



Not just an optical success:

TUBE 2016 in Düsseldorf

COMPANY



The TUBE 2016 is history. Weeks of preparations and deadline agreements had their effect and aided the BUHLMANN GROUP in their successful trade fair. Between 4 and 8 April BUHLMANN, Dylan and BUHLMANN-PROJECT-SOLUTIONS (bps) presented themselves at the new, joint trade fair booth.

revealing good taste. This could also be seen in the faces of the visitors when they came into the booth', explains Andy Michiels, Managing Director at DYLANBelgië. Nicole Bollhorst, Receptionist at BUHLMANN in Bremen and working at the trade fair for the first time, was also highly impressed by its appearance: 'I was very impressed by the smart design', she reports.

This proved to be a true TUBE highlight and did not miss its target: it drew all eyes on every day of the fair and numerous fair visitors found their way to the booth. 'A very stylish and elegant construction,

Positive Review

However, not only the new, joint BUHLMANN GROUP appearance was a success, the opportunities for contact with existing and potential customers paid off. 'I consider the trade fair a great success for me, my team and our department', says Marek Mazur, Manager Export East. His colleague Jan Paul Godhoff, Head of Engineering Europe, adds: 'In my opinion the trade fair was a complete success. Interesting and intense talks with customers and suppliers were held.' And Rob Gabreëls, Senior Account Manager at DYLAN, comes to the conclusion: 'We are one of Europe's largest trading houses, our power attracts customers.'

The evening event for customers at the Capitol Theater Düsseldorf also left a lasting impression on all guests. 'The evening party was spectacular. A very stylish event in an impressive

CONTENTS

SUMMER/2016

COMPANY & STRATEGY

TUBE 2016 in Düsseldorf	S. 1
Impressions of the TUBE 2016	S. 1
New at BUHLMANN: Frank Müller	S. 1
New at DYLAN: Erwin de Vos	S. 2
Mobile data acquisition in the warehouse	S. 2
Special Materials in new markets (Ware)house with a view	S. 3
All German warehouses accident-free	S. 3
Extended quality control in the warehouse	S. 4
IGR evaluation in Mannheim	S. 4
Many thanks and tot ziens, Jan van Essen	S. 4
'O'Zapft is!' in Burghausen	S. 4

CLIENTS & PROJECTS

European pipe contract	S. 2
Imprint	S. 4

location, that attracted numerous important guests', Graham Smith, Managing Director at DYLANUK summarises the evening at the Best-of-Musical-Show. The next TUBE takes place between 16 and 20 April 2018, again in Düsseldorf.

TUBE 2016:

Impressions of the fair booth and the event

'A real eye-catcher'

Tom Firlefyn, Manager Vales Department (DYLANBelgië)



'It sent a very positive message out to the whole market'

Graham Smith, Managing Director (DYLANUK)



'The absolute highlight. Days later, I still received positive feedback.'

Roland Rumbaum, Senior Manager Sales West (BUHLMANN Duisburg)

'Booth and service were the main reasons for a positive feedback'

Jan Paul Godhoff, Head of Engineering Europe (BUHLMANN Duisburg)



'A very nice evening and the atmosphere was very relaxed'

Roland van den Heerik, Senior Account Manager (DYLAN Oud-Beijerland)

New at BUHLMANN: Frank Müller

'We aim to become market leader in Germany'

COMPANY

Frank Müller is the new Director of the Domestic Sales Division since April 2016 and is responsible for sales in Germany. We met up with him when he took office and talked about aims, impressions and the state of the steel industry.

Mr Müller, a warm welcome to the BUHLMANN GROUP. What is your first impression of our company?

As I was guided through the company in Bremen on my first day at work, I saw a highly motivated and open-minded team. This impression was confirmed in the various branches. BUHLMANN is a globally operating premium trading house and a full service provider in pipeline and plant engineering. This exactly reflects my first impression.

What do you expect of your future activities and what aims have you set for yourself?

We certainly want to become market leader here in Germany and to appropriately reinforce this position. We will achieve this objective in either the short- or long-term, because our



Frank Müller

extremely extensive warehouse and product range, in particular in the special materials field, and the initial processing opportunities offered by the DYLAN acquisition, have an enormous role to play. Of course, in conjunction with a team of motivated employees.

The steel industry has some difficult months behind it, how do you view

the current situation and future developments?

We are aware of the crisis in the steel industry of course, but are already reacting today to future needs. For example, at the end of the year we will build a fully automatic small parts warehouse in Duisburg in order to meet our customer's requirements even faster. As a competent partner of power, petrochemicals, chemicals,

and nautical and mechanical engineering industry customers, we have been the address for premium solutions for more than 70 years.

Please tell us something about your past career.

I entered the steel trade more than 20 years ago as a so-called career changer. First, I was responsible for European exports for a notable steel trader, then sales representative for northern Germany, from Rheine in Westfalen to Greifswald in Mecklenburg-West Pomerania. Once I had gained enough experience, I became a project manager for various key customers. Following this, I was sales director for Germany for ten years. Now I have seized the opportunity to change once again and will use my experience and capabilities to actively support our sales team.

New at DYLAN: Erwin de Vos

‘Together, we can achieve a great deal more’

COMPANY

Following Jan van Essen's departure, the Dutchman Erwin de Vos is new to DYLAN's management level, in addition to Wolfgang Huhn. We went to meet him to find out about the new colleague and his objectives.



Erwin de Vos

Hartelijk welkom, Mr. de Vos! You are now the Chief Operational Officer. What does this mean?

Many thanks. It means that I share the management duties at DYLAN Beheer with Wolfgang Huhn.

How were your first weeks at DYLAN?

In my first two months I allowed myself an 'internship'. Apart from being introduced to a lot of people within the BUHLMANN GROUP, this basically meant that I spent at least half a day at every department

in order to understand the internal processes and to get to know the people as soon as possible. I would like to take the opportunity to thank everybody who was willing to answer my questions despite their busy schedules.

What are your objectives with DYLAN?

I can keep that short: we want to become a highly profitable company again.

What experience do you bring along, where have you worked previously?

For six years I was active as the Managing Director at Staalmarkt BV, where I initiated and accomplished the transformation from a reactive product-oriented wholesale business into an innovative and proactive market-oriented industrial supplier. Before this I was Managing Director at Ruigrok Hekwerk, a leading provider of electronic access control and fencing. Before I came to DYLAN, I travelled a lot during a sabbatical and helped two of the people dearest to me through a difficult period in their lives.

What were your first impressions of DYLAN?

Although DYLAN has been through some rough times, it still is a beautiful company with a lot of potential. Being part of a larger group is something new and some of the people at DYLAN still have to get used to the idea.

What are you expecting from your new role?

I can see enormous synergies to be exploited within the entire group. The strengths of BUHLMANN and DYLAN complement each other ideally. By combining our strengths we can achieve a great deal more than we could have done separately.

European pipe contract for the BUHLMANN GROUP

CLIENTS

The close cooperation between DYLAN and BUHLMANN bears more fruit: a framework agreement for the European region has been concluded with the French petroleum company TOTAL REFINING & CHEMICAL. 'We have worked toward this successful end for a year and a half and are very proud to have gained this important European contract', says

Wim Verheyen, Managing Director at DYLANBelgië.

The contract is an extension of a five-year cooperation between DYLAN and TOTAL REFINING & CHEMICAL and includes additional countries and elements. For example, the cooperation comprises products such as pipes, fittings,

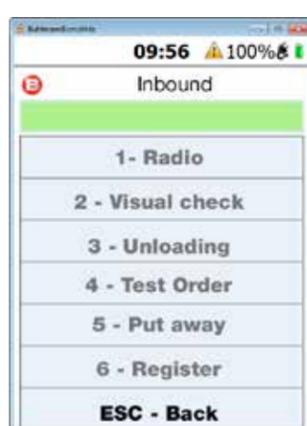
flanges, forged carbon steel fittings, stainless steel, alloyed steel and special material qualities such as Hastelloy and Inconel. A total of 13 refineries and chemicals facilities will be supplied with materials by the BUHLMANN GROUP in the future. They are located in Belgium, Germany, France, the Netherlands and the United Kingdom. 'This

contract is extremely important to the BUHLMANN GROUP and may be regarded as a result of our service and quality performance', explains Wim Verheyen. 'Suppliers and EPC companies working for TOTAL REFINING & CHEMICAL also profit from the cooperation and from the BUHLMANN GROUP's service and prices', he adds.

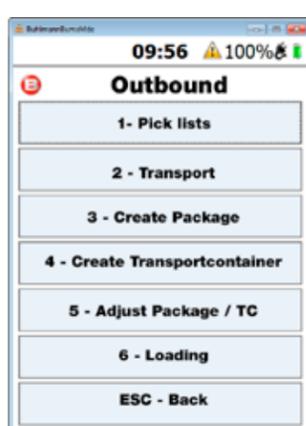
Pilot project in Duisburg:

Mobile data acquisition in the warehouse

COMPANY



Incoming goods in the MDE device



Outgoing goods in the MDE device

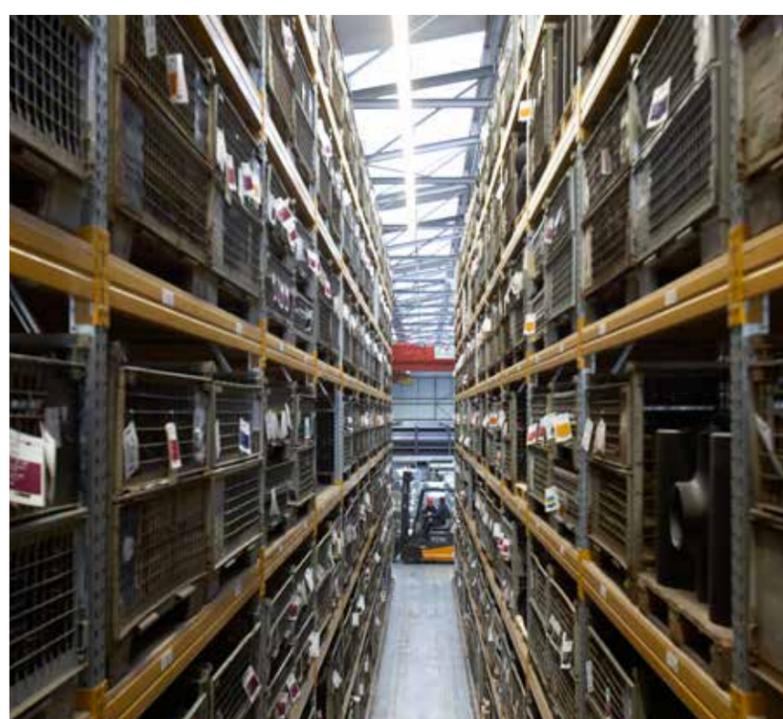
BUHLMANN GROUP is taking an important step towards more efficient warehouse working practices. Since spring of this year a mobile data acquisition system, known as MDE, is being introduced in stages in incoming and outgoing goods at the Duisburg site. It offers numerous benefits, as Marco Niebur, Head of IT, and Michael Thölken, Head of Warehouse, explain.

'We are not only getting away from paper, but can also access current information directly from our inventory management system using the MDE devices, meaning they are constantly up to date', explains Marco Niebur. Michael Thölken adds: 'The goods can now be identified more quickly, the

colleagues have less legwork and are even more efficient'. The goods are recorded and stored in the system using the mobile devices' scan function. All process-relevant information is provided for new orders and mobile printers with neck straps make it possible to print labels for the products directly at the goods.

Warehouse support

The new system using the Intermec CK71 devices already enjoys a high level of acceptance in the test phase among the warehouse employees. 'They now all have the relevant information for order picking at their fingers and can access this. The system has therefore been very positively greeted by all and is regarded as



The location of the pilot project: The BUHLMANN warehouse in Duisburg

an aid', reports Michael Thölken.

A variety of preparations needed to be made in the warehouse in order to implement the mobile data acquisition. 'In order to ensure uninterrupted transmission, we completely equipped the Duisburg warehouse with a WLAN system', reports Marco Niebur. In Burghausen, it was installed during the construction of the newbuild.

As far as the introduction of the system at other sites is concerned, Michael Thölken tells us: 'In the future, we are aiming for a coherent working system with a mobile data acquisition in all BUHLMANN GROUP warehouses.'

With ambition and hard work:

Special materials in new markets

COMPANY

BUHLMANN has reacted to the increasing demand for special materials and has serviced this market for years. At the beginning of 2016 activities in this area were further reinforced with the addition of Ander Ortiz De Pinedo. Since that time the Sales Manager from BUHLMANN Spain S. L. U. has been busy as the key contact for the markets in Spain, Portugal and Latin America.

Based in Vitoria-Gasteiz, he coordinates all enquiries and visits customers, presenting BUHLMANN's Special Materials product diversity. 'With the aid of Christoph M. Tirre and Melanie

Isbrecht from Bremen I support the colleagues in these markets in order to provide the best possible service to our customers', explains De Pinedo. 'I am also in regular contact with Pablo Encinas, who manages the new location in Mexico and is responsible for the customers in Latin America', he adds. The general aim is clear: 'We aim to establish the department and our products on the market and are convinced that direct contact makes our work more efficient for our customers', he adds.

De Pinedo has been with BUHLMANN Spain S. L. U. right from the start and was involved in

the growth of the site. 'I know that we will invest the same hard work in this field and put in the same effort as we did in the development here in Vitoria-Gasteiz. This is why Special Materials will be just as successful at these markets', he explains. De Pinedo is convinced that with 100 percent faith in the products and services offered, coupled with hard work and dedication, as well as teamwork and a sense of the needs of the customers, the aims can be met. 'The work must be fun, this is what leads to success', he adds, concluding.



Ander Ortiz De Pinedo

(Ware)house with a view

COMPANY

BUHLMANN Spain S. L. U. opened a new warehouse in October 2015 in the town of Castellón, right on the Spanish Mediterranean coast. RFS Managing Director Reinhard Scheller, the Spanish Managing Director Werner de Saedeleer and Stephan Klie, Strategic and Company Development Manager, attended the inauguration ceremony in early March 2016 at the site, located 60 kilometres north of Valencia.

'At approximately 2,000 square metres, it offers warehousing options for up to 800 tonnes of

carbon steel and alloyed pipe materials', Werner de Saedeleer reports. Since the beginning of the year the new warehouse has also been used for fittings, flanges and forged fittings, which are stored to service the framework agreement with BP. De Saedeleer adds: 'We use the warehouse to service the MRO agreements with BP and Repsol, but also to reinforce our daily business.'



Stephan Klie, Reinhard Scheller, Alberto Rico Cabañero (Warehouse) and Werner de Saedeleer (f.l.t.r.)



All German warehouses accident-free

COMPANY

The employees in the German warehouses had reason to celebrate in the last quarter: they all achieved the next stage of the prize payout.

The Burghausen site is emphasised here: for the second time in a row they can look back on 360 accident-free days. The colleagues in Cadolzburg and Mannheim also worked for 360 days without an incident. In the Duisburg and Bremen warehouses they are pleased with 180 and in Hilden with 90 days without an accident and have their eyes firmly set on the magic number 360. Great numbers that speak for a positive development.



Cadolzburg

Under the motto 'BUHLMANN – Health First (BHF)' the BHF team is working on prevention measures in order to reduce work-related accidents and illness at the company's German-speaking sites.



Mannheim



Bremen



Hilden

Extended quality control in the warehouse

COMPANY

During the summer months of 2016 intensified quality controls will be introduced across all German warehouse sites. This principally affects purchases and initial processing, which are subject to more extensive tests by our Quality Assurance employees, directly in the warehouse.

The reason for this is the increase in purchased items, customers' increasing quality demands and the expansion of our own quality standards. Without delaying warehousing the aim is to subject the products to an extended scope of testing, dimension controls and markings. Here, the same fundamental criteria apply as for the warehoused material. 'For purchases, in particular, timely



processing is essential, because the material generally needs to be ready again in outgoing goods in the short term', says Andreas Hönsch, Senior Manager in Quality Assurance. The outgoing goods procedure has been revised for this purpose and tested in a four month

pilot project in Duisburg. 'By adapting the processes we were able to save the time necessary for the checks', he explains.

The pilot project, in which an employee performed the incoming goods inspections in Accessories,

began in the spring of 2015. An overview of the allowable dimension tolerances was provided via tablet. 'In this way it was immediately possible to clarify any questions', explains Andreas Hönsch. Thanks to additional symmetries in incoming goods the project was modified to a permanent measure. An additional employee was designated in early 2016. 'This means that in Duisburg we are now capable of testing and approving all purchases and initial processing within 24 hours of arrival', explains Andreas Hönsch. After the successful test phase purchases and initial processing will be tested to the new quality standard at all German warehouse sites.

Mannheim meets the chemicals industry quality standard

COMPANY

Positive news for the Mannheim BUHLMANN site: in a 2015 audit report TÜV SÜD Chemie Service GmbH examined the evaluation of suppliers for Interessensgemeinschaft Regelwerke Technik (IGR) e. V. in the Industriepark Hoechst. The result corresponds to IGR

requirements, leading to the BUHLMANN GROUP being recommended to the association members as a supplier of pipes and pipe components.

Incoming goods, production and outgoing goods were inspected for evaluation. Various processes

were examined for adherence to IGR member quality standards and positively evaluated. 'We are very pleased with the result', explains Wolfgang Besold, Head of Sales Southwest in Mannheim and adds: 'We are now listed as a contact with high quality demands for locally relevant industries. This makes us

very proud.' As an amalgamation of the chemical and pharmaceutical industries IGR is extremely important to the site on the Rhine. The results of the audit is available to all IGR members.

Many thanks and tot ziens, Jan van Essen

COMPANY

In mid-March DYLAN's long-term CEO, Jan van Essen, entered his well-earned retirement. For five years he contributed to the positive development of the Dutch subsidiary company. His commitment and extreme loyalty to DYLAN characterised the integration in the BUHLMANN GROUP. He laid the foundation stone for a continued successful and promising future. Here is an extract from his farewell speech:

'I always said that when the company will be in safe haven, it is



Farewell dinner for Jan van Essen

time for a successor. We are already some time in this situation with the acquisition by BUHLMANN and then comes the moment that you make for yourself a decision, which I did some time ago. Once taken,

time passes quickly. Next Friday, March 18, will be my last day.'

'It was a real pleasure leading this company and I appreciate very much the knowledge, spirit and creativity of the people who work here. These are the strengths of our company which should never be ignored.'

'It was quite an adventure, in which we have known very hard times, but survived, have achieved beautiful things and also have had a lot of fun, when possible. Without any doubt DYLAN is one of the most beautiful

and most exciting companies of which I had the honour to be the leader.'

'I would like to thank everyone for their commitment and perseverance. Without that, we would not be standing where we are today. I hope that all efforts will lead to a bright future and I am confident that the leadership is in good hands. Of course, I will inform myself from time to time about the developments.'

'I will miss DYLAN, I will miss you all.'

The BUHLMANN GROUP customer event at the Mai-Wies'n 'O'Zapft is!' in Burghausen

COMPANY



In early May 2016 the region's largest folk festival, the Mai-Wies'n, was held for the 48th time in Burghausen. Every Wednesday, between rides and fast food booths,

the great marquee offers company parties where local companies can rent tables. At the centre for years: BUHLMANN GROUP. In 2016, too, the Burghausen site invited customers from the local area to spend a few pleasant hours with beer, Bavarian food and live music. The relaxed atmosphere provides a nice opportunity for the colleagues to get to know the customers better – and vice versa – away from the usual business exchanges. Because all employees attended, customers were also able to talk to other departments and new colleagues. For example to Nadine Schlaweck, Sales Assistant, who was delighted with the event: 'It was

very interesting and informative to talk to our customers in person. A great opportunity to strengthen interpersonal relationships.' But employees who have been with the company longer also enjoyed the event: 'Great weather, traditional music, tasty food and drinks. We are looking forward to the next Mai-Wies'n in Burghausen', Sylvia Baumgartner, Sales Manager, summarises the day.

IMPRINT

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