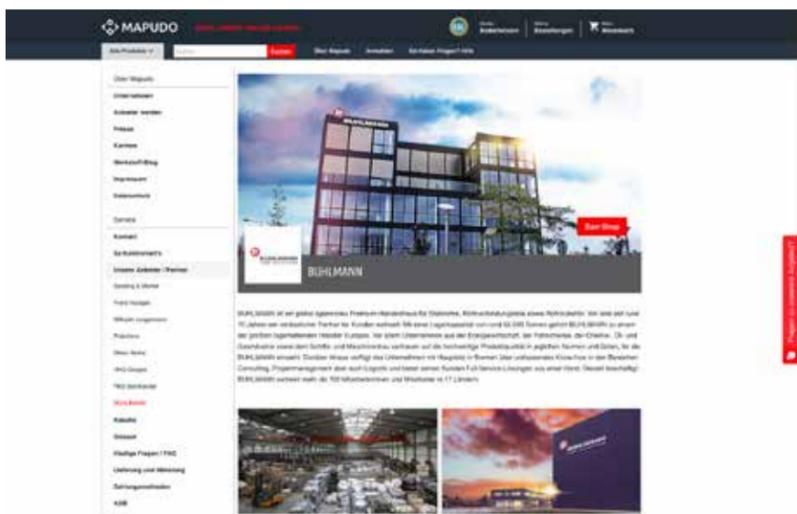


New Service for Customers:

# the BUHLMANN Online Shop

COMPANY



The new BUHLMANN Online Shop, which has been available to customers since September 2016, gives customers direct access to products and enables them to place orders without having to lift a phone or pen or even write an e-mail. The easier ordering process as well as the direct

overview of BUHLMANN products with photos and prices offers an additional service and heralds a new era for the ordering process.

"The idea was to find a better way of processing micro-orders for our products,"

explains Reinhard Scheller, Chief Operations Officer (COO). "In addition, we have been committed to expanding our digital presence ever since we started to offer our customers a BUHLMANN app two years ago," he stresses. The focus of these efforts is to offer customers more services. A filter function helps users to choose the right product from the range on offer. "We receive the orders straight away and the customer immediately sees a delivery date," explains Reinhard Scheller. "Even the payment system makes the purchase significantly easier for our customers," he adds.

The shop is integrated into Mapudo.com, the online marketplace for materials. On our own profile page, potential buyers can find out more about BUHLMANN and directly access the product line. "In the event of problems and questions, we have a team that customers can contact directly by e-mail or by telephone," reports Reinhard Scheller. The team can be reached at

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+49 2065-6789123 from Monday to Thursday between 8 a.m. and 4 p.m., as well as Fridays from 8 a.m. to 3 p.m. Questions can also be sent to the e-mail address [online-shop@buhlmann-group.com](mailto:online-shop@buhlmann-group.com).

The BUHLMANN online shop is available at [www.buhlmann-group.com/online-shop](http://www.buhlmann-group.com/online-shop).

# Expansion in France

COMPANY

The BUHLMANN family is continuing to grow. "Since July of 2016, we have had a new warehouse in Rogerville, close to Le Havre in Normandy," explains Cedric Jacopucci, General Manager of BUHLMANN France S. A. S. The reason for this is the framework contract with TOTAL, whose largest French refinery is in Le Havre.

3,000 square meters in size, outfitted with two cranes, as well as storage facilities for 700 items in accordance with EN, ASTM, and API standards, the warehouse is capable of supplying all six TOTAL refineries in France within 72 hours. "This warehouse enables us to offer TOTAL a completely new level of premium service," explains

Cedric Jacopucci. "In addition, we have strengthened our position vis-à-vis other competitors on the French market and will continue to further expand our business systematically, because the warehouse is also used for other customers," he adds.

The warehouse was opened together with the colleagues from DYLAN in Belgium and the Netherlands, as well as BUHLMANN RFS. "Moreover, the entire team from BUHLMANN France played a very large part in this," says Cedric Jacopucci, who is clearly very excited about the new warehouse. "It is very large and set up to quickly handle incoming and outgoing materials."



The new warehouse in Rogerville

# Material Supply for Energy Storage

CLIENTS

Natural gas is an important part of the energy supply and is becoming even more important. As a result, the storage of the gas mixture is crucial. In the area of Bernburg, Saxony-Anhalt, the underground natural gas storage facility Katharina provides security of supply for European natural gas customers. BUHLMANN delivered important materials for expansion of the storage capacity.

"The investment is a flagship project in the German gas industry," explains Gerd Gründling, Director of the International Projects Division that is responsible for the project. It will store natural gas that is transported to Germany via the Nord Stream Pipeline from Russia. The investors in the storage facility are OOO Gazprom Export, Moscow; GAZPROM Germania GmbH, Berlin; and the VNG – Verbundnetz Gas AG, Leipzig.

**The Supply of Important Materials**  
"We are pleased to have supplied 1,250 metric tons of pipes, bends, fittings and flanging, measuring from 1" to 32" for this important

project," says Gerd Gründling. The materials delivered are made of fine-grained steel in grades P355NH – P460NH as well as L360NE – L485ME. First, a complete accumulator 6.60 meters in length, in accordance with drawings, was delivered. "The pipes used for the construction of gas storage facilities were fabricated from special grades. Something that was technically very difficult was the delivery of the fittings and the bends," explains Gerd Gründling. The construction of all the components had to be defined in a technical design calculation, so that the plant had clear instructions on the production of the components. They were all special components not stocked as standard. "The time frame was very tight, but thanks to good working relationships with our suppliers, we managed to successfully complete the project," says Gerd Gründling.

For BUHLMANN, Marina Neimann, Projects Manager, was responsible for project realization and Tomasz Wiczorek, Projects Senior Manager, was responsible for the

technical clarifications for the engineering companies and manufacturing companies. Gerd Gründling continues, proudly: "The customer really praised our performance and was more than satisfied with the service." In this way, BUHLMANN is playing its part to ensure the natural gas supply of tomorrow.



Special parts for the project

MT Laboratories:

## Even Better Service for BUHLMANN Customers

COMPANY

At the beginning of 2016, TÜV Nord Material Testing became MT Laboratories. As a result, BUHLMANN offers its customers an even better service for destructive and non-destructive testing in the field of materials testing. The independent testing laboratory tests and certifies material according to customer requests.

For BUHLMANN customers, MT Laboratories means having a more extensive testing portfolio. "However, one of our strengths is speed," explains Philipp Hirschfeld, branch manager of the Duisburg location. "Our target is to complete jobs within five working days after



delivery and order placement. If that isn't quick enough, for many tests, we also offer an 'overnight express' with a turnaround time of 24 hours." An additional advantage of the new cooperation is having the second location in Meerbusch and the increased number of employees as a result. "It has made us more flexible and responsive on projects. Plus, we can offer a wider range of tests," says Philipp Hirschfeld. BUHLMANN customers additionally

benefit from the elimination of unpredictable handling and report costs as well as from the abolition of the typical market premiums for special materials.

But what additional tests can the customers avail of? "We now offer x-ray, eddy current, and leak tests, and in Meerbusch, we have a special radiation protection bunker in which complete pipes can be examined for internal material defects," explains Philipp Hirschfeld. "Even the spectrum of corrosion and pitting tests has been expanded. The preparation for the destructive tests is now carried out by a water jet system. The use of this state-of-

the-art machining equipment means that the specimens are cut out and prepared for the tests with the least effect on the structure," he adds.

The plan for the future is to continue to expand the range of tests. "Additional accreditations and certifications are planned for the coming years as well," explains Philipp Hirschfeld. But customer satisfaction comes first. As the branch manager says, "If BUHLMANN customers have requests not listed in our product catalog, we will work with them to find a technical solution to realize the project. Our doors are always open."

Extensively Networked:

## BUHLMANN in Eastern Europe

COMPANY

A good network is important for international business and especially necessary in individual markets. BUHLMANN currently has seven representatives in Eastern Europe, who function as contact persons and are constantly in touch with the export department in Bremen.

"The eastern European markets in particular are very specific when it comes to geographical, national, and also political and linguistic features," explains Christian Dörner, Director International Sales Division. "You often don't get too far with German or English. Therefore, we have local representatives, for a better presence," he adds. Christian Wessel, Group Leader Sales East, is regularly in contact with the representatives and confirms this: "They are our voice for the customer if English is insufficient or the customers prefer speaking their native language."



Regular meetings are needed for a good cooperation. As in the case of the cooking event at the 2015 agent meeting.

Christian Wessel explains what working with each other day-to-day involves: "We are in contact almost daily; in some cases, via e-mail, in others, by telephone. Depending on the customer, our representatives have to translate individual documents and

clarify details. They are our 'linguistic' go-betweens and support us in the entire sales area; that is, if there are queries, offers, follow-ups, jobs, payments and returns."

BUHLMANN currently has representatives in the Baltic states, in Bosnia/Serbia, Bulgaria, Croatia, the Caspian Sea region (Azerbaijan, Kazakhstan, Turkmenistan), Romania, and Hungary. The representative who has been active the longest, in Hungary, has been there since 1995. "Our goal is to foster long-term relationships with our representatives, just like with our customers," reports Christian Dörner, adding: "Only together can we emerge stronger from bad times. This has proven to be the case over the years."

To strengthen the long-term relationships, an "agent meeting" is held every two years in Germany to share information. "A combination of training sessions, talking about work, and leisure activities, such as a cooking event, keeps us in direct contact. That helps us to bond even more," says Christian Dörner.

## The Logistics Network within the BUHLMANN GROUP Moves Ahead

COMPANY

In May of 2016, there was a change in entire DYLAN's and BUHLMANN's joined shuttle concept, used to organize the flow of goods between the warehouse locations in Roosendaal, Oud-Beijerland, and Duisburg. The change has made it possible to include the shuttle into the "Tagesabfahrtsplan [daily departure schedule] (TAP) Germany," bringing about a cost optimization of the deliveries and a significant reduction in internal turnaround times and delivery times for German destinations.

"The products from Roosendaal are integrated directly into local and long-distance traffic in Ratingen, at the transit point for our regular shipping company, Brinker Fetten Logistics," says Thorsten Hoffmann, Head of Logistics. "This does away



with redistribution of the products in Duisburg and the entire lead time is reduced by 48 hours. In addition, all of the operational departments involved are freed up and we can dispatch outgoing goods from Roosendaal or Oud-Beijerland to every unloading point in Germany with just 24 hours' extra lead time," he explains.

The changed shuttle concept envisages a two-day round trip that

begins in Germany, goes to the warehouses in Oud-Beijerland and Roosendaal, and then comes back. In addition to products from DYLAN and BUHLMANN, shipments from MT Laboratories as well as from NRG Special Products are covered by the concept. This is only possible thanks to the overarching coordination of all participants and the warehouse personnel's rapid processing of the shuttle at the respective locations.

The starting point for the shuttle concept was the changed warehouse concept after the integration of the DYLAN locations. "New logistics were necessary in order to transport our products as quickly and cost-efficiently as possible," explains Thorsten Hoffmann, whose department is responsible for all shipments at BUHLMANN. He adds: "Integrated product flows are an important step for the integration of DYLAN. However we are constantly tweaking the concept, in order to identify and exploit additional potential. In the long term we want to achieve a holistic logistics concept for the entire BUHLMANN GROUP that is set up in a customer-oriented and cost-efficient way."



## Two Years without Incident

COMPANY

Once again the the **BUHLMANN** warehouses have been accident-free for an extended period. This time, the employees at the Bremen location are especially pleased about the bonus payout: for the second time in a row, they have gone 360 days without an accident.

Therefore, the warehouse has gone without an accident for a total of 780 days. As a glance at the statistics shows, this is an impressive number. In previous years, only the **BUHLMANN** warehouses in Burghausen and Cadolzburg reached this goal. As a result, Heino Augustin, Warehouse Manager Bremen, was very pleased: "I'm happy for the team and their achievement. Thanks to their good work, for the first time, we

have been accident-free for two years in a row." With a wink, he adds: "And it could still be more."

The bonus payout system was introduced three years ago, in order to create an incentive to avoid accidents in the warehouse. In addition to some training sessions on the topic of work safety that were introduced at the time, this system has significantly helped to reduce workplace accidents. The employees' bonus increases as the length of time increases. This measure was initiated by the **BUHLMANN** Health First team, whose job concerns preventive healthcare for **BUHLMANN** employees.



## Mannheim and Hilden are Accident-Free

COMPANY

Once again at the beginning of the second half of the year, another two German warehouses are accident-free. The employees in Mannheim and Hilden can look forward to the next level of the bonus payout. While Mannheim has reached 30 accident-free days, the Hilden warehouse now has a 180-day record without incident.

Under a campaign entitled 'BUHLMANN Health First (BHF)', the BHF team is working on preventive measures in order to reduce work-related accidents and illness at the company's German sites.



Mannheim

## The BUHLMANN GROUP's Social Commitment

COMPANY

At the beginning of June, 2016, there was a flood in Simbach, just a few kilometers away from our Burghausen, location in Bavaria. The flooding was caused by heavy rainfall and, at times, the water was ten times higher than the normal level. Our colleagues in Burghausen helped locals affected by clearing out and cleaning their homes and donated shovels, toiletries, clothing, animal food, and more.

"We helped clear out basements. The destruction there was indescribable," says Carolin Gleissner, Head of Sales Southeast, adding: "Many colleagues participated in the relief action and donated necessities or, by donating money, made the purchase of these items possible."

But not only do **BUHLMANN** employees have a sense of social responsibility, every year, **BUHLMANN** makes a donation to Jacobs University in Bremen. The

private and independent university considers it as extremely important that all applicants who have the talent and potential to study are able to do so. Scholarships and loans support students from all over the world who could otherwise not afford to fulfill their dream. "We are happy to support numerous young talented people in this way," says Ronald Speidel, Director of the Corporate Business Division.

Furthermore, **BUHLMANN** is involved in popular sports. Last year, new jerseys and tracksuits were donated to the sports clubs Habenhauser FV, SV Concordia Ossenberg, VFB Uerdingen and the disability handball team from SV Werder Bremen. **BUHLMANN's** support is unabated in 2016, with the soccer team from SV Kandelin receiving new training bibs and the swimming club SV'77 Neufahrn receiving new tracksuits and tops for the coaches.

## Trade Fair Dates

COMPANY

In the fall of 2016, the **BUHLMANN GROUP** is once again exhibiting at two trade fairs: **DYLAN** will attend Offshore & Energy 2016 in Amsterdam on October 25 and 26. The stand at this important industry trade fair can be found in Hall 5, stand number 026.

Khozyaystva (VDNKh) trade fair grounds. The **BUHLMANN** stand is at number 1D62.

Further east, **BUHLMANN RFS** is exhibiting at Metal-Expo 2016. From November 8 to 11, the stand attendants will take questions and requests in Hall 75 of the Moscow Vystavka Dostizheniy Narodnogo



BUHLMANN from Another Perspective:

# Cadolzburg, in the Heart of Middle Franconia

COMPANY

The **BUHLMANN GROUP** has a presence in the most beautiful regions on almost every continent; reason enough to show you our locations from another perspective and emphasize the tourism highlights. We would like to begin this new series with a look at Franconia, at **BUHLMANN-PROJECT-SOLUTIONS (bps) GmbH** in Cadolzburg, which is close to Nuremberg.

Cadolzburg itself is a community of almost 11,000 residents. The best-known attraction is the castle complex, which is over 800 years old. It is on a steep, rocky outcrop and its imposing fortification defines the cityscape. After the castle burned down in World War II, it has been rebuilt in recent decades. From 2017, it will house a medieval museum. Until then, the castle can be explored by taking a guided tour. You can get a perfect view of the castle from what locals call the “Pencil”, a 25-meter-tall observation tower that was built in 1893 in order to promote tourism. In clear skies, you get a distant, panoramic view that helps you to forget the 143 steps to the top. To go higher



A fantastic view of Cadolzburg from the “Pencil”

Photo: © Claudia Kress

again, go to the Aero-Club Fürth, which has its airport just a stone’s throw away from bps. With prior registration, you can get a bird’s eye view of Central Franconia at cost price in a glider or motor glider.

## Franconia in times passed

Before we leave Cadolzburg and head in the direction of Nuremberg, Frank Heller, Managing Director of bps, gave us a secret tip: 40 kilometers west of Cadolzburg is the Fränkisches Freilandmuseum Bad Windsheim [Franconian Open Air Museum in Bad Windsheim]. “The site is massive; there are multiple Franconian villages spanning seven centuries and all regions reconstructed there,” he reports. The land is cultivated like it was 150 years ago, so the fields are plowed with oxen, for example. Ham and sausages are smoked in the museum, bread is baked in a wood-burning oven, and beer is brewed on site. “It is like a real trip back in time,” Frank Heller enthusiastically reports, adding:



The famous Christmas Market in Nuremberg

Photo: © Uwe\_Niklas

“My family and I like to go there once a year. But you need to set aside a whole day”

## The Heart of PLAYMOBIL

The next stop east of Cadolzburg is also interesting for families: the city of Zirndorf, which is nestled directly on the edge of the Fürth/Nuremberg metropolitan area. This is where the famous PLAYMOBIL toys were invented. Not only are the company’s headquarters still located in Zirndorf, but also the PLAYMOBIL FunPark. Kids can climb and have fun in the various theme worlds, and there are go-karts, motor paddle boats, a giant bouncing castle, an adventure course, and much more besides. All the attractions are designed to allow children to run wild and use their imaginations, which is why there aren’t any rides.

## The Green Trefoil

The border of Fürth, which is called the “Trefoil City” due to its coat of arms, is just a few kilometers away. It is characterized by its over 2,000 historic buildings, more than 1,000 years of history, green spaces, and idyllic old streets. With its high tower, the town hall, a recreation of the Palazzo Vecchio in Florence, is worth seeing, as is the classical Burgfarnbach palace, with its 18th century-styl landscape garden. The soccer club SpVgg Greuther Fürth, also called Trefoil Fürth, currently in the second division of the German league, is also based in the city. The Fürth water park and thermal bath, located in the middle of the city, provides refreshment. Here, fun, relaxation and feeling good are the top priorities. But old and young are sure to enjoy the water park, as well.

## Gingerbread and Bratwurst

The tour continues to Fürth’s neighboring city, Nuremberg, the second-largest city in Bavaria. The city is famous for its Christmas market. Despite the huge crowds, a visit during the holiday season is particularly recommended. The almost 400-year-old Christmas market takes place at the main market square in the center of the city with a population of 500.000 beginning on the Friday before the first Sunday of Advent. Almost 200 stalls offer traditional products

from Nuremberg, Christmas decorations and fruitcake, and especially Nuremberg gingerbread. After shopping, market-goers can enjoy the festive atmosphere, along with Nuremberg bratwurst sausages and hot mulled wine.



The Franconian Open Air Museum in Bad Windsheim

But there’s more to Nuremberg for tourists to enjoy than the Christmas market. We got a great tip from Gergana Dafova, Design Engineer at bps: “There is the craft courtyard in the middle of the city, framed by the towers and walls of the medieval fortress,” she recounts, adding, “The atmosphere between the alleys and half-timbered houses is one-of-a-kind, because you can watch the crafters at work.” It is an ideal place to pick up a souvenir. The Tiergarten Nürnberg [Nuremberg Zoo], home to around 290 species, many of which are endangered, is especially popular. Those who would prefer to get to know the historic Nuremberg can visit the landmark of the city, the more than 1,000-year-old Nuremberg Castle. It consists of the imperial castle and some buildings belonging to the Burggraves of Nuremberg, and is among one of the most historically and architecturally significant fortifications in Europe. Thanks to its location, it offers a wonderful view of the city and its surroundings.

The Documentation Center Nazi Party Rally Grounds is also significant. This explains the

causes, background, and effects of the National Socialist reign of terror, under the shadow of gigantic architectural remnants of the megalomaniacal regime. The focus is on the history of the Nazi party rallies that were used by the NS propaganda machine as formidable mass meetings to display the “people’s community”.

## Golf for all

Finally, in addition to a trip to his favorite soccer club, Nuremberg FC, Johannes Mundkowski, Purchasing Manager at bps, recommends a trip 30 kilometers to the south. “The Pflugsmühle [plowmill] in Abenberg is a great tourist destination for the entire family,” he tells, adding: “On an old farm, there is a beer garden with delicious food and the kids will like the miniature golf and the petting zoo.” However, his favorite is so-called Swingolf, a simplified version of normal golf in which just one club is used and the fairway is shorter. “It’s suitable for absolute beginners and it’s a lot of fun,” says Johannes Mundkowski. And so our excursion to Franconia ends with an exciting game of golf, in the first of many different regions across the world where BUEHLMANN has a presence.

## IMPRINT

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