

trans-o-flex

# magazine



## 50 years of innovative industry solutions

*How customers and employees are celebrating trans-o-flex's anniversary • CEO interview: this is what has brought logistics forward in five decades*

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### Climate change is impacting logistics

Stada: demand for active temperature control is on the rise

### Returnable boxes for everyone

Initially an individual customer solution, now a full service: tof.ecobox

### New customer survey

Never before have there been so many trans-o-flex fans

++ BEST LOGISTICS SERVICE PROVIDER ++

## Focus Money names trans-o-flex “Price Winner 2021”

According to a study by Focus Money, trans-o-flex is the logistics service provider offering the best value for money in Germany. trans-o-flex received an even better rating than in the previous year in the current study “Price Winner 2021”, which the magazine commissioned from the Hamburg Institute for Management and Economic Research (IMWF). In last year’s study, trans-o-flex was already among the best companies with a score of 85.1 out of 100. In the current study, for which market researchers once again analysed around 20,000 German brands and companies, trans-o-flex further improved its score to 87.8, making it by far the best service provider in the logistics category. The next best logistics service providers scored only 70.8 and 70.6.



### Legal notice

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## CEO INTERVIEW

# *What has brought logistics forward in the last 50 years?*

Hardly any other top manager in logistics has accompanied and shaped the industry for as long as Wolfgang P. Albeck. That's why this is not the normal editorial by the trans-o-flex CEO, but, in view of trans-o-flex's anniversary, he instead takes questions from the editorial team and looks back on the key developments of the last five decades. Who were the drivers? What role did trans-o-flex play? And what role will the company play in the future?

**Mr. Albeck, when you look back on the last 50 years in logistics: What were the decisive drivers that brought the industry forward and ultimately made it of "systemic relevance"?**

**Wolfgang P. Albeck:** I see four drivers in particular, all of which have changed the rules of the market in their own way and have decisively brought logistics forward as a result. Driver one came from the so-called integrators DHL Express, FedEx, TNT and UPS. Their development of integrated transport networks, first nationally, then internationally and ultimately even worldwide, has made globalisation and e-commerce possible. Today's parcel services produced the second. They have learned from the integrators to implement a seamless logistics chain from collection to delivery, but they have changed the rules decisively in one aspect:



they limit their offering to a clearly defined parcel size and, in doing so, optimise their production and costs to the maximum. It goes without saying that the counter-response could not be missing, and that came from trans-o-flex. Instead of focusing on maximum industrialisation, this company's contribution was and still is to offer its customers maximum flexibility, the highest level of service and top quality through industry solutions, while at the same time keeping costs competitive through optimal consolidation, at collection and over the last mile.

Politics has triggered a fourth important market development by liberalising the postal markets. As a result, many sleepy state-owned companies have developed into efficient logistics service providers who are market leaders in their respective home markets in B2C and C2C business. Whether the competition is always held with, as the Swiss say, lances of equal length is another matter.

#### ***And from today's point of view, what were the decisive things that you personally initiated and made happen?***

I didn't make anything happen on my own – it was always the achievements of a motivated and well-organised team. I have achieved decisive advantages for TNT customers by introducing express deliveries before noon, before 10 am, 9 am and before 8 am. We have introduced a money-back guarantee and the first Special Service in Germany. The construction of the first fully automatic sorter in Hanover, which was also able to measure and weigh, and automatically feed the data into SAP for invoicing, marked an enormous step forward in production. I have made quality management in logistics a reality and, in 1992, I received the first ISO certificate from Lloyds Germany for TNT. Including trans-o-



flex, I have successfully restructured and turned around eight companies and business units. The key milestones I achieved as head of German Parcel Post were the combined delivery of parcels and letters in rural regions, the introduction of self-service parcel delivery and dispatch stations, the development of the express network for Deutsche Post, the successful merger of DHL Express Classic and Deutsche Postexpress, as well as serving on the steering board for the construction of one of Europe's largest air hubs in Leipzig. And in all five decades, I have worked hard to ensure that training and further development is given a high priority.

#### ***What have been particular turning points in the last few years that you have overseen at trans-o-flex?***

I wouldn't like to highlight individual projects because we have turned everything in the right direction. In the first year, we worked through over 2,500 individual points. Two things were decisive for being able to tackle so many issues: the trusting cooperation with shareholders and a closed conference with our management team and their families. Because our 2017 to 2021 agenda was born out of this, which has been implemented very successfully, and from which a great company has evolved. The first leadership conference heralded another crucial turning point in getting us to where we are today.

**What inspires you to work at trans-o-flex?**

I have fallen in love with this company! My wife, with whom I have been together for 30 years and plan to celebrate our silver wedding anniversary next year, has never seen me so crazy about a company. In the beginning, I understandably encountered a lot of scepticism when I visited a trans-o-flex branch. Now I am delighted to see more and more enthusiasm and positive energy in our company. It keeps me fit and I enjoy it.

**What will be the most important tasks for trans-o-flex in the coming years?**

The implementation of our 2022 to 2025 agenda. These again consist of many very precise individual steps, which again all point in the same sustainable direction. As with the first agenda, it makes our path clear and comprehensible and is the common thread for all of us.

**As recently as 2017, trans-o-flex was still in a very difficult phase of transformation. In your view, what is the recipe for a successful turnaround?**

I don't like the term turnaround here. We reset the sails and put our ship back on course. The success came from consistently focusing on what we are really very good at. This implies high quality standards, absolute customer orientation, which also includes consignees, and the most important thing: our employees! Even in the most difficult phase of 2017, we didn't cut any costs, but kept the team and thus the know-how on board, and that paid off. The 2017 to 2021 agenda were our guidelines, which we all followed together.

Our shareholders have been actively involved in this and have not retreated to the role of owner, which is not something that can be taken for granted. In hindsight,

you could say: it was all very easy! But it wasn't. Nevertheless, we did it together and we can all be very proud of that. ■





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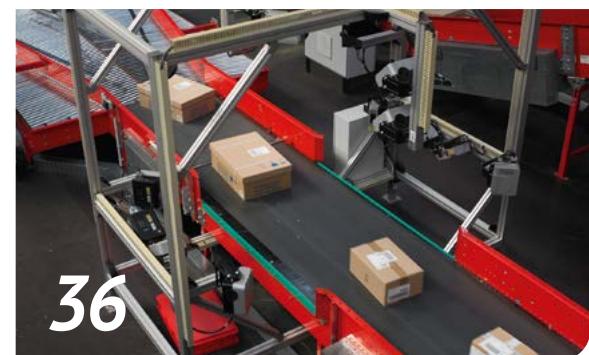


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## ++ CUSTOMER MAGAZINE ++

**Completely carbon-neutral printing**

On the way to the goal of becoming carbon neutral, trans-o-flex is pulling out all the stops. For example, an analysis has shown that the printing of trans-o-flex's customer magazine generates almost four tonnes of carbon emissions. For this reason, trans-o-flex has taken advantage of an offer made by the ABT media group this

year to completely offset the greenhouse gas emissions generated during printing. The printing company has confirmed the offsetting of a total of 3,761 kilos of CO<sub>2</sub> equivalents for the spring issue in a certificate. Emissions are offset through certified climate protection projects that involve planting trees in Germany.

*Certified by the Climate Partner organisation: The printing of trans-o-flex's customer magazine no longer present an impact on the climate.*



## ++ LED LIGHTING ++

**All sites will be converted**

After trans-o-flex equipped all new sites with energy-saving LED lighting as the standard, all existing sites are now being gradually converted. The Weinheim head office has made a start, where first the entire corridor lighting was replaced and in a second step, the lighting of the offices is pending. "The conversion is an investment that should not be underestimated," says Matthias Ahrens, who is responsible for the lighting conversion project in the real estate management department of trans-o-flex. "After only two years, it will be cheaper and, it is another step in our sustainability strategy." The lighting is to be replaced at other sites before the end of the year. Plans are in place for Cologne, Kassel, Koblenz and Neumünster.



## ++ AWARDS AND HONOURS ++

**"Environmental Champion 2021"**

trans-o-flex is one of the German "Environmental Champions 2021" and one of the "Exemplary Companies in Times of Crisis". This is the result of two independent studies conducted by the subsidiary of a major Frankfurt newspaper publisher together with a market research institute. In both cases, the method of social listening was used. The sustainability survey examined how often

# news



With a supply certificate confirmed by TÜV-Süd, the Mannheim-based energy supplier MVV Energie guarantees that trans-o-flex will receive electricity generated using hydropower again this year.

and in what form companies wrote about the topics of reducing waste, using sustainable mobility, neutralising climate emissions, using renewable energies and nature conservation on websites, blogs, forums or social media. For the study, about one million mentions could be assigned to about 10,000 companies and about 900 environmental champions could be identified who have distinguished themselves through exemplary and committed behaviour.

The second study analysed which companies are assuming social responsibility in the pandemic and doing their bit in the emergency situation. Around 300 companies received awards here, of which only 20 were in the service provider sector, to which trans-o-flex belongs.

#### ++ CERTIFIED GREEN ELECTRICITY ++

## trans-o-flex saves almost 9,000 tonnes of CO<sub>2</sub> annually

trans-o-flex continues to purchase green electricity, thereby significantly reducing emissions of climate-damaging CO<sub>2</sub> again this year. While the conventional German electricity mix produces 366 grams of CO<sub>2</sub> per kilowatt hour (kWh) generated, according to the Federal Environment Agency (value for 2020), no CO<sub>2</sub> is emitted in the production of trans-o-flex electricity. This is because this electricity is generated exclusively with hydropower. With a purchase of 24,500 MWh of electricity, which our supplier guarantees us for 2021 (see certificate), this results in an annual CO<sub>2</sub> saving of 8,967 tonnes.

#### ++ SUSTAINABILITY REPORT ++

## For 2020 also in English for the first time

How does trans-o-flex manage to be profitable, socially committed and environmentally friendly at the same time? The company's current sustainability report presents the company's sustainability strategy on 50 pages and documents how trans-o-flex has developed over the past year with regard to the aforementioned three pillars of sustainability. For the first time, the report is being made available in English. You can read it as an e-book directly on the website (trans-o-flex/Environment & Responsibility).



++ FULL SERVICE ++

## *tof.ecobox: returnable containers for everyone!*

Is the breakthrough for returnable boxes in logistics now imminent with the tof.ecobox? Returnable transport containers have been proven to reduce CO<sub>2</sub> emissions, create less waste and, according to recent studies, are very popular with consignees. Nevertheless, numerous attempts to establish such pools have failed over the past 15 years. "The main reasons were that there was no digital solution for a controlled circulation of the boxes, the return did not work and the returnable boxes were not neutral and usable for everyone," says trans-o-flex CEO Wolfgang P. Albeck. "The new offering from trans-o-flex is therefore a digital solution that combines neutral boxes with sophisticated return logistics. This means that we know where each box is at all times and can invoice according to the source."

The tof.ecobox are container solutions that have already been tried and tested, developed for individual customers and now further developed to be able to offer the environmentally friendly service to all trans-o-flex customers. "This includes different sized returnable containers to accommodate different consignment units." At the same time, says Albeck, it is a complete service that makes it as easy as possible for users. "We supply consignors with the

boxes they need, use digital systems to manage the collection of empty boxes from consignees, organise cleaning and automatically ensure transparent shipment tracking and originator-based billing with software developed specifically for this purpose." More information is available at: <https://www.trans-o-flex.com/en/products/tof-ecobox>.

And how much more environmentally friendly is a tof.ecobox compared to cardboard boxes? To check this, the total CO<sub>2</sub> impact was calculated, from the production of the boxes to their transport to the consignor to their return, cleaning and, if necessary, repair or recycling. This amount was compared to the impact of disposable cardboard packaging. The end-to-end study (cradle to grave) revealed that when sending 1,000 parcels with disposable cardboard packaging, the environment is burdened with emissions of 264 kilos of CO<sub>2</sub>e (CO<sub>2</sub> equivalents) for the packaging alone. If the tof.ecobox is used, the same shipping quantity for the packaging generates 131 kilos of CO<sub>2</sub>e – i.e. less than half. The durability of the reusable containers was calculated at 50 cycles, which is clearly exceeded in practice according to previous experience.



## ++ VEHICLE FLEET INNOVATION ++

# ThermoMed tests electric cooling

For one year, trans-o-flex ThermoMed is testing three new delivery vehicles to see how an innovative cooling technology, which has only been offered by one manufacturer so far, performs in practice. The new technology is said to be particularly environmentally friendly and cools efficiently because it works with electricity and reduces the vehicle's diesel consumption. Until now, the engine has had to run all the time, even when the vehicle is stationary and the driver is delivering a consignment. Otherwise, cooling is no longer guaranteed. The new cool-

ing units cool completely by electric. During the journey, they get their electricity from a generator driven by the engine. When the engine is off, a battery supplies the necessary power.

The new technology is about 3,000 euros more expensive than the cooling units previously used by ThermoMed. Due to the battery, it weighs 192 kilos, almost 40 kilos more than comparable systems from competitors. The bottom line is that the total costs should nevertheless be lower. This is because the fuel consumption of the vehicle is

reduced, the operational reliability in the event of engine failure increases (battery takes over cooling), maintenance and repair costs are said to be lower and the manufacturer gives a five-year warranty because they do not expect any failures. "Last but not least, electric cooling works much more quietly," explains ThermoMed Managing Director Stefan Gerber. "We can't underestimate that, as drivers in hospital areas with noisy refrigerated vehicles are increasingly frowned upon."



## ++ NETWORK EXPANSION 1 ++

## Synergy in Hesse: one site for two networks

“The branch has the potential to further increase the performance of our trans-o-flex Express and ThermoMed networks and to create new synergies between the two networks,” said Wolfgang P. Albeck. The trans-o-flex CEO was referring to the new facility in Driedorf, Hesse, which started operations as scheduled in May. The previously separate facilities in this region for the transport of refrigerated 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.



The new trans-o-flex logistics hub in Driedorf, Hesse, is located right next to a solar farm. Since 2008, the company has sourced almost all of its electricity from renewable sources.

## ++ GROWTH AT EURODIS ++

## trans-o-flex quality winner for the fifth time in a row

EURODIS, the network for international transport of parcels and pallets in 36 European countries, has awarded trans-o-flex Express the prize for best quality for the fifth time in a row. “Receiving an award like that five times in a row makes it look like it’s easy. But it is the result of consistent work on our processes and disciplined adherence to them. This award really goes to all the employees of trans-o-flex.” That’s what Wolfgang P. Albeck said when EURODIS Managing Director Jens Reibold handed him the certificate for this year’s Quality Award. The most important criteria evaluated in this competition are delivery times, status information, data transmission and proof of delivery. This data is measured and evaluated daily in an effort to optimally control and improve processes. “Based on the data, we can document that EURODIS has been able to further increase quality overall,” Reibold explained. “Knowing that, trans-o-flex’s repeat award takes on a different significance once again.”

For Reibold, the increased demand for EURODIS services is a reaction to the quality improvements in the network. “In the first half of this year, the number of consignments in the network increased by about 27 per cent.” Compared to 2020, when EURODIS already recorded growth of 15 per cent, the growth rate has almost doubled again and is clearly above market growth.



On 26 July, Jens Reibold congratulated trans-o-flex on winning the EURODIS network quality competition for the 5th time in a row and presented trans-o-flex CEO Wolfgang P. Albeck with the certificate.

++ NETWORK EXPANSION 2 ++

# New facility boosts capacity, efficiency and sustainability

5.000 m<sup>2</sup>

150 people

99 loading bays



Aerial view of the Wildenfels site.

Less than two months after the start of construction on 12 July, trans-o-flex celebrated the topping-out ceremony at its new facility in Wildenfels near Zwickau on 7 September. On a 30,000 square metre site, a sorting centre is being built for a two-digit million sum that sets both economic and environmental standards: low space requirements with high handling capacity, efficient thermal insulation, natural cooling, rainwater infiltration, charging stations for electric vehicles.

The 5,000 square metre transshipment centre has a total of 99 loading bays. Including drivers employed by transport partners, up to 150 people will work from the site. Wildenfels will further increase trans-o-flex's network capacity and commence operations in spring 2022.

To support the achievement of trans-o-flex's sustainability goals, the facility is being provided with numerous special features. It is being equipped with heavy-duty thermal insulation. The temperature of the facility will be controlled by an environmentally and economically efficient combination of free cooling via supply air grilles and exhaust air fans as well as an air conditioning system. It will be heated with gas dark radiators, while LED lights ensure sustainable workplace safety.

As a further investment in greater sustainability, all rain that falls on roofs and sealed surfaces of the site is not discharged into the sewage system. Instead, a special pipe system has been laid under the courtyard surface to collect all rainwater. The pipes have valves, which allow the water to be released in a controlled manner. "In this way, we enable natural drainage despite having developed the site," explains trans-o-flex CEO Wolfgang P. Albeck. "As a re-

sult, we relieve the local sewer system and the sewage treatment plant, do something against the sinking of the groundwater level and still save on rainwater charges." The system is dimensioned in such a way that it can completely absorb the rainfall of a so-called once-in-a-century downpour without overflowing. In this way, the system has a balancing effect and can reduce the consequences of heavy rainfall and dry periods. To prevent tyre abrasion or oils from entering the groundwater, a lamella separator filters such substances out of the surface water, before it is discharged into the environment in a controlled manner.

The centre is also prepared for increased electromobility with charging points being installed for employees' electric vehicles and connections being made for charging delivery vehicles.



At the laying of the foundation stone for the new logistics centre, which will further increase capacity and efficiency at trans-o-flex and will be built in a very environmentally friendly way (from left): Peter Morgenroth, designated branch manager of the Wildenfels facility, Wolfgang P. Albeck, trans-o-flex CEO, Christoph Schoeller, shareholder of trans-o-flex, and Tino Kögler, mayor of the town of Wildenfels.

++ HAVE YOU ALREADY CONSENTED? ++

## Digital drop-off facility makes delivery faster and easier

If you are a consignor and want to enable your customers to take advantage of the digital drop-off facility, you should act quickly now. Because in order for delivery to be faster and easier through a drop-off arrangement, our consignors must consent to this. As soon as consent has been obtained, trans-o-flex can offer consignees in Germany a drop-off facility for a drop-off location of their choice. It is easy to give your consent using the form provided at: <https://bit.ly/3vdMzRv>. Consignees will then be able to authorise a drop-off arrangement online via our consignee app "trans-o-flex insight". Once the drop-off arrangement has been authorised, consignees will then receive their items

on the first delivery attempt, even if they are not at home.

To ensure that the agreed drop-off location is clearly defined and no confusions are possible, consignees can take and upload images of their preferred safe storage place. It is even possible to define different safe storage places for different types of goods. If a drop-off arrangement is in place with the consignee, trans-o-flex drivers receive a notification on their handheld devices informing them they can drop off the items here. If the consignee has uploaded images of their designated safe storage place, these are displayed to the driver.



++ CUSTOMER SURVEY ++

## There have never been more satisfied faces

The latest customer survey produced a sensational result for all four business units of trans-o-flex. "Clients have never been more satisfied with us overall than in the second quarter of this year," says Lutz Blankenfeldt. The Head of Strategy, Marketing and Commercial points out that the 'net promoter score' (NPS) for the entire company has never been higher since the introduction of systematic customer surveys at trans-o-flex in 2017. The NPS is considered a key factor for measuring customer satisfaction. The values already achieved in the fourth quarter of 2020 have now been exceeded again by a good 30%.

Although the overall evaluation developed very positively, there were minor fluctuations in the evaluation of individual questions. The high level was essentially maintained.

What was noticeable in the most recent survey was that the competence of the specialist departments is constantly rated better. The friendliness of the staff achieves at least a value of 1.7 (on the school grading scale of 1 to 6) for all areas. The top score here is 1.4 for Sales. In terms of operational handling, the customers surveyed rated the reliability of the collection service best with 1.7.

Compared to competitors, almost nine out of ten customers in the most recent survey were of the opinion that trans-o-flex generally offers higher quality. A look at individual quality criteria illustrates in detail what this means. Right at the top in the comparison with the competition are safety and security. For 89 per cent of the customers surveyed, trans-o-flex operates more safely and securely than com-

++ TOF.COVER ++

## Express document service successfully launched

The first two consignments in the tof.cover service, the document express service introduced by trans-o-flex this year, were sent by new customer Wieland Assekuranz GmbH in Willich on the Lower Rhine. "Insurance offices with important contract documents or with a complete A4 folder naturally have a special need for express deliveries that are easy and reliable to send," explains trans-o-flex CEO Wolfgang P. Albeck. "For our existing customers, tof.cover is an ideal addition because it makes express shipping for documents or small items even easier and less complicated."

With tof.cover, trans-o-flex also supplies climate-neutral mailing bags. Customers then only have to enter the consignment data, stick the address label on the ship-

ping bag, pack the folders, documents, products or samples to be sent and hand the consignment to the trans-o-flex driver. Drivers either pick up the tof.cover shipping bags along with other consignments during the standard collection or a separate collection can be booked via tof.now. Express delivery before 12 noon on the next working day is included in tof.cover as a standard. Furthermore, any other express service can be combined with tof.cover – from pre-8 am delivery to evening service.



*Daniel Wieland (right), Managing Director of the insurance office of the same name in Willich on the Lower Rhine, personally gave the first two tof.cover consignments to trans-o-flex employee Steffen Dung.*

petitors. These are followed by the criteria speed (84%), reliability (76%), ease of cooperation (74%), flexibility (63%) and innovation (60%).

The trans-o-flex customer survey takes place four times a year. Customers who have comments, feedback or wish to

provide information in addition to the customer survey can contact trans-o-flex's Customer Experience Management at any time with their concerns (customerloyalty@tof.de).





Take a journey  
through time with us

**50 years**  
*of company history  
and world events*



trans-o-flex

*world events* →

COMPANY ANNIVERSARY

# 50 years of innovative industry solutions

*Critical appreciation, joy over successful, trusting cooperation: employees and customers congratulate trans-o-flex on the company's 50th anniversary*

50 years of trans-o-flex! The anniversary has not only encouraged many customers to look back and congratulate us, but has also unleashed a great deal of creative potential among the company's employees. They have not only written and sung an anniversary song, recorded a video, but have submitted historical documents from the company's history, given interviews with contemporary witnesses, written a fairy tale, and a children's book about trans-o-flex has been published. We can only show a small selection of the results of

the creative approach to the anniversary here in the magazine. And a customer magazine should not be without the numerous voices of customers who have congratulated trans-o-flex on its anniversary, critically appreciated the past and sent good wishes to the company for the future. One customer even sent an anniversary video message, and because we can't show it here, it will be the start of the many different responses to the anniversary printed on the following pages.

&gt;&gt;

1971

Founded on 30 October: first company for the nationwide direct supply of pharmacies and hospitals launched

World first: American Ray Tomlinson sends a test message to himself – the first e-mail



1973



First EU expansion (Denmark, Ireland, Great Britain)

Introduction of student grants ('BaFög'): Money from the state for studies



In his video message, Jan Wagner, member of the Management Board and General Sales Manager at Wort- und Bildverlag (which has been a trans-o-flex customer for 47 years), said: "Our cooperation has been marked by success for decades and we are glad that they have accompanied us as a service provider over these years... We are glad that all trans-o-flex employees are committed to us and our customers, the pharmacists... I would like to warmly congratulate them on their 50th anniversary and would like to take this opportunity to express my sincere thanks to all trans-o-flex drivers for working for us: Thank you very much."



If you would like to see the video (in German only) with Jan Wagner's personal greeting, you can either scan the QR code opposite or enter the following link in an internet browser: <https://bit.ly/2ZzfiEj>



Christopher Schröter, Purchasing Department Manager, röntgen bender GmbH & Co. KG, Baden-Baden



### ***Digitalisation optimises processes and increases reliability***

In my daily dealings with trans-o-flex, I would like to highlight two things. On the one hand, the very good cooperation with the customer service, and on the other hand, the topic of digital transformation. Examples are modern data interfaces, the improvements on my.tof or the website. We are experiencing professional development at trans-o-flex, where increasing digitalisation is leading to the optimisation of processes and increased reliability.

**1974**

Federal Chancellor Willy Brandt's downfall over GDR agent Günter Guillaume



Germany becomes football world champion

RAF terrorists take hostages at the German Embassy in Stockholm

**1975**

trans-o-flex offers transport of dangerous goods

### ***Precise as a Swiss watch***

For us, the main reasons for working with trans-o-flex are the combined parcel & pallet service and the reliable delivery quality within 24 hours. It runs as precisely as a Swiss watch. That is why we have never regretted switching from a number of different service providers to 100 per cent trans-o-flex in 2003. The company offers us a contemporary portfolio and now has a solid management team. We would choose trans-o-flex again today and would like to see the stable and cooperative partnership continue in the long term.

Michael Kausch, Head of Sales Logistics, STIHL Vertriebszentrale AG & Co. KG, Dieburg



Thorsten Lüllmann,  
Senior Account Manager,  
trans-o-flex, Berlin



### ***Saved a child – enjoyed the weekend***

For me, one of the most interesting times at trans-o-flex were the years after the fall of the Wall. Building a new network and customers in the young states, that was really pioneering work. But even apart from that, the work was never boring and, among the many fond personal memories, I would like to highlight one. We received a call in Berlin on a Friday afternoon from a client with a focus on haemophilia, immunology and intensive care medicine asking if we could immediately transport a vital consignment for a child to the University Hospital Hamburg-Eppendorf. We organised a special trip and guided the vehicle around all the Friday traffic jams. When the hospital confirmed the arrival of the consignment and later informed me that the child had been saved, I had a wonderful weekend.



**1979**

First transport of radioactive goods



**1980**

First elections to the European Parliament



Philips and Sony introduce the first audio CDs

## ***The will to constantly improve***

My father, who founded trans-o-flex in 1971, was a true entrepreneur who loved his customers. The will to continuously improve is also in the company's DNA. He would have been very pleased with the development of trans-o-flex in the recent past.



Prof. Dr. Holger J. Schmidt,  
Professor for Marketing, Koblenz  
University of Applied Sciences

## ***“There is always a way!”***

At trans-o-flex, I learned that there is always a way. No matter what situation you are in. And trans-o-flex has never been boring in all these years. We have benefited enormously from new technology and now offer our customers many more options than in the past, and we do so more reliably and quickly.

Jochen Koritsch, employee Commercial Department Administration, trans-o-flex, Weinheim



**1982**

trans-o-flex goes international:  
“euro express” association founded

Helmut Kohl succeeds  
Helmut Schmidt as  
Federal Chancellor

trans-o-flex founders sell  
company to Franz Haniel  
family group

**1985**

Boris Becker wins the Wimble-  
don tennis tournament for the  
first time as a 17-year-old

## Focus on quality has paid off

For us, trans-o-flex is a long-term partner who fits in well with our concept of 'ordered today – delivered tomorrow'. Especially as a consignor with larger products, we appreciate the fact that trans-o-flex also delivers bulky goods quickly. The focus on quality also paid off during the coronavirus crisis, in which the services were largely stable and thus significantly better than in the competitive environment. Some of our

long-standing account managers have made a career in the company – we are also pleased about that. We have little contact with the people who are also our face to the customer at the end of the supply chain. Our special thanks go to them, especially when they still give our customers a smile despite their hard work. Congratulations on your anniversary!

Gero Furchheim,  
CEO, Cairo AG,  
Groß-Umstadt



Salvatore Improta,  
Head of Logistics, Dr. Theiss  
Naturwaren GmbH, Homburg

## Customer satisfaction and personal contacts

After decades of working together, I can say that trans-o-flex stands out from other service providers with the outstanding value of always meeting the difficult criteria of delivery in the pharmaceutical sector. Furthermore, trans-o-flex has never lost sight of customer satisfaction, and the value of personal contact with the customer has never been neglected and replaced by anonymous call centres.

&gt;&gt;



**1988**

The Logistik-Service business unit offers warehousing, order picking and value-added services

Steffi Graf (18) wins the Golden Slam: the four most important tennis tournaments in the world plus the Olympics

**1989**

The Berlin Wall falls

The internet is invented





Silvia Hauck,  
Head of Real  
Estate Management,  
trans-o-flex, Weinheim

### *A newfound passion*

In 1991, I was looking for new challenges and found them at trans-o-flex. Today, I am proud to have been part of the changes and to have helped master the challenges we had to face at trans-o-flex. And now, after 30 years, I can say that I would choose the company again today. Because, not least, I have also found a new passion with my special field of work of real estate management.

### *A reliable partner both nationally and internationally*

For years, trans-o-flex has been our reliable partner for parcel shipping, both nationally and internationally. The values 'punctuality', 'low damage rate' and 'friendliness during delivery' are very important to us. At trans-o-flex, a constant further development of the services offered is evident.



Ralf Deiss, Head of Purchasing,  
MAKRA Norbert Kraft GmbH,  
Göppingen

**1990**

Ahead of the times: trans-o-flex  
launches the first returnable  
shipping container on the market



German reunification

IBM Simon – the world's first smart-phone could send e-mails and faxes, had a calendar, address book, games – and it could also make phone calls

**1992**

## Sharpening the profile with perseverance and consistency

Around 50 is the age when some people, but also companies, start to get comfortable. At trans-o-flex, however, I have noticed a steady and positive change in the last three or four years. The profile of this professional shipping services provider in B2B has been sharpened with perseverance and consistency. During on-site visits to branch in Bruchsal or at a customer conference, for example, I was able to personally experience how the company believes in focusing instead of diversifying. The consistently implemented motto of doing selected things very well instead of everything mediocre impressed me. This is how the company went from being a somewhat "dusty" follower to a self-assured professional totally geared to market needs and whose sales force looks after us in a committed and competent manner.



Christoph Ziob,  
Head of Warehouse & Shipping,  
Börlind GmbH, Calw

Ute Conrad, International Manager  
Gateway Transport Partner Central  
East, trans-o-flex,  
Weinheim



## Part of a European family

When I started training as a forwarding agent at trans-o-flex after completing my foreign language studies, I was fascinated by the international world and never let go. I was able to accompany the entire international development first hand, from the founding of the first subsidiaries to the introduction of the international EURODIS products to my job today, where I coordinate the actual operational processes with the partners in Switzerland, Spain, France and England. At trans-o-flex, we are part of a European family that is moving ever closer together – and that is wonderful.

1993



First ISO 9001 certification

Czech Republic and Slovakia become two separate states

Germany introduces the five-digit postcode

Foreign trans-o-flex subsidiaries and partners form EURODIS, the European distribution network



## Five exciting decades

My working relationship with trans-o-flex is almost as old as the company itself. We drove the first tour on 1 September 1972 and, since then, the partnership has grown steadily. By the end of 1976, 12 vehicles were already in operation in Bavaria. When the five shareholders sold their shares to the Haniel Group in 1984, there were around 20 vehicles. One of the highlights of our working relationship was the time of German reunification with suddenly and rapidly increasing volumes. At that time, we sometimes used 16 additional routes in one afternoon.

The scope of our collaboration changed from time to time. For example, on 1 January 2004, we also became the operator of six trans-o-flex sites in Bavaria. From 2012 onwards, the

independent limited companies were transferred back to trans-o-flex and we then concentrated again on working together in line haul transport.

Today, thanks to the current ownership structure and continuity in the management, trans-o-flex is once again in calmer waters and, looking back on these 49 years of working together, I can say: I wouldn't want to miss these exciting decades. If I got a call today like I did in 1972, I would act the same way as I did then and take the path with trans-o-flex again.



Roman Mayer, Managing Partner,  
Roman Mayer GmbH, Gersthofen



*Nobel Peace Prize winner Nelson Mandela becomes South Africa's president*

**1994**



**The Schoeller/Amberger investment consortium acquires trans-o-flex**

**1995**

*Dolly lives – the first cloned sheep*

**1996**

**trans-o-flex takes over Lo-Go delivery service, the competitor set up by trans-o-flex co-founder Walter Schmidt**

Daniel Naumann, Head of Warehouse and Shipping, Serumwerk Bernburg AG, Bernburg (Saale)

## ***IT investments have increased quality immensely***

We have been working with trans-o-flex for almost 30 years. The length of this collaboration alone speaks for itself. Over the years, my employees and I have found time and again that trans-o-flex can devise solutions even in tricky situations. We have knowledgeable contact persons who work in a customer-oriented, reliable and quality-conscious manner.

Things have also happened in the company's history that we didn't like, such as the founding of the distribution companies. This resulted in considerable impairments in the quality of the service. Some changes of ownership have not always been beneficial for trans-o-flex either. Fortunately,

the last change of ownership led to a positive turnaround. trans-o-flex has returned to its core business, the pharmaceutical industry. Since then, trans-o-flex has been providing services in the way we as clients expect. There has also been a great deal of investment in the area of IT, which has led to a tremendous increase in quality. The processes have become and are becoming more and more transparent. We view this development as very positive.

I hope that trans-o-flex will remain consistent on the path it has chosen. The requests and requirements of our customers will increase in the future. Legislators will also further tighten regulations in the pharmaceutical sector. For this, we need a partner who supports us in fulfilling the requests of our customers and the requirements of the legislator. ■



**1997** 

trans-o-flex offers next-day express deliveries by 8, 10 or 12 noon

Deutsche Post AG acquires a 24.8% stake in trans-o-flex



Harry Potter is published – the opening volume of the series delights readers worldwide



++ CHILDREN'S BOOK ON LOGISTICS ++

*trans-o-flex is  
so cool!*

**1998**

The European Central Bank is founded with its headquarters in Frankfurt

**2001**



More than 50 million consignments transported annually for the first time

9/11: Terrorist attacks by Islamists shock the US and the world

To mark the 50th anniversary of trans-o-flex, a children's book has been published that explains in pictures and simple language what trans-o-flex does. The book was written and illustrated by the children's book author and illustrator Patrick Wirbeleit. The title is: How trans-o-flex saved Ben's birthday. Ben's mother, who works in an electronics shop, has ordered a games console for her son's birthday that is so new that it will not be in the shops until the day after Ben's birthday. The console is being delivered everywhere in Germany by trans-o-flex. And because Ben's best friend Ayse's father is a driver for trans-o-flex, the two of them learn in the book exactly how trans-o-flex brings the games console to Ben's mother's electrical shop, how you can follow the progress of the consignment on the internet, that trans-o-flex transports a great deal of medication and much more.

Besides the printed pages, the book has interactive pages. A QR code is shown in five places in the book and explains what you can do with it. Anyone who scans the QR code with their smartphone can then find out even more about trans-o-flex on their own websites, playfully stack pallets, control parcels via a sorting system, solve puzzles, load parcels safely and play memory with trans-o-flex vehicles.

As you might expect, Ben gets his games console. And that is why both children agree in their opinion of the company at the end of the book: "trans-o-flex is pretty cool," says a delighted Ben, who tracked the transport of his present closely. Ayse thinks of her father and nods: "Very, very cool!"

## Exclusively for customers!

As an anniversary gift, trans-o-flex will send the book (available in German only) published for the occasion of the company's 50th anniversary free of charge to all customers who request it. To order, simply scan the QR code shown here or enter the following link in an internet browser: <https://www.trans-o-flex.com/en/childrens-book-order/>. Enter your name, address and the company name (trans-o-flex customer) on the form that then appears.



**2002**

*The euro replaces the D-Mark as legal tender*



**2003**

**Project 'Local Enterprises':  
Branches become independent  
distribution companies**



*First world championship title for German women's national football team*



# 5

*success factors*  
of  
*trans-o-flex*

2005

Federal Cartel Office prohibits Deutsche Post takeover of trans-o-flex and the investment company Odewald & Compagnie acquires majority stake in trans-o-flex



Angela Merkel becomes the first female German Chancellor

A UNIQUE APPROACH TO LOGISTICS

## Why *trans-o-flex* is now in its prime

**Shareholders Peter Amberger and Christoph Schoeller on five factors that guarantee the company's long-term success**

*The two entrepreneurs Peter Amberger and Christoph Schoeller, who with their family businesses became owners of trans-o-flex for the second time five years ago, describe exclusively below why trans-o-flex has never let them go. They describe what the differences are compared to the first takeover and why trans-o-flex not only has a 50-year history behind it, but a great future ahead of it.*

When we bought trans-o-flex for the second time in 2016, it was clear to us that the situation was completely different from 1995. At the time of the first takeover, trans-o-flex was in crisis primarily because the company had engaged in a futile price war with the Lo-Go organisation of Walter Schmidt, one of the former trans-o-flex founders. We were able to end the ruinous competition, integrate Lo-Go into trans-o-flex and refocus the then Schnell-Lieferdienst trans-o-flex on its strengths. This put trans-o-flex back on the road to success. But it was precisely the rapid turnaround, the renewed high performance and the foreign subsidiaries that drew the attention of Deutsche Post AG to trans-o-flex. It was on a major international shopping spree at the time and made an offer we didn't want to refuse. From trans-o-flex's point of view, this was a mistake we could not have foreseen. We were

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**2006**

Österreichische Post AG acquires 74.9 percent of trans-o-flex



Nationwide launch with active temperature control 2 to 8 degrees



*The spelling reform comes into effect after numerous amendments*

firmly convinced that trans-o-flex would have a great, secure future ahead of it in this strong group. But it did not turn out that way. And we have learned from that.

Today it is clear: trans-o-flex's great strength stems from the fact that the company has developed and implemented a completely independent approach to logistics. When the company, however, had to give up its USPs because it was only supposed to play a run-of-the-mill role as a parcel delivery service instead of focusing on special solutions for the specific needs of its customers, difficulties were inevitable. However, because we knew the potential of this company from our own experience, we did not hesitate when we were able to take it over again in 2016.

*For us, the following are **decisive reasons** why this company, after five eventful decades, now has its best years ahead of it.*

# 1

## *The USPs as a customer-oriented industry specialist*

In the beginning, it was the specialisation in specific markets and industries that put the company on the road to success. Above all, it was the needs of the pharmaceutical and healthcare industries that trans-o-flex took seriously. Customised solutions were developed and implemented for them. With trans-o-flex, pharmaceutical companies had the opportunity for the first time to deliver medicines reliably, cost-effectively and directly to pharmacies or hospitals throughout Germany. This network had to be particularly flexible because customers wanted to transport pharmaceuticals in small packages as well as larger quantities on pallets. Due to the sensitivity of the prod-



**2007**



Annual turnover reaches 500 million euros for the first time

**2008**

Österreichische Post AG becomes sole owner of trans-o-flex



ucts, the network had to meet the highest safety standards right from the start and transport dangerous goods without the usual minimum quantity restrictions. trans-o-flex became all the more successful, the more it realised such requests and other customer requirements.

Several attempts were made to copy trans-o-flex's solutions or to undercut them with less flexible, slower but cheaper standard offers. None of these attempts were convincing on the market and therefore did not succeed. Instead, trans-o-flex has extended its lead. For example, the company is the only provider in Germany to have taken the financial risk of actively setting up temperature-controlled networks for pharmaceuticals nationwide at both 2 to 8 and 15 to 25 degrees Celsius. Today, the customers' responses show how right this decision was. Because the demand for logistics solutions that truly comply with the EU-GDP is increasing inexorably. The reason for this is, on the one hand, the ever-increasing specialisation in pharmaceuticals, which is associated with a higher (temperature) sensitivity. On the other hand, the supervisory authorities are paying ever greater attention to compliance with the GDP requirements. And a rethinking is taking place in the minds of the industry, which we can confirm again and again in personal conversations.



Other customer groups of trans-o-flex also benefit from compliance with GDP requirements. After all, high standards of safety, cleanliness, reliability and transparency are also a prerequisite for transporting, for example, high-value and sensitive cosmetics and electronic products. This has additionally been combined with the capabilities of a **transport** **organisation** of exceptional **flexibility** (= trans-o-flex), which gave the company its name, with a tremendous speed of its network and additional customer-oriented solutions, which we will come to later. And this combination was and is the reason for trans-o-flex's success in these industries as well.

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The first African American becomes President of the USA – Barack Obama

Electricity supply contracts are switched to green electricity

trans-o-flex takes over Rhenus Life Sciences: start of active temperature control in the ambient range



2009



## 2

***trans-o-flex was an express service from the very beginning; it just wasn't called that for a long time***

Founded in West Germany in 1971, the company was given an additional German designation, as was customary at the time: Schnell-Lieferdienst. This name was a promise that was kept. For example, trans-o-flex delivered consignments very early on with a rate of first 90% and later even 95% on the next day. It should be noted that this was not about the express options also offered, such as 10 am or 12 noon delivery, but the surcharge-free standard service. To the best of our knowledge, the parcel services launched in Germany years later, such as UPS, DPD or GLS, still do not achieve these trans-o-flex rates.



The management's decision to part with the name Schnell-Lieferdienst and choose the name trans-o-flex Express was only logical. Today, express is the term for the service that trans-o-flex offers. Express corresponds to the quality ethos to which the company is committed. And this express quality is a service promise that trans-o-flex quantifiably fulfils with the highest reliability.

## 3

***trans-o-flex is more than ever a company that learns***

This applies to training and further development, in which the subsidiary, trans-o-flex Training & Service, invests heavily in order to secure the quality strategy in the long term and to give employees opportunities to progress. This applies to the feedback culture, which the company promotes with the help of employee surveys, 270-degree feedback and management training. With this involvement of all employees and their know-how, wrong strategic decisions will be a thing of the past in the future.



*Lena Meyer-Landrut wins the Eurovision Song Contest with "Satellite"*

**Sustainability becomes corporate strategy: co<sub>2</sub>de green service enables CO<sub>2</sub>-neutral shipping**



**2010**

**Shipment notification to consignees via SMS or e-mail possible**

In the meantime, almost all independent sites have become network branches again, which are managed according to a standard set of rules. This has played a decisive role in the fact that today quality specifications and process improvements can be quickly implemented nationwide. And it has led our customers – no matter from or to where they send something – to be able to experience the same high standard everywhere.

## 4

### *IT skills have become the core area of expertise at trans-o-flex*

Transparent documentation and smart, efficiency-boosting control of all core processes via IT and AI (artificial intelligence) are decisive success factors for a logistics service provider today. trans-o-flex developed an IT culture early on with TOKS (trans-o-flex operative core system), in which its own IT specialists adapt standard solutions to the specific needs of trans-o-flex customers and processes, or create completely customised solutions. Today, the development expertise is centralised in a separate IT subsidiary that works for all parts of the company. trans-o-flex IT-Service GmbH develops and controls proprietary software solutions with which the company offers its customers clear added value and stands out in the market. One example is the trans-o-flex insight app, which not only allows consignees to track the progress of each consignment, but also to see which consignment arrives when from which consignor, what type it is (standard, temperature-controlled, dangerous goods) and even what its temperature history looks like. Other in-house developments enable dynamic route planning on the last mile, with which resources are optimally adapted to consignment volumes; they control and monitor vehicle loading in such a



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With its Homecare service, trans-o-flex delivers to patients at home and in care facilities

2011



2012

First distribution companies are reintegrated

The European Union receives the Nobel Peace Prize

Arab Spring in Cairo: Egypt's President Mubarak resigns

Queen Elisabeth celebrates her Diamond Jubilee



way that incorrect loading, which costs time and additional effort, is practically ruled out; or, like tof.now, they provide a unique online tool that makes ordering express deliveries super easy, but where the customer can still take advantage of the diversity of the broad trans-o-flex express portfolio.

On the other hand, having its own IT company does not mean that all IT tasks have to be handled by the company itself. trans-o-flex has rather found the right mix of IT solutions developed in-house and established hardware and software standards. In-house, customised and highly efficient customer solutions are developed where it benefits customers, increases quality and reduces costs. Standard solutions are used where it is not possible to differentiate ourselves from the competition through the performance of the applications.

## 5

### *Today, trans-o-flex is a modern company that has recognised the signs of the times and is developing sustainably*

Sustainability is understood and practised in an integrated manner, namely in business, environmental and social terms. The new management under CEO Wolfgang P. Albeck has ushered in a phase of profitable growth that can be continued and intensified internationally. At the same time, the company already has numerous solutions on offer that minimise the carbon footprint of shipments or even reduce it to zero. Examples include consistent eco-monitoring, which has been

**2013**

German Pope Benedict resigns – the first non-European to succeed him: Pope Francis



More than 100 million parcels in Germany

**2014**

Russia annexes the Crimean Peninsula



documented in the trans-o-flex sustainability report since 2010, the switch to electricity from renewable energy sources, which has long since taken place, the offsetting of carbon emissions via the co<sub>2</sub>de-green service, the reduction of carbon emissions through state-of-the-art vehicles and electric refrigeration units, the introduction of durable hygiene pallets and returnable transport solutions (tof.ecobox), in which durable, newly developed container types are optimally controlled by smart IT systems. This strategic investment is attracting great interest from more and more users.



The company's social commitment is, on the one hand, reflected in its long-standing partnerships with selected aid organisations. On the other hand, trans-o-flex promotes the private initiative of its own employees in their personal environment or in the event of acute disasters such as the recent floods in Germany. This is where the company spontaneously made a budget of 100,000 euros available, which was used to buy urgently needed relief supplies and transport them to the official relief centres. Items collected by customers and employees also found their way to the affected areas with trans-o-flex.

As shareholders, we are fully behind this commitment. trans-o-flex is a pearl of logistics that will continue to shine in its many facets for many years to come! ■



**Investors Amberger and  
Schoeller join trans-o-flex  
for the second time**

**2016**

*Germany football world  
champion for the fourth time*

*British vote for  
Brexit*

*Donald Trump  
becomes US President*



## CLIMATE CHANGE IS IMPACTING LOGISTICS

# Stada: *demand for active temperature control is growing*

**Why the pharmaceutical company from Bad Vilbel sends all its parcel shipments in Germany with trans-o-flex – an interview with Jan Geike, Manager Logistics Operations at Stada**

“In the case of pharmaceuticals, the proportion of shipments with active temperature control will continue to increase.” Jan Geike is convinced of this. The 49-year-old has been Manager Logistics Operations at Stada Arzneimittel AG in Bad Vilbel since April this year. And as the person responsible for logistics in a pharmaceutical company with a global turnover of over three billion euros, his assessment speaks for itself. “From my point of view, risk-based evaluation still has its place in the choice of shipping mode, but for the move towards more active temperature management, there are four major drivers that make the trend irreversible.”

**2017**

Emmanuel Macron becomes President of France



**2018**

Focus on express and quality –  
Schnell-Lieferdienst becomes  
trans-o-flex Express

Greta Thunberg: a 15-year-old Swedish girl always goes on strike on Fridays and gives a speech at the UN Climate Change Conference in Katowice



Introduction of 9 am delivery and Next Day Guarantee

For Jan Geike, the number one driver is that “the requirements of the authorities have increased. And it doesn’t stop there.” Secondly, “the need for documented security has grown among consignees.” Finally, as drivers three and four, Geike cites the facts that “increasingly specialised products also require increasingly specialised production and transport conditions” and “climate change is making summers ever warmer and the weather ever more unpredictable.”

Geike therefore sees the main reason for Stada’s uninterrupted cooperation with trans-o-flex for almost 50 years as also being the fact that trans-o-flex covers the entire range of Stada’s requirements. “The variety of products at Stada has grown continuously and the range of services trans-o-flex offers has grown with it.” The company uses almost all of trans-o-flex’s shipping options from Health Express to Ambient Express (15 to 25 degrees Celsius) to Thermo Express (2 to 8 degrees Celsius) and uses them to send all parcel shipments in Germany. It was only in January that the tender for the existing volume was won again. There are also shipments on pallets and with additional express options in all temperature ranges.

“On the one hand, we need full geographical coverage so that we can also serve the pharmacy on the Danish border and the one in Berchtesgaden. On the other hand, we need fast deliveries, both non-temperature-controlled and ambient,

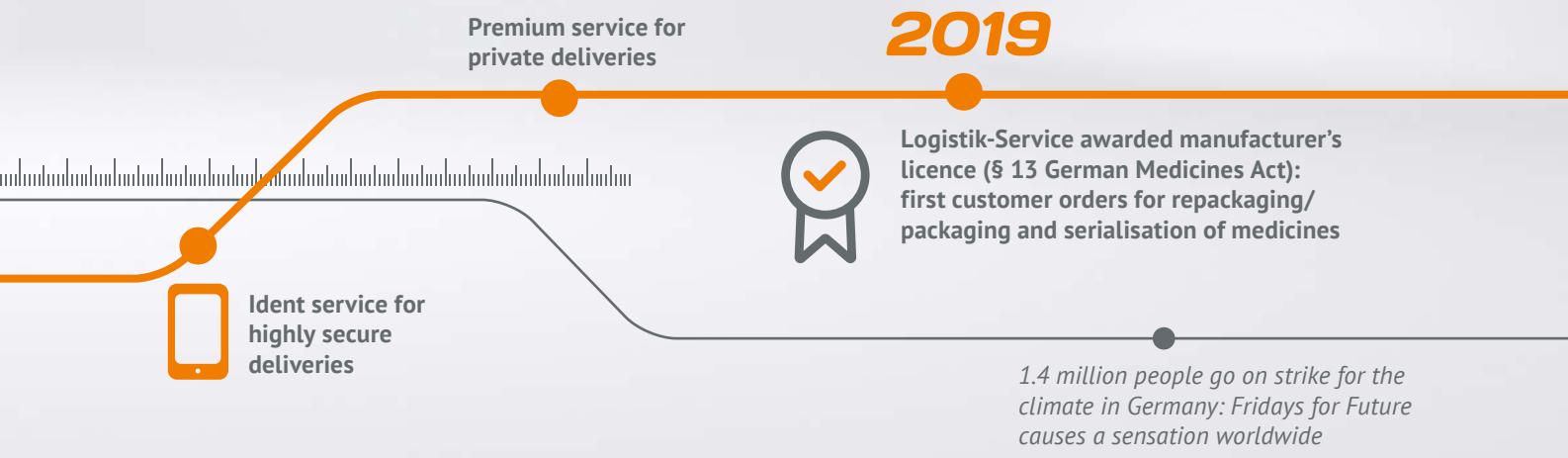
&gt;&gt;

## Engineer responsible for Stada logistics

Jan Geike Jan Geike has been responsible for logistics in Germany/Europe as Manager Logistics Operations at Stada Arzneimittel AG since April this year. The 49-year-old is a mechanical engineer who specialised in production and factory planning during his studies. When he first applied for a job after graduating, the company put him in the pharmaceutical sector, to which he has remained loyal ever since. Over the past 20 years, he has worked for various pharmaceutical companies in Germany and abroad (mainly in Spain) in different areas along the entire value chain, including the production and packaging of pharmaceuticals.



Jan Geike, Manager  
Logistics Operations





trans-o-flex collects Stada consignments several times a day by truck and transports them to the site in Alzenau (top picture). The parcels are then automatically distributed to the different receiving regions via a sorting system (bottom picture).

and at refrigerator temperature." At Stada, the customer service department decides whether a consignment is sent as a standard service with a standard delivery time or as an express delivery. "For cost reasons, these are individual decisions that depend on the specific needs of the consignees," Geike explains. "If a patient needs certain medicines urgently or they need to be delivered reliably for an operation, for example, then we use the express options."

Because trans-o-flex transports both non-temperature-controlled and actively temperature-controlled parcels and pallets, order processing, preparation for dispatch and loading at Stada's central warehouse is greatly simplified, Geike explains. "The shipping orders can be continuously processed simply after the order is received and loaded directly into the waiting trans-o-flex trailers." As a rule, trailers are collected from Stada five times a day – more often if necessary – and then fed into the trans-o-flex Express and trans-o-flex ThermoMed distribution networks in nearby Alzenau.

"Although I have been working in the pharmaceutical industry for more than 20 years and have already experienced a lot, trans-o-flex managed to surprise me," Jan Geike reveals at the end of the interview. "The discussions

**Focus on express quality and industry logistics leads to return to profitability**

**2020**



trans-o-flex appointed partner for civil emergency response services in Germany

*The coronavirus pandemic changes life around the world*

*Joe Biden and Kamala Harris win US presidential election*

trans-o-flex delivers coronavirus vaccines

**2021**

always take place in partnership with the key account management. This is not only the result of a long-standing partnership, but we speak the same language and know what is important on both sides. This is not the case with all logistics service providers." Geike would therefore like to extend the cooperation. "I could also envisage monthly joint review meetings where we exchange results based on a KPI list, specifically analyse the one per cent of consignments that did not run optimally and talk about what suggestions for improvement there are for these in our dispatch processing or at trans-o-flex." ■

## The pharmaceutical company

Stada Arzneimittel AG sells its products in around 120 countries. These include generics as well as special therapeutics. The best-known consumer healthcare products include Grippostad®, Aqualor®, Snup® or Ladival®. In the 2020 financial year, Stada achieved consolidated sales of over €3 billion. The head office is in Bad Vilbel, Hesse. The company employs around 12,300 people worldwide. Stada has been a trans-o-flex customer since 1975.

### ++ EXPRESS PORTFOLIO ++

#### 10 am delivery now also for ambient consignments

Since June, trans-o-flex customers have been able to combine active temperature management at 15 to 25 degrees Celsius (Ambient) with guaranteed express delivery by 10 am. This has enabled trans-o-flex to expand the combination options for its additional services. The new express option is offered nationwide. Only a few postcodes are excluded, for example on islands. To find out whether the combination is possible at the address you need, go to the service check at <https://www.trans-o-flex.com/en/products/national-express-delivery/#network>. After entering the desired postcode, you will immediately see which service options are available.



Bis 10:00 Uhr  
Until 10 am

trans-o-flex

AMBIENT EXPRESS  
+15°C – +25°C

trans-o-flex

The end of the Merkel era: the chancellor who is leaving voluntarily

Green Logistics:  
CO<sub>2</sub> neutrality by  
2045 at the latest




**COVID-19 TESTS**

# ***Logistics yes – but only with an online shop, please!***

***How trans-o-flex and Siemens Healthineers were able to extend the contract for the distribution of Covid-19 tests in North Rhine-Westphalia with the help of an ordering platform***

The aim is to provide 5,500 schools in North Rhine-Westphalia (NRW) with around 2.5 million pupils as well as 700 authorities with around 900,000 employees, including the fire and police service, with Covid-19 tests in line with their needs. The state had made the extension of the contract conditional on the schools and authorities being able to order their requirements quickly and easily via an online shop. Within two weeks, trans-o-flex adapted the proprietary iNetOrder system to the customer's requirements, created the requested online shop and integrated it into the order-specific processes. Anna Anagnostou-Eilers, Point of Care Business Manager for Infection Diagnostics responsible for the contract at Siemens Healthineers, looks back on the cooperation with trans-o-flex to date in an interview with this magazine.

**The contract for the distribution of tests in NRW was initially very limited in time. In the meantime, there was a second tender, which you also won. Should this repeated commissioning be seen as evidence that the clients were satisfied with the logistics?**

**Anna Anagnostou-Eilers:** Strictly speaking, this is an extension of the original contract with the federal state of North Rhine-Westphalia. The clients' high level of satisfaction with regard to the product and logistics or project implementation has been instrumental in retaining the trust of the federal state in us.

**Were logistical processes changed in the second round compared to the first round? Were there other requirements?**

Indeed, we have adapted processes and made improvements to simplify test logistics for the customer. Together with trans-o-flex, we have created an individual online shop for the federal state so that the customer, and especially the schools, can order more easily. With the online shop, we have also been able to simplify internal processing and reduce interfaces. The customer feedback so far has been excellent.

**Why is it that goods have been delivered by the Ambient Express service since the summer and previously by the Health Express service?**

Above all, we wanted to ensure that the quality of our tests was not affected by the fluctuating temperatures. That is why we have decided to transport all deliveries at a controlled temperature for the entire summer.

The CLINITEST Covid-19 antigen test is a product that is intended to be stored at 2 °C to 30 °C. Although short-term shipment or transport of this product at surrounding temperature is permitted, given the fluctuating summer temperatures, we wanted to be sure at all times that the quality of our tests and thus the quality of the test results would not be negatively impacted.

**When it came to the second contract, was it even a question of working with a service provider other than trans-o-flex?**

In view of the very good and smooth cooperation, there was no reason on our part to think about changing partners. The required transport quality, especially thermal transport, was guaranteed at all times and our partner proved that they are consistently able to deliver to 6,200 delivery addresses per week.

**If you look back at the history of the project so far, how has the cooperation with trans-o-flex worked from your point of view?**

From the very beginning, the cooperation was based on trust at all levels. Even before the initial documents were submitted, the trans-o-flex employees were absolutely flexible at all times and always contactable – especially in the first few weeks when everything was new! Overviews and spreadsheets were created in the shortest possible time so that the client could always track which consignee received which goods and when. This has greatly contributed to transparency for the client, which in turn has had a positive effect on the general working atmosphere and thus on the cooperation. The coordination and communication with our employees also worked very well together, which we appreciate very much.



Anna Anagnostou-Eilers,  
Business Manager Point of Care,  
Infection Diagnostics is proud of the  
rapid tests with which Siemens Healthineers, together with  
trans-o-flex in North Rhine-Westphalia, primarily support  
schools, police and fire services in the fight against Covid-19.



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If you have any questions, your personal contact at trans-o-flex will be happy to answer your call: +49 6201 988 444.

