



A Milestone in Order Processing

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Noticeably faster processing right from the start: the automatic small parts warehouse

The automatic small parts storage system has been in operation for several months at the BUHLMANN GROUP's Duisburg site. The aim is to store the products to save space and to make the shipping process more efficient. Project management has revealed to us the current project status and what benefits are already noticeable.

"We have already noted that order picking is much faster because robots automatically bring the goods to the employees and they don't need to collect the product themselves. So up to 125 removals per hour can be implemented, which is significantly more efficient compared to conventional storage systems", explained Michael Thölken, Head of Warehouse, drawing an initial conclusion. Together with

Marco Niebur, Head of IT, he is responsible for project management in the automatic small parts storage system. "The system is self-optimising and constantly prepares the following orders by having the robots on the surface pre-sort the required material", explains Marco Niebur. This allows employees to retrieve it quickly for order picking.



A film on our
YouTube channel
shows you more

"During initial filling, articles which the analysis revealed to have a high turnover rate were sorted into the warehouse. The entire process of initial filling will be completed at the end of May", Michael Thölken explains the current situation. The fact that the warehousing process takes a lot

of time is not surprising given the 50,000 boxes in which several products in a product group can be stored. In addition, every item to be warehoused undergoes comprehensive quality control. "We will constantly analyse the system in order to unceasingly optimise the inventory in the automatic small parts storage system to meet the needs of our customers", says Marco Niebur.

Rapid shipping

Following order picking, internal processing (markings, sealing face protection and more), packaging and shipping take place directly at the automatic small parts storage system. "Direct shipment via a parcel service provider is supported technically by the system and enables online tracking", explains Marco Niebur. "In the future,

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the goods should be ready for shipment three hours after receiving the order", Michael Thölken explains the further objectives. "And if the order is available to us by a given time, the goods are with our German customers within 24 hours and with our European customers within 48 hours. This would be a milestone, not only for us", he adds.

However, the road to the automatic small parts storage system was a long one. "Incorporation of the new system into the existing one and the adaptation of processes presented us with an enormous challenge", says Michael Thölken. Marco Niebur adds: "We collaborated very well with our external partners, but 95 percent of the work was completed by our own personnel. They invested around two-thirds of their entire working time in this project." The project team was broad-based: together, representatives from the IT, Logistics, Job Preparation, Quality Assurance and Warehouse departments worked on successful implementation. "In retrospect, it can already be said that the entire project team has done a fantastic job", Michael Thölken and Marco Niebur summarise the work done in recent months.

BUHLMANN at TUBE 2018

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Almost 1,000 exhibitors from 53 countries, over 52,000 square metres of exhibition space and more than 31,000 visitors from 134 countries expected – and at the heart of TUBE 2018 again: The BUHLMANN GROUP. The company will again stand out at its impressive booth which enjoyed its premier two years ago. A honeycomb patterned external skin allows ever-changing views into and out of the booth, as well as being simultaneously open yet private. The executives from the BUHLMANN GROUP took the time to reveal what visitors to the trade fair between April 16 and 20 can expect.

"Anyone who visits our booth will, first and foremost, find experts to talk to", says Jörg Klüver, Chief Operations Officer. They are well prepared for talks: "Whether it's the market, the price or the replacement situation, our employees are highly motivated and are already looking forward to meeting our guests", explains Christian Dörner, Director of the International Sales Division.

As a full-range supplier, the BUHLMANN GROUP has the answer to any question and this year will focus increasingly on supply security. Here, customers can rely on being helped by the booth personnel. "But even with regard to the delivery of a customer-specific, ready-to-install product or exceptional production options in terms of fittings, we can help the

interested parties due to the greater possibilities that come with additionally supplying the pipe", explains Frank Müller, Director of the Domestic Sales Division.

The automatic small parts warehouse

However, anyone who is primarily interested in BUHLMANN GROUP news will, of course, also find a contact person for this. "For example, we are happy to report on our automatic small parts storage system, which has recently been in use at the Duisburg site and offers numerous benefits to us and our customers", says Jörg Klüver (see article on this page).



The new BUHLMANN booth will be at the TUBE 2018 again this year

New on site for the BUHLMANN GROUP is Jean-Philippe van den Berg, who was recently appointed Director Sales at DYLAN. He has been working in the steel pipe business since 1984 and is looking forward to meeting many well-known faces at the BUHLMANN booth: "The interest in our booth is likely to be large as the number of stockists in the Netherlands decreases. Therefore, as one of the largest stockists, we will be presenting our comprehensive programme to our visitors", he explains. Here, Jean-Philippe van den Berg focuses on the broad range: "Many know BUHLMANN for

the range of special materials. In addition, we also stock large volumes of standard products, which is convenient for EPC companies to get projects started quickly."

Large presence

However, not only the Sales departments are represented on site: "Since the first TUBE in 1988, I have participated in all trade fairs and expect, as so often, a new attendance record, especially against the background of the current market situation", explains Wolfgang Hucklenbruch, Director of the Procurement Business Division. He is himself looking forward to holding many exciting talks with suppliers soon.

As far as expectations are concerned, all employees are looking forward to exciting contacts. "Interesting discussions with customers and suppliers and many customer visits – these are my expectations for TUBE", says Jörg Klüver. Christian Dörner has similar goals: "We aim to achieve the greatest possible market and customer penetration with our exports."

Want to convince yourself of the BUHLMANN GROUP trade fair appearance? Then you can look forward to the typical BUHLMANN flair with excellent hospitality and enough space for a quiet exchange in Hall 3, booth A20.

BUHLMANN Austria – Into the Future With New Impetus

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The new offices of BUHLMANN Austria

A lot has happened in the Austrian BUHLMANN GROUP branch over the past few months: Martin Tangl has been the new Managing Director of BUHLMANN Austria since June 2017 and a few months ago the team moved into new office space. Reason enough to take a closer look at Müzzuschlag.

“Up to now, we have always been heavily involved in project work and, especially in the energy market, we are still the first point of contact for our customers”, explains Martin Tangl. However, as the market will change considerably in the future, the focus of BUHLMANN Austria will also shift. “In addition to pipes for heat transfer, a significant business field in Austria, we are also very strong in other markets, such as mechanical engineering”, Martin Tangl

notes. As a premium supplier, the Austrian BUHLMANN site is constantly working to anchor itself sustainably in the value chain of its customers. In this regard, service is becoming increasingly important. “Together with our strategic partners and the options available within the BUHLMANN GROUP, we have created a sound basis for this”, says Martin Tangl.

However, not only the network is helpful, the strong and experienced team is also a great advantage in daily routine. “At this site, we are very fast and highly flexible. Our customers appreciate this, in addition to our service in both project and day-to-day business”, explains Martin Tangl. He himself started in sales at BUHLMANN in Austria in 2006. “I left the company in 2015, but returned last

summer to take over management of the business”, he says.

Clear objectives

And he has set himself lofty goals for the job: “One of the primary objectives will be to create a sustainable customer structure in new markets. The principal challenge is to serve existing markets without any losses, or even to increase our activities there, and at the same time to generate new customers”, explains Martin Tangl and adds: “In this context, the focus in the near future will increasingly be on customer acquisition. We aim to establish our reputation even more strongly as a reliable partner in other industries.”

The conditions for this appear good. The current market situation is positive. “Deadlines are getting longer and the dealer once again accepts the function of stockist”, says Martin Tangl. “In general, however, development is shifting increasingly from traditional product sales to solution sales. Customers are looking for holistic solutions to their problems. This ranges from package offers, through initial processing to complete warehouse concepts. In the mechanical engineering field, in particular, this could be an opportunity to gain a better foothold.” And to this end, he can exploit the new impetus of recent months at the Austrian site.



In June 2017 Martin Tangl took over as Managing Director in Austria

New Start in North America

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BUHLMANN North America LP has been under new management since mid-March: Dr. Marcel Schneider has taken over as President of the North American branch of the business. We spoke with the native Dutchman about his new position, as well as his expectations and goals.

Dr. Schneider, a warm welcome to the BUHLMANN GROUP. You are still new to the company, what's your impression so far?

Many thanks. My first impression is very positive. There are only three of us at this branch, but Cassie Ruyle and Hayley Cruthers make a very professional impression on me. We are all looking forward to the restart and I am very positive that we can develop something together here in Houston.

What do you expect of your new job and what goals have you set yourself?

It is a great challenge because we do not have our own warehouse. But we want to take the next step, expand the customer base and continue to grow. We have a great opportunity to do that here, even though we are a small team. But it's exactly this that makes the task attractive: if we succeed, it is to the credit of the entire team.



Dr. Marcel Schneider with Hayley Cruthers (left) and Cassie Ruyle (right)

How would you assess the current situation and what will your first weeks be like?

We need to analyse the market better to see where we can do business. To achieve this, we need to broaden our knowledge base. I was able to talk in detail about this with my predecessor. It is also important that I get to know our company and the product portfolio better. That's why I will be visiting the Bremen and Duisburg branches in

April to meet important contacts. My attendance at this year's TUBE, which I already know well from previous years, is also helpful.

Please tell us briefly something about your past career.

I studied mechanical engineering in the Netherlands and then obtained my PhD in laser surface treatment. In 2000 I came to Germany to join a company belonging to today's

Tata group. I stayed there until 2008, with the exception of a two-year involvement in Hong Kong, before finally switching to Vallourec. I headed technical sales and quality management of the former industrial division there. In 2014, I moved to the US and became sales manager for North America in Vallourec's industrial division.

We wish you a good start. Thank you very much for this interview.

Successful Shell Pernis Project

PROJECTS

A special project was fulfilled by DYLAN employees in December 2017. A hydrocracking unit had to be replaced at Shell Pernis in the Netherlands for the engineering consultants Jacobs. In the course of this project, the preceding element's material, i.e. carbon, was replaced with an 825 nickel alloy.



weight of just under 4.5 tonnes was acquired in close cooperation in Italy.

The greatest challenge presented by the project was the search for a steelworks that was capable of producing a 32" T-piece with a large wall thickness. "It was extremely difficult to find a suitable partner", explains Ruud van der Zwan, Senior Project Manager at DYLAN. "But the team, and in particular Senior Technical Manager Paul Pikaar, worked with Jacobs and Shell Pernis to find a solution", he adds. With them, a T-piece with an average wall thickness of 88 millimetres and a total

"Not only did we deliver this impressive T-piece, but also other heavy-walled products such as fittings, flanges and welded pipes for this project", says Ruud van der Zwan. The DYLAN Projects department implemented this prestigious order together with Jacobs. The smooth implementation could facilitate additional projects. "We are now listed as a potential supplier to Shell Pernis and its suppliers", explains Ruud van der Zwan.



A real eye-catcher: the hydrocracking unit for Shell Pernis

Reinforcement for the Projects Department



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The BUHLMANN GROUP opens up a new field of activity: locomotive

BUHLMANN GROUP is pleased to announce additions to the Projects department. After lengthy negotiations, it has been possible to acquire

a genuine asset for the newly created Locomotives team. Management, in particular, has driven this important personnel decision with great commitment.

"We are very pleased to finally be able to officially announce the engagement of Jim Button on April 1", said Reinhard Scheller, Chief Operations Officer, airing the well-kept secret. "Many people are well aware that Jim Button spent many years working in the automotive and locomotive sectors. With his experience, he will therefore be a great asset to our team", explains Reinhard Scheller, who is also responsible for the Projects department as part of his role. Jim Button was the dream player for the future direction of the Locomotives team.

function. Jim Button is already looking forward to his new challenge: "Because I enjoy travelling a lot, I have always dreamed of developing a department in a global company", he explains. "I'm even more pleased that it has now turned out to be the BUHLMANN GROUP Locomotive department," says Jim Button about his engagement.

In order to immediately serve a larger segment within the department, Jim Button will bring one of his closest associates, Lukas, into the new department as of May 1. Together, they successfully headed the 'Emma' and 'The Wild 13' projects in their previous

Due to the demanding logistics, the Human Resources department will support the new colleagues during their move from Lummerland to Duisburg. "At first we were very surprised that Jim Button and Lukas wanted to travel by train only. But because this deep, professional dedication is a great sign, we are naturally happy to help our new colleague and are looking forward to the future collaboration", explains Ronald Speidel, Head of Human Resources.

With Momentum into the New Year

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Mannheim



Bremen



Buhlmann's Bremen

Great news came from five BUHLMANN GROUP warehouse locations between Advent and Easter. Numerous colleagues were pleased by accident-free days, totalling almost 3,000 days in all.

The cheering in Bremen was particularly loud. In March 2018, they reached the goal of three and a half accident-free years, that is 1260 days. The Mannheim warehouse team was no less happy. Just in time

for Christmas they looked back on more than 540 days without incident, and now have their sights set on the next level, 720 accident-free days. The colleagues in the employee restaurants in Bremen

and Duisburg, which have been part of the bonus system since 1 January 2017, achieved level 4 and thus 360 days. Meanwhile, over 90 accident-free days were clocked up in Burghausen and Cadolzburg.

BUHLMANN Sites from a Different Perspective: Singapore

The Diverse City State

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Whether in front of the Sultan Mosque on Arab Street (above), in the supertrees (right) or on Sentosa (below): Singapore has many different faces

Following the BUHLMANN GROUP home town, we take a giant leap this time and land 10,000 kilometres away in south-east Asia's smallest state, Singapore. In terms of area, the island and city state is quite manageable, with a size of almost 719 square kilometres, but it packs a punch in other areas: along with Hong Kong, Singapore is the most important financial centre in Asia, one of the richest countries and one of the most visited cities in the world – and for good reason.

The first records of the city date back to the 3rd century; however, the origins of modern Singapore were as a British colony. The colonial rulers developed the economy beginning in the middle of the 19th century. The geographical location on the shipping route between China and Europe helped the city to rapidly grow into a trading metropolis. This allowed Singapore to swiftly gain importance as a major transshipment port and it has not lost this position to this day, even after its independence from the United Kingdom in 1963.

The location, as well as the multi-ethnicity that makes Singapore so unique, have made the city state interesting for tourism. Although it is only an intermediate destination for many travellers, Singapore has a lot to offer: numerous sights, a diverse natural environment, and a variety of cultures and good food. The Marina Bay Sands Hotel, located on a peninsula on the Singa-

pore Strait, offers an overview of the city. Only opened in 2010, it is already one of the city's landmarks. There is a 340-metre-long roof garden offering fantastic views from a height of 191 metres on the three 55-storey hotel towers. If you want to enjoy this view in a special way, you can do so from the 146-metre-long pool.

Diverse city

Continue into the turmoil of the city. Eliyana Amin, Administration & Accounting Coordinator at BUHLMANN Singapore Pte. Ltd., gave us a tip: "Arab Street, where the famous Sultan Mosque is located, thrives on its ambiance, atmosphere, cultures and wide and varied selection of food and bars", she tells us. "It's a great place to relax, meet friends or simply watch people. I'm here myself almost every week and enjoy the great selection of restaurants." Here, Singapore profits from its numerous different ethnic groups. Thus, each district is characterised by a different culture and accordingly presents a different range of foods.

Hardly surprising, then, that Lars Effinger, Projects Manager at BUHLMANN Singapore Pte. Ltd., can offer his own culinary tip: "In the middle of the financial centre is the more than 150-year-old Lau Pa Sat market, also known as Hawker Market. Here, there is a large selection of Asian specialities", he explains. Freshly fortified, we head slightly north to Orchard Road.



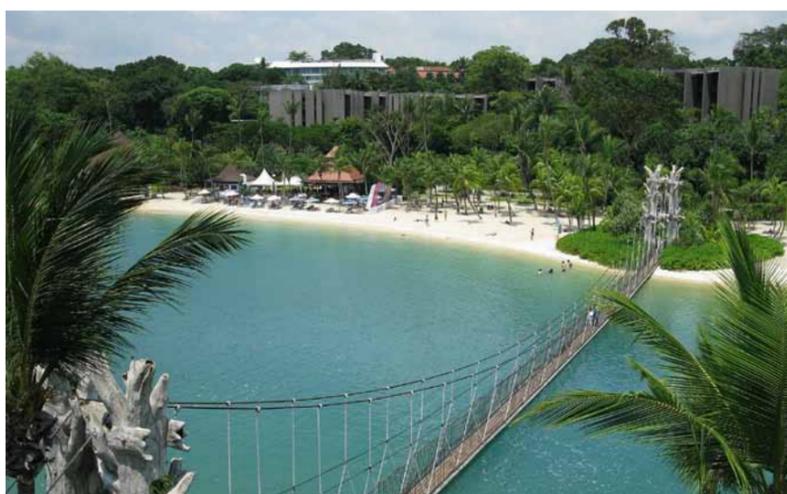
"Although only brands like Gucci and Chanel are available on this shopping street, simply walking up and down is worthwhile, just to get an impression. Many locals spend their time here, especially at weekends, to see and be seen", says Lars Effinger.

Although Singapore is a small city state, it has many green spaces. The impressive city park, Gardens by the Bay, is located directly on the seafront. Spread over 101 hectares and built on artificially raised land, the so-called supertrees, in particular, attract a lot of attention. These tree-shaped, vertical gardens are between nine and sixteen stories high and are connected by suspension bridges. In contrast, in the Cloud Forest greenhouse, which is up to 35 metres high, there is a fog-shrouded mountain, the largest indoor waterfall in the world and plants from the tropical highlands.

Urban nature

If you prefer to experience the local flora and fauna, you can discover them around the MacRitchie Reservoir. "It's a last piece of rainforest in Singapore", Lars Effinger tells us. "Here, monkeys still swing from branch to branch and turtles swim in the lakes. You get a fantastic view through the treetops from a 250-metre-long suspension bridge." The park and nature reserve around the reservoir are located in the heart of the city and are a popular destination for joggers, water sports enthusiasts and nature lovers.

After the excursion into the jungle we return to the sea, to the island of Sentosa. It is characterised by numerous entertainment options. "Whether Universal Studios or Madame Tussauds, there are numerous attractions for young and old", says Eliyana Amin. If you prefer to relax after a long day, you can visit one of the three raised beaches. Waterfront restaurants or beach bars invite you to linger. "While we do not have many beaches in Singapore, Sentosa Island is the perfect place to get in the water or get a tan", explains Eliyana Amin. And while you enjoy the many impressions on the beach, you can observe the big ships that made Singapore what it is today on the horizon.



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Editor

Malte Addiks (legally resp. for content)
corporate_communications@buhlmann-group.com

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Alien Christin Hägermann

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April fool's joke: Jim Button will not be joining BUHLMANN.

