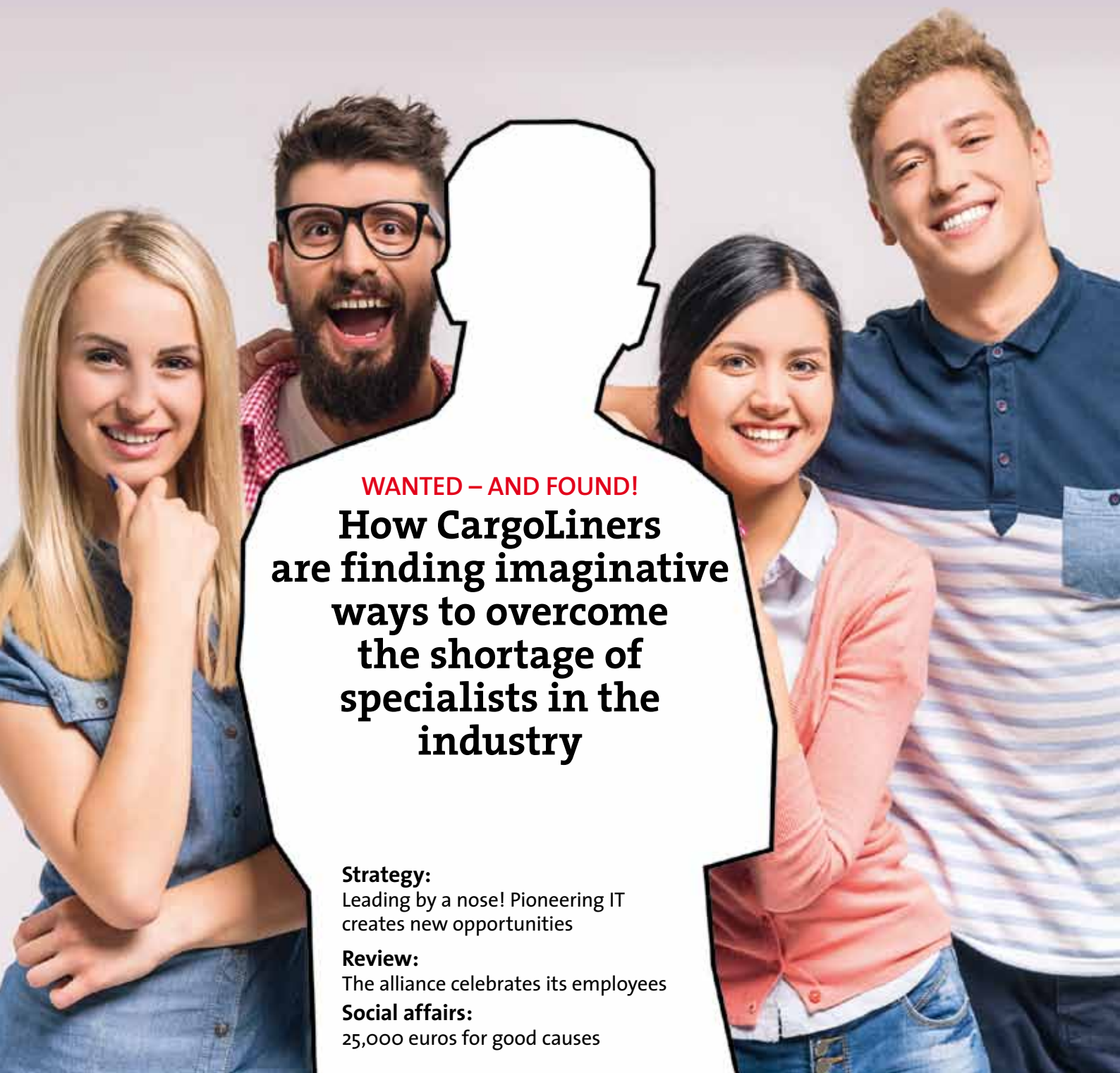


CargoTime

2/2018

The  CargoLine magazine



WANTED – AND FOUND!

**How CargoLiners
are finding imaginative
ways to overcome
the shortage of
specialists in the
industry**

Strategy:

Leading by a nose! Pioneering IT creates new opportunities

Review:

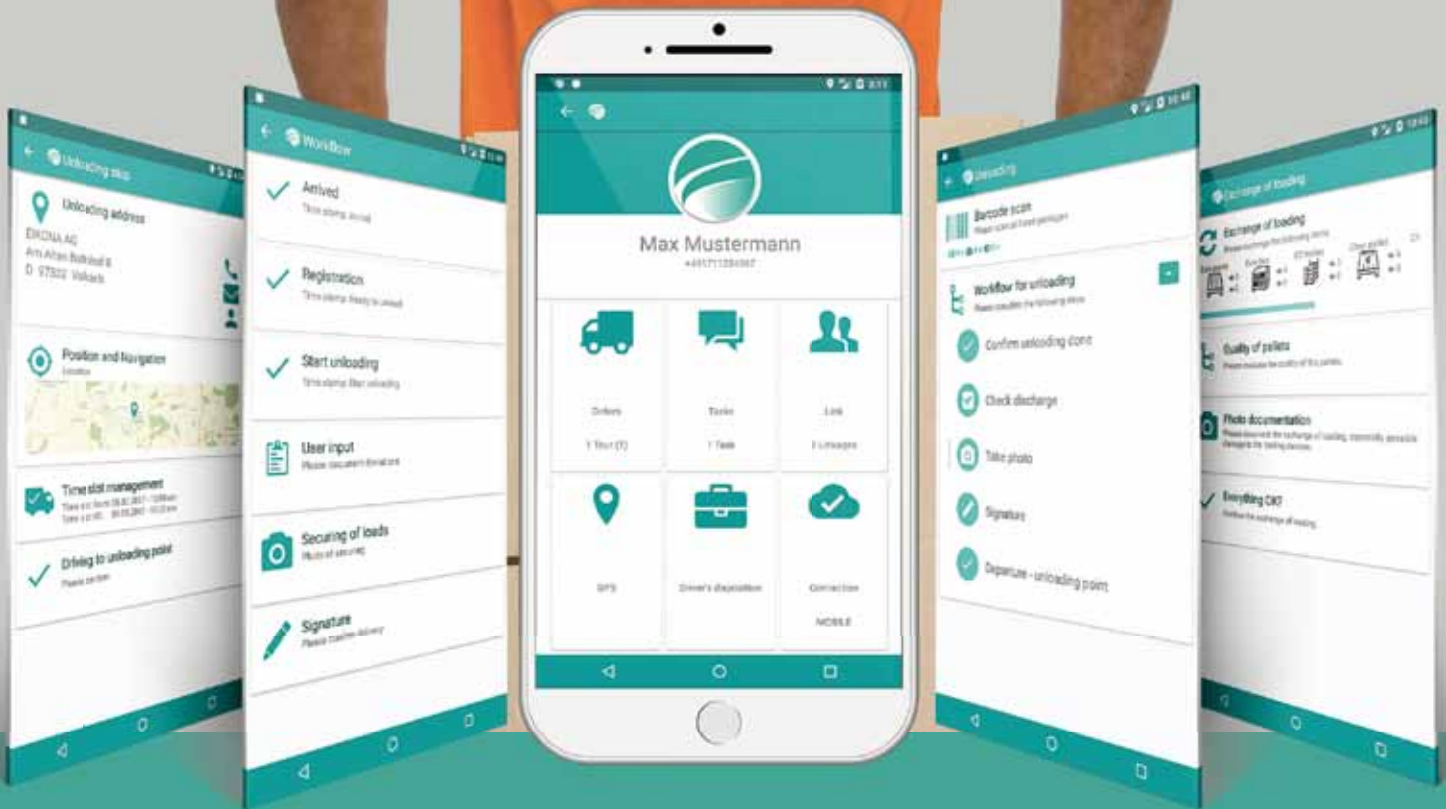
The alliance celebrates its employees

Social affairs:

25,000 euros for good causes



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Dear Readers

When you entrust your shipment to a freight forwarder, you want to be confident it is in good hands. However, reliable transportation and related services involve more people than you might imagine. Truck drivers and schedulers, warehouse staff and IT specialists – these are just a few examples of the many professionals required to ensure a smooth transit from A to B. And they are urgently needed because, in many cases, jobs in other industries seem to be more attractive. CargoLine partner Wackler shows how it is still possible to recruit and retain employees in these difficult times – by bringing logistics to life, making personal contact wherever possible and letting people tell their own stories. We would like to share these stories with you in this issue's Focus section (from page 4).

Speaking of own stories, in "Up Close" (page 22) we present our portrait of Siegfried Wösner, a truck driver who has covered over one million kilometres for the freight forwarder Graßl over the past 30 years. On page 18, we introduce you to many more CargoLiners as they gathered at the celebration to mark the alliance's 25th anniversary. Once again, it showed the extent to which sportsmanship and trust are built into the network's DNA. However, the alliance is also based on a sense of community which goes beyond our company borders. That's why we not only celebrated our birthday in style but also made significant donations to several good causes (see page 21).

Trust, cooperation and a motivated workforce are essential factors in our success. But state-of-the-art IT is also fundamental to efficient logistics. This is why we recently introduced a modular system platform that enables customers and partners to optimise their processes and services. The articles on pages 16 and 17 highlight the progress we have already made. In addition, this issue is about you – your wishes, criticisms and suggestions as expressed in our reader survey. A summary of the results can be found on page 23. Many thanks to all who participated! We take your suggestions very seriously and have already started implementing them in this issue. And of course, we are also pleased to report your praise "honestly and entertainingly". We hope to continue in the same vein.

On that note, I hope you find this issue of CargoTime both informative and thought-provoking!



Jörn Peter Struck
 Chairman of the Management Board





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	FOCUS
6	Bringing logistics to life No logistics, no functioning economy. And no functioning logistics without qualified personnel. But how can we attract and retain the specialists we need? After all, the pool of available labour is almost exhausted. Gabriele Schwarz, authorised signatory of the Schwarz Group, and three employees from the associated freight forwarder Wackler explain how they are inspiring people to enter the transportation industry and stay there for the long term. At the same time, they offer a vivid insight into their everyday work.
12	IN BRIEF Obituary > Brigl is leading the field > “Logistics – totally personal. Since 1858.” > Kochtrans and TLT transport joy for ARCHE children? > New connections in our pan-European network > Gruber assists with the extension of the world’s longest railway tunnel > To Milan and back – every day >
16	STRATEGY Data bus in the fast lane Two years of work and a seven-figure investment. That’s what OCTOBUS – CargoLine’s new modular system platform – was worth to the company. It future-proofs the general cargo alliance’s IT system and ensures it will be compatible with future customer requirements. In July, it went online.
17	Leading by a nose InstaFreight, the online freight forwarder, is one of the first users of OCTOBUS. Stefan Grollius, Head of IT at CargoLine, reveals not only the immense advantages that the extraordinary system offers InstaFreight, but also how other customers and partners will benefit from it.
18	REVIEW CargoLine celebrates its employees The network thanked its employees for their commitment with an action-packed anniversary party. Around 1,300 CargoLiners accepted the invitation and contributed to the festivities with culinary specialities from their own regions. It’s not easy to capture so much happiness in words and pictures.
20	SOCIAL AFFAIRS 25 years of CargoLine – 25,000 euros for good causes Non-profit organisations play a vital role in our society: they take care of needy children, provide homeless people with a warm place to sit or sleep and make the special wishes of the terminally ill come true. Good reasons for CargoLine to mark its anniversary by making donations of 5,000 euros to five selected charities.
22	UP CLOSE The kilometre millionaire Siegfried Wösner has driven a total distance equivalent to circumnavigating the globe almost 50 times. And the professional driver has never had an accident on his missions for the Bavarian freight forwarder Graßl.
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FOCUS

Bringing logistics to life





At the moment, the German logistics sector is unable to fill several ten thousands of vacancies. This is a serious problem because efficient logistics are key to a thriving national economy. So what is the solution? Wackler is just one of the CargoLiners leading the field in finding new ways to inspire people to join the industry in these difficult times and thus ensure reliable transportation of goods for customers.

The debate about the lack of personnel in the sector often overlooks one vital aspect: the role that logistics play in the day-to-day functioning of the economy. And not just today. By 2030, freight traffic on European roads is expected to grow by around one quarter. Customers and politicians expect the logistics sector to provide the specialists and capacity needed to meet this demand – despite a transport infrastructure which is already in a poor state of repair.

So how can this possibly succeed? And what has created this critical shortage of skilled workers? Above all, experts blame the industry's poor public image. Generally, the logistics sector is associated with low salaries, hard physical work, enormous time pressure and stress. This scares off young people in particular. In Germany, their preferred employers are the police, the army, the automotive industry, banks, media companies and the telecommunications and IT sector – all of which have a much better reputation than logistics.

Very few people are aware that digitisation and new technologies have long since transformed the logistics sector into a modern and sustainable industry. Underfloor chain conveyors and forklifts reduce the amount of heavy physical work in cargo handling halls, barcodes and scanners allow every shipment to be traced, orders can be entered on the Internet and tracked in real time, schedules are computerised, management systems control every transport process and GPS guides vehicles to their destinations.

>

Gabriele Schwarz is working to improve the industry's image

Gabriele Schwarz – authorised signatory of the Schwarz Group of which Wackler is a member – is certain that the industry's poor image is a major reason for the shortage of skilled workers. That's why she is taking a more subtle and practical approach – she's committed to training and developing satisfied employees who talk about their positive experiences with other people outside the industry. "These employees give us vital leverage for attracting and retaining skilled workers," she says. Around one in ten of the approx. 500 employees at Wackler is completing an apprenticeship there. Among other things, the Cargoline partner trains freight forwarding and logistics services agents, warehouse logistics specialists, automotive mechatronics engineers and professional drivers.

Many of its employees are "home grown" and remain loyal to the company after completing their training. This is especially important for Gabriele Schwarz because applicants from outside the industry have difficulties adapting. They require an intensive induction period to acquaint them with the unique aspects of the logistics business.

Looking for talents in the region

"However, in my experience, we can only realistically attract apprentices and new employees from our own region," she explains. This is why she keeps her activities local. For example, on the nation-wide Logistics Day, Wackler presented a model project in Göppingen's market square: in the future, veloCARRIER will be responsible for the freight forwarder's final mile in Stuttgart city centre using electric cargo bikes. "Projects like these show that the industry is innovative, thus gaining sympathy," she points out and also mentions the sustainability report produced by the Schwarz Group. "This highlights our awareness of the consequences of transportation for the environment and our ideas on how to mitigate them."

In addition, Wackler has long-term educational partnerships with five schools, makes presentations at educational fairs, runs open days, a training day and tours of the company premises – even for groups from the German Alpine Club. "If they have a positive experience they will tell their children or grandchildren," says Schwarz with a smile. Wackler is also a popular sponsor of "FRISCH AUF! Göppingen" whose home matches are attended by an average of 4,600 spectators. The handball team has been German champions eleven times and won five European Cups.

As a service company, a freight forwarder does not manufacture any products. "That's why we need to bring logistics to life, make personal contact wherever possible and let people tell their own stories. It is the only way we can inspire and persuade young people to train and work in logistics."

And because young people are the best disseminators of information, she has also been involved in the "Training Ambassador" project run by CCI Baden-Württemberg for many years. After receiving one day of special training, apprentices go into schools to describe their work and talk about their experiences. Gabriele Schwarz reports – not without a little pride – that one of her apprentices has already completed eleven such missions. Prior to joining Wackler, he had to leave a different job

"Good training and satisfied employees, who tell others about their positive experiences in the sector, are crucial for attracting and retaining skilled workers."



As an authorised signatory of the Schwarz Group, Gabriele Schwarz is responsible for marketing and public relations. She is particularly interested in attracting skilled workers to the company and training.

outside the logistics industry during his probationary period. However, logistics appealed to him and he is able to convey his enthusiasm very well to other young people.

"For us, it's not the grades that count but motivation and enthusiasm," she says, justifying the company's astute decision to offer him a job. For example, the young man was able to persuade a refugee to start an apprenticeship in logistics last year. "The time and costs involved in qualifying our training ambassadors and releasing them from work are fully justified even if we can only attract one in 30 pupils to the sector or raise their interest," she says, evaluating the project's success.

Using all channels

The forwarding company also uses many other channels to attract apprentices and professionals. One of these is the "Friederike Wackler Museum" which gives school classes and other groups a vivid insight into the history and development of the transport industry and the company Wackler. Further campaigns include the company's radio commercial which aims to recruit professional drivers and an image film about Wackler and the experience of working in the industry. Of course, the freight forwarder also provides detailed career information on its own website as well as regular updates on Facebook and Instagram – in particular to attract apprentices and young employees.

"Almost all our recruitment initiatives actively involve apprentices themselves," says Gabriele Schwarz. They not only go into schools but also prepare the training day or health day for the entire workforce, for example. In addition, they write about their experiences of internships with Cargoline partners, e.g. in Spain, in the customer magazine "WacklerReport". <

Scheduler Daniel Speiser ensures processes run like clockwork

Daniel Speiser is one of those “home grown” products and a good example of Wackler’s successful strategy of training employees and keeping them in the company. After training as a forwarding agent, he joined the scheduling department where he has now been working for 19 years. He is currently preparing for his future assignment as a team leader in local delivery planning and will replace a colleague who retires next year. Until then, the two will work together as co-leaders. “That’s great because I will be able to familiarise myself with each new task step-by-step,” says Speiser.

“You have to be born to work in the freight forwarding business and love it,” he adds. That’s because working as a scheduler is a challenging and multi-faceted job. However, it can also be hectic and stressful – he knows that from his own experience.

Strong nerves and experience required

For example, his department may schedule local deliveries during the night. Then a problem arises – two drivers call in sick in the morning, a vehicle breaks down or a subcontractor fails to report. If this happens, the team has to determine the consignments that must be dispatched immediately, those that can wait, the trucks that will have to be re-deployed, and the drivers who will have to drive a larger radius. For particularly important shipments, Wackler may even have to hire an expensive courier. “You need strong nerves and experience to manage these situations. Only then you can ensure that customers get the efficient service they expect.”

It is different if a vehicle is involved in an accident during the day or if a driver – despite a pre-booked appointment – has to wait for hours at the recipient’s premises before he can unload. “Then we have to call all the affected customers, inform them about the delay, provide the reasons, and make new appointments. In my experience, the better you explain the situation to them, the more understanding they are,” says Speiser. This “tricky task” is the job of a troubleshooter in the local

delivery management system. He not only takes care of the customers but also agrees the details of each delivery with the drivers – leaving the schedulers to do their jobs more or less stress-free.

“A harmonious team and good working atmosphere are crucial for attracting and retaining good employees.”

All CargoLine partners are subject to the same rules for solving transport delays. “Premium products such as the 24-hour service or delivery at a specified time and date must be delivered on time at all costs,” says Daniel Speiser. “Our goal is to deliver at least 92 percent of incoming consignments on the day of entry. Even though we work hard every day, we don’t always succeed,” he admits frankly.

Although the scheduling department has long since replaced paper and pen with mouse and computer, further optimisation of delivery route planning would make the work even easier. However, this is not as easy as it sounds with general cargo because each package has different dimensions and this makes them difficult to optimise electronically for loading. “We are working on this problem and on developing even better route planning with our IT department,” explains Speiser.

Satisfied colleagues spread the word

From next year, he will be solely responsible for scheduling local deliveries and meeting the targets. To prepare him for his new responsibilities, he has also completed a management training course at the CargoLine Academy. “A harmonious team and good working atmosphere are crucial not only for attracting but also retaining good employees in the long term. In my experience, people spread the word,” he explains. Satisfied drivers and other employees are also a good advertisement for the company. “They travel around a lot and tell people if they have a good relationship with their scheduler or whether loading and unloading operations in the cargo handling hall run smoothly and quickly.”

In his opinion, better pay – especially for drivers – would be an effective remedy against the shortage of skilled workers. But he also knows that this is a sensitive issue because margins in the industry are not particularly high. “Better and more appropriate payment would have to be reflected in higher prices for our customers.” <



Daniel Speiser began his apprenticeship as a forwarding agent with Wackler in 1995 and is currently training to work as team leader for scheduling local deliveries.

Warehouse specialist Eren Polat ensures nothing goes astray

Eren Polat is satisfied with his salary. “Above all, I want to enjoy my work. The pay is secondary,” he says. He could earn more on a production line at Daimler but would have to work shifts. In Wackler’s cargo handling hall, he has a regular – and family-friendly – early morning shift from 6 to 14 o’clock. Until a few months ago, he was also happy to work on Saturdays or Sundays. “Since marrying, I’d rather spend weekends at home with my wife,” he says. “For families with children, regular working hours are much better.”

Polat started working in Wackler’s cargo handling hall in 2011 after successfully completing his apprenticeship as a warehouse specialist in a DIY chain. He had been on a tour of the hall and the company during his training course and worked at Wackler’s for a 2-day trial period before being hired.

Mistakes cost money and are annoying

He handles his tasks with the confidence that only experience can bring. Early in the morning, he first electronically records all the consignments he has to load, photographs any damaged items and reports them to the schedulers. The schedulers then call the shipper to decide whether they should be delivered or returned. He spends most of the rest of his shift scanning “his” shipments, taking them to the right gates with a forklift or underfloor chain conveyor and helping drivers to load the vehicles. “Doing that we have to stay focused at all times. Because mistakes cost us money and are annoying for our customers.”



Eren Polat joined Wackler in 2011 after successfully completing his training as a warehouse specialist. He ensures that nothing goes astray in the cargo handling hall.

„People will always be required in the hall because it is impossible to automate every step of the process.“

Security is a top priority at Wackler, as it is throughout the CargoLine alliance. For example, 165 video cameras track the path of each individual shipment through the cargo handling hall in Göppingen. These recordings allow Wackler to determine the storage location of every consignment accurately at any time. State-of-the-art technology also enables the company to precisely locate each shipment while it is on the road in the truck. Personal experience and the associated routine are also important factors. Eren Polat can literally do some tasks with his eyes shut. “When I see a pallet, I immediately know if it contains gloves for a car manufacturer or lawnmowers for a gardening shop,” he says.

Word-of-mouth influence

He is satisfied with his job – which is why he is not attracted by better pay in the automotive industry. “My work is varied and not as physically exhausting as many people imagine. Moreover, I get on really well with my colleagues in the hall as well as the drivers and schedulers,” reports the warehouse specialist. These positive experiences encouraged him to recommend an acquaintance to apply for a position with Wackler. He is curious to see whether they will work together in the cargo handling hall in the future.

“I’m always learning something new,” he adds. For example, at regular intervals he participates in courses for working with hazardous goods or advanced load safety training at the in-house Schwarz Academy. After several days of training, he is now the first aid officer in the cargo handling hall. Moreover, this year he became a representative on Wackler’s works council.

He is not worried about the future of his job. “The freight forwarding industry will never die. Because without trucks everything would grind to a halt and we would be lost.” Even technical innovations, such as new generations of scanners, video surveillance in the logistics hall or – perhaps in the future – even loading robots do not scare him. “Even with all these future technologies, people will still be required in the hall because it is impossible to automate every step of the process.” <

The shortage of skilled workers in figures

Experts estimate that the German logistics sector is currently unable to fill some ten thousand vacant positions. A survey conducted last year by the German Logistics Association (BVL) showed that, for 77% of the 112 logistics companies surveyed, the number of suitable applicants has declined in recent years. The lack of suitable young applicants is noticeable for 90% and strongly noticeable for 43% of companies.

The situation regarding professional drivers is particularly precarious. According to information from the German Ministry of Transport, there is a shortfall of 40,000 truck drivers in Germany. In North Rhine-Westphalia alone, an average of 3,700 vacancies are registered with employment offices – 2,000 more than four years ago. Of the 550,000 professional drivers in Germany, 28% are older than 55 and many are planning to take well-deserved retirement at the age of 60. Only 2.5% are younger than 25. Current training figures do not suggest any significant improvement: every year, about 1,800 fewer professional drivers finish their training than retire.

Deputy Head of IT Joachim Huter prepares strategic decisions

As the person responsible for computer, IT, telecommunications, cost accounting and controlling at Wackler, Joachim Huter also studies potential applications for new technologies. He, too, is sceptical about many of the future scenarios described by some futurologists. "Everyone is talking about Logistics 4.0 and we think it's an important topic as well. But I don't believe that we will only have self-driving trucks on our roads in the foreseeable future – nor that they will be loaded exclusively by robots, nor that drones will be able to deliver up to 15 million parcels a day during the Christmas period."

Like Daniel Speiser, he is a Wackler "native". However, he began his training as a forwarding agent in 1983 – twelve years prior to the scheduler. Since then, Huter has worked in every department at Wackler and played a key role in many crucial developments. He has been successful: today he is Deputy Head of IT.

The early days of digitization

He remembers well how his current head of department programmed everything with Cobol, one of the first programming languages from the early days of computer development, before the transport management software "Easysped" was introduced. They also supervised the complex process of connecting to customer computer systems via remotedata transmission – now used by around 90 percent of the company's customers –, the introduction of Cebra, CargoLine's track and trace tool, the document management system that digitally archives all its financial accounting documents and the new accounting software "Diamant".



Joachim Huter started his apprenticeship as a forwarding agent in 1983 and is now Deputy Head of IT with responsibility for EDP, cost accounting, controlling, and more.

„In the industry you can work very independently and all paths are open to you – as long as you've got the motivation and committment.“

In 1991, Joachim Huter and Markus Hecker set up Wackler's facility in Dresden/Wilsdruff, Saxony which today has 250 employees and apprentices. "That was when I discovered my aptitude for and love of numbers. It is the reason why I switched from the operational to the administrative side of the business two years after my return to Göppingen."

In 2008, he began working on business intelligence to systematically analyse and optimise all processes in the company. Since then, one of his key tasks has been preparing strategic decisions for senior management based on data from controlling. "The fact that I not only know the numbers but have personal experience of all the logistical processes is a tremendous help when making strategic decisions."

Some people are surprised by Joachim Huter's career path from forwarding agent to Deputy Head of IT as well as the varied list of demanding tasks which he has repeatedly had to master. However, he sees it quite differently. "In the industry as a whole, and especially at Wackler, you can work very independently. All paths are open to you – as long as you've got the motivation and commitment."

On the right track

Joachim Huter's department is currently looking for young people to train as IT specialists. In addition, Wackler has openings for two new employees in scheduling, two more in the warehouse, three professional drivers and one automotive mechatronics

engineer. "However, according to my contacts in the industry, this list is quite short in comparison to other freight forwarders," says Gabriele Schwarz. She believes that Wackler's strategy and recruitment measures are on the right track and strongly hopes that as many of her current apprentices as possible stay in the company and are taken on board.

"I'm sure it would be possible to do more than we are doing at the moment but we want to focus on the most important measures to attract skilled workers," she says. "I think you can summarise our approach as follows: we present Wackler in our local area as an innovative and modern company that offers employees lots of development opportunities and allows them to meet and communicate with people. We tell our stories and use every available media channel to steadily improve the image of the industry and our reputation in the region." <

Gesuchte Fachkräfte in der Logistikbranche

47%

IT professionals

drivers and delivery staff

46%

41%

schedulers

warehouse staff

38%

32%

require sales staff

Obituary

Gerald Ematinger, authorised signatory and Member of the Management Board at our Austrian partner's G. Englmayer, died suddenly of a heart attack on 7 July 2018. The CargoLiners were deeply shocked by this news. After all, he had only just accepted the "International Partner of the Year 2017 – 3rd Place" cup for his company at the partner meeting in Sofia, Bulgaria this April and appeared to be in the best of health. As recently as mid-June, he sent the CargoTime editorial team information for the "160 years of G. Englmayer" article.

Gerald Ematinger was a shipper through and through. He had worked with bags of energy and a commitment to innovation for the good of the Englmayer company for a whole 25 years. As a company partner he was also the contact for the CargoLiner partner companies, which always valued his expertise, experience, positive nature and humanity.



Our deepest sympathy goes to his family and other relatives in particular. We are really going to miss Gerald Ematinger!

Brigl is leading the field



from left to right): Markus Weber (Branch Manager at Lebert, Switzerland, the runner-up), Andreas Goggi (CEO at Brigl, Italy, the winner), Machiel Roelofsen (Managing Partner at Rotra, Netherlands) and Gerald Ematinger (Member of the Management Board at Englmayer, Austria), both in 3rd place, proudly show off their cups after the "International CargoLine Partner of the Year 2017" awards.

Once again, Brigl Spedition was able to take the winner's cup in the "International CargoLine Partner of the Year" competition home with them. The South Tyrolean transport and logistics company scored highest among the foreign shipping companies in the cooperation's latest internal quality ranking. Just like every year, the highly anticipated award ceremony was held during the CargoLine European partners' meeting in Sofia on 24 April.

Networking creates quality

With this first place, Brigl Spedition repeated its victory in 2015. The company from Bolzano scored superbly in terms of the quality of the consignment data sent and the processing of intra-network enquiries in particular. Among the European partner companies, Brigl also has the highest number of direct lines with the German partners of the group, which is conducive to consistent quality within the network. The strong growth in volume and consistent marketing of CargoLine transport products in South Tyrol also contributed to its top position.

Lebert AG managed to get onto the winners' podium with second place for the third time in a row.

The best monitoring values allowing for seamless consignment tracking, steep rises in the import and export volume and an above-average commitment to the cooperation's working groups are where the partner based in Kreuzlingen, Switzerland excelled.

Value added for shippers

Third place was shared by Rotra from Doesburg (Netherlands) and Englmayer from Wels (Austria) with exactly the same number of points. What distinguishes them both is that they used the general cargo alliance's premium products most in 2017 and therefore offered their customers significant value added. After Brigl, they were both also the best networked companies. As with the winner and runner-up, they also have high growth in volume, with Rotra in particular being able to significantly increase the number of procurement contracts from Germany.

As always, the ranking was based on the assessment of the shipping companies' services using 18 quantitative and qualitative criteria and a sophisticated points system. <

“Logistics – totally personal. Since 1858.”



On June 9, the employees of G. Englmaier were in good spirits as they celebrated their company's 160th birthday.

Besides Cargoline, an alliance partner is also celebrating a significant anniversary this year: G. Englmaier, one of the two alliance representatives in Austria since 2003, in Hungary since 2007 and in Croatia since 2014, too, is turning 160 years this year. The claim “Logistics – totally personal” is more than just an advertising slogan: the company has been in the Wiesinger family's hands for 111 years. Under their management, the shipping company has solidly developed from 30 employees and 30 horses at the head office in Wels to 550 employees at 21 branches in nine European countries.

A proper party

To celebrate this occasion, Englmaier invited guests to a big party in Wels on 9 June. Besides many colleagues from the head office and branches in Grafenstein, Leopoldsdorf, Salzburg and Wundschuh, a number of employees from Bosnia, Croatia, Romania, Switzerland, Slovakia, Slovenia, the Czech Republic and Hungary also attended, resulting in lively discussions.



There was also great fun with the Forklift Cup and the human soccer tournament, where the team from Romania emerged victoriously. Another highlight was the whole ox that was barbecued on site. Guests were able to burn off the calories on the dance floor afterwards.

Impressive success

By the way: an international company run successfully by a family over so many years is a rarity, even in the economically strong state of Upper Austria. As was fitting for the occasion, prominent representatives from politics and business, such as the retired State Governor of Upper Austria Dr Josef Pühringer, Member of Parliament Dr Peter Csar, Mayor of the City of Wels Dr Andreas Rabl and the City Councillor for the Economy Peter Lehner therefore all arrived to congratulate Heinz Wiesinger in person. <



Kochtrans and TLT transport joy for ARCHE children

It is more blessed to give than to receive. Erich Baumgärtel, Managing Director of Kochtrans in Neufahrn, is well aware of this. When “Die ARCHE” aid project for children and youth asked CargoLine whether it could use the alliance’s lorries throughout Germany free of charge for advertising in 2016, he was therefore one of the first to provide vehicles. In January 2017, he handed the ARCHE Munich office a generous donation, which was financed half by his staff and half by himself (see CargoTime 1/2017). So Baumgärtel also didn’t hesitate one second when the organisation cautiously asked whether Kochtrans could carry out a shipment from Munich to its donation centre in Berlin.

Nothing is impossible

Since then, many wonderful things have found their way from Bavaria to the capital free of charge, from food donations to toys, backpacks and climbing frames to high-quality children’s clothes and merchandising products from Walt Disney. Each of these shipments includes up to eleven pallets. Even a billiard table and office furniture once had to be shipped. As they had to be disassembled beforehand and specially secured in the lorry, Baumgärtel asked his friend Heiko Härtel for help. The authorised signatory from the Intermove moving company in Munich ensured that everything was dismantled properly and made secure for shipment. The main shipment to Berlin was meanwhile carried out by the Amenda company from Hohenwart, also free of charge like Härtel.



Fabulous teamwork

TLT took over the delivery in Berlin, under the management of Frank Michel. The CargoLine subsidiary also regularly carries out shipments within Berlin-Brandenburg for ARCHE, for example of children’s



Children’s eyes lit up when CargoLiners delivered clothing donations featuring popular designs such as Ariel, Spiderman and Mickey Mouse.

clothes donated by the online retailer Tausendkind – sometimes even in ARCHE branded lorries.

“Based loosely on the motto from Friedrich Wilhelm Raiffeisen ‘What is not possible for one person, can be done by many,’ I simply enjoy bringing various players together and achieving something good with them. Especially when children are the beneficiaries,” explains Baumgärtel.

Samuel Kuttler, Manager of ARCHE Donation Liaison, really appreciates this: “Thanks to CargoLiners’ willingness to help, we can give our charges a treat with good-quality donations in kind, without having to spend valuable donated funds on transport. We are absolutely thrilled when this kind of shared commitment specifically benefits the children at ARCHE!” <

New connections in our pan-European network

Europa Road has set up a new daily direct connection between Dartford in England and Rennes in the north west of France. The French partner is Ziegler. This complements the two Cargoliners’ existing transport operations between Dartford and Colmar as well as Dartford and Lyon.

“We are significantly reducing the transit times and transport costs with this new direct transport operation,” says Dan Cook, Operations Director Europa, with conviction.

59 per cent of all cargo arriving on the European mainland from England by lorry is destined to remain in France. Europa Road has therefore been developing its transport operations into the Hexagon



for the last four years and was able to increase its consignment volume to and from France by 17 per cent in the last year alone. In cooperation with its partners in France, Europa Road is now moving more than 1,200 consignments or 1,000 tonnes between England and France every week.

“We are also seeing a significant rise in the number of pan-European consignments with other international partners too, besides Europa Road and Ziegler. This proves that they are practising our European idea of networking. This is just as important to us as an internationally seamless track and trace system and uniform quality standards,” comments Bernd Höppner, CargoLine’s Managing Director responsible for international development, with pleasure. <

Gruber assists with the extension of the world's longest railway tunnel

Shifting more cargo to the railways to relieve the roads and residents – that's the plan with the new Brenner Base Tunnel. And while politicians are still debating the letters of intent and the block transit periods for lorries overground, the railway tunnel construction company BBT is already producing facts underground: with three gigantic tunnel boring machines that are milling 64 kilometres through the rock. Each of these special pieces of equipment is between 200 and 300 metres long and weighs between 1,200 and 1,300 tonnes.



Sophisticated logistics were required when Gruber transported three giant tunnel boring machines from the manufacturer in Germany to South Tyrol. These giants – with a diameter of up to 10.6 meters and using up to 32 tons of pressure – are now eating through the mountain rock between Innsbruck and Franzensfeste. A project on the European scale.

Their use is possible thanks to the XTL business division – International Heavy & Special Transport at CargoLine's Italian partner Gruber Logistics. It managed to get the dismantled heavyweights from Germany to South Tyrol with 160 shipments in total. The Italian shipping company brought the light parts through Switzerland and over the Brenner Pass by lorry to the project unit Mauls. The individual heavy parts – some of them weighing a mighty 147 tons - were transported as far as possible by ship and, for the remainder of the journey to Mauls, by heavy-weight transport. Additionally, Gruber reliably delivered the tools needed to assemble the machines inside the tunnel. As a result, all the lights are currently green for the Brenner Base Tunnel to be opened as planned in 2026. <

To Milan and back – every day

CargoLine has been cooperating with Stante & Ecotrans in the Milan/Lombardy/Piemont region since 1 April. The family-run transport and logistics company guarantees the daily connection between Italy's most important economic area and the network's hub in Eichenzell.

The route is timed so that virtually all the regular connections to the other regions in Italy can still be reached the day after shipping from the hub. The NightLineEurope NextDay express service (delivery directly to the recipient the day after shipping) also belongs to the portfolio of the company based in Cadore.



Stante & Ecotrans is part of the same holding and owner family as the Stante shipping company in Rome – a valued CargoLine partner for the Lazio region since 2009. "Our cooperation has been characterised by great trust right from the start. Which is why we are delighted

to now count another of the family's companies among our partners," says Bernd Höppner, CargoLine's Managing Director responsible for international development. "The cooperation is also a perfect fit for Stante: the shipping company is on a sustainable course of expansion in Italy, so the expanding the cooperation with CargoLine is a logical strategic step for them." <

Data bus in the fast lane

CargoLine's IT department has invested a seven-figure sum and countless hours of work in the project. This summer, their new, modular system platform OCTOBUS went online: with lightning-fast processes and lots of new services.

The team promised a completion date of July 2018. And, naturally, they were true to their word. On 1 July 2018, CargoLine switched its entire IT system to a pioneering modular platform known as OCTOBUS. This offers a range of unique features: turbo-charged processes in existing applications, system communication in real time and even better services for partners and customers! "Now we look forward to receiving all the practical reports and requests for alterations that our users send us. After all, every improvement we make to our new IT architecture is designed to benefit them," says Peter Beste, Managing Director of Koch International, the CargoLine shareholder in Osnabrück and head of the IT working party.

OCTOBUS stands for "Organisation CargoLine to bus". The bus in question is the "enterprise service bus". This transports all shipment-relevant data, including current changes, as a continuous message stream. And without loss of time due to technical processing! But that's not all. It also links to and integrates individual "microservices" – applications and programs, such as the popular Cepra track & trace service as well as order entry and the clearing platform which handles CargoLine partner data traffic relevant to billing. These applications can automatically retrieve any information they need for their particular service. It couldn't be more convenient.

Direct request – Direct response

"Real-time data exchange, which we can now offer thanks to these synchronous interfaces, allows us to fulfil many of the wishes that we and our users have expressed for some time. These include displaying search results in the Cepra shipment tracking system more quickly," notes CargoLine's Head of IT Sebastian Grollius with clear satisfaction. He and his team have put two years of hard work into this ground-breaking technology which will be expanded step-by-step in

consultation with the CargoLine partners. For now, it is still possible to exchange information via ftp protocol. However, thanks to the new central platform, this process is now much quicker. The visualisation of shipment data in Cepra is approx. 20 per cent faster than before.

New features: from order entry to web services

The new IT services are not just turbo-charged but also more comprehensive. For example, CargoLine has extended its Cepra track & trace system to include order entry. Now customers can enter orders directly into the system, upload accompanying documents and request and receive additional SMS notifications.

In addition, web-based services offer improved security for shipment processing, such as compliance-relevant inspection of terror lists or checking cargo against the latest data on hazardous goods. For example, when customers subscribe to the hazardous goods service, they can obtain the information they require directly from CargoLine's central database when placing the order. This means they do not have to keep updating their own lists. Integrating these services into their own IT environments also enables them to press a button in their merchandise management systems to display the shipment status without having to switch to another application.

"This project represents an investment in the low seven-figure range," says CargoLine CEO Jörn Peter Struck in an understated tone. "For a medium-sized alliance, this is certainly not an everyday commitment but it was worth it." CargoLine is making major changes which are shaping the digital future of the logistics market and, at the same time, demonstrating the importance of offering customers a genuine extra level of service. <



Leading by a nose

With the online forwarding agency InstaFreight as a general cargo partner, the CargoLine network is entering a new digital world. The CargoTime editorial team spoke with Sebastian Grollius, Head of IT and Project Management at CargoLine, about future possibilities and the alliance's position in the market.

InstaFreight is a digital start-up that organises transport services in the B2B and B2C segments. For its general cargo services, the young online freight forwarder has been putting its trust in CargoLine for over a year. The company is convinced that the alliance is an efficient network which meets its high standards of quality and transparency. CargoLine's new IT landscape is ideal for meeting InstaFreight's real time data exchange requirements.

What does InstaFreight expect a modern logistics IT system to provide?

Sebastian Grollius: Our existing data exchange system using ftp protocols and price lists is solid and proven, but it does also have a slight technical delay. However, InstaFreight wants to be able to query our system in real time and get answers immediately, e.g. the current transport price. As an online platform, they also want live order confirmation and an option for making changes to the order until shortly before it is processed for transportation. Until now, for example, we still had to pick up the phone to inform the driver if the recipient's house number has changed.

How far can such changes go?

Sebastian Grollius: It depends on the rules of the game you agree on. In principle, they allow both sides more flexibility. For example, if we pick up goods from an InstaFreight customer and discover that there are five pallets waiting for us – even though only two were registered – we can exchange all accompanying documents, such as proof of delivery or invoices, in real time through the system. This ensures everything remains clear until the order has been completed.

And you can already do that?

Sebastian Grollius: Our OCTOBUS system platform has laid the technical foundations required for a many new applications. We already have a wide variety of interfaces available. We have a shared concept which defines the ways we need to communicate with each other during order fulfilment. All further developments will take place in close dialogue with stakeholders to reflect their practical experiences.

Do you want to offer this level of service to other partners and customers?

Sebastian Grollius: Definitely! Our new IT structure will be so flexible and open that we can use it for other customers either directly or via our partners.



You have invested a lot of time, money and passion in the OCTOBUS project. Has it paid off?

Sebastian Grollius: Once again, the answer is a clear "yes" because it has raised our existing functionalities to a state-of-the-art level where we are independent of suppliers. I'm looking forward to being able to hit the gas and tackle new developments. Figuratively speaking, you could say that our current system is like a high-class Audi but with a few clever refinements we will soon be driving a Porsche.

And where is CargoLine now technically compared to your competitors?

Sebastian Grollius: Our new, modular base is definitely something special. It will provide proven order processing functionalities for years to come. And it will take advantage of new opportunities to create innovative solutions that anticipate and implement exciting customer requirements. If we continue to implement our concept with InstaFreight as planned, we will be offering a completely unique product within about six months. Then we will be leading by very much more than a nose. <

CargoLine celebrates its employees

CargoLine thanked all its employees for 25 successful years with a big party. Besides the exceptional entertainment, the partner businesses' involvement in the catering also contributed to the successful event.

Thanks for a great party, brilliant organisation, great location, the friendly, informal atmosphere and the feeling that we are all a family! Thanks to Mr Struck for his inspiring words and THANKS that CargoLine exists. We are the BEST!" This extract of an email from Carsten Roth, Head of the Invoicing Department at Nellen & Quack (Mönchengladbach) reflects the content of many with which the attendees expressed their enthusiasm about the cooperation's latest festivity. The occasion was the 25th anniversary of the network. To celebrate it fittingly, roughly 1,300 CargoLine employees arrived at the racecourse in Dortmund in fantastic weather on 9 June.



The way to a person's heart is through the stomach. Almost all the partner businesses had accepted the head office's invitation to offer culinary specialties from their region on small stands. As a result, there was fresh "Gugelhupf" from Alsace, Allgäu cheese, freshly caught herring from Bremen, Russian "Pierogi", South Tyrolean ham, cheese and wine, special sheep sausages, mini sweet croissants with plum and walnut filling and chocolate macaroons from Romania, Greek "dolmades", Swabian "Maultaschen", "Hallorengkugeln" chocolates from Halle, hedgehog slice from Dresden, reindeer meat from Finland and much more. The delicacies didn't just satisfy the guests' hunger though. They did in fact offer a good opportunity to informally chat to colleagues you didn't know before, or only knew from the phone, at the stands.

Action-packed programme

Team games with thinking and skills tasks also encouraged communication across the businesses: How can I package an egg so that it can survive a



drop of two metres? Who will manage to carry a full measuring cup from A to B fastest losing the least amount of water with flippers on their feet? Who are best at Pictionary?

Naturally a real horse race was a must in this kind of location. So, cheered on by a professional race commentator and the CargoLiners, Burspeed, the subsequent winner Captain Cook, Flying Radulf, 's Fritzle vom hoißa Roifa, Jünter and Schwabenpfeil competed under experienced jockeys.

And anyone who had any energy left over after this eventful day could get rid of it on the dance floor: a DJ kept the CargoLiners bopping until 2 a.m.

A relationship built on trust

"It contributes massively to fostering a sense of identity and an atmosphere of mutual trust within the cooperation when employees from all levels of hierarchy regularly meet to socialise informally together. Which is why we organise these kinds of partner days on specific occasions. Our football tournament has also been taking place every two years since 2006 and is in fact being copied by other collaborations in the meantime. That is what distinguishes our alliance," Jörn Peter Struck, Chair of the CargoLine Executive Board, announces happily.

By the way: You can read on page 20 how the network didn't just bring a smile to the CargoLiners' faces on 9 June but also to five non-profit organisations. <

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SOCIAL AFFAIRS

25 years of CargoLine – 25,000 euros for a good cause

To celebrate its 25th birthday, CargoLine provided financial support to five charities close to its heart. In addition, amm logistics from Konradsreuth presented a special donation.

5,000 euros is a lot of money. Especially if you are dependent on donations to continue vital activities that benefit society. Consequently, there was visible joy on the faces of the representatives from Die ARCHE, ASB-Wünschewagen and Viel Farbe im Grau when they received their donations at CargoLine's birthday party in Dortmund on 9 June 2018. The Bärenherz Foundation and the Kältebus München also received donations of 5,000 euros each.

"Since it was founded in 1993, CargoLine has become one of the Top 3 general cargo alliances in Germany. Despite their success, the partner companies and the system headquarters have never forgotten that many people are less fortunate than they are. That's why they roll up their sleeves and get involved on the ground," explains Jörn Peter Struck, Chairman of the CargoLine Management Board. "This social commitment is even enshrined in the agreement on the alliance's values and goals that we adopted in 2011. On our 25th birthday, we wanted to set a special mark by making a donation of 25,000 euros."

Employees decide on donation

CargoLine system headquarters and many of their partners have supported Bärenherz in Wiesbaden and Die ARCHE in Berlin for years by providing financial assistance and advertising on trucks as well as transporting goods for them free-of-charge. It was clear that both should benefit from a donation this time as well. To identify the other recipients, Jörn Peter Struck invited all Cargoliners to nominate non-profit organisations that they felt deserved special support. "It was very important to us that the partner companies and their employees decide who should benefit from the additional cheques. After all, we couldn't be so generous without the work they do every day," explains Struck.

A matter of the heart

Of the many suggestions, three stood out in the end. These three organisations depend – perhaps more than many others – on the work of volunteers and have no prominent advocates. Financial assistance is therefore particularly welcome. The ASB-Wünschewagen takes



For a short time, Jana Haucke was struggling for words when she received yet another cheque from amm logistics for her association "Viel Farbe im Grau" on top of the one from CargoLine. Anja Eli-Klein, Managing Director of Baerenherz, is also very pleased about the network's ongoing support."

Their charitable work is full of empathy and dedication. And when they talk about it, you take them into your heart: Jana Haucke from the association Viel Farbe im Grau (above), Astrid Widmann and Konstantin Walter from the ASB Wünschewagen (centre) and Lisa Stahlschmidt from ARCHE.

terminally ill people to a place they have always wanted to visit and was proposed by Mirjam Wipf from Wackler Spedition & Logistik in Göppingen. This suggestion was personally important to her as she herself had been unable to fulfil her father's last wish. Herbert Hinterberger, Managing Partner of Hinterberger Spedition & Logistik in Altötting, suggested Kältebus München which "provides special support for marginalised communities, which is not offered by the state," especially in the winter months.

The third was Viel Farbe in Grau – a charity that supports seriously ill children and their families through special activities that bring variety into the monotonous daily routine of life in a clinic. It received a donation not only from the general cargo alliance but also from amm logistics. The CargoLiner

from Konradsreuth has been supporting the charity for many years and was delighted to surprise Jana Haucke – its founding member and chairperson – with a cheque for an additional 2,000 euros. Her entry on the association's Facebook page – still live during the CargoLine birthday party – could not have sounded happier. "We just can't stop smiling, we're going to celebrate at this mega party here and look forward to doing some great work with the money!" <

Hier finden Sie weiterführende Informationen, falls auch Sie helfen wollen

www.baerenherz.de
www.kinderprojekt-arche.eu
<http://vielfarbeimgrau.de>
<https://wuenschewagen.de>
www.kaeltebus-muenchen.de

The kilometre millionaire

The long-distance driver Siegfried Wösner has been on the road for the Graßl shipping company in Lower Bavaria for thirty years. He has clocked up almost two million kilometres of driving all over Germany to date – and without any accidents at all.

50 times around the Earth or two and a half times to the moon and back – these are the huge distances that Siegfried Wösner has covered in the cab of several lorries. After all, the qualified confectioner has already been working as a lorry driver for the CargoLine partner Graßl in Plattling on the Isar for thirty years. And here is how this came about: from an early age the heart of the young man from a family of confectioners in Deggendorf had been beating less for sweet cakes and more for model cars, powerful engines and the smell of tarmac from his earliest childhood. After his apprenticeship in a local business, he therefore acquired his HGV driver's licence at the age of 21 and applied for a vacancy at the shipping company in the neighbouring town straight away. He found his dream job here, which he has remained loyal to until today.

Impressive modern technology

"I was really proud to have finally managed it and set off on my tour towards Aschaffenburg really excited," Wösner recalls his first day at Graßl when he received his red logbook. His lorry back then was a Mercedes SK with a small cab that you still had to share with someone else. "Air-conditioning was not standard back then – you can't even imagine that nowadays," says the 51-year-old, shaking his head. He has safely steered eight different lorry models over the roads since then, but his favourite was the Mercedes Actros, which he was given in 1996. He currently drives a Swedish Volvo and would also like to test the new Scania S with safety and assistance system. In his opinion, modern technology is really a blessing nowadays and the comfort is virtually luxurious. "The controls are much easier, the automatic transmission is perfect and the brakes don't get hot any more." He only drives with cruise control and adaptive cruise control, which is a "massive relief". He also really appreciates the information and consumption data generated by the on-board computer. The job has become much easier on the whole as a result.

No accidents at all

"I have more or less never ended up in a hairy situation in thirty years on the roads," remembers Wösner. As a result, everything has gone well without any accidents, except for a bit of damage to the paintwork. "Knock on wood," as besides various general and consolidated cargo, he also transports hazardous goods on his daily routes, like paints and corrosive cleaning agents. In doing so, he always drives to individual shipping companies or hubs in the CargoLine network and hands over his load there. Generally he sets off towards Mannheim on Sunday evening, returns early on Tuesday and then heads out again in the evening. After six to eight hours of driving he stays overnight in his driver's cab on the business premises. That's not a problem for him.

"It just always suited me," he says about his job and belonging to the company for so long. The business climate at the SME is very good, he has made good friends and "you're not just a number here," he emphasises. In response to the question whether he can recommend the job of a lorry driver today, he ponders briefly though. The traffic and associated stress are not getting less at the end of the day. He has adjusted to this, though. His conclusion in Lower Bavarian dialect is therefore: "Ja mei, du musst den Job halt lieben!" – which means you simply have to love the job! And he certainly does.

A love of detail

Siegfried Wösner likes his job beyond his everyday work though, too. As a passionate amateur handicraft enthusiast, the true to the original model making of lorries in classic 1:87 scale takes up a significant part of his time – especially in the winter months. The father of two grown-up sons (19 and 21) really loves doing this. As a result, he hasn't just built models of all the lorries he's driven so far but many other models too. They are exhibited in a display case in his hobby basement. The CargoLine logo is of course also stuck on many of them. <



Exciting and well done!

This year's reader survey reflects the changing times and different reading behaviour. At the same time, it vindicates our approach with the last CargoTime relaunch: more succinct information and practice reports.

198 regular readers took part in the detailed survey about our CargoTime customer magazine in this anniversary year. The large majority like the magazine as it is informative, clearly structured and has an appealing design, was the opinion. Just under half find the selection of topics very interesting and over half those surveyed pass the magazine on to one, three or even more people: It is rare to get a better endorsement than this as the producer of a magazine. Our thanks therefore also go to the Cologne agency kiosk:mediendienste which regularly produces the magazine together with our Chief Editor Sandra Duschang.

Clear reader preferences

The "Transport & Logistics" and "Practice reports" sections are the contributions in the magazine that are read most regularly, followed by "Focus" and the "In brief" news. The texts on "International business", the "Up close" employee portraits, "Sustainability and Social" information and the articles on the "Strategy all share third place.

Short and sweet

There are changes though compared to the reader survey in 2010, which can probably be put down to the changing reading habits in the Internet age and the use of tablets: as a result, an increasing number of readers prefer more short and succinct information, which can also be quickly "absorbed" during breaks. We already catered for this request with the expansion of the "In brief" section from two to three pages with the last relaunch. However, in future we want to pay even more attention to preparing information in this spirit, for example in the form of more boxes that summarise important background information short and sweet.

More explanation requested

Our survey also reflects the changing times in the industry: many things have become more complex and regulated, the red tape of rules and regulations has grown. Our readership would like more practical, informative reports about this. In terms of content, it mainly wants to find out more about new laws and regulations and digitalisation in logistics. They are interested in industry trends and innovation as



well as customs and foreign trade. We naturally want to take this all into account.

Exciting, honest, appealing

CargoTime should not become a matter-of-fact information magazine though. The readers really appreciate the "exciting company reports", "honest reporting" and "appealing layout". And despite living in digital times, the touch and feel is highly appreciated: 82 percent still want their CargoTime in print form.

The reader survey was combined with a prize draw to thank all the participants. The lucky winners of the OUTDOORCHEF gas kettle barbecue and other prizes are: Andreas R. (Oberkirch), Albert K. (Albersdorf) und Silvio S. (Radolfzell).

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