ON-SITE LOGISTICS
WE MAKE THINGS EASY FOR YOU
TRANSPORTING PACKED GOODS
READY THROUGHOUT EUROPE
UNIQUE TO THE ARABIAN PENINSULA
INTEGRATED CHEMICALS HUB IN DUBAI
Dear Readers,

A great deal has happened in the world since the last Blue Scope appeared – also at TALKE. We have expanded our business activities to the US and successfully established ourselves there. In Spain we have extended our services. We are investing in new vehicles and communications – and naturally also in our employees and their safety. You can read about some of these developments in this Blue Scope. We have adapted our editorial strategy for this purpose: shorter articles ensure a wider range of topics is covered and provide information more quickly. At the same time, this strategy also permits us to tell you in greater detail about the topics which you can use to expand your business. In this Blue Scope we have focused on the efficiency potential offered by successfully outsourcing on-site logistics.

Even though we have devoted a lot of space to this topic, our report will not be able to answer every question – simply because in this area, too, each customer has their own individual requirements. Consequently, my request to you is that you talk to us if you are interested in the subject, and let us explain what specific benefits outsourcing will bring you.

This request naturally also applies for all other topics in this Blue Scope. Because irrespective of what we report on, our aim is to provide you with optimum support in your business.

Enjoy the read!

Yours,

Alfred Talke
Group Managing Director
ALFRED TALKE Logistic Services
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SOCIAL MEDIA
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Ready throughout Europe.

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Meet ED

ED offers

- ECTA membership
- Exceptional skills
- Education
- Ecological driving
- Excellent material

you offer

- not to take any samples
- a decent shelter
- the presence of an operator
- a safe (un)loading area with adequate fall protection
- clear instructions
- appropriate emergency equipment

optimal communication = safe operation

all in accordance with applicable legislation and CEFIC-ECTA guidelines

visit: www.ECTA.com
Since at the start of 2016 we supplemented our capacities for dry bulk transports in our European network with 90 new box containers.

12 curtainsiders and 3 box semitrailers with temperature control from -30 to +30 °C have provided additional capacities for transporting palletised goods since January. The trailers are designed and produced according to newest chemical transport safety and quality requirements.

To record the stock turnover in real time we have invested in WLAN-capable scanners, appropriate network technology and software at the Hürth location. With the previous scanners requiring docking stations to transfer data on goods movements and visual documentation of the goods into the IT system. The new system offers greater speed and more direct remote access to transactions in the warehouse.

By moving the site access in Hürth we are preparing for a change in the traffic routing at our headquarters. This will be caused by a new bypass, which is currently being built around the town centre. A junction will be located close to the current access route where the traffic will cross our site’s entrance and exit. With this change, which is scheduled to be concluded by early 2019, traffic on a central arterial road will be reduced by up to 20,000 vehicles each day.
ON-SITE LOGISTICS: WE MAKE THINGS EASY FOR YOU

By outsourcing logistics services, an increasing number of companies from the chemicals, petrochemicals and life science sectors are creating space to concentrate more on their core business. As an experienced special logistics company, we handle a wide range of services directly at our customers’ factories and production plants, depending on requirements either in the context of a contract for work or leasing personnel.

On-site logistics – that means a variety of services right where production takes place. At the sites of our customers, who are predominantly manufacturers of chemical products, we optimise the supply for production and the downstream logistics, and take on numerous additional services connected with this. Our customers frequently entrust us with the management of their logistics systems or entire logistics centres – including building management with maintenance and upkeep, plus taking over operator functions for hazardous incident operations with extended duties in accordance with the German Federal Emission Control Act.

Our on-site services are an essential aspect of three modules with which TALKE covers all aspects of the chemical supply chain. We accompany our customers every step of the way according to their needs: from transporting and delivering the material right to the production boiler, through the filling stage after production to transportation of the finished product – to one of our warehouse locations or straight to the recipient. If only individual parts of a supply chain are handed over to TALKE, thanks to our extensive experience and service-proven project and operations management the customer can always be sure that we will be a perfect fit for their structures and processes.

Storage and numerous value-added services

Because of our many years of expertise in storing and handling the widest range of materials, we can deal with virtually any kind of storage at our own locations or on the customer site – from pallet storage or silo installations and container terminals right through to tank farms. Thanks to professional management and short response times, we make products available precisely in the time window which our customer’s supply chain and their customers demand.

Above and beyond safe storage, at many locations we also provide additional value-added services. The frequently required operations include drumming and re-drumming, as well as packing in containers of all sizes – from a silo vehicle to a bag, or from a tanker truck to a canister, or even as a laboratory sample.

We also operate systems for grinding, mixing or sieving basic materials or finished products on behalf of our customers on site. A further special value-added service for our customers: for products which, for instance, require a specific moisture content, we continuously monitor and correct this status – always in close cooperation with the customer’s quality management.

Numerous states of aggregation and classes

The variety of the on-site services is surpassed only by the range of materials for which TALKE offers logistics services. A basic principle is that we manage all of our customers’ standard materials and products safely and professionally: solid and liquid goods, chemical raw materials, semi-finished and finished products, additives for the food and animal feed industries as well as materials from the field of life science – irrespective of whether harmless, flammable, environmentally hazardous, toxic or highly toxic materials are involved. The only things for which we offer no services are explosives and infectious or radioactive materials.
EFFICIENT, SAFE, TRANSPARENT – AND SIMPLE TO CONTROL

The outsourcing of chemical logistics offers customers numerous benefits. The on-site services of TALKE...

... are efficient:
We operate with our own personnel, and because of their marked specialisation and flexible control, we often require fewer of them than customer companies or competitors.

... are safe and reliable:
As an established chemical logistics specialist we comply with the statutory and product-specific requirements. We also have comprehensive experience in introducing and adhering to safe and reliable processes.

... reduce complexity:
The development of chemical logistics strategies and building up expertise and experience with storage, transport and value-added services are extremely complex processes. A company which entrusts these to a specialist can rely on requirement-based solutions from a single source and utilise its own resources for its core business.

... are transparent:
At TALKE, customers have a fixed contact for all aspects of the cooperation. Furthermore, in line with agreements we install a reporting system which covers all the desired performance and safety factors. In addition, when requested we record the warehouse stocks in the customer’s merchandise management system.

... reduce the capital tie-up:
In agreement with our customer we invest in special equipment and innovative logistics systems. We also take over planning, implementation, operation and maintenance of the systems – on site at our customers’ premises or in the immediate vicinity of production locations.
Three questions for Christoph Grunert, Director Logistics Europe at TALKE

What role does the outsourcing of on-site logistics currently play in the European chemical industry?

Large companies and production locations are increasingly utilising the option of entrusting services such as warehousing and packaging, drumming and re-drumming to a specialised partner. And they are pleased with the result, because outsourcing is an effective way of handling the cost pressure on the market and at the same time maintaining the highest quality standards.

Do you also see strategic potential for the chemical sector here?

Yes, definitely. Without logistics nobody can produce anything or supply their customers. The outsourcing of upstream and downstream logistics services provides an excellent opportunity for the European chemical and life science industries to concentrate on their core business and processes and to increase flexibility. In addition, long-term logistics partnerships help to open up competitive advantages – particularly in times of a growing shortage of skilled staff and increasing age of the working population. The fact is that when an experienced partner like TALKE takes over the on-site logistics, we relieve the customer of extremely complex tasks which would otherwise tie up valuable resources – often at lower costs than when customers do it themselves.

How do you see on-site logistics developing in the long term?

For the customer it will become simpler, more efficient and at the same time equally reliable and safe – these four factors will prove convincing for an increasing number of chemical companies. As the challenges faced by our customers will not become any easier, outsourcing logistics tasks is a reliable way of ensuring greater flexibility and efficiency. Provided, of course, that they have a partner to do this who can handle all variants of effective operations transfer and also retain specific operational expertise. This is certainly not a trivial task, but we have so far always handled it very successfully through a strong team and use of the right tools.

Furthermore, we have observed a progressive concentration of business and production expertise on the customer side – frequently to the detriment of specialised logistical knowledge and experience. As logistics is an elementary component of the value chain, integrating a specialist like TALKE earlier and to a greater degree will open the way for manufacturing companies to further reduce their complexity and thus achieve an attractive return on investment.

... are competitive:

By staffing departments frequently with fewer people who also work according to the logistics industry’s compensation structures.

... are always up to speed:

We employ our staff ourselves, train them ourselves and continuously qualify them in accordance with our own high standards and in line with additional specifications of our customers. Usually, we maintain logistics equipment and systems ourselves and guarantee the required inspections and documentation are provided.

... are connected:

Our services also include the transport of chemicals and other products on road, rail and water as well as logistics consulting and engineering. A service which can be networked with our on-site services on a modular basis and which enables us to offer our customers a supply chain from a single source.
**HGV TECHNOLOGY THEN AND NOW**

**LEAP IN TIME**

TALKE’s last Mercedes SK 1838 LS was retired a good three years ago. However, after 17 years of faithful service, most recently for internal shuttles in the headquarters in Hürth, we couldn’t just let it end up on the scrap heap. Instead, it has been completely stripped down and lovingly restored over the last 18 months. In the summer of 2014 it was re-registered – meaning the practically vintage vehicle can now leave its garage on special occasions.

Mercedes launched the SK (“Heavy Class”) series in 1972 and developed it continuously until it was replaced in 1996. TALKE has had its successor, the Actros, in its fleet since its initiation. The current model, the Actros 1843 LS, is considerably safer, more comfortable and more economical than the SK. For example, you can drive 100 km on over 10 litres less fuel than with the last SK from 1995.

What has changed in terms of engine performance and equipment is shown in the comparison below:

### SK SERIES 1838 LS

<table>
<thead>
<tr>
<th>Engine: OM 442LA, V8 cylinders with 14,618 ccm</th>
<th>Engine: OM 470, 6 cylinders with 10,700 ccm</th>
</tr>
</thead>
<tbody>
<tr>
<td>381 hp (280 kW) at 1,900 rpm</td>
<td>428 hp (315 kW) at 1,800 rpm</td>
</tr>
<tr>
<td>1,850 Nm at 1,100 rpm</td>
<td>2,100 Nm at 1,100 rpm</td>
</tr>
<tr>
<td>Emissions level: EURO 2</td>
<td>Emissions level: EURO 6 / Turbocharger and intercooler with EGR</td>
</tr>
<tr>
<td>Particulate emissions: Carbon monoxide CO: 4,000 mg/kWh</td>
<td>Particulate emissions: Carbon monoxide CO: 1,500 mg/kWh</td>
</tr>
<tr>
<td>Particulate emissions: Nitrogen oxide NOx: 1,180 mg/kWh</td>
<td>Particulate emissions: Nitrogen oxide NOx: 130 mg/kWh</td>
</tr>
<tr>
<td>Particulate emissions: Hydrocarbons HC: 7,000 mg/kWh</td>
<td>Particulate emissions: Hydrocarbons HC: 400 mg/kWh</td>
</tr>
<tr>
<td>Particulate emissions: Particulate matter: 250 mg/kWh</td>
<td>Particulate emissions: Particulate matter: 10 mg/kWh</td>
</tr>
<tr>
<td>Transmission: G210-16, 16 speed with an EPS switch</td>
<td>Transmission: G211-12, 12-speed fully automated Mercedes-Benz Powershift with Predictive Powertrain Control and three driving programmes</td>
</tr>
<tr>
<td>Rear axle: HL 7 – outer planetary axle</td>
<td>Rear axle: HL 6 – hypoid axle</td>
</tr>
<tr>
<td>Safety: ABS – anti-lock braking system</td>
<td>Safety: AABS – anti-lock braking system / TCS – traction control system</td>
</tr>
<tr>
<td>Safety features: TCS – traction control system</td>
<td>Safety features: VDITH retarder / ESP stability control</td>
</tr>
<tr>
<td>Safety features: VDITH retarder</td>
<td>Safety features: Lane departure warning system / Proximity Control Assist</td>
</tr>
<tr>
<td>Safety features: Bi-xenon headlights / Telematics (Trimble)</td>
<td></td>
</tr>
</tbody>
</table>

### ACTROS 1843 LS
NEW SERVICE

GAS TANK REGENERATION
IN GRIMMEN

The TALKE subsidiary SpeziTrans, which has its head office in Grimmen, has extended its services for providers of liquid gas. Since the end of April they can hand over their gas tanks which are stored above ground to SpeziTrans to be regenerated, and on request these can also be fetched and brought to a new location.

The key feature of the offer is the overhaul of the surface coating, including the replacing of sealing elements and fittings. A final check and acceptance by an independent monitoring organisation certifies the fault-free condition of the tanks. SpeziTrans will also pick the containers up at and deliver them to their application sites. These services can be booked on a modular basis.

"Transporting liquefied gases in pressure containers is a service we have offered for over ten years," explains Daniel Gutmann, Managing Director at SpeziTrans. "For us the introduction of these services is a logical extension of what we offer. And we are very pleased that we have obtained orders for the next twelve months from the very outset and have also received further enquiries."

For more info contact info@spezitrans.de

GLOBAL-TALKE TAKES OVER WAREHOUSE LOCATION

Since January of this year, customers can also count on TALKE services in Italy. The takeover of the Italian special logistics company Chemidocks, which was founded in 1988, by Spain-based Global-TALKE means that capacities for hazardous materials logistics are now also available in Bareggio near Milan.

Some 20,000 tonnes of packed goods can be stored and handled annually on a total area of 4,800 m². The location is designed for dangerous goods classes 3, 4, 5, 6, 8 and 9.

Contact and information at info@global-talke.com
ENTERING THE US MARKET

TALKE GOES WEST
This is a contract in which we will invest more than 20 million dollars for equipment, IT infrastructure and over 200 members of staff – and which will also mark our entry into the US market.

Our services for the product will include loading sea containers with dry bulk or 25-kg bags on pallets which have been packed by us. We will transport the containers to a port or railhead. With regard to service on the equipment and systems, we will handle commissioning, operation, maintenance and repair of the entire logistics complex, including the packaging lines.

The investments will include storage logistics equipment, transport units for drayage as well as IT. The core will be a separate SAP installation with specialised modules for warehouse and transport management, for whose further development TALKE is a co-innovation partner of SAP. In addition to the proven safety, service quality and convincing management strategy, the fact that we, like our customer, work with SAP was one of the decisive criteria for this close collaboration with TALKE – and one of the most important requirements for successful integration of the new export volumes into the supply chain.

“This order shows once more that our strategy of integrating ourselves into the chemical and petrochemical supply chain with first-class, efficient logistics services, specialised consulting and powerful, compatible IT is right,” says a pleased Alfred Talke, Group Managing Director at TALKE. “Furthermore, entry into the US market is also a significant milestone in the development of our company.”

With this plant logistics contract, one of our long-standing customers has handed us responsibility for a sensitive part of their supply chain: from 2017 we will commence on-site and export logistics for polymer granules in Houston.
In need of transport and logistics services for the chemical and petrochemical industries? We have a suitable service for every requirement. This diagram provides a broad overview of our services. If you’d like to learn more, don’t hesitate to get in touch!

LOGISTIC SOLUTIONS: Analysis and optimisation of logistics structures and processes, design and construction of logistics facilities.

The Complete Supply Chain from a Single Source
Specialist Logistics Without Compromise
RSA-TALKE celebrated completion of the first phase of its integrated chemicals hub in Dubai’s Jebel Ali Free Zone with an official ceremony this May. The facility is unique in the region, in terms of the standards and range of services offered.

The central aspect of the first phase of the chemicals hub is storage and transhipment capacity for up to 1,800 TEU - designed for empty or laden ISO tank containers with Class 3, 6, 8 and 9 hazardous substances or non-hazardous chemicals. “As the chemical and petrochemical companies here in the Gulf region increase their degree of vertical integration, their demand for comprehensive, professional specialist logistics services is increasing too”, says Richard Heath, Director at RSA-TALKE. “In making this investment, we are supporting the diversification and growth of our customers by providing high-quality and reliable services all from a single source”, adds Abhishek Ajay Shah, who is also a Director at RSA-TALKE.

Sultan Ahmed Bin Sulayem, DP World Group Chairman and CEO, Chairman of the Ports, Customs and Free Zone Corporation said, “We are delighted to be a part of RSA-TALKE’s remarkable growth in the region. The new facility will enable them to serve customers more efficiently and achieve even greater successes in the future. Jafza continually support its valued business community of over 7,000 companies that have transformed it into a global centre for trade and commerce and an ideal business location for international and regional and international markets. I extend my best wishes to all RSA-TALKE employees of the company’s development and we remain fully supportive.”

The complex is part of a comprehensive and modern chemicals logistics centre in Dubai. The site will be completed in the second and final phase with provision of drumming services for hazardous and non-hazardous chemical liquids, and special warehousing facilities for packed products. RSA-TALKE thereby expands and upgrades its warehouse for hazardous and non-hazardous chemicals and petrochemical products, already in existence since 2014 at the South Dubai location. Along with the access to the global transportation capacities that the joint venture and its partners command, RSA-TALKE presents a comprehensive portfolio of chemical logistics services that meets the highest quality and safety standards, all from a single source. This in turn closes the gap in specialized logistics services available in the region.
PARTICULARS OF THE CHEMICALS HUB

**Location:** Jebel Ali Free Zone, Dubai/UAE

**ISO Tank Services:**
- 100% Dangerous Goods ISO tank terminal
- 1,800 TEU capacity for laden or empty containers
- Cleaning with multi-product capability
- Repair and maintenance
- Testing, approval and certification

**Warehousing and Value Added Services**
- Chemical drumming services
- Warehousing of hazardous and non-hazardous packed goods
- Transportation
- Documentation and customs clearance services

**The Facility:**
- Integrated complex for storage, handling, cleaning and services
- ISO tanks: designed for storage of Classes 3, 6, 8 and 9 Dangerous Goods
- Packed goods: designed for storage of Class 3, 4, 6, 8 and 9 Dangerous Goods
- Retention of potential spills for maximum environmental protection
- Fire-fighting systems as per NFPA standards
- Access control and 24x7 monitoring for optimal safety and security

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PARTICULARS OF CHEMICAL WAREHOUSES

**Location:** Dubai South/UAE

**NFPA Standard-Chemical Warehouse Facility unique to the region**
- Designed to store Class 2, 3, 4, 5, 6, 8 and 9 Dangerous Goods
- 7 independent chambers
- 4 dedicated Dangerous Goods chambers
- 4 temperature controlled chambers
- ATEX-certified electrical components
- Secondary containment with external holding tanks
- Flame detectors and 2-hour fire rated walls
- High expansion foam generator firefighting system

**Non-DG Warehousing – Facts and Figures**
- 10,000 m² for block storage of petrochemicals
- Comprehensive fire sprinkler systems
- Loading docks for safe, speedy and efficient loading-unloading

**Services for non-hazardous and hazardous chemicals**
- Storage
- Picking
- Labelling
- Customs clearance
- Freight forwarding by land, sea and air

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FOR FURTHER INFORMATION CONTACT

Tel: +971 4 887 9333
E-Mail: chemhub@rsatalke.com
Web: www.rsatalke.com
The new building at the Unipetrol site in Litvínov is part of a major project to establish a polyethylene 3 production plant and, with a budget of around 315 million euros (8.5 billion CZK) is the largest investment so far in the Czech petrochemical industry. The new logistics building will include, among other things, 40 silos with a total capacity of 16,000 tonnes, an extension to the existing packaging hall, offices, circulation and manoeuvring areas and break rooms. The technical facilities will incorporate mobile systems for bagging, palletising and loading bulk goods.

“With this investment in the new polyethylene production plant we are strengthening the integration of petrochemical and refinery production at Unipetrol. This will enable us to open up what are new segments for us, such as the cosmetics and packaging industries,” says Marek Świtajewski, CEO and Chairman of the Board of Directors at Unipetrol. “The new logistics terminal will play a role in supplying the significantly increased volume of PE3 granules in the future safely, efficiently and extremely rapidly to our target markets.”

The entire strategy which TALKE will implement as part of an EPC contract stems from a study which we had completed previously. Construction is scheduled to be completed by the first half of 2018.

“We are very pleased that Unipetrol has entrusted us with this project,” says Christoph Grunert, Director Logistics Europe at TALKE. “With an order volume of around 30 million euros it is our biggest order of this type to date in Europe. In addition, it once again confirms our strategy of supporting companies in the chemical and petrochemical industries with high-quality logistics consulting, design and engineering in addition to our services for transport and logistics.”
VALUE-ADDED SERVICES FOR ACTIVATED CARBON
EXPANDED SERVICES IN TARRAGONA

In eastern Spain’s Tarragona, Global-TALKE offers a wide range of logistics services for chemicals as well as food and animal feed additives. Now the company has extended its service range: with new equipment, high-quality activated carbon is ground, filled, stored and orders are picked in new warehouses. The first long-term customer for the new services is CPL Carbon Link, a specialist for activated carbon filters, with worldwide operations.

“We have cooperated well with the TALKE Group for some time and value their flexibility,” says Steve Bell, Director and General Manager of CPL Carbon Link. “I’m pleased that Global-TALKE is supporting us in supplying our customers on the Iberian Peninsula even more efficiently now.” Previously the activated carbon went to Great Britain to be handled before being forwarded to Spain. Now it is sent straight to Tarragona. The approximately 3,000 tonnes of active carbon handled annually is used, for example, to filter edible oils and drinking water.

POLYMER LOGISTICS
NATPET ORDERS
POLYMER LOGISTICS FROM S.A. TALKE

Since the start of the year, S.A. TALKE has been responsible for the on-site logistics for the National Petrochemical Industrial Company, NATPET, at the Yanbu location. The contract will initially run for three years and covers warehouse management and handling of first-class polypropylene which is produced using LyondellBasell’s Spheripol process.

“The fact that we have engaged S.A. TALKE and its services for this location means that we will further increase the efficiency of our supply chain and consequently also of our products,” says Jamal Malaikah, President and COO of NATPET. “It honours us greatly that NATPET has entrusted us with this part of the supply chain,” emphasises S.A. TALKE Managing Director Oliver Klingbeil. “It provides further confirmation that our strategy of supporting the petrochemical industry with safe and sophisticated specialist logistics is correct.” For S.A. TALKE, this contract also enhances its presence on the east and west coasts of Saudi Arabia.
BEHAVIOUR BASED SAFETY

TIPS - DRIVER TRAINING

Optimum safety for TALKE drivers is one of the most important parameters of our transport services. Their safety in and around the vehicle, while driving and at the loading points, is a basic requirement for people, the environment and, not least of all, our customers being able to rest assured that we guarantee safely and reliably implemented logistics for the product with which we are entrusted.

TALKE provides its drivers with some of the requirements for this in the shape of fault-free and well-maintained equipment. Others must be supplied by the drivers themselves, namely the expertise and its concentrated application which always enable safety to be created from the proficient interplay of man and machine. TALKE’s intensive personnel training courses, known as TIPS for short, provide the central programme with which we have prepared our drivers to perform their work at a consistently high level for many years.

The topics and aspects with which drivers who transport chemicals must be familiar with are extremely comprehensive: hoses and regular inspection of them, all types of connectors, correct accompanying documents, changes in the ADR legislation, tank cleaning, personal protective equipment, manoeuvring for parking and handling telematics, to name just a few.

In their daily work the drivers largely have to manage for themselves. They prepare their vehicles on the evening before or at the latest just before their departure. Once they are underway, only the equipment which they have on board is available to them. Good preparation is therefore often decisive for how long the entire journey will take.

One focus of the current TIPS semester is consequently a more in-depth departure check. On average this takes around 30 minutes and covers the points in the Departure Checklist, which is included in the TALKE driver manual.
DEPARTURE CHECK FOR ADR TRANSPORT UNITS

Protective and safety equipment
• Warning signs plus set of numbers (condition and completeness)
• Hazard labels (condition and completeness)
• Discharge hoses and hose coupling (condition and labelling)
• Fire extinguisher (seal and validity)
• Personal protective equipment (separate checklists for protective and safety equipment)

Inspections of vehicles and equipment
• SP (Safety Inspection for Commercial Vehicles, valid for 1 year)
• HU (General Inspection, valid for 1 year)
• EU-required tachograph, valid for 2 years)
• Hose inspections (valid for 1 year)
• Vehicle documents (completeness)

Technical checks
• Oil level
• Engine/Transmission/Axles (leak-tightness)
• Coolant (level)
• Fuel system (leak-tightness and level)
• Wheels/Tyres (condition, profile, air pressure, weekly)
• Brakes (condition, pressure, control function)
• Trailer coupling (condition and screw connection)
• Lighting and electrical system (condition and performance)
• Battery disconnect switch (condition and performance)
• Tank, controls and instruments, add-ons (condition and wear)
• Frame and bodywork, including mirrors, windscreen wipers and windows (condition)
• Cab interior (condition and performance)
Put simply, the task of a transport planner is to coordinate customer orders and transport capacities. At TALKE’s headquarters in Hürth, more than 40 colleagues are responsible for this task. A job which, superficially, seems very simple. But when examined more closely, it clearly requires well-tuned organisational skills, a great deal of attention and the ability to cope with stress.

Not least of all, a planner requires a good knowledge of the terrain and circumstances in which the drivers operate. Because the weather, state of the roads, traffic conditions and situation at the loading points are all factors over which we have, at best, limited influence.

Despite this, they often have a considerable effect on our service – a reliable and secure transport service – being successful.

In order to provide a large number of planners with up-to-date knowledge of the general conditions which the drivers at TALKE have to cope with, we launched a trip-sharing programme which lasted until the summer of last year and gradually enabled each of them to accompany “their” drivers on various journeys. Everyone involved agreed that this campaign achieved its goal and highly recommend it for others to emulate.

“Our journey was only 160 kilometres long, but on single-lane country roads with tight curves it took 3½ hours. The drivers know what many routes are like and, for example, that trailers with just one chamber are a disaster on a 13% gradient. The product inside slides to the rear and the drive axle doesn’t apply enough weight to the road.”

Horst Papen, driver of stainless steel tanker trucks on local and long-distance routes.
"To experience directly what seem like very short routes on the monitor but in reality can actually be pretty long, was very informative. The trip once again made it clear that despite state-of-the-art telematics, personal contact with the driver is extremely important. Every day we rely on quick and direct communication."

Fabio Taibi, Fleet Coordinator & Planner in Scheduling for stainless steel tanker truck transports.

"With changing start times of 3am, then 6am, then back to 4am you just can’t get into any sensible rhythm. But you have to set off that early so that you can complete your first journey before the commuter traffic starts. When you’re travelling long distance, you need to have found your parking space for the night by 4 pm. Our MRP controllers naturally have to be aware of that."

Herbert Krüger, driver of stainless steel tanker trucks on local routes.

"It was very interesting to experience a driver’s daily routine at first hand. And it was most impressive to see what a modern tractor unit can offer in terms of safety."

Rene Runde, Team Leader in Scheduling for stainless steel tanker truck transports.
Lutherstadt Wittenberg in late September, in an industrial estate on the western edge of the city. This is where the headquarters of TIP TOP Oberflächenschutz Elbe GmbH is located, a leading provider of corrosion and wear protection for industrial plants. Today a tanker trailer being manufactured for TALKE is passing through a central production phase: the internal coating required for resisting acids is being applied. The tank is being rubber lined, as the specialists say.
1: A rubber matrix is melted in the extruder, enhanced according to the formula and rolled up after being formed into lengths.

2: In order to achieve the necessary precision and fit for the workpiece concerned, the specialists from TIP TOP cut all parts by hand.

3: Geometrically precise parts are cut from the lengths and promptly glued exactly with the workpiece.

4: Accurate geometry is also required inside the boiler, for example at its hemispherical ends and at the overlapping edges of the seams.

5: For fixing and to achieve the final properties of the coating, the entire boiler is then "baked" in the autoclave.
Rubber lining refers to both the process and the coating itself. It is demanding work. The precision and reliability required can only be achieved by specialised, experienced and patient hands, partly because numerous concavities, seams and baffles necessitate geometrically accurate assembly and bonding, and partly because the inside of the tank simply cannot be reached with machines. A challenging task for the person who has to sandblast the interior of the tank to prepare it for the primer.

Chemoline 8 is the material of choice for this tank. It is preferred when resistance is required to mineral acids, bases and aqueous phases or durability with respect to oxidising media such as sodium hypochlorite or chromic acid. TIP TOP produces it in Wittenberg on the basis of synthetic rubber according to a formula it has developed in-house. The rubber and a special mixture of further ingredients are combined in a vacuum extruder and then moulded into lengths and rolled up.

Roll by roll the lengths of rubber, cut to size, are then applied directly to the tanker trailer. One of the challenges here is faced at the ends of the tanker trailer: Material must be laid on a level surface and cut precisely, then fitted into the concavity without any warping. Cutting on the cutting desk outside the tank is performed manually. Each edge, including the curved ones, is cut to mitre so that these can be glued later, because joints formed by butting the material edge to edge would not be resilient enough.

At the bottom of a tank with baffles, the baffles have openings to permit any residual liquid to be drained out of the tank without obstruction when it is unloaded or cleaned. As an additional safety measure which enables residue to drain off entirely, the tank is rubber lined without any cross seams in the flow direction.

After around 150 working hours, the tank has been rubber lined completely on the inside. The entire tank is then heated step by step to over 80 °C, up to 120 °C, and cooled again in an autoclave over a period of 15 hours and at a pressure of three to six bar. In a slow physicochemical process the coating material which is required for the planned application is then vulcanised to the rubber. While the autoclave is heating up, during its binding period and while it is cooling down, a programme developed for the material concerned must be strictly observed in order to retain the intended protection properties.
Since last December, the Kölner Tafel (Cologne Food Bank) has worked with greater efficiency and reliability at its central warehouse in Rodenkirchen. This has been made possible by a joint donation from the materials handling equipment expert Pelzer, based in Cologne, and from TALKE, who have provided a forklift truck and storage racks, commissioned and ready for use. Together with numerous other Cologne companies, Armin Talke has been supporting the Kölner Tafel-Runde (Cologne Round Table) for many years on behalf of the local food banks.

Enterprise Asset Management with SAP Since late 2015 the EAM module for Enterprise Asset Management has replaced the previous system. The service scope is extensive: currently we have already entered more than 3,000 items in SAP EAM, including some 550 tractor units, numerous buildings, forklift trucks and other machines, as well as over 6,000 different spare parts.

The system covers every aspect of equipment management at TALKE. Here, for instance, we document any damage, the repairs performed, spare parts installed and operating and repair costs. It helps to easily monitor maintenance intervals and statutory and technical inspection dates for the equipment, to assign maintenance and workshop orders directly to a mechanic or technician and to issue any removal of spare parts from storage. In addition, it manages the in-house fuel station and external fuel cards, and manages orders and billing for external workshop customers.

The switch to the EAM module is another step in our strategy to use SAP as an all-encompassing IT platform throughout the group worldwide. It is also part of the preparations for launching the module for transport management, SAP TM, in whose development TALKE is assisting as an SAP co-innovation partner.
Germanys largest container handling terminal for combined road and rail transports is highly sought after: Köln-Eifeltor freight terminal’s capacities are fully utilised.

Only 250 metres away from Deutsche Bahn’s main route, we offer handling and shunting services, a range of logistics services, use of our dangerous goods terminal, and tank and silo cleaning services. Our siding provides direct access to one of the main north-south routes in Deutsche Bahn’s network. In combination with the large service portfolio we offer in Hürth, we can optimise our customers’ processes while ensuring reliable deadlines and planning. The infrastructure we provide also offers third-party suppliers, such as specialised rail wagon workshops, new ways of offering their own services.

Service modules flexibly combinable with our siding track in Hürth:

- Container terminal, storage and value-added services
- Workshop services of all kinds
- Block train, train set or single dispatch
- Tank and dry-bulk truck cleaning

CONNECTION TO THE RHINE RAIL CORRIDOR
Scheibenwischer – Windscreen Wiper – is the new magazine specifically for our drivers. It offers information, background details and additional facts on all aspects of transporting chemicals and working at TALKE. With three issues per year, it adds to the existing exchange of information between the drivers and office-based staff, thus making topics which are not part of the daily activities more visible to our drivers.

**Closer Focus**

**New Driver Magazine**

With immediate effect the well water which we use in Hürth to clean the inside of tanks will contain less limescale and salt. This is made possible by two newly installed systems for reverse osmosis and ion exchange. They are used to first remove limescale and then salt from the water, step by step. This benefits the approximately 23,000 cleaning operations per year in more ways than one: firstly, because the result of the cleaning process with prefiltered water is particularly good, the drops of water leave no limescale residue, which is an advantage when highly-sensitive materials are transported. We will also reduce calcification and corrosion in the cleaning station itself, and consequently also the maintenance effort.

**Boosted Purity**

**Enhanced Cleaning**

**Industrial Application**

Desalinated water from reverse osmosis plants is used as process water, boiler feed water, district heating water, coolant, flush water, and for use in laboratories or for air moistening.

**Natural Osmosis**

In the isolation process of two solutions of varying saline concentration by passing them through a semi-permeable membrane, water moves through the membrane into the solution with the higher saline concentration until such time as the saline concentration on both sides of the membrane gets equalised.

**Reverse Osmosis**

The direction of flow is reversed by subjecting pressure to the solution with higher concentration, pushing clean water out through the membrane.
GUIDELINES FOR DEALING WITH SOCIAL MEDIA

Social media is an indispensable ingredient of daily life for many people today. Facebook, Twitter, WhatsApp, Xing and LinkedIn are some of the established platforms via which we exchange thoughts, opinions and experiences with others. Irrespective of time or place, and with people from both our private or professional environments.

Employees of TALKE who discuss their company also influence the image the public has of it by doing so, regardless of whether they do this as private individuals or members of the TALKE staff. We therefore request you to take note of the following points in this context on all occasions and especially on social media:

1. Make it clear you are speaking for yourself. TALKE is reported on and spoken about in many places – also on social media. As a TALKE employee, you will not always agree with what you read. Perhaps because you have a much more comprehensive view of the circumstances, or because what is presented is simply factually incorrect. Whatever it is: if you respond and express an opinion, point out that you are doing so from a personal angle. Avoid creating the impression that your contribution is an official statement from TALKE.

2. Be true to yourself. Trust and credibility are the cornerstones of social networks. Do not disguise yourself, but show who you are and what you are like. Open communication on the web also includes revealing your background. If you are actively supporting TALKE on the internet or representing TALKE’s interests, stand behind your viewpoint! You can, for example, ensure transparency by a note at the end of your contribution to a discussion. For instance by adding the statement: “I’m an employee of TALKE and am expressing my personal opinion here.”

3. Be honest. Statements quickly become widespread on social media. But they can be checked equally quickly. Fibs and lies are soon exposed. And once they have been put into the world, they cannot be retracted, because they are retained and cannot be erased for a long time. So be sure your statements are truthful. Do not falsify anything or consciously omit, add or distort information. Name your sources – in doing so you show respect to the author and gain credibility.

4. Remain polite. Show the person you address respect, even if you are annoyed. Do not provoke or insult anybody. If someone insults you, end the discussion.

5. Correct any mistakes you make. A person who can admit they make mistakes is seen positively, above all when they correct their mistakes promptly and understandably. This helps to prevent misunderstandings or irritation.

6. Always remain professional. Work and private spheres cannot always be separated – especially not on social networks. That also applies for contacts from these two worlds. Before you express an opinion online, please think of the following: a simple search and linking of the results allow conclusions to be drawn about personal relationships, professional responsibilities or opinions about certain topics.

7. Separate facts from opinions. To avoid misunderstanding, you should make it clear which of your statements are based on facts and which are opinions. You should also show clearly whether you are representing your personal opinion or that of the company.

8. Treat confidential matters confidentially. In a dialogue with colleagues, the platform on which an exchange is taking place is quickly forgotten. That can have undesired consequences – in particular when internal matters are concerned. So, do not reveal any confidential information from the company on social media. Do not issue any statements regarding offers, customers or contracts. Do not publish anything about third parties before you have agreed on this with the persons concerned. If you are uncertain whether you are entitled to publish some particular information, ask your line manager, the Data Protection Officer or the Corporate Communication department. If in doubt, do not publish it.

9. Observe the law. Publish no content which is calumnious, insulting or unlawful in any way. Place no content on the network without a corresponding reference to the author. Observe copyrights and respect the right of others to their own image. Your employment contract, the data privacy guideline, the written instructions and the Code of Conduct provide a binding framework for complying with applicable legal regulations in your own interest and in the interest of the TALKE Group. This applies in particular to handling confidential company and person-related information and any behaviour which can expose you to a conflict of interests.
Bagged and drummed goods, bulk bags, IBCs and commercial samples – as a leading logistics provider we compress product volumes and integrate these into effective transport chains. Customers are provided with optimum reliability and efficiency for their supply chains through integrated transport services tailored specifically to their requirements.
Full loads, partial loads and consolidated cargo transports: We transport both harmless goods and packed chemical and other products classified according to the standard ADR classes. With our dense network of subsidiaries and partners we offer coverage throughout Europe and rapid response times for spot business. This enables customers to react extremely flexibly to market developments, even when unexpected peaks occur. “The demand for transport and finely tuned transport strategies for packed chemicals is continuously increasing,” observes Joachim Liedtke, Business Unit Manager Dry Bulk and Packed Goods Transport at TALKE and responsible for the Commercial & Administration sub-division.

In this segment the demand for temperature-controlled transport has also grown. “As a result, since the start of the year we have also had temperature-controlled semi-trailers in the fleet which enable us to transport goods at precise temperatures between -30°C and +30°C,” adds Mr Liedtke. The trailers can be loaded at two levels and thus offer additional safety. To ensure optimum flexibility at the loading point, they also incorporate hydraulic lifts capable of handling weights up to two tonnes.

In addition to transporting chemicals in mint condition and other goods, we also offer waste transport as a service. As a certified specialist disposal company we not only offer our customers officially approved processes, but also develop strict disposal concepts, even for toxic materials, jointly with special waste facilities. Resources are – as far as possible – recycled, or otherwise disposed of according to current standards and regulations.

**Present throughout Europe, state-of-the-art IT**

For general cargo and partial and complete loads we keep capacities available at short notice which enable us to reach destinations everywhere in Europe over a comprehensive network. “In Germany and across the entire continent we work together with strong partners with whom we can extend our service to suit requirements,” explains Uwe Hagemann, also Business Unit Manager Dry Bulk and Packed Goods Transport and the other of the two heads of the Operations & Business Development sub-division.

To ensure a smooth process within the supply chain, transport is handled on the software side by means of the Transport Management System. The vehicles are connected using state-of-the-art electronic data transmission systems which provide optimal transparency for the transport process. When requested, we also set up interfaces to our customers’ IT systems which enable them to obtain maximum process efficiency and data integrity at the data exchange level.

**Combination transport and value-added services**

All transport services can, if required, be combined with our value-added services. Numerous additional services are available, from simple storage to drumming and re-drumming and the maintenance of IBCs, through to support in ensuring product quality. In-depth consulting plus comprehensive services such as taking over customs formalities complete our holistic offering. “Many customers have not so far taken advantage of the interesting combination potential,” adds Uwe Hagemann. “In particular for carriers who have both bulk and packed goods transported we can offer effective synergies and optimisation from a single source by combining the two sectors and linking them with our logistics services.”
Concentrate on your core business and trust in TALKE’s comprehensive services for your on-site and production-related logistics. With 70 years’ experience and proven best practices in international chemical logistics, we are your ideal outsourcing partner.

We offer you optimum safety and seamless integration of our services into your supply chain – by means of SAP-based IT, professional personnel, a focused behaviour-based safety strategy and top-class expertise in designing, optimising and operating structures and processes for chemical logistics. In addition, we offer you greater flexibility by making fixed costs variable, together with a direct connection of your plant logistics to TALKE’s international network of transport and logistics services.

INFO@TALKE.COM