



BUHLMANN Participates in a Unique Project

CLIENTS



Our products are used in a plant like this in Oman.

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It is currently one of the world's largest petrochemicals projects – construction of the Liwa Plastics Industries Complex (LPIC) in Oman. This enormous development is headed up by the state-owned Oil Refineries and Petroleum Industries Company, or Orpic, based in Oman. The BUHLMANN GROUP is also involved, and this similarly lends itself to the use of superlatives: It is the largest project in the group's history.

The colleagues from the Dutch DYLAN site in Oud-Beijerland are primarily responsible for its fulfilment. The team is led by Barry van Manen,

Head of Sales. 'It is a huge project for us, allowing us to demonstrate our abilities for other projects of this magnitude', he explains. 18,000 tonnes of material have already been delivered to the sultanate on the Arabian Peninsula. This includes almost the entire BUHLMANN GROUP product range: Seamless pipe and forged flanges and fittings in all type of grades. The material is required to build refineries and other facilities for producing the globally sought after synthetic polyethylene, the parent material for plastics. The complex will be completed in 2019.

Stringent quality demands

The BUHLMANN GROUP was contracted by the plant engineers Chicago Bridge & Iron Company (CB&I), based in the Netherlands, who in turn were contracted by Orpic to develop the plant engineering side of the project, together with the Taiwanese mechanical engineers CTCL. 'We have been working with CB&I for years now and are held in high esteem for our excellent quality', explains Barry van Manen. This means that the special challenge lies not only in the size of the project, but also in the high demands on the products. 'A high level of quality is ex-

CONTENTS

AUTUMN/2017

COMPANY & STRATEGY

Certification for DYLAN	p. 1
Special Truck	p. 2
Scientific Support in Bergamo	p. 2
BUHLMANN Family Day	p. 3
Premium Payout Happiness	p. 3
BUHLMANN from Another Perspective	p. 4

CLIENTS & PROJECTS

LPIC in Oman	p. 1
Imprint	p. 4

pected from us, and this is precisely what we deliver', says Barry van Manen. A four-person project team was formed in Oud-Beijerland, and the DYLAN Italy and BUHLMANN Korea sites founded, especially to meet the demands of the project. Barry van Manen therefore sees great potential for the group's future: 'This project welds our group even tighter and we are able to demonstrate that, with our expertise and top-quality products, we are capable of implementing projects of this size to our customers' complete satisfaction', he explains.

Double Certification for DYLAN from TÜV Rheinland

COMPANY

Quality plays a key role in the BUHLMANN GROUP. A variety of instruments are available to enable us to always live up to our customers' expectations. One of them is certification by accredited auditors such as TÜV Rheinland, for example. Back in 2009 BUHLMANN was the first company in the steel trade to boast triple certification in the fields of quality management, environmental protection and health and safety at work. The DYLAN locations have now also been included in this certification network.

The BUHLMANN GROUP sites are regularly subject to detailed audit-ing. These audits verify and evaluate the implementation of the relevant standards. Involved for the first time this year: The DYLAN sites in the Netherlands, Belgium and the United Kingdom. They previously had certificates for quality management, and DYLAN Staal in the Netherlands also had a certificate for health and safety at work. The certificates came from two different examination institutions. DYLAN Staal now has double certification, issued by TÜV Rheinland, as were all other certificates, which



Precisely Right.

brings many benefits: 'By integrating DYLAN into our existing certification network, our customers receive a complete overview of the group and we can exploit synergies in this area even better', explains Markus Dubar, Senior QM Group Manager and the person responsible for BUHLMANN GROUP quality management. 'Moreover, in this way we grow even closer together and, thanks to the elimination of double certification, can significantly reduce costs and effort, he adds.

Faultless

From the point of view of the three TÜV Rheinland auditors, the annual

audit in Duisburg, the main site for the certificates, was without fault. 'Here, disciplines such as management, procurement and human resources are audited', explains Markus Dubar. Audits are also carried out annually at other sites based on a selection procedure, such as this year in Burghausen or at BUHLMANN-PROJECTS-SOLUTIONS in Cadolzburg. 'The audits for other sites are also performed via video conference. This applies particularly to sites without a warehouse', says Markus Dubar. This year, our sites in Rugby, Houston and Shanghai were audited in this way – again without any complaints.

The audits examine processes and questions are asked. 'TÜV Rheinland's auditors work on the basis of ISO standards and develop proposals for measures that we implement', explains Markus Dubar, already with an eye fixed on the coming year. 'Next year, our three certificates for all sites need to be recertified, group-wide, because they are only valid for three years at a time', he explains. Compared to this year's audits, this means an even more detailed examination.



Special Truck for Customised Supply Concept

COMPANY

In our industry, everything revolves around the products. Yet the way in which the products themselves are moved is just as relevant. Efficient supply security increases customer satisfaction even further. The **BUHLMANN GROUP** has therefore recently begun delivering to the **Wacker Chemie AG** using a new, specialised heavy goods vehicle.

The vehicle's principal features are the crane and the lifting platform. 'The crane is designed in such a way that it can deliver the requested quantity directly to the source of demand anywhere on the customer's premises', explains Thorsten Hofmann, Head of Logistics. The conditions of the delivery points are very different, so that, for example, there can be fixed unloading points at a building as well as discharges directly at a construction site. In order to meet all requirements and to be able to deliver not only long goods but also palletized goods or cages, the special truck is equipped with a lifting platform in addition to the crane. 'Additional fittings are used for easier goods handling, allowing efficient and safe transport', says Thorsten Hofmann. These include the stanchions integrated in the cargo bed, making the loading process even faster.



The completely redesigned truck

In total, the special truck was designed, ordered and assembled within six months. This was done in close cooperation with our contract logistics company **Brinker Fetten Logistik**. 'This is a unique concept and is based on years of experience

we have gained, together with **BUHLMANN**', explains Ludwig Fetten, Managing Director of **Spedition Brinker Fetten Logistik**. The construction of the vehicle enables a complete and flexible supply, so that just-in-time delivery is possible with-

out transshipment and further interfaces. If necessary, several tours per day are made to the factory grounds.



Scientific Support in Bergamo

COMPANY

'An investment in knowledge always pays the best interest' – **Benjamin Franklin**, one of the **Founding Fathers of the United States of America**, already knew this. The **BUHLMANN GROUP**, too, is well aware of the importance of science, as the cooperation between the Italian site in Bergamo and the local university shows.

The Italian colleagues have been collaborating with the Management, Economics and Quantitative Methods faculty for the last year. 'In the summer of 2016, 17 students worked with us on a variety of projects and wrote their Bachelor's theses', reports Gian Mario Gambirasio, Director Sales Italy. 'We were so pleased with the results that we wanted to continue this collaboration', he adds.

Pioneering results

So when this year's projects were presented, 12 students had conducted research and analyses in a variety of fields over a three-month period. In addition to an analysis of Italian Special Materials customers and a marketing project, market analyses of possible cooperations with Italian manufacturers and customers were also carried out. 'In the fifth project, three students -



Rubina Böske, Business Development Manager, and Markus Dubar, Senior QM Group Manager, observe the work of the students in Bremen

two female and one male - carried out a comparison between German and Italian customers, using a questionnaire they had compiled for this purpose', says Rubina Böske, Business Development Manager at the Bremen site, who supervi-

sed the project. They travelled to Germany for just this purpose, to analyse and compare the questionnaires they had designed, and to present the results.

Ground-breaking cooperation
'The results of the project show clear differences between the two markets and confirm our respective strategies', explains Rubina Böske. 'We are therefore extremely grateful to the students for their work. In addition, they contributed great new ideas for our customer questionnaire, which we will now implement', she adds. Gian Mario Gambirasio is also very satisfied: 'Just like last year, the collaboration was very good, including in our office, where the students also worked. This exchange is really important to us, because we enjoy encouraging young talents and can thus also draw attention to our industry, which is very present here in the north of Italy. We are therefore already looking forward to running new projects with Bergamo university in the coming year.'

By us, for us –

BUHLMANN Family Day

COMPANY

The BUHLMANN GROUP has been active as a family-run company for more than 70 years and attaches great importance to this definition. The meaning of family and its associated values are enormously important to the company. For example, the commitment of the Buhlmann family is reflected in the company's guiding principles. The importance of this becomes even clearer on BUHLMANN Family Day, which has been held at different sites since last year.

The intention of BUHLMANN Family Day is to show families and friends where you work and, in particular, with whom. 'In addition, we wanted to have a great day with our loved



Duisburg



Reinhard Scheller, COO, at the Family Day in Duisburg



Bright sunshine in Bremen

ones and colleagues, so that we can get to know each other better and meet outside of our normal work routine', explains Ronald Speidel, Director of the Corporate Business Division. 'Of course, this also contributes to enhancing our sense of togetherness and the feeling that we are all part of one large family', he adds. The event is unique because the employees plan and organise the day themselves.

Aiming high

While BUHLMANN Family Day 2016 was held almost simultaneously at all sites across the globe, in the summer of this year it was held for the second time in Bremen and Duisburg. In Duisburg, the many

guests were welcomed by colourful balloons and the inviting smell of the barbecue. 'Table football for the adults and make-up and games for the children guaranteed lots of fun', says Andrea Müller, Assistant to Managing Director, from the organising team. The attendees gained insights into the BUHLMANN world in a tour of the warehouse. 'Many visitors relished the chance to see the new automated small parts storage system from close quarters', reports Elisa Reder, Assistant to Managing

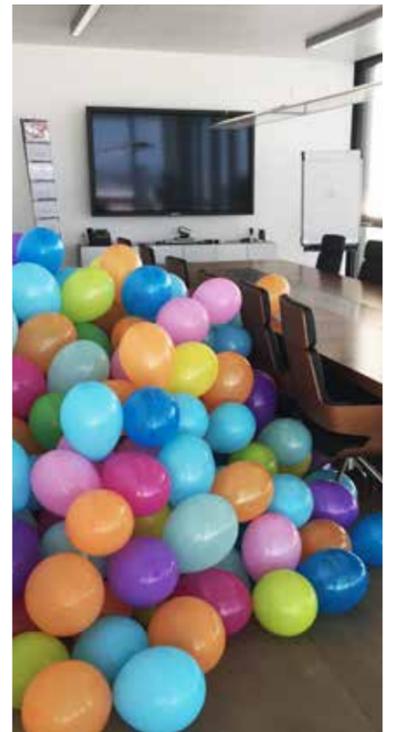
Director, who was also involved in organising the event.

Zombies at the ice cream stall

In Bremen, children made up as butterflies or zombies could be seen from a distance jumping on a bouncy castle. Others, in contrast, preferred an ice cream from the ice cream van after the curried sausage, or played a game of table football. What really proved popular, however, were the warehouse tours offered by the Warehouse Manager



Bremen



Duisburg



Premium Payout Happiness

COMPANY

This summer, numerous colleagues at our warehouse sites and in the company restaurants were again delighted at the high number of accident-free days recorded. Especially the employees at the Bremen warehouse.

At the end of September, with 1,080 accident-free days, they achieved the highest level to date since the introduction of the prize system in

2013. This means the Bremen site has now been accident-free for more than three years. The BUHLMANN Health First Team would like to congratulate them on this great success.

The warehouse personnel in Mannheim are also working towards the next level. They currently have approximately 450 accident-free days on the books and they aim to achieve one-and-a-half

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.

years free from accidents by Christmas. The warehouse in Burghausen, BUHLMANN-PROJECT-SOLUTIONS GmbH (bps) in Cadolzburg, and the

company restaurants in Bremen and Duisburg, are en route to 360 safe days. The kitchens are currently enjoying more than 250 days without incident, the Burghausen warehouse and bps more than 300 days. The colleagues at the Duisburg warehouse have been accident-free for 110 days since September and are looking towards the next prize level, which will be reached in the autumn.



Buhlmann's Bremen



Mannheim

BUHLMANN from Another Perspective:

Rotterdam, an (Architectural) Highlight

COMPANY



The best way to get a full view is from the observation tower Euromast

© 500Watt (Rotterdam Marketing)

It may only be the county's second largest city after Amsterdam, 75 kilometres away, but it is the architectural capital of the Netherlands and is home to Europe's largest seaport. We are talking about Rotterdam, on the North Sea's Rhine estuary. Oud-Beijerland, where the DYLAN head office is located, is situated near the city with a population of 650,000.

Founded in the 13th century, the city got its name when a dam was built on the Rotte river. The city quickly profited from its geographical location and became a wealthy trading location. Construction of the Nieuwe Waterweg created an open canal to the North Sea and paved the way to it becoming a significant port. Today, a wide range of companies in the petroleum and chemicals industries

Rotterdam. Little of the previous city remained, with one of the exceptions being the old Delfshaven district, which was recommended to us by Yvette Wageneire, Secretary of the Board in Oud-Beijerland. 'Here you can discover the old Holland with canals, gabled houses, a windmill and a unique atmosphere, because this part of the city remained undamaged by the bombing during the Second World War', she explains.

The Euromast, an observation tower built on the occasion of a gardening show, is located not far from this quarter. From a height of 185 metres, it provides spectacular views over Rotterdam and its port. On clear days, one can even see the Belgian city of Antwerp or the North Sea. Those with a more adventurous nature, on the other hand, can abseil

jetty. For more than 100 years it was the most important scheduled passenger liner service between Europe and America', explains Petra Boudestijn-Hornemann. Including elements of Art Deco and Jugendstil, the building is a real eye-catcher and visibly stands out from its surroundings in the modern Kop van Zuid district, which was built on a defunct area of the port. In particular, and in addition to various, architecturally impressive skyscrapers, De Rotterdam project, which is 44 floors and 160 metres high, stands out. In viewing range lies HAL's cruise ship SS Rotterdam, offering the opportunity for a brief stop for lunch.

We now head back across the Erasmus bridge towards the city centre. The unusual Kubuswoningen can be found

The old Rotterdam: Delfshaven
© Daniele Varlonga (Rotterdam Marketing)

Once around the world

José Kamphuis gives us one last tip for our journey. 'The Diergaarde Blijdorp, that is, Rotterdam Zoo, north-west of the city centre, is one of the most beautiful zoos in Europe', she reports. Visitors set off on a world tour through all continents and have close encounters with giraffes, elephants and even anacondas and wolves. Overall, the zoo, which also houses an Oceanium, in which turtles, sharks and penguins bustle, shelters around 5,800 animals from 600 species. After an excursion through the entire (animal) world, one arrives back in Rotterdam to discover that the city has a great deal more to offer in addition to Europe's largest seaport. This must certainly also be one of the reasons why a globally renowned travel guide last year chose Rotterdam as one of the world's ten must-see cities.



A real eye-catcher: Rotterdams market hall

© Ossip van Duivenbode



The Kubuswoningen in the city centre

© Ossip van Duivenbode (Rotterdam Image Bank)

can be found in Rotterdam's port area. As a result, 1,500 kilometres of pipelines run through the port area alone. If you want to find out more about the port and the industrial area, you should take an excursion to the Maasvlakte area of the port, located on an artificial island. Extended by Maasvlakte 2 in 2014, the Futureland visitor's centre there provides interesting facts on the port and land reclamation.

Old memories

Back to the centre of Rotterdam: After the Second World War, a fresh start in urban planning was resolved and was additionally bolstered by the displacement of port operations downstream of

down the tower. If you prefer to discover the city and the port from a safe, ground level perspective, Petra Boudestijn-Hornemann, Receptionist at DYLAN, recommends Spido's ships: 'A tour of the harbour in Rotterdam is an absolute must', she says. 'You get a great view of life in Europe's largest seaport from on-board the ship. But the view of Rotterdam is also impressive', Petra Boudestijn-Hornemann adds.

Between old and new

Back on land, she has another tip: 'You arrive at Hotel New York, which is housed in the former head office of the Holland-America Line, or HAL, and is now a listed building, via the Erasmus bridge at the

immediately adjacent to the main railway station. This residential complex is also a real highlight, consisting of cubes rotated through 45 degrees. They are shining examples of Rotterdam's creative and fascinating architecture. After a five-minute walk, one arrives at the market hall built in 2014, the Netherlands first roofed market hall. Here, one can succumb to culinary pleasures or study one of the world's largest works of art, on the ceiling, as José Kamphuis, Sales Coordinator, tells us: 'The artist Arno Coenen designed 'Horn of Plenty' and aims to place the viewer behind the eyes of an insect, because it shows greatly enlarged fruits, insects, fish, flowers and vegetables', she explains.

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