. We would like to thank them, but also all those who have given us positive and selective feedback!



## Outstanding quality

We have been a loyal partner of trans-o-flex for many years. Together we have shipped thousands of parcels and always worked well together. The first-class service and excellent quality of the shipments have helped us to expand our business. Especially during the coronavirus outbreak we always felt in good hands. Thank you for your support.

Philipp Baumeister, Managing Director, Service Centre Baumeister GmbH & Co. KG

## Best in class crisis management

Your response to the pandemic has been extraordinary. The crisis management activated by your businesses has been best in class; this pertains to: professionalism, leadership, commitment, dedication, innovative solutions, communication... and the list goes on. It makes us deeply humble. Special thanks must go to the frontline staff: your operations in hubs and depots and the drivers, our heroes, who very often risk their lives in order to serve the communities and deliver their health mission. I sincerely hope that we will soon come out of the crisis, which, undoubtedly has taught us a few meaningful lessons of life and strengthened the partnership between our companies. Keep up the fantastic work and, once again, THANK YOU!

Iwona Lichtarska, European In-Market Carrier Manager, Healthcare, Yusen Logistics (UK) Ltd

## Reliable partner

Even in these challenging and unusual times, trans-o-flex and in particular its Customer Service department is a reliable partner for us.

Sarah-Valerie Wündsch, Team Leader Supply Chain Support, & Matthias Vogel, Transportation Manager, Lyreco Deutschland GmbH

## trans-o-flex is indispensable

As a manufacturer of medical technology for respiratory therapies, WILAmEd products make an important contribution to the therapy of patients suffering from Covid-19 and requiring artificial respiration. A reliable logistics partner like trans-o-flex is indispensable to ensure that life-saving equipment arrives on time where it is needed most.

Claudia Röttger-Lanfranchi, Managing Director, WILAmEd GmbH ➤

## Great job!

trans-o-flex has done a great job during the coronavirus crisis. The service was sound and the situation was not exploited by imposing crisis surcharges. Above all, however, we were impressed by the crisis management: a structured approach based as far as possible on sound information, sober risk analysis, adaptation of processes where necessary and, above all, that the relevant steps were communicated promptly not only internally but also externally to the customers. During this crisis, trans-o-flex has succeeded in doing this better than ever before. We are glad to have a reliable partner at our side.

*Angela Schmeiser, Team leader Returns & Transport, Pfizer Pharma GmbH*

## Good thing we have trans-o-flex

The last weeks and months have been a challenge for all of us. It is good to have a partner at your side whom you can rely on with trans-o-flex.

*Florian Stubenhofer, Head of Supply Chain Management and Logistics, Brodos AG*

## Customer service is taken seriously

We are glad to have trans-o-flex at our side as a service provider. Not only during the extremely difficult coronavirus outbreak, but also before that, we have found that customer service is taken very seriously. Our dedicated contact person lets us know in the shortest possible time what is really going on with the consignments about which we have queries from our sales department. Even special requests such as redirecting to a different address or possibly speeding up a consignment retrospectively, everything is possible – and above all it works! Also, the driver who collects the goods is always punctual and polite. The additional coronavirus related distancing is therefore “not an issue” for us. We know we can rely on trans-o-flex! Thank you very much for this.

*Susanne Blaich, Head of Shipping and Central Warehousing, SERAG-WIESSNER GmbH & Co. KG*

## HIGHLY EFFICIENT SERVICE

Now that we have expanded our product portfolio to include mouth/nose protection masks, timely delivery and efficient service are even more important to us. trans-o-flex has always lived up to this claim, even in the challenging coronavirus period. We say thank you very much for this!

*Ralf Kelber, Managing Director, fast52 GmbH*



## Many patients saved

Thanks for the daily updates, which helped us a great deal in our planning over the first weeks. Thanks in particular to the fact that trans-o-flex and ThermoMed were highly efficient and supported our logistics for the hospital, for dialysis centres or at home, they helped to preserve the lives of patients and saved many. Their employees and especially the delivery drivers are without doubt among the heroes of this crisis!

*Torsten Czapka, Director Supply Chain DACH/Nordics, Baxter Deutschland GmbH*

## THE RIGHT CHOICE

In these difficult times, it was once again the right decision to rely on a service provider who was 100% at our side and ensured that our deliveries continued to be processed and maintained smoothly.

*Gunnar Völke, Logistics Manager,  
sky vision Satellitenempfangstechnik GmbH*

## Keep up the good work!

Looking back on the past months, in which the topic "coronavirus" impacted almost everything, we would like to say thank you. In times when every single employee had to cope with the changed circumstances, increased demand for pharmaceuticals came "on top". We would like to thank all those involved in the supply chain for the fact that there were hardly any disruptions to deliveries in these difficult times with changing conditions and increased volumes. Great effort – we are pleased to have a strong partner at our side in trans-o-flex. Keep up the good work!

*Marco Ebelt, authorised signatory, Head of Customer Service,  
mibe GmbH Arzneimittel*

## 25 years of reliable service

For more than 25 years, trans-o-flex has been a very reliable partner for us. Even during the coronavirus outbreak, we could always rely on the good cooperation. We would like to take this opportunity to thank not only customer service but also all the people who work 'behind the scenes' to ensure that everything runs smoothly. We would especially like to thank the delivery staff who are on the road for us every day, in all weathers and also during the pandemic. Thank you.

*Christiane Braukmann, Shipping Department, DELO Computer GmbH* ■



## COOPERATION EXPANDED

## *This is why Revlon switched to trans-o-flex*

*For a good two years now, the international cosmetics group Revlon has been using trans-o-flex Express for its logistics. In an interview, Tobias Staehle, Managing Director Revlon for the DACH region, reports on how the cooperation has developed and what he sees as trans-o-flex's unique selling propositions (USPs).*

**Revlon changed its logistics service provider in July 2018. Since then, you have had your cosmetic products delivered via trans-o-flex Express in Germany, Austria and sometimes also in other countries. Do you regret this switch?**

No, not at all. The cooperation has developed very positively. Since April 2019, the products of our Elizabeth Arden brand have also been carried by trans-o-flex. And it was only in April this year that we extended the cooperation to Switzerland.

**That was in the middle of the peak phase of the coronavirus pandemic in Germany. Were there no coronavirus-related restrictions?**

No, and that was a very positive surprise for us. While other service providers experienced delays

or reduced certain services, the cooperation with trans-o-flex proved its worth during the crisis. Especially in times of crisis it shows how important a reliable partner is.

**Let us come back to Switzerland briefly because it is a non-EU country. Does trans-o-flex take care of the issue of customs clearance here, too?**

Yes. This was also the prerequisite for developing our cooperation here. We wanted a one-stop service that would relieve our workload permanently. Therefore, our logistics partner for Switzerland must not only be able to offer carriage alone, but also reliable and fast customs clearance when exporting to Switzerland.

**Nevertheless, you have just changed the process in customs clearance for consignments with a goods value of more than 1,000 euros. What's that about?**

That is one of the things that we particularly appreciate in working with trans-o-flex. We have dedicated contact persons at trans-o-flex. And they are not only responsible for managing the status quo, but also take our wishes and needs into account and, after consultation with the relevant departments, make suggestions on how processes can be improved. While the customs clearance of consignments with a lower value of goods never posed a problem, the effort involved was significantly higher for goods with a value of more than 1,000 euros. After we raised this issue, trans-o-flex and its Swiss partner developed a solution to be able to deliver these consignments with little effort.

**What are the distribution channels through which Revlon products are marketed and which trans-o-flex must therefore serve?**

Our products, for example for skin care, but also shampoos, hairspray, lotions and perfumes, are mainly sold through beauty salons, hairdressers, chemist's shops or perfumeries. trans-o-flex must therefore supply retailers, but also deliver larger batches to wholesalers. Not to mention the supply of our representatives in the field. Because of course they travel a lot, we have made delivery agreements with trans-o-flex. This works perfectly.

**What about trading online?**

In addition to sales via our online platform, sales via Amazon are also becoming increasingly important. It is a great advantage for us that trans-o-flex

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is a preferred carrier of Amazon. Our goods, which are sold via the Amazon platform, are therefore delivered by trans-o-flex to the various Amazon warehouses in Germany, Poland and the Czech Republic. We have nothing to do with the notification and booking of delivery slots. trans-o-flex does all this for us. This makes life a lot easier for us!

#### ***How transparent is the logistics chain at trans-o-flex for you?***

That's a very important point. We are increasingly annoyed by service providers who do not provide us with information about problems with deliveries. For example, we would like to know where there were obstacles to delivery, for instance be-

cause a pharmacy is being refitted, because a hairdresser is renovating or whatever. It is important to keep an eye on these consignments so that we can then decide what to do with them. Reporting and rescheduling work smoothly with the mytof online tool. Another major advantage is that we can download PODs at any time in this tool.

***On the one hand, cosmetics is one of the core industries of trans-o-flex Express, which is why the company has developed specific industry solutions here. On the other hand, the core sector of health is much more strongly represented at trans-o-flex. Do you sometimes feel like a second-class customer?***

No, absolutely not. On the contrary, I believe that we also benefit in cosmetics from the quality standards that trans-o-flex has actually developed for pharmaceuticals. Compliance with the GDP for pharmaceuticals is certainly not harmful to the shipment of perfume or creams.



### **Where is trans-o-flex's USP for Revlon?**

I see three of them in particular. But I may have to make a few remarks for a better understanding. We are convinced that we offer great products, and that is why we want these products to arrive quickly and safely so that they look perfect on the shelf. This is why short delivery times and low damage rates are very important for us. Based on our more than two years of experience with trans-o-flex, I would consider both to be USPs of the company. We experience high quality even with standard deliveries. And additional services are possible if required. This applies, for example, to exotic services such as cash on delivery. We don't have many of these, but this is not uncommon in the hairdressing industry.

### **What is the third USP for you?**

The third USP I would count is personal customer care. We don't need a call centre where people are friendly but often have little knowledge of the actual business and can't make decisions. Having someone with whom you can quickly prioritise a consignment, or with whom you can talk about process improvements and initiate and implement changes, is worth a great deal. ■

## **Revlon – one in beauty**

Elizabeth Arden, Inc. is a global prestige beauty products company with an extensive portfolio of prestige beauty brands in over 120 countries. In addition to Elizabeth Arden Care, Colour and Fragrance, the global company portfolio includes celebrity fragrances such as Christina Aguilera, Britney Spears and Shawn Mendes and designer fragrance brands such as Juicy Couture and John Varvatos.

In 2016 Elizabeth Arden, including the licensed brands, was acquired by the international corporation Revlon. Today, Revlon and Elizabeth Arden operate as one in beauty with a diversified brand portfolio. Revlon and Elizabeth Arden are represented in approximately 150 countries around the world.

Revlon is one of the top 20 global beauty companies with product offerings in the areas of beauty preparations, skin care, hair colour and care and men's grooming products.



*Tobias Staehle, Managing Director Revlon for the DACH region*

## CLIMATE PROTECTION

# Seven fewer car trips around the world

***Why the veterinarian cooperative WDT now has its consignments delivered in a climate-neutral way and how this works.***



The Wirtschaftsgenossenschaft deutscher Tierärzte (WDT) has been a customer of trans-o-flex for more than 20 years. For one year now, all WDT consignments have been delivered in a climate-neutral manner, because WDT now uses trans-o-flex's  $\text{CO}_2$ de green service. As a result, WDT has already ensured in the first year that almost 57 tonnes less climate-damaging  $\text{CO}_2$  emissions were emitted. A comparison shows how much that is: A car that consumes 8.5 litres of petrol per 100 kilometres would emit this amount into the air if it drove 285,000 kilometres, i.e. circled the earth seven times.

“Sustainability plays an increasingly important role for our customers,” says Andreas Mahn. The business graduate is head of logistics at WDT and has ensured that all trans-o-flex consignments have been delivered using the  $\text{CO}_2$ de green service since September 2019. For all these consignments, trans-o-flex calculates exactly to the gram how much carbon dioxide ( $\text{CO}_2$ ) is emitted from the time of collection at WDT until delivery to veterinarians, authorities, hospitals or zoos. “We can offer this service because we have been compiling an exact environmental balance sheet for years and therefore know exactly which process step is associated with which emissions,” explains Wolfgang P. Albeck, CEO of trans-o-flex. “We use this primarily to identify where the starting points are

**code green**  
 $\text{CO}_2$ de green service  
Klimaneutraler Versand  
Carbon Neutral Shipping

trans-o-flex

for further improving our own carbon footprint.” In this way, trans-o-flex’s carbon footprint has improved considerably since the introduction of the annual environmental balance sheet in 2007. According to the latest sustainability report, CO<sub>2</sub> efficiency (i.e. the amount of CO<sub>2</sub> emissions associated with each consignment) is now 17.7% lower than in 2007. And not only the efficiency per package decreased, but also the absolute amount of pollutants. For example, emissions of particulate matter (FM 10) recently fell by around 1,000 tonnes annually, nitrogen oxide (NOx) by 44,000 tonnes and CO<sub>2</sub> by 6,000 tonnes. “We can be proud of these achievements, which are primarily the result of continuous investments in our fleet, but also reflect numerous efficiency improvements in our network, dispatching and vehicle utilisation,” says Albeck. “Nevertheless, there remains a sizeable residual amount of emissions that we cannot eliminate at our sources. And this is where the economically and ecologically sensible idea of compensation comes in.”

Andreas Mahn agrees with the trans-o-flex boss: “Ultimately, the climate does not care whether we emit less CO<sub>2</sub> when transporting our veterinary medicines or when producing energy in China. And sometimes it is much easier and more efficient to support CO<sub>2</sub> reduction in other countries than here in Germany, where much is already very efficient.”

It is precisely this path of compensation that trans-o-flex follows with its co<sub>2</sub>de green service. “We have selected two certified environmental protection projects to offset CO<sub>2</sub> emissions,” says Albeck (see box on page 24). “Each project improves the global environmental footprint and we make this reduction possible by buying emission certificates to finance these projects.” trans-o-flex passes on the cost of the certificates as part of the co<sub>2</sub>de green service to its customers, who can significantly improve their own carbon footprint in this way.

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Andreas Mahn,  
Head of Logistics at the  
Wirtschaftsgenossenschaft  
deutscher Tierärzte eG



## **WDT: Default provider for veterinary practices**

The Wirtschaftsgenossenschaft deutscher Tierärzte (WDT) is one of the leading companies in the German veterinary pharmaceutical market and is present in over 95% of all veterinary practices. With more than 280 employees today, it is a successful medium-sized company with considerable growth potential. WDT aims to be the default provider of veterinary practices. To this end, a comprehensive range of high-quality proprietary preparations, practice supplies, human and wholesale products has been developed, which has been continuously expanded and adapted to the needs of the market. The logistics department in Garbsen in the greater Hanover area manages over 11,000 products and dispatches up to 4,000 packages daily.

"For us at WDT this is a very sensible combination," says logistics manager Mahn. "On the one hand, the continuous improvement of CO<sub>2</sub> efficiency at trans-o-flex, which also means that fewer and fewer certificates have to be purchased, and on the other hand the compensation of the remaining CO<sub>2</sub> emissions so that our shipments can actually become climate-neutral." However, WDT does not want to stop there, but is currently combing other areas of logistics for climate

improvements. Mahn has already found what he was looking for in terms of packaging. "We have changed our partner for shipping cartons and are testing paper as an alternative to bubble wrap for the inner packaging," reveals Mahn. "The initial tests were promising and are now being expanded." ■



## ***Multi-pronged climate protection through CO<sub>2</sub> compensation***

To reduce transport-related CO<sub>2</sub> emissions to zero for its customers, trans-o-flex supports two certified environmental protection projects with its co<sub>2</sub>de green service.

### **1. Clean electricity**

In this gold standard project, methane released from a landfill in Suzhou, China, is captured and converted into energy. The climate-damaging effect of methane escaping into the atmosphere is still 21 times greater than that of CO<sub>2</sub>. Instead of global warming, the project generates electricity that is fed into the local power grid and replaces electricity that would mainly be generated in coal-fired power plants. In this way, greenhouse gas emissions are reduced twice: firstly by avoiding methane emissions and secondly by replacing CO<sub>2</sub>-intensive coal-based electricity.

### **2. Clean water**

The project funded the installation of a modern anaerobic wastewater treatment plant in a

starch-producing production facility in Thailand. Before this, the wastewater from the starch factory was discharged through several open lagoons. The wastewater then often stood in the various basins for more than a year, with methane gas constantly being produced and released. The new wastewater treatment plant captures the methane, uses it as biogas for heat generation and thus replaces heavy oil. Here too, climate protection is twofold: lower methane emissions and less oil consumption. This reduces dependence on imported fossil fuels, which in turn leads to greater energy security and cost savings locally. Last but not least, this project significantly improves the local air quality while the construction, operation and maintenance of the biogas plant generates local employment.

## NATIONWIDE SURVEY

## *Any shipment without temperature control can compromise the effects of pharmaceuticals*



*How high or low are the temperatures in non-temperature-controlled delivery vehicles really? trans-o-flex has carried out a total of 153,000 measurements in different seasons throughout Germany. The lowest risk of going outside the room temperature range is at 16 degrees Celsius outdoor temperature. At an outside temperature of 23 degrees, the temperature was already up to 50 degrees in the loading space. Online temperature alarm quantifies the daily risk potential.*

Anyone who does not monitor and control the temperature at which pharmaceuticals are transported runs the risk every day of the year that a product will lose its effectiveness during transit. trans-o-flex has investigated why this is so and how high the risk is in several nationwide series of tests. "No matter what time of day it is and no matter whether the goods are transported in summer or winter, our measurements clearly show that there is no outside temperature at which pharmaceuticals can maintain

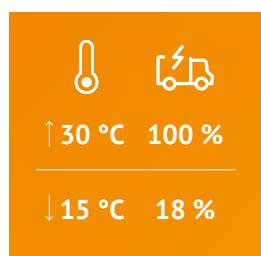
the room temperature range of 15 to 25 degrees free of risk without temperature control," says Wolfgang P. Albeck, CEO of trans-o-flex. The lowest risk is at an outside temperature of 16 degrees. Here, the likelihood of a consignment being transported in a vehicle without temperature control at below 15 or above 25 degrees Celsius on delivery is 16%. Above and below this temperature the risk increases sharply (see graph on page 27).

"In our experience, senders of pharmaceuticals requiring refrigeration know very well how easily their sensitive products can leave the prescribed range of 2 to 8 degrees Celsius without appropriate temperature control in the supply chain and lose their effectiveness as a result. To prevent this, they specifically use the 2 to 8 degrees service of trans-o-flex ThermoMed," Albeck continues. "But in the room temperature range of 15 to 25 degrees Celsius intended for other medicines, the risk to patients is

still underestimated. This is why we wanted to use data collected in practice to show how high the risk actually is." To this end, trans-o-flex has started an extensive series of measurements in different seasons.

During the measurement periods, delivery vehicles were equipped with temperature loggers at 17 trans-o-flex sites distributed across Germany. Three operational scenarios were tested at each site: an intercity route, a city route and a mixed route. The measuring instruments used (temperature loggers) recorded the temperature every 15 minutes with an accuracy of 0.5 degrees Celsius and stored it together with the time and date of the measurement. In total, 152,920 readings were taken in this way over several test periods. Each of these temperature values was related to the outside temperature that was simultaneously recorded at the measuring station of the German Weather Service that was closest to the vehicle. So as to only take the times of pharmaceutical transport over the last mile into account, trans-o-flex concentrated its analysis on the 40,151 measured values that were collected between 8 a.m. and 4 p.m. from Monday to Friday.

## Up-to-the-minute temperature alarm



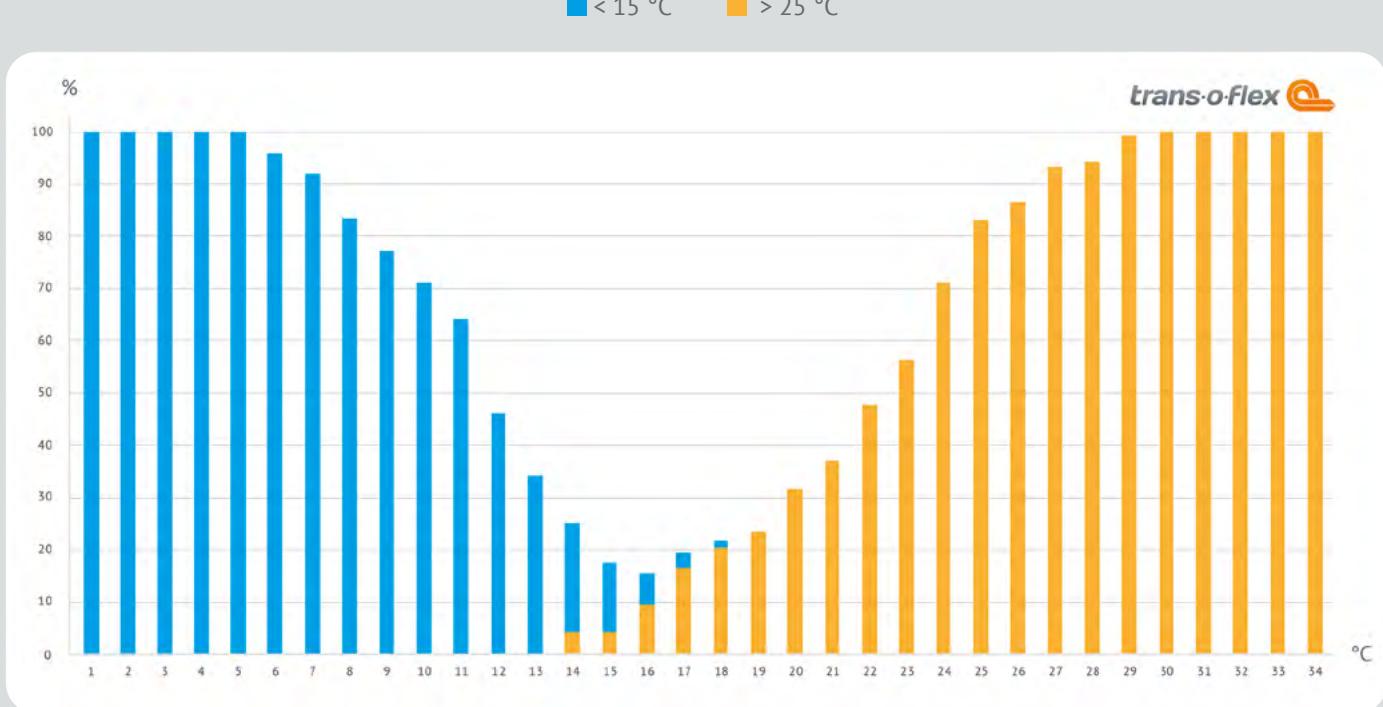
"We chose these time periods because our delivery vehicles are typically on the road by then," explains Albeck. "And based on this data, we have developed the Temperature Alarm website tool. This means that everyone can see at any time how high the risk of non-temperature-controlled shipments is on a particular day." The Temperature Alarm service on the [www.trans-o-flex.com](http://www.trans-o-flex.com) website provides daily details of the maximum and minimum temperatures to be expected and the corresponding risk of a consignment being transported in a vehicle without temperature control at more than 25 degrees or below 15 degrees Celsius.

## ***"There is no day without significant risk"***

"The test results allow only one conclusion: There is no day without considerable risk," Albeck notes. "In addition, the investigation has confirmed several findings known in specialist circles, including those of the EIPL study\*." Firstly, the temperature in the loading space of a vehicle without temperature control follows the rise in outside temperatures during the course of the day without any significant time delay. Secondly, the loading space does not heat up slowly and in parallel with the increase in the external temperature, but the interior temperature increases in some cases exponentially in relation to the external temperature. Even at an outside temperature of 16 degrees, 10% of all measurements in the loading space indicated temperatures of more than 25 degrees. "This means that even at normal outside temperatures there will be considerable deviations if we do not use actively temperature-controlled vehicles." With an outside temperature of 23 degrees Celsius, peak temperatures of more than 50 degrees Celsius were measured in the vehicles, with an outside temperature of 30 degrees Celsius even more than 60 degrees Celsius.

But the risk of damage to medicines does not only arise when the temperature is exceeded, but also when the temperature falls below the specified range. Given the temperatures in Germany, the risk of falling below the specified range is at least as great as the risk of exceeding it. "In addition, shipping tests such as those conducted by EIPL have impressively demonstrated that temperatures below this range often lead to products being completely unusable, for example when a cough syrup freezes in transit."

\* For more information on the EIPL study, in which pharmaceutical deliveries by conventional parcel services were tested, please follow this link: <https://www.eipl-institute.eu/images/eipl/publikationen/EIPLtemperaturstudie/EIPL-Temperaturstudie-Pressemeldung.pdf>



The graph shows how high the risk is at a given outside temperature when consignments are transported in a non-temperature-controlled delivery vehicle at less than 15 or more than 25 degrees Celsius. Example reading: Even at an outside temperature of 22 degrees, the risk is almost 50%. So out of two consignments, one will probably be transported at more than 25 degrees Celsius.

Further studies conducted by the pharmaceutical specialist trans-o-flex have shown that, in addition to the temperature inside the vehicles, the temperature in the warehouses also poses a high risk for the shipment of medicines. "If not actively controlled and counteracted, the temperature in conventional distribution centres rises continuously throughout the day," says Albeck. "According to our measurements, the temperature reaches its peak not at noon, but in the late afternoon, exactly when the customers' consignments arrive." Once the heating process has started, the large mass of the

buildings means that a rise in temperature, for example above the 25-degree limit of the room temperature range, cannot be prevented at short notice without active air conditioning. "Cooling has to start early, usually in the morning. And to know exactly when and how much intervention is required, continuous measurement, documentation and evaluation of temperature logs is necessary." ■

## PRODUCTION CHANGEOVER

## How a distiller has overcome the coronavirus lull with trans-o-flex



**A family business with a 300-year tradition as a fine distillery began producing disinfectants during the pandemic. The second mainstay is set to remain after the crisis.**

The Sasse family distillery has been in Schöppingen in the Münster region for around 300 years. But the coronavirus pandemic threatened to put an abrupt end to this long tradition. Because restaurants, the main consumers of Sasse products, had to close due to the outbreak, sales plummeted by 70% from one day to the next. But with the help of trans-o-flex, the family-owned company succeeded in tapping into a new sales channel. Now that the distillery's traditional business has also resumed, this will be retained as a second mainstay: the production and sale of ethyl alcohol as a disinfectant.

“We have survived many a crisis,” says Rüdiger Sasse, managing director of the company, recalling the 1980s. At that time, the demand for classic high-per-

centage products declined significantly. But in 1987 Sasse discovered a corn schnapps that had been distilled by his grandfather Theo Sasse. And from the old bottle, a vision of the future was born: to turn this German corn schnapps into a high-quality spirit. “That was the birth of our ‘Lagerkorn’ corn schnapps,” Sasse recalls. “The distillate ages in oak casks for at least four years before we bottle it.” From then on, the Münsterlanders distilled a wide variety of corn schnapps creations – always according to the recipe: the highest quality ingredients, “distilled by hand”, according to traditional methods. In 2018 Sasse was honoured as a world-class distillery.

But this was of little use during the coronavirus pandemic. Pubs and restaurants had to close. Sales of Lagerkorn

schnapps collapsed. So it came precisely at the right time for the fine distillery that trans-o-flex came into play of its own accord at the beginning of April. The sales department of the logistics service provider wanted to sound out new market opportunities during the pandemic. The project “Acquisition of ethyl alcohol production from breweries/distilleries during the Covid-19 pandemic” was launched and the sales representatives Thomas Hochstein and Christian Riddermann sounded out potential customers. One of them was called Sasse. The fine distillery had already started producing ethanol for disinfection and was looking for the best logistical solution. After a detailed review of the alternatives, the decision was taken on 30 April. Sasse sent the signed terms and conditions to trans-

## Finest corn schnapps from Münsterland

To mitigate the consequences of the coronavirus crisis for itself and for restaurants – the main buyers of its premium products – the Sasse fine distillery has come up with its ‘pub friend’ campaign. This entails a “Special Edition” of its premium product Lagerkorn. For every bottle sold of the limited ‘pub friend’ edition, Sasse is giving away a half-litre bottle of Lagerkorn to Münsterland’s gastronomy, which has been badly hit by the coronavirus crisis.

*trans-o-flex has purchased five bottles of the ‘pub friend’ campaign schnapps and is giving them away. Customers who would like to win one of the bottles should simply send an e-mail: [pr@tof.de](mailto:pr@tof.de)*

*Good luck and cheers!*

o-flex by e-mail with the message that they wanted to start “asap”.

Immediately after the public holiday on 1 May, field sales representative Christian Riddermann drove to Schöppingen and gave the sales and dispatch team at Sasse an introduction to the trans-o-flex world – an offline course for online consignment recording. In parallel, his office colleagues pulled the strings in the background, connected up the customer, commissioned trans-o-flex IT Service to set up online tracking and organised the first collection for the next working day in Schöppingen.

Since then, trans-o-flex Express has regularly collected ethyl alcohol for disinfection from Lagerkorn GmbH. The goods are collected on pallets on three fixed collection days. Unpackaged canisters in four sizes are placed on these: 1, 3, 5 and 10 litre containers. The goods cannot be sorted, so a simple parcel ser-

vice would not be able to convey them through the automatic sorting machines. In addition, the disinfectant is a hazardous material, another speciality of trans-o-flex. And last but not least, many consignees fit perfectly into the trans-o-flex network. Lagerkorn mainly delivers to pharmacies, medical practices, sports and clothing stores, but also to schools.

“We are now set up for the further demand for disinfectants,” says Sasse. “Many pharmacies and doctors have told us that a reliable regional partner is highly valued and also needed.” The fine distillery intends to continue using its ethanol expertise to meet this demand.

“The crisis and the production change-over have also presented us with completely new challenges in terms of shipping,” Sasse continues. “We were therefore very pleased to have found



**trans-o-flex gives away 5 bottles of Lagerkorn schnapps**

## ENERGY-SAVING COOLING CONCEPT

## 13 million euros for the new facility in Hesse

With a total investment of around 13 million euros, a new transshipment centre is currently being built in Driedorf, Hesse, on a site measuring almost 42,000 square metres, which will generate further synergies between the trans-o-flex Express and ThermoMed networks. The centre is designed so that it can handle parcels and pallets in two different temperature zones. As a result, the previously separate facilities in this region for the transport of chilled pharmaceuticals (2 to 8 °C) in the trans-o-flex ThermoMed network and of medicines in the room temperature range (15 to 25 °C) in the trans-o-flex Express network can now be combined at the new centre. For this purpose, a separate refrigeration cell for handling at 2 to 8 °C is installed in the building where consignments are sorted and handled at a temperature of between 15 and 25 °C. At the same time, an energy-saving cooling concept eliminates the need for an air conditioning system for the entire handling hall. This is because the temperature of the hall is primarily controlled by "free cooling". For this purpose, supply air grilles are installed on one side of the hall, which only let in fresh air. Exhaust air fans are installed on the opposite side of the hall. These fans push warm air to the outside, while at the same time fresh, cooler air flows through the supply air grilles into the hall. The system is also being used at other sites, such as the new site in Hamm. Here, however, free cooling is an additional element that reduces the use of the hall's air conditioning system.



They recently celebrated the topping-out ceremony at the new site in Hesse (from left): trans-o-flex CEO Wolfgang P. Albeck, trans-o-flex shareholders Dr. Claus-Peter Amberger and Christoph Schoeller, Driedorf's Mayor Carsten Braun, civil engineer Hans-Peter Fleißner and Matthias Kröger, project manager of the commissioned general contractor Kögel & Nunne.

In Driedorf, free cooling is sufficient to ensure that the building temperature does not rise above 25 degrees at night and in the morning. In the critical times in the late afternoon, when the highest temperatures are reached in the buildings, no transshipment takes place in Driedorf, as it is a pure delivery facility. "If anything changes, we can install another air conditioning system," says Matthias Ahrens from trans-o-flex property management. Even now, the sealed storage area as well as the office and social areas are actively air-conditioned, as is the ThermoMed cold store integrated into the handling hall. "The fact that there is no air conditioning for the entire handling hall is environmentally friendly and reduces investment and operating costs. Nevertheless, it is ensured that the conditions of our logistics chains with active temperature control are maintained at the site at both high and low outside temperatures." The centre in Driedorf is due to go into operation in spring 2021.

## ++ INTEGRATED NETWORK ++

### Rostock back under own management

Since June this year, the Rostock site has again been operated by trans-o-flex Express itself. Dirk Hatscher,

who had already managed the site for the previous system partner, will remain branch manager in the new constellation. In total, trans-o-flex now operates 31 of its 37 German network sites under its own management.



## TRANS-O-FLEX THERMOMED AUSTRIA

## Vehicle fleet sets new quality standards

**Company invests two million euros for 34 new two-chamber delivery vehicles and modernises almost half of its entire transport fleet. Trucks meet GDP and ATP standards for the delivery of pharmaceuticals and foodstuffs.**

The Austrian subsidiary of trans-o-flex has invested around two million euros in a new generation of delivery vehicles. With the procurement of 34 vehicles, the company is renewing almost half of its transport fleet and intends to set a new quality standard. trans-o-flex ThermoMed Austria uses two-chamber vehicles for the actively temperature-controlled transport of pharmaceuticals in the temperature ranges 'Refrigerated' (2 to 8 degrees) and 'Ambient' (15 to 25 degrees).

"We have decided for the first time on a combination of a Mercedes-Benz chassis with a box body from the body specialist Spier," says Christian Lienhart, managing director of the Austrian company. "The Euro 6 diesel engines operate more quietly and cleanly than their predecessors and the design gives our customers even more security with regard to the compliance with the respec-

tive temperature range prescribed for the transport of medicines in Austria."

The two-chamber vehicles, which transport goods at a temperature of 2 to 8 degrees Celsius in one part of the loading space and at 15 to 25 degrees Celsius in the other, are certified in accordance with the GDP standard for the transport of pharmaceutical products. At the same time, trans-o-flex ThermoMed Austria has attached great importance to ATP certification. "The ATP certificate confirms the suitability for food transport," explains Lienhart. "Although we do not transport foodstuffs, this sign of quality certifies how well different temperatures can be maintained in the loading space. The performance of the multi-chamber refrigerator and the insulation of the box body is so high that we could also use it to transport frozen goods."

*The first of 34 delivery vehicles with which trans-o-flex ThermoMed Austria intends to set a new quality standard.*



### Eight technical features of the new vehicles

- 1 Two entry and exit options enable fast and flexible loading and unloading – wing doors at the rear plus side door.
- 2 Temperature curtains with PVC strips behind the side and rear doors as well as an insulating curtain that can be moved longitudinally and laterally and folded up to prevent rapid loss of temperature when the door is opened.
- 3 Load securing rails in the interior allow the goods to be secured quickly and securely.
- 4 The vehicles are not only suitable for transporting parcels, but also for europallets and roller containers.
- 5 Profiles on the front wall ensure optimal air circulation.
- 6 Reversing lights and reversing camera enable safe reversing even in the dark.
- 7 Central locking of all doors (driver's cab and box body) ensures safety and saves time.
- 8 LED lights switched by motion sensors automatically light up the loading space as soon as the driver opens a door.

# Safety to the last metre



The right equipment plays a vital role when it comes to safety. This is why we have developed „trans-o-flex Ident“. The service for particularly sensitive or high-value items ensures that they are only delivered to authorised recipients using a QR code. This special service is available throughout Germany and can be combined with numerous other services.

**Any questions? Your trans-o-flex contact person is looking forward to your call. For further details: Scan the QR code or visit [www.trans-o-flex.com/en/ident](http://www.trans-o-flex.com/en/ident)**

