TALKE THROUGH THE AGES
70 YEARS AND STILL GOING STRONG

CHANGE FROM THE ENTREPRENEUR'S PERSPECTIVE
LOGISTICS IS DYNAMIC

BETWEEN CUSTOMERS, TECHNOLOGY AND TRADE POLICY
CHANGE IN THE LOGISTICS INDUSTRY
It was the year in which the IMF began operation and the General Agreement on Trade and Tariffs (GATT) was ratified. The year in which the states of Israel and Pakistan were born, and in Europe – particularly in Germany – the year of hunger: 1947 was a year that we would never wish to revisit. And one that shaped the course of development of the economy, of nations, and of people too. It was also the year in which our company was founded.

Much has happened since then. Our country, our economy, and the people here and around the world have evolved and seized new opportunities. There’s nothing left to show of the pioneering spirit that prevailed here shortly after the war. Just a little of the pragmatism with which people like my grandfather and company founder Alfred Talke senior approached the challenges they faced. Much that was still possible at that time seems inconceivable today; or it would at least require a great deal more effort and coordination – take the development of vehicles, IT, services and the like.

Today too, the world seems to be facing, or already in the midst of some massive upheavals: long-standing alliances are suddenly being called into question over here; new partnerships being forged over there. Social upheaval, migration and terror are having an impact on communities and markets worldwide. The problems faced in many parts of the world are more similar to each other than we are sometimes either willing to admit or able to recognise.

What does this mean for us? Firstly, all change is accompanied by uncertainty and by the fear of change. It’s down to us to convert this potential anxiety into curiosity, strength and courage. Because whoever stays put has already lost.

My personal role model in this regard is my grandfather, Alfred Talke. He not only had the courage and determination to seize the opportunities offered by the emerging chemical industry to the transport companies during the post-war period – he pressed ahead with new ideas and services, showed astute judgement and invested.

TALKE still exhibits this courage today – for example, when it involves investing in other regions and countries in order to support the further development of our customers. I wish for all of us to have the strength to exhibit this courage – especially now, when everything appears to be in a state of upheaval and so much is uncertain. We all have the opportunity to shape this world according to our visions – at least, in our immediate environment. And this is what I wish to invite you to do today. You can find out how we’re able to support you in a business context throughout this period of change in this edition of our customer magazine, Blue Scope.

Incidentally: on pages 6 to 19, we take you on a brief journey through time from the founding of the company to the present day.

Enjoy the read!

Alfred Talke
Group Managing Director
ALFRED TALKE Logistic Services
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Dominique Piterek, Manager Corporate Communications & Marketing
Following the end of the war, the Allies lay the foundations for the social market economy. It’s during this time of upheaval that the 32-year-old Silesian carpenter, Alfred Talke Sr., founds our company in Hürth in the Rhineland. His wife, Marga, works at the company from the beginning and helps him build it up. The lignite being mined in the region is the primary source of energy, and thus one of the most important raw materials, for the local chemical industry. TALKE transports it around the clock, seven days a week.

1947 - 2017
70 YEARS AND STILL GOING STRONG

Globalisation and digitisation connect people and markets, they open up new opportunities and create new risks. TALKE has grown from the outset in changing times. Our company founder, Alfred Talke, understood how to take advantage of changes. His understanding of customer orientation still guides us today: Not only do we accompany our customers – we make new opportunities available to them. And we have done so for 70 years. How exactly do we do this? Come with us – we will take you on a short journey through time!

1947
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1948
By chance, the chemist Fritz Stastny, BASF, discovers a process for foaming polystyrene – thus creating the revolutionary material expanded polystyrene.

1949
Nothing can be transported without vehicles. But where are they to be found? Alfred Talke discovers what he was looking for with the military government: On 21 July 1950, a T2 10146 truck trailer is sold to its new owner. The purchase price is paid into the government’s central pay office.

1950
In the USA, synthetic fibres made of polyacrylonitrile are produced for the first time, and these are available on the German market from 1954. These fibres are used to make, among other things, carpets, curtains and garden parasol covers, as well as sportswear, leisurewear and working clothes.

1951
We invest further in the fleet – more precisely, in a Büssing truck which Alfred Talke also purchases from the military government. Sponges, mattresses or filter material: flexible foam produced from polyurethane can be employed for many purposes. Bayer AG recognises the opportunity and begins production.

1952
The first German plastics trade fair opens in Düsseldorf. BASF presents the new material expanded polystyrene to the public – in the shape of light toy boats. The success enjoyed by the chemical industry leads to increasing demands being placed on transport firms. Alfred Talke takes on the challenge: He develops the first truck able to safely transport liquid chemicals – and in doing so, sets a new standard in the industry. Through to the early 1960s, the majority of the vehicles used are developed and produced in-house.

1953
Hermann Staudinger receives the Nobel Prize for Chemistry as the father of macromolecular chemistry.

We expand, and in January 1953 open the first branch outside Nürth in Düsseldorf. The success is also reflected in the fleet, which now comprises five trucks and five trailers.

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1956
1 057 970 – that is the number of the patent for a “Vehicle with containers for transporting dust materials or the like on a flatbed”. This vehicle was developed by Alfred Talke, who received a patent for it on 26 July 1956. What made it novel is the fact that the vehicle could be converted to transport liquid chemicals using a rubber bladder. Presumably the world’s first Flexitank.

A machine revolutionises (not only) the furniture market: Thanks to the single-screw injection moulding machine, the manufacture of plastic products is now economically viable. The machine was developed by Hans Beck, BASF, H. Goller, Ankerwerk Nuremberg, and Ernst Friederich, Röhm & Haas.
The oil-exporting countries found OPEC in order to have an influence on the price of "black gold" by defining production quantities. The members thus also influence the price for the most important raw material for the plastics industry.

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1958
The conditions are now too cramped! In order to make space for further expansion, a larger office and a workshop are constructed on the site in Hörrth-Hermühleheim.

1957
Hoechst begins the industrial production of polypropylene – which is still one of the most important plastics today. It is used for the interior fittings of cars, child seats, bicycle helmets, fittings, pipes, drinking straws and many other things.

1959
Affordable accommodation for the workforce? An issue that Alfred Taake was concerned about too. He invests in six apartment buildings offering subsidised company housing. They are constructed on either side of Stichstrasse, which leads to his company.

1961
"Nobody intends to build a wall," was still proclaimed on 15 June 1961. On 13 August, it becomes apparent that Ulbricht has lied: The construction of the Berlin Wall begins at the crack of dawn.

1965
Stephanie L. Kwolek, Du Pont, develops the aramid fibre Kevlar, which is introduced onto the market in 1970. Used in fibre-reinforced composites, it is employed in safety applications, for example as a splinter shield, for bulletproof vests and for armour plating on vehicles.

Our growth continues and we move into an additional building on what is now Weidengasse in Hörrth.

1966
Despite the Wall being built, Alfred Taake believes in the Berlin economy and opens the second TALKE branch in Spandau.
1968

The Rhineland evolves into a primary chemical region. Our company profits from this too – we grow with our customers.

1969

The relocation of our head office is complete. One of the biggest advantages of Kalscheuren is that it has its own filling and storage facilities. These enable us to further enhance our service. In addition, here we have our own truck workshop. The foundation stone has been laid for further growth.

1970

Following lengthy negotiations with the town, Alfred Talke starts the move from the town centre to the current site of the head office in the district of Hürth-Kalscheuren, which back then still lay outside the town boundaries.

1971

For a long time, attempts had been made to produce polyphenylene sulphide, which was discovered in 1888, on an industrial scale. In 1973 Chevron Phillips, USA, achieved the breakthrough with the commissioning of the first commercial plant. The plastic is employed for moulded parts which can be subjected to a heavy mechanical, electrical, thermal or chemical stress in the electronics and vehicle sectors.

1972

We continue to grow in step with our customers. One of our most important sites at this time is in Stade. It was established at the same time as the Dow Chemical factory, which the chemical manufacturer built from scratch in the north German Hanseatic city.

The industry carries on researching – and successfully so: Röhm GmbH, DEU, creates the hard foam polymethylacrylimide, which is used in the aircraft and automotive industries, in medical technology and for lightweight construction, to name but a few applications.

1973

Cologne-Niehl harbour is an important transfer point for the chemical industry in the Rhineland. Alfred Talke recognises this and opens a logistics centre there to safeguard access to the shipping routes. The site has its own rail connection too. One special feature on site is the transfer from tankships to tank trucks or containers and vice versa.

Norbert Talke, Armin Talke’s brother, also joins the company at the age of 27.

1974

The Guillaume Affair, oil crisis and economic downturn create problems for Federal Chancellor Willy Brandt, who resigns despite winning the election in 1972. The new Federal Chancellor is Helmut Schmidt.

Changes also take place at TALKE. In order to strengthen our presence with the chemical industry in southern Germany, a new logistics centre is opened in Ludwigshafen.

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1978
Cologne-Niehl harbour is continually gaining importance. For Henkel we exclusively run a warehouse to handle fast moving chemical products.

1981
General Electric, USA, launches polyetherimide on the market. This high-temperature-resistant plastic is used above all for parts in the electronics and aircraft industries as well as for guitar picks.

1983
Talke opens another branch in Haan.

1982
1981
1983
Our lives are no longer conceivable without plastic. The consumption of 125 million m³ has now outstripped that of steel.

1981
1982
1983
1978
1981
1983
1985
1986
1981
1982
1983

1985
Chemical products need to be handled carefully. Consequently, we invest specifically in further training for our staff and launch the TIPS programme – TALKE’s intensive personnel training courses.

1986
The political climate between East and West thaws. Mikhail Gorbachev becomes the head of state of the Soviet Union. With his policy of openness (glasnost) and perestroika (restructuring) he initiates the end of the Cold War.
1987
We found TALKE Forwarding NV in Antwerp, BEL, our first foreign subsidiary. We also take over the Belgian transport company Louis de Jongh in nearby Eke-ren Kallo.

1989
1989 is a year of change for Germany, and also for us: For the former North Sea Petrochemicals Statoil, we do something in Antwerp that’s an absolute novelty in the industry at the time: taking over the planning, construction and operation of the first on-site logistics facility including storage silos. Long-term protests and the flight of East German citizens through what is today the Czech Republic make the impossible possible. On 9 November, the inner German border is opened.

1990
Company founder Alfred Talke sen. dies. To the very end, he was active in the company and helped shape it. With immediate effect, his sons Armin and Norbert Talke take over the reins of the family company.

1992
TALKE expands by means of another acquisition: We take over SpeziTrans, a company based in Grimmen with today more than 155 employees in Germany and the Netherlands which remains independent.

1993
Trade in the EU becomes simpler for companies with the new single European market.

1995
Plastic continues to remain in great demand. China is one of the countries to profit from this development. Thanks to the economic reform and the lack of government intervention, it has developed into the fourth largest plastics producer after the USA, Japan and Germany.

We also open up and look to the east: With TALKE Polska Sp. zo.o. in Wroclaw, Poland, we found our first branch in Eastern Europe.
The Deutschmark becomes a thing of the past: At the turn of the year, the euro replaces almost all currencies in the EU. Alfred Talke, son of Armin Talke and grandson of the company founder, joins the business full time. Marga Talke, the wife of Alfred Talke Sr., dies. She was actively involved in the company to the end.

2001

We expand into the Middle East. Once again, we find ourselves pioneers in a region when it comes to the planning, construction and operation of logistics centres. With our joint venture partner, Aljabr, we take on the first logistics outsourcing project on the Arabian Peninsula for the plastics manufacturer, Saudi Polymers Company Tasnee.

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2004

Armin Talke receives the German Dangerous Goods Award. The Saudi Arabian Sisco Group enters our joint venture in the kingdom to form S.A. TALKE, thus increasing our stake in the kingdom. We invest in an additional logistics centre for Dow Chemical in the northern German city of Stade.

2005

Our company continues to grow rapidly: On their premises we plan, construct and operate a new chemical logistics centre in Schwarzheide for BASF. Together with the Spanish logistics company Global, we found the joint venture Global-TALKE. A container terminal is added to our location in Moerdijk, Netherlands. In Oman, we take over operation of a logistics facility for plastics, and in the commercial port of Al-Jubail, Saudi Arabia, we build the first logistics facility of our own on the Arabian Peninsula.

In order to focus our social commitment efforts, we establish a foundation named LIGHT - Live In Greater Hope for Tomorrow. Its purpose is to support and promote children and teenagers from disadvantaged backgrounds.

1997

Foundation of our subsidiary TALKE NEDERLAND B.V. We simultaneously take over the planning, construction and operation of a new logistics facility in Moerdijk for the former Montell (now LyondellBasell). We also open our own logistics centre there.
In Münchsmünster we build and operate a new polymer logistics centre for Lyondell-Basell.

At our headquarters in Hürth, we commission a container terminal – in the immediate vicinity of Effelter railway station and with direct access to the European rail network.

We assume responsibility for the planning, construction and operation of a logistics centre including storage silos in Mesaieed Industrial City for Qatofin in Qatar. With a volume of 38 million US dollars, this is our biggest project to date, and at this time also the largest and most modern polymer logistics centre on the Arabian Peninsula.

Just one year later, we open a state-of-the-art hazardous materials warehouse with RSA-TALKE in Dubai South.

Armin F. Talke, Alfred Talke’s brother, joins the company at the age of 26.

China, Bahrain and India are the countries in which we expand further. But our services are also in demand in Europe: For Styron (now Trinseo) we develop a new type of container and loading concept for transporting polycarbonates.

We expand the container terminal in Hürth. In Bratislava the foundation stone is laid for a polymer logistics facility for Stemaft, and in Dubai for further expansion on the Gulf. We establish the joint venture RSA-TALKE in Dubai together with RSA Logistics.

We continue to grow internationally: By entering the market in the USA, we achieve the leap across the Atlantic. We open an integrated chemicals hub in the Jebel Ali Free Zone in Dubai that is able to handle ISO tanks and to drum chemicals and is equipped with a tank cleaning facility.

Our company is still in family hands 70 years since its founding and, with over 3,500 employees on three continents, is an established supply chain partner to the chemical and petrochemical industry. We support our customers with tailor-made services, state-of-the-art SAP-based IT and comprehensive logistics consulting – and will continue to do so in the future. We look forward to the next 70 years!
HAZARDOUS GOODS DRIVERS
FEWER INITIAL TRAINING COURSES,
MORE REFRESHERS

In 2016, 57,643 people successfully passed the various courses of the hazardous goods driver training programme. Compared to the previous year, 2016 saw another slight drop (-4.7%) in the training figures for hazardous goods driver initial training courses. This is according to an article by the Schwaben Chamber of Commerce and Industry in its latest newsletter “Defahrqp” [Hazardous goods]. In contrast, the figures for refresher courses rose appreciably by over 23 per cent, which according to the Chamber of Commerce and Industry is a consequence of the five-year period of validity of the ADR training certificate and the broadening of the scope of compulsory training in 1990. In 2016, there were 828 course organisers in Germany (previous year: 880) accredited by the Chambers of Commerce and Industry to conduct hazardous goods driver training. This decline is an indication that the consolidation of the market is continuing. The report continues that 57,643 test candidates (previous year: 56,061) successfully passed the various courses of the hazardous goods driver training programme and were issued an ADR test certificate or had their existing ones upgraded or extended by the chambers.

HIGH FAILURE RATE AT THE FIRST ATTEMPT

Specifically, the figures are as follows: 20,101 in the foundation course, 7,676 in the Tank continuation course, 1,042 in the Class 1 continuation course, 7,454 in the Class 7 continuation course and 27,990 in the refresher training. There were a total of 64,705 test candidates nationwide, which means a significant number of participants didn’t pass the examination initially. The newsletter also states that the failure rate for the foundation course was 20 per cent nationwide, and 2.8 per cent for the refresher training.

From the statistics for the past five years, it can be deduced that there are currently around 250,000 drivers in Germany that hold an ADR training certificate. This does not include the figures of the Bundeswehr [German Armed Forces] and German Federal Police, which are kept separately by these services. The Bundeswehr figures, in particular would have the effect of elevating the numbers somewhat. The article concludes that 25 such, Germany still trains the highest number of hazardous goods drivers of any ADR-signatory country by a large margin. (Verkehrsrundschau, Rudolf Gebhardt)

CLOSE CO-OPERATION
WITH TRINSEO IN STADE

It’s extremely tough and is characterised by high impact resistance, rigidity and hardness: polycarbonate. Uses of the clear polymer include plastic windows, roofing materials, electronics, CDs and DVDs and even car headlamp lenses. “Many things wouldn’t exist without polycarbonate,” explains Rudolf van Domburg, Production Manager at the Trinseo production site in Stade and responsible for polycarbonate production. Stade is one of two polycarbonate lines that the company operates with a compounding plant. Here in the north of Germany, the 100-strong team manufactures high-quality Calibre™ polycarbonate. And in no small amount either: Each year, they manufacture around 120,000 tons of granulate and 150,000 tons of flakes of the polymer that’s so important in many industry sectors. In order to focus completely on production, around two years ago, Trinseo decided to farm off the polycarbonate bagging operation and other logistics services to an internal service provider. Because according to van Domburg: “Our core competence is in manufacturing polycarbonate. It’s no use producing the best quality if the granulate and flakes aren’t bagged and packed properly. Our ultimate intention was therefore to work together with experts in the field.”

To this end, the company has gradually reduced the number of employees working in the packaging and logistics department in recent years and replaced them with contract workers. The next step involves appointing an external service provider to take over the entire logistics operation. TALKE was invited to participate in the tender process. “Our staff has previously worked at the plant and Trinseo was impressed with their performance,” reports Wolf Franke, Site Manager Logistics at our Stade site. “Because all of our staff can do everything, we were much more flexible and thus able to help improve the speed and efficiency of the packaging and logistics operation.”

After the decision was made to go with TALKE, everyone worked hand in hand to ensure a smoother transition. As such, we were able to contribute our knowledge and experience from the start so as to ensure an optimal transition. The collaboration has been official since the beginning of March. The contract is to run for five years and entails the local assignment of ten of our employees. Amongst other tasks, they are responsible for filling the polycarbonate into big bags. This happens six days a week in two shifts – plus an additional night shift, should the need arise. Franke emphasises that this is only made use of in exceptional situations.

Trinseo is already benefiting from the co-operation, but is anticipating additional gains: “We’d like to further optimise our processes and are relying on TALKE’s know-how to help us achieve this,” says Rudolf van Domburg. “Our goal is to further boost workload while maintaining or increasing the quality of the results. I’m sure we’ll be able to achieve much more together over the next few years.”

OCCUPATIONAL ORIENTATION COLOGNE STYLE
MY JOB IS TOP!

For the second consecutive year we participate in “Meine Position ist spitze! – My job is top!” for scholars aged 16 and over to encourage the new generation to get a whiff of chemical sector career opportunities. We offer an exciting day as transport operations manager. More details on the event can be found at www.meine-position-ist-spitze.de
TALKE GAS LOGISTICS B.V. TAKES OVER DUTCH GASES TRANSPORT FLEET FROM PRAXAIR

Starting from last October, our newly founded TALKE Gas Logistics B.V. is responsible for transporting liquidified and compressed cylinder industrial gases from Praxair BV in the Netherlands.

Together with management and employee representatives from Praxair B.V., Group Managing Director Alfred Talke and Daniel Gutmann – General Manager of Grimmener SpeziTrans & Service GmbH, which belongs to the TALKE Group – informed the workforce at the Dutch Praxair transport port sites in Vlaardingen and Enschede. 13 professional drivers and multiple transport units are now part of the newly founded TALKE Gas Logistics B.V., which is managed by Gutmann.

“We welcome our new employees most cordially to the TALKE family and at the same time wish to express our gratitude for the constructive discussions with the works council of Praxair B.V.,” says Group Managing Director Alfred Talke. “In addition, we are also very pleased about the trust which Praxair is expressing by handing over these transport activities.”

MARK APPLEYARD
NEW HSSEQ MANAGER AND BUSINESS ADVISOR AT RSA-TALKE

Mark Appleyard was appointed HSSEQ Manager and Business Advisor for RSA-TALKE in Dubai at the beginning of this year. Appleyard, 58, has been involved in chemical logistics throughout his career with leading chemical and fuels logistics 3PL organizations in the UK. His former roles included Regional Business Director Middle East & Africa (Chemical Sector) for Agility in Abu Dhabi. Most recently, he held the position of Head of Logistics Middle East for Camelot Management Consultants.

“We are pleased to have Mark Appleyard on board. He is an extremely experienced chemical logistics specialist who is particularly focused on HSSEQ,” states Richard Heath, Director Middle East & USA for TALKE. “With Mark on our team, we will continue to develop our high standards in our Gulf region sites and, step by step, expand our service portfolio.”

RSA-TALKE has played a pioneering role in the chemical and petrochemical sector and, in 2015, conducted one of the pilot assessments for the SPCOA’s GSQAS initiative, supporting the effort to establish this standard in the GCC. The company would like to help set a benchmark for health, safety, security, environment and quality in chemical logistics in the Gulf region, since, currently, sufficient legal guidelines only partially exist in this area.

At the same time, Mark Appleyard will continue as Leader of the Dangerous Goods Road Transport Regulations Taskforce for the SPCOA, working on developing the case for the implementation of ADR in the Gulf region.

20 YEARS AS A SPECIALIST WASTE DISPOSAL FIRM

Every 12 months, we have to submit ourselves to a monitoring audit for specialist disposal firms that involves our fleet and special equipment, the warehouse and our current waste figures being audited – so it was at the start of 2017 too. And once again we passed the audit with flying colours. This means we’ve now been licensed to transport manufacturing waste without interruption since the introduction of the Ordinance on Specialised Waste Management Companies in 1997. This additional certification allows us to offer our customers in the chemical industry logistics services throughout the entire life cycle of a material.

The demanding auditing procedure serves as confirmation of the end-to-end safety of the product chain from client to recycler. Our claim: We perform waste collection and disposal transport on behalf of our customers to the same high standards of quality and safety and the same transparency we do when transporting new materials. This results in a twofold benefit for our customers:

First, the client can rest assured that their waste materials will be disposed of in a proper manner.

Second, they can in turn offer to accept back all of the materials supplied to and used by their own customers.

Our service is primarily used for waste produced in the chemical metallurgy sector. This is further supplemented by products resulting from the manufacture, preparation, distribution and use of acids and basic chemicals as well as obsolete high-tech electronics. Valuable raw materials can be recuperated from many of these materials, while others are used as a source of fuel or reconditioned.

S.A. TALKE, a joint venture between the German TALKE Group and the Saudi Arabian SISCO and Al-Jabar Groups, was crowned “Best Contractor EHS, Environment, Health & Safety, 2016” by Ibn Zahr. The award is in recognition of the professional on-site logistics services provided by our team in Al-Jubail – and in particular for their impressive commitment and good performance in the areas of environmental protection, health and safety.

“Receiving customer commendations is always something very special for us,” comments Richard Heath, Director Middle East & USA, about the honour. “They serve both as recognition of our employees’ professionalism – and I’d like to take this opportunity to once again thank them most sincerely for their dedication – and as an incentive to continually improve our services.”

OUTSTANDING SAFETY AND QUALITY
S.A. TALKE BEST CONTRACTOR AT IBN ZAHR

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EXPANSION INTO THE ENGLISH MARKET
CONVINCING CUSTOMERS
WITH SAFETY AND QUALITY

From the middle of this year, we’ll also be operating in Great Britain – a highly exciting market for us – with our new subsidiary TALKE UK Ltd.

SAFETY AND HEALTH AT WORK

On the 28th of April each year, everything revolves around occupational safety and health. The reason for this is the day of action instigated by the International Labour Organisation (ILO) whose purpose is to promote safe, healthy and humane working conditions.

This year, we’re using this day in order to draw attention to one of our most important organs: our skin. With a surface area of around 1.8 m², it’s our largest and most multifaceted organ. It protects us against pathogens, against drying out, and against radiation and chemicals too. Preventive measures, like properly washing and drying one’s hand and using a cream, as well as wearing work gloves are standard practice in the logistics sector, especially when dealing with chemical substances. But confusion can arise as to how protective gloves should be used. This is why we’ve compiled a few tips on how to effectively protect your hands.

1. **Protective gloves are one of the most important ways of protecting your hands.** Only wear gloves that fit properly – gloves that are too large or small restrict your ability to carry out your work and increase the likelihood of an accident.

2. **Only wear gloves that are in good condition.** Chemicals can penetrate even the smallest hole or crack and damage your skin.

3. **Choose gloves with long gauntlets, where possible.** Turn over the edge of the gauntlets in such a way that it catches liquids and prevents them from running up your sleeve.

4. **Make sure that the protective gloves you wear are not susceptible to being attacked or destroyed by the chemicals you’re working with.**

5. **Only wear protective gloves with clean and dry hands.** Otherwise there’s a risk of the chemicals penetrating the skin and the skin becoming more susceptible to injury and attack by hazardous materials and perms due to the increased warmth and humidity.

6. **The wearing of gloves can itself be detrimental to the skin.** The warmth and humidity generated within the gloves can soften the skin, making it more prone to eczema. For this reason, make sure you don’t wear gloves the whole day long. Alterna-
te between activities that require gloves to be worn and those that don’t. If you have to wear protective gloves for periods longer than two hours, you should switch between different pairs.

7. **Caution when taking protective gloves off!** Chemical residues can easily come into contact with the skin – for instance, if you remove a glove with your bare hands. To avoid this happening, clean gloves thoroughly before removing them.

8. **Make sure that you don’t touch the outside of cleaned gloves with bare fingers either.** To remove them, grip the glove by the turned-over edge of the gauntlet.

9. **Take immediate action in the case of injury!** Clean wounds, thoroughly wash off acid or other hazardous substances immediately and treat the skin as necessary by applying a plaster, ointment or other remedy. In case of more serious injuries, you should always consult a doctor.

10. **Look after your hands before and after wearing gloves.** Suitable creams assist the skin in maintaining its natural protective barrier and preventing damage.

By the way: Workplace safety and health is a topic we focus on each and every day. Our internal safety program SIAS – Safety in all Situations – ensures this. You can find more information on it at www.talke.com/en/safety/safety/
OUR ON-SITE LOGISTICS
A FULL SERVICE PACKAGE, RIGHT ON THE MANUFACTURING SITE

As a specialist for chemical logistics throughout the supply chain, we offer our customers logistics services to cover their every need, directly at their production facilities. Besides providing material handling services, we also undertake the servicing and maintenance of logistics infrastructure and equipment, as well as spare part management for entire production facilities. There are many potential areas of application for the services we offer. You’ll find a comprehensive overview in our infographic.

Reliability and short lines of communication
Those who entrust their logistics to us can be absolutely sure of one thing above all else: we deliver what we promise, on time and available. Moreover, we can assign personally responsible managers on site.

Ramp-up management and transfer of undertaking
Right from the outset, our customers benefit from our professional project management expertise and years of experience, including when it comes to legally sensitive aspects of logistics outsourcing or a change of service provider. Given sufficient preparation time, we can even take over on-site logistics operations on a specific date without a transition phase. Moreover, we develop long-term collaborative outsourcing concepts for transfers of undertaking too, including where existing collective tariff agreements are in place.

Range and volume of materials
Our services cover the handling of basically all liquid and solid materials that require special care and attention. These include standard liquid and solid chemicals, plastics and other substances used in the foodstuff, food and pharmaceutical industries.

One of our specialities is handling extremely temperature-sensitive materials, phosgene, and also powders with a minimum ignition energy in the range of a few millijoules.

Interfaces to and from production facilities
We also handle a wide variety of raw materials that are delivered to the production facility and finished products leaving the site. We load and unload/discharge containers, tank and dry-bulk cargo ships, trains and road vehicles.

Warehouse and inventory management
For all warehouse operational activities we offer inventory monitoring, purchasing, goods receipt and issuing services as well as recording inventory levels in our customers’ IT systems, in addition to handling the storage and retrieval of stocks. These services are done in both conventional and fully automated warehouses, in silo farms and container yards, as well as in spare part warehouses for logistics facilities and equipment or within production plants.

For sites in Germany, we also fulfill the operator obligations pursuant to the Federal Emissions Control Act (Bundesimmissionsschutzgesetz), and other locations are of course always in accordance with the respective national regulations.

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Yard management, container cleaning, repair and maintenance.

Preparation, staging, dispatch.

Management and operation of product warehouses.

Operation and maintenance of container handling equipment and port cranes.

Management and operation of spare parts warehouses.

Design, construction, management and operation of logistics facilities, including packaging, filling and blending, plus equipment maintenance.

Contemporary and versatile human resource management, development and planning.

Shuttling

Leading and unloading of vessels with containers, liquid chemicals, gases or dry bulk.

Loading and unloading of freight trains with containers and tank wagons.

Flexible, safe, efficient. We handle your on-site logistics in accordance with your requirements - with a handful of staff for smaller sites up to several hundred for a full production site solution.
What makes it fascinating is that the drivers are mutually interactive. Driver number 1 is demand. That is, most customers want their products more and more quickly. They want to know where their goods currently are, whether everything is running according to plan or whether there are likely to be delays – the expectations of consumers are not much different to those of business customers in this respect. This is a consequence of driver number 2 – technology. It creates the connections. The prerequisites for being able to closely track shipments and collect and analyse data. It makes increased transparency possible – knowing the time window during which an online purchase will be delivered or when a container will be transferred from ship to truck, for instance.

The comprehensive array of data available raises the expectations of customers and consumers alike: They want to share in this information, and want to intervene when something doesn’t go the way they want it to or when their plans change at short notice. In short: They want to control their world from their smartphone.

Driver number 3 is trade policy. This is becoming increasingly protectionist amid growing tensions and a focus on national interests – at least in the West. Start by reviewing the situation and then decide how to go from there. Not a bad idea, in principle. The likely demise of TTIP and withdrawal of the US from the free trade agreement TPP are just a few examples of the current zeitgeist in the West. The East, on the other hand, is increasingly opening its doors.

Guest contribution by Wolfgang Lehmacher

For outsiders, logistics seems like a rather sedate industry that many still associate with trucks on roads. Insiders, however, know that logistics means constant change that is shaped by customer expectations, technology, and the framework conditions governing trade.
So how is this change manifesting itself exactly? Goods ought and will be produced near to where they are sold again – a tendency that’s being driven both by technology and customer expectations. This helps alleviate the potential negative impact of protectionist measures. Consumers in particular are increasingly interested in smaller quantities and individualised products. But companies too increasingly expect modifications and spare parts to be available at short notice in order to reduce the amount of capital tied up. 3D printing holds even greater promise: the ability to fabricate products and parts on site and as one-offs. But despite this development, there’s still a desire to open up new markets – Chinese middle-class consumers being one example. Customer expectations, technology and trade policy play a key role here too. Customers want to buy and sell globally. Get a taste of the big, wide world. The expectations, technology and trade policy play a key role here too. Customers in particular are increasingly interested in smaller quantities and individualised products. But companies too increasingly expect modifications and spare parts to be available at short notice in order to reduce the amount of capital tied up. 3D printing holds even greater promise: the ability to fabricate products and parts on site and as one-offs.

But besides expectations, technology and big politics, one thing is certain: change in and through logistics – example 2: Flex Pulse Center

Earthquakes, fires, extreme weather conditions, strikes and other disruptions of the supply chain. The real-time collaboration software for monitoring the supply chain records the risks and sends the supply chain data to the stakeholders. They can then monitor the supply chain in real time on large interactive touchscreen displays in factories as well as on computers, tablets and other mobile devices and intervene as necessary. The data is gathered and consolidated from a variety of different sources, such as inventory monitoring, manufacturing, quality control, outpacing transport and delivery systems. It displays critical situations as well as suitable alternatives. This helps the user to, for instance, find an alternative supplier in the case that a supplier is unable to deliver and thus minimise supply chain risk and keep to promised delivery deadlines.

Change in and through logistics – example 1: Amazon

Having revolutionised the B2C market as the first online shop, Amazon has now expanded its platform into a specialised marketplace for B2B customers. Amazon Business offers a plethora of features, such as free delivery, purchases on account, prices and invoices stating value added tax as well as accounts for several users and the possibility to replicate internal authorisation processes. The Live Expert Program enables manufacturers to communicate directly with buyers in order to answer questions about products, for example. Amazon Business was for a long time only available in the US, but since late 2016, German companies can also take advantage of the business platform. Amazon’s goal is to offer the B2B segment a comprehensive service on its own platform in addition to the B2C segment.

Change in and through logistics – example 3: Belt and Road

China has embarked on an ambitious project: the “One Belt, One Road” initiative based on the Silk Road Economic Belt and the 21st Century Maritime Silk Road. This enormous development project encompasses an area equivalent to 55 per cent of global GDP, 70 per cent of the world’s population and 25 per cent of known energy reserves. One component of the “One Belt, One Road” initiative – OBOR for short – is the Regional Comprehensive Economic Partnership (RCEP). This China-led alliance includes Australia, New Zealand, China, India, Japan and South Korea as well as the South-East Asian economic bloc, ASEAN. As part of OBOR, China is making billions of dollars available for major infrastructure investment projects on the African continent, in particular in the transportation sector. The Standard Gauge Railway project in Kenya is one of the flagship projects. Other investments include deep-water ports in Dakar, Dar es Salaam and Djibouti. All cities that are well on their way to becoming industrial hubs along the lines of the Cameroon deep-water port of Kribi. China has also established an 11-billion-dollar fund for Central and Eastern Europe, amongst other things, for the purpose of financing infrastructure and high-tech manufacturing projects in the region and, where appropriate, beyond. With the New Development Bank (NDB), the Silk Road Fund and the Asia Infrastructure Investment Bank (AIIB), China is well positioned to service the key financing requirements within the Belt & Road area and beyond. Some similarities with the Marshall Plan – the American aid programme that helped to rebuild Western Europe in the aftermath of the Second World War – can be identified.
As you probably already suspect, it’s actually not as simple as it sounds. Because the differences between the industries were and still are pretty significant. And there’s an inherent risk associated with change today too. Anyone who wants to know in what direction an economy or an industry is moving and where opportunities are emerging that are worth grasping for, must keep a close eye on how things are developing. He must be receptive and pose the right questions. Look at things from a new perspective and be prepared to just give it a go. This not only takes courage, but suitable funding and conducive economic conditions. Only when all the elements come together does it make sense to take the risk and enter uncharted territory.

So how did my grandfather go about it exactly? Right at the start of his career in logistics, Alfred Talke senior was faced with a challenge: Having a reliable supply of coal was extremely important for the chemical industry. But there were no trucks available that were able to transport the required quantities. My grandfather swiftly took the necessary action: First of all, he invested at his own risk in vehicles to transport coal. Secondly, he modified the vehicles by installing higher sideboards thus increasing the vehicles’ payloads - and in so doing, enabled the chemical plants to be supplied more efficiently. A payload optimisation measure long before the term became established in the German-speaking countries.

Just how much demand - and thus potential - there was can be seen from the fact that back then coal was being transported around the clock. Coal was as essential for the chemical plants as a source of energy as it was for Alfred Talke senior as the cornerstone of his entrepreneurial growth.

But coal was just one product. And it only had to be transported in one direction. The factories themselves manufactured liquid chemicals that also had to be loaded and transported from there to the customers. And be done as safely as possible without endangering

CHANGE FROM THE ENTREPRENEUR’S PERSPECTIVE

LOGISTICS IS DYNAMIC

Alfred Talke

Whilst preparing for our anniversary this year, there was one question that was raised fairly early on: How does a carpenter - and that’s what my grandfather, Alfred Talke senior, was at the start of his career - become a specialist logistician for the chemical and petrochemical industry? As different as the business sectors seem to be, the answer to this question is really quite straightforward: the willingness to change. The willingness to seize opportunities, adapt to customer demands and to “think outside the box” now and again. This is precisely what my grandfather was prepared to do when he had the chance after the war - and that’s just what TALKE has been doing for 70 years now.
Over the years since then, chemical manufacturing has become ever more globalised - and we have too. First, we expanded from Europe into the Middle East where the petrochemical companies have undergone an interesting change in recent decades: having for many years concentrated on the extraction of oil and natural gas and deriving and exporing relatively simple refinery stages, they have developed an increasingly complex and differentiated portfolio of products. We are one of the first chemical logistics specialists to help companies in the region keep pace with this development by offering expert advice and high-quality services. This meant further change for us too: adjusting to the country and culture as well as to the prevailing climatic and legal framework conditions. And we’ve been successful. Today, we rank as the top chemical logistics brand in the Middle East too, with over half of our entire staff being employed there. The concept of outsourcing is becoming increasingly important not only there, but in other regions such as the USA too, where we’ve recently entered the market. Our aim is to assume to the extent possible all logistics activities on behalf of our customers, in order to reduce their operational complexity and increase efficiency. There’s an infographic on pages INCORE that illustrates how this can be accomplished in actual practice. Change is also affecting our head office in Hürth and our European bases too. We’re playing an influential role in the digitisation of the logistics industry - for example, through our innovation partnership with SAP. Our goal, first of all, we want to create a range of services that meets our customers’ increasing expectations with respect to the effectiveness, efficiency and transparency of chemical logistics processes. In addition to this, we’re convinced that we can only reduce complexity and create flexibility for our customers through the seamless integration of our IT systems with theirs, and in doing so, realise previously impossible or undetected potential for improvement within the chemical supply chain. A still relatively new internal project of ours that involves analysing our in-house structures and processes within Europe is move. The purpose of this project is to orientate ourselves and our company to meet future market requirements and conditions. We want to look at what we can further improve on for our customers, which developments are shaping the chemical logistics industry today and will shape it in the future – and how we can actively influence these developments for the benefit of our customers. The challenge we’ve identified include the ever increasing speed and volatility of demand for transport and logistics services, the competition for technical, management and junior staff, the dynamic changes resulting for the European chemical industry in international competition as well as the ongoing process of digitisation. Past, and indeed, future change was only and will only be possible if we critically examine our actions and are prepared to adapt further. Our company’s history shows that this is the correct approach. Of course, our structure and culture plays a role in this too - as a family-run company, we’re able to react much more quickly, flexibly and more sustainably than many enterprises that are constrained by the need to provide short-term shareholder value. Thanks to our high equity ratio, we’re less subject to the influence of third parties whilst being able to take a responsible approach to the future of our workforce and company. Plus we have both the in-house knowledge and experience of our long-standing employees and company management necessary to quickly and unbureaucratically make carefully considered decisions and implement them. These genes and our own TALKE Way have formed the basis for our success thus far. And they form the foundation on which will continue to grow and evolve with our customers in the years ahead. This is because stagnation and logistics are two terms that are totally incompatible with one another.
PORTAL CRANE HAS NEW TROLLEYS INSTALLED

STANDING STILL TO ENHANCE MOBILITY

They rolled on and on for around 40 years. Finally the trolleys of our portal crane in Hürth, which was built in 1979, needed to be replaced. At the turn of the year, our Technical Services team took advantage of the somewhat quieter days to install the new portal trolleys. The four old and maintenance-intensive drive units with motor, clutch and gears were replaced by brand-new units, each of which contains three directly driven motors and is consequently considerably easier to maintain. Thanks to the perfect preparation of Cranetech and Teichmann, the specialist companies which we employed, the portal crane was ready to start work at the beginning of the year as good as new.

1: After each support had been relieved of its load, which amounts to approx. 10 tonnes, with the help of special hydraulics operating at 330 bars, the old trolleys were separated from the portal supports...
2: ... and pulled out from under the supports, so that for a moment a somewhat unfamiliar picture was presented.
3: The new trolley unit was carefully shunted millimetre by millimetre beneath the assembly jig...
4: ... where it was fitted optoelectrically and properly aligned.
5: The connecting link opposite the boom side required an adapter to the new crane trolley, which is being adjusted to the required length here.
6: All portal trolleys are attached to the crane supports with high-strength bolts and also welded in place.
7: After the electrical connections to the crane trolley had been established, the adapted locks were once again welded onto the buffers. These are used to provide an additional anchor for the crane when it is not operating and when the wind is strong.
8: And the portal crane at our container terminal in Hürth then resumed operations on its new trolleys.
STABILITY THROUGH TRANSFORMATION

SUCCESS FACTORS FOR THE SUCCESSFUL TRANSFORMATION OF COMPANIES IN A CHANGING WORLD.

Digitisation, technological progress, increasing acceleration of business processes and growing demands from customers shape our globalised economy. Companies which want to stay successful on the market tomorrow need to keep up with this rapid development – with new products and new services. But they must not remain static themselves, either. Companies as a whole must actively address their own transformation – and do so continuously.

Organisational change always requires modifications to structures and processes, in communication, in the employees’ behaviour. Wherever the change leads, it initially involves something unknown, and is consequently linked with uncertainty for many people. Because even if it often seems to outsiders that only minor matters need to be changed, the people involved must redefine how they act, give up dearly loved habits, and question what they have learnt and their convictions. Depending on the individual, the employees’ wish to maintain the status quo can lead to changes being consciously or unconsciously, passively or even actively boycotted.

As a result, two thirds of all change projects fail. Without laying any claim to completeness, we have drawn up ten tips for you which will help to convince employees and thus improve the chances of a successful change.

1. Clarify the most urgent questions. People are creatures of habit. We shy away from change because it goes hand in hand with uncertainty. To gain support in your team, you should therefore answer the three most important questions:
   - Why is the change necessary?
   - Where is it designed to lead to?
   - And what does it mean for each individual employee?

2. Sum up your aim in a nutshell! Even if the background is complex, in order to motivate everyone to participate, you should formulate the aim of a change project in a succinct sentence or – even better – in a slogan. You can communicate this repeatedly in all media and in personal conversations and thus heighten the employees’ awareness of it.

3. Accept the corporate culture Companies are living organisms. They stand out on account of their own values and their own way of communicating. Each change project should accept this corporate culture and use it for the change.

4. Bosses are role models. If the person in charge does not stick to the rules, neither must I – in line with this motto, employees watch very closely whether bosses themselves put the desired changes into practice. It is consequently all the more important to convince the various management levels and gain their support.

5. Everybody needs to be involved. A change can only succeed if everyone supports it. But this will only be the case if the employees are actively involved and are able to help shape the change.

6. Change involves emotion. Changes which affect our everyday work – for example changes to the team – are primarily perceived on an emotional level. This is not surprising. After all, we spend eight hours or more every day at work and with our colleagues. Factual arguments such as the expectation of higher sales because of re-structuring are too abstract and also as a rule not relevant for the staff. When providing an explanation, you should consequently pay attention to both factual and emotional aspects.

7. Take action! As the person in charge, show your staff how you envisage a change being implemented – actively, for instance in how you deal with customers or employees, in the context of projects, etc. The sooner the change can be experienced, the quicker it will be accepted.

8. Communicate! Respond to the employees’ uncertainty with openness. Take the time to discuss their anxieties. Deal with their questions and worries. Inform them about progress and goals which have been reached. In this way you will also succeed in making the employees feel they are playing an integral role in the change and are not merely doing what they are instructed to do.

9. Find people to support your initiative! Every company has employees who have something to say even if they have no formal title – people who are regarded by others as a role model and as someone who can be trusted. Talk to these people and make them ambassadors of the change programme.

10. Measure and communicate the success! Change projects are not an end in themselves. They aim for clear, measurable goals. To ensure they succeed, key figures, milestones and other success criteria should be defined at the outset. Measure these success criteria regularly. Communicate what has been achieved and where difficulties are encountered – only by doing this can you sort out any problems.

“What remains is change. What changes remains”

Dr. phil. Michael Richter, contemporary historian
The waste left over from industrial processes is often still of great economic importance to the chemical industry, because in amongst what is here termed as waste there is usually much that can be resold. Here is a typical example. In the chemical surface treatment and coating of metals, a number of different acids are used. These acids eventually become saturated with metal deposits and are no longer of use for metal finishing. It is precisely this that makes them so interesting to waste recovery companies. They use this “waste” to recover often valuable metals. And another example of recovery: combustible liquids used in a manufacturing process at one site can be used elsewhere as a source of energy.

For manufacturing companies the proper disposal of their “waste” is today an important priority – and not only because German or European waste legislation requires it. In Europe, recovery and recycling have long been important sources of materials. There is a vast market for these so-called secondary raw materials, such as copper from old cables. For these recyclables to begin their second life, they have, in most cases, to be transported to another location. But there is a limit on who can transport any kind of waste commercially. Anyone who wishes to do so requires a transport licence under German waste legislation. This remains a basic requirement even following the amendment of the Act for the Promotion of Closed Loop Recycling which came into force on 1st June 2012, though some details have been changed. Alternatively freight forwarders can employ a certified specialist waste management company (EFB). Transport service providers certified as EFBs must demonstrate annually that they possess expert personnel and reliable processes. Given the potential explosive nature of the materials carried, this has clear advantages for freight forwarders. They value the guarantee of quality and safety that accompanies the EFB certificate and this helps them to ensure and document the highest standards throughout the entire process chain.

The TALKE Group has been certified as a specialist waste management company for 20 years. And here we come full circle: this additional qualification means that TALKE can follow a substance throughout its entire lifecycle. For manufacturers of chemical products this provides genuine added value. They can obtain procurement, distribution and reverse logistics of a consistently high standard from a single source, and can thus in turn provide their own customers with the facility of taking back after use all the substances they have delivered.
Reverse logistics for liquid chemicals
Licensed specialist waste management companies guarantee top-quality and security

One less (disposal) worry
The TALKE Group does not only carry “fresh” products, it is also a registered specialist waste management company. TALKE’s certificate has just been renewed for a further year. It has been possible to become a certified specialist waste management company. TALKE’s certificate has just been renewed for a further year. This certificate, awarded by approved auditors, offers to the customer complete transparency and safety for the product chain, from the customer to the waste recovery.

Senior staff, for example, have regularly to produce a police clearance certificate. The TALKE Group makes available to the auditors all documents relating to its specialist waste management operations and draws up a waste balance sheet. This rigorous auditing process provides a complete safety record for the product chain, from the customer to the waste recycler.

In the field of waste management, TALKE transports predominantly waste from chemical metal processing, as well as products from the manufacture, preparation, supply and use of acids and base chemicals.

Raw material deposits in the home
On top of this, 4,900 tonnes of cobalt are needed to produce the 1.3 billion mobile phones bought annually worldwide. In recent years, in an age in which the scarcity of resources is a growing problem, our heightened environmental awareness has bred an interest in reverse logistics. The key principle of this logistics concept is that valuable commodities and materials do not go to waste, but are instead returned to the beginning of the value creation cycle, where they can be reprocessed. It is hoped that a greater implementation of reverse logistics will lead to the replacement of linear, “cradle-to-grave” material flows with cyclical creation cycles, whereby resources can be used time and time again; and indeed, this so-called “cradle-to-cradle” logistical approach is gradually being embraced by companies worldwide.

Holger Papendick, who held various posts at Imperial Chemical Logistics for ten years, was appointed Head of the business unit Logistics Germany at TALKE beginning of this year. His new sphere of responsibility includes eight branches in Germany with a total of about 400 employees. Mr Papendick brings extensive knowledge of chemical logistics with him into the company. His previous stations include, amongst others, the management of operational sites and membership of a divisional board of management with responsibility also for business development of the division.

On-site services unit.
“We are pleased to have taken on board Holger Papendick, who is an extremely experienced manager, for this demanding post,” says Christoph Grunert, Director Logistics Europe. “The step-by-step handover of responsibility by Manfred Broich means that we will guarantee a smooth transition for our customers.” Broich will subsequently be responsible for the development of strategic projects of the business unit Logistic Solutions, TALKE’s consulting and construction line.

MIRCO SIEVERS
APPOINTED MANAGER OF THE NEW BUSINESS
UNIT FLEET MANAGEMENT & WORKSHOP

Since the beginning of the year, Mirco Sievers, a qualified forwarding agent and DAV Master of Business Administration, has been responsible for our new business unit Fleet Management & Workshop. In his new post, Mr Sievers, whose career to date has taken him to the Nagel Group, the Bruhn Spedition in Lübeck and Nordmilch e.G., among other companies, is responsible for managing the personnel and equipment of our transport division.

“The demands on our transport business are constantly increasing,” says Peter Viebig, Director Transport at TALKE, in explaining why the new business unit was created. “To enable us to satisfy the requirements of our customers under changing general conditions in the future, we want to continue to ensure that we provide efficient processes between the operative units, fleet and workshops. Mirco Sievers has the required expertise to create the necessary structures and get them up and running.”
TRANSPORT SAFETY ON THE ARABIAN GULF

TASK FORCE TACKLES DANGEROUS GOODS

The chemical industry of the Arabian Peninsula has intensively enhanced its production depth and capacities in recent years. Having thus long since established itself internationally as a major supplier of chemicals and plastics, the focus is now on the safety of transporting dangerous goods within the region by road.

At the Gulf Petrochemicals and Chemicals Association, GPCCA, a task force established specifically for the task is working on developing a framework to standardise the transport and handling of dangerous goods in the region. The task force is working closely with the regional authorities to develop this framework, which is based on the European ADR, partly to present the benefit of such a supra-regional set of rules, but also to recommend uniform means to implement, maintain and enforce these rules. We talked to Mark Appleyard, who is head of the GPCCA’s Dangerous Goods Task Force.

Mr Appleyard, what is the aim of this task force?

The Gulf Region is currently experiencing rapid economic development in the chemical industry. At the same time, the players here are encountering the same problems as the Europeans did after the Second World War when the chemical industry there was developing again: There is a lack of uniform and binding rules on how to handle dangerous goods which apply for the entire region. The Europeans gradually drew up these standards – often only on the basis of dramatic experiences which we would all have gladly avoided. If possible, the GPCCA wishes to skip this phase by taking the experiences of the Europeans as a basis. This is a good approach to which I give my full support.

Is this problem exclusive to the chemical industry?

Not at all. Growing volumes mean that other industries are also confronted with similar problems. After all, not only chemicals, but also petroleum fuels, radioactive materials, medical products and explosives can endanger the environment and people if they are not handled properly. A framework like the European ADR regulations can provide the necessary basis here.

In this way you are transferring European standards to the Gulf Region ...

The European standards are the framework we base ourselves on. There are several reasons for this: On the one hand, these regulations are tried and tested. They have evolved over the years and are continuously optimised. On the other hand, Europe and the Gulf Region are major trading partners. Logistics service providers which are active in both regions, such as the TALKE Group, implement their standards both in Europe and on the Gulf. Reinventing the wheel here would merely complicate the matter.

However, in no way does this mean that we want to adopt the framework 1:1 – in that case we wouldn’t need the task force. It is more a case of adapting the standards to the national conditions and harmonising them with other regulations – for example those for marine transport and air freight.

Has experience with similar approaches already been made in the region?

Certainly. In 2015, for instance, a regional version of the European SQAS assessment scheme was introduced, Gulf Sustainability and Quality Assessment System, Gulf SQAS for short. The aim of this initiative is to create a uniform benchmark in the Gulf Region for assessing the aspects of health, employment protection, safety, environmental protection and quality amongst logistics service providers.

Coming back to the topic of ADR: Who is also working on this set of rules?

The task force is made up of representatives from chemicals, logistics, regulatory and other stakeholders. To enable us to work efficiently, we have established six sub-groups covering key aspects, namely, training, regulation, packaging, tankers, competent authority and security. These sub-groups focus on standards of documents, labelling, packaging, driver qualifications, among others. In this way, we are looking not only to find the best possible solution for society, the environment and industry, but also to ensure that the regulations are applicable in practice.

That sounds like a complex task. What time frame are you aiming for?

According to the experience gathered to date – the task force was set up in early 2016 – I consider two to three years to be realistic. By then we should have a framework which is based on the ADR standards and can also be transferred to other means of transport in addition to road transport – for example rail transport – with as little effort as possible.

Mr Appleyard, thank you for talking to us.
MODERN TANK CLEANING

THE (RINSE) WATER CYCLE

The resultant water contains some free chlorine as well as sodium chloride – common salt. We want neither of these in the rinse water, though. Neither chlorine, because it has a corrosive effect, nor salt, because it creates salt rings inside the tank. For this reason, the water undergoes a second processing stage in an osmosis plant. The result is demineralised water that’s similar in composition to distilled water. Rinsing is now performed at very high pressures and up to 80°C. This ensures that even fats and oils are rinsed from the tank without leaving a trace.

After rinsing, we first keep the wastewater homogenised in a stirring tank. None of the residues are separately extracted from the wastewater in advance so that the following process can take place all in one go: We neutralise the wastewater to pH 7 and add iron (III) chloride to precipitate suspended matter as well as a special polymer that acts as a floculant. The water is then allowed to rest in a series of settling tanks in order to allow the agglomerated residues to drop out of suspension and any floating fats or oils to be skimmed off.

If at this stage the fats and oils had been emulsified in the water using a detergent, the process would be much more complicated. This way, we can discharge them from the settling tank together with the precipitated suspended matter as sludge. The sludge is dewatered in a filter press, dried and passed to a waste disposal company.

Thanks to the extra effort we put into producing the best possible rinse water beforehand, it’s much easier to treat after cleaning than with other methods – making it, in our opinion, the most efficient and environmentally friendly cleaning process there is. “Wastewater containing materials that cannot be precipitated with iron (III) chloride and wastewater containing heavy metals are not fed into the treatment process. In such cases, it’s taken straight from the tank and separately transferred to a specialist disposal company,” adds Thorsten Vitz. “In order to ensure that cleaning and disposal of the wastewater are performed in a proper and environmentally friendly manner, it’s crucial that we know and understand the chemical composition of the product hiding behind the brand name.”

Having equipment in immaculate condition is one of the prerequisites for reliable chemical transport. Whilst it isn’t essential for the outside of tanks and dry-bulk trucks to be washed before each load, it’s usually a different story for the insides. With the exception of dedicated equipment, tanks and bulk trucks must be scrupulously cleaned between transports to avoid the new load from becoming contaminated. How do we do this? For reasons of efficiency and the sake of the environment, we do this almost exclusively using a lot of hot water and high pressure. Demineralised water is one of our secrets for reliable and environmentally friendly tank interior cleaning. We use water, or “the world’s best cleaning agent”, as Thorsten Vitz, head of our Hürt cleaning station likes to refer to it, that is drawn to a large extent from our own well. “Pretty much every substance we know of can be purged using hot water applied under high pressure. That’s why we work almost exclusively with it and only rarely use an additional detergent,” explains Vitz. “Anything that we don’t add to the rinse water at the start of the process doesn’t have to be removed again afterwards before the wastewatert is fed into the drainage system.”

Before using the water for rinsing, we demineralise it first. The water naturally contains calcium carbonate and magnesium. Both are salts that precipitate out under heat and pressure and are deposited on the heating elements. Scaled-up heat exchangers lose their heating capacity and have to be serviced or even replaced. In order to reduce this to a minimum, in the first step of the process, we use an ion exchanger to substitute the calcium carbonate and magnesium with sodium and chlorine, which remain dissolved in the water even under heat and pressure.

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As a logistics service provider to the petrochemical industry, TALKE handles millions of tonnes of different plastics each year. Here, and in our offices too, we do our utmost to ensure that we generate as little waste as possible. But that alone is not sufficient – we can do even more. This conviction has now prompted Richard Heath, Director Middle East & USA at TALKE, to instigate a company-wide initiative:

Over the coming months, we will continue to expand the initiative with the involvement of our employees, and keep you, dear reader, up to date on how things are going – and would be thrilled to see as many people as possible follow our example.

“Every one of us deals with plastic on a daily basis, both at home and at work. It is our responsibility to properly dispose of and recycle plastics that are no longer needed. We’re now urging all company employees to do the same.”
We love the tricky tasks!
For more efficiency along your entire supply chain we provide you with numerous services beyond the standards and support you with safe and reliable comprehensive solutions.

OUR GAS TANK SERVICES:
- Corrosion protection
- Pick-up and delivery
- Spare parts
- Independent testing

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